

# The Seventh Planning District Consortium Workforce Development Board

## Administrative Office

4000 Viking Dr., Suite A-1, Bossier City, LA 71111 | (318) 632-2022

Matt Wheeler, Chairman | Candle Sattler, Director of Workforce Development

## SEVENTH PLANNING DISTRICT CONSORTIUM WORKFORCE DEVELOPMENT BOARD MEETING MINUTES

Friday, September 9, 2022 at 11:30 a.m.

Every Warrior Center, Bossier City, Bossier Parish, Louisiana

### Call to Order, Invocation, and Roll Call:

Mr. Matt Wheeler, Chairperson, of the Seventh Planning District Consortium Workforce Development Board called the quarterly meeting to order at 11:37 a.m.

Mr. Brent Moreland said the Pledge of Allegiance to the Flag, Rev. Nicholas Olsen gave the invocation, and Mrs. Julie Moore called roll.

Members in Attendance: Eugene Fremaux, Teresa Hefner, Shirley Marcus, Brent Moreland, Joni Nelson, Travis O'Brien, Bruce Roberts, Amanda Simpson, Jayda Spillers, Clifton Starks, Wayne Watley, Lori Webb, Matt Wheeler, and Marshette Williams

Members Not in Attendance: Michael Barrett, Julie Bass, Kirk Dickson, Mary Duncan, Brandon Hillman, Matt LaFisca, David "Rocky" Rockett, Jayda Spillers, Patricia Trim, and Fred Williams.

Staff Attending: Mark Colwick, Robin Dunlop, Julie Moore, Nicholas Olsen, Candle Sattler, and Craig Sheppert.

Other Guest Attending: Randel Elliott, Keidrian Kunkel, and Renee Rachal.

### American Job Center Locations



cdonline.org

**Bienville Parish**  
2434 Manning St.  
Ringgold, LA 71068  
(318) 894-9173

**Bossier Parish**  
4000 Viking Dr., Suite B-1  
Bossier City, LA 71111  
(318) 741-7383

**Caddo Parish**  
125 E. Louisiana Ave.  
Vivian, LA 71082  
(318) 676-5721

**DeSoto/Red River Parish**  
142 Lake Rd.  
Mansfield, LA 71052  
(318) 871-2391

**Lincoln Parish**  
307 N. Homer St., Suite 307  
Ruston, LA 71270  
(318) 251-5023

**Natchitoches Parish**  
303 Bienville St.  
Natchitoches, LA 71457  
(318) 357-2414

**Sabine Parish**  
1125 W. Mississippi Ave., Suite A  
Many, LA 71449  
(318) 256-2698

**Webster/Claiborne Parish**  
902 Lee St.  
Minden, LA 71055  
(318) 371-3024



laworks.net

A proud partner of the **AmericanJobCenter** network

EQUAL OPPORTUNITY EMPLOYER/PROGRAM | AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES | TTY: 1-800-846-5277

## **Public Comment**

- Chairperson Wheeler opened the floor for public comment, and no one had anything to bring before the Board.

## **Presentation from Ochsner (MA Program)**

- Chairperson Wheeler informed the Board that Ms. Renee Rachal was there to present a PowerPoint presentation on the MA Program.
- Chairperson Wheeler welcomed Ms. Rachal and asked her to give her presentation.
- Ms. Rachal introduced herself and gave a short background on Ochsner.
- Ms. Rachal went into detail about the MA Program, giving information on when it would start and end, who would qualify, how many participants had applied at that time, and other information.
- Ms. Rachal asked the Board if anyone had any questions when she was done with her presentation.
- Mr. Bruce Roberts asked how many applicants they were going to be able to accept for the program.
- Ms. Rachal answered that the program would have 20 spots, 10 spots being funded by LWDA 70 and 10 spots being funded by LWDA 71.
- Mr. Craig Sheppert asked what the starting wage for Medical Assistants at Ochsner was.
- Ms. Rachal answered that the starting wage was around \$13.00 an hour.
- Mr. Brent Moreland asked who the MOA was between.
- Ms. Rachal answered that the MOA was between Ochsner, both Boards, and the training provider.
- Mr. Moreland asked if there was any cost that was not covered by the program that the participant would have to pay for, including materials, books, etc.
- Ms. Rachal answered that all costs for the participant were covered by the program, including books, materials, and even uniforms.
- Mr. Moreland asked who paid for everything for the participants.
- Ms. Rachal answered that it was partially paid for by the Boards and partially paid for by Ochsner.
- Mr. Moreland asked when the participant obtained their credentials if they had to work for Ochsner or would be able to work for other healthcare systems as well.
- Ms. Rachal answered they would be a certified medical assistant and would be able to work anywhere in the State, they did not have to work for Ochsner.
- Mr. Moreland asked if an applicant applied for the MA Program but was not WIOA eligible if they would still be eligible for the MA Training Program.
- Ms. Rachal answered that a requirement for the training program was to be in WIOA.
- Mr. Sheppert asked what role Southern University was playing in the MA Training Program.
- Ms. Rachal answered that they were a training provider and would provide assistance.
- Mr. Moreland asked if the MOA tied the participant to Ochsner for any period of time, or would they be able to graduate with the certification and be immediately employed by another hospital.
- Ms. Rachal answered that there was no tie to Ochsner for the participant, that they would be free to go with what they felt was the best fit for their career.
- Ms. Rachal mentioned that at the end of the six months the participants would be guaranteed an interview with Ochsner, but both Ochsner and the participant were free to accept or decline working with each other.

- Mr. Roberts asked if they would be accepting 20 new participants every six months for that program.
- Ms. Rachal answered that at that time they did not have plans to start up the training program again at the end of their current program cycle, but they would be open to assessing their needs at the end and see if it was something they would be interested in doing again.
- Mr. Starks asked if there was any way to guarantee jobs for the participants that went through the entire course and received their certificate.
- Ms. Rachal answered that at that time there was no guarantee that the participants would have a job at Ochsner once finishing the course, but they would be guaranteed an interview.
- Mr. Olsen added that the participants that completed the certification would also be enrolled in the WIOA program, so they would have a case manager to help and assist them with finding employment if Ochsner did not hire them.
- Mr. Starks stated that Ms. Rachal mentioned in her presentation that Ochsner was one of the largest employers in North Louisiana and asked her how many employees Ochsner had.
- Ms. Rachal answered that she did not know the exact number at that time but would get it for him.
- Mr. Moreland asked if the program was an OJT contract through WIOA.
- Ms. Sattler answered no that it was a customized training contract.
- Mr. Moreland asked if they were only accepting 20 students because they only had one instructor.
- Ms. Rachal answered that both Boards already voted and agreed to funding 10 participants each, so that was why they were only accepting 20 students.
- Mr. Roberts asked if the participants would be able to obtain even more credentials after the MA to be able to grow in position and salary.
- Mr. Olsen answered yes that MA was a steppingstone to LPN and eventually RN.
- Ms. Marshette Williams asked if they would be accepting participants with misdemeanors or criminal backgrounds.
- Ms. Rachal answered that they did require a background check, but she was not sure what exactly they were looking for in the background check so she would have to get back with Ms. Williams with an exact answer.
- Ms. Rachal asked if anyone else had any questions and no one did.
- Mr. Starks made a comment that he felt the MA Training Program was a great thing, and glad they were moving forward with it.

### **Welcome New Board Members**

- Chairperson Wheeler informed the Board that their Chief Elected Official approved two new board members.
- Chairperson Wheeler welcomes new board members Mr. Wayne Watley and Ms. Lori Webb.

### **Acknowledgment of LWDB Member Resignations**

- Chairperson Wheeler informed the Board that Mr. Leighton Allen and Mr. Michael Chamlee's Board Memberships had expired, and they chose not to renew their membership.

### **Approval of Minutes from the June 3, 2022, Workforce Development Board Meeting**

- Chairperson Wheeler informed the Board that the minutes were emailed out to all the Board members to be reviewed before the meeting.
- Chairperson Wheeler asked if anyone had any questions or changes to bring forward and there were none.
- Mr. Brent Moreland made a motion to accept the June 3, 2022, Meeting Minutes, with a second by Mr. Clifton Starks. With no further discussion, the motion was called and approved unanimously by all the Board members. There were no abstentions or oppositions.

### **Approval of Renewal Option 2 for One-Stop Operator Contract (10/1/22 – 9/30/23)**

- Chairperson Wheeler reminded the Board that the contract was emailed to the Board prior to the meeting.
- Chairperson Wheeler asked if there were any questions or comments on the contract.
- Mrs. Sattler stated that Ms. Berry had been doing a great job and she had also emailed out her evaluation for the Board to view.
- Mr. Clifton Starks made a motion to approve the renewal of option 2 for the One-Stop Operator Contract, with a second by Mr. Brent Moreland. With no further discussion, the motion was called and approved unanimously by all the Board members. There were no oppositions.

### **Approval of LWDB 70 Policies**

- Chairperson Wheeler informed the Board that all the policies they would be voting on were emailed out to the Board for review prior to the meeting.
- Chairperson Wheeler stated that they were going to approve all the policies in one vote for the sake of time but asked if any Board members had any questions or comments about any of the policies they were voting on.
- Chairperson Wheeler took some time to read out loud every policy they were voting on, which were; LWDA 70 Sexual Harassment Policy, LWDA 70 Grievance & Complaint Policy and Procedures & Equal Opportunity Policy, Compensation & Fringe Benefits Policy, LWDA 70 Property Management & Inventory Policy, Improper Payments Policy, and the Telecommuting and Remote Work Policy.
- Mr. Clifton Starks made a motion to approve all the LWDB 70 Policies that were previously mentioned, with a second by Mr. Brent Moreland. With no further discussion, the motion was called and approved unanimously by all the Board members. There were no oppositions.

### **Review and Ratify WIOA 2022-2023 Budget**

- Chairperson Wheeler informed the Board that the Budget was emailed out to the Board for review prior to the meeting.
- Chairperson Wheeler asked if there were any questions and there were none.
- Mr. Bruce Roberts made a motion to Ratify the WIOA 2022-2023 Budget, with a second by Mr. Brent Moreland. With no further discussion, the motion was called and approved unanimously by all the Board members. There were no oppositions.

### **Budget and Operating Statements**

- Chairperson Wheeler asked Mrs. Sattler to discuss the budget and operating statements.

- Mrs. Sattler asked the Board to turn to pages 10 and 11 in their booklets to view the budget and operating statement.
- Mrs. Sattler stated that as of July 31<sup>st</sup> the total expenditure was \$242,859, leaving a balance of \$4,596,854.
- Mrs. Sattler stated that as of July 31<sup>st</sup> they had spent \$32,000.00 in Adult funds on training, leaving them a balance of \$432,000.00.
- Mrs. Sattler stated that as of July 31<sup>st</sup> they had spent \$630.00 in Dislocated Worker funds on training, leaving them a balance of \$727,000.00.
- Mrs. Sattler stated that as of July 31<sup>st</sup> they had spent \$26,500.00 in Youth funds on training, leaving them a balance of \$1,224,700.00.
- Mrs. Sattler stated that those numbers only reflected a month into their program year.
- Mrs. Sattler asked if anyone had any questions and no one did.

### **Program Manager's Report**

- Chairperson Wheeler asked Mr. Olsen to give the program manager's report.
- Mr. Olsen asked the Board to turn to page 12 in their booklets to view his report.
- Mr. Olsen explained that they had spent the previous two years building and re-organizing their internal structure and felt that everything was finally starting to fall into place and work well together.
- Mr. Olsen stated that their case managers were all working hard, and it seemed like everyone was finally on the same page.
- Mr. Olsen talked about how they created a new position for training and development purposes, who's job would be to train new employees and focus on research.
- Mr. Olsen stated that Mrs. Robin Dunlop would be moved into that new role effective October 1<sup>st</sup>, 2022.
- Mr. Olsen stated that they would soon be interviewing candidates for Mrs. Dunlop's old position, which was the assistant program manager.
- Mr. Olsen went over the Strategic Goals and Objectives Plan that he created for the years 2022-2024.
- Mr. Olsen explained that the 5 main goals he set were: Engage Workforce Ecosystem, Assist Employers, Assist Job Seekers Towards Self-Sufficient Employment, Assist Staff to be the Leaders in Workforce Development, and Ensure Goals Define a Healthy ROI.
- Mr. Olsen stated that Mr. Colwick and he were working hard to move their focus towards work-based learning, which included registered apprenticeships, on the job training, and more.
- Mr. Olsen stated they hoped to partner with many businesses and schools in the future to help reach their OJT goals.
- Mrs. Sattler mentioned that she placed the state's new policy for registered apprenticeships on everyone's table if they wanted to take that to review.
- Mrs. Sattler mentioned that the state had two grants that businesses could apply for if anyone was interested.
- Mr. Olsen asked if anyone had any questions, and no one did.

### **Assistant Program Manager's Report**

- Chairperson Wheeler asked Mrs. Dunlop to give the Assistant Program Manager's Report.
- Mrs. Dunlop asked the Board to turn to page 14 in their booklets.
- Mrs. Dunlop talked about how they had been doing more comprehensive training with the WIOA staff, including weekly virtual meetings, and monthly in-person meetings.

- Mrs. Dunlop mentioned that they found cases were being exited prematurely which was causing their performance measures to show poor results.
- Mrs. Dunlop stated that they were focusing more training on career services to help combat that issue.
- Mrs. Dunlop stated that case managers were managing cases much better since extra training which was preventing many cases from exiting prematurely.
- Mrs. Dunlop went into more detail about topics that they have been focusing on for training case managers.
- Mrs. Dunlop asked the Board to turn to tab 15 in their booklets to view the WIOA Performance Reports.
- Mrs. Dunlop compared the previous performance report results to their current one and pointed out that they still did not meet all their goals, but they did do a little better in every category.
- Mrs. Dunlop asked the Board if they had any questions and no one did.

### **Business Service's Representative Report**

- Chairperson Wheeler asked Mr. Colwick to give the Business Service's Representative Report.
- Mr. Colwick asked the Board to turn to page 20 in their booklets to view his report.
- Mr. Colwick reminded the Board that they had previously talked about a plan to develop industry sector partnerships to address workforce and OJT program challenges.
- Mr. Colwick stated that the previous quarter was eventful, and he had secured two electrical contracts for two WIOA participants in their area.
- Mr. Colwick stated that both WIOA participants were doing well in their OJT assignments.
- Mr. Colwick talked about how they planned on doing more registered apprenticeships as a strategy to implement programs and services such as OJT.
- Mr. Colwick stated that he had met with Mr. John Smith who was the Apprenticeship Navigator for LWC, and was a great resource in providing a list of current RA programs.
- Mr. Colwick went into detail about how they were continuing to join forces with some of their training providers, especially truck driving schools.
- Mr. Colwick went over their current active contracts and asked if the Board had any questions.
- Mrs. Williams stated that she had met with Mr. Smith and wanted to know if he was the only contact for the apprenticeship program, or if there was someone local she could contact.
- Mr. Colwick answered that Mr. Smith covered the entire state, so he was the only contact that he knew of.
- Mr. Colwick asked if anyone else had any questions and no one did.

### **Program Monitor Report**

- Chairperson Wheeler asked Mr. Sheppert to give the monitoring report.
- Mr. Sheppert stated that he wanted to make the Board aware that his co-worker, and other Program Monitor, Mrs. Linda Hines, had resigned and he had appreciated all the work she had done while she was at CDC, but they were in the process of hiring a new Monitor.
- Mr. Sheppert asked the Board to turn to page 26 in their booklet to view the Program Monitor Report.

- Mr. Sheppert talked about how in May they had selected 24 adult participants who were issued ITAs to attend truck driving school in the year 2022.
- Mr. Sheppert stated that the assessment activities they completed for the 24 participants was to see how the WIOA case managers utilized the participants work interest and values evaluation.
- Mr. Sheppert stated that all but two of the 24 participants they monitored had high scores for the occupation of Heavy and Tractor-Trailer Driver.
- Mr. Sheppert talked about how they made a monitoring visit to Durham Transport Academy in June of 2022.
- Mr. Sheppert talked about how Durham was a new truck driving school that just opened in Shreveport, and the tuition for the course was around \$5,500.00.
- Mr. Sheppert stated that WIOA had issued ITAs to four participants to attend their truck driving school for a four-week course.
- Mr. Sheppert explained that of the four participants one participant had been terminated due to excessive absences, two participants were scheduled to take the final CDL test that month, and one participant was just starting his first week of classes.
- Mr. Sheppert talked about how they reviewed the program outcomes for Costal Truck Driving School in Alexandria.
- Mr. Sheppert stated that they reviewed the training completion and activity status of 36 WIOA participants who were issued ITAs to attend Costal's four-week training course.
- Mr. Sheppert stated that 29 of the 36 participants had successfully completed their training and received a Class A Commercial Driver's License.
- Mr. Sheppert stated that two participants had dropped out, four had not yet completed their training, and one had enrolled but then decided not to attend.
- Mr. Sheppert stated that of the 29 that completed the course, 18, at that time, had obtained employment.
- Mr. Sheppert talked about how WIOA issued ITAs for two participants to attend Southern Universities first CDL class.
- Mr. Sheppert stated that the cost of tuition for the CDL course at Southern University was \$10,643.00 and took eight weeks to complete.
- Mr. Sheppert stated that a WIOA case manager had received some complaints from their participant enrolled in the course, stating that the university did not have a truck for them to practice driving.
- Mr. Sheppert stated that they looked into it and it turned out that Southern University did not always have a tractor-trailer consistently available due to mechanical issues.
- Mr. Sheppert talked about how the tuition cost also was a concern, since it was twice the amount of other CDL courses, so they scheduled a meeting with Ms. Janice Sneed to obtain clarification on those concerns.
- Mr. Sheppert asked the Board if they had any questions.
- Chairperson Wheeler asked how much WIOA was paying via ITA for the \$10,643.00 in tuition costs, when the other truck driving schools were on average half that price.
- Mr. Sheppert answered that for the two participants they issued ITAs for they paid the full \$10,643.00.
- Mr. Sheppert added that along with the CDL training they also received hazmat training and basic CPR training, but it was unclear at that time exactly what the services where that equaled the total cost of \$10,643.00 that they were paying.
- Mr. Sheppert also talked about how of the two participants one was taking classes in the daytime and did receive the hazmat and CPR training, but the participant in the night class was not offered those trainings.

- Mr. Sheppert stated that he would bring up in his meeting with Ms. Sneed if the cost of the course included the cost for the hazmat and CPR training, why would not every participant be offered the training, or have a discounted price.
- Mr. Olsen added that the extra cost might be because they are essentially becoming a student at a university when they sign up for CDL courses at Southern University, so some of the cost might be from student university fees.
- Mr. Olsen stated that they would also ask about that at their meeting with Ms. Sneed and see if some of the extra costs are really necessary for participants only in the CDL course.
- Chairperson Wheeler stated that he did not believe a CDL employer would see any extra value in hiring someone who took their CDL course at a university instead of another training provider, so he did not feel the cost was worth it.
- Mr. Moreland stated that hazmat was very valuable for CDL drivers to have but wasn't sure if it was worth the extra \$5,000.00.
- Mr. Moreland asked who looked at ITAs and approved them before a participant was entered into an ITA, because he didn't understand how they entered into an ITA and did not know what they were paying for exactly.
- Mr. Olsen explained that the State is supposed to vet who is approved to be on the Eligible Training Provider List which means ITAs can be issued for that program, so when a case manager went into HiRE and saw that Southern University was approved, they issued an ITA thinking it was approved, because it was approved by the state.
- Mr. Olsen stated that the State was down to one person approving and checking up on training providers and who was approved for ITAs so there may have been some mistakes due to not having enough manpower.
- Mr. Fremaux asked if the participant gets to select where they want to go for CDL training or does WIOA choose for them.
- Mr. Olsen stated that the participant has the right to choose as long as the place they choose is on the Eligible Training Provider List.
- Mrs. Amanda Simpson asked if the program is what was approved or the providers.
- Mr. Olsen stated that the individual programs is what was approved.
- Chairperson Wheeler asked if the Board had the right to deny a participant access to a state-approved training provider, if they felt the costs was not reasonable.
- Mr. Sheppert answered that WIOA can make the decision that a cost is not reasonable even if it is on the ETPL list.
- Chairperson Wheeler asked if in the future they would look at new training providers that are added to the ETPL list and decide if they are indeed offering services at a reasonable cost, so they would not have the same problem of already paying for two participants before they realize the cost was not justified.
- Mr. Olsen agreed, and stated it would just take more staff training and time for case managers to know what they were doing well enough to realize right away that something was off with the cost for that service.
- Mr. Roberts stated that he felt there was no point in talking any further about the cost of the Southern University CDL course until they have the meeting with Ms. Sneed.
- Mr. Sheppert agreed and asked if anyone else had any questions and no one did.

### **Personal Financial Disclosure and Ethics Training**

- Mrs. Sattler went over the ethics training on page 33 in their booklets and reminded the Board to complete by the end of the year.



- Mrs. Sattler informed the Board they could view the information about the annual personal financial disclosure on page 32 of their booklet and that the Board was required to file it before May 15<sup>th</sup>, so if anyone had not done that, they needed to get it done as soon as possible.
- Mrs. Sattler asked the Board if anyone had any questions, and no one did.

**Other Business**

- Chairperson Wheeler made a request to annually have a summary of the ITAs issued for that year.
- Mr. Sattler answered that they would do that in the future.
- Chairperson Wheeler stated that the next meeting was scheduled to be on December 2, 2022.
- Chairperson Wheeler asked if anyone had any other business to bring before the Board and no one did.

**Adjournment:**

There being no further business, Chairperson Wheeler adjourned the meeting at 1:23 p.m.

**I. Certification**

I, Julie Moore, Operations & Communications Manager, do hereby certify that the above and foregoing are the Minutes of the Seventh Planning District Consortium Workforce Development Board dated September 9, 2022. A quorum of members was present.

  
 \_\_\_\_\_  
 Julie Moore

Passed and approved on this 2 day of 12, 2022

  
 \_\_\_\_\_  
 Seventh Planning District Consortium  
 Workforce Development Board

Vice-Chairperson  
 \_\_\_\_\_  
 Title