

# FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Friday, February 26, 2016

9a.m. – GoTo Meeting

Attendance: John Mueller, Valerie England, Brian Young

Staff: Mike Woloson, Dinah Brennan, Karen Springmeier

Absent: Cheryl Hess, Greg Lazzaro, Nancy Abarca-Hernandez

- I. **Minutes from January 5, 2016 were approved by Mr. Young, seconded by Ms. England. All in favor, motion carried.**

- II. **Dashboard Review**

- o **Traffic and Services Numbers**

- Mr. Woloson reviewed the unemployment and front door traffic numbers.

- Unemployment has a slight increase from November to December but is still almost a full point lower than the previous year. Traffic has been about even with the previous year except for December, in which there was a slight increase in traffic. Core services are tallied slightly different than the previous year, thus showing a large increase. All other services are down from last year. Ms. Springmeier noted that discussion with the counties' numbers is taking place.

- III. **Training Outcomes**

- o The training outcomes chart from the first six months of PY'15 was reviewed by the committee. Discussion on programs and the path a customer must take to be enrolled in these training programs through the centers ensued. **The committee has requested that each county have at least 5 OJT's by June 30, 2016.**

- IV. **Performance**

- o **NYS Customer Service Indicators**

- All goals are being met except for two. Mr. Woloson reviewed each goal with the committee. The "Training" goal is regional, of which the four county area has three. Mr. Woloson has adjusted these three to make sure they were fixed to meet the goal. The "Business Customer Job Referral Follow Up" is at 27.3% of the goal. This needs to be above 95%. A statewide taskforce was put together to address this goal because every area has struggled with this new measure. Ms. England and Ms. Springmeier are a part of this taskforce. That state has provided information on which businesses were not noted as being followed-up with and Ms. England has alerted staff to make necessary changes and follow-up's. Ms. England noted that when these changes are made, the percentage will increase dramatically.

- o **Federal Common Measures**

- The measures from the second quarter of PY'15 were reviewed. The Dislocated Worker Average Earnings goal is being met but only by .5%. The committee discussed this in further detail and the reasoning behind the lower outcome. The Literacy/Numeracy goal is not being met. This is a youth performance goal and all youth staff are aware of the problem and are focused on improvement. This goal is always a struggle due to the data input throughout the time a youth is in the system, however, all staff is aware and will work to improve this to meet the goal by the end of PY'15.

## V. Cluster Update

### ○ FAME

Ms. Springmeier noted that three new consultants were hired by FAME with funds granted through MCC. These consultants will work 10-20 hours a week until September 30<sup>th</sup>. Their focus is to acquire more FAME members, promote the FAME Scholarship program, and encourage businesses to participate in the 5% Pledge program (add 5% to their current workforce).

### ○ Healthcare Alliance of the Finger Lakes

Mr. Woloson noted that a job fair will be held at FLCC on March 3<sup>rd</sup> from 12pm-3pm. There are about 25 businesses and schools signed up to participate. The goal is to bring in about 150 job seekers. The Healthcare Alliance is also holding their fifth annual Serving Community Healthcare in the Finger Lakes Career Day for high school students on March 22<sup>nd</sup> at FLCC from 8am-1pm. The committee met yesterday to review details for the career day and are still looking for sponsors.

## VI. Other Business

○ Mr. Woloson noted that customer satisfaction surveys were sent out to businesses that participated in the OJT program over the last year. Twenty-one were sent and seven were received back. Only one employer was not satisfied with the program but left no follow-up information. A job seeker satisfaction survey is being designed. **This topic will be added to the agenda for future meetings.**

○ **Add the JobsEQ software to the agenda for future meetings.**

○ Mr. Woloson noted that staff from all five career centers will be meeting on March 9<sup>th</sup> and 10<sup>th</sup>. This meeting will have all required partners for the centers present to give information to staff. **Mr. Woloson will obtain labor market information from JobsEQ to share with staff.**

VII. **Next meeting:** Friday, April 29<sup>th</sup> at 9am – GoTo Meeting

**The meeting was adjourned at 9:57a.m.**

Respectfully Submitted,  
Dinah Brennan  
Executive Assistant