

System and Trends Committee
Workforce Investment Board of Will County
 Location: Workforce Center of Will County, 2400 Glenwood Avenue, Joliet
September 18, 2019

Minutes

Committee Members:					
Name	Present	Absent	Name	Present	Absent
Nancy Baldwin		X	Damien McDonald	X	
Susan Flessner	X		Jim Rink	X	
Beth Gonzalez	X		Suzanne Sallay	X	
Rita Herrick	X		Anitarice Schmidt		X
Carlos Interrial	X		Michele Smith	X	
Kraig Kistingner	X		Jim Tromp	X	
Others present:					
Susan Davinger	Mary Gajcak	Caroline Portlock	Pat Fera		

Welcome and Approval of Minutes

Herrick welcomed Pat Fera of Fera Consulting and Damien McDonald to the meeting. Minutes of the July 17, 2019 meeting were approved on a motion by Kistingner, seconded by Flessner.

Workforce Center

Customer Service Satisfaction: Presentation by Business Services Consultant, Pat Fera:

Reviewed the progress made in creating and implementing a Business and Job Seeker Services integration plan, and asked the Committee for input to determine desired implementation devices (what kind of information to gather from employees) and usefulness of information gathered. Fera will incorporate information gathered from this discussion in her presentation to the Board.

Feedback should determine:

- **How to engage new businesses – methodology**
 - Determine why businesses are not yet engaged
 - Suggested meeting with larger businesses in Will County to interview
 - Create awareness of services available to businesses
 - Create simple and quick survey device that is not burdensome
 - Automate simple/quick customer satisfaction surveys to be sent after services offered with opportunity to give comments where desired
- Create specific questionnaires/surveys for each segment of services received
- What individual customers say should be improved (what is one thing we could have done better?)
- Clarify satisfaction rates (overcome oversimplification that receives very high satisfaction scores from customers who qualified for services, and very low scores from those who were not qualified and were turned away)
- Look at negative comments – call customers with negative comments
- Put Customer Satisfaction Rating / Review device on WSD website

How information gathered will be useful:

- Feedback gives opportunity to add services and fill gaps in service (i.e. Eastern Will County residents)
- Data gathered can be used to better tell our story.
- Keeps us humble and willing to change/improve

Best mechanisms for receiving feedback from customers?

- Quick/targeted surveys
- Determine whether email or text is most utilized, and by what customers
- If businesses don't follow through, what gets in their way?
 - Success stories are requested from Training Grants users
- At job fairs, provide evaluations on site. Employers meet before the job fair, and are a captive audience.

- Hand out postcards to determine employers' familiarity with WCWC services (i.e. 'Did you know (about each on a list of services available?))
- Provide postcards to job seekers at job fairs to determine what WCWC services, if any, they know about
 - Are you underemployed? Are you looking to advance in your position? Are you unemployed?

Portlock asked the Committee to send additional ideas and thoughts to her within days after the meeting.

Incumbent Worker/Training Grants Program: Gajcak recommended four applications for WIB approval:

- Borowski Race Engines, Inc. to train 12 employees at \$1,155 each. WIB Cost: \$13,860
 - Motion to approve by Kistingner, seconded by Interrial; carried.
- Diageo to train 20 employees at \$672 each (\$336 WIB share). WIB Cost: \$6,725
 - Motion to approve by Sallay, seconded by Gonzalez; carried
- Harbor Manufacturing to train 66 employees at an average of \$292 each. WIB Cost: 19,250
 - Motion to approve by Kistingner, seconded by Sallay; carried
- Toyal America to train 5 employees at an average cost of \$592. WIB Cost: \$2,960
 - Motion to approve by Sallay, seconded by Sallay; carried

Portlock reported that Citgo decided not to use public monies for the training they were approved for, as they could well afford to train on their own budget. They believe that these monies will be better used by smaller businesses.

Due to decreased funding from the State, Portlock asked the Committee to approve the reduction of the PY19 Training Grants budget from \$225,000 to \$100,000 in order to move monies into the Career Scholarships fund for job seekers. Moving the \$100,000 would allow 198 new enrollments. The Committee asked for more data / information, and tabled discussion on this matter until the next System and Trends Meeting, or special meeting to discuss the matter. Meanwhile, Gajcak will watch Training Grants applications closely and remain cognizant of the budget until a decision is made.

New Program Certification

On a Motion by Sallay, second by Tromp, the following new programs were approved by the Committee. Herrick abstained:

Lewis University:

- Aviation Technology Certificate
- Bachelor of Arts in Criminal Justice (3+1 with College of DuPage)

Governors State University

- CompTIA Certification Training: A+, Network+, Security+
- Certified Medical Administrative Assistant Medical Billing and Coding
- HVAC/R Certified Technician
- PHR/SPHR Certification Preparation
- Purchasing & Supply Chain Management + Freight Broker Agent

They will be presented to the full board at the October 21st meeting.

Workforce Center

Reports

Portlock referred to the Utilization Report and the OJT Report noting that we are now entering the second year with low unemployment rates. Service comparisons will be better as a result.

Center Update

Off-site and after-hours job fairs have proven to be very well attended and beneficial. Romeoville hosted their second fair, and future job fairs will occur there semi-annually from now on. Businesses and job seekers were pleased. In Wilmington, the second Regional Wilmington after-hours job fair will take place on October 16th. The next WCWC Job Fair is scheduled for September 26th from 10:00-noon.

Core Partner MOU

Flessner reported that all Partners' payments are up-to-date.

Service Integration: Service Integration forms have been completed and will be delivered to the Executive Committee for approval and sent to the State. Core Partners will meet following System and Trends Committee meeting to discuss the process further. Service Integration Summaries and Action Plan will be submit to the Workforce Board on September 30 for their approval and to the State that same day. Flessner announced plans to form a Job Seeker Services Team in the near future.

Another webinar will be available by the end of this calendar year.

The entire Business Services Team is participating in an eight-week State sponsored training. All attendants will be certified.

Gonzalez announced that due to a new conflict in her work schedule, she would no longer be able to attend System and Trends Committee meetings after the first of the year. Portlock will send a change of date form/poll to the Committee to determine and new day that will work for all.

Meeting adjourned.

The next meeting will be held on November 20, 2019 at 7:30 am at the WCWC.