



Business Services Committee Agenda

April 19, 2023 | 2-3:30pm

NKADD | 22 Spiral Drive | Florence

Zoom | Meeting ID: **921 2119 6749** | Password: **605357**

1. **Call to Order and Welcome** – *Brian Bozeman, Committee Chair, 2:00pm*
 - a. Roll Call of Members (if necessary) – *Correy Eimer, NKWIB Director*
2. **Self-identification of members** – at this time, any member of the board having a potential conflict of interest regarding any issue on today's agenda should self-identify – *Brian Bozeman, 2:05pm*
3. **Approve Minutes** from previous meeting – *Brian Bozeman, 2:10pm (action requested)*
4. **Fiscal KPI** – *Liberty Kordish, 2:15pm*
5. **Program KPI** – *Melinda Ford, 2:25pm*
6. **Update on WIOA Subcontractor Contract** (Direct Services and Operator) – *Tonia Slone, 2:35pm*
7. **Work for Success Update** – *Todd Kyper, 2:40pm*
8. **WIOA Business Services update** – *Douglas Beard, Brighton Center, 2:50pm*
9. **WIOA Operator update** – *Lauren Allhands, Brighton Center, 3:00pm*
10. **NKWIB Director's Update** – *Correy Eimer, 3:10pm*
11. **New Business** – *Brian Bozeman, 3:15pm*
12. **Adjourn** – *Brian Bozeman, 3:30pm*

Next meeting: June 21, 2023 at 2PM
NKADD, 22 Spiral Drive, Florence

Vision Statement

Every Northern Kentucky community thrives as a result of sustained economic prosperity.

Mission Statement

We drive innovative policy and direct funding for workforce investment through strong community partnerships to promote: engaged employers, skilled jobseekers and collective impact.



Diversity, Equity, Inclusion Statement

The Northern Kentucky Workforce Investment Board embraces the need for diversity, equity and inclusion to be a component of everything we do. We strive to create a network that meets business needs while it also supports the dignity of our clients. We respond to regional employment needs through the perspectives of local employers' demand for talent and economic empowerment. We are a catalyst for equity, inclusion and life-changing results for all our clients. These priorities are supported through the values below and outlined in our diversity, equity and inclusion action plan.

NKWIB Strategic Plan Elements

1. Employer Services

Engage employers in the design of services that support talent recruitment, incentivize workforce participation and remove employment barriers.

- Monitor and respond to employer feedback on Career Center business services.
- Serve as a trusted resource and collaborator for employer and workforce partners.
- Assess and deploy WIOA resources as available to support hiring and upskilling.

2. Jobseeker Services

Prepare individuals to enter and advance along the talent pipeline by aligning with P-12, adult and post-secondary education to provide lifelong opportunities for the rapidly shifting realities of work.

- Monitor and assess outcomes for individuals utilizing Career Center and WIOA services.
- Leverage partnerships and resources to effectively engage clients in work and training opportunities.
- Connect educational and training partners with employers to further align career pipeline preparation.

3. Board Governance

Maintain strong leadership and community connectivity by fostering board member recruitment, retention and education efforts with an emphasis on diversity, equity and inclusion.

- Create a Diversity, Equity and Inclusion Committee comprised of board and community members to report regularly to the board and oversee DEI Action Plan.
- Create and implement a Diversity, Equity and Inclusion Action Plan.
- Increase initiatives designed to engage current board members and attract new board members from all five in-demand industry sectors and all eight counties in our region.

4. Data-Driven Decision Making

Respond to changing employer and individual needs by effectively leveraging local, state and federal resources and benchmarking impact through data and metrics through an equity lens.

- Collaborate with regional workforce partners to assess and drive progress toward local and statewide goals.
- Update financial and programmatic key performance indicators and analyze regularly through the NKWIB and its committees.
- Establish innovative workforce policy and funding using regional labor market information and local Career Center performance data.

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FY2022 MINUTES
BUSINESS SERVICES COMMITTEE | Zoom Meeting
Wednesday, February 15, 2023 | 2:00 PM

MEMBERS PRESENT	GUESTS
Dr. Vickie Berling	Lauren Allhands, Brighton Center
Brian Bozeman	Ellen Bates, Brighton Center
Brent Cooper	Douglas Beard, Brighton Center
Kate Doolittle	
Gina Douthat	
Mike Flannery	
Janet Harrah	STAFF PRESENT
Kimberly Spreder	Correy Eimer
Michelle Tyson	Melinda Ford
William Weier	Katie Jo Kirkpatrick
	Liberty Kordish
MEMBERS ABSENT	Todd Kyper
Dr. Fernando Figueroa	Amy Scalf
Heather McClanahan	Tonia Slone
Gina Stough	

CALL TO ORDER

The meeting was called to order at 2:03 PM by Brian Bozeman, committee chair, with a quorum.

SELF-IDENTIFICATION OF MEMBERS

No members identified as having a conflict of interest with the agenda items.

APPROVAL OF MINUTES — DECEMBER &, 2022 MEETING

Janet Harrah moved to approve the minutes, seconded by Michelle Tyson. All voted aye. The [motion carried](#) and the minutes have been approved.

NKWIB DIRECTOR'S UPDATE — Correy Eimer, NKWIB Director

- Todd Kyper, Business Services Specialist, will primarily be focused on the Work for Success Grant and other Business Services projects. The Work for Success Grant is a statewide reserve grant of \$289,000. This 18-month grant runs through June 2024 and is primarily meant to engage the harder to serve population, specifically folks who are reentering from addiction/recovery coming back into the workforce. We can subsidize their paid, work-based training for the first four weeks of employment to incentivize employers to give these folks a chance.
- Melinda Ford, Quality Assurance and Data Specialist, has been with NKADD for nine years. She's transitioned roles as quality assurance and data specialist, primarily doing compliance reviews, checking files, making sure they are in good shape for the audits, and also data collection and data presentation for committee and board meetings.

UPDATE ON KEY PERFORMANCE INDICATORS — Correy Eimer, NKWIB Director

- *Revisiting Key Performance Indicators and Establishing Benchmarks and simplifying* — We are going to revisit the content and format of that document. Three main things to focus on: simplifying, making sure key metrics are on there that are also on the state negotiated performance report, and third, introduce benchmark ranges. Our board and various WIB committees have benchmarks on the KPI, so we can assess if we are in the red, yellow, or green in any area.

- *Involvement of NKWIB Executive Committee* —Although in the past, Business Services Committee has taken the lead in doing that, but the most appropriate place for this is the Executive Committee, and that meeting is on February 22 at 3 p.m., if you want to attend.
- *New and Exiting Committee members*
We welcome Kate Doolittle from PNC Bank.
Welcome Kim Spreder who is replacing Angie Mulberry from NKY Tri-ED.
Cara Brooks, from Duke Energy, has resigned from Board, and has nominated her successor, Ken Muth, to join.

UPDATE ON WIOA REQUEST FOR PROPOSALS (Direct Services and Operator) — *Tonia Slone, NKWIB Project Manager*

- We are in the midst of reviewing responses, that will go to the Program Youth Committee. There were two responses for Direct Services and one response as the operator. There is no minimum requirement for the number of responses received.

WIOA BUSINESS SERVICES UPDATE — *Douglas Beard, Brighton Center*

- New Year New Career job fair was held January 26 at the Erlanger Kenton County Library. Forty employers were there, and about 150 people, 120+ registrants, and a few unregistered. We haven't set a date, but employers are asking about the Annual Veterans Job Fair. Recently, someone reached out regarding a Juneteenth Job Fair. I'll keep you updated.
- New state labor exchange. Focus is going away, and Linked In recruiter was going to replace that but it limited the number of job postings (10) for Northern Kentucky. The new labor exchange allows us to continue to provide that service, and it feeds into LinkedIn.
- Topics for the twice-monthly Business Services Team meetings. One meeting is for updates from members and during the other meeting, they chose topical issues to discuss, so we can do some research before the meeting and come out with action items. Topics range from internal staff training, assisting minority-owned businesses, understanding labor market index, work opportunities, internships, layoffs and possible domino effects.
- We are currently soliciting feedback for a badging program. Short-term trainings that focus on different things, such as executive function, customer service, and diversity, equity, and inclusion. They'll have a short training and assessment on the topic. Would that increase the chances you'd give them an interview?
- 854- unique employers so far this fiscal year. Would 1,000 unique different employers this year. Number overall program participants is 6,800+. Repeat customer rate is 9.42%. Market penetration is 5.75%. We have one of two rapid response activities, which means one employer has not accepted the service for rapid response.

WIOA OPERATOR UPDATE — *Lauren Allhands, Brighton Center*

- Our Facebook page was unpublished by Meta, in December, although we had any violation. There were 4,000 followers, and Facebook is a major way our community accesses information. We are making a new Facebook page, and plan to relaunch in March. Also, we reprioritized budget to boost posts.
- We welcome our new First Impression and Marketing Specialist Kairi Freudenberg. She brings a wealth of formal training in videography and marketing, freelance social media coordinator.
- Facility Updates: Now open in Grant County location, co-located with Grant County Chamber of Commerce, and staffed Tuesday through Thursday every week. The Florence KCC interior is being painted.
- For the New Year New Career Job Expo, our employer satisfaction rate was 100%. Our committee will debrief on what contributed to its success, future replication, and continue planning for innovative ideas, like a reverse job fair.

FISCAL KPI — *Liberty Kordish, Workforce Fiscal Specialist*

- As of Dec. 31, we are through half of the fiscal year, and are 36 % expended for all budgets.
- Incumbent Worker Training shows zero, because of the timing. We will see that on the February KPI. We have had two participants.
- Transitional jobs is new on the KPI, took the place of on-the-job training

PROGRAM KPI — *Correy Eimer and Melinda Ford*

- Revamping the KPI was meant for this time, but Correy said he's always receptive to feedback.
- Tonia said we are really focusing on verification. Melinda is running the reports from Key Suite, which is not an easy task. We are part of a pilot program, and the state has asked us to work with Western Kentucky, and to dig into reports and learn how to do it a different way. We really want that information to be accurate.
- Community level data, which we were housing on the data page nkwib.org/data, can be accessed through other sources, such as Tri-ED's Northern Kentucky Atlas, or kystats.com, which has very valid relevant data for our region, even at the county and sub-county level.

NEW BUSINESS

- Katie Jo Kirkpatrick discussed Partners for Success and Workforce 101, which has been developed to educate WIB members and staff to learn about who our partners are and start on a clean slate for 2023. Session in May will look at durable skills and will continue through the year.

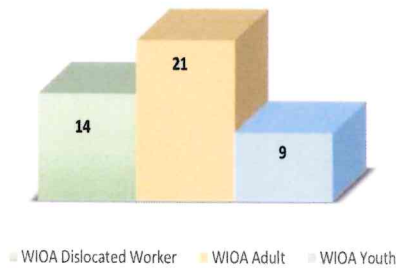
ADJOURNMENT — *Brian Bozeman*

- Brian Bozeman moved to adjourn, seconded by Brent Cooper. The motion carried and meeting adjourned at 2:49 p.m.

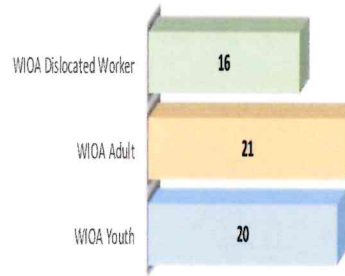
FY23 as of February, 2023 (67% of Fiscal Year)	WIOA Formula Funds Totals	Statewide Reserve (Special Projects) Total	National Dislocated Worker Grant (NDWG)	Grand Total	YTD Expended	% Expended
Actual Carryover From FY 2022						
Grant 27122 (Dislocated Worker Program)	\$ 393,365.21			\$ 393,365.21		
Grant 27222 (Dislocated Worker Program)	\$ 72,115.30			\$ 72,115.30		
Grant 27022 (Adult Program)	\$ 37,730.54			\$ 37,730.54		
Grant 27322 (Adult Program)	\$ 165,395.20			\$ 165,395.20		
Grant 27422 (Youth Program)	\$ 207,908.47			\$ 207,908.47		
Grant 27421 (Youth Program)	\$ 41,568.20			\$ 41,568.20		
272DW21 (Dislocated Worker Program)	\$ 763.53			\$ 763.53		
271DW21 (Dislocated Worker Program)	\$ 4,901.31			\$ 4,901.31		
273AD20 (Adult Program)				\$ -		
258CV20 NDWG			\$ 8,847.83	\$ 8,847.83		
	\$ -			\$ -		
	\$ -			\$ -		
Actual Carryover	\$ 923,747.76	\$ -	\$ 8,847.83	\$ 932,595.59		
Actual Allocation						
Adult	\$ 425,050.57			\$ 425,050.57		
Dislocated Worker	\$ 846,529.02			\$ 846,529.02		
Youth	\$ 420,271.70			\$ 420,271.70		
*Rapid Response Funding (Requested from State as Pass Thru)	\$ 128,000.00			\$ 128,000.00		
SWR -Work for Success	\$ -	\$ 289,457.40		\$ 289,457.40		
Actual Allocation	\$ 1,819,851.29	\$ 289,457.40	\$ -	\$ 2,109,308.69		
Total Available	\$ 2,743,599.05	\$ 289,457.40	\$ 8,847.83	\$ 3,041,904.28		
Obligations						
*NKWIB Subgrant Recipient/Fiscal Agent	\$ 805,527.01	\$ 137,457.40	\$ 1,513.45	\$ 944,497.86	\$ 438,321.37	46%
*OS Operator Contracted Provider (Brighton Center)	\$ 208,453.00			\$ 208,453.00	\$ 107,818.75	52%
*OS Direct Workforce Services Contracted Provider (Brighton Center)	\$ 1,056,194.00		\$ 5,547.49	\$ 1,061,741.49	\$ 651,895.02	61%
Set-aside Obligations						
JOBS EQ Data Base Agreement	\$ 4,400.00			\$ 4,400.00	\$ 2,955.92	67%
Outreach	\$ 15,000.00			\$ 15,000.00	\$ 344.51	2%
GROW	\$ 27,880.00			\$ 27,880.00	\$ 27,880.00	100%
Training						
Youth Work Experience	\$ 167,311.75			\$ 167,311.75	\$ 101,166.67	60%
Work For Success Work Experience		\$ 150,000.00		\$ 150,000.00	\$ -	0%
Incumbent Worker	\$ 70,000.00			\$ 70,000.00	\$ -	0%
Transitional Jobs	\$ 35,000.00			\$ 35,000.00	\$ -	0%
Youth Education/Career Funds	\$ 50,000.00			\$ 50,000.00	\$ 4,500.00	9%
*Individual Training Accounts (ITA's)	\$ 135,000.00			\$ 135,000.00	\$ 92,038.16	68%
Supportive Services	\$ 10,000.00	\$ 2,000.00		\$ 12,000.00	\$ 310.96	3%
Total Obligations	\$ 2,584,765.76	\$ 289,457.40	\$ 7,060.94	\$ 2,881,284.10	\$ 1,427,231.36	50%
Remaining Balance	\$ 158,833.29	\$ -	\$ 1,786.89	\$ 160,620.18		

WIOA Enrollments

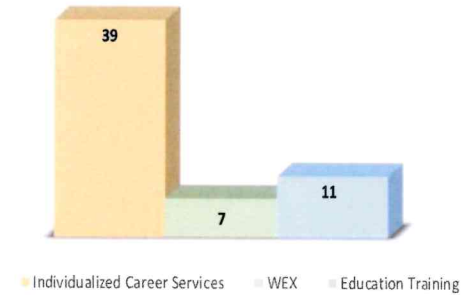
New Enrollments FY23
July 1, 2022 - January 31, 2023



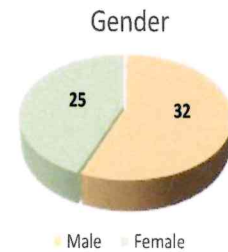
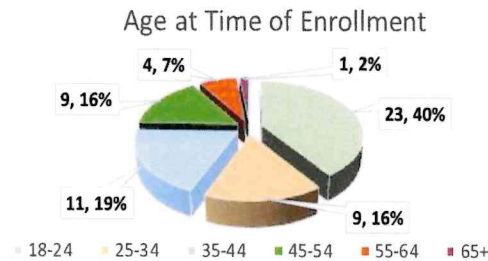
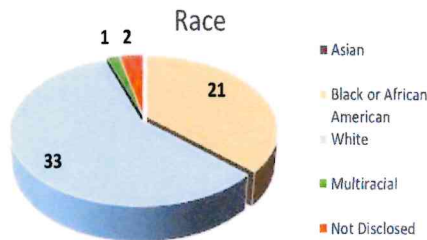
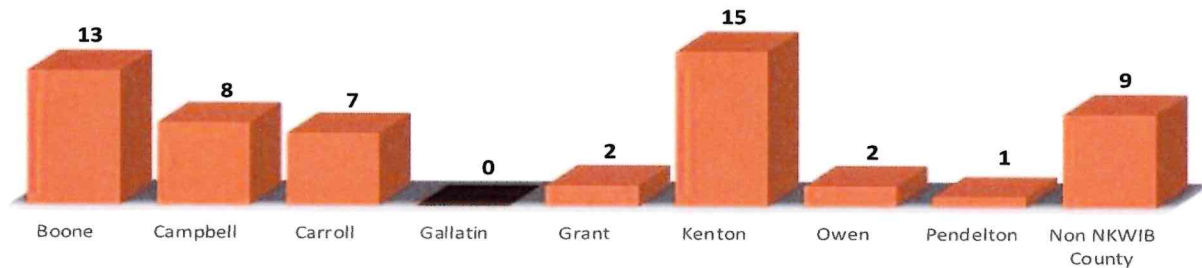
Total Active Enrollments
Active = New + Carry Over



Total Active Enrollment Break Down



County of Residence



Performance PY22/FY23	Negotiated Rate	Q1	Q2	Q3	Q4
Adult					
Empl Rate Q2	77%	100%	77.10%		
Empl Rate Q4	74%	100%	75%		
Median Earnings Q2 a/exit	\$7,800	\$7,230	\$7,458		
Credential Attainment	74%	100%	71.40%		
MSG (Currently Active)	70%	73.30%	53.80%		
Dislocated Worker					
Empl Rate Q2	85%	100%	76.50%		
Empl Rate Q4	76%	100%	100%		
Median Earnings Q2 a/exit	\$11,000	\$5,750	\$10,769		
Credential Attainment	72%	100%	75%		
MSG (Currently Active)	85%	71.40%	X		
Youth					
Empl Rate Q2	67%	100%	77.30%		
Empl Rate Q4	70%	50%	66.70%		
Median Earnings Q2 a/exit	\$3,900	\$5,732	\$6,979		
Credential Attainment	60%	X	X		
MSG (Currently Active)	65%	66.70%	7.70%		

KPI: Business Services Draft Plan

Key Performance Indicators (KPI)	PY 2022 through 3 rd Quarter (July 1, 2022 – March 31, 2023)
In the Door Number	7613
Market Penetration Rate	TBD
Repeat Customer Rate	TBD
Unique Employers	TBD
Outreach (job fairs, hiring events, etc.)	343
Benchmarks	Coming FY24