Displaced Homemaker Board
Face to Face Meeting Minutes
Monday June 15, 2015 1-4:00 p.m.

Video-Conference: Maryland Parkway JobConnect, Las Vegas and Corporate Blvd Reno, Nevada

Board Members Present:
Louise Helton - Chairperson
Tracy Guinn
Deborah Levy
Barbara Twitchell

Department of Employment, Training & Rehabilitation Staff Present:
Samantha Hill-Cruz – Carson City WISS

Department of Employment, Training & Rehabilitation Staff Absent:
Steve Gibson – Las Vegas

DH Center Coordinators Present:

Denise Gee	HELP of Southern Nevada
Ann Silver	JOIN
Sidney Sullivan	Truckee Meadows Community College
Joan Steinman	Truckee Meadows Community College

DH Center Coordinators Absent:
None

DH Center Staff Present:

Paula McDonald	HELP of Southern Nevada
Jen O'bryan-Taft	Truckee Meadows Community College

I. **Roll Call and Confirmation of a Quorum:** Louise Helton called the meeting to order. Four Board Members were present for a quorum.

II. **Verification of Posting:** Samantha Hill-Cruz confirmed proper posting of the meeting agenda and advised the Board that the last Legislative Session brought new changes to posting requirements. Details to come.

III. **Welcome and Introductions**: All were welcomed.

IV. **Public Comment:** None

V. **Review – DH Program Grantee Reports:**

- **Ann Silver-JOIN**
  Ms. Silver reported was taken out of order to accommodate her schedule which included another meeting. JOIN has notified that they are to once again receive

Federal funding (WIOA) and have significant resources to serve the DH population. Board member Twitchell questioned aspects of the JOIN quarterly report including line item A. Total Contract Authority of $50,315.74. The report includes line items and a total of expenditures of $103,237.16. Ms. Twitchell questioned how this report could be possible. The total number of participants were six, however eight received employment. Ms. Silver apologized and replied she did not have the report in front of her, but would go back to her office and consult her business manager and have the correction done and re-submit. She feels that her business manager has probably filled the form out differently than the board has been used to. She also stated that they would like to serve many more DH clients who are identified as such. They have Adult and Dislocated funds and if they were able to harness the power of DH, she thinks that would go a long way towards the funding we are putting towards the effort by putting them into career training and jobs. She is looking forward to training with her staff and then be able to ensure that they are asking the correct questions to enlist the DH category.

- **Sidney Sullivan, Jen O'Bryan-Taft, Joan Steinman – TMCC**
  TMCC reminded the Board that Sidney will no longer have the DH duties, as she will be handling other duties including working with employers, which will help with placements for the DH population. Ms. O'Bryan-Taft and Ms. Steinman will step in. The Center staff will move to the second floor with the Counseling services and feel it is a good fit. Ms. Steinman is the Director of Retention and Support Services. Under her are the Re-Entry Center, Career Services, Internships, Counseling, Student Services and Employer Solutions. All these departments collaborate well together. This includes more staff and experience to share with our participants. TMCC continues to offer outreach through other sites and regular informational meetings. The school will place a welcome center on the first floor in an effort to direct client traffic more efficiently. Ms. Twitchell appreciated that TMCC expresses the use of the word participants and not just students when TMCC offers so much more. Ms. Sullivan was thanked by Chair Helton for all her hard work in years past.
- **Denise Gee, Paula McDonald- HELP**
  Denise Gee reported that HELP has been awarded a 1 million dollar grant for Adult and Dislocated Worker funds through Workforce Connections/WIOA. HELP will be considered the" East One Stop" for the Workforce System (Las Vegas) and surrounding rural areas. She stated that the DH clientele will now have access to certificate based programs as well as the support services associated with this. She indicated that a national operator has been hired to run the original One Stop site and to supervise the affiliate sites. Ms. Gee explained that HELP will be going through a lot of changes to ramp up for the necessary changes. Ms. McDonald reported that HELP continues to provide services such as Meet the CEO (Chief Encouraging Officer), where participants meet with business representatives and discuss necessary items in getting and keeping a job. Mentoring Monday continues to support previous efforts, expanding job developing, recruiting, and negotiations.
  HELP will have a WIOA Providers team meeting. Each organization will share their ideas and methods of best practices. What will be birthed will be a combined best practice system. They are looking forward to enhancing their existing collaboration with UNLV and their Intern program, as well as with the STEM program. Stackable certifications with CSN are being pursued to encourage those

that cannot pursue a college degree due to their current circumstance. There was a discussion on several programs, including CASA, Work Keys, and referrals for client as to aptitude, career exploration, etc. PBS, which is part of the school district, supplies support services in work cards and on-line training. They have a state of the art center down the street. Chair Helton added that with PBS this can be a statewide effort and that programs developed can be televised to rural locations she believes. Ms. McDonald relied they will explore this. Ms. Gee added that HELP has two satellite offices in Sandyvalley and Searchlight which would be useful. Henderson and Boulder City will be new areas of assignment.

VI. Discussion/ For Possible Action

- **Approval of March 9, 2015 meeting minutes:** Motion to approve the March 9, 2015 Minutes by Chairperson Helton. First Barbara Twitchell, and second Debbie Levy motioned for approval pending the correct spelling of Jen O'Bryan-Taft's name and the dollar amount correction in the TMCC report to read $1,000.00 rather than what looks like $100.00. Motion carried with correction. First, Ms. Twitchell, second Ms. Levy, motion carried.
- **By-Laws Update:** Samantha Hill-Cruz provided red line corrected versions of the Board By-laws to include as part of Article II, changing the population from 250,000 to 100, 000 to be in line with NRS as well as updating the revision date. No additional items were identified. Motion from Chair Helton to approve as recommended with a first by Ms. Levy, second Ms. Twitchell. Motion carried.
- **Discussion as to change in meeting times:** It was determined that the quarterly meetings scheduled for one hour needed to be longer. After discussion of member schedules, the Board agreed to change the times of the predetermined dates from 4-5 pm to 1-3 pm. The Face to Face meeting details are to be determined at a later date. Chair Helton asked for a motion, no objections. Motion carried.

- **Board Member Opening Update:** Chair Helton announced AB 132 passage included the new definition to a "current or former" Displaced Homemaker and will be effective July 1, 2015. She asked that the members ask interested parties to contact the Governor's office to apply. Samantha Hill-Cruz was asked to send out the packet information to Board members as well as Centers so that they may issue to those they may know who may be interested in applying.

- **Marketing Plan Report:** Chair Helton reported that she ran into a roadblock that is not easily maneuvered through. While trying to put out a press release announcing that the Displaced Homemaker Board would be attending the Ely Family Law Conference this year, she found that all releases must go through the DETR Public Information Officer. She found that DETR was not able to respond effectively on short notice and was unable to connect easily with, so attempts were stopped. The Chair ended up having a Center, who turned the request around in two days, to do the release. Her feeling is that the Centers are the best fit for their need. Discussion from the attendees included multiple ideas ending with Board member Levy stating that a relationship needs to be forged with DETR. Samantha Hill-Cruz was assigned to forge that relationship starting with a press release announcing the entities that are issued the 2015-2019 contracts for the program. Discussed was the past due item of creating video loop success stories

for the program. Chair Helton indicated that the original recording can just be on an IPhone (smart phone) and she would just need to find which was, better portrait or landscape. TMCC's Joan Steinman reminded the board that her organization has a whole department for these things and would be happy to find out the best practices, including having the videos captioned. Chair Helton volunteered to write the script of three or four interview questions. (What were your major challenges? How did the Center help you?...) Articles for Legal Magazine assigned to Board member Twitchell, who has been unable to complete due to time constraints, was reassigned to Lisa Robinson, Volunteer Marketing Expert. Chair Helton asked that with the new funding streams coming into the current Centers, are there any funding that can be leveraged in order to get the word out about this program? Ms. Gee feels that HELP could certainly incorporate that into what they are already doing. Ms. Twitchell wondered if the divorce rates go up and more money comes in, perhaps the Center might spend some of these funds on marketing.

- **Center Post Award Training Update:** Samantha Hill-Cruz reported that she will schedule training with those awarded, and anyone else who would like to attend, to go over all required procedures, eligibility, etc. The meeting can be held through video conferencing and/or Go to Meeting to avoid unnecessary Center travel.
- **Indirect Cost Report:** Samantha Hill-Cruz reported that DETR determined that the maximum Indirect Cost charged to the program will be 10%. This requirement has been addressed in program documentation to be reviewed and approved later as an Agenda item.
- **Brochure Inventory, Discussion of Design, and Approval of New Order:** Samantha Hill-Cruz reported that she is down to several hundred brochures, having decided to issue most for use before the contract end date of July 1 in the thought that there may be new contractors running the Centers 2015-2019. Chair Helton determined that had been a great choice. Discussion from the attendees included updating the success stories as the currently published ones are dated, including a ribbon of photos (the faces of DH, not just a woman) that is more pro diversity. "DH. It Could Be You". Motion to update the brochure, first Ms. Levy, second Ms. Guinn. Motion carried.
- **Request for Proposal (RFP) Update** - Samantha Hill-Cruz advised that proposals were received in State Purchasing and the selection committee had met. They had pending questions of some of the applicants and were told by Purchasing this could take two weeks. Once this process is complete, selection will move forward. Ms. Hill-Cruz advised the Board that there were no applications for the Northeastern region. She advised the Board that they would need to determine how to move forward. Discussion ensued around yearly contract amounts being very low, rollover funds, and existing agencies that have affiliate sites across the region in question. Ms. Steinman/TMCC added that NSHE has encouraged all of their sites to leverage resources so that if they applied for these funds, other schools in the affected area could/would run the program. Chair Helton motioned for DETR to go out for a single site RFP in the Northeast and for DETR/Board member Guinn to saturate the area with knowledge of the program and issuance of the RFP. Motion from Chair Helton, first Ms. Guinn, second Ms. Levy, motion carried. A second motion included was proposed and approved that if no appropriate takers for the RFP in the Northeast area of the state, direct DETR to assign authority to appoint a receiver of the

contract. Motion from Chair Helton, first Ms. Guinn second Ms. Twitchell. Motion carried.

- **Strategic Plan Assignment Updates-** Chair Helton spoke of past due and future items in Center and Board Training. Ms. Hill-Cruz/DETR informed the Chair that this item will be completed later in the meeting today and/or with the post award meeting to be scheduled soon after award of contracts for 2015-2019. Ms. Twitchell agreed to continue to update the Board manual and PowerPoint presentation as necessary.
- **Legislative AB132 Update:** Ms. Hill-Cruz reported and issued copies of the new legislation passing this last session as to the Displaced Homemaker program. These include the addition of "*or the termination of a domestic partnership*", increase the collected fee to *$30* and adding that a Board member can be a *current or former* Displaced Homemaker. Discussion as to the continued education of the judges and staff to make sure they are aware of how the fees work with the existing law.
- **Discussion and Vote as to Addition of Performance in Provider Contracts:** Ms. Hill-Cruz informed the Board that she needs to be able to tell the providers up front what the Board will be looking at. Chair Helton stated she always takes numbers served into dollars spent. Ms. Twitchell stated that it is clear with the answers that were provided in the RFP. She feels that when DETR does the monitoring, it is important to address what in the program is included in the RFP. What did they say they were going to do? Are they delivering? They were selected based on their answers to the RFP. Further discussion about the leveraging of funds as indicated in the budget of the RFP. We understand that no Center can afford to run with the funding of DH. Chair Helton requested that in future, the RFP have wording specifying clear, measurable goals with quantities planned to be served. Ms. Hill-Cruz asked if the Board was comfortable with her asking the awardees who did not include numbers served, what those might be. The answer was yes. Ms. Twitchell suggested the addition of a rubric to the monitoring tool. She added that this does not mean they are going to beat people up should they not meet these goals. Thoughts included the possibility of losing funding based on the cost per participant. Ms. Hill-Cruz then reminded the attendees that this money is Administrative and not per participant. Discussion was had as to outcomes look up in OSOS. TMCC continues to have a problem with FERPA rules in this. Ms. Hill-Cruz offered to set something up so staff could come to the office and/or Job Connect to research the necessary information.
- **Discussion and Vote to Center's Procedure and Reporting Policies Update:** Discussion from the attendees included eligibility requirements. Someone brought up foster care where Ms. Hill-Cruz reminded the Board that she does not see where they are eligible per NRS. Ms. Twitchell stated in order to be eligible, all pieces of the definition must be fulfilled. In this case *"has worked at home for a substantial number of years..."* is not met. Chair Helton pointed out that the NRS includes *"Upon public assistance but no longer eligible"*. Isn't that the same thing? The group indicated that no, to their beliefs, foster care does not fall into the definition of public assistance but as a category of its own. Centers said they use, either with this program or others, all the break downs on the Participant Characteristics sheet. Ms. McDonald asked about their Youth housed in the homeless shelter, indicating some of them were living under the income of their parents; some were, but had been homeless. Because of the way they answer, the

questions affect their eligibility. Ms. Hill-Cruz indicated that she has some examples in the current package, but that the Board needs to determine how they are interpreting the NRS and how far to take the eligibility out. If you remember earlier in the day, Ms. Helton explained to the classroom at HELP how the program was started, with divorcees and having not worked, balanced a checkbook etc. I don't know that we want to lose sight of this but also realize things change and progress, and there is a need to allow for this, but these changes are up the Board. Ms. Helton stated there is no time frame in the statute. Ms. Twitchell asked if they were providing services for the family. Ms. Helton stated that in some cases, children do stay home from school to babysit their siblings so their parents can work. Ms. Twitchell stated in this case they would qualify. The Centers would like to keep the eligibility requirements open so that these cases can continue to be served. Ms. Hill-Cruz stated she does not have a problem with the Board leaving the eligibility criteria open as long as it is within the statute, however, the Centers need to be consistent, and to note that as providers, the proof lies upon the Centers, and must be documented and verifiable. When she comes out to monitor, she wants to see how they are made eligible. It's her job to prove to the Board that the Centers are doing what they are supposed to do. Ms. Hill-Cruz reminded the Centers they have Contract close-out reports due 45 days after the end of contract on June 30, 2015. She will send out a reminder email with a copy of the policy.

- Addition to Section III (DH Definitions and Provision of Services) Heading 388.635; Item 3.Change to read - "Weekly meetings *do not require in-person contact, however, it must outline how this is achieved...*"

- DH001 (Standards for Financial Management), Section II ,Subsection B, Item 5 is to be modified to state " *If there are any indirect charges, they are to be capped at 10%*"; DH501 - DETR is to define 9.

- DH007 (Program Oversight and Technical Assistance) To correct typo in Section I to read "Division". In Section II Subsection A. Item 5 is to read "Participant *career plan*". Item 7 is to have "*and enrollment*" before "*as described*". Added Item 8: "*Case notes as they pertain to eligibility and enrollment, required referral, class participation, exit date and reason, job placement and salary if applicable.*" A rubric is to be added to the document. Subsection B is to be modified to read "Review team will conduct staff and participant reviews onsite *or by telephone*".

- DH501- (Quarterly Status Report Form) - In Section I, add *B*, which is to read "*Additional DH Funding : Carry over, amendments, etc...* The Subsection *B* should be changed to *C;* Subsection *C* changed to *D*, Subsection *D* to *E*, and Subsection *E* to *F.* In Section II, Subsection C *Total Exiter's* in place of *Total Terminations*. Remove Item #2 and sub-item a. and b. as is repetition of item#1, and change item #3 to read 2: add new item #3 to read "to Change current section A. to *D* on page 3 of 4. In the Quarterly Status Report, add line between 1.A. and B. that reads amendment (rollover) funds, add a maximum of 10% to I.B. 4. Indirect Costs, switch positions of II. C. 2. & 3;

- DH504 typos; Program File Review; remove the box from the front of #4, and remove the word "attendance" from DH Weekly Meeting line.

Ms. Hill-Cruz stated she does not recall seeing these as part of the files. Centers indicated they do have them and a truer name would be Career Plan. Some discussion was had about changing them to an Individual Employment Plan as is required by WIOA. Ms. Hill Cruz indicated it was up to the program what they called them and how they looked, she just needs them available at monitoring. Ms. O'Bryan-Taft indicated TMCC is working at trying to improve theirs with the move. Ms. Hill-Cruz indicated she does not always have this information in the file when she is monitoring. This can be in a case note, hand written notes, whatever the Center chooses to use for their ease. She also added that during participant interviews she has been told when asked that no, I was never referred anywhere else. She knows this is not the case so make sure the referrals are captured in the Center documentation. Add rubric sheet with items identified in RFP; Debbie clarified that the Centers are reporting quarterly and DETR Financial Management's (FM) Joleen Murphy is reporting current numbers. Ms. Sullivan asked if FM could issue numbers before the Center's reports are turned in. Considerable discussion was had as to DETR reporting and influx of fees. It was determined that a conversation with DETR FM's Ms. Murphy is in order. Ms. Hill-Cruz will add item to next agenda.

- She then reminded the Center that she does not see all signed receipt of grievance procedures. Remove Personal for Career Plan line. Participant Interview; Board had never seen these questions. Ms. Hill-Cruz requested that Board come up with some new questions for this and Staff Survey. Board members determined to accompany DETR for file review (monitoring) when available. The Chair made a Motion to approve all updates including board members attending monitoring sessions, first Ms. Guinn Second Ms. Levy, motion carried.
- **Election of New Chair:** Chair Helton nominated Ms. Levy. No others were nominated. Motion carried.

VII. Suggested Agenda Items for Next Meeting

- Strategic Plan
- Overview of marketing and outreach
- DETR Financial Management - Joleen Murphy to report on fee status

VIII. Public Comment None

IX. Adjournment:

- Chairperson Helton motioned to adjourn meeting Tracy Guinn seconded. Adjourned 4:20 PM.

Respectfully Submitted By:

Samantha Hill-Cruz
ESD Program Specialist II

Louise Helton, Chairperson
Board for the Education and Counseling of Displaced Homemakers