

FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Wednesday, April 30, 2014

9:00am – FLWIB Conference Room B

Attendance: John Mueller, John Socha, Theodore Jordan, James Marquette

Staff: Mike Woloson, Dinah Brennan, Karen Springmeier

Absent: Kevin O'Hagan, Martin Williams, Cheryl Hess,

- ❖ **Minutes from February 26, 2014:** Motion to approve by Mr. Mueller, seconded by Mr. Marquette. All in favor, motion carried.

❖ Program Review

○ Traffic and Services Numbers

Mr. Woloson reviewed the traffic, services and unemployment charts. Unemployment rates have been consistently decreasing. The Career Center traffic reports lower numbers in recent months, which may be due to the lower unemployment rates. Mr. Marquette noted the possibility of out-migration. **Action: Mr. Woloson will look into the population movement as part of the decrease in unemployment rates.** Mr. Jordan requested the staff analyze how the system for unemployment insurance (UI) recipients is handled, as these customers are told to call a number without an actual person and/or go online. **Action: Mr. Woloson will speak with DOL staff to see how we can better answer questions of UI recipients.**

❖ Business Services Report

- Jodie Daniels, Business Service Rep from Wayne County, as retired. John Celso was hired in her place and is quickly learning the system. Mr. Celso has begun writing On-the-Job-Training (OJT) contracts and talking with businesses.
- The 2nd Annual “Why I Love the Finger Lakes” Career Expo had 40 employers with about 200 attendees. Follow-up on outcomes will be reported to the committee when it becomes available. About 19 out of 40 employers requested more information on the services the FLWIB/Career Centers offer. The Business Service Reps have been given the names of these businesses and will follow up.
- The National Emergency Grant OJT funds allowed the staff to write more OJT's. However, this money has now run out. The WIA funding for OJT's is almost out as we near the end of Program Year 2013 (PY'13).

❖ Training Update

- Mr. Woloson reviewed the “Training Outcomes Report” from July 2013 – December 2013 with the committee. After June 30, 2014, the committee will be updated with the full training outcomes from PY'13 (July 1, 2013-June 30, 2014).
- The Demand Occupation List will be released July 1, 2014.

❖ Performance

○ PY'13 Performance

Mr. Woloson discussed the “Functional Alignment and Performance Review” with the committee. The customer service indicators were reviewed in comparison to the goals set by the New York State Department of Labor (NYSDOL). The common measures were compared to the goals set by the United States Department of Labor (USDOL). Mr. Socha requested information on how the Career Center staff handles seasonal workers that are receiving unemployment benefits but have a return date for work. **Action: Mr. Woloson will research how the Career Center staff handles**

the seasonal workers with a return date, as well as work on making the experience for these workers more positive.

❖ **Consortium Improvement Plan**

○ **Staff Development**

Staff development training continues with monthly webinars. The team continues to work on data input and date management. After the end of PY'13, a report will be presented to this committee regarding the amount of staff training opportunities that were taken by the Career Center staff.

❖ **Cluster Update**

◆ **Healthcare Alliance of the Finger Lakes**

- The 3rd annual Healthcare Career Day: Serving Community Healthcare in the Finger Lakes was held on March 19, 2014 at the FLCC Main Campus Student Center. There were about 260 students from 15 different school districts in attendance. The feedback was positive and beneficial from all evaluations.
- The Healthcare Alliance is working with Finger Lakes Visiting Nurse Service to provide a Career Coach for entry level employees as a pilot program. This program proved to be beneficial in Monroe County in the past. The Career Coach will help the employees with information and resources to maintain their job, while also handling life's obstacles.

◆ **FAME**

- FAME is currently working on a strategic plan. Meetings are held regularly to plan for various events and programs.

❖ **Other Business**

- The committee has decided to hold the next meeting at the Finger Lakes Works Career Center in Geneva in order to tour the premises and gain a better understanding of what takes place in the field.

❖ **Next meeting:** Wednesday, June 25, 2014 at 8:30am – **FL Works Career Center-Geneva**

Respectfully Submitted,
Dinah Brennan
Executive Assistant