

DRAFT AND NOT APPROVED BY BOARD

Missouri Workforce Development Board Lake Ozark, Missouri May 17, 2024 Meeting Minutes

Members attending: Chair Len Toenjes, Garland Barton, Gregg Roberts, LeRoy Stromberg, Virgil White, Megan Price, Tony Bryan, Jill Williams, Kristie Davis, Dr. Chris Clause, Anna Hui, Dr. Ben Boggs

Others attending: Julie Carter, Ronda Anderson, Mark Bauer, Ken Mall, Kim Glenn, Sara Harrison, Jerri Bowles.

Welcome and Opening Remarks

Chair Len Toenjes welcomed everyone to the State Workforce Development Board meeting.

Roll Call

A quorum was not established. January 25, 2024, meeting minutes could not be approved.

Strategic Goals Update

Ken Mall provided a wrap-up from the May 16 retreat. Chair Toenjes led a discussion regarding the Strategic Priorities. OWD staff provided updates regarding goals attached to Job Center Operations, Technology, Training, and Public Awareness categories. Most goals are marked complete with the understanding that this work is on-going and will help guide goal progression and innovation.

Chair Toenjes and board members discussed changes to existing goals and priorities going forward. At a minimum, Board members recommend exploration of improved ways to connect data for better customer experiences and outcomes, effectiveness at collaboration across partner organizations (especially with DED), job center operations, effectiveness of job center staff to work seamlessly.

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Many Local Workforce Development Board Directors were present. Chair Toenjes included Local Workforce Development Board Directors and OWD staff in discussions.

Board members agree to continue improvement of business outreach, greater employer engagement (offer employer centered workshops at job centers), streamlining and providing for consistency of customer experiences and outcomes, build on successes of improved cooperation between DHEWD and Local Workforce Development Boards to enhance coordination and alignment of job center operations.

Len Toenjes recommends that the strategic goal document reflect activity regarding employer engagement with sub-categories about marketing (board member engagement, LWDBs) and other efforts to support this need.

LWDB Directors expressed appreciation for a good working relationship and partnership with OWD under Director Carter's leadership.

Local Workforce Board Update

Greg LaPosa provided an update on behalf of Training and Employment Administrators of Missouri (TEAM). Greg noted that the LWDBs are currently involved in several projects and focused on local planning and financial monitoring. The LWDB Directors appreciate the SWDB's interest to remain connected to local and regional activities. TEAM remains committed to assist with continued engagement with the SWDB.

Director's Report

Director Carter provided an update regarding the state budget. OWD's spending authority was decreased. This action may impact OWD's ability to apply for grants and additional funding opportunities.

OWD has partnered with other organizations to apply for grant funding. Grant applications have been submitted to obtain funds through an Apprenticeship Building America grant opportunity and through the US Department of Commerce to support the establishment of a critical minerals and materials technology hub in central Missouri.

Director Carter recently participated in the Midwest Urban Strategy conference which included workforce and economic development leaders from many states. As the hosting state, Director Carter provided an update to the entire convening. Several state leaders commented about the excellent working relationship between state and local workforce development area leadership.

OWD, in cooperation with the Central Workforce Development Board, has established a demonstration project with Columbia Public Schools. OWD will locate a staff member on-site within the school district to help connect youth with career pathway employment and training opportunities. Based on success of this project, DHEWD may, again, request general revenue funding.

OWD continues efforts to improve job center customer service. Recently, OWD partnered with Missouri University Trulaske Business School to provide secret shopper activities. Students provided a valuable summary report of their job center experiences that will be used to baseline customer engagement improvements.

Board Roundtable

Members provided updates regarding their respective organizations. Discussion centered on effective employer engagement by the public workforce system, board member engagement, technology enhancement opportunities, marketing, coordination of workforce activities across state agencies, and innovation of existing strategic goals. Discussion also included ideas about ensuring SWDB membership compliance. Director Anna Hui recommends consideration of business representation from hospitality, transportation, agriculture, logistics, biotech, chambers of commerce. OWD continues to coordinate with the Office of Boards and Commissions regarding membership compliance.

Board members recommend that future meetings utilize a consent agenda approach to facilitate establishing a policy development engaged SWDB.

Gregg Roberts offered a motion to adjourn the meeting. Virgil White seconded the motion to adjourn. All favored adjournment and the meeting ended at 12 noon.

Workforce Development Board Responsibility Resources

<https://www.ecfr.gov/current/title-20/chapter-V/part-679/subpart-A/section-679.130>

<https://dhewd.mo.gov/WDB/#:~:text=The%20Board%20serves%20as%20convener,these%20efforts%20promote%20economic%20growth>