

**System and Trends Committee
Workforce Investment Board of Will County
Location: Workforce Center of Will County
2400 Glenwood Avenue, Joliet
November 16, 2016**

Minutes

System and Trends Committee					
Name	Present	Absent	Name	Present	Absent
Jayne Cain Casimere		X	Don Moran		X
Susan Flessner	X		Caroline Portlock	X	
Rita Herrick	X		Jim Rink		X
Carlos Interrial	X		Suzanne Sallay	X	
Emilie McCallister		X	Jim Tromp		X
Pete McLenighan		X			

Others Present: Sue Davinger, Pat Fera, Mary Gajcak

Welcome and Approval of Minutes

Suzanne Sallay called the meeting to order. Minutes of the September 21, 2016 meeting were approved on a motion by Susan Flessner, seconded by Carlos Interrial.

Workforce Center Utilization Report

Pat Fera showed a comparison of services received at the Workforce Center in fiscal years 2015 and 2016. New procedures have improved the accuracy of reporting in 2016, as customers now report to Workforce receptionist who swipes cards after inquiring about the reason for visits. A reduction in number of customers is due, in part, to this new process. The report also identifies the need for core partners to remember to swipe customer cards for referrals for additional services within the center. There is a concern about the lack of performance by the GED staff. Fera will address the issue of referrals and recruitment of clients to the Workforce Center. The Department of Vocational Rehabilitation has been in place since October 2016. Statistics will be reflected on the next Service Utilization Report. The Mobile Workforce Center has increased customer utilization in nearly every location, with an overall increase of 9% in customer visits.

Core Partner Report

Beginning in January 2017, each Core Partner will be required to complete a quarterly reporting form to be returned to the One Stop Operator by the 15th of the month following the end of the quarter. This report will reflect services offered at both the Workforce Center, at other locations, and on-line. This report will provide insight into what services, if any, should be added to the One-Stop Center. Susan Flessner will work with each of the Core Partners; Fera will provide verbage explaining why the Board is asking for this information.

Program Certification Policy

The State of Illinois has agreed to retain all of the occupations originally stricken from the Demand Occupations listing.

Incumbent Worker Program

For the purpose of improved branding, the 'Business Grants for Employee Training' program will undergo a name change in the near future. Fera will be reviewing ideas for the new name. Since July 1st, 219 employees have received training through the Grant. Joan Wisniewski will begin her role as outreach agent, recruiting businesses to the Program and assisting them with eligibility and application processes. For the time being, any businesses should still be referred to Mary Gajcak.

On-the-Job Training Program

Fera presented Employment and Employer Services' On-the-Job Training report for FY16. Contracts are in place with eleven contractors. Fera expressed the need for an expansion of outreach efforts to both business and job seeking customers.

Dashboard Reports

Fera distributed a draft of an infographic created for the future reporting of Industry Specific data. Infographics has proven to be an excellent tool for the delivery of critical, timely data on website and social media.

Will County Freight Study

Will County has contracted with CDM to perform a community friendly freight study. They have included a Workforce component in order to increase focus on the training and movement of the workforce from population centers to work centers in Will County.

Next Meeting

The next meeting of the Committee will be Wednesday, January 18, 2017, 7:30 am at the Workforce Center of Will County, 2400 Glenwood Avenue, Joliet.