



**Operations Committee Meeting Minutes**

Friday, August 11, 2023, 9:00 AM

**Job Center of Lake County**

*Present: Laura Crivlare, Susan Feltz, Lisa Johnson (proxy for Susan Feltz), Eva Locke, Reni Mitkova, Jennifer Serino and Tasha Shell*

*Absent: Brittany Davis, Suzanne Klauke, Harris Lee, Darryl Rader, Edith Salinas, Hector Sanchez, Heidi Semenek, Tameka Wilson, and Jennifer Yonan*

**I. Meeting Opening**

Call to Order..... Laura Crivlare, Chairwoman

*Meeting called to order: 9:07 A.M.*

*Quorum: No Quorum*

**II. Public Comment**

*No public comment*

**III. Chairwoman’s Report..... Laura Crivlare**

- 2023 WIOA Summit Presentation

*Member Eva Locke gave additional information on the district 133 presentation at the WIOA Summit and how our follow up surveys are maximizing help in our community. A new initiative with DOL and the state of IL was discussed regarding our new apprenticeship navigator & apprenticeship plan. Members are invited to become ambassadors to promote, and kick start this program.*

**IV. Consent Agenda Items**

**Approve:**

- May 2023 Operations Committee Meeting Minutes Attachment A

*Action to approve: No Quorum*

**V. Regular Agenda Items**

**Approve:**

**Workforce Board Service Policy Recommended Modifications**

Attachment B

- Policy 13: Self-Sufficiency  
*No Quorum*

*Workforce Development Project Analyst, Eric Nordstrom, discussed the key language changes on Policy 13. The reason for the change is to increase access to our resources. The policy now clearly states the \$14.00 an hour rate to access our benefits and it aligns with the state of IL minimum wage requirements.*

**VI. Discussion**

**Operations Committee Action Planning**

- Job Center Partner Integration Plan

Attachment C

*Member Serino asked the members which MOU service integration goals they would like to focus on. Business customer service and access were highlighted as key items to focus on this year.*

- Job Center Annual Report

Attachment D

*Member Locke presented our work with Unify and the outstanding results the Job Center is receiving from it. Unify really shows the cooperative effort from each Job Center partner. The Job Center analyzes all surveys received to show improvement points within the building or staff. The use of QR codes has been helpful in increasing the number of surveys received and the possibility of sending a text message might be explored.*

**VII. Upcoming Board & Committee Meetings**

- Lake County Workforce Development Board Meeting – September 28, 2023
- Operations Committee Meeting – November 17, 2023

**VIII. Quarterly Job Center Partner Cross-training**

Attachment E

*Committee members were invited to remain and attend the quarterly cross training*

**IX. Adjournment**

*Meeting adjourned at 9:54AM*