



Operations Committee
Meeting Agenda
Friday, May 10, 2024 at 9:00 AM

Job Center of Lake County

- I. **Call to Order** Crivlare, Chairwoman
- II. **Public Comment**
- III. **Chairwoman's Report**
- IV. **Consent Agenda Items**
 - August 2023 Operations Committee Meeting Minutes
 - February 2024 Operations Committee Meeting Minutes
- V. **Action Items**
 - Approve PY24 Job Center of Lake County Memorandum of Understanding [LINK TO DOCUMENT](#)
- VI. **Business**
 - Customer Satisfaction Survey Results
- VII. **Upcoming Board & Committee Meetings**
 - Operations Committee Meeting – August 9, 2024
 - Lake County Workforce Development Board Meeting – June 27, 2024
- VIII. **Adjournment**



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



Operations Committee
Meeting Agenda
Friday, February 9, 2024 at 9:15 AM

Job Center of Lake County

Present: Laura Crivlare, Susan Feltz, Susan Feltz, Eva Locke, Reni Mitkova, Jennifer Serino, Tasha Shell Brittany Davis, Suzanne Klauke, Harris Lee, Darryl Rader, Edith Salinas, Hector Sanchez, Heidi Semenek, Tameka Wilson, and Jennifer Yonan

Absent:

- I. Call to Order** Laura Crivlare, Chairwoman
Meeting was called to order at 9am.
- II. Public Comment**
- III. Chairwoman’s Report** Laura Crivlare
- IV. Consent Agenda Items**
 - August 2023 Operations Committee Meeting Minutes
Minutes approval was tabled to the March meeting.
- V. Business**
 - Job Center Quarterly Report
Eva Locke provided an overview of the Job Center's activities and metrics from the last quarter of 2023, noting increased traffic and outreach efforts through new kiosks. Speaker 7 expressed enthusiasm for the expansion of services.
 - Service Integration Self-Assessment Review
Eva Locke addressed concerns from the service integration self-assessment, noting that one person perceived favoritism but after follow up the issue was addressed and it was helpful for staff awareness.
Jennifer Serino share that the self-assessment results will be included in the local plan as an addendum, and the state is looking for a baseline and future plans over the next four years rather than an immediate action plan
 - 1st Quarter Satisfaction Survey Results
Eva Locke shared an overview of the results from the s1st Quarter Satisfaction Survey.
 - WIOA Summit
Jennifer Serino shared that the WIOA Summit was in April and LCWD had submitted multiple program proposals.
 - Regional Plan Partner Meeting

○ February 14th at 2pm

-Jennifer Serino provided an update that everyone should have received an email from DJ about the regional plan.

A convening is scheduled for February 14th at 2pm virtually to review the regional plan and ask for partner feedback.

- After the convening, the plan will be posted online for 30 days for public comments. Partners are invited to respond during that time

- **Climate and Equitable Jobs Act (CEJA)**

Jennifer Serino provided an overview of the legislation and the workforce and business development ecosystem it is building with various funding opportunities.

She identified the types of clean energy jobs that are the focus, such as solar, wind, electric vehicles, energy efficiency, and more.

Waukegan and Zion areas of Lake County have already received some funding as priority hubs from CEJA.

The navigator and workforce network programs coming out of CEJA were discussed in detail, including eligibility, focus on marginalized communities, and integrating efforts into the Job Center.

Community colleges in Lake County are partnering with the Job Center to respond to the workforce network application

- **MOU Process – Draft Budget Review**

-The infrastructure costs and cost sharing agreement budget were being reviewed as part of the ongoing process.

The lease from CLC, security services, and cleaning services costs were outlined.

Utilities and equipment costs were noted to be trending lower or slightly increased.

The total cost for infrastructure and one stop operator was presented as \$200,000, which works out to about \$9,000 per FTE when divided among partners.

Costs are being kept the same or decreased to continue mindful cost sharing.

VI. Upcoming Board & Committee Meetings

- Operations Committee Meeting – May 10, 2024 – Job Center of Lake County
- Lake County Workforce Development Board Meeting – February 22, 2024

VII. Adjournment

The meeting was adjourned at 10am.