



MINUTES OF THE CHICAGO COOK WORKFORCE INNOVATION BOARD

March 29, 2022

Present: George Wright, Jacki Robinson-Ivy, Colin Cosgrove, Xochitl Flores, Adam Hecktman, Michael Jacobson, Dr. Sylvia Jenkins, Dan Lyonsmith, Pam McDonough, Rich Monocchio, Robert Reiter, Marc Shulman, Liisa Stark, Carrie Thomas, Sarah Lichtenstein Walter for Juan Salgado

Quorum? Yes.

CO-CHAIR GEORGE WRIGHT called the meeting to order at 9:31 am, requesting a roll call for attendance.

He welcomed members to the meeting. He called for any questions regarding the minutes from the prior meeting. Hearing none, he asked for a motion to approve the minutes.

Motion to approve the minutes of December 14, 2021 was made by Pam McDonough and seconded by Colin Cosgrove. After a roll call vote, the motion passed unanimously.

CO-CHAIR GEORGE WRIGHT: Next up on the agenda is the CEO report by Patrick Combs and Illona Sheffey-Rawlings.

MS. SHEFFEY-RAWLINGS: Patrick Combs and I are now acting as co-CEOs and want to provide a message of reassurance to the Board that they have been managing the overall operations of running The Partnership since January 2022.

MR. COMBS: We are very much in line with our management styles, our leadership styles and how we view the work that our organization does. Our roles have been divided according to the work that we had been doing. The attached PowerPoint shows that at the top level, our Chief Local-elected Officials are President Toni Preckwinkle and Mayor Lori Lightfoot together. Next is the Chicago Workforce Innovation Board, which is this body, the WIB and our non-profit Board that manages the other side of the house for The Partnership. After that is the 2 of us, the Co-CEOs for The Partnership.

MS. SHEFFEY-RAWLINGS: Let me provide an overview as to how we see my responsibilities unfolding. I see myself as the producer for The Partnership. We are a nonprofit business and as such our team makes sure that we are complying, that our legal structure is strong, we keep on focus on HR and cybersecurity, as these areas continue to increase in importance, even though they might be considered invisible areas of The Partnership. We follow the best practice of keeping the business moving straight. Other areas that I cover include Equal Opportunity, Procurement, arbitration, program compliance and more. Patrick handles the fiscal accounting while she handles the fiscal monitoring.

MR. COMBS: Reviewed the areas which he handles, which includes the public facing operations, including AJC's. Both Illona and Patrick work to keep everything running smoothly and seamlessly as possible during this transition time. Additionally, Mr. Combs oversees the Board Liaison & Policies team that Ms. Marisa Lewis runs. Ms. Susan Massel leads the Communications team and Illona and Patrick divide fiscal.



MS. SHEFFEY-RAWLINGS: The reason why we have not skipped a beat during this whole transition is because of the amazing team we have. Everyone to a person has stepped up. Everyone to a person has taken on more leadership and it's been really rewarding to see.

Skilled Trades Fair, April 2022

MR. PATRICK COMBS reported that the Partnership assisted in project management support for the CPS and City of Chicago Skilled Trades Fair held at McCormick Place for about 3,000 students. It was a big success, and we are confident that this event changed young people's lives. Also coming up this month will be the celebration and hiring event for the Coming up this month are several big events. There will be a celebration and hiring event for the COVID Response Corps as their funding comes to an end. Also, the HHC (Hospitality Hire Chicago) event returns this year. This will be the 5th iteration of this event for The Partnership. The event will be on April 28th at the Palmer House Chicago. Board member Michael Jacobson was part of this project.

We are also planning to launch a Career Connector event in partnership with President Preckwinkle's office along with partners from the Cook County Bureau of Economic Development. The Career Connector events will occur throughout Cook County and will target those who need to return to work. We'll also assist employers in finding the talent they are looking for.

MR. COMBS: Another event that is coming up is The Partnership's 10th birthday celebration; both Illona and I share in the planning. Susan Massel will provide more details later on today's agenda.

MR. COMBS: Introduced Greg Martinez, Director of Innovations at The Partnership.

Greg Martinez reported on the highly successful Skilled Trades Show held last week at McCormack Center. On March 22, 23 and 24, there were approximately 3,000 Chicago Public School students attending this event. The event was developed based on the idea that you can't be what you can't see, so we needed to allow CPS youth to "see" potential careers; career aspiration is of the utmost importance for students who are traditionally not exposed to these opportunities.

Our focus was on youth that were not on a college preparatory pathway. We coordinated with schools on the south and west sides of the city who are black and brown and female, as they are disproportionately represented in the skill trades. The Mayor's office, along with the Chicago Public Schools and City Colleges worked with us and labor organizations to get in front of these youth. The Skilled Trades show was created. Our expectations were to create excitement around potential career opportunities for the youth. Partnering with labor unions allowed for up close discussions and viewing of what the careers consist of.

There were over 51 exhibitors at the event with over 10 trades represented, over 10 contractors represented and pre-apprenticeship programs providing information to the students. City Colleges was there to connect youth to educational opportunities beyond high school.

MS. LEWIS: For the minutes, please note that Dan Lyonsmith and Carrie Thomas joined the meeting.

Greg Martinez added that many the vendors had hands on exhibits, for example the Pipefitters had a virtual welding machine, so students were able to put on VR goggles and do some spot welding. Construction had a bricklaying activity for students to cement and lay down brick. ComEd had their big



bucket trucks and brought their electrical poles with workers going up and down to show the students what the work looks like. Additionally, there was a CPS student showcase, a robotics competition and more.

Our initial results showed overwhelming positive feedback about the experience, with students sharing that they didn't know that "I could do this and now I'm really interested!"

Our follow up to the event reflects several different strategies to keep the students engaged after the fact. We created a Skilled Trades Interest form which leads to connections with the contractors, pre-apprenticeship programs or unions. They will be followed up directly moving forward. Also, we're working with CPS career counselors to make sure they receive information about any upcoming union hall events and hiring opportunities. One strategy is to gather a small group of students to do a field trip to the various union training halls.

DR. JENKINS: I want to say thank you to Sarah for raising the community colleges engagement in this activity. This sounds like an excellent program but want to clarify the messaging when someone says college isn't for everyone. Community colleges have multiple pathways that students can take to get to the career that they are looking for.

MS. SHEFFEY-RAWLINGS: Regarding the discussion about community colleges, Dr. Jenkins, we're not replacing a college focus with this skills trade focus, it's an expanding focus so that people can take whatever path to success that they want, but I just wanted to let you know you were heard on that point, understood, and agreed with.

MS. LICHTENSTEIN WALTER: Well, just to speak to that what Dr. Jenkins was saying also we're saying that community college is absolutely a way into the skill trades.

So when we say college is not for everyone, what we're really talking about I think is that transfer and a four-year pathway may not be for everyone, but what I actually was going to ask Greg I would love to request that another action from this interest form would be to share information about the related trade programs at City Colleges or the other related colleges.

We have bricklaying. We have carpentry. We have line workers. We have manufacturing.

So we are a great way to get into the field even when the -- even when the unions don't have openings, and we work with the unions as well.

CO-CHAIRWOMAN ROBINSON-IVY: First and foremost, I agree with Illona. I think that there are so many different ways to learn, and I would have loved to have been able to learn how to do welding; that sounds like super fun and it may have changed my career path actually.

It was not lost on me either what was said about college not being for everyone. I think we might want to work on that phrasing a little bit just because we don't want to turn anyone off.

How do we track our productivity for this? I think there were approximately 3,000 students. How do we know that 1,500 of those students are looking into programs? Where do we have data that shows the effort of this was looking back and being able to show our funders and various other people how great a program this is and what the return of it is, how effective it is.



MR. MARTINEZ: The follow-up is through the interest form cards. We will reach out to exhibitors to see how many of those cards were filled out. The tricky part is that the participants who showed up to the event were underage, so that means information cannot be released to us.

Instead, we are implementing multi-prong strategies to do follow up with the student to ensure a connection continues and we don't lose momentum after all the work was done. The exhibitors will be working with CPS Central Office to standardize dissemination of the information gained. We'll be bringing students to the trade training halls, doing presentations at the schools, and working with CPS Career Counselors to follow up and share information

Lastly, we will engage with parents and families to reach the households. One response to the event from parents was how to get this information to the rest of their families.

As we continue to work with CPS our metrics and data will improve.

MS. SHEFFEY-RAWLINGS: Thank you Sarah for sharing that CPS and Chicago City Colleges have data sharing agreements that might be helpful moving forward.

MR. COSGROVE: I love the phrasing that college is not for everybody, because it's not for everybody. College is available to everybody, but not everybody should be going to college. I represent manufacturing and based on my experience, my college time was wasted. Access is great and I love that The Partnership puts this message out to increase awareness. At my company, S & C electric, there are thousands of employees who do not have a college degree and they make a very good living that provides for families; this is true of many people in the Chicago area working in the manufacturing industries.

Please note that I'm not against community colleges in any way, or universities either. I want to acknowledge that there are multiple pathways to careers, with college being one. Other options should be promoted equally such as apprenticeships that can be done in tandem with college. I support the messaging that there are options and pathways for career success. I would love to see the same kind of effort as the Skilled Trades event promoted for the manufacturing industry.

DR. JENKINS: I think maybe it would be a nice opportunity for us to allow community colleges to share with the board exactly what we do. Colin, I understand your point, but for so many years the message of "college is not for everyone" depressed many black and brown communities and kept young people from going to college. The message discouraged people from trying, and the community college system was created to offer several different pathways to a good career. This leads to a misunderstanding of what our mission and purpose it.

We appreciate The Partnership, and you see in your packets the number of programs the will be funded for those that need to go back to school to be retrained and they are coming through community colleges. I would ask the WIB Co-Chairs, along with The Partnership Co-CEOs, to set up a time that community colleges be given an opportunity to share more broadly about what we do.

And thank you to Greg Martinez; I appreciate all the work that has been done, but community colleges help students become prepared to enter the Skilled Trades all the time.



MR. COMBS: Well, I have an easy job here that I just get to agree with everybody. Doing an event like this with so many young people teaches us that all young people are different, every person learns differently, every person follows a different pathway.

You really lifted it up, Colin, talking about that access. I think at the end of the day it's all about how we help people navigate into good jobs and jobs that sustain themselves and help their families do well.

And as this conversation has told us there's a lot of different ways to do that and it's our job at the Partnership and as the workforce development system for Chicago and Cook County to present these different opportunities and give access to young people so no matter who they are and how they learn. They can get into those good jobs whether it is through a pre-apprenticeship/apprenticeship track, which also are in city colleges as well, whether it's through a credentialed program at colleges, whether it's through two-year to a four-year to a 12-year program.

I have already started conversations with Matt Bruce, the Funders Alliance, about how do we make those three things about this event. This project was ad hoc, only for CPS students, and it was only for the building trades.

Everyone on this call knows that it's not just the building trades that needs help pipelining young people into their careers. It's not just CPS students that need access and knowledge about these opportunities and doing something this big. We have to work out what the funding model is.

As you mentioned, Jacki, what are the metrics, how do we track this, how do we make sure it's successful every year, how do we open this up to young people across all Cook County, and how do we open up to more sectors so every sector has the opportunity to kind of share their pathways with young people?

No concrete next steps yet but just know that this was not the only time we will be doing this.

CO-CHAIRWOMAN ROBINSON-IVY: Patrick, your comment were not lost on me. All of what you said is spot on, but there was a mention that manufacturers' month is in October. Let's make plans if the budget and the staffing so can handle it to highlight something for manufacturing because those jobs need highlighting. If we can partner manufacturing with city colleges this would be great.

MR. COMBS: Absolutely, Jacki. This was something that was successful in a limited scope but how do we broaden that scope to make a bigger impact? We are absolutely considering what to do moving forward.

MS. LEWIS: That was a great conversation and we can definitely revisit the suggestion to look at manufacturing in October.

The next item on the agenda is the WIOA program update from Amy Santacaterina.

MS. SANTACATERINA: Good morning, everybody.

CO-CHAIRWOMAN ROBINSON-IVY: Good morning.

MS. SANTACATERINA: WIOA programs are going strong. The past few years we've received a lot of national dislocated worker funding awards, especially the Disaster Relief Employment. This is a program where we combined the traditional WIOA work with paid work crews. This allowed us to put people into work to help remediate some of the challenges impacted by Covid -19. The work crews work with



homeless shelters providing food, providing Covid-19 education. It has been very successful program and was just extended with an additional \$500,000 funding. We had another Dislocated Worker project that served Dislocated Workers but had a separate pot of money to provide access to training and this program is going very strong. We anticipate that the state will receive a one-year extension.

The new one that we just received is called the Career Program to serve Dislocated Workers in traditionally marginalized communities. This grant allowed for funding of equipment to improve outreach and services at American Job Centers. All the Job Centers received equipment upgrades in their resource rooms that will be available to the public.

Lastly, another national Dislocated Workers grant received is the one where we are trying to increase and address the impact of the opioid crisis by putting more people into training programs and substance abuse counseling. We also provided work crews, peer counselors, intake workers and we pay above and beyond supplemental wages to allow for work relief in the field of substance abuse. This allows us to develop the pipeline of workers and helping providers to the necessary work. We just received an additional \$100,000 with the program ending June 30th.

Regarding business engagement, specific details are on the PowerPoint. We have received a significant number of job orders and have been providing services to over 454 businesses with job orders for over 7,500 positions. We've continued to provide extensive business services to our agencies and our network.

Incumbent worker training programs are offered mostly via the manufacturing sector. Although we had 25 applications, to date we have approved 13 programs. This has resulted in 181 employees trained.

On the Job Training opportunities have been expanding. In general, the employer does the training in house and then seeks reimbursement from us that is typically 50% of the wages paid to the trainee. We have had over a million dollars in OJTs since July 2021. Most OJTs occur in the manufacturing sector.

Rapid Response has been slow this year, where we work with companies that are laying off employees. Just 11 notices were filed this year, which is very low in comparison to past years.

MS. McDONOUGH: Presented the Dislocated Workers recommendation to approve the transfer of \$1.5 Million from Dislocated Workers to Adult 1-A funding.

Dr. Jenkins moved to accept the recommendation. Mr. Monocchio seconded the motion. After a roll call vote, the motion was approved.

MS. McDONOUGH: The second item from the Service Delivery Committee is regarding the training provider certifications. There are some new programs, some renewed programs and several that were appealed. As you remember, DCEO changed what they were approving in terms of training, leading The Partnership to submit appeals for approval. We have received a few appeal approvals but not all.

MS. McDONOUGH: Requested a motion to approve the certifications for new and approved programs. Motion made by Co-Chairman George Wright. Mr. Monocchio seconded the motion. After a roll call vote, the vote passed with 2 abstentions.

MS. LICHTENSTEIN WALTER: City Colleges abstains from the vote.

DR. JENKINS: Moraine Valley Community College abstains from the vote also.



MS. McDONOUGH: Our last item is approval of the update to our local plan for 2022. The plan goes from 2020 to 2024. The plan was posted for public comment and the comments were incorporated into the plan. The Service Delivery Committee voted to move this plan it to the full board for approval. I am requesting a motion to approve the updated Local Plan.

Rich Monocchio moved to approve, seconded by Adam Hecktman.

After a roll call vote the motion passed unanimously.

Youth Committee report: MS MARISA LEWIS for MS MONICA HALSIP

The Youth Committee discussed options for usage of the ARPA funds that were awarded to LWIA07. One opportunity is the expansion of the Opportunity Works program, which is a year-round sector-based internship for suburban youth. Funds awarded is \$1.2 million to cover 200 internships. The other portion of ARPA funding will go to a Summer Jobs Program with paid summer jobs with career exploration activities in high demand sectors. We have \$800,000 to serve an additional 200 youth.

Additionally at the most recent Youth Committee meeting was one of our agencies, a wonderful longstanding WIOA agency, the Youth Job Center of Evanston. We had a really engaging conversation around their programming and how they adapted to serve youth in the face of the pandemic.

The Youth Committee plans to carry forward with other agencies attending the meetings to spark a discussion of aspects of their programs.

Carl Casareto, Quattro, provide the Finance Committee update.

MR. CASARETO: Good morning, everyone. We have financials for the first six months of the fiscal year through December of '21. The financials show revenues more than \$40 million matching expenses, so essentially a break even. We were slightly behind budget on a couple of revenue program line items but those are explained as follows, some of the programs we have are last dollars out so we charge other programs first and so we haven't expended any of the funds for a few of the budget line items.

And the secondly on the WIOA side, a lot of our programs run through an organization called EdAssist. EdAssist has been slow in billing and so their catch-up billings essentially brings us to the 50 percent that you would expect to see year to date.

Contact tracing was a contract with an extended budget provided by the City. Until it was approved by the City and put into their portal system we couldn't voucher for the amounts that we've expended from July through December 2021. An approved budget was presented in December 2021. It was entered into the system in February, and we have billing now that we are working our way through. We're expecting a four-million-dollar influx this week and that will help us because some of our sub-grantees haven't been paid for December and January.

CO-CHAIRMAN WRIGHT: Any questions for Carl? (Brief pause.)

CO-CHAIRMAN WRIGHT: Okay. Next up on the agenda is the communications update. Susan, will you provide that update?



MS. MASSEL: Yes, thank you, George. I'd like to start off noting that communications is like HR which is a thread that runs through everything that we do. So many programs that we've discussed this morning have a strong element of communications involved.

The communications team were very involved in the wonderful Skills Trade Fair that was presented earlier. On the first day the mayor spoke, the CPS CEO spoke, and the CEO of ComEd spoke. We had an amazing teacher in the skills trade curriculum speak, and an amazing student who is working in the skill trades who brought his grandmother, who honestly if she had gone to the Oscars she wouldn't have been more excited. It was so wonderful to see the family connection and the pride. It was amazing.

There was a video produced about it that we ordered. I had a professional photographer and videographer there. I'm hopeful to see the first draft of the video next week, and I'm waiting for some people to give us the green light but we're treading into the TikTok waters.

Susan added to Colin Cosgrove, reminding them that he asked about Tik Tok so we're going to go where the kids are because this was a youth event. We produced a couple TikToks, and once I get the mayor's press office sign off, we'll put those out there.

Patrick suggested that those on our staff who have children in the tween area should look at the TikTok. I did show it to my son. He asked a couple of very relevant questions.

We have the Contact Tracing Hiring Fair later this month. Also, the Hospitality Hire event will return. We have the Career Connector events that will be a sustainable, recurring way to reach out to job seekers and employers in suburban Cook County. A special logo was created just for that.

The Partnership is turning ten on July 1st. We will be having a party to celebrate, and you will be invited. As part of this event, we will be producing a retrospective and happy birthday video. We will be inviting those of you who want to participate in the video to a video shoot. Feel free to reach out to me if you want to ensure you are interviewed for the video.

For all our upcoming hiring events we are making signs which job seekers and employers will hold up in pictures; some say, "I got an offer!" or "I got hired!" And others may say "I hired new talent". A picture speaks a thousand words, and you'll start to see these on our social media outlets.

Social media continues to be important, and we are still producing podcasts. Our last podcast was for Woman's History Month. Next was Black History Month. We continue to work with strong partners to promote the work we do. In one of the podcasts, we asked what your biggest challenge was and one of the women said it's hard to go to work sometimes, I don't have anything to talk to my male colleagues about. These are often women walking into a wholly male world and it's uncomfortable sometimes.

Susan added that for Woman's History Month, she pointed out that in the PowerPoint there is a young woman on the far left side of the screen. She is Trina Whatley's daughter. Trina works in our BRED unit and her daughter is an elite shot putter and has won many awards in the last few weeks. We are all so proud of her and I felt we needed to include her as part of Woman's History Month. Congratulations to her!

On the next slide, we are showing themed social media. The gentleman on the far left, who I think looks like a movie star, is a contact tracer. He did a social media post for us. And then, Jacki Robinson Ivy is in the middle. We so appreciate her participating in Black History Month!



MS. LEWIS: Also a movie star for the record.

MS. MASSEL: Absolutely. How could I not have said that? Thank you for saving me, Marisa.

MS. MASSEL: We have created an app. You know we've had a podcast for a while and obviously we have a website and social media, but we're trying to keep up. We just don't want to leave any pathway unpaved, any door unpushed open to try to reach people, and so we've created an app. And if you want right now use your phones, it will not be considered tacky to pick up your phone during this presentation at all if you are an Apple person the top link; if you're a Google person the bottom link. If you scan those QR codes, you will be sent to the app to download. They're also available anywhere you can go get an app. Apple is Chicago Cook Workforce Partner and Google Play is Chicago Cook Workforce Partnership. For some reason Apple has a letter requirement that we were too long for.

I would encourage you to download it and I would encourage you to share it with your networks. It's another way to reach us.

We've had a lot of people asking what's next with contact tracing. Many of those questions are public health questions, meaning when you come to hopefully the end of the pandemic, what happens to the contact tracers, because we all know contact tracing was not invented for COVID. And our contact tracers, whenever I tap the team to go on media they're just such amazing men and women and none of them are tracers by accident. They've all been touched in some way by the pandemic and really feel like it's their way of giving back or healing from what's happened, so they're terrific.

As you can see social media has grown. I always try to look back 12 months. Still not huge numbers, but the good news is they're absolutely growing.

CO-CHAIRMAN WRIGHT: Thanks, Susan.

CO-CHAIRMAN WRIGHT: Any questions? (Brief pause.)

CO-CHAIRMAN WRIGHT: All right. Hearing none, next on the agenda is the One Stop Operator quarterly report.

MS. LEWIS: I have a very short WIB composition overview. It is not mandatory, but it seems like I could probably do it in about five minutes.

CO-CHAIRMAN WRIGHT: Perfect.

MS. LEWIS: As you know you often get asked to sign things and fill out forms and a lot of that has to do with the fact that you are a participant in a public board. The composition and why the people that are in the room are here right now really is oriented in the text of WIOA itself. And we're not going to get too deep into it, but I thought this would be a good time to get a high-level refresher of who you represent and how you fit into the composition and how you help us stay in compliance.

The timing of this is related to the fact that we are in the process of filing with the State several forms that we need to file every so often around our composition.

You will be receiving a form that you need to sign off that has your information and who you represent and what your demographics are and how your role helps that composition.



We're going to go over this now and then you can expect over the next few days to receive the paperwork that is required.

I'm going to show a slide, but we're not going to read it. I just want to show you how complicated this is. This is the text from WIOA that goes to how our board needs to be composed and within these requirements the board can be as big or as small as you want as long as you meet these criteria.

One additional thing that is very unique to the Partnership because we are city and county is that we also are required through our bylaws and intergovernmental agreement to have an equal member of representatives that are nominated by the City, that are nominated by the mayor, and from the County, nominated by the President, as well as some State-mandated partners.

So back to the required WIB composition, each slide I'll show you what WIOA requires and then how the City and County nominees shake out, and we can sort of fly through this because you all know who you are.

On the screen now are the 12 members of our 23-member board that represent the business community and the requirements are that you are in a high demand sector and that you are in a position of decision-making authority within your organization.

You'll see that we have one sort of pending nomination here. As you know Karen Teitelbaum from Sinai resigned and has passed the torch to her chief human resources officer Jason Spigner. The only reason that he's not an official member right now is because of that pending paperwork. He is here as a member of the public.

Thank you, Jason, for joining and continuing to further monitor the board's progress.

But here are the folks that make up our 51 percent business community.

The next piece is neither a City or State nominee. These are from WIOA legislation. It's required that representatives of the other WIOA titles are present on the board. We all are WIOA Title I, the WIOA adult, dislocated, and youth funding that we all oversee; but there are other titles, WIOA Titles II, III, and IV. We have Carrie Thomas from IDES representing Title II, Jennifer Foster is Title II, which is Adult Education; Carrie Thomas is Title III, which is IDES; and Dan Lyonsmith is here for IDHS representing Vocational Rehabilitation Title IV.

And then there are 3 more categories. There's three more that are called representatives of workforce in the legislation and there's some must-includes and may-includes.

The must-include representatives are labor and apprenticeships, and so we thankfully have two individuals Bob Reiter and Don Finn who represent both. They are not only labor, but their organizations run registered apprenticeship programs. Then we have youth programs, with Monica Haslip representing Little Black Pearl, a youth organization, and she is a City nominee.

We have a couple of other categories too, such as higher education, which includes community colleges, with representation from Juan Salgado from the City who is generally represented by Sarah Lichtenstein Walter. We also have Dr. Sylvia Jenkins, from Moraine Valley. We also have the opportunity to have at least one representative from the economic community with Xochitl Flores, who is with the Cook County Bureau of Economic Development.



There is an opening for other appropriate entities that the legislation lays it out, and on the slide, here are what that can entail. We have representatives from housing that fill this role. From the City we have CHA, where Mary Howard has been the long time representative. She technically stands in for the CEO Tracey Scott, and then of course we have Rich Monocchio from The Housing Authority of Cook County.

That is the high-level overview of the WIB composition. It just seemed like a good time to remind everybody about the composition and what important role you play.

Last week we had an executive committee meeting and Board of Directors meeting and touched on an e-mail that you may all have gotten. As public board members you are required to file with the Board of Ethics a statement of economic interest.

My understanding is the e-mail was supposed to go out within the last couple of weeks. Some have not received it, some have reported issues with access or errors, and so just hold off for now. We are working with the County Board of Ethics to correct these. Just during this meeting I've been given access to go in and correct some information. One of the issues is they've changed the filing quite a bit over the past year so all are listed, and instead of having your company name and your title, it looks like whatever title you have is registered with the Partnership.

So, for example, it would have Haven's e-mail because he said that he was the CEO of the Partnership when in fact he is the CEO of mHUB. So we're going in to make sure everything is consistent, and I will e-mail you all separately to make sure that you are able to get this small compliance issue figured out.

CO-CHAIRMAN WRIGHT: Next is the One Stop Operator report from Becky Raymond.

MS. RAYMOND: Good morning, everybody. I'm here to go over the presentation that we shared last week with the service delivery committee.

The main highlight in this report is regarding the survey of partners. I'm excited to share the survey results that we're getting from all of the partners who have been participating in the One Stop Operator monthly partner meetings and also in our working groups. We are continuing to use Innovare to tabulate and give data visualization to our engagement at the monthly partner meetings and that really helps the team focus in on where more effort needs to be made or troubleshooting around how to make the meetings more engaging. We're having good engagement at our monthly partner meetings; one exciting part of the monthly partner meetings is that we are weaving in presentations from the sector centers. We're trying to close any gap between the AJCs and the sector centers. The decision for the team to do that is based on feedback that we're always getting from our partners.

We haven't had a chance to look at the communications that the team puts out after the monthly partner meeting. They're all on Zendesk so those are all available to you, to all the partners, to people who might have missed the meeting.

Every six months we do surveys of attendees at the meetings, and we are getting feedback that there's overall satisfaction with the format meetings, the length of the meetings.

Here again they're very satisfied, and I think the next slide has the net promotor, which I think we are excited to see this increase. When we ask the partners about whether or not they would recommend the meetings to someone else, to a colleague, there's been a big increase and the team really feels that this intrigue has come from their surveys of partners and just always checking in to make sure that what



they're presenting is relevant, and so we were really happy to see that our partners are finding our engagement useful and a good value of their time.

The team is now working on a customer satisfaction dashboard. There will be one for workshops and one for general usage of the center.

I reported out last time we have completed the AJC orientation. It is a systemwide orientation designed for the customers so putting this big system level intervention in place has been really important.

The next area that the team was focusing on is making sure that we have that customer satisfaction data, that the centers are regularly collecting it and that we can make sense of the information that we're receiving from individuals the centers either through attending workshops or in the resource room.

MR. LEVINE: I have a question about the net promoter's part and the survey. I wonder what the sample sizes are or how many survey respondents you have, and if you're talking about surveying just like the ten AJCs there then it's such a small number especially for how the net promoters scoring works.

How do you take into consideration when the numbers are too small for the NPS score? With positive or negative changes in a given survey can have a huge swing when you're only talking about ten total respondents.

MS. RAYMOND: I think we had 75 responses.

CO-CHAIRMAN WRIGHT: Are there any additional questions for Becky? Hearing none, are there any members of the public that have any comments?

MR. FITZPATRICK: This is Larry Fitzpatrick, Employment and Employer Services, I have no questions at this time but thank you for the update.

CO-CHAIRMAN WRIGHT: Thanks, Larry.

CO-CHAIRMAN WRIGHT: Hearing none, I will accept a motion to adjourn.

Motion to adjourn was made by Richard Monocchio, seconded by Pam McDonough. After a verbal agreement to adjourn, the meeting adjourned at 10:56 am.