

SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD PERFORMANCE COMMITTEE MINUTES

of

February 10, 2017

Cleveland Clinic Akron General Wellness Center – Crystal Point Room

4125 Medina Road, Akron, Ohio 44333

Present Performance Committee Members: Sharlene Chesnes, Robert DeJournett, Jessica Heid, Joan Pritchett

Excused Performance Committee Absences: Michelle Moran

Present County Staff: Daniel Grantham – Executive Assistant, County of Summit Dept. of Job & Family Services (CSDJFS)
Christine Marshall – Deputy Director, Workforce Development, CSDJFS

A. CALL TO ORDER

- The meeting was called to order at 8:06 AM by Robert DeJournett, Performance Committee Chair. Present Committee members, Workforce Development Board (WDB) Chairs, and County staff introduced themselves.

B. APPROVAL OF MINUTES

- DeJournett motioned to approve the 11/4/2017 Performance Committee meeting minutes. Jessica Heid seconded the motion. The 11/4/2017 Performance Committee meeting minutes were thus approved.

C. REPORTS

- Review of State Fiscal Year (SFY) 2017 Year-to-date (YTD) Performance Data – 7/1/2016 to 12/31/2016
 - Christine Marshall expressed that work remains on bringing Area 2 into compliance with WIOA by SFY 2018. As such, barring glaring issues, she suggested that the WDB consider retention of current service providers rather than beginning procurement processes.
 - Marshall presented the SFY 2017 YTD performance reports for Area 2’s WIOA Adult and Dislocated Worker (A&DW) service providers:

SERVICE PROVIDERS:	EDSI (Medina)	ULA (Summit)
DEMOGRAPHICS OF THOSE SERVED AT ORIENTATION		
Total Served	215	1353
WIOA-Eligible	215	535
TANF-Eligible	0	197
Seek Work Court Orders (CSEA)	0	12
Able-bodied adults without dependents (ABAWDs)	0	183
Food Assistance Employment & Training (FAET)	0	426
JOB PLACEMENT & TRAINING INFORMATION		
Total Job Placements/Total Individuals Placed	101/101	491/426
Full/Part Time	98/3	387/104
Average Wage	\$20.52	\$13.12
Median Wage (WIOA Measure)	\$17.50	\$11.00
Sector with greatest share of placements	Manufacturing	Goods/Services
Individual Training Accounts (ITAs) Provided	Not Offered	21
CHARACTERISTICS OF THOSE WHO FOUND EMPLOYMENT		
Veterans	3	26
Ex-Offenders	1	77
Individuals receiving public assistance	2	193

- Marshall expressed that ESDI, the contracted WIOA A&DW service provider for Medina County, is based out of Michigan and has a presence in One-Stops across the United States.
- DeJournett asked: 1) how long ESDI has been Medina County’s WIOA A&DW services provider; 2) if it will be Marshall’s responsibility to gather more information on ESDI in her new position as the WDB’s Executive Director, and; 3) how the Performance Committee can help to accurately capture performance data.

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- Marshall expressed that EDSI is currently in its second year as the contracted WIOA A&DW services provider for Medina County. Because of her duties with CSDJFS, Marshall explained that her knowledge about Education Data Systems, Inc. (EDSI), is limited. As she transitions into her role as the WDB's Executive Director, Marshall expects to become more knowledgeable about EDSI. Once in the Executive Director position, she plans to provide more rigorous reports regarding service providers and their performance to the Performance Committee.
- Marshall expressed the Performance Committee will be asked to identify and design new report templates that better capture the nuances of providers' performance data. Right now, reports are focused mostly on who is walking through the door and raw job placement numbers.
- v. Joan Pritchett expressed that in a previous meeting Jessica Heid proposed inviting service providers to the Performance Committee meeting.
 - Marshall expressed that in years past, service providers were invited to meetings twice a year and agreed that it was now time to resume the practice.
 - DeJournett said inviting service providers would allow the Performance Committee to better fulfill its responsibilities to the Area. Citing EDSI and ULA's limited number of healthcare sector placements in the context of his organization's shortage of primary care practice LPNs, DeJournett expressed that there appears to be a disconnect between what the service providers are doing and what local businesses actually need. While there is definitely a need for qualified health care workers in Summit County, DeJournett expressed he was unsure of these needs in Medina County (i.e. what unique needs are present in both counties and how service providers may be able to address these needs).
 - Citing the large portion of Manufacturing sector placements in EDSI's report, Daniel Grantham expressed that it would be valuable to know whether service providers are reacting to local demands or if they are simply better equipped to work with a specific sector's employer base.
 - Heid identified this as the proactive vs. reactive approach used by the service providers. That is, are they proactively addressing local needs or reacting to the skill set of those receiving services?
 - Marshall suggested that future contracts could be written to include sector baselines as a deliverable. These baselines could be used to determine whether or not a provider is being proactive or reactive with regard to their job placements. These baselines could also be used to focus providers' job development activities on local employer needs.
 - Sharlene Chesnes suggested aligning methods of collecting retention information to focus on quality vs. the quantity of placements each service provider achieves. She expressed that increasingly, a focus on job quality rather than quantity is being used to determine the value universities provide to students.
 - Marshall expressed that a focus on quality vs. quantity is extremely important, especially as it relates to job retention. She explained that the job retention measure is difficult one for the providers. While performance measures dictate collection of job retention information for the year following the date of employment, many individuals are not interested in providing information about their employment to the service providers after their placement.
 - Marshall proposed inviting service providers to the next Performance Committee meeting to be held in March or April 2017.
- vi. DeJournett asked Marshall to provide the Committee with an overview of her roles and responsibilities as the WDB's Executive Director.
 - Marshall expressed starting in her role as the Executive Director on 3/20/2017. Marshall expressed that while she works for the WDB, she reports to the COG. Role and responsibilities include:
 - General oversight of the public workforce system;
 - Performing all the roles of the board expressed in WIOA, like procurement functions;

- Leveraging the WDB’s expertise to ensuring that services provided by contractors are aligned to the needs of local employers;
 - Aligning workforce training initiatives to local in-demand occupations;
 - Streamlining operations to promote uniformity of service delivery in Area 2;
 - Interfacing with local economic development entities and organizations, such as the Society for Human Resource Management (SHRM), to better align the public workforce system with local county economic development initiatives and employer needs;
 - Pritchett suggested that Marshall reach out to Summit County’s SHRM President to propose a presentation to SHRM members.
 - Elevating awareness of the public workforce system amongst area employers;
 - Liaising with the state and county to ensure that Summit and Medina Counties are in compliance with State directives while appraising the State on the Area’s activities;
 - Identifying the WIOA youth performance objectives of the Comprehensive Case Management Employment Program (CCMEP) and working with the two JFS on this matter;
 - Raising additional funds other than formula WIOA through grant applications.
- vii. Referencing ULA’s report on the counties in which job placements are located, DeJournett asked why ULA would focus on getting placements in counties that are not Summit County.
- Marshall expressed that any individual can receive core WIOA services (i.e. resume help, job placement assistance, etc.) at any One-Stop location. For example, an individual residing in one county might commute to a different county for work. The One-Stop located closer to their work might be more convenient than the One-Stop located in their county of residence. Summit County likes to track this information to gauge how many individuals from other counties are using Summit County’s One-Stop.

D. OLD/UNFINISHED BUSINESS

- Update on the first 6 months of CCMEP
 - i. Summit County:
 - Three WIOA youth contractors – Hattie Larlham, the Akron Urban League, and Tri-County Jobs for Ohio’s Graduates (CCMEP provider in both Summit and Medina County) – were rolled over into CCMEP for SFY 2017. Goodwill Industries was also brought on for their expertise providing work experience for youth with specific barriers.
 - For July 1, 2017 the Summit WIOA providers had to identify the number of youth enrolled in their programs who were anticipated to roll over into CCMEP. Between the 3 providers, 150 youth were identified for roll over.
 - A call down system was implemented to reach out the 150 identified youths. 39 youth were successfully contacted, many which had not been contacted by their WIOA youth provider for months. The “no contacts” illustrated the importance of Summit County’s “hub model” – centralizing CCMEP at the OhioMeansJobs Center.
 - Under CCMEP, Summit County brought control of program data in-house. Previously, data was managed by the providers, so the County had very little control of the data put into the systems. This also allowed the providers to focus on providing services rather than services and data management.
 - ii. Marshall expressed that while CCMEP provides a more impactful, year-round service delivery model for youth, its use of both WIOA and Temporary Assistance for Needy Families (TANF) funds is, in many respects, unprecedented. CCMEP services are currently being delivered even as aspects of the program remain under construction. The Committee needs to keep aware that as WIOA’s focus is on out-of-school-youth, the CCMEP focuses on youth regardless of school enrollment. Addressing this conflict requires significant attention to performance measures.

E. NEW BUSINESS

- None

F. GOOD OF THE ORDER

- Clarification of “Goods and Services” sector on ULA’s report
 - i. In response to a question posed at the 11/4/2017 Performance Committee meeting by Michelle Moran, clarification was sought on the sector identified in its reports as “Goods and Services.” ULA responded that “Goods and Services” includes employment in the various sectors that comprise the service industry such as staffing companies, food service, automotive services, security, sales, and landscaping companies.
 - ii. Heid asked for clarification on ULA’s placement practices regarding staffing companies and temporary agencies. Grantham expressed the placement is counted once an individual is actually working a job assignment through a staffing/temporary agency, regardless of whether or not that job is permanent or temporary. Follow up for all exited individuals continues for a year after exiting.
 - iii. DeJournett expressed that it would be beneficial to have a break out of temporary vs. permanent employment on future reports.

G. MEETING ADJOURNMENT

- DeJournett motioned to adjourn the meeting. The motion was seconded by Heid. The meeting adjourned at 9:17 AM.

*Respectfully submitted,
Daniel Grantham, Executive Assistant
Summit County Department of Job & Family Services*