

Union County Workforce Investment Board

One Stop Committee

Union County College, Kellogg Building, Elizabeth, NJ

Friday, December 13, 2013

1:00PM

AGENDA

- | | | |
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| I. | Welcome and Introductions | Glenn Nacion |
| II. | Continued Discussion - Quantitative & Qualitative Measures <u>Quantitative:</u> Balanced Scorecard Performance Accountability <u>Qualitative:</u> <i>Overseeing One-Stops: A WIB Member's Guide to Quality Assurance</i> | Antonio Rivera |
| III. | Proposed Resolution – Heldrich Center for Workforce Development | Antonio Rivera |
| IV. | One Stop Operator's Report i. UCC - Union County Choices Training ii. Elizabeth Development Company's OJT iii. Youth Programs | MaryAnn Anderson |
| V. | Next Steps | Glenn Nacion |
| VI. | Next Committee Meeting TBD | |

Committee Members

Glenn Nacion, Trinitas Regional Medical Center (Co-chair)

Carlos Valdes, COMCAST (Co-Chair)

Monica Chenault-Kilgore, The Chenault Group, Inc.

Alberto Goncalves, AZAD Companies

Eugenia Hamlett, Hamlett Management LLC

Sandy McLachlan, Phillips66

Christopher Morreale, FedEx

Noel Christmas, Utilities Workers Union of America, Local 601

James Brady, The Savor Group, LLC

MaryAnn Anderson, One Stop Operator

Anadir Liranzo, Omega Maintenance Corp.

Union County Workforce Investment Board

One-Stop Committee Meeting

Union County College, Elizabeth Campus, Kellogg Building, 5th Floor Conference Room

1:00 pm Friday, December 13, 2013

Committee Members Present

James Brady, The Savor Group, LLC

Monica Chenault-Kilgore, The Chenault Group, Inc.

Alberto Gonclaves, AZAD Companies

Rossi Jackson, One-Stop Career Center, Elizabeth Office Manager (Designee for MaryAnn Anderson)

Lillian Roman, One-Stop Career Center, MIS Specialist

Committee Members Absent

MaryAnn Anderson, One-Stop Manager

Noel Christmas, Utilities Workers Union of America, Local 601

Eugenia Hamlett, Hamlett Management LLC

Sandy McLachlan, Phillips66 Bayway Refinery

Christopher Morreale, FedEx

Glenn Nacion, Trinitas Regional Medical Center

Carlos Valdes, COMCAST

Guests

Lillian Roman, One-Stop Career Center, MIS Specialist

Staff

Antonio Rivera, Director, Workforce Investment Board

Philip Kandl, Staff, Workforce Investment Board

Meeting Summary

Mr. Rivera reported that Mr. Glenn Nacion was not available to Chair the meeting. The meeting was called to order by Mr. James Brady at 1:05 pm. Mr. Brady welcomed all attendees and self introductions followed.

Mr. Rivera provided background on the One-Stop Career System and described programs and services provided by the One-Stop. Mr. Rivera indicated that this meeting was a continuation of the November 14th One-Stop Committee meeting to continue to discuss the One-Stop Career System evaluation. Mr. Rivera reported that staff developed the quantitative One-Stop Career System assessment tool that was designed to evaluate performance metrics. The State was looking for a more comprehensive evaluation that included a qualitative review.

Mr. Rivera asked Ms. Monica Chenault-Kilgore to report on her findings regarding qualitative assessment tools. Ms. Chenault-Kilgore indicated that committee members had received the National Association of Workforce Boards report: *Overseeing One-Stops: A WIB Member's Guide to Quality Assurance* published in 2000. The report focused on the Malcolm Baldrige Quality Award criteria, which was one of the most popular assessment tools.

The American Society for Quality was one of the partners in the *Overseeing One-Stops: A WIB Member's Guide to Quality Assurance* report. Ms. Chenault-Kilgore reached out to the American Society for Quality which has offices in Newark, NJ. The American Society for Quality is a professional society that is involved with assessments of quality assurance and management quality. Ms. Chenault-Kilgore spoke with the Chair of the American Society for Quality who was excited to partner with a non-profit and/or government agency. Ms. Chenault-Kilgore explained to the Chair of the American Society for Quality that the One-Stop Committee was at the conceptual stage of designing an assessment tool and asked if there was an alternate assessment instrument to the Malcolm Baldrige Quality Award criteria that could provide greater choices.

The Chair of the American Society for Quality suggested a few assessments that were available. Ms. Chenault-Kilgore indicated that the American Society for Quality is amenable to come out and meet with the committee to assist in determining the criteria and measurements for quality review. Ms. Chenault-Kilgore stated that it was important to explore options in developing the assessment instrument.

Mr. Brady thanked Ms. Chenault-Kilgore for the report and stated that it was a good idea to reach out to assessment professionals that would facilitate the assessment results to be compiled quickly. Mr. Brady was concerned that the *Overseeing One-Stops: A WIB Member's Guide to Quality Assurance* report was fourteen years old and might not be relevant to today's issues. Mr. Brady suggested that the County ask the State what they were looking for and then design the assessment tool guided by their response.

Mr. Rivera responded that the County had reached out to the State to inquire what assessment tool was recommended but the State did not want to dictate the design or scope. Mr. Rivera had asked the State if the quantitative evaluation would be sufficient to gauge One-Stop Career System performance in light of the fact that the County had passed all PY 2012 Common Measures. The quantitative assessment was deemed insufficient to evaluate the One-Stop system. Mr. Rivera suggested that the Committee look into utilizing the Heldrich Center for Workforce Development at Rutgers University to provide a One-Stop assessment.

Discussion ensued regarding how to proceed with the One-Stop qualitative evaluation.

Mr. Rossi Jackson provided the One-Stop Balanced Scorecard quantitative assessment for both PY 2012 and PY 2013. The committee discussed the information contained in

the assessment. Ms. Chenault-Kilgore asked how job placements were determined. Ms. Lillian Roman indicated that job placements were captured through state wage records. Ms. Roman indicated that there was a 90 day delay in reporting placements utilizing state wage records (LOOPS reporting system). Ms. Chenault-Kilgore stated that training programs should be scrutinized for effectiveness, i.e., how was the job placement related to occupational training. Mr. Jackson indicated that the benchmark for placement was 90 days employment and job retention was defined as employed for six (6) months.

There was a discussion regarding the cost of training and how to provide funding in and above the \$4,000 Individual Training Account (ITA) cap if more intensive training was warranted.

Discussion ensued regarding the skill level of clients and what careers/occupations were most appropriate given the funding limitations and client skill sets.

The next meeting is scheduled for 10:30 A.M. Wednesday March 12, 2014.

Meeting adjourned at 2:05 P.M.