

Workforce Investment Board of Will County
Location: Workforce Center of Will County
2400 Glenwood Avenue, Joliet, IL
December 12, 2016 Minutes

BOARD MEMBERS					
<u>Name</u>	<u>Present</u>	<u>Absent</u>	<u>Name</u>	<u>Present</u>	<u>Absent</u>
Nancy Baldwin	X		Emilie McCallister	X	
Colleen Brooks	X		Cheryl McCarthy	X	
Herb Brooks		X	Peter McLenighan	X	
Toni Carrera		X	Judy Mitchell	X	
Jayne Cain Casimere	X		Don Moran		X
Bonnie Covelli	X		Jim Moustis		X
Maria Dimuzio	X		Pat Mudron	X	
Gregory Dover	X		Kelly Norris		X
Susan Flessner	X		Peggy O'Leary	X	
Beth Gonzalez		X	Jim Rink		X
John Greuling	X		Steve Rockwell		X
Pam Heavens	X		Suzanne Sallay		X
Rita Herrick		X	Joe Strong		X
Carlos Interrial		X	James Tromp	X	
Mark Jepson		X	Betty Yott		X
Allison Lizzadro-Megalis		X			

Others Present: Sue Davinger, Pat Fera, Larry Fitzpatrick, Mary Gajcak, Caroline Portlock

Welcome and Introductions

Nancy Baldwin called the meeting to order and members spoke about skills gaps they see within their organizations and industries.

Minutes

Minutes of the October 17, 2016 meeting were approved on a motion by Pat Mudron; seconded by Pete McLenighan.

New Business

John Greuling gave an update on new business location and expansion in Will County. In 2016, 49 new Will County projects created 8,093 new jobs, and new investments totaled \$751,303.909. Pat Fera congratulated Greuling's work at the Will County Center for Economic Development for his involvement in business attraction and expansion that contributed more than 73% of the new jobs created, and 49% of the new investments in Will County.

Old Business

Fera recommended changes to the existing Memorandum of Understanding, to address consensus among all partners. She indicated that the new language would be "If consensus cannot be reached specific to infrastructure costs, the partner(s) objecting may submit in writing a formal justification for their objection. This justification should be submitted to the chairman of the Workforce Board for review by the Executive Committee. The Executive Committee will review the objections and provide recommendations on how to reach consensus on the outstanding issue(s). Recommendations will be forwarded to the MOU negotiation team for review and approval. Once consensus is reached on infrastructure costs and the MOU is

executed, partners may only object during the MOU duration period if there has been a significant change in funding or administration of services. Jim Tromp moved to accept Fera's recommendation. Cheryl McCarthy seconded. Motion carried.

One Stop Operator Report

Susan Flessner reported that Melanie Arthur conducted a 'Customer Service in a One-Stop Center' training for staff who work in the WCWC center. Staff provided several ideas to re-engineer internal processes in order to improve Job Seeker customer experience at the center.

The IDHS Division of Rehabilitation Services began to offer services at the WCWC every Thursday. All Core Partners now have representation at the one-stop center.

The WCWC has hosted job fairs, workshops and seminars nearly every day. 1,121 customers have attended workshops from January 1 to October 31st in 2016. 1,006 job seekers have attended recruiting events at the center. TANF and SNAP (both are public assistance programs) will begin holding orientations at the WCWC encouraging their customers to engage in job search activities at the center.

Flessner reported that the Illinois Workforce Development Board (IWDB) is developing criteria for the certification of one-stop centers throughout Illinois. Flessner will serve on the statewide policy group assisting in recommending the criteria to the IWDB. The WCWC is currently the only one-stop center in Illinois that has a One-Stop Operator in place, and is expected to receive certification by the July 1, 2017 deadline.

Since September, the WCWC staff has reported that there is a much lower no-show rate for Career Scholarship eligibility appointments, clients are far better prepared, and the long range impact of the new location and staff processes will be tracked.

System and Trends Committee Report

Fera gave the System and Trends report, for July 1 through October 31st. There was a drop in the number of services and customer visits in 2016 compared to 2015 with a drop of 92 customers. These changes are due to a decrease in the unemployment rate as well as a much more efficient and accurate reporting structure allowed at the new facility. There is also movement of statistics in reporting on the report (ie: IL Job Link) due to the changes on the report form. The greatest improvement in customer visits and services reported is due to the change in the initial contact with customers. At the old location, customers checked themselves in, and swiped their cards for all the services that they thought they would use. Now, a staff member facilitates swiping customer visit cards for only services used. The next quarter statistical report will reflect a more accurate comparison to services at the new center. The Adult Ed and GED staff will work with Emilie McCallister to work out a better referral system for services at the WCWC. Mobile Workforce Center Customer visits remain strong.

Joan Wisniewski will begin to work with Will County businesses in order to make them aware of the Incumbent Worker Training Program and assist them in the application process. distributed an information piece for use in Employee Recruitment and Retention Services for employers that ties information about assistance available together. Job Board/Resume Gallery, Business Grants for Employee Training and On-the-Job Training are explained to build Employers' awareness and ease of use.

Youth Council

McCarthy gave an overview of the Youth Provider Summit that took place on September 30th. There were 73 attendants. For 2017, quarterly topical workshops will be provided in place of the one day summit. This allows a better way to connect with individual youth providers and the delivery of more targeted information. In late February, Stephen Kehoe, Director of Behavioral Health at Silver Cross Hospital will deliver a two-hour presentation addressing the mental needs of adolescents and young adults. In March, there will be an 8-hour Certification course on mental health triage for youth providers at the WCWC location.

Manager's Report

Fera reported on the progress of the creation of a process map for business services, as addressed earlier in the meeting. Fera noted that each year members are asked to serve on a Committee. A form will be distributed so that board members can indicate what committee(s) they would like to be a part of in 2017.

New Program Certification: Fera recommended the Professional Medical Coding and Billing Online Training Program to be approved for the Illinois State Provider List. This is a completely on-line program, that does not meet WIB Local Policy not to send clients to completely on-line programs. The System and Trends Committee will be reviewing this policy, and will bring recommendations to the Board in the near future. Greg Dover moved to accept Fera's recommendation to approve the Program for the State Provider List. Pat Mudron seconded. Motion carried. Judy Mitchell abstained.

Fera announced that Anika Todd has taken a new position and her replacement on the Board has not yet been assigned. Fera congratulated Pete McLenighan on his upcoming retirement from Stepping Stones.

Public Comment – none

The next meeting of the Workforce Investment Board will be Monday, February 27th (due to two holidays in February) at 7:30 a.m. at the Workforce Center of Will County.