

FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Friday, April 29, 2016

9a.m. – GoTo Meeting

Attendance: John Mueller, Valerie England, Nancy Abarca-Hernandez

Staff: Mike Woloson, Dinah Brennan, Karen Springmeier

Absent: Cheryl Hess

- I. **Minutes from February 26, 2016 were approved by Ms. England, seconded by Ms. Hernandez. All in favor, motion carried.**

- II. **Dashboard Review**
 - **Traffic and Services Numbers**

Mr. Woloson reviewed the unemployment and front door traffic numbers. Unemployment has a slight increase in January but went back down in February. There are currently labor shortages in some industries due to the low unemployment rate. Traffic at the centers usually coincide with the unemployment rate, however, it has remained the same in comparison to last year due to Yates Counties hiring of a receptionist that keeps better track of those using their services. There is still funding available for training. Discussion amongst the committee ensued on training.

- III. **Performance**
 - **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 and staff continues to work on data input. The Finger Lakes are only 5% away from the goal, which is up from previous reports. The “Business Customer Job Referral Follow Up” is up from 27.3% to about 68% of the goal. This is the largest improvement in the state. Staff continues to work to improve this measure. 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 even more.
 - **Federal Common Measures**

The measures from the second quarter of PY’15 were reviewed. Quarter three should be out in the upcoming weeks. 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.

- IV. **Customer Satisfaction Surveys**
 - Mr. Woloson noted that all business customers that have utilized and completed the use of the OJT program in the last year have been surveyed online. Mr. Woloson reviewed the job seeker customer survey that will be used by all counties continuously. The counties will combine all surveys, send them to WIB staff, and all surveys will be summarized and reviewed monthly.

- V. **JobsEQ Software**
 - Mr. Woloson reviewed the software and information taken from it. Information included demographics for the Finger Lakes, future predictions for employment and sectors, as well as other information related to workforce. Action: Mr. Woloson to present information to full board in May.

VI. Cluster Update

- **FAME**

Ms. Springmeier noted that FAME is focused primarily on the pipeline and has no upcoming events as of now.

- **Healthcare Alliance of the Finger Lakes**

Mr. Woloson noted that a job fair was held at FLCC on March 3rd from 12pm-3pm. There are about 25 businesses and schools signed up to participate. About 80 job seekers attended. The Healthcare Career Day for high school students was held at FLCC on Marcy 22nd. There were about 400 students from 18 schools.

- **Agriculture**

The Ag Career Day took place on April 25th. There were about 200 students from 13 school districts, and 60+ volunteers. Feedback was positive.

VII. Other Business

- Ms. Springmeier noted that Ms. Gopen retired as of April 25th. Ms. Amanda Johnson was hired to fill this position. Ms. Springmeier also noted that Mr. Joe Davis was hired as the Assessment Coordinator.

VIII. Next meeting: Wednesday, June 29th at 11am – GoTo Meeting

The meeting was adjourned at 9:58a.m.

Respectfully Submitted,
Dinah Brennan
Executive Assistant