



**Board of Directors Meeting**  
April 15, 2020 at 8:00am  
Zoom Virtual Meeting Hartford CT

**Attendees:** Todd Andrews, Bettina Armour, Sheldon Bustow, Jon Colman, Paula Gilberto, Lindy Lee Gold, G. Duncan Harris, Mike Komaromi, Richard McGeary, Fiona Mohring, Tom Mongellow, Phillip Montgomery, John Nimmons, Susan Pierson, Jonathan Richmond, and John Simoneau

**Staff:** Alex Johnson, Kim Staley, Jim Boucher, Susan Mertz, Julie Geyer, Julie Watson, Alissa Johnston and Liz Saunders

**Guests:** Hector Acosta and Terry Borjeson

**Absent:** Bill Bishop, Jennifer DiBella, Renata Dixon, Eric Hoepfner, Sandy Melo, Tracy Nixon-Moore, Dan Tapper, Joseph Toner, Stephen Vaughan, Lyle Wray

**Chairman Thomas Mongellow called the meeting to order at 8:00am**

Chairman Mongellow welcomed and thanked everyone for taking the time to join us remotely this morning.

**LEGISLATIVE UPDATE:**

Chairman Mongellow stated that everyone knows what's happening everything is delayed until at least May 20, 2020. At this point he is not sure whether the Legislature will re-convene although they want to. There is a lot of activity around COVID-19. DECD very active rolling out programs; funding has begun on loans; stimulus checks have started to arrive; work continues with everyone and helping to secure workforce dollars.

Lindy Lee Gold mentioned that the rules have changed regarding the Emergency Disaster Loan Program. The SBA would give \$10,000 in such cases but now if a business has under 10 employees they will receive \$1,000 for each employee if a business has over 10 employees they will receive \$10,000.

**Consent Agenda:**

- January 29, 2020 Minutes
- Approve 6-month Financial Reports ending 12-31-19
- Approve the One Stop Operator Framework (attached)
- Approve the Dislocated Worker Fund Transfer (attached)
- Approve the COVID-19 Plan accepted by the Executive Committee (attached)

**Outcome:** Lindy Lee Gold made a motion to approve all the items under Consent. Bettina Armour offered a second. All were in favor; none opposed; the motion carried.

**Committee Updates -**

**Governance Ad-Hoc: Board Survey Results - Alex Johnson/Devon Dabbs**

Alex Johnson introduced Devon Dabbs as the Governance Support consultant we are engaged with through the Hartford Foundation for Public Giving Governance Program.

Alex thanked the 18 Board members who responded to the survey. Alex felt that it was important for the Board to see the results of the survey and to secure the groups response. In addition, Alex thanked the full Board for their flexibility around rescheduling the March Board meeting due to him not feeling well. He reassured the Board that he did not have COVID-19 and that he is feeling much better.

Devon Dabbs thanked the group for allowing her the time to present the findings. She stated that the survey was conducted throughout the month of March and that we had very good representation from both the private/public side of the board as well as those with varied lengths of tenure. Devon stated that overall 61.2% of the responses were positive but 26.5% of responses denoted a level of uncertainty particularly with Decision Making, Conflict Management, Engagement and Accountability. Devon outlined the pros/cons of each for the group. In addition, Devon highlighted the 2 open ended questions that she presented in the survey and the responses received. The Board was



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asked for their feedback to the survey. Chairman Mongellow thanked the committee and Devon for their time and all the information that was gathered. He said there were a lot of reoccurring themes and mentioned that we do a lot of work at the committee level and if you are not engaged on that committee you may not have the full effect of what is happening. Chairman Mongellow also suggested that perhaps twice a year we could have a full or half Board workday to help open the lines of communication and to fully engage Board members. Sheldon Bustow spoke on Board member recruitment with Lindy Lee Gold offering a suggestion of having 2 individuals at meetings to present the pros/cons for items being discussed prior to decisions being made. Bettina Armour mentioned having retreats where we would have committee presentations, discussions of various items. Devon mentioned that the Board retreat idea came up at the Governance Ad-Hoc committee meeting. Sheldon mentioned that we are engaged in multiple programs and opportunities and that not all Board members are up to speed on all the programs. We need to find a happy balance. Rich McGeary mentioned that there is a lot of complexity and our biggest obstacle are time constraints. Annual or Bi-annual retreats could help as well as making every other Board meeting longer in time requirements. It was asked if we have a dashboard report where if someone wanted information regarding a specific program, they could access it. Alex responded that we have reports but not a dashboard per se. We currently manage between 50-60 different funding streams. Alex mentioned that for example Board members who sit on Finance & Audit are very clear on our fiduciary requirements and he is looking at webinars for Board members to attend that would help enhance their fiduciary and governance roles and responsibilities. Rich McGeary mentioned that digital dashboards would be a valuable tool.

### **President/CEO Report & COVID-19 Impact & Opportunities: Alex Johnson**

Alex stated that this power point was created to update everyone on operations and how we are responding to the challenges of COVID-19. Included in this power point are the immediate operational and program responses, operational updates with regards to people, strategic & resource development, monitoring, finance, policy and accountability, grant and compliance updates, youth services, business services, opportunities/challenges updates on both the federal and state level. Alex said he is happy to report that we were fully operational and capable of working remotely by March 19, 2020 with the needed equipment and materials. We have been using the Microsoft Teams platform to hold team, individual, Leadership and management meetings with staff. We offered health insurance coverage to those employees who opted not to enroll in case a change had occurred with the COVID-19 implications. We removed all the barriers that we had in place for the work from home policy with caveat that all work needs to be completed. Alex mentioned that we had several critical dates occur during this time and we exceeded all our expectations. We are using this to improve services although customers cannot access our facilities. We are working with providers & DOL to put forward a tool to help. We are aggressively seeking other learning opportunities and working with the Governor to release a statewide epic learning tool. CWP is building a call center and still bringing customers in. We are growing our caseload while not being open to the public. We need to re-engineer the way we do business for both jobseekers and staff. Alex stated that we write a lot of checks and we are now processing payments through ACH services. Next year we will require all our partners to be able to accept ACH payments. We applied to the Payroll Protection program through Webster Bank. Several Board members had questions which Alex answered. Duncan Harris stated that no one could foresee what was coming and he wants to commend Alex and his team for what they are doing. They haven't missed a beat and he is very comfortable having Alex at the wheel and is happy with everything you have accomplished.

Alex reported that we have a strong partnership and will be meeting weekly with the Governor's Workforce Council.

**CTAI (CT Apprenticeship Initiative)** – Alex mentioned that we were awarded \$2.2 million through this and we have been in conversations with the state. We are looking to initiate our contract on May 4, 2020. There is also a Hartford



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General Assembly bill that was signed 5518 which states to transfer \$50 million dollars for funding workforce pipeline programs within the state of CT and CWP was promised no less than \$5 million of that pool.

### **MISSION MOMENT: Hector Acosta – EMSI (Economic Modeling Specialists International)**

Hector presented a very in-depth report in a timely fashion. The report contains a lot of very useful information that can and should be shared.

CWP engaged EMSI (Economic Modeling Specialists International) to conduct a return on investment/benefit cost analysis to identify areas of strength and areas which could benefit from further examination.

The analysis examined training, individualized services, and basic career services and the return on the dollars invested to the Connecticut taxpayer.

The analysis did not look at every CWP program, consisted of \$12.4 million of investment across 10 programs; these dollars consisted of \$4.9 million of competitive and \$7.9 million of WIOA funding.

Overall, some very strong, positive results can be seen with an overall return of 1.52.

Of note are the competitive grant REACH with a 4.75 return and Free to Success of 3.12, and the WIOA Dislocated Worker program of 2.33.

The youth programs have different goals so experienced lower results; these results, however, are in line with the outcomes of other WDBs. It may be worthwhile looking at another way to look at the youth results which is more aligned to the program goals.

We can use these results to help tell our story and share the positive impact our programs and services have on individuals as well as the community.

### **ADJOURN**

Chairman Mongellow called for a motion to adjourn at 9:44am. Bettina Armour made the motion which was seconded by Sheldon Bustow. All were in favor; none opposed; the motion carried.