

# FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Tuesday, August 25, 2015

9a.m. – GoTo Meeting

Attendance: Cheryl Hess, John Mueller, Valerie England

Staff: Mike Woloson, Dinah Brennan, Karen Springmeier

- ❖ **Minutes from June 9, 2015:** Motion to approve by Ms. Hess, seconded by Ms. England. All in favor, motion carried.

## ❖ Program Review

### ○ Traffic and Services Numbers

Mr. Woloson discussed traffic, unemployment and service numbers. The four county average for June has seen a .5% drop from June of last year. Traffic is up a small amount in June due to Yates County having a receptionist to sign in all those who enter the Career Center. All service numbers are down except for intensive services, which continues the year's trend.

### ○ Unemployment and Front Door Traffic

Mr. Woloson put together charts to show unemployment and traffic from the previous three program years. He discussed the increase yearly of unemployment during January-March due to the end of the holiday season. This is consistent every year and leads to an increase in traffic at the career centers as a result. The unemployment numbers are down over a full percentage point from three years ago. Ms. England also noted that higher traffic numbers in past years were due to the unemployment benefits extension, which no longer exists.

## ❖ Training Outcomes –OJT

- Mr. Woloson reviewed the OJT summary for PY'14. The chart compared OJT's in different industries and broke down the number of started, completed, and those who retained the jobs post-OJT. Discussion regarding industry makeup in our area ensued. **Action: Mr. Woloson will use the new software to break down the region's industry clusters and other neighboring regions.**

## ❖ Performance

### ○ PY'14 Performance

Mr. Woloson reviewed the Customers Services Indicators for PY'14. All indicators have been met. Committee discussion ensued. Mr. Woloson reviewed the Common Measures for the 4<sup>th</sup> Quarter of PY'14. All measures met or exceeded the 80% of all goals needed to pass. The Customer Service Indicators may change under the new WIOA legislation for this year. Overall- performance numbers are meeting the goals.

## ❖ Consortium

### ○ Soft Skills

The Personal Skills for Success Training Program brochure was reviewed by the committee. Mr. Woloson noted the program is being implemented and has been administered at the Wayne County Career Center in July, the Geneva Career Center in August, and will be in Seneca and Yates Counties in September. The 2-day curriculum has been designed by WFL-BOCES, staff, and the consortium. WFL-BOCES staff has been instrumental in the design, implementation and training of the Center staff throughout this process. Mr. Mueller suggested a discussion by the consortium of goals in numbers and follow-up for those completed. **Action: Mr. Woloson to discuss this with the consortium.** Ms. England noted that she has

spoken with customers who have attended the program and they liked it and thought it was very helpful. Ms. Hess noted that this seems to be a great workshop and employers should take a deeper look at those potential employees with this certificate as it shows initiative on their part to better themselves. Mr. Woloson discussed the upcoming FAME Hiring and Training Committee's Soft Skills Summit in Wayne County at the Young Summers Winery in September. This presentation will focus on area programs, at which he will present this program.

❖ **Cluster Update**

○ **Healthcare Alliance of the Finger Lakes**

The Alliance is holding a healthcare presentation for industry professionals and educators on the current and future needs for the area. The event will be held on September 3<sup>rd</sup> from 2:30-4:00pm at the FLCC-Victor Campus.

○ **FAME**

Ms. Springmeier noted that FAME is in the process of planning their annual event held every January.

○ **Finger Lakes Works...with their hands!**

Mr. Woloson noted that the event will be held on October 1<sup>st</sup> and is heading full steam ahead with planning. Volunteers are still needed, please contact Pat Gopen or Dinah Brennan for more information.

❖ **Other Business**

- Mr. Woloson noted that the improvement of the job matching process is moving forward. The 4 county Business Services Reps (BSR) will be trained on Job Order matching on September 18<sup>th</sup> with the aim of matching all orders in less than 24 hours. Job Oder processing will transition to new Veteran Rep and the 4 county BSRs. This will increase those doing job matching from one person to five people.

❖ **Next meeting:** Wednesday, October 14, 2015 at 9:00a.m. – Face-to-Face meeting @ FLWIB Offices, 41 Lewis St., Geneva.

Respectfully Submitted,  
Dinah Brennan  
Executive Assistant