

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD
PERFORMANCE COMMITTEE MEETING MINUTES
OF
FRIDAY, AUGUST 31, 2018**

Cleveland Clinic Akron General Wellness Center, Crystal Point Room
4125 Medina Road
Akron, Ohio 44333

Performance Committee & Workforce Development Board (WDB) Members Present:	Robert DeJournett, Performance Committee Chair; Jessica Heid; Michelle Moran; Nellie Rodman (<i>by phone</i>)
Committee/WDB Members Absent:	Sharlene Chesnes (<i>excused</i>); Joan Pritchett (<i>excused</i>)
Summit & Medina Workforce Area Council of Governments (SAMWA COG) Staff Present:	Grace Fry, Policy, Procurement & Performance Administrator; Daniel Grantham, Operations Coordinator; Christine Marshall, Executive Director

I. CALL TO ORDER

- a. DeJournett called the meeting to order at 1:40 PM.

II. APPROVAL OF MINUTES

- a. DeJournett requested a motion to adopt the Performance Committee's 7/30/2018 meeting minutes. Heid made the motion which Moran seconded. With no objections or abstentions, the motion carried.

III. REPORTS

- a. Review of July 2018 Workforce Innovation and Opportunity Act (WIOA) Career Services Reports
 - Medina County Career Services
 - Fry expressed that Educational Data Systems, Inc.'s (EDSI) State Fiscal Year (SFY) 2019 YTD placement numbers are in-line with their highest placement year (SFY 2016, 261 placements). In SFY 2018, EDSI finished with 259 placements, an improvement over SFY 2017 (189 placements), and only slightly fewer placements than SFY 2016.
 - Summit County Career Services
 - Fry expressed that the United Labor Agency's (ULA) SFY 2019 YTD placement numbers are also in-line with past performance. In SFY 2018, ULA finished with 1004 placements, the most of any SFY since ULA became Summit County's WIOA Career Services Provider in SFY 2015.
- b. Status of Area 2's Policy Project
 - Fry explained that she has worked continuously to update Area 2's required policies. Policies pertaining to the Comprehensive Case Management Employment Program (CCMEP), including WIOA youth policies, are complete. Fry anticipates the completion and/or update of more policies by the end of September. While Area 2 can opt to adopt some of the State of Ohio's policies as Area 2 policy, most service-related policies must be drafted at the local level. She asked the Committee to review and provide feedback on policies as they are updated. Policies are available for download at tinyurl.com/area2policy.
- c. Ohio Dept. of Job & Family Services' (ODJFS) Preliminary WIOA Performance Report for SFY 2018 Q4
 - Marshall expressed that while ODJFS' final Q4 Performance Report is not yet available, this preliminary report can help Area 2 address performance issues prior to its release. New WIOA performance measures have presented a change for providers, specifically with the reporting of measurable skills gains for CCMEP-enrolled youth. This is due in part to the systems through which performance is reported. When providers go into the system to exit clients from services, there is a list of 20 "reason for exit" options. ODJFS previously issued incorrect guidance regarding the options that result in positive vs. negative exits. In reality, only four (4) of the 20 "reason for exit" options result in a positive recorded exit. Language in the four (4) positive and 16 negative exit options is often similar or identical, causing more confusion.
 - Moran asked which parties are responsible for entering performance data into the reporting systems.
 - Marshall expressed that ULA and EDSI are responsible for WIOA Adult/Dislocated Worker (Career Services) data entry. Job's for Ohio's Graduates (JOG) manages data entry for Medina County CCMEP youth while the County of Summit Dept. of Job & Family Services (CSDJFS) enters data it receives from all Summit County CCMEP providers.
 - Heid asked if data can be corrected once entered into the systems.

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- Marshall explained that there is a 90-day window of time after a client is exited in which a case manager can correct errors. The record is locked and cannot be edited after this 90-day period.

IV. OLD BUSINESS

- a. Update on Contract Monitoring Consultant Sharon Parry & Real WorkForce Solutions (RWFS)
 - Fry expressed that since the Performance Committee's 7/30/2018 meeting, Parry and Michael Lawrence of RWFS completed their on-site monitoring review of Area 2's WIOA Contracts and Financials. During the week of 7/29/2018, Parry and Lawrence reviewed invoices, case files, and requested from each contracted service provider a completed fiscal checklist. A draft of their finding was received by the SAMWA COG 10 days ago. This draft reiterates what was explained during the exit interview with RWFS. No serious issues have been identified. RWFS did identify some inconsistencies between documentation practices in the participant files and suggested the creation of standardized, Area-wide file maintenance practices. Parry plans to present her report to the full WDB at the 9/26/2018 meeting.
 - Marshall expressed that RWFS recommended the review of some invoicing practices with Area 2's Fiscal Agent, CSDJFS. As with previously mentioned findings, these practices did not result in flawed/incorrect eligibility determinations or payments.
- b. ODJFS' SFY 2017 Program Monitoring
 - Marshall expressed that ODJFS conducts program monitoring on an annual, "WIOA Program Year" (PY) basis. ODJFS' PY 2016 (SFY 2017) monitoring covered CCMEP-WIOA in Summit County only. ODJFS' PY 2016 Monitoring Report was received on 8/22/2018. There was one finding requiring corrective action. ODJFS determined that the Client Compliant Process form was omitted in some CCMEP files. To ensure that clients know their rights, this form must be reviewed and signed by clients when their eligibility for services is determined. ODJFS asked that it is made certain that case managers are providing this forms to clients, that clients are signing it, and that signed forms are included placed in all client files. This required action was shared with CSDJFS, Summit County's CCMEP Lead Agency.

V. NEW BUSINESS

- a. Review of Area 2 WIOA Career Services and Medina One-Stop Operator (OSO) Proposal Evaluations
 - After reviewing the evaluations of the four (4) proposals submitted to provide OSO Services in Medina County and WIOA Career Services in Medina and Summit Counties, the Performance Committee advised SAMWA COG staff to commence the negotiations necessary to award ULA a contract to provide Medina County OSO services and WIOA Career Services in Medina and Summit Counties. The Committee will officially recommend awarding ULA with this contract at its 9/24/2018 meeting so that their recommendation can be made with the negotiated budget on-hand.
- b. ODJFS SFY 2018 Program Monitoring
 - Marshall expressed that ODJFS will begin its annual program monitoring of all WIOA services (Youth, Adult and Dislocated Worker) provided in Area 2 during SFY 2018 on 9/12/2018.

VI. GOOD OF THE ORDER

- a. Marshall expressed ODJFS issued a memo with instructions for Workforce Area Performance Negotiations and Area 2 must respond with its proposed performance standards by 9/14/2018. A phone call with ODJFS is scheduled for 9/20/2018. The memo will be forwarded to the Committee.
- b. The Committee reviewed upcoming meetings, including the Performance Committee meeting scheduled for 9/24/2018. The Performance Committee will make its official WIOA Career Services recommendation on this date. Their recommendation will be made to the full WDB on 9/26/2018.

VII. ADJOURNMENT

- a. DeJournett requested a motion to adjourn the meeting. Moran made the motion which Jess seconded. With no objections or abstentions, the meeting adjourned at 3:07 pm.

*Respectfully Submitted,
Daniel Grantham
Operations Coordinator, SAMWA COG*