



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

[Zoom Link](#)

- I. **Call to Order** Laura 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
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- V. **Action Items**
 - 1. **Quarterly Report:**
 - Review the Job Center's Quarterly Report for April to June 2024. [Link to report](#)
 - 2. **Workforce Board Service Policy Recommended Modifications**
 - On-The-Job-Training. Proposed policy [HERE](#)
 - WIOA Approval/Authorization to changes [HERE](#)
 - 3. **Customer Satisfaction Survey Results**
 - Discuss the results from the customer satisfaction survey for the second quarter of 2024. [Link to survey results](#)
 - 4. **One Stop Recertification**
 - 5. **Job Center on the Move (JCOTM) Coordinator Role:**
 - 6. **Youth Service Gaps:**
 - Identify and discuss gaps in youth services and explore potential solutions to better support young job seekers.
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- VI. **Business**
 - Customer Satisfaction Survey Results
- VII. **Upcoming Board & Committee Meetings**
 - Operations Committee Meeting – November 15th
 - Lake County Workforce Development Board Meeting – September 26th at College of Lake County
- VIII. **Adjournment**