



ROGUE WORKFORCE PARTNERSHIP

MINUTES

ROGUE WORKFORCE PARTNERSHIP • CORPORATE DIRECTORS

November 17, 2016 ♦ 100 E. Main St., Suite A - Board Room ♦ Medford, OR

MEMBERS PRESENT

Commissioner Cheryl Walker (via phone)
Michael Donnelly (via phone)
Nikki Jones
Jessica Gomez

MEMBERS ABSENT

Commissioner Rick Dyer
Tamara Nordin
Gregg Edwards

OTHERS PRESENT

Shawn Hogan, Linx Technologies
John Underwood, Timber Products
Sherri Stratton, WorkSource Rogue Valley OED
Pat Huycke, Attorney (via phone)
Jim Fong, Executive Director, Rogue Workforce Partnership
Aurora King, Rogue Workforce Partnership
Julie Gillis, Rogue Workforce Partnership
David Fricke, Rogue Workforce Partnership
Rebecca Williams, Rogue Workforce Partnership
Tami Allison, Rogue Workforce Partnership

Quorum Present: No

1) Call to Order

The meeting was started informally as Jessica has been delayed. Introductions were made.

2) Consent Agenda

Due to lack of a quorum, this agenda item is tabled to the January meeting.

3) RWP Governance/Administration

PERS & Job Council Liability

Pat Huycke joined the meeting by phone in case directors had any questions. Jim reviewed the information in today's agenda packet and summarized that this is an update of information on communication between the counties, PERS, and RWP. The directors indicated that we should continue to manage funds as we have to date and the legal matter,

if any, will be handled through legal counsel. Commissioner Walker did not comment based on the fact that her legal counsel is not present.

4) Feedback on Dashboard

Aurora walked through the dashboard handout with the group noting that the intent is to identify the top metrics that would make the most sense to review with the board on a quarterly basis. The following are suggested improvements:

Goal #1-

- add a column to show closed listings under Goal #1 – to be able to view how many self-referrals resulted in a hire.
- Add a column to show numbers as well as percentages

Goal #2-

- Start with the total number of customers registered
 - Customers who got a job
 - Completed welcome process
 - Did not complete welcome process
 - List definitions on the back of the dashboard

Goal #3

- Total number of workshops (unduplicated count)
- Goal structure may need revision?
 - What types of data relate to each goal?
 - Have the Board identify what they want to see that would be evidence of meeting the goal.

The group discussed using the outcomes and measures table from the strategic plan, but decided that the dashboard shows a more current view of the information. Some general suggestions/improvements followed:

- Pick reasonable indicators and start tracking
 - Job listings
 - Sector skills completers
 - Sector skills completers who were placed
 - Percentage of sector listings closed
 - Total listings closed
 - Number of new businesses doing OJT's
- Customer-centric
 - Number of people registered
 - OJT's completed
 - Placements after OJT
- How much of the whole are our focused sectors? Are we focusing on the right sectors?
- Possibly use NPS (Net promoter score) to survey and measure effectiveness
 - Key Performance Indicators
 - Program Metrics

Next Steps:

- Refine the dashboard based on today's conversation

Jim added that all of the information we just reviewed, and more, is just one strand of information from one of many partners. Is there a way to expand this exercise to include the other partners as well?

Jim referred the group to the PY 12 financial data for all the mandated partners in the system.

Jim concluded this topic by thanking John and Shawn for coming today to lend their expertise to this exercise and asked them both if they were interested in joining the Corporate Directors. Both gentlemen will forward their responses at a later date.

5) Coordination, Guidance & Decision-Making for RWP

- **Contract Management & Monitoring**

This agenda item was tabled to a future meeting.

- **RWP Workforce Board December 15 Meeting – Agenda Prep**

Jim noted that RWP staff has started to meet with Jessica prior to both Corporate Director's meetings and workforce board meetings to flesh out the agendas. Jim asked the Corporate Directors to spend some time today discussing how to best convey information to the board on all the initiatives we are working on. Suggestions for agenda topics are as follows:

- Sector strategy group updates
- Show videos that have been made
- Veteran's Incentive Award
- OTC grant update
- RCC Technology grant

6) Other Items

No other items were brought before the RWP Corporate Directors.

7) Adjourn

With no further business, the RWP Corporate Directors meeting was informally adjourned at 5:25 pm.

Respectfully Submitted,



Tami Allison
Executive Projects Manager

Approved

Jessica Gomez, RWP Chair

Date

1-31-17