

Workforce Solutions of Providence/Cranston
WIOA OVERSIGHT COMMITTEE
Meeting Minutes

The WIOA Oversight Committee met at 8:30am on Thursday, January 10, 2019 at Yushin America, Inc. located at 35 Kinney Drive in Cranston with the following members in attendance: Marc Amato, Lawrence DiBoni, Kenneth Filarski, Timothy Kinnaman, Bernice Morris, Karen Paolucci, Janet Raymond, and Raymond Sepe.

Krista Chappell and Darrell Waldron were not in attendance.

Staff members included Brian Hull, Richard Beneduce, Francine Lepizzera, Tony Lucca, Colleen Fonseca, and Aoua Coumbassa.

Chairman's Report

Chair Marc Amato began meeting at 8:36am, informing the Committee that they will be covering the following items: One-Stop Operator RFP, changes in the One-Stop Operator Staffing Model, and relocation of One-Stop Job Center, which provides financial and geographical benefits. The chair invited Executive Director Brian Hull to present updates.

One-Stop Operator Oversight Report

Executive Director Brian Hull discussed reissuing the RFP. The existing contract for the current One-Stop Operator expires as of June 30, 2018. The Board decided it was in the best interest to issue a new RFP. The main difference between the current and new RFP is a change in the expectations for a new Operator to focus more on the daily activities in the Providence AJC. In the new RFP, a staffing model is being recommended that includes a bilingual Front Desk Receptionist, a bilingual Resource Area Coordinator, and a bilingual Career Center Associate, in addition to the Center Manager position. These new additions are expected to facilitate a better customer experience and alleviate existing operational challenges. In addition to this, Director Hull informed all that Colleen Fonseca will perform data keeping duties.

The following revisions on the new RFP were recommended:

- Clearer benchmarks and quantification of reports and timelines
- Regular reporting on progress to Board
- Regular attendance at WIOA Committee and Board meetings
- How do we get more innovative in the center
- Coverage is someone is out (sick / vacation)
- One-Stop Customer and Employer Satisfaction
- Change ex-offender to formerly incarcerated
- Updated RFP to be sent to WIOA Committee on Monday

Chair Janet Raymond recommended a motion to approve RFP with modifications as discussed. Motion was made by Lawrence DiBoni, seconded by Karen Paolucci and passed unanimously.

One-Stop Operator Staffing Model Changes

Director Hull reported that Nestor Leon will work on a transition plan due the pending departure of Angela Salavarrieta, whose last day as the System's Manager is Friday, January 11th, 2019. The committee was informed of these two options: a) Nestor will appoint a WorkPlace staff member to temporarily step in or b) Richard Beneduce will take over the responsibilities. The information from Nestor will be shared with the WIOA Committee.

WIOA Partner MOU Addendums

Brian Hull requested to defer the MOU Addendums discussion and informed all that the MOUs are currently not in position to be reviewed. Lawrence DiBoni called for a motion to continue the MOU Addendums until the next WIOA Committee meeting. Motion was seconded by Karen Paolucci and passed unanimously.

Janet Raymond requested to move to Executive Session. A motion was made, seconded and voted unanimously. Executive Session commenced at 9:21am.

At 9:46am the WIOA Oversight Committee came out of Executive Session.

Relocation of One-Stop Job Center

Chair Raymond made a motion for Workforce Solutions to continue with the process for relocating the One-Stop Job Center from 1 Reservoir Avenue to 530 Broadway Street. Motion was seconded by Lawrence DiBoni and passed unanimously. Kenneth Filarski recused himself from the vote.

Existing One-Stop Operator Performance

Nestor Leon was invited to join the meeting to review progress on the corrective actions resulting from the Monitoring process. Nestor reported that he plans to appoint another staff to temporarily take on the responsibilities of the Systems Manager. Nestor assured the committee that he has an obligation to perform his duties as an operator and intends to fulfill the obligations of the contract. In addition, he informed all that a meeting on operational changes with Director Hull is in process. Nestor also reported that the role of an operator is not to deliver services, and instead, coordinate the services that the Board is responsible for. Furthermore, it was stated that communication has been a challenge, but The WorkPlace is working more closely with Director Hull to more fully inform the Board of operational challenges. Nestor reiterated that it will be difficult for any operator to hold partner agencies accountable until the MOU addendums are finalized and are more specific about roles and responsibilities for each of the AJC partners. Moving forward, Nestor has agreed to provide regular reports that include both the operator and staff's performance.

With no other business, Marc Amato motioned to adjourn meeting, seconded by Bernice Morris, unanimous vote. The meeting adjourned at 10:15am.