



Operations Committee

Meeting Minutes

Friday, August 8, 2024 at 9:00 AM

Job Center of Lake County

I. Call To Order

- Chairwoman Laura Crivlare called the meeting to order at 9:02 AM.
- Quorum confirmed.

II. Public Comment

- No public comments were noted.

III. Chairwoman's Report

- No report provided for this session.

IV. Consent Agenda Items

- Approval of the August 2023 and February 2024 Operations Committee Meeting Minutes was postponed due to a link issue. The minutes will be reviewed at the next committee meeting.

V. Business Items

- 1. Quarterly Report (April to June 2024):**
 - Eva Locke reviewed key highlights from the Job Center, including significant job fairs and steady foot traffic. Outreach efforts were emphasized, including new bilingual kiosk options that improved accessibility.
- 2. Workforce Board Service Policy Recommended Modifications APPRO:**
 - DJ Newport presented modifications to the On-The-Job-Training (OJT) policy to align with state requirements and enhance support for small businesses. Antonio Garcia confirmed the policy's alignment with current programs. Brittney Davis moved to approve the modifications, seconded by Jennifer Everett. The motion was unanimously approved.
- 3. Customer Satisfaction Survey Results:**
 - Eva Locke summarized the second-quarter results, noting a high satisfaction rate of 91.53%. The committee discussed increased demand for resume assistance and the importance of addressing any negative feedback directly.
- 4. One Stop Recertification:**

- Eva shared that the recertification process was completed on June 6, 2024. A certificate will be displayed at the Job Center to inform visitors of the Center's quality assurance.
- 5. **Job Center on the Move (JCOTM) Coordinator Role:**
 - The position was posted, and interviews for high-quality candidates were being conducted. This role aims to support outreach and documentation to expand services.
- 6. **Youth Service Gaps:**
 - DJ Newport outlined findings on youth service barriers, focusing on disconnected youth aged 16-24. Major challenges identified included transportation, education, and mental health support. The committee was invited to the Lake County Youth Symposium on September 26 at the College of Lake County to discuss these findings further.

VI. Upcoming Board & Committee Meetings

- **Operations Committee Meeting:** November 15, 2024.
- **Lake County Workforce Development Board Meeting:** September 26, 2024, at the College of Lake County.

VII. Adjournment

- The meeting was adjourned at 9:41 AM following a motion by Jennifer Young, seconded by Brittney Davis.