

Performance and Oversight Committee

**Minutes of November 6, 2019**

In attendance: Members - P. Correia, R. Melbourne, J. Fernandes

Absent: M. Tavares

Staff: D. J. Ramos, D. Meggison, J. Oliveira, J. Sylvia

Others in attendance: E. Perry, J. Daniels, B. Costa

Meeting called to order by Chair Ron Melbourne at 8:05

Vote on minutes of the October 2, 2019 meeting –attached. J. Fernandes made the motion to approve and R. Melbourne seconded the motion.

**Agenda Items:** BSU strategic plans and CC performance reports

R. Melbourne opened the meeting with a request to review the BSU Strategic Plans report.

B. Costa stated she selected the WDB format to follow in order to keep in line with WDB strategies and what is expected. The report starts with the strategic objectives and work its way back.

J. Fernandes stated it would be good to know where the demand areas are in order to funnel people in the right direction.

B. Costa stated that the areas were unchanged, and they were Health Care, Administrative Support, Construction, and Manufacturing.

J. Daniels thought the measurable outcomes were too vague and that the numbers needed to be tightened up in order to be presented to the board as measurable deliverables. Overall, he liked the direction of the report and the strategic objectives. He noted that although he liked the numbers that were presented, the comparisons in the report are based on big differences in the CC because things like training were not completely in place last year.

J. Fernandes agreed and that they couldn't expect increases like 156% every year.

R. Melbourne thought that some strategic objectives were very broad and measuring them was ambiguous, and that they need to identify more specifics. Overall it was a great start, and they were still trying to figure some things out.

J. Daniels suggested they bring it back to the table next meeting in order to take time to further revise the report.

R. Melbourne said he would be happy meet with them about it prior to the next meeting.

J. Fernandes stated they need to agree upon the measurable outcomes, break out ideas to present and carve it up to refine it.

B. Costa noted that once it was refined it could serve as a model for all the programs like Youth and Title I Adults.

P. Correia asked if the State or Federal were a factor in performance measure against if it effects funding.

The group asked how current the report data was

B. Costa noted that the report was real time and the report she distributed was a draft snapshot and she did see some flaws in it. She thought she would prefer numbers quarterly since things are cyclical. For example, the measure of youths receiving credential could present a negative number when actually most of it happens at the end of the summer.

R. Melbourne stated that he loved the report and that he understands the measurements.

P. Correia asked if there were contractual targets that we have to back up against actual performance. He thought the simpler format was better because some other board members may not understand some of it. He also was very encouraged by the current format

B. Costa asked which items should be included and noted that there is a plan number but that some factors are universal and cannot be controlled such as the economy and average wages

R. Melbourne thought that even so, the numbers would let us see a reflection of the economy.

J. Fernandes noted that there is also missing information such as where we want to be based on the State and knowing their expectation.

The group then discussed various potential content and columns that could be added to enhance the report.

J. Oliveira noted keeping expectations in line with what is actually going on as numbers can get skewed such by various factors. We also need to check how the numbers hold up in comparison with different regions with similar demographics.

B. Costa agreed and commented that the average wages in the area was also a factor.

J. Oliveira also noted the populations we work with are hard to deal with and not predisposed to getting training assistance.

The group further discussed potential additional items and columns that might enhance the report.

J. Fernandes noted it may be helpful to show how some of the metrics were calculated.

R. Melbourne asked if they could break out the report so that it is not just a yearly plan, possibly by month or quarter this would also provide a metric to identify what is progress toward the goal.

Others in the group agreed and thought eventually this would allow identification of cyclical items and trends.

Some questions on the actual numbers such as why 2019 show zero under Adults.

B. Costa said the individual Adult has to be enrolled in MOSES and that she manually processed the report numbers. And not one adult was listed as enrolled into. Also the numbers came out late.

J. Fernandes noted that they understood that this pass was a draft.

B. Costa stated that with the first draft the numbers had to be manually input but that moving forward the numbers will be calculated by formulas which should reduce chance for error.

R. Melbourne stated that he thought this report was a very positive outcome. He wants to officially recognize Beth's great work here.

E. Perry said in regard to the entering Adult number in MOSES in the report she will look into adding that as a new task in training. They hired a new intake person in August and they are getting him up to speed. She also noted that there are not as many adults coming in and many of them have barriers that need to be addressed first.

### **Agenda Items: CC Surveys**

Next item on the agenda was the CC surveys. The report that is completed is the CC Employee/Staff survey. For the Client survey the CC staff is encouraging the customers to sit down at the career center and fill in the survey right there. They intend to pull it down in December. The employers had not returned any survey's yet and they plan on following up on it.

J. Daniels noted that there was diversity in the group who completed the employee survey from long time employees, some from New Directions and some very new hires. He intended on reviewing the results with Nestor from TWP and work on making improvements based on results of the survey. He also noted that CC management is sitting down and making a point to get to know the staff.

The group noted that for the question regarding what type of training would be most helpful that Mental Health training was at 40%.

D. Ramos mentioned that Mental Health as a barrier to employment and training was noted as a challenge during a SWOT analysis for the EOHED manufacturing session where Skills Cabinet staff, DESE, Commonwealth Corporation and other groups and organizations were present and in agreement.

The group had a general discussion about mental health issues and its implications in relation to the CC.

J. Daniels noted that they had some things in place related to this issue including hiring a security guard, which seemed to be working well. They are also going to be buying cameras.

P. Correia asked about training to diffuse certain circumstances and perhaps contact DMH for assistance with this.

E. Perry stated that also have employees trained to alert managers if they think there was an issue with a co-worker's client who sitting near them. She noted that their clients have social and emotional issues on every level.

The group acknowledged this and shared similar experiences with high levels of emotion when dealing with certain populations.

J. Fernandes thinks the problem is across the board at all levels and the State should have some responsibility in providing training. Let's face it going to a career center or unemployment is a stressful situation. He thinks that computerization of certain things has led to a little distancing so may not vent

certain things. The training is critical. Security is another piece. The coping skills of the individual are not the same and that's a big part of it. When they are coming in they don't know how to handle a setback or delay so we have the one to get them back on track

B. Costa said the state has been conducting training and locally on the 15th (Nov.) she is attending. It is 'Transforming Services through a Trauma Informed Approach'. It will cover people who have experience trauma and how to work with them.

The conversation continued in regard to the issue of mental health in general and the need to recognize it and prepare and train the staff for it and even offer it as a service to employers.

J. Fernandes also stated the need to deal with clients and reducing their expectations. They are missing the pieces understanding the process and giving them realistic expectations to cope. John also asked if the survey was just a list of prefabricated questions or if they were able to input their own responses.

E. Perry said it was a list but that each question had a section where they could input comments and those they did comment and they wrote those in. There was a lot of feedback in the comments.

J. Oliveira noted that any training provided needed to be associated with the population served and cannot just clinical.

P. Correia thinks that we tend to consider these situations as someone being pain as opposed to having the tools to understand.

J. Oliveira thought the in some cases you are better off having EAP professionals come in and conduct the training.

E. Perry noted that years ago they had a Psychologist come in and talk to them and that it did help them deal better with some of the customers.

J. Daniels stated our culture has changed but the State's process has remained the same. For example the CC does not have an app for clients to schedule an appointment. We have to see the world has changed and how do we change as an organization in response. We see change and have to figure out how to change. There are a lot of technologies such video conferencing, Skype. Things that the colleges have been using that the career center had not.

The group noted that the use of technologies varied from individuals who don't have apps to youth who do.

J. Fernandes thinks that part of it is we don't talk about it and we are just reacting. We need to be nimble and try. The point is a complex issue and we need to keep clients engaged in the system. We have to consider our population and try something. Even if it doesn't work that provides good information.

J. Oliveira suggested this be made an agenda item at the next and get the chair or a representative should discuss at the next Board meeting. It is a good and timely topic. Conversations we have at this level needs to be shared with the board as a whole. It is prevalent in our society and it has been noted that 70% of our students have some type of issue.

E. Perry noted that we have the largest number of kids that English is a second language.

J. Fernandes noted mental health and learning disabilities are also in the mix.

R. Melbourne confirmed if this would be a topic Jim would want to bring forward to the next board meeting

J. Oliveira said it should be broached and should be made an agenda item. He would get the minutes of this meeting out for approval and then bring present it to the board. He thinks it is important to showcase our successes but it is equally important to address our challenges. He thinks the board members should walk away thinking “that was a thoughtful meeting.” This makes for a more cerebral board and they become engaged in the conversation. That approaching it holistically and that we are cataloging it better to know how we are doing along with our partners. There are number of agencies working on workforce plans as well as the opioid grant. This means we need a lot of resources and professionals to make that system work.

The conversation continued in regard to the issue, how to approach it noting that there also was an issue with there being a staff shortage in social service professionals.

R. Melbourne suggested that due to the time the rest of the agenda items be table until the next meeting. J Fernandes made the motion and R. Melbourne seconded. All were in favor. These were:

- WIOA 4 year plan discussion
- DCS FMO monitor update
- Committee recommendations for next steps and/or follow-up

Other Business

Future Meetings @ Quest Center – agenda will be attached to the actual meeting invite if available.

Wednesday December 4 @ Quest Center.

Meeting adjourned at 9:29

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