

MEETING MINUTES
LAKE COUNTY WORKFORCE DEVELOPMENT BOARD
November 7, 2018 @ 11:30 AM
Lake County Department of Job & Family Services
177 Main Street, Painesville, Ohio - 44077

Board Roll Call:

Allen Weaver	William Moore	Eric Barbe
Matt Battiato	Carolyn O'Connor (P)	Terry Lazar
Sam Delzoppo	Carrie Dotson	Robert J. Dawson
Gretchen Skok Disanto (P)	Rich Mears	Eric Wachob
Ryan Rogers (P)	Dan Musacchio (P)	
Marty Gareau (P)	Hugh Scott Seaholm	

Others in Attendance:

Bob Dawson, LCWDB, Ex Director	David Cowen, Auburn Career Center
Shawn Douglas, LCDJFS	David Radachy, LCPCD
Mindy Hughes, LCDJFS	

Call to Order:

President Sam Delzoppo called the meeting to order at 11:37 AM.

Approval of Minutes:

Eric Barbe moved for approval of the minutes from the meeting of June 14, 2018; Matt Battiato seconded the motion; all were in favor; motion carried.

Introductions and Announcements:

Bob Dawson introduced David Cowen, Interim Director of Adult Education for Auburn Career Center and Hugh Scott Seaholm, Chairman and CEO of Universal Metal Products.

Spotlight Presentation:

Bob Dawson introduced Rich Mears, President of Component Repair Technologies who gave the Spotlight Presentation. Rich gave an informative PowerPoint Presentation on CRT including the services they perform, their markets and customers. Rich explained that their biggest challenge and opportunities is with their workforce shortage and shared several progressive ways in which they recruit, train and work to retain their workforce. They have developed their own internal university offering industry recognized credentials and organized their training program into formally recognized apprenticeships.

Lunch:

There was a short break for a light lunch.

Special Recognition:

Chairman Sam Delzoppo recognized the recent passing of Dan Hart who was the owner of several businesses in Willoughby and a long-time member of the Lake County Workforce Board. Sam shared that Dan had recommended him for the board when he retired and moved to Florida full-time. Bob Dawson said that he first met Dan in 1981 when they were both members of the board under the Comprehensive Employment and Training Act. Dan was a huge supporter of the Public Workforce System in Lake County. He made numerous hires from candidates referred to him from the Lake County Career Center and he hired and ultimately sold his Lake County Glass Company to a gentleman who was referred to him from one of the Workforce Board's Youth Programs. Bob added that Dan was a great friend of the cause and someone who epitomized a work hard/play hard attitude and lifestyle.

Executive Director's Report:

Bob Dawson discussed the financial reports that were part of the meeting handouts and announced that Area 5 had "Exceeded" all of the statutory performance measures for WIOA and CCMEP for Program Year 2017 which ended June 30, 2018. The final year-end reports just recently became available. The state supplied performance reports included several graphs that show Lake County having excellent performance well in excess of many of the other workforce areas across Ohio. Bob reviewed and explained the PY 17 Year-End Return on Investment Analysis which showed that our total costs for training, career services, administrative and overhead were paid back by the tax contributions of our exited participants in 11.6 months. Our goal had been to be under 12 months. Bob also presented the Year-End Balanced Scorecard for the Career Center and the performance measures assigned to us for this program year and next program year which we recently negotiated with Ohio's Office of Workforce Development.

One-Stop Committee:

Carrie Dotson presented the One-Stop Report and discussed the "new" Balanced Scorecard that was in the meeting handouts and which outlines our day-to-day operating goals for PY 18. The career center continues to ramp-up their outreach efforts and are now utilizing an outreach center to engage more job seekers. Our focus remains on serving the individual customer's needs. Typically, we no longer hold workshops but deliver those services on a one-to-one basis here and at local libraries. A new scorecard goal is designed to measure our collaboration with the library system. Another new measure places emphasis on promoting training in in-demand occupations. Carrie discussed the flyer in the handouts for the Fall Jobapalooza which will be held on November 14, 2018 at Manry Park in Willowick. We have over 50 employers registered for this event already.

Planning and Programs Committee:

Eric Barbe reported that we entered into a formal MOU arrangement with Mentor, Madison, Morley and Kirtland Public Libraries, filed the MOU on a timely basis in August with the Ohio Office of Workforce Development and they recently approved the agreement. The MOU renews automatically on a program year basis. The purpose of the MOU is to support collaboration and coordination between the public workforce system and the public library system. Our primary responsibilities are to 1) Utilize the library system to increase awareness of the availability of employment and training services within the Lake County Area, 2) Educate and inform library staff of the workforce and career resources available to assist Lake County residents, 3) Educate our Local OMJ Staff of the services available through Lake County libraries to assist job seekers, and 4) Inform young adult specialist at the libraries about the early literacy services

available through programs affiliated with OMJ Lake. We have already started to partner with the libraries on several workforce related activities.

Eric reported on another initiative we are about to begin which is the OhioMeansJobs Center Phase Two Certification. We received our Phase One Certification during Program Year 16 and Phase Two needs to be completed by June 30, 2019. The emphasis of Phase Two is continuous improvement and will entail the One-Stop attaining certain Operating Benchmarks and other critical success factors using metrics compiled from Mystery Shopping, Partner Assessments, Website Review, Desk and Site reviews. It is up to the Board to establish a review team for this and we are suggesting Chairman Sam Delzoppo, Vice Chairman Robert J Dawson, Director Bob Dawson and Workforce Director Mike Longo from Lorain County who will serve the team as a recommended “peer workforce professional reviewer from another local area”. Chairman Delzoppo entertained a motion and Eric Barbe moved to establish the OMJ Center Certification Team as recommended. Matt Battiato seconded the motion. All were in favor; motion carried.

Youth Committee:

Mindy Hughes reminded the board that all our youth services are now operated under the Comprehensive Case Management Program regardless of the funding source. We recently received confirmation of our total youth funding allocations for the year, at just over 1.5 million dollars as we had anticipated. As of October, 31st, 117 of our 120 contracted slots were filled with our three providers which are Catholic Charities, Goodwill Industries and OhioGuidestone. All three providers have service locations here in Painesville on North State Street just across the street from our career center. We were required to submit a revised CCMEP Plan in conjunction with rule changes that took place over the past year and we received official approval of our plan on September 26th. The most significant changes to our plan included 1) Adding a formal standardized incentive program for all participants, 2) Placing a greater emphasis on Supportive Services and, 3) Adding pressure points to provider contracts to place a priority on mandated Work Experience requirements. These changes have started to show positive improvement to our service delivery. All significant CCMEP operating procedures are required to be supported by written policy and the required policies were all updated and approved as part of the new plan.

On October 22nd we underwent a one-day audit for the current program year. The auditor looked at our provider procurement process which must be performed to federal standards. The auditor selected Catholic Charities for the case management portion of the audit and he seemed satisfied with the way we were monitoring and paying them. We expect to receive the audit results in writing sometime soon. We are currently performing face-to-face monitoring visits with all three program providers monthly. This process has increased our ability to provide oversight and technical assistance to the providers in an expedient manner.

Marketing Committee:

Shawn Douglas reported that we continue to focus on our outreach in a variety of ways. We use Facebook to advertise our OMJ services and our recruitment events. Most recently we used it to promote two job fairs. We held a recruitment event in Mentor on September 12th. Eighteen employers met with over 100 job seekers. This post reached over 16,000 individuals and had 1,850 “engagements”. We held a Job Fair at the Morris Avenue Community Center on October 3rd which attracted over 50 job seekers. Fifteen employers participated in this event. This Facebook post reached 2.9 thousand individuals and 2,680 “engagements”. Advertising via radio is another way we reach job seekers and employers. In addition to regular radio slots on

both Cougar 93.7 and Mix 97.1 every Tuesday morning, we got promoted during Cleveland Indians games and get commercials during all Cleveland Cavaliers games. These stations also support our OMJ events on their Facebook page and on their web banners. We purchased equipment and software for a new digital display board which is on our lobby. This is being used to post events and workshops and is available for Partner Staff to post their events. If you are interested in utilizing this, Contact Shawn Douglas with the information.

We are utilizing silverscreen which advertises our events and OMJ services at two Atlas Cinemas locations in Lake County. Each commercial is 30 seconds and displays on 16 screens at each location. A copy of the commercial was played for the board.

Nominating Committee:

Matt Battiato reported on behalf of the Nominating Committee and reminded the board that they had promised to bring a recommendation for a Vice-Chair to this meeting. Matt reported that the committee was recommending and that he was nominating Robert J. Dawson from the Middlefield Banking Company for a two-year term as Vice-Chair. Terry Lazar seconded the nomination. All were in favor of electing Robert J. Dawson as Vice-Chair.

Adjournment:

Robert J. Dawson moved for adjournment at 12:57 PM. Carrie Dotson seconded the motion. All were in favor; motion carried.