



**Chicago Cook Workforce Innovation Board
December 14, 2021
Minutes**

Present: Haven Allen, Colin Cosgrove, Xochitl Flores, Jennifer Foster, Adam Hecktman, Dr. Sylvia Jenkins (represented by Steve Pappageorge), Dan Lyonsmith, Pam McDonough, Richard Monocchio, Alberto Ortega, Donovan Pepper, Robert Reiter (represented by Nora Cay Ryan), Jacki Robinson-Ivy, Juan Salgado (represented by Saran Lichtenstein Walter), Marc Schulman, Carrie Thomas, George Wright.

Quorum? Yes.

CO-CHAIR GEORGE WRIGHT called the meeting to order at 9:32 am, requesting a roll call for attendance. He welcomed the members to the meeting, noting that he wanted to start the meeting by saying thanks for your undying commitment to The Partnership for all of 2021 and he is looking forward to 2022. Are there any questions, comments, or concerns regarding the minutes from the prior meeting? If not, I will entertain a motion to approve the minutes.

Motion to approve the minutes of September 2021 made by Donovan Pepper and seconded by Adam Hecktman. After a roll call vote, the minutes were unanimously approved, the motion carries.

CO-CHAIR GEORGE WRIGHT: Next up on the agenda is the CEO report.

MS. NORINGTON-REAVES: Thank you. Good morning, everyone. It's good to see your faces. There are several different items to report on for my CEO report. First, I'll discuss WIOA programs over non-WIOA programs as well as some organizational updates. Then our committee chairs will provide updates with their various reports. You'll have a communications update, a previous policy update from Marisa, and then we'll have the One-Stop Operator quarterly report.

With respect to WIOA programs, we embarked on developing our local plan two years ago. That local plan is a four-year effort; however, we are required every two years to update that plan, to revisit that plan and just see if there's anything we need to expand on, and so we are in the process of we will be revisiting the local plan. There are several updates we'd like to make, some pertaining to labor market information and just talking about COVID around our overall performance and just the system and how it's impacted the system in general.

The plan was submitted on March 20th and as you might recall we touched on some high bucket categories of areas of focus. So first was to increase integration of the WIOA partner services across the network, which we've done through our One-Stop Operator, and you'll hear more from Becky Raymond later. Target resources through an equity list to better reach specific populations and geographies, diversified training expenditures, advanced data collection, and analysis capabilities to amplify our sector-specific programming, as well as align our workforce investments with regional economic strategies.



I'd like to share our progress since 2020.

We hired the One-Stop Operator, we resumed some of the partner meetings that's been working across the AJC facilities in their job centers and revitalized our customer satisfaction survey. Right now, what you're going to hear from Communications later today is we've implemented our new customer orientation so you will get to see the video that was developed for customer orientation and Jacki will present that.

With respect to targeting our resources system equity lens, we have several things. What we have in bold is what we're working on right now. the plain text are items that were lifted in our September meeting. As I mentioned I think in our September meeting I was appointed to the Governor's Commission on workforce access and equity. We've now had our third meeting of the commission. Next week two other state leaders of local WIBs and myself will have an audience with the deputy governor to share some of our concerns. We want to make sure that any decisions that come out of this commission are rooted in as deep awareness as possible of the realities that we face as leaders of the system, and so we prepared a memo to share with them some of our concerns based on the meetings that we have attended so far and just sort of the framing of data. We want to make sure that there is contextualization and that, as I mentioned, there's a clear out of perspective as possible with respect to the system. that meeting will happen next week.

We have amplified our virtual career exploration resources. Last year we launched our Young Adult Workforce Development portal and are working to enhance it. At the request of Mayor Lightfoot and the city, we have been given additional funds. Additionally, in support of World Business Chicago, we've amplified our outreach and marketing to provide a focus for young people to see who they can be in the future. As a result, we have created a series of videos with Roadtrip Nation and with Skill Scout that focus on the career journeys of young people. These videos will roll out early in 2022.

The Partnership is working to diversify our training expenditures. We have focused on ensuring that we are moving beyond just additional Individual Training Accounts (ITAs), to training paradigms that provide funds to both individuals and the community.

As discussed at September 2021 meeting, the in-demand occupational and training statewide list is still an issue for us. The WIB provided permission to push back to the State regarding the culling of the training programs that were removed without regard for our specific needs in Cook County. Additional pushback came from the 10 WIBs in the northern Illinois region that also prepared and submitted occupational training programs to the state, requesting that they be added back to the state list. These programs have been reviewed by the Service Delivery Committee as part of their agenda. We are waiting for a response from the state.

The other way in which we are aligning with regional economic strategies is our Big Ask, which is the nickname for our request for ARPA funds for both the City and the County that focuses on community employment and engagement.

MS. NORINGTON-REAVES: Depending on public safety, we hope to transition these to in-person events in 2022. Events will focus regionally, with South suburbs, Western suburbs and the Northern suburbs all



hosting hiring events. These will be done in conjunction with The Cook County Bureau of Economic Development.

MS. NORINGTON-REAVES: Last year The Partnership set up a Policy division that includes data collection and analysis capabilities. We've implemented a dashboard tracking system across our AJCs and have built a new system for both fiscal accounting internally as well as contact management.

MS. NORINGTON-REAVES: Our Sector driven efforts resulted in our TDL Sector Center and a focus on a Skilled Trades Career Fair that is being done in collaboration with the mayor's office as well as Chicago Public Schools. This will be piloted in March 2022.

MS. NORINGTON-REAVES: Reopening. Our 10 American Job Centers are in process of reopening to the public, but due to IDES being leaseholders for some locations and have not fully opened yet, those locations are continuing to be open by appointment only. Even with the reduced customer flow, we served over 9,000 people last year.

MS. NORINGTON-REAVES introduced the AJC Orientation video, noting that it has been a collaborative effort with all the mandated partners, focus groups with customers, and Delegate Agencies and staff reviews. The following video will be shown to anyone coming in for services at one of our AJCs, to provide an overview and understanding of the work we provide. The video will also be posted to our website.

The new AJC orientation video was viewed.

MS. NORINGTON-REAVES: Thank you all, we have seen your comments in the chat and appreciate your feedback. Kudos to Becky Raymond and Robert Guzman and the rest of the team at the Chicago Citywide Literacy Coalition, our One-Stop Operator, who put a lot of energy into this. In addition to developing other versions of this video for specific audiences, we are creating an app for The Partnership. This video will be part of that app, along with other communications and podcasts.

MR. ADAM HECKTMAN: Mozel Tov! That was terrific, really good. Is it public on YouTube?

MS NORINGTON-REAVES: Yes.

MS. RAYMOND: We will be doing training on usage of the video at all the AJCs. We anticipate that the beginning of January will see the training for staff but wanted to share it with the WIB before it gets underway.

MS. NORINGTON-REAVES: We really appreciate your feedback. There was a lot of hard work that went into this with much editing. I think we have a solid final product.

ARPA funds and our Big Ask that was discussed at previous WIB meetings. We have submitted the Big Ask to both the City and the County and each is going through its own processes of assessing and making recommendations. Each process is different. With the city, all the ARPA funding will have to go to their own agencies to be distributed via a competitive RFP or through an intergovernmental agreement or MOU with us. The city is mostly interested in the Young Adult Service Corps, along with sector-driven internships focused on Opportunity Youth, and population-specific programs specifically



targeting those returning from incarceration. We proposed year-round programming and are in discussions with DCFS regarding funding now. We are also discussing anti-violence efforts with the new CSCC, the safety center that the city has set up.

In terms of Cook County, we have gone through their committee review process and three of our initiatives were advanced as near-term projects and recommended for funding. One of the projects was advanced as a long-term project that focuses on the economic empowerment centers for youth and family hubs.

Our fifth pillar is collaboration, coordination, and communication. We were finalists for funding from the Working Families Fund, which is a consortium of foundations driven by the Rockefeller Foundation. We were not chosen to be funded for that initiative, but they did reach out to us to collaborate with them and figure out additional funding for us. Conversations on this will commence early next year.

We have also been invited to apply by the Chicago Community Trust which will offer a million dollars in flexible funding to plan and prepare for lifting up these programmatic pillars. This is an exciting opportunity for us, as we continue to pursue other funders. We also have an introduction pending to the Aspen Institute, Chan Zuckerberg as well as the Ballmer Group.

The Skilled Trade Career Fair is scheduled for March 2022. This is the collaboration with many skilled trades unions the mayor's office, Chicago Public Schools, and several others. The mayor's office started discussions on this career fair over a year ago and we were subsequently asked to step in and lead this project. We have focused on creating a hands-on experience for Opportunity Youth. The event will be hosted by McCormick Place. There will be a host of activities set up with various unions to help young people get exposed to potential opportunities within skilled trades. Our initial focus will be youth who do not have a post-secondary plan in place as well as those youth attending alternative schools, with the expectation that this will be an opportunity for them to think about other pathways forward beyond college.

We are officially launching the Re-Entry pilot project, which supports direct services to individuals.

MS. NORINGTON-REAVES: Our Chicago COVID Corps. I don't know if you all saw Chicago Tonight last night, but we were featured in a segment that lasted almost 15 minutes. It was awesome. We had three of our contact tracers, and we call them the COVID response corps now because they are doing far more than contact tracing. They did 500 community events -- more than 500 community events since late March. They've scheduled more than 200,000 vaccinations at the United Center. They have been out canvassing the streets going door to door helping to increase the vaccination rate in the hardest-hit communities, and it was great featuring them. They talked about their passion and their dedication to this work and how much it has meant to them as well as the challenges that they face. It was great coverage. Susan just dropped it into the chat if you haven't seen it. We also sent out e-blasts to all of you as well as our committee members so if you didn't see it last night hopefully, you'll check it out. I think this concludes my comments for this morning, and I will be turning it over to the rest of the team.

CO-CHAIRMAN WRIGHT: Thanks, Karin. Any questions for the CEO report. Hearing none, just a quick comment, great progress. Lots of exciting things going on with The Partnership under Karin's leadership



and her team. I think, Jacki, I'm going to pass the baton to you to take us home. I know you've got something special planned in terms of recognition for the staff. So the floor is yours, Jacki, and you can just kind of take us home for the rest of the meeting.

CO-CHAIRWOMAN ROBINSON-IVY: So first I want to say thank you to the senior staff for the work that you all do. We say that often, always, but more importantly or equally as important we want to take time to take a moment to acknowledge all the hard work that every single member of the Partnership has done. The board realizes that the challenges have been unreal, insurmountable, and you all have met each and every single one of them. The team's commitment to the mission and the people that we serve is like no other organization.

The big thing is that you're not just talking about it; you're doing the work. We know that this has caused for sacrifice. You can't even get into your office because you can't, you know, work appropriately for those who want to do the hybrid thing or need to do the hybrid thing, but at this moment because we can't be together and have food and drink and whatnot, which of course would be my preference, we want to just take a moment just to show you all how much we appreciate you. So what we'd like to do is I hope that Susan has all the staff and everybody gathered so they can see, but we are going to just show you by way of visual how much we appreciate you.

So I'm going to ask as we do this, Board, hold it up for just a second until we get an okay from Susan because she's going to -- she's going to capture this moment. Okay? So this is our thank you. Happy holidays. I'd go through all the greetings, but I think everybody knows them. So if everybody is ready on the count of three we will show our appreciation from the Board to the staff. Thank you for everything that you do. One, two, three.

MS. MASSEL: Hold them up high and if you're not a member of the WIB board, if you're a member of staff will you turn your camera off now, please. Don't move for a minute and I'm going to do a screenshot.

MS. McDONOUGH: Okay. We met on December 7th. I don't know if we're going to put the list of some of these things up or not, but we reviewed a lot of the training providers and we had 13 new initial categories that were largely security, medical, and supply chain. We are waiting for DCEO approval on the childcare and medical titles that we have requested. We're looking for some additional information in medical coding so we can approve that one, and we voted to approve the research for training providers. The Board needs to approve these.

Motion 1: Motion to approve the Initial training programs made by Colin Cosgrove and seconded by Jacki Robinson-Ivy. Motion approved. Motion carries.

Motion 2: Motion to approve the continuation of recertification of existing training providers made by Rich Monocchio and seconded by Adam Hecktman. Motion approved with one abstention.

MS. McDONOUGH: We did see the video from the One Stop and I went over everybody's comments decoding all the acronyms in government and understanding the jargon we use was incredibly difficult for the public so this is a good attempt to make it digestible for people so great job. Thanks.



CO-CHAIRWOMAN ROBINSON-IVY: Thank you, Pam. I don't know if you all saw Donovan Pepper's comment, but he said it would be great to have an abbreviated version just to have in our hip pockets so we as Board members could share it. I'm hoping that other board members are also sharing about the Partnership and talk about it on a daily basis to someone. It would be great to say hey, here's a YouTube video if you want to share it. I think that was a great suggestion coming from Board Member Donovan Pepper.

MR. CASARETO: What we're going to discuss is the activity for the first quarter of the current fiscal year, Fiscal Year '22, and what we've got is a comparison to the budget to present along with some variance analysis. And so for the quarter, we got an overall budget for the year of roughly 115,000,000. For the first quarter we're at break-even in terms of operating, and so what I would like to do is spend a minute and take you through a little bit of the variance and highlight some of the variances that occurred that have our revenue a little bit behind schedule. This is essentially all of the programs of the organization and the activity for the first quarter. The primary variances have to do within the WIOA grant. You can see about halfway down the page in the budget side there's a DOL/DCEO line item for 51 million and there was only 7.74 percent completed during the first quarter of the year. There's two primary reasons for that. Half of that contract is subcontracted out to a group called Ed Assist submitted vouchers and invoices for activity in late October, early December and none during the first quarter so reviewing those vouchers is what we see is the activity is closely matching the run rate of the project in total and so that combined with the fact that there are two contracts, one for delegates and one for career partnership that actually begins in October or outside of the first quarter, make it understandable and that the run rate would be something below what you would expect to see at quarter-end, which is essentially 25 percent.

The variance that we believe you're going to see based on the numbers that are coming in is that in the second quarter everything is catching up and will be much closer to 50 percent at the halfway mark for the year. There are a couple of line items in here that are supplemental funds. So you see like, for example, there's one called DOL/DCEO prior-year '20 \$750,000 in the budget and we've billed none of that to date. The reason for that is we bill our funds against open and existing contracts first and then when we max out those contracts we go through to the supplemental. So in every fiscal year what you'll see is in the first couple quarters of the year there won't be billings into this area; these things will be achieved later in the contract as we -- as we maximize the existing primary contracts and then have our over expenditures to go against these supplemental funds. That's an understandable variance now as well. There's also a reentry employment opportunities grant that grant has very little billed against it. Right now, it's \$1,000,077 grant. We billed about \$60,000; that \$60,000 is some of our internal costs preparing for the program. The sub-grantees are not beginning their activities of billing until November of this year.

That's why you'll see that variance in the first quarter. And then the very bottom line is essentially a shared cost calculation that's done with our partners on a biannual basis and that accrual takes place at December 31. It's a six-month lookback at costs and so there's no cost associated with that or revenue associated with that at this point in time because the accrual takes place at year-end.



When you sum those activities, those are the major components for the variation that would bring us to something less than what you would expect to see. It was 25 percent for the first quarter, and we remain confident that we're going to be on budget to max out the contracts that we put into the overall budget that was approved and you'll see a much closer pairing at the end of the second quarter when all of the programs are ramped up and the Addison billing is completely reflected. I'd like to pause for a second and ask if anyone has any questions related to the variance analysis.

The other point to make is that we didn't really go into it a ton of detail on the expense items in terms of variance mostly because what we're looking at is reimbursement contracts, right, and so once you understand why there's a revenue shortfall you'll understand why there's a variance on the expense side because the expenditures pass-through reimbursement, and again we're at break-even for the end of the first quarter.

MS. MASSEL: I just want to talk a minute about social media growth. It's something that we continue to focus on. Looking back a year combining all our platforms we wanted 4,000 followers. Now combining all of them we're nearly at 6,000. It's still a relatively small number but growing at a nice clip.

Facebook alone our followers have grown almost 60 percent in the last year. This is a smattering of some of the posts that we've done. We're trying to be very thoughtful about what we're doing. Colin, you're one of our biggest fans on social so thank you very much. I'm sorry to lose you but thank you. We are trying to really align more with the calendar everybody else is following too so we, try to amplify Small Business Saturday of course as economic development, accent Veterans Day.

We always honor our veterans, and this year, the woman who was just named the Director of Veterans Affairs at Cook County works within our network; that's where she began. It's a terrific success story on so many levels. We wanted to amplify that and also, we amplified National Apprenticeship Week. We've started to introduce our new employees and asked them to actually make their own signature on top, which is, if they're comfortable and so far everybody has been, a lovely way I think to personify our organization more.

We're trying to do a little more multimedia presentation, and the gentleman in the middle is named Alex. He's somebody who also worked with our organization to get a job and we asked him if he was happy with our program and this was his answer that we put on social.

As many of you know we started a podcast earlier this year. We've already done seven or eight episodes and have had nothing but positive responses. A few weeks ago we recorded one about The Great Resignation, which is of course a name in academia dubbed happened in the last year really at the same time as the workforce shortages. It's really a workforce disruption unlike many of us has ever seen. We didn't just stay with our own network. We tapped into mommy Facebook groups and found women largely who had walked away and we reimagined, redesigned their professional lives. Karin is the host, and after we recorded it, Karin and I looked at each other and went whoa, that was something. We had three people who had reimagined their professional lives. We had an employer who was wonderful during Hire Chicago who's experiencing a workforce shortage right now. We had an academic who is this amazing man who really helped us understand the motivation and human side of



what's happening. So last Friday, we premiered it. We put it on Facebook Live and then had a live Q and A with the panelists afterward.

I'd like to mention that Facebook came to us and offered us a thousand-dollar coupon as part of their outreach to the nonprofit sector. We took them up on it and it's given us a little money to boost these posts, which are essentially Facebook posts these videos. We've had more than a thousand views of the video. It's reached many more but more than a thousand have clicked on it and watched it and almost a thousand the Q and A and it's growing every day. We're happy to have lifted our voice because it's a very unusual time. It's one of my goals and Karin's goals to continue to show not just what we do but how we do it and why we do it and I think this podcast helps to put some whys into some of the whats that are going on.

Sarah of my team has put links to the podcast and the Q and A are in the chat. Media coverage, we are very happy that the suburban media is speaking to us too and asking Karin to weigh in on the staggering levels of youth unemployment during this pandemic in the suburbs, suburban Cook, and the media following up on Hire Chicago's success and then last night's media that Karin mentioned.

The WTTW piece was terrific and that's why it can be a blatant PR person. It gave us the shine that we deserve. It was really about the Partnership. It was about our leadership. And it had featured three contact tracers, two of whom work for CBOs in our units, in our program, and one of whom we have hired and is now working for the Partnership. They were terrific and I highly encourage you if you have a minute to watch that link. Just want to never forget the core of what we do, hiring events, connecting people to opportunities, connecting employers to qualified trained staff. Always, always filling our social media with that too and I don't want to ever minimize it.

I encourage you if you don't ever go to our website though we think this is much more agile. We think it's much more colorful. It's much easier now to find what you need. That is the biggest challenge with every website is trying to cram so much information into one library. The easier it is to find the book you want to check out the more likely it is you will read it and benefit from it so that's what we've tried to do here. We've also enhanced and added new pages related to programs and updated information on several pages, so we hope that it's working.

We understand that 2020 was the first year -- whoever thought we'd say the first year -- of the pandemic. People were going to the website much more. This year we've given them a lot of other places to go, a lot of other programs to register directly for. We have lifted up the hundred number as a way to reach AJCs. We have created a podcast so I really think the website is only one measure of our interaction with people, but if I could go to the next slide this I think is a great story and this shows that if you do compare our website activity from pre-pandemic to today there is definitely growth and we are definitely moving in the right direction and I hope we'll continue to see these sort of numbers and this sort of grid.

And that's really it. I know I'm the person that you may see more, but I'm so not the only person working on this. It's a terrific small team the mighty three that we are. Jesus Ramirez and Sarah Luyengi work so hard and are such an integral part of our work. I sometimes worry that they don't get the shine they should so please know that they're absolutely working here too and that's it.



CO-CHAIRWOMAN ROBINSON-IVY: Great. Thank you, Susan. Love to see the visuals. Jesus and Sarah are doing a great job.

CO-CHAIRWOMAN ROBINSON-IVY: Marisa, please provide the policy updates.

MS. LEWIS: Yes, and it is very quick. I to give an update on the things that you likely have been hearing about in the news, but want to focus on what it means for us and our organization. Karin already talked about ARPA funding so that's different; that's our funding request to the City and the County for the Big Ask program that we've been talking to you all about for a while now. The Build Back Better Act, which right now has been voted on in the House and it is about to be we keep being told voted on in the Senate includes additional funding for us as well. There is in the current version of Build Back Better 4.5 billion in additional WIOA formula funding. This is funding that we will not need to apply for. It will just be pushed down to states and then local areas in the same way that it's done now. It is the same way that the WIOA funding is done now through the formula based on our demographics and our need and our population

Outside of the 4.5 billion in WIOA formula funding, there's an additional 16.2 billion in additional workforce-related funding.

A big portion of this, almost \$7 billion, is this Climate Corps that is job training for climate-related jobs and so we will be kind of monitoring that. And included in this additional 16.2 billion is funding for all of our partners in the WIOA system as well. So partners in our AJC systems will get an additional influx of dollars as well for workforce development. We can expect a big influx of cash into our system. I mentioned the Senate has not voted on this yet.

It's been pushed back at least twice and right now they're saying it's going to be voted on before the end of the year, before Christmas, but that is not -- I'm also told that that's not likely, but in good news though there are some disagreements between the House and Senate, different line items in Build Back Better. We've been led to believe that workforce is not necessarily one of those issues that are on the chopping block so it is likely this funding will sort of remain stable through the next vote.

I'm going to briefly talk about WIOA impact and advocacy because of a couple of things because of the fact that the Senate is due to vote on this Build Back Better Act, because WIOA is due for reauthorization next year -- I'm sorry -- very soon there have been a number of advocacy sort of -- not advocacy, but sort of I'll say like maybe communication sorts of efforts around WIOA (inaudible) and so we have been involved in conversations with a couple of different groups. One is the Illinois Workforce Partnerships, so all the workforce boards in Illinois. One is Midwest Urban Strategies who you've heard from before in this forum. This is all the urban areas in the Midwest.

Another one is the Chicago regional area, so the ten counties are represented by seven WIBs. The Chicago, Cook County, and then the collar counties are working on WIOA impact, advocacy pieces, and they have different goals, but a lot of them are sort of overlapping. A few things these pieces want to do is show legislators the impact of WIOA. The numbers show how many people we've served all those different local areas, compiled into one big impact piece that talks about how we spend WIOA dollars and what it means for our customers and for our employers.



One of the audiences is the Illinois General Assembly for this impact piece because WIOA is part of the normal budget so what we are advocating for and what the workforce partnerships are advocating for is for WIOA to be taken out of the Illinois budget process, out of the state budget process and put in a special category so that funding doesn't get held up when the budget gets held up. So put it in a separate category so it can sort of pass through the state and go directly to the local areas.

There's advocacy around that, and then for legislators, the advocacy is geared toward senators right now. They're about to vote on Build Back Better and then all legislators and The White House as well around WIOA reauthorization. Not just how great WIOA is, but some of the things we may want to change to help serve our customers better and some of the kind of unintended consequences of the way that the legislation has been written or has been interpreted by states.

We have two senior policy analysts that have been introduced to this group before, Jasmine Williams and Kit White, and early in 2022 our team is leading that local plan review that Karin talked about earlier. We're going to start renegotiating the MOU again with all of our local partners in the AJC system in Chicago and Cook County, but then one of the things that we do and these senior policy analysts do is use either our own data or sort of publicly available data, labor market information to help our internal staff and partners make decisions about programming and funding and kind of how we structure our system. One of the things that we are working on now, as we were directed by the WIB was to diversify our funding expenditures.

One of the things that we're doing right now is digging a little deeper into our training dollars and how -- we have general metrics we look at for all of our training providers and programs to make sure that we are spending the dollars appropriately, but we found that there's some ways that we can dig into that a little bit better and kind of pull out the high impact programs and that we're getting the highest bang for our buck and sort of elevating those. And we're just starting on that right now and hope to have something to report to all of you of circle back on that directive you gave us by the next meeting in March.

MS. NORINGTON-REAVES: I just want to provide a little bit of clarity; the issue around the advocacy and the funding is we received funds through Title I. IDES also receives funds through Title I. IDES Title I funds same pot of money does not have to go through reappropriation whereas the Title I money that goes to DCEO must go through reappropriation. It's the same pot. It's all allocated by a federal formula. The State has no ability whatsoever to modify those funds up or down, and the IDES monies never get held up if there are any budget issues; whereas, the DCEO funds same pot get held up, and so as you all know in the past when there's been a budget delay with the legislature our funds -- our funding has been held up as much as six months and it impacts all of our -- it impacts our funding, it impacts our CBOs as well and so what we're asking is to bypass the reappropriation.

MS. LEWIS: And I'd like to address Colin's question in the chat about how you as directors can support this work. One of the -- And thank you so much for raising that because I meant to ask this, so I mentioned that all these different groups are trying to come up with this easily digestible sort of one-pagers that we're calling either leave-behinds or impact pieces or something that describes what our system does to an audience that doesn't know that much about our system and so one thing I would like to ask all of you if you have any examples of something like this either in your organizations or in boards



or any other groups that you volunteer with or support or serve on the board of directors of that you have been impressed with could you share those with us.

I'm thinking of something like a one- or two-pager statement that shows the impact of an organization and something compelling to you and has made you understand the impact of a program that you support.

MS. NORINGTON-REAVES: I was in a meeting where it was a board member from a nonprofit left behind a business card. It has the business card information of the board member, but it was a calling card for the organization that they were on the board of and it just provided a little bit of information and so when they would have meetings they would say oh, you need some more information about, you know, maybe it was housing or something, and then here's the person you need to contact for housing. They always had something to leave there.

But to Marisa's point, you know, a truncated one-pager or smaller document that gives highlights of things would be lovely. So, Colin, if you have -- if you have -- I guess we're going to push it back to you if you have thoughts that would be helpful.

MR. COSGROVE: Well, you know by now, Karin, it's dangerous to ask me for thoughts, don't you? The first thing that occurs to me is that you've got to know your audience, so it's one thing to prepare something for advocacy to a center that doesn't know how the internet works versus somebody who might be in his office who's going to try to get him or her to understand how this support is needed.

An individual might be able to see a video and be very responsive to that while somebody else might need a one-page document that's got bullet points on it. You have an excellent communications team here who will be far better to speak to that. But just the fundamental idea of knowing who this communication is going to is just the first thing that occurs to me. I would suggest that maybe it needs to be like an interchangeable module.

CO-CHAIRWOMAN ROBINSON-IVY: I hope that every board member is, being the best advertisement for the Partnership in your various capacities. I realize that we are all busy doing other things, but we have made a commitment to participate in the Partnership board and we need to make sure that we are carrying our weight as appropriate.

MS. RAYMOND: This won't be long as you've already seen the video. I would like to share our impact report. We do monthly partner engagement, developed the AJC orientation video, and some end-of-year highlights, and looking forward to next year. There's a QR code in the board packet so if you're interested in learning more about the coalition that's available. I'm very proud of the work that we've done over the past year in terms of One-Stop Operator and other areas around digital literacy and working with adult education in general. And the team continues to build out a dashboard to show our engagement.

What we're measuring our success on is whether we're able to bring the various titles and partners at the centers to the table. We are taking a close look at identifying gaps, where we're doing well, and when we see where we need deeper engagement. Robert Guzman gets put on tasks and brings the right people to the table. Robert understands how we can use monthly partner meetings as a way for all the



titles at the various centers to feel connected to the system. And after our meetings, the team sends out a resource newsletter. We are strategizing how to build out training so that everyone feels comfortable and knows how to use the orientation video.

Karin mentioned that I should say something about the processing. I want to shout out to the teamwork with all the various titles across the centers to put this orientation video together. It was a very human-centered design, iterative process that many people had an opportunity to weigh in on. Our team hosted 110 meetings this year. Seventy-four organizations were represented. Eighty percent of core partners attended the meetings. I'm proud of the engagement that has been created and the orientation is just one example of as we look forward.

The Partner engagement dashboards have been developed. We're bringing in guest speakers from the sector centers to the various meetings. We're having orientation, and also, we're building out customer satisfaction. An update will be provided at the next Board meeting regarding customer satisfaction.

CO-CHAIRWOMAN ROBINSON-IVY: Thank you Becky for your succinct report. I've put the QR codes in the chat; they go directly to YouTube, which is a quick and easy way to pass the information along.

MS. NORINGTON-REAVES: I would like to acknowledge Jason Spigner who is attending this meeting. Karen Teitelbaum served with us for several years but has now resigned. She also stepped from the helm at Mount Sinai Hospital and Sinai Health Systems. Jason will be replacing her. MR. SPIGNER: Hi. Thanks for having me. Great work. MS. NORINGTON-REAVES: Thank you. CO-CHAIRWOMAN ROBINSON-IVY: Jason, welcome.

CO-CHAIRMAN WRIGHT: Before we move to Public Comment, I want to extend my greatest holiday wishes to all of you. Again, thanks for your commitment to the work that the Partnership continues to move forward. We could not do it without your support, so thank you very much. I'm looking forward to 2022 and talking to all of you in the incoming months.

CO-CHAIRWOMAN ROBINSON-IVY: Thank you, Chairman.

MS. LEWIS: Rich Monocchio is on the line.

Discussion on whether there will be any public comments from members participating via cell phone. Hearing none, the meeting moved along.

MR. COSGROVE: I would like to add that I want to give Marisa Lewis a shoutout for keeping these meetings on track, moving things along, and coordinating the activities. I know Marisa does a thousand things that I'm not aware of but just within these meetings she coordinates the activity of like 14 different people here and I appreciate it. So thank you, Marisa.

MS. LEWIS: Thanks, Colin. Thank you very much. You make it very easy.

CO-CHAIRWOMAN ROBINSON-IVY: Marisa, we appreciate you saying that we make it easy, even though we know that's not true. Colin, thank you for that. I think George, Colin, and anyone else who has spoken today concerning the staff, or the board has expressed our overall sentiment for the work that is being done. It is not taken lightly, not from George and me. We know that this is hard work.



This is the good stuff and doing great work as is evidenced by our financials and everything else. Happy Holidays, looking forward to 2022.

Susan Massel said it best, who thought we'd be saying "the first year of the pandemic", "the second year of the pandemic"? Colin, I agree. I don't know how to pronounce that, but I agree with what you said. And, Alberto, I say Feliz Navidad. All the languages I wish we could kind of put them all up. We want to be inclusive of everyone. Just be safe. Let's end the year the best you can with your family and friends. And we can look forward to our next meeting.

MS. LEWIS: The next WIB meeting will be in March and I'll send a hold the date before the end of this month.

MS. NORINGTON-REAVES: Thank you all. Happy holidays, everyone.

CO-CHAIRWOMAN ROBINSON-IVY: Happy holidays.

Motion to adjourn by Ms. Flores. Seconded by Mr. Cosgrove. Motion to adjourn was unanimously approved. Meeting adjourned at 10:58 am.