



Performance and Oversight Committee
May 7, 2019 8 a.m.

MINUTES

In attendance: R. Melbourne, P. Correia,

Absent: Mike Tavares, John Fernandes

Staff in attendance: Jim Oliveira, Donna J. Ramos, Julie Rodriques, Deborah Meggison, Andrea McLaughlin,

Others in attendance: Elizete Perry, James Daniels,

Call to Order:

R. Melbourne called the meeting to order at 8:05 a.m. Quorum met.

Consent Agenda (Vote)

P. Correia made a motion to accept the meeting minutes of September 27, 2018. R. Melbourne second.

Data and Performance reporting:

Ron turned the meeting over to Donna. Donna explained how there was much to cover since the committee reconvened after six months due to change over in the workforce board staff so we have a robust agenda. Ron did get a pre-copy of the meeting in advance.

Jim let the group know that our WIOA operating plan was approved, the plan expires soon. A new plan is due to be submitted in the fall that will require a full narrative that the committee will be a part of moving forward.

Donna shared how DCS Field Management audited the Workforce Board with no major findings. Jim wanted the group to know that he requested that we be audited sooner than was planned to ensure we were on point.

Ron asked to see the documentation to review as a committee that will be shared upon receipt. More importantly during the audit DCS it was learned that we had a new youth and monitoring staff that had not yet been formally trained in the process. Training was done in FY18 so DCS offered to stay another week to train Andrea which is an ongoing process. Andrea added her take on it stating that Judy Bower was available until the end of June.

Ron asked what Andrea's biggest take away was with her training. Andrea responded with how during the training that everything is starting to come together and bottom line the most important thing is how are our customer are being served.

Paul asked Andrea what files were actually being reviewed, client files or programmatic file. Andrea gave an overview of the process for client files. Again the committee is looking for the follow-up reports so they can see the findings. Donna shared a little about the exit interview, no major problems aside front not having a dedicated Veteran Representative. James gave an update on possible candidates.

At the last meeting the committee members discussed reports that were available and which ones made the most sense to use in order to make other recommendations regarding performance of the CC. James shared several reports for review. The committee needed to see some reports that displayed results. One was a dashboard that shared with the committee. The committee made recommendations that the report more clearly display proper headings so we know what they are targeting and what the results are. Jim further stated that the reports were snap shots and agreed that proper headings were necessary. Jim articulated more about the goals and how they were lower than normal mainly due to new operator. Ron would like to see and know if the numbers are associated to dollar or grants.

Another report was shared, TWP's performance report. Ron asked if these were real numbers, James shared that the numbers were not always exact some 15 days behind. Elizete mentioned that the numbers are pulled from the State. James spoke to ITA spending and tracking including the nursing home closures that may help to get us closer to our target. Elizete shared the Job Fair in the works for these clients and setting them up in the CCS. We need to identify the client needs to know what training we need to offer. The committee will again revisit the types of data that can be generated and consider the types of questions they want answered by the career center on a regular basis for reporting. Jim asked the #s for dislocated \$133 and \$100 for adults reported by Julie. Key number is training enrollments and not all is WIOA dollars.

Paul asked about the unemployment rate is significantly lower than the goal and in light of the economy at this point what might be the explanation for such a difference in terms of what you are determining in several categories. Jim added that it may be a March number and there will be other exits between April and June. He further stated that the way the State operates is if we at 80% of goal we are doing OK. Paul noted that dislocated worker average wage is high. Jim noted that some placements are in high wage categories, like CDL and Nursing. The conversation ensued regarding reports overall. Ron concluded that for the reports the committee will continue to follow up when there is more time to dedicate to reports but would like to move on to the audits.

Julie gave a brief overview starting with the Hurricane audits no issues, summer youth works we had some issues with our processes due mostly to the new operator tracks things differently. We don't foresee repeating the mistakes that were notes. TWP also had an audit but do not have those results back yet. One of the issues is not keeping time records properly. Conversations ensued regarding changing the process to record employee's time. Certain tasks do overlap. We have multiple funding sources and we should be charging appropriately. The second thing is getting proper back-up from TWP.

The last one is our major WIOA audit for which we had 19 findings, 15 that we had to respond to which is a mix between processes and lapses and the previous CFO not tracking properly. Ron asked if this is something the committee should be looking more closely at. Jim suggested that we send Ron a copy. All selections were from the first quarter and we didn't have time to clean up the older issues.

Funding – 3 findings referred to we haven't spent down on were some of the finding looking at the first quarter and second quarter and said how come you FY19 #'s are down if we carry in 20% you have to spend first. Not processing everything as quickly in the beginning trying to clean up. Also a finding on the indirect cost rate there was an issue because it was never finalized from FY17. All through 18 there was never a final rate. Then in 19 we asked what should the final rate be because it was two years. As a journal entry I used a 10% rate to be better safe than sorry. One of the findings is on indirect cost that

would lower our expenditures. Ron asked what we should be worried about. Youth would be the first issue that Julie sees because of three rescinded contracts and we cannot use the funds, where we could lose about \$40K. The conversation ensued regarding youth contracts and why they weren't successful. We still have to spend 80% of the total youth funding received. Ron asked if we are able to do that. Julie said possibly but Julie's guess is probably not, we would have to do procurement. We are not going to meet it again we didn't meet it in 17, 18 and 19 but at least for 19 we can explain. Ron asked if we could transfer monies to those contracts that are performing well. Per vendor some could make the 20% youth experience but overall we won't make it. We need to make sure we pick the right vendors. Ron asked if there were any other state ramifications for not meeting, Julie replied that they could take away money. Good segue to the preliminary figures for next year down 1.5% of our total just for the WIOA funding, short \$60K.

Jim commented on the EOHED funds. He had a conversation with the secretary of labor that the money is back in the budget and it will survive and he felt very assured. Jim commended Julie on a job well done. A conversation ensued on our line of credit. Ron noted going forward that we needed a budget to look at so from this meeting we learned the needs of the committee. Jim added that we normally share the budget at ex-comm but considering the needs of the POC that a budget would be good beforehand.

Other Business

Paul asked Elizete if they were using the New Bedford Guide for getting information out. LifeStream stumbled upon a few months and their recruiting has increased significantly and their vacancy rate dropped in half and they are very responsive. They create videos for you. It might be worth a conversation they really proactive and when we look at our target populations being 67 years old it's a way to get information and the target group is pretty much who we are looking to serve. The conversation ensued. Elizete said there was a cost attached when they checked it out in the past. The conversations ensued about meeting the adult numbers.

Julie mentioned you can move funds from adult to dislocated worker but the cut off is the third quarter which we were not aware of. Paul said Tuesday mornings do not work for him so we will try to adjust as many as we can to Wednesdays and keep the time at 8:00.

Ron made a motion to adjourn the meeting at 9:14 and Paul second the motion.