

Performance and Oversight Committee

Minutes of January 9, 2019

Full audio recording available.

Attendance will be provided upon request.

Meeting called to order by Chair R. Melbourne at 8:10

Vote on minutes of the December 4, 2019 meeting--attached. Paul Correia made the motion to approve and Ron Melbourne seconded the motion.

Agenda Item – Committee reviewed and discussed:

- **BSU strategic plans** – discussion tabled until February. B. Costa had one question on formatting and how to manage updates. It was decided that items completed will be noted in a separate list of dates and then numbers should be updated.
- **CC performance reports** – Beth Costa employer services is outstanding in area and expects UI claimants will likely be increasing likely due to seasonal updates. Adult is presenting the largest challenge, but the CC is basically on target for everything else. R. Melbourne asked about the zero on course completions. It was it could be cyclical and that time of year was generally slower. Also, the manufacturing training was going on at the same time and that almost all of these customers were co-enrolled in Title 1 and the manufacturing as a cohort of 12 customers. P. Correia noted positive numbers of employers and employers receiving referrals. James Daniels noted that there were a number of people currently enrolled in the welding training starting this month. Jim Oliveira asked if they would be able to project out to determine who entered employment by end of the year. Elizete Perry stated she felt they would hit the mark because they are putting more customers into training and working to spend down the training funds. B. Costa also wanted to note the number of training related job orders was down by 3% from last year, which is something to be watched as this was the only month that it went down. Donna Ramos felt that indicated that the employers were not using the career center. B. Costa noted the increased outreach to employers. The group then discussed the national trends and how they may be affecting things. They agreed that at the moment they generally were still positive in regard to the economy.
- **CC surveys** – No real data was available. There were some small increase in surveys from customers, but very slow from employers. R. Melbourne asked for this to be kept on the agenda for the next meeting.

Agenda Item - DCS FMO monitoring update for both the WDB and CC – the item was tabled at the beginning of this meeting.

Agenda Item - Discussion regarding the WIOA Youth Performance - The Greater New Bedford Workforce area did not attain at least 80% of the locally negotiated WIOA youth performance indicator - Entered Employment, Education, or Training in the 2nd Quarter After Exit for two consecutive years.

J. Oliveira finance management and oversight at DCS was required to inform us that our performance was not good in the last two years. Jim noted that this was expected and affected the last 4 month of 2018 when the 2018 career center operator's contract was not renewed in June. The contract put out to bid and under review. The current vendor was not selected until October of 2018. Then in 2018 and 2019 they had to reconstruct and implement all programs. The people at DCS stated that they understood why this happened. The numbers for 2019 vs 2018 show a marked improvement and are expected to continue. E. Perry noted they were already meeting 55% of the goals this fiscal year. J. Daniels noted programs are filling and recruitment is continued in

order to meet our numbers. D. Ramos noted that we need to not let up and keep up. R. Melbourne asked how serious was it and what would happen if we fail. J. Oliveira noted it was very serious as it indicated what happened in the past 2 years, which was very disruptive to the system, but it was expected while they worked to get things up and running. He felt they were moving in the right direction and that it will take beyond this year to get where we need to be. He also noted there needed to be more outreach. P. Correia noted the letter from DCS indicated phase to address the issue and if we they could use these phase to monitor progress. The group agreed. D. Ramos noted there are things behind the scenes to address some of these issues like community outreach in hard to reach areas. E. Perry agreed and stated they already started attending meeting and going to a number of places including the HEAL Center/North Star run by NAP for high risk youths. J. Daniels also noted they outreached to jail release programs, WMCA, Boys and Girls Club, barber shops. There is an upcoming meeting with DSS. R. Melbourne noted he was encouraged by the people in the room's engagement. He will look for some sort of performance report for phase 1 of the process for next meeting.

Agenda Item - FY20 Goals & Objectives Chart – D. Ramos stated that with all the new chart now available this chart really wasn't needed as was done when the group first started to have something to report out with. P. Correia made a motion to discontinue this chart and use the new mechanisms in place for reporting. R. Melbourne seconded that motion.

Agenda Item - Committee recommendations for next steps and/or follow-up.

E. Perry noted that last meeting she was asked about the November snapshot and enrollments. She reported that as of November they had 4 adult customers and 2 dislocated customers that were enrolled.

Agenda Item - Future Meetings @ Quest Center – reviewed and agreed upon

Other Business

- Next meeting at the @ Quest Center will be on Wednesday, February 5, 2020

Meeting adjourned at 8:46