



MINUTES

FVWDB Strategic Programs Committee Meeting

Wednesday, August 28, 2019, 2:00 PM

Verve Credit Union

2900 Universal Drive, Oshkosh, WI

Members in Attendance: Patti Andresen-Shew, Tania Kilpatrick, Henry Merrill, Patty Milka, Robert Sivick, David Thiel, Debra Warga, Craig Wehner and Margaret Winn

Members Excused: Donna Janda and Mark Westphal

Others in Attendance: Cheryl Gallup-Verve, Tara Cowe-Spigai-DWD and Terri Green and Anthony Snyder-FVWDB

Call to Order: Ms. Andresen-Shew called the meeting to order at 2 PM.

Approval of Agenda (*Action Item*): A motion was made by Mr. Sivick to approve the agenda and seconded by Ms. Winn. The motion passed.

Approval of Minutes from 7/31/19 Strategic Programs Committee Meeting (*Action Item*): A motion was made by Mr. Sivick to approve the 7/31/19 meeting minutes and seconded by Mr. Wehner. The motion passed.

Strategic Planning Continuation: Mr. Snyder briefed the committee on its role to help find a way to serve more people in different ways. How can we begin to shift job centers from a brick and mortar operating to one that relies more on technology? Verve's Cheryl Gallup explained how Verve Credit Union has been able to provide significant banking services in nearly all of their branches by use of its "Expert Nearby" program – allowing customers to visit any branch and speak to higher skilled staff via the StarLeaf camera system. Committee members asked questions and was then taken in small groups to participate in a demonstration of the system. The committee questioned whether this would replace Job Center services or WIOA Career Planner services. A process map for Job Center intake and more research is required.

Regular Updates: Mr. Snyder walked the committee through a variety of program reports related to Job Center visits, WIOA Adult, Dislocated Worker and Youth programs; 35% performance goal in Adult and Dislocated Worker training and support, 20% Youth work experience, recent Rapid Response activities and updates to participation in the National Retail Dislocation Grant.

Adjournment: The meeting was adjourned at 4:14 pm.