**Career Center Committee (CCC) Minutes**

**Meeting Date and Location: January 6, 2021 at 2:30PM via conference call**

**Present:** Sean Lavin, Larry Donley, Michael Twiddy, Brandi Bragg, Emily Nicholson, Annette Barnes (staff), Kenny Kee (staff), Matthew Fowler (staff), Sheryl Stevens (staff)

**Absent with notice:** Tameka Gibbs (Chair), Richard Thorne

**Absent without notice:** Vernon Brinkley, Rex Anderson

* Call to order and Approval of Minutes from November 2020 meeting: In the absence of Chair Gibbs, Sean Lavin called the meeting to order and asked for a motion to approve the minutes of the November meeting. A motion to approved the November 2020 meeting minutes was made by Michael Twiddy. The motion was seconded by Larry Donley and passed unanimously.
* Updates: Director Whitmer stated that the centers remain open to walk in traffic. He then informed the committee that a meeting was held with the Center Leadership/Management team to discuss whether or not changes needed to be made to the centers’ operational status and if there was anything else that needed to be done regarding staff safety. There general consensus was that no changes were currently needed. Larry Donley stated that 33 centers in NC were providing only virtual services that they he expects more to do so.
* Action Plan: Mystery Shopper; NCWorks Quality Assurance Guide Sean Lavin told the committee a scope of work for the Mystery Shopper initiative was included in the packet and that the committee would need to vote to approve sending it to full board, should the committee want to move forward with the project. Larry Donley asked if customer service training would be included as part of the mystery shopper initiative. Brandi Bragg stated that all center staff in the Northeast Prosperity Zone had just received customer service training. After further discussion, a motion was made by Brandi Bragg to recommend to the full NWDB board to approve procuring a contractor to carry out the mystery shopper initiative with the scope of work included in the meeting packet. The motion was seconded by Larry Donley and passed unanimously.

Next, Sean Lavin called the committees attention to the issuances included in the meeting packet and aske Director Whitmer for details. Director Whitmer stated that previously the One-Stop Monitoring and Title I monitoring was included in one document. For numerous reasons it became a bit confusing to have these two included together in one document. Staff has recommended separating them and have provided a few improvements to each. Assistant Director Nicholson reviewed the suggested changes/improvements with the committee. After discussion a motion was made by Brandi Bragg to approve the two documents as presented. The motion was seconded by Larry Donley and approved unanimously.

* Adult Work Experience: NWDB Program Manager, Annette Barnes, told the committee that staff recommend offering Adult Work Experience. This is something that is already offered through the NextGen/Youth Program but not for adults. She believes that some of our adult customers lack work experience and this creates a barrier for them obtaining employment. After discussion, the committee asked staff to develop a work experience policy for adults and bring it back to the committee for review/approval.
* Brief Reports from Center Managers: Kenny Kee, Dare NCWorks Career Center Manager, reported that center traffic has been slow. They have been received lots of phone calls though, mostly about UI. Next, he stated that he was thankful for the virtual workshops being offered by the Elizabeth City Career Center as some of his customers have attended them. Lastly, he stated that all of his staff feel pretty safe and believe we are taking all necessary precautions.

Matthew Fowler, Center Manager of the Centers in Elizabeth City and Dare, stated that there has been a good amount of center activity and traffic. They are holder events, partner meetings, and workshops. They have also started working with ECSU to move forward with project GAP. They held a business roundtable in December and a virtual hiring event for Olam. He also stated that they will offer twice the number of workshops in January as they previously had been doing. Lastly, he discussed some of the facilities issues they have had with plumbing, HVAC, and wifi. Sean Lavin stated that he was glad to see the expanded workshop offerings and the partnership with ECSU.

* Dashboard Review: Director Whitmer called the attention of the committee members to the first quarter federal performance measures stating that they were not good. He believes that this is due to the high unemployment resulting from COVID. He stated that staff are aware of the performance and he is helpful that it will improve as people have gotten back to work.

Minutes prepared by Dave Whitmer.

**Approved by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**