

**Workforce Solutions of Providence/Cranston**  
**WIOA OVERSIGHT COMMITTEE**  
**American Job Center, One Reservoir Avenue in Providence, RI**  
**March 26<sup>th</sup>, 2019**  
**Meeting Minutes**

Members in Attendance: Chair Marc Amato, Lawrence DiBoni, Bernice Morris, Karen Paolucci, and Raymond Sepe.

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

Guest: Daniel Parrillo, Chief of Staff for the City of Cranston.

*Opening Remarks*

Chair Marc Amato began meeting at 8:38AM, and provided a brief summary of the March 22<sup>nd</sup> WIOA Committee Meeting: The Committee approved the recommendation of ResCare as the Operator predicated on reference check and the continued discussion of the financial review. Chair Amato invited staff to provide the result of reference check done on other facilitates that are funded by ResCare.

Staff reported on the One-Stop Operator Review, and highlighted on the feedbacks provided by: 1) Capital Region Workforce Partnership in Virginia, 2) Cumberland County Workforce Development Board in North Carolina, and 3) Central Ohio Workforce Development Board. The Committee learned that the Capital Region Workforce Partnership had positive comments about ResCare's role in their workplace, whereas the Cumberland County Workforce Development Board had negative comments. Below is an overview of One-Stop Operator Reference Review that provides additional information on Staff's conversation with references:

**WDA:** Central Ohio Workforce Development Board

**CONTACT:** Lisa Patt-McDaniel

**POSITION:** President and CEO

1. **How long has RESCARE been the One-Stop Operator?** They have had a contract since July 1, 2017.
2. **Are they providing Direct Services for Adult, Youth and DW?** Rescare provides Adult and DW Services with a consortium including Columbus Urban league, Goodwill Columbus, and Jewish Family Services. Rescare currently holds the contract.
3. **Is Rescare operating a Comprehensive Center or Satelite?** Rescare holds the Job Center Contract for a Comprehensive Center -they do not have satellite centers.
4. **How large is your area as it relates to AJC traffic?** They are a single county workforce area and serve a population of about 1 million people. This month they hit 2,000 per month. They had a major organizational change and Rescare took this contract. Traffic has improved from about 1200 a month to 2,000. They have been pleased with the traffic increase.

**WDA:** Capital Region Workforce Partnership in Henrico, VA

**CONTACT:** Brian K. Davis

**POSITION:** Executive Director

1. **How long has RESCARE served as the one stop operator?** They are in the second year, they completed one full year. Started July 1<sup>st</sup> and are now three quarters thru year 2.
2. **Are they operating a single comprehensive center or satellite locations? If so, how many.** They have one comprehensive and two affiliates.
3. **How large is your area?** City of Richmond and 7 surround counties, population over a million people.
4. **How is traffic in the building? Has there been any change in traffic since RESCARE came in?** Foot traffic last year was 40,000 customers.
5. **Is RESCARE providing direct services for Adult, Youth and Dislocated worker?** Rescare previously had their Adult and DW contracts for 6 years. When they put the bid out for operator, they were awarded that contract. A separate vendor is used to do youth services.
6. **What are the services that Rescare provides in your facility? What are the tasks they rely on partner staff to accomplish?** It varies by facility. Within the Comprehensive Center they cover the front desk, and in the two affiliate sites they staff the resource room as "navigators." They write and manage a business plan, do our standard operating procedures, implement cross-center policies and also convene core partners monthly. In addition they coordinate professional development for staff in all of the centers; manage the facility usage and book classrooms and meetings.
7. **How many RESCARE staff are in the building?** They are pretty lean and there are a total of 3 staff. The operator (Career Center Manager) and two navigators. They do share s fiscal person with the Adult and Dislocated Worker Program.
8. **How many partners are you coordinating in the building?** 10+ between the comprehensive center and two affiliates.
9. **What are the additional services that you have access to through your partnership with RESCARE? Examples include the RESCARE Academy, Steps to employment plan, and RAYS Customer satisfaction survey.**
10. **What is your overall experience?** They are very pleased. The Director made mention to the confusion in workforce development before Rescare came in, but since coming in as the operator they have seen a dramatic increase in service coordination. Their operation has transformed to a very customer-centric process and there is more efficiency and coordination. There are visible changes to community members as well and this is evidenced in Rescare's sessions within the community on workforce development services for members of the LGBTQ community and homeless individuals.

**WDA:** Cumberland County Workforce Development Board in Cumberland County North Carolina

**CONTACT:** Nedra Clayborne Rodriguez

**POSITION:** Director

1. **How long has RESCARE served as the one stop operator?** Rescare has never served as their operator. They had a relationship prior as a service provider.
2. **Are they operating a single comprehensive center or satellite locations? If so, how many.** They have a single comprehensive career center. North Carolina has 23 Workforce Development Boards.
3. **How large is your area?** There are 320,000 residents in the county.
4. **How is traffic in the building?** Anywhere from 2,500 to 3,000 in a week.
5. **Is RESCARE providing direct services for Adult, Youth and Dislocated worker?** RESCARE was the provider of Adult and Dislocated worker services.
6. **What are the services that Rescare provides in your facility? What are the tasks they rely on partner staff to accomplish?** They no longer are in the center. Their contract was ended in July 2018.
7. **How many RESCARE staff are in the building?** Currently 0, but there used to be 22.
8. **How many partners are you coordinating in the building?** They did not coordinate.
9. **What are the additional services that you have access to through your partnership with RESCARE? Examples include the RESCARE Academy, Steps to employment plan, and RAYS Customer satisfaction survey.** N/A
10. **What is your overall experience?** They were unhappy and chose to end the contract due to performance as a service provider. They did submit a bid to be the One-Stop Operator but they did not qualify because their application was submitted late. We have separate contracts with vendors now to be the operator and service delivery. This model has worked for them and they are very happy with the results.

**WDA:** South Central Workforce Development Board in Missouri

**CONTACT:** Valarie Haring

**POSITION:** EO Officer and Compliance Manager. Their Executive Director position is currently vacant.

1. **How long has RESCARE served as the one stop operator?** They have been the operator since 2015.
2. **Are they operating a single comprehensive center or satellite locations? If so, how many.** Single comprehensive for their local area.
3. **How large is your area?** The area includes twelve counties of Missouri with a population of 17,000.
4. **How is traffic in the building?**
5. **Is RESCARE providing direct services for Adult, Youth and Dislocated worker?** They previously have run the Adult and Dislocated Worker Program at their Poplar Bluff Job Center, and are also the One-Stop Operator.
6. **What are the services that Rescare provides in your facility? What are the tasks they rely on partner staff to accomplish?** They are both the operator and deliverer of services. They provide front desk triage services and coordinate with partners inside and outside of the building.
7. **How many RESCARE staff are in the building?** There are 5 Rescare staff between Adult and Dislocated Worker and Operator staff. Three staff coordinate within the center and two are service providers.
8. **How many partners are you coordinating in the building?**
9. **What are the additional services that you have access to through your partnership with RESCARE? Examples include the RESCARE Academy, Steps to employment plan, and RAYS Customer satisfaction survey.**
10. **What is your overall experience?** They indicated Rescare has some great programs they can offer participants and the online programs are wonderful. The upper management staff in place is great. They currently have their RFP out for a One-Stop Operator and they have bid, but they won't be making a decision until April.

Some of these references were given by ResCare however, Staff randomly selected names of employees from their corresponding employer's website. There are two additional references that Staff is expected to hear back from. Should the remaining references return as mostly negative, Chair Amato suggest the Committee circle back and look at potential operators, WorkPlace and Adams. The Committee was also informed that upon the finalizing of reference check and a further financial discussion on line items-specifically the increase of the Career Center, Travel Cost, and the AJC Manager-there will be a decision on moving forward with ResCare as the operator. In addition, Staff will discuss with ResCare to determine if the advertising cost should remain on their budget or the WIAO budget.

Director Hull distributed to the Committee a document that described the services and roles partners. The document consists of specific items that we are asking each partner to do; the items are comprised of set of requirements that are in the law, regulations associated with each programs and includes additional things we are asking the partners complete in order to elevate service levels. Director Hull referred back to a discussion that was brought up at the March 22<sup>nd</sup> WIOA meeting that centered around MOUs that listed their responsibilities based on their enabling legislation. This would avoid partner non-compliance.

Director Hull detailed that the staff changed the narrative inside the schedule to identify more clearly what are expected of partners to contribute to the One-Stop. Director Hull asked the Committee to review the individual MOU matrix and offer comments by the end of the week. Chair Mark call for a motion to accept the MOU outline as presented with final review from staff to make sure there is enough deliverables. The motion was seconded by Larry DiBoni and passed unanimously.

### *One-Stop Budget*

The first, second, and third year One-Stop budgets were compared. It was reported that the first and second years had the most similarities. The middle-top column on the document reflects the year we are currently in for the One-Stop center. The total annual operative expense is \$925,000, which is projected to increase to \$1.1 million; this change is related to increase cost of One-Stop Operator (OSO), decrease cost of the GSOL management program (accounts the OSO will be using in their four profiles in GSOL system), reduction in Metrix Program (online learning tool), and the rental increase of another 5%. It was reported that most of remaining expenses are similar from current year to the next year. Director explained that because the state charges \$5,000 per licensed profile for GSOL, the GSOL price is higher; four individual operative staff will each have licenses; the state is in the process of developing a new RFP for a new system for Workforce Development. It was also reported that new partnerships contribute the expenses: RI Hospitality Association is provided space training for entry level hotel training. The Genesis Center is also given space to host Pathways and Operation Stand Down (Veteran program) received a four year grant lease space on part time basis. We currently have an MOU with ResCare, leasing them cubicles and space to run their programing that is \$200,000 sublease. The TechForce grant is ending in October. The next MOU infrastructure funding agreement is scheduled for July 1<sup>st</sup>, 2019.

With no other business, Marc Amato motioned to adjourn meeting, seconded by Bernice Morris, unanimous vote. The meeting adjourned at 10:12AM.