

Minutes



Board of Directors Meeting

12/6/2021

12:00 p.m.

Board Members: Scott Watson, Beth Cicchetti, Kevin Vaughn, Nina Self, Mike Temple, Amy Geiger, Monique Gustafson, Christy St. Jean, Misty Rudd, Holly Henderson, Martina McDowell, Erin Gillespie, Renisha Gibbs, and Tom Eisel

Members Absent: Shelly Bell, Patrick Hutto, Maria Mead, Cristina Paredes, Amber Tynan Terrance Watts, and Stephen Cooper-Butler

Elected Officials: Commissioner Nick Maddox and Commissioner Kimblin NeSmith

Staff: Jim McShane, Matt Salera, Dee Robinson, Charlotte Brown, Rachel Oliver, and Jeannie Booth.

Staff Absent: Trish Yahn

Recording: Patricia McCray

I. **Welcome – Scott Watson**

Chair Watson thanked everyone for attending the meeting and expressed his appreciation for their attendance. He further mentioned that they would aim to be as respectful and efficient as possible to accomplish everything set for this meeting.

II. **Action Item I - Meeting Minutes Approval – September 23, 2021,**

The chair directed everyone to the September 23, 2021, board meeting minutes. Chair Watson then outlined that everyone was given a chance to review the minutes and then asked if there were any comments or discussions.

Motion: Chair Watson entertained a motion to approve the minutes. Kevin approved, and Nina seconded—all in favor.

III. **Action Item II - Consent Agenda**

The chair mentioned that the line items under the consent agenda had been discussed in the relevant meetings. However, if anyone wants to go through any of these items again, he is open to doing so.

Motion: Kevin made a motion to approve the consent agenda and Martina seconded—all in favor.

IV. **Service Provider Quarterly Report – Rachel Oliver**

Rachel reported that a unique company event started over October to incorporate region one's staff. An emphasis is being placed on the rural areas, and during this period, they will take the CareerSource Capital Region van out and help individuals on the spot. This will align with the region's goal to meet people where they are. She further went on to say that since the beginning of the contract year, they have experienced a high turnover rate. Many individuals who left and decided to pivot their careers have done so because of the

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market now. Financial reasons also played a massive part in why some of the workers left and based on the fact that the company is on a defined budget, there was no way to compete financially.

Rachel stated they are behind in where they want to be in performance standards. Also, only 10% of their funds for ITAs have been spent but have made changes to their program to shift and pivot to accelerate improvement.

Chair Watson asked if anyone had any questions for Rachel based on what she reported or anything happening at the Career Centre. No one had any questions. The Chair then moved on to express his appreciation to Rachel for taking the challenge and to encourage the staff to address the performance issues.

V. **One Stop Operator Report – Jeanie Booth**

Jeanie reported to the board that the highlight for the quarter is the continued growth in their net promoter score. There has been an increase of 70% in July, 88% in August, 88 and 89 in September, and 89.19% in October, and has also received some fantastic reviews on Google. They have received 15 partner referrals and rolling out Crosswalk later this week. Crosswalk is a robust and easy to use platform that gives a great deal of information about referrals between partners in our community.

Chair Watson thanked Jeanie for the report she gave and asked if anyone had any questions or comments based on what she said. There were none.

VI. **Senior Director Report – Dee Robinson**

Dee told members of the board that her report was in the packet, but she would like to spend some time talking about the CSCR's performance. In column five, the information is as of November 15th, and the information is data based between the years 2019 and 2020. For the period of quarter one, CSCR exceeded eight measures, met four measures, and didn't meet six. One measure specifically that was met was the youth credential rate at 100%. The youth credential rate is the performance metric that initiated the performance improvement plan with our service provider. The adult credential attainment increased by 8% and were able to maintain performance at 80% for the dislocated worker measures.

One measure that is not being met is median wages, and that is because there is a small number of people in that program. Also, the youth MSG is on a decrease and the Wagner Peyser is mid second quarter after exit is also a concern.

Dee discussed the possibility of reinstating the fourth youth council if the Board so desired. By adding a youth council, CSCR would select individuals who have expertise in the elements such as mentorship or adult education and have those individuals serve on the council and then be able to provide necessary intel to help CSCR be able to move further along. Also create a new symposium that allows CSCR to bring individuals together to talk

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about what's important to the youth to include LMI career pathways and some other soft skills. Dee asked the Board to consider creating the youth council.

Chair Watson thanked Dee for the report she gave to the board and then asked if anyone had any questions or comments for Dee or Rachel. Kevin stated that the report sounds good to him.

Chair Watson asked Dee what support the Board can give her to move forward with the Youth Council. She said she would prefer to have a motion that grants her the authority to conceptualize and create the new council. These ideas will be brought before the board for approval before any outreach is done.

Chair Watson then asked the board for their input and also if there was a motion to approve.

Motion: Kevin made a motion to approve the outline given by Dee and for her to return to the Board with framework and guidelines for review and approval by the Board. Nina seconded—all in favor.

VII. Senior Director Report – Trish Yahn

Jim outlined that Trish was not present at the meeting; however, her report was included in the packet. He then welcomed any questions that anyone may have regarding the report. No one had any questions.

VIII. Jim McShane's Performance Review – Scott Watson

Chair Watson informed the board that a performance review is done on Jim's performance as the CEO every year. The relevant committee does an individual assessment, and there is a scorecard with specific criteria that each member will critique Jim on independently. Once they are through, the information will be submitted to Charlotte. The evaluation process was completed, and the board members all agreed that Jim functioned effectively in his capacity as CEO.

IX. Adjourn

Chair Watson thanked everyone for their attendance and participation and adjourned the meeting.