



MassHire Greater New Bedford Workforce Board  
Performance and Oversight Committee  
October 16, 2018 8:30 a.m.  
GNB Career Center

In attendance: R. Melbourne, P. Correia, J. Fernandes, M. Tavares  
Staff: K. Holloway Cripps, E. Perry, J. Daniels

## MINUTES

### Call to Order

R. Melbourne called the meeting to order at 8:35 a.m.

### Consent Agenda (Vote)

R. Melbourne asked for a motion to accept the minutes of the meeting of September 18, 2018. P. Correia made the motion, J. Fernandes seconded. No discussion. All in favor, no nays nor abstentions.

### Data and performance reporting

A discussion continued on the types of metrics that the board of directors wants to see from the career center. Reviewed the OSCARR reports and the certification standards as metrics.

Discussion ensued. K. Holloway Cripps stated Crystal reports can extract the data discussed. P. Correia stated important to discuss what is contractual and what is operational.

The initial metrics generated include:

#### Employers

1. Number of unique employers engaged
2. Number of unique services per employer
3. Frequency of each service provided
4. Number of employer visits and/or meetings
5. Number of employers by industry
6. Number of jobs placed
7. Number of jobs filled through career center

Trainings (aggregated and split up by category, i.e. Youth, Dislocated Worker, Adult, other (grants, ATR, etc.)

1. Performance metrics on contracted training (ITA and other contracts)
2. Trainings conducted as compared to open employer jobs as a percentage
3. Trainings by industry
4. Trainings initiated (unique count)
5. Trainings completed (unique count)

#### Job Seekers

1. Number of unique job seekers (count not aggregated by number of services)

2. Types of services received by each customer unique count
3. Average and frequency of services received (quarter, monthly, annually)
4. Average services per job seeker
5. Number entered employment after training
  - a. In training field
  - b. Not in training field
6. Number of job seekers in each follow up state (i.e. 30-days, 60-days, 90-days, etc.)
7. Number of services (mandatory and optional)
8. Wages earned

#### Update on DCS findings

K. Holloway Cripps stated we were awaiting the final responses from DCS but anticipate the New Directions report to be resolved fully.

#### Update on Budget

K. Holloway Cripps shared there were options on the budget including the state potentially providing back approximately \$80,000 from the retained portion (state salaries) that can be utilized to fill the staff shortage at the workforce board.

#### Other Business

P. Correia suggested the staff reeducate the board on WIOA and provisions. Discussion ensued. Agreed to discuss at the January board of directors meeting a presentation based on the new director orientation. M. Tavares stated cannot overeducate the board and to engage more directors in committees.

#### Adjourn

The meeting adjourned at 9:52 a.m.