



A Michigan Works! Agency

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<b>MEETING:</b>	<b>DESC Program Services Committee Meeting</b>	<b>DATE:</b>	<b>April 13, 2021</b>
<b>IN-PERSON ATTENDEES:</b>	<b>DESC Committee Members:</b> <b>DESC Staff:</b>	<b>LOCATION:</b>	<b>Zoom Call</b>
<b>VIA TELEPHONE:</b>	<b>DESC Board/Committee:</b> Alice Thompson, Lena Barkley, Ric Preuss, Cal Sharp  <b>DESC Staff:</b> Michelle Rafferty, Stephanie Nixon, Ericka Page, Patrice Wright, Madelyn Bernard, Terri Weems,	<b>CALLED TO ORDER:</b>	<b>10:00 am</b>
<b>ABSENT:</b>	<b>Excused:</b> None <b>Unexcused:</b> None	<b>ADJOURNED:</b>	<b>11:16 am</b>
<b>FACILITATOR:</b>	<b>Alice Thompson, Program Services Committee Chair</b>	<b>DATE MINUTES APPROVED/ADOPTED:</b>	

<b>ITEM</b>	<b>DISCUSSION</b>	<b>OUTCOME/ACTION ITEM(S)</b>
I. Welcome, Roll Call, and Introductions	<b>Alice Thompson, Program Services Committee Chair, called meeting to order at 10:00 am and welcomed everyone to the meeting and took roll.</b>	
<ul style="list-style-type: none"> <li>Approval of Agenda</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair, called for a motion to approve the agenda.</b></p> <p style="text-align: center;"><b>Motioned:</b> Cal Sharp  <b>Supported:</b> Lena Barkley  <b>Motion Carried. Passed/Approved Unanimously.</b></p>	
<ul style="list-style-type: none"> <li>Approval of Minutes</li> </ul>	<p><b>Alice Thompson, Board Secretary and Program Services Committee Chair, called for a motion to approve the meeting minutes.</b></p> <p style="text-align: center;"><b>Motioned:</b> Lena Barkley  <b>Supported:</b> Cal Sharp  <b>Motion Carried. Passed/Approved Unanimously.</b></p>	

<p>II.</p> <ul style="list-style-type: none"> <li>Presentation: Review of Southwest Economic Solutions Contract Recommendation</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair</b>, turned the floor over to <b>Ericka Page, Director of Youth Program Services</b> to present the review of Southwest Economic Solutions Contract Recommendation.</p> <p><b>Ericka Page, Director of Youth Program Services</b>, began the presentation reviewing scorecards. Discussion ensued regarding the performance of Southwest Economic Solutions and their metrics thus far. After reviewing the Scorecard and other factors, Ericka informed the committee that DESC is recommending that we retain the services of Southwest Economic Solutions with modification including a more hands-on approach to obtain the outcomes desired. DESC will be leading certain aspects going forward.</p> <p><b>Terri Weems, President</b>, explained to the committee that this recommendation doesn't require committee approval due to the dollar amount, but we wanted to be transparent, keep the committee informed and let them know how we handle performance issues brought before them in previous meetings.</p> <p>Committee discussion ensued.</p>	
<p>III.</p> <ul style="list-style-type: none"> <li>Presentation and Call for Motion: Connect Detroit GDYT Coordination</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair</b>, turned the floor over to <b>Stephanie Nixon, Chief Program Officer</b>, to present the recommendation for GDYT Coordination Services.</p> <p><b>Stephanie Nixon, Chief Program Officer</b>, brought before the Committee the recommendation for GDYT coordination services. Stephanie detailed the below in her presentation, recommending Connect Detroit be renewed.</p> <ul style="list-style-type: none"> <li>Contract Period 3/1/2021-11/30/2021</li> <li>Contract Amount \$1,519,915</li> <li>Youth to Serve- 5000</li> </ul> <p><b>Alice Thompson, Program Services Committee Chair</b> then moved to vote on the recommendation.</p> <p>Is there a motion to approve? Lena Barkley approved; Cal Sharp supported Alice Thompson called for Ayes: All were Ayes; No Nays</p>	
<p>IV.</p> <ul style="list-style-type: none"> <li>Presentation: Career Center Services Update</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair</b>, turned the floor over to <b>Madelyn Bernard, Career Center Systems Director</b>, to present the Career Center Services Update.</p> <p><b>Madelyn Bernard, Career Center Systems Director</b>, began by giving the committee an update on our partnership with UIA. Madelyn detailed that we have taken over 126,000 UIA related calls since April 2020 and the partnership is coming to an end at the end of this month. Lastly, Madelyn explained the Work Participation Rate for the PATH program has been relaxed due to Covid and that is expected to continue through the end of June.</p>	

<ul style="list-style-type: none"> <li>Presentation: Human Centered Design Update</li> </ul>	<p>No Committee Comments</p> <p><b>Alice Thompson, Program Services Committee Chair</b>, turned the floor over to <b>Linsey Gillery, Career Center Systems Manager</b>, to present the Human Centered Update.</p> <p><b>Linsey Gillery, Career Center Systems Manager</b>, gave a detailed presentation on our work with Human Centered Design. During the presentation Linsey detailed some of the things below</p> <ul style="list-style-type: none"> <li>What is Human Centered Design? - focusing less on compliance and reporting and more on customer's needs.</li> <li>Five Step Process- Empathize, Define, Ideate, Prototype and Test</li> <li>The Intended Impact and Outcomes- Detailed impact in outcomes on Staff, Customers, Organizations and the System.</li> <li>Physical Space Design Work- Described how physical space affects the mindset of customers and showed examples.</li> <li>Behavior Insights Training &amp; Common Intake Review- After observing Career Coaches common intake we were able to make adjustments to this process, determining if customers were eligible for more intensive services as well as making this process more uniform and consistent.</li> <li>Referral Prototypes- Created a digital map so that customers could see resources in the surrounding area of the Career Center they visit.</li> <li>Academy of Front Deskling- Design team comprised of staff from different providers developed customer service training for front desk staff.</li> <li>Ongoing Staff Capacity Building- All Human Centered Design trainings are available for newly onboarded employees.</li> <li>Feedback- Staff shared several positive comments about Human Centered Design.</li> </ul>	
<p>V.</p> <ul style="list-style-type: none"> <li>Public Comment</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair</b> called for public comments.</p> <p>No public present</p>	
<p>VI.</p> <ul style="list-style-type: none"> <li>Adjournment</li> </ul>	<p><b>Alice Thompson, Program Services Committee Chair</b> called for a motion to adjourn the meeting:</p> <p style="text-align: center;"><b>Motioned: Lena Barkley</b>  <b>Seconded: Cal Sharp</b>  <b>Motion Carried. Passed/Approved Unanimously</b></p>	

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**DRAFT SUBMITTED BY:**

Printed Name: **Patrice Wright**

Title: Executive Assistant to the CPO

Signature: /s/ P Wright

Date: 4/15/2021

**DATE MINUTES APPROVED/ADOPTED:** 6/22/2021 **Initials:** P.W

**NEXT MEETING:** Tuesday, June 22, 2021 @ 10:00 AM

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