

## Minutes TRC Advisory Board Meeting 3/18/2021

**Approval of Minutes:** Ronnie moves to approve. Jaylene seconds.

**Attendees:** Thomas Wilson, Martina Stump, Mandy Johnson, Jaylene Younge, Mark Liverman, Kevin Wesley, Melinda Bone, James Troupe, Ronnie Gunnels, Stephanie Jones, and Carrie Brna.

**Mandy Johnson:** Presentation for Updates.

- Introduction of DHS Commissioner Carter
  - Background in DHS
  - Believes in creating opportunities in hopes our services will not continue to be needed.
- Introduction of VR Director Julie Johnson
  - Julie on call
  - Background and hello from Julie
- VR Transformation Initiatives Updates
  - Timeline displayed and explained (almost all in the green, one section is yellow due to situations outside of our control, but everything else is on time).
  - Person Centered Thinking Training is in second phase (first phase last fall). Staff now participating in online learning that will also contain exercises to complete with their peers across the state.
  - Updating staff training (CORE – Connecting Opportunities, Resources, and Education module 1&2 out to staff - and PCT phase 2)
  - Updating Policy and Procedures (updating many of these to correspond with the upgrade to new case management system – Go live date changed to July 1, 2021). VRPM being reviewed by leadership and SRC. Looking at an April/May timeframe for the public comment period.
  - Reviewing of staffing (Counselor, support staff, and supervisor positions are currently under review of DOHR. Hoping for feedback by the end of this month so that we can begin initiating those changes. Once that's done, we can start looking at TRC's).
- DHS/DLWD Collaboration Updates - 2 half day work sessions to fully understand each department and the various programs (who they serve, what the goals are, strategic plans moving forward). Looked for opportunities to increase and enhance our collaboration. Key themes/areas to enhance:
  - Intake and Referral (one application that can be applicable to multiple services)
  - Employer Engagement (reduce overlapping employer outreach)
  - Co-location and service delivery (aim to have presence in communities together and blended service delivery opportunities)
  - Statewide Infrastructure and Strategic Planning (ensure all tools aimed toward strategic goals of the state. Ex – regional planning councils that DOL participates in, how can we use that to engage in and support the work the various departments are doing)

Working on putting together a summary document of meeting and then meet with leadership to develop next steps.

- Tech Assistance for One Stop Operators will highlight opportunities for increased collaboration with VR.
  - Participation in AJC Functional Teams
  - Service Delivery at AJCs
  - Access to Students
  - Service to Businesses
  - Accessibility Assessments and Improvements

**Jaylene Younger:** Resulted in great things, more collaboration between our agencies. We're excited to move forward with this partnership.

**Selina Kirkland:** Presentation for Updates

- CTRC Transformation Updates
  - RISE Core services (transformation model) Road to Independence Success and Employment. All TRC counties will offer but will tailor the program to meet the needs of the county.
  - Independence is community-based partnerships led by each TRC Manager.
  - Success is exploring, coordinate, and develop job retention/job loss services led by each TRC Manager.
  - Employment is broken into Career Assessment Services and Career Readiness Services (old Job Readiness classroom training) which are more typical VR Services.
  - RISE Pilots: Pre-ETS Pilot in Maury County (Columbia), At Risk Youth Pilot in Franklin Co (Winchester), and Employer/Job Driven Training Pilot in Greene Co (Greeneville).
  - Training for CTRC Staff
    - Stepping Outside Your Comfort Zone – February 23 & 25
    - Sharing Success Stories on Social Media Bootcamp – March 1-4
    - Building Business Relationships – March 24-25

Jim Troupe: A lot of work went into this transformation and I admire what you're doing. That's a tremendous job.

Ronnie Gunnels: I want to echo that, if this is all successful, you'll have a wonderful program. I think it's going to be great.

Mandy: We appreciate that and shout out Selina and her teams. It's been a team effort, and it's been exciting to watch the teams get exciting. Change is hard but through the growing pains the team is starting to see the possibilities and are excited.

**Nakeisha Ricks (One of the directors in DOL - directly under Jaylene):** From Agency perspective, the collaborative discussions and workgroup with VR was extremely useful. Multiple projects and plans for committee meetings and community outreach. ETA put a charge on the state to know who is actually served.

- DOL is above the 75% benchmark due to current outreach practices, and now that the rest of the states catch up our agency is prepared. Still in unemployment phase, working full throttle to assist Tennesseans to find jobs. QR codes for scanning to decrease the need to repeat their stories repeatedly. Virtual AJC allows DOL to meet them where they are.
- Youth Program, TWLD issued grant dollars for career exploration and WBL. The pilot in Murray can be done across the state. We can offer individuals assessments as well as transition to post-secondary or employment, as well as additional services like credit recovery for high schoolers. Also looking at launching a campaign with Road Trip Nation.
- SNAP Employment and Training – we received data grant to develop dashboard for transparent TN to show what we’re doing, how we’re serving, etc. During COVID had to change service delivery. We’ve increased participation by simply engaging customers via text or email rather than coming into the AJC. This is something that will be a standard practice. Our justice involved community will be able to get more assistance via partnership with DOC. Will offer job fairs and job searches with these participants moving forward. Beginning trial of job fairs brought up challenges and opportunities. Local operations – we selected staff to attend AJCs for 5-day training with Bridges. We are seeking to prepare our staff more fully for any challenges. Next update is cross training planned for staff.

Virtual American Job Center: <https://www.tnvirtualajc.com/>

SNAP E&T Third Party Partnership: <https://www.tn.gov/workforce/jobs-and-education/services-by-group/services-by-group-redirect/snapet.html>

**Jaylene:** again, a lot of information and great things going on at DOL. We just want to spread the joy and the wealth and bring other agencies in.

**Ronnie:** Can anyone get on virtual AJC and look at the program?

**Nakeisha:** Yes, you can look through and read about the program without submitting an application.

**Thomas:** In Manchester who’s working in the community?

**Selina:** Derek Hane

**Thomas:** With any particular person in the community or with the board?

**Selina:** He leads the evaluation team. As far as his services, he reaches out to businesses and schools in Manchester.

**Thomas:** That’s a wonderful opportunity. And thank you Nakeisha, that was a lot of good information. Are there any questions for anyone else? Jaylene, do you want to review some of the items what we’ll be discussing with our vacancies and such?

**Jaylene:** I would like to meet and discuss with Selina, Mandy, whomever, and Thomas about getting help to fill vacancies on the board. Have talked to folks to try and get positions filled in east and west. I’m still

in the process of gathering resumes and have made some calls. I may need some assistance with getting this finished.

**Thomas:** We will all be helping with that. Also, as we move forward, we're going to revise the form we've used to interview whenever we'd go to the centers. Now that we're doing this virtually, we need to be able to communicate via phone calls. We'll be working on that before our next meeting. I want to thank Mandy, Selina, and Nakeisha for their input. We can adjourn if no one has any other comments.

Jaylene makes motion to adjourn and Ronnie seconds at 2:36pm.