

## **SPECIAL OVERSIGHT COMMITTEE ON WORKFORCE EXPANSION AND DEVELOPMENT MINUTES**

**Meeting Date/Location:** Monday, March 13, 2023, 3:00 pm, virtually via Microsoft Teams

**Members Present:** Adam Grinold, Kendal Smith, Rep. Michael Marcotte, Sen. Alison Clarkson, Jay Ramsey

**Guests Present:** Ryan Laychak, Candace Phinney, Ronald Painter, Nancy Snyder, Mel Arsenault, Alysia Ordway, Cameron Wood, Abby Rhim

**Video Recording:** <https://www.youtube.com/watch?v=Z3AE-7Qu6Tw>

**Minutes By:** Abby Rhim

- Meeting called to order.
- Review and approval of minutes from the February 17<sup>th</sup> meeting.
  - Motion made to approve the minutes as drafted by Senator Clarkson, seconded by Kendal Smith and approved unanimously.
- Program Inventory
  - Alysia noted that PCG has begun to align the 2018 inventory document provided with additional programs her team has identified on the web. The columns include the program name, if it is active, the funding source, a brief description of the entity and the roles, reporting and coordination notes. This is the information that PCG will update throughout their contracted time. So far, they have 72 programs and another 20-30 that could be added.
  - Senator Clarkson cautioned about what is different now compared to a list created in 2018, for example an ARPA funded initiative.
  - Kendal shared that she thought the group was operating from a high level, governance view. Senator Clarkson agreed.
- Stakeholder Engagement Strategy
  - Alysia noted that there are roughly 89 stakeholders included on the SOCWED's provided list. PCG's first deadline is an initial analysis of the governance and composition of Vermont's ecosystem by April 3<sup>rd</sup>. This will include interviews, a basic questionnaire and/or various organizations' staff meetings that PCG could attend. This is to improve efficiency via those three mechanisms.
  - Representative Marcotte added that if PCG doesn't hear from a particular person or entity, please let the SOCWED members know so they can follow up.
    - Alysia added that PCG can provide weekly status updates on responsiveness from groups.
    - Kendal asked for a list of who PCG will reach out to, in order to guide them during their initial contact.
  - Senator Clarkson stressed the importance of prioritizing people outside of state government (CTE Directors, Vermont Business Roundtable, etc.) for initial outreach.
  - Alysia ended noting that PCG will provide their final list of stakeholders for reviewal tomorrow morning.
- Customer Journey Mapping
  - Alysia explained that a journey map example would include a customer's key milestones reached, phases of their experience, how they are feeling and opportunities to improve

customer experience. She then asked the group if those items align with the SOCWED's expectations and which profiles should be featured in the journey mapping? She added that the point of this product is to deliver to the SOCWED to understand points of entry in the system and the experiences within the system in order to promote improvement and collaboration.

- Senator Clarkson urged PCG to make the journey maps flexible enough to reflect individuals at very different stages within the system. Kendal suggested the SOCWED select a few priority profiles (ex. 30-year-old out of a job, student in school, veteran, etc.) for PCG to map. Adam suggested mapping a frequent flyer, someone who is repeatedly in the system and continues to fail due to the system.
- Representative Marcotte added examining governance structure and how we are communicating with these journey mapping groups about supports and services.
- Jay added that Advance CTE conducted a study that looked at influencers in high school settings (teacher, family member, etc.) that guided students forward. He stressed that those folks are unofficial partners in the workforce system that must be examined in some capacity.
- Summarize/Next Meeting
  - Alysia reminded the group that PCG will continue to send status reports. PCG will also be reaching out to SOCWED members individually to discuss the workforce system.
- Adjourn

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