



CAPITAL AREA WORKFORCE DEVELOPMENT BOARD
MEETING MINUTES
December 3, 2009

The Capital Area Workforce Development Board met in regular session on Thursday, December 3, 2009 at 8:30 a.m. at Wake Technical Community College, Public Safety Training Center, Raleigh, North Carolina. Members present: Susan Jackson, Chair; Zena Anderson, Bruce Clarke, Robert Barham, Amy Fariss, Kenny Gibbs, JoAnne Honeycutt for Dr. Ed. Croom, Linda Horton, Terri Keene for Earl Maret, P.R. Latta, Dr. David Johnson, Howard Manning, Gerald Mitchell, David Rockefeller, Nelson Rose, Valerie Sachariat, Vicki Shore, Donna Steele, Michele Tavernise, Marie Watson and Durwood Woodall. Staff: Alfreda Barnett, Jessica Locklear-McLeod, Brian Mitchell, Lisa Ramsey, Ray Riordan, Pat Sturdivant and Brenda Wilkerson. Guests: Lisa Arnette, Region IV Office, Employment Security Commission; Lindy Brown, Wake County Commissioner; Joe Durham, Wake County Deputy County Manager; Nancy Ellis, Access JobLink AmeriCorps Member, JobLink Career Center at Southern Regional Center; Joe Farrell, Educational Data Systems, Inc.; Kristy Forster, Educational Data Systems, Inc.; LaVonne Hill, Access JobLink AmeriCorps Member, JobLink Career Center at Eastern Regional Center; Denny Jenkins, Wake County Human Services; Donald Jordan, Access JobLink AmeriCorps Member, JobLink Career Center at Raleigh Employment Security Commission; Jackie McMillian, Workforce Development Unit, Employment Security Commission Central Office; Ramell Oakley, Capital Area JobLink at Johnston Community College; Jan Oakley, Yes I Can Program, Johnston County Industries; Jeff Page, Clinsys Clinical Research, Inc., Leon Perry, Capital Area JobLink at Raleigh Employment Security Commission; Nancy Stancil, Capital Area JobLink at Johnston Community College; and Nila Williams, Clinsys Clinical Research, Inc.

Chairman Jackson called the meeting to order and welcomed everyone. She thanked Mr. Gerald Mitchell, Executive Vice President of Wake Technical Community College for hosting the meeting at the Wake Technical Community College Public Safety Training Center and for providing the refreshments. She then introduced the two newest Board members Ms. Amy Fariss and Ms. Valerie Sachariat.

Ms. Fariss is founder and CEO of Cortina Group. The Cortina Group specializes in working with small to medium size companies to build and create culture which is congruent with corporate strategy. Ms. Fariss has worked in several large pharmaceutical and small biotech organizations during the past 30 years. Chairman Jackson welcomed Ms. Fariss and presented her with a Capital Area lapel pin and Board manual.

Ms. Sachariat is a Talent Acquisition Project Manager with Time Warner Cable in Morrisville, North Carolina. In her role, she is responsible for compliance, metrics/reporting and HR/recruiting projects for the Carolina Region of Time Warner Cable which encompasses most of North and South Carolina. Prior to joining Time Warner Cable, she worked for Corning, Inc. in Wilmington, North Carolina where she held positions in Information Systems, Operations and Human Resources. Chairman Jackson welcomed Ms. Sachariat and presented her with a Capital Area

lapel pin and Board manual. The Board looks forward to Ms. Fariss' and Ms. Sachariat's service and contributions to Capital Area's workforce initiatives.

Following an invitation for member and guest introductions, Chairman Jackson proceeded and asked if there were any corrections to the draft minutes of October 22, 2009. She called for a motion to accept the meeting minutes as written. Mr. Gerald Mitchell made a motion to accept; Ms. Marie Watson seconded the motion. Motion carried.

The first item on the agenda was Incumbent Workforce Spotlight, and Chairman Jackson called upon Ms. Nila Williams, Director of Customer Relations and Global Training, Clinsys Clinical Research, Inc. and Mr. Jeff Page, Executive Director of Business Excellence, Clinsys Clinical Research, Inc. to provide their presentation. As a previous Capital Area Workforce Development Board Incumbent Workforce grant recipient, Ms. Williams and Mr. Page provided an overview of Clinsys and how it has benefited from the receipt of incumbent workforce training funds.

Ms. Williams reported that Clinsys Clinical Research, Inc. is a therapeutically focused global contract research organization that provides pharmaceutical, biotechnology and medical device companies with a full range of clinical research services in support of Phase I-IV drug and device development. They are headquartered in Bedminster, New Jersey with operations in the United States, Canada, Germany and India. Their Raleigh, North Carolina office employs fifty (50) individuals.

Clinsys received an Incumbent Workforce grant from Capital Area Workforce Development Board to provide Six Sigma Green Belt training to 20 employees. Partnering with North Carolina State University (NCSU), the Clinsys employees were trained in the Green Belt Define, Measure, Analyze, Improve and Control (DMAIC) methodology to make improvements in the day-to-day operations that directly impact client deliverables.

Clinsys Green Belt trainees represent all levels of the company and were selected from cross-functional departments including Clinical Operations, Data Management, Biostatistics, Field Operations, Quality Assurance, Regulatory Services, Legal, Clinical Development, Training Contracts, Business Excellence, Human Resources and Information Technology.

Eleven Clinsys employees received their Six Sigma Green Belt certification. Before they are considered Green Belt certified, trainees must complete an open book assessment and present their projects for final approval to a committee comprised of Clinsys senior management and NCSU trainers.

Mr. Page, who was recently Six Sigma Green Belt certified as of December 1, 2009, expressed his appreciation for the Incumbent Workforce grant funds and how it will positively impact Clinsys' Project Forecasting to ultimately decrease their yearly cost in this area. Chairman Jackson thanked Ms. Williams and Mr. Page for sharing this important update with the Capital Area Board.

The next item on the agenda was the American Recovery and Reinvestment Act (ARRA) update, and Chairman Jackson reminded the Board at the October 2009 Board meeting the new adult and dislocated worker service providers were approved. She called upon Ms. Pat Sturvidant, Interim Executive Director, to provide an ARRA update and introduce the two new service providers.

Ms. Sturdivant began by saying that Educational Data Systems, Inc. (EDSI) was awarded the contract to serve Wake County adult and dislocated workers with ARRA services. Located at 3000 Highwoods Boulevard in Raleigh, the EDSI transition team is now in place, and they are in the process of recruiting permanent local staff.

EDSI is working towards enrolling 200 customers in the JobsNow program at Wake Technical Community College and placing 100 customers in work activities which includes on-the-job training and work experience. Ms. Sturdivant introduced Mr. Joe Farrell, Business Development Specialist and Ms. Kristy Forster, Interim Program Manager with EDSI. Mr. Farrell commented that his team is in the process of contacting those individuals that completed the online JobLink JobsNow questionnaire and scheduling orientations.

Ms. Sturdivant then announced that Johnston County Job Training Office was awarded the contract to serve adult and dislocated workers with ARRA services in Johnston County. Their goals are to enroll 50 customers in the JobsNow program at Johnston Community College and place 40 customers in on-the-job training and work experience opportunities. Ms. Sturdivant introduced Ms. Ramell Oakley, Director and Ms. Nancy Stancil, ARRA Project Coordinator of the Johnston County Job Training Office. Ms. Oakley commented that they are in the process of determining eligibility for those interested in the JobsNow program and hiring additional staff to service the ARRA customers.

Additionally, Ms. Sturdivant reported that a partnership with Wake County Human Services Work First Program has been established to provide additional employment opportunities for economically disadvantaged adults. ARRA funds will provide work activities and supportive services to 75 Temporary Assistance to Needy Families (TANF) customers.

On November 2, 2009, a total of 64 youth began participating in an extension of the ARRA Summer Youth Employment Program through Capital Area Workforce Development Board and Johnston County Industries. In Wake County, Mr. Brian Mitchell was hired as the ARRA Youth Coordinator to oversee 48 participants and 18 worksites. Upcoming workshops planned for the youth to attend on December 4, 2009 and December 11, 2009 include topics such as job search skills, resume writing, interviewing and professional etiquette.

In Johnston County, 18 youth were selected to participate at 3 worksites with the majority of youth placed in “green jobs” at Johnston County Department of Social Services. Participants were also placed at Johnston County Industries and the Unity House. Chairman Jackson thanked Ms. Sturdivant for this informative update and welcomed the new service providers.

Under Business Services, Chairman Jackson reminded the Board of the need to be conscientious regarding building capacity and promoting the Board’s missions and goals with organizations that can support Capital Area’s workforce development endeavors. She called upon Ms. Brenda Wilkerson, Capital Area Business Services Representative, to present an initiative designed to support capacity building and introduce the Board to more businesses.

Ms. Wilkerson announced that Capital Area Workforce Development Board will be partnering with local Chambers of Commerce in Raleigh, Cary, Morrisville and Smithfield-Selma for name recognition, increased credibility, presentation opportunities and resource leveraging.

One of the events that Capital Area will be participating in 2010 is the Raleigh Chamber's Pinnacle Business Awards Celebration. Capital Area will present the first Regina M. Crooms Employer Excellence in Workforce Development Award to one small and one large employer that exemplifies excellence in workforce and economic development in the local area.

Other business opportunities to consider in the Raleigh area is the Triangle Success Forum hosted by Triangle Area Chambers of Commerce and other strategic partners designed to generate discourse and find solutions to the region's growth-related challenges; and Morning Networks – a networking event that provides information and educational programs for members.

In the Cary and Morrisville areas, Capital Area is considering participation in the Small Business Awards, Economic Development Forums and the Knowledgeable Network of Women (K.N.O.W.). Opportunities in the Johnston County and Smithfield/Selma area are currently under review.

Chairman Jackson thanked Ms. Wilkerson regarding these innovative solutions designed to keep Capital Area in the forefront of workforce and economic development initiatives.

Moving onto other business, Chairman Jackson recalled that an AmeriCorps Grant was awarded to Capital Area in August 2008 for the purpose of engaging individuals in meaningful service opportunities focusing on persons with barriers to employment, including those with disabilities, at-risk youth, older workers and ex-offenders. Chairman Jackson called upon Mr. Ray Riordan, AmeriCorps Program Manager for an update.

Mr. Riordan reported that Capital Area Workforce Development Board began the Access JobLink AmeriCorps program in 2008 through a grant awarded by the North Carolina Commission on Volunteerism and Community Service in partnership with North Carolina Division of Vocational Rehabilitation Services and local JobLink Career Centers.

The Access JobLink AmeriCorps Program components include job search assistance, outreach and education, volunteer recruitment and professional development. For PY 2009, there are 23 members - 17 full-time and 6 part-time serving in 10 JobLink Career Centers throughout Wake and Johnston counties.

Through October 31, 2009 Access JobLink AmeriCorps members have provided 406 persons with disabilities and/or challenges to employment individualized job search assistance. Of those reporting, 91% have rated the services they received as above average or excellent. Sixteen individuals have gained employment as a direct result of receiving assistance by Access JobLink AmeriCorps members. A majority of those now employed are ex-offenders.

Access JobLink AmeriCorps members have conducted over 20 outreach and education activities including staffing various Access Points, weekly workshops at several Wake County libraries and the creation of a weekly job club at CavalCorps - a Federal Bureau of Prisons half-way house.

Team activities that Access JobLink AmeriCorps members have participated in to date include September 11 National Day of Service and Remembrance, JobLink Career Expo Fall 2009, Disaster Response Training, 2009 AmeriCorps Inclusion Project, National Make A Difference Day, Chic-fil-A/Raleigh Rescue Mission Food Drive and ABC's Extreme Home Makeover.

Chairman Jackson thanked Mr. Riordan for the excellent work that he and the Access JobLink AmeriCorps members are doing within the Capital Area JobLink Career Centers and surrounding community.

In the Chair's report, Chairman Jackson announced that she attended her first NC Commission of Workforce Development meeting on December 2, 2009, and the Commission has an exciting new group of Board members. She asked the Capital Area Board to review their strategic plan, goals and objectives and provide her with any information that needs to be shared with the Commission to ensure a thorough strategic plan at the state level.

Chairman Jackson continued and advised the Board that Capital Area staff will be moving to a new location on December 29, 2009. Their offices will move from 414 Fayetteville Street to 2321 Crabtree Boulevard, which is off of Capital Blvd. in Raleigh. Their phone numbers will remain the same.

She also called the Board's attention to the Capital Area Annual Report for PY 08. This report provides a snapshot of all of the services and programs Capital Area provided for PY 08 and includes the following highlights:

- Served over 142,450 customers throughout the JobLink Career Center System and 867 citizens with Workforce Investment Act employment and training services.
- Assisted 270 citizens with employment and approximately 189 individuals with some type of credential from Workforce Investment Act services.
- Received two grants to serve special populations: Disability Program Navigator focused on helping people with disabilities in our JobLink Career Centers, and the AmeriCorps grant designed to assist individuals with significant barriers to employment.
- Provided incumbent workforce grants to 14 businesses.
- Developed a senior workforce initiative to aid citizens over the age of 50 with specific challenges related to obtaining work.
- Published a State of the Region report to identify high growth, high demand industries in the local area and where training dollars should be focused.

Chairman Jackson thanked the Capital Area staff for all of their work and support in representing the Capital Area Workforce Development Board. They have done a great job during some challenging times.

Plans for the 2010 Capital Area Board Retreat are underway and a date needs to be confirmed. Two dates are under consideration - either Friday, March 26, 2010 or Friday, April 23, 2010. This year's retreat will be held for ½ day instead of a full day, beginning at 8:30 am and ending at 12:30 pm. Lisa Ramsey will be e-mailing all Board members requesting their date preference. Please respond by 5:00 pm on Monday December 7, 2009. Board members will be advised as to the date the majority selected.

Under other businesses and announcement, Mr. Nelson Rose commented that unemployment insurance benefits are extended for 20 more weeks. Mr. P.R. Latta added that in review of Capital Area's accomplishments and achievements this past year that federal and state level officials need

to be advised of all that the Board is doing. Ms. Donna Steele advised that Talecris is building a new facility in Clayton, North Carolina, and 250 jobs will be created over the next several years.

Mr. Joe Durham, Deputy County Manager announced that a search is underway for the Capital Area Workforce Development Director opening. This position will be posted on the Wake Government website 12/04/09 through 12/18/09. All qualified candidates are encouraged to apply.

Chairman Jackson thanked everyone for attending and reminded the Board that the next meeting is scheduled for Thursday, February 25, 2010, 8:30 am at the Capital Area Workforce Development Board's new offices, 2321 Crabtree Blvd., Raleigh, North Carolina.

The meeting was adjourned at 9:45am.