

**Union County Workforce Investment Board
One Stop Committee**

Union County College, Kellogg Building, Elizabeth, NJ
Wednesday, November 14, 2013 at 1:00PM

AGENDA

- I. Welcome and Introductions Glenn Nacion
- II. One Stop Committee's Oversight Responsibility Antonio Rivera
- III. Discussion - Quantitative & Qualitative Measures Antonio Rivera
Quantitative:
 Balanced Scorecard Performance Accountability
Qualitative:
Overseeing One-Stops: A WIB Member's Guide to Quality Assurance
- IV. One Stop Operator's Report MaryAnn Anderson
 - i. UCC - Union County Choices Training
 - ii. Elizabeth Development Company's OJT
 - iii. Youth Programs
- V. Next Steps Glenn Nacion
- VI. Next Committee Meeting – **FRIDAY, DECEMBER 13, 2013 AT 1PM KELLOGG 514**

Committee Members

Glenn Nacion, Trinitas Regional Medical Center (Co-chair)	Present
Carlos Valdes, COMCAST (Co-Chair)	Absent
Monica Chenault-Kilgore, The Chenault Group, Inc.	Present
Alberto Goncalves, AZAD Companies	Present
Eugenia Hamlett, Hamlett Management LLC	Present
Sandy McLachlan, Phillips66	Present
Christopher Morreale, FedEx	Absent
Noel Christmas, Utilities Workers Union of America, Local 601	Absent
James Brady, The Savor Group, LLC	Absent
MaryAnn Anderson, One Stop Operator	Present

Guests Joseph Hugh DaRold, Plainfield Public Library

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Staff

Antonio Rivera, Director, Workforce Investment Board
Philip Kandl, Staff, Workforce Investment Board

Meeting Summary

1. The meeting was called to order by Mr. Glenn Nacion at 1:05 pm. Mr. Nacion welcomed all attendees and self introductions followed. Mr. Nacion gave a brief overview of the committee's responsibilities.
2. Mr. Rivera reported that the One-Stop Committee was important as it was charged with the oversight of the One-Stop Career System. Mr. Rivera reported that the One-Stop Career Center System had performed well as gauged by Workforce Investment Act (WIA) metrics: the One-Stop had passed all nine (9) WIA Common Measures for PY 2012. Mr. Rivera explained that the committee had an important role to validate and improve the service delivery of the One-Stop Career Center System.
3. Ms. MaryAnn Anderson explained the Common Measures and stated that there was an emphasis on placing clients in training in demand occupations to better ensure employment after training.
4. Mr. Philip Kandl explained the "Balanced Scorecard: One-Stop Performance Accountability" evaluation document contained in the meeting package. The One-Stop evaluation was targeted for Program Year 2012. Mr. Rivera reported that the "Balanced Scorecard" reflected the State's performance metrics as presented in the State's strategic planning documents. Mr. Rivera also stated that the evaluation data will help identify strengths and weaknesses and move the system forward.
5. Mr. Rivera emphasized the need for the "Balanced Scorecard" data to render a quantitative snapshot of the system. Mr. Rivera stated that it was important to know if occupational training was directly related to job placement, which would validate the funding spent on training.
6. Ms. Anderson suggested that service providers should also be evaluated on the quality of training and job placement performance. The committee agreed.
7. Ms. Anderson also suggested that feedback should be elicited from all One-Stop customers as there were a number of One-Stop Partners in the One-Stop Career System. Mr. Nacion asked if the evaluation of One-Stop Partners not under the WIB's funding purview was beyond the scope of the Workforce Investment Board. Mr. Rivera responded that as a first step the Committee should focus on services funded under the Workforce Investment Board. The Committee agreed.

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8. Ms. Sandy McLachlan asked if employers were surveyed for their employment needs and the skills sets requirements for job openings. Mr. Rivera responded that the WIB had conducted an employer survey in the past. Ms. Monica Chenault-Kilgore suggested that instead of a mass employer survey, it would be more beneficial to convene focus groups by industry to ascertain employer needs.
9. Mr. Rivera reported that the State had identified seven key industry sectors which drive the economy. After careful review of Union County labor market information, of the seven industry sectors, three (3) were identified as primary for Union County: Retail, Hospitality, Tourism; Health Care; and Transportation, Logistics, Distribution. Construction was identified as the fourth growth industry sector for Union County, which the State did not include in their key industry sectors.
10. Mr. Rivera reported that the construction industry was a major growth industry in Union County and will become more important for job creation with the recent passage of the Economic Opportunity Act of 2013. Mr. Rivera gave a brief overview of the Act.
11. Mr. Rivera reported that the State required a qualitative evaluation of One-Stop services. There was discussion regarding the best quality evaluation tool, whether the Malcolm Baldrige Quality Certification Framework was the best. Ms. Monica Chenault-Kilgore would conduct some research and report back her findings to the Committee.
12. It was agreed that the One-Stop Evaluation include a section for the One-Stop Operator's and Partners' comments.
13. Mr. Rivera stated that the Committee should be part of the review of the recently received Occupational Training and On-the-Job Training RFPs.
14. Next meeting scheduled for 1:00 pm Friday December 13th at the same location.