

Performance and Oversight Committee
Minutes of October 2, 2019

Members In attendance: Members - P. Correia, R. Melbourne
Members absent: M. Tavares, J. Fernandes
Guests: J. Daniels, B. Costa, E. Perry
Staff in attendance: D. J. Ramos, D. Meggison, J. Oliveira, J. Sylvia, A. McLaughlin

Meeting called to order by Chair Ron Melbourne at 8:02

Vote on minutes of the September 4, 2019 meeting – attached. P. Correia made the motion to approve and R. Melbourne seconded the motion.

The meeting opened with a continued discussion on the FY20 Goals and Objectives led by Ron Melbourne. In addition to the outlined Goals and Objectives {attached}, Ron suggested we monitor items based on the following performance indicators:

1. What we have plans for?
2. What do we need plans for?
3. Recognize that there can be seasonality to the plan as with all businesses
4. He would like to see the reports broken out by month/possibly quarterly.

By focusing on these indicators, he feels we will have a plan we can all be proud of.

B. Costa explained the current formats of the reports and how they were asked for by the committee previously. R. Melbourne stated that the performance measures should be reflective of the plan.

J. Daniels described the report as ‘descriptive statistics’ and that the Career Center is willing to work with the performance and oversight committee to get whatever data is needed from MOSES so long as the committee tells the CC what it is. For example: the business service unit getting people jobs; how many ITA’s are being written; various youth programs. Reports should help determine how to operationalize moving forward.

R. Melbourne critical performance goals. How do we interpret that 80% of adult enrollment; 28% rolled into FY20; does that mean there were enrollments of 72 new or 6 per month?

P. Correia suggested adding a column to the report for YTD vs. current month comparison. What other information can vs actual percentage?

J. Oliveira suggested 4 vital measures of performance:

- Referrals
- ITA’s
- Business Services

and then asked the following “In order for board members to make better decisions what data can the career center and the workforce board provide to them?”

R. Melbourne stated his willingness to provide feedback on any modifications to reports before the next meeting and would like to come up with something and is willing to meet with B. Costa next week. J. Oliveira asked how can we break

down the goals and what should be we provide the board members? For example: $ITA \times \$ / \text{months} * X \text{ months} = \# \text{ of people}$. R. Melbourne felt the report needed clarification. J. Oliveria felt the report should be set up so that a lay person could understand and that we should start with a blank slate. B. Costa wants to insure the BSU's are providing referrals so there is an activity report. A report is in the works to be able to search by sectors. R. Melbourne asked: Where do we go next? Are there areas we need to go to now? Beth indicated it should make referrals easier if counselors can search by sector.

P. Correia, expressed what most feel, 'Why can't we get what we need? Looking for basic stuff a mindset that the people don't know what they are looking at.

Meeting adjourned at 8:54

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 November 6 @ Quest Center

Wednesday December 4 @ Quest Center