

Talent Team
August 16, 2019
Central Nine- LGI room

Paige, Aubrei, Lisa, Gayle, Erin, Kelly Rose, Tammy, Jill, Jennifer, Dana, Kelli Knecht.

Introductions and welcome- Lisa Lintner co-chair

Have a new meeting format to encourage people from the business community to attend. Next month someone from Cummins will present about current needs for IT and future needs for IT. Central Nine is getting \$1 million dollars from Cummins from tech deal in Greenwood. Will talk about high school to career and their focus on developing curriculum to get pipeline for workers. Lisa will want to talk about cyber security. We're a big target for ransomware. Library did get hacked by a ransomware person. Luckily IT was smart and had a back-up. Lost a half of day of data. Not all organizations back up their data. What could C9 do to create that sort of certificate. Lisa will work with Dana and Jennifer to let people know. Paige thought maybe IT students from Central Nine would like to attend. Gayle said it's challenging, the cyber security curriculum. Have to be advanced in high school program to get through it in 2 years. Ivy Tech's program is 8-5pm and accelerated for 11 months.

Dia & Co. are doing innovative things working with Burmese employees. Hoping to bring them in to speak. Batesville Tool & Die- doing interesting things with high school students working actual jobs, not just job shadowing, so they can have a career right out of high school. Talked to Indiana Chamber of Commerce. In Michigan, "Go Pro" award ceremony at the high school that is a signing day for those going into the workforce. Central Nine did a signing day for the welding program, Poynter & Wessels participated. Pictures were on Facebook last school year. Tammy talked about getting it promoted in the newspaper. Wants to make sure parents are more aware.

Lisa wants to try to keep to a one-hour meeting. Small group can stay after if they want. Updates for teams via email as part of the agenda.

ACT Work Ready Communities- Still need to find 300 more employers. If anyone else wants to meet with employers, we need your support. Want to work closely with schools to get 620 emerging (high school and college students that haven't had a career before). Gayle said that it will have to go beyond the Central Nine for us to reach our goal. Kelly asked if we spoke to the superintendents? Lisa and Dana need to set up a time to meet with them. Could we get 10 minutes on the superintendent agenda for their monthly meeting. Tammy said to get that a priority- it has to come from the top down. Paige- get into the meeting, then go individually to the superintendents. Then talk to the principals, work with the guidance counselors to figure out a plan. Dana will talk to Kent DeKoninck.

Watched Ikea- how to assemble a career video on how they got their own customers to apply for jobs.

Equations to solve- Billboard with math problem lead to a job at Google lab. They are looking for the smartest engineers in the world and you must be one of them. 2004

Tammy said what Endress is doing, career fairs, games that attract students. Student may not know that they have the skill. Takes buy-in from the companies but helps identify those students. Work ready testing fits right in.

Google made a game to siphon people out. Dana said it would be interesting to filter people out. Tammy said to offer a test, students might not be interested. Maybe there is a step before that to attract kids. Lisa is trying to do a learning lab at JCPL to help with skilled trades. Gayle said just seeing what they are doing; they used to follow their parents or grandparents. Would be interested in having Endress at this group. Is has to be an HR activity- not just a game, to get kids interested in a career.

TEDx Talk- Hot Chicken Takeover video.

We give tax incentives to big companies to come into Johnson County. \$10 million dollars in tax benefits. What if some lower wage jobs could offer housing support, paid time off, transportation support, etc. Jennifer suggested Agape Pizza in Greenwood that hires homeless workers. Erin and Dana mentioned Ann's that hires from Tara Treatment Center.

How do we think about a bridge from corporate? Indy Chamber now has a minimum wage \$17 p/h to incentivize companies. Wanted to be more responsible. Odds are higher that employees that are receiving a lower wage are already getting other social services. Media didn't cover that they can offer lower wages and receive incentives/ abatements if you offer provide childcare, transportation program, etc. Paige – what happens if they put resources back into human resources, does the low pay allow them to get support resources? Dana said that won't force a company- they can have a low wage and not be required to offer other options if they don't want the abatement. It benefits the company because of retention. Employees have impetus to take a raise if they are getting private benefits, reducing the cliff effect.

Kelli- The lower paying job, the more turnover you should expect. The average cost to turn them over is 16% of annual salary. 23% median, highly educated- 213% cost of turn over. Dana said most fast food is 80-90% turnover.

My Maid Service- most employees were lasting 4 months. (300% turnover). Started paying to train for new jobs if staffers to agree to work for 2 years. Paid for community college classes (about \$100 per class in 2007). Homeowners would develop higher sense of trust from having a regular maid and be willing to pay more for their services.

Motek-\$5000 a year travel benefit, can't work after 5pm, 5 weeks paid vacation/ holidays.

CarMax- invested in employees during recession. Provided loans for employees, asked for feedback on company. Care about the people that are making you your money.

Hyatt- Average an employee working housekeeping works more than 12 years. Employee referral program is there number one source of new hires. Champions for diversity. Also promoting from within.

Erin mentioned that Express has a mini webinar coming up about retention. Erin will get it to Lisa to send out info. Aug 29th. Watch to link to register.

Tammy- older adults or disadvantaged, meet people where we are and figure out what they need. It helps them strive to be better as a company. Lisa recently heard another Ted Talk about 2 types of applicants- scrappers and silver spoon. Don't look at their past- look at their future. They are survivors and hard-working.

Lisa- you're not going to have 100% perfect staff. Some people may steal or may not show up but think of the 50% that do make it. Erin- just want employers thinking about creative ways to retain. Some companies can't afford to do, but offering lunches, fringe benefits. More companies need to see this and do creative thinking for retention. Lisa's daughter worked at Little Caesars even though they paid less, but it was a good work environment and they felt like a family. How do we tell our applicants about hidden benefits?

Kelly- Just hired a new HR person. Interstate is a cold environment so it can be difficult work. New employees get introduced to a friendly employee that's on the floor too. Connects them with other employees. More and more thinking about those things to retain people. They have flex time so they can leave early or come in early and get to see their kid's performance. It's been easy since they have a large staff. They had an employee that was going through something at home and worked with him for a month to let him come in late. Had been there for 3 years. Erin- good that the employee wasn't scared to come to you. Some people just quit and don't say anything. A lot of people working, just quit. And don't want to talk about issues. They go to work somewhere else.

Next meeting September 20th at 8:30am at Central Nine. Cummins will present about new IT project at C9.