

Performance and Oversight Committee  
**Minutes of August 6, 2019**

In attendance: Members - P. Correia, John Fernandes  
Absent: M. Tavares, R. Melbourne (out of State)  
Staff: J. Oliveira, D. J. Ramos, D. Meggison, J. Rodrigues, A. McLaughlin  
Guests: J. Daniels, E. Perry, B. Costa

Meeting called to order by acting Chair Paul Correia at 8:05

Vote on minutes of the May 7 & July 10th meetings – both attached. J. Fernandes made the motion to approve and P. Correia seconded the motion.

Recent data and performance reports MHGNBCC - provide copies. J. Daniels reported that organizationally performance is going well. They currently have five people working on ITAs and are working on reducing the number of times a job seeker has to go to the CC from seven to four. CC also now has a new Intake Person that started 8/5. Staff continue to explore new ideas for ITAs e.g. from single to group processing of up to 10 job seekers. They will continue to streamline the ITA process. J. Daniels continued to share that they are discussing more innovative ways of counting, assessing and tracking for the purpose of accountability. B. Costa created several logs whereby information would be assessable to her and the board and TWP when questioned. Management will be better able to assess staff for accountability e.g. how many job seekers went through intake. They'll be able to monitor staff and find bottlenecks early.

J. Rodrigues made everyone aware that she readdressing the local Support services policy. She sent the current, original and proposal that was never voted on as thought. She also has some new ideas to bring to the table.

Elizete is currently tracking how job seekers have heard about the CC services and why they are coming to the CC. A more detailed report will be shared with the POC upon an accumulation of data.

J. Oliveira acknowledged all the work of the CC staff evident by the increases in numerous areas on the dashboard.

P. Correia asked if the BSRs made contact with all board member business owners. B. Costa said she'll have them work on this and J. Oliveira offered assistance.

J. Rodrigues mentioned that the TWP official report had seven findings around taxes, changes in the allocation of payroll based on what staff is doing. DCSs deadline is 1<sup>st</sup> quarter and some procurement issues. She sent TWP a draft budget but to date has not received a response. J. Oliveira said the chair was concerned and sent a letter to J. Carbone to expedite. J. Oliveira also mentioned that the state of CT doesn't require them to go out to bid for five years and that they are close to the time & effort allotments. Julie pushed to get this done correctly so we can issue them more funds.

P. Correia noted that TWP was chosen because of their prior experience of MA procedures and policies. It's all in DCSs hands now. P. Correia thought the report YFY20 reports were great snap shots of performance and noted that he would like to see the word "CURRENT" placed in the title area of the most current report and suggested the report be sent to the absent members.

DCS Audit update for The Workplace – Jim/Julie. We have not yet seen a response to the audit. P. Correia asked if there is anything we need to be concerned about. The response was no. P. Correia looking forward to getting a copy when received for review and comment.

Budget update - Julie advised the committee that the budget was a work in progress piece. We are still awaiting answers from DCS and further information from TWP. We must wrap up as is and revise as new budget info is forwarded to CFO. Julie noted that she is also working on funding allocations for premises space and leverage with MOU partner allocations

Monitoring updates – an exit interview is scheduled for Friday August 9 here at the Quest Center. DCS Monitor Judy Bower is training Andrea on the process. More information to follow. Anyone from the POC is entitled to join the exit review. Both John and Paul unable to make the exit interview

#### Other Business

- Committee input – Paul asked if we were going to have the new member orientations before the next meeting. The answer was Yes from D., Meggison.
- Staff input – Donna to share a draft document of FY20 Goals & Objectives for the committee. Discussion to accept, reject this type of structure.
  - Acting Chair P. Correia liked the form as did J. Fernandes. The draft will be sent to the two absent members for review and comment. D. Ramos reiterated that this wasn't necessarily the content to be used and that the committee members need to direct the goal and objectives for themselves with assistance from the WDB staff.
- Future Meetings @ Quest Center – if in agreement, save-the-dates on your calendars – agenda will be attached to the actual meeting invite if available
  - Wednesday September 4 @ Quest Center
  - Wednesday October 2 @ Quest Center
  - Wednesday November 6 @ Quest Center
  - Wednesday December 4 @ Quest Center

Meeting adjourned at 8:55

Performance and Oversight Committee  
**Minutes of July 10, 2019**

In attendance: Paul Correia – no quorum

Absent: Ron Melbourne, Mike Tavares and John Fernandes

Staff: Jim Oliveira, Donna J. Ramos, Deborah Meggison

- Call to order – meeting called to order at 8:54 by Paul Correia
- Minutes of the May 7th meeting – No quorum no vote on minutes
- Recent data and performance reports MHGNBCC - provide copies
  - The FY19 performance report dated 7/1/2018 through 6/30/2019 as of 7/2/2019 reviewed. We discussed training enrollments – WIOA ITA \$'s expended 60/65% of the \$230. Carry-in fi=or FY20 will be about 300K. Discussions ensued about a further discussion with CC to bring the % of planned enrollments to align more to a 100% rather than the 278 & 181% because it isn't reasonable as shown. Paul discussed how the BSRs should probably visit all employer board members and then follow-up.
- Charter discussion and POC committee role – copy of charter provided
  - A copy of the charter was distributed outlining where the POC plays a part in the charter process. Regarding the Performance Review section on page 15 the committee felt that numbers 1 & 2 were good. For #3 (the workforce board will provide the Lead Operator, Principal Partner and the CEO with verbal and written report of findings from this annual process), we felt that we met this review as well because of the many discussions that Jim Oliveira has with Nestor and/or James Daniels at any given time to make improvements to current procedures. Paul suggested that they all be documented and in report format. Going forward we will incorporate such a change. Deborah will send a copy of the charter to the other three members with the minutes to this meeting.
- Audit updates if any – no updates
- Budget updates if any – no updates
- Monitoring updates if any – We shared that Andrea is still in training mode with DCS. To date no concerning issued have been found but rather many different issues on an individual file basis where recommendations will be shared during an exit interview. To be scheduled.
- Other Business
- Committee input – Paul suggested that we think about expanding the committee to a couple more members. For the past two meetings only Paul and Ron have been present. We need more engaged members.
- Staff input - Jim mentioned that the board will be holding another new board member orientation and he's hoping to gain some interest for this committee. We thanked Paul for attending today as he was on vacation but took the time to attend this meeting.

Future Meetings @ Quest Center – if in agreement, save-the-dates on your calendars – agenda will be attached to the actual meeting invite if available. Paul thanked us for changing the meeting dates from a Tuesday to a Wednesday as he would not be able to make Tuesdays.

Tuesday, August 6 @ Quest Center, Wednesday September 4 @ Quest Center, Wednesday October 2 @ Quest Center, Wednesday November 6 @ Quest Center, Wednesday December 4 @ Quest Center

Meeting adjourned at 9:05