

**WORKFORCE DEVELOPMENT BOARD, INC.**  
**OF**  
**MAHONING AND COLUMBIANA COUNTIES**  
Executive Committee Meeting  
February 17, 2022  
OhioMeansJobs Mahoning County

Committee Members Present: Deann Davis, Ed Emerick, Brian Eskridge, Rachel Ketterman, Susie Kooser, Audrey Morales, Mark Nicasastro, and Mark Ragozine  
Committee Members Absent: Kelly Darney  
Board Staff: Mary Ann Kochalko and Sharlene Senediak

Deann Davis, WDB Chair, called the meeting to order at 12:00pm after verification of a quorum.

**Approval of Consent Agenda Item**

Motion: To approve the consent agenda item as prepared.  
Motion made by: Mark Nicasastro  
Seconded by: Mark Ragozine  
Discussion: None  
Motion approved.

**Youth Committee Chair**

Jim Burgham served as the Youth Committee Chair for Area 17. Jim retired in December, and Ed Emerick, who has been a member on the Youth Committee for several years, has agreed to serve as the new Youth Committee Chair.

Motion: To appoint Ed Emerick as the Chair of the Youth Committee.  
Motion made by: Mark Ragozine  
Seconded by: Rachel Ketterman  
Discussion: None  
Motion approved.

**Fiscal Monitoring**

The State conducts annual fiscal monitoring for WIOA and CCMEP funds. Categories monitored include governance, financial reporting, and cost principles/allocation. The PY20 fiscal monitoring for Area 17 began in May 2021, however, due to other project priorities within the State, the monitoring was not finished until October 2021. Since the review crossed over into the next program year, the State also completed the PY21 fiscal monitoring during the same time. Overall, for both PY20 and PY21, there were no findings.

**Operations Update**

Progress continues to be made with the Ohio to Work (OTW) initiative. Area 17 received its first payment from OTW, which was used to pay the marketing firm that manages the social media accounts for the local OMJ centers. The monthly OTW demographics report was also submitted this morning, and from July 1, 2021 – December 31, 2021, 3,985 individuals have received case management services, 276 have been placed in employment or training, and 227 have been enrolled in training. Upcoming OTW career events are also scheduled with MVMC and the SOD center.

The State has developed a new case management system, which is called Advancement through Resources, Information & Employment Services (ARIES), and it is expected to go live in April. Staff must complete prerequisite ARIES training by the end of February before completing a full day of ARIES training in March. Staff will also be completing training for the County Finance Information System

(CFIS), which is the State's front-end customer tracking system that will be replacing the OneFlow system.

### **OMJ Center Phase 3 Certification**

Under federal legislation, One-Stop centers must be certified every 3 years. Each State was allowed to determine how the centers would be certified, and Ohio established a three-phase certification process.

Phase 1 reviewed 9 categories of standards using a checklist; Phase 2 involved a quality assurance review which utilized benchmarks with critical success factors. Phase 3 focuses on continuous improvement, and local areas will use a balanced scorecard to monitor the status of the benchmarks and critical success factors from Phase 2.

MCTA, as the One-Stop Operator, has started to compile the information needed for Phase 3 certification criteria for the comprehensive center, which is the OhioMeansJobs center in Columbiana County. Responses for Section I of the Phase 3 balanced scorecard (*OhioMeansJobs System Provides Excellent Customer Service to Job Seekers, Workers and Businesses*) were presented for scoring.

The benchmarks with critical success factors reviewed and scored included:

- Benchmark 1: Has a welcoming environment to all customer groups
  - Critical Success Factor 1: Courteous, responsive staff
  - Critical Success Factor 2: High quality resource center
  - Critical Success Factor 3: Convenient and community-centered
- Benchmark 2: Develops, offers, and delivers quality business services
  - Critical Success Factor 4: Business/industry sectors assisted in developing talent
  - Critical Success Factor 5: Center staff effectively support employers
- Benchmark 3: Improves the skills of the job seeker and working customer
  - Critical Success Factor 6: Training and education access to all individuals/populations
  - Critical Success Factor 7: Provides businesses with needed talent
- Benchmark 4: Creates opportunities for individuals at all skill levels and experience
  - Critical Success Factor 8: Center staff provides timely, labor market driven information
  - Critical Success Factor 9: System offers skill development and job placement
- Benchmark 5: Provides career services
  - Critical Success Factor 10: Center staff assists customers in making informed decisions
- Benchmark 6: Values skill development
  - Critical Success Factor 11: OMJ system has opportunity to improve job skills

Each critical success factor can receive a score from 0 to 2; the total score received for this section is 22. The next two sections of the balanced scorecard will be presented for scoring at the March meeting. Appreciation was extended to staff for preparing the materials to streamline the review process.

Since the Mahoning County OMJ center relocated after Phase 2 certification was approved, Phase 1 must be completed again for the new location, which also includes a new ADA compliance review. Information related to Phase 1 certification will also be presented to the Executive Committee.

### **WDB Meeting Evaluation and Attendance Summary**

The 1.18.22 WDB meeting attendance summary was reviewed. At the last Executive Committee meeting, it was decided to allow one more in-person meeting before contacting members with low attendance rates. Previously, five members were at 33% or less; after the 1.18.22 WDB meeting, five

members are at 33% or less, however, they are not the same members noted on the previous summary. The inclement weather impacted the January meeting attendance overall. The suggestion was made to wait until after the April meeting to analyze members' meeting attendance. It was also recommended to analyze the meeting attendance without the January meeting to avoid skewing the data.

The WDB certification was also submitted to the State on January 28, 2022, however, it was overlooked and just recently acknowledged by the State that it was received and will be reviewed.

The 1.18.22 WDB meeting evaluation was also reviewed. A suggestion was made to include more spotlight of members in attendance, and OOD is already scheduled to present information at the April meeting. Success stories were also well-received.

Due to the next agenda item, Susie Kooser left the meeting.

### **One-Stop Operator Monitoring**

The One-Stop Operator was evaluated on February 3, 2022, by the Board staff. The evaluation form, which was approved at the November 18, 2021 meeting, focuses on the deliverables specified in the RFP. The deliverables address the categories of Program Facilities, Outreach, Services for Job-Seeking Customers, Customer Data Collection, Collaboration, and Performance Measurement and Continuous Improvement. The completed form with proposed ratings and a summary of updates were provided for review.

Overall, all categories, with the exception of Program Facilities, received "Outstanding/Very Good" ratings; Program Facilities received an "Acceptable" rating due to not having an approved ADA plan for the new Mahoning County OMJ center. As mentioned previously, the ADA compliance review is currently being conducted and will be in place by next year's monitoring. The overall score resulted in the recommendation for a one-year renewal as the One-Stop Operator contract with MCTA.

Motion: To recommend to the Workforce Development Board the extension of the One-Stop Operator contract with Mahoning and Columbiana Training Association through June 30, 2023.

Motion made by: Mark Ragozine

Seconded by: Brian Eskridge

Discussion: None

Motion approved.

### **Good of the Order**

*Youth Contact Monitoring* – The youth services contracts with the current providers (Compass Family & Community Services and The Counseling Center of Columbiana County) were monitored and both have satisfactorily met the contractual requirements for the current period.

*Youth Services RFP* – The RFP for WIOA-CCMEP youth service providers was originally scheduled to close on February 4, 2022, however, since the office was closed due to inclement weather, the deadline was extended to February 7, 2022. Seven proposals were received, and they have been provided to the proposal review committee members to read and score. A meeting to discuss the proposals is scheduled for March 3<sup>rd</sup>, and recommended contractors will be presented to the Executive Committee for approval.

*MCDJFS* – PRC funding will no longer be used for participants to attend the Achieving Our Goals training center. Many agencies which provide funding resources for training have indicated that the center must receive additional accreditation from the State before funding can be considered.

### **Adjournment**

Meeting adjourned at 1:25pm.