

# FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Tuesday, April 28, 2015

9a.m. – GoTo Meeting

Attendance: Cheryl Hess, John Mueller, Valerie England

Staff: Mike Woloson, Dinah Brennan

Absent: Kevin O'Hagan, James Marquette

- ❖ **Minutes from February 25, 2015:** Motion to approve by Ms. Hess, seconded by Ms. England. All in favor, motion carried.

## ❖ Program Review

### ○ Traffic and Services Numbers

Mr. Woloson reviewed the charts. He included the traffic, services and unemployment charts. Unemployment rates have been consistently decreasing. Mr. Woloson noted that although services are lower than last year at this time, the intensive services customers are receiving is up. Traffic at the centers is lower this year from the last possibly due to lower unemployment rates. **Action: Mr. Woloson will analyze numbers from PY'13 in comparison to PY'14 to note possible reasons for a bump in traffic from November to December of 2014.** The OJT numbers are down ten from this time last year. This is due to the lack of NEG-OJT funding from the previous year.

## ❖ Training Outcomes – ITA & OJT

- Mr. Woloson reviewed and explained the Individual Training Accounts (ITA) Outcome Report for PY'14. A discussion on success rates was had by the committee with a new formula to make the outcomes more accurate being instituted. The OJT success rate is usually around 80%, a good amount higher than the ITA success rate.

## ❖ Performance

### ○ PY'13 Performance

Mr. Woloson explained "Common Measures", which are federal requirements. He reviewed the "Customer Service Indicators", which are state requirements, and where the goals are being met and what needs improvement. Staff continues to work on data entry errors. The committee discussed goals and incentives to meeting these goals.

## ❖ Consortium

### ○ Staff

Tara Davis is the new Workforce Advisor. Ms. Davis started in February and has been working with staff to learn the system. The other WA, Amanda Belle-Smith, is splitting her time between the Geneva Career Center and the Lyons Career Center.

### ○ Soft Skills

The consortium has been working to create a soft skills certification program as a request by the economic development committee. WFL-BOCES will use their staff to train the career center staff. The center staff will administer the two day course starting in July. BOCES will train the staff on June 2<sup>nd</sup> and 3<sup>rd</sup>. The target audience is primarily job seekers with a possibility to open it up to businesses who want to upgrade their employees' skills.

❖ **Cluster Update**

♦ **Healthcare Alliance of the Finger Lakes**

- The Healthcare Career Day for area high school students was held on March 17, 2015 at FLCC-Main Campus. This was the fourth annual event. The event had 335 students from 20 different school districts. The event was very successful and planning for the 5<sup>th</sup> annual event will begin in the fall for a March 2016 event date.

❖ **Other Business**

- Mr. Woloson noted that staff has been working together to meet job orders faster. The pilot program will begin with Kathy Bailey, the Ontario County BSR, being able to do job matching. Right now only one staff member is in charge of all four county job posting/matching. The committee discussed and agrees to move forward with Ms. Bailey being able to assist with job matching.

❖ **Next meeting:** Tuesday, June 9, 2015 at 9a.m. – GoTo Meeting

Respectfully Submitted,  
Dinah Brennan  
Executive Assistant