**Career Center Committee (CCC) Minutes**

**Meeting Date and Location: March 3, 2021 at 2:30PM via gotomeeting**

**Present:** Tameka Gibbs (Chair), Richard Thorne, Larry Donley, Michael Twiddy, Brandi Bragg, Emily Nicholson, Annette Barnes (staff), Matthew Fowler (staff), Sheryl Stevens (staff), Heidi O’Neal

**Absent with notice:** Sean Lavin

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

* Call to order and Approval of Minutes from January 2021 meeting: Chair Gibbs called the meeting to order and asked for a motion to approve the minutes of the January meeting. A motion to approve the January 2021 meeting minutes was made by Michael Twiddy. The motion was seconded by Larry Donley and passed unanimously.
* Updates: Director Whitmer informed the committee that the first of several videos highlighting the work we do has been completed and will be shown at the March NWDB meeting. This video highlights the Career Centers. Next, Director Whitmer informed the Committee that the centers remain open by appointment and staff continue to work staggered schedules. Lastly, Director Whitmer stated that Nancy Hamilton has been hired for the Career Advisor position in Dare.
* Customer feedback and virtual services assessment: NCWorks Outreach Coordinator, Heidi O’Neal provided a demonstration of a customer feedback survey. The survey is conducted through a texting platform and is based on a survey that Rivers East WDB has already implemented. The intent is that customers would be provided a card with their Career Advisor’s name on it and instructions on how to complete the survey through the texting platform. Should we receive surveys from customers who are not happy, the Center Managers would receive that information and could contact the customers. The general consensus of the committee was that this would be a good tool to implement. The committee also requested to be able to review the surveys on some type of regular schedule. Next, Heidi shared with the committee an update on the virtual services assessment. A lot of work has been done to access the quality of services being provided virtually and she is hopefully to soon have a completed report to present to the committee.
* Training Provider Request: MedCerts: Assistant Director Emily Nicholson opened the discussion by referring to the spreadsheet that was included in the meeting packet. She provided a brief background on MedCerts and stated that they have applied to be an approved training provider in the NWDB region and have submitted numerous programs for approval. Emily next walked the committee through the spreadsheet which lists the programs submitted for approval, and recommendations from staff that were made through a scoring methodology. After discussion, a motion was made by Brandi Bragg to approve MedCerts as a training provider and to approve the training programs as recommended by staff. The motion was seconded by Michael Twiddy and passed unanimously.
* Brief Reports from Center Managers: Larry Donley reported on Behalf of Kenny Kee for the Career Center in Dare as Kenny was not able to attend the meeting. Larry reported that there will be a hiring event for Surf or Sound Realty. He next reported that most of the calls the center receives are regarding UI service problems. Next, he stated that businesses are starting to open up and employers are starting to call back their staff. There will be a partners meeting on March 16. Lastly, Larry reported that center staff had conducted 196 EAI’s.

Matthew Fowler, NCWorks Career Center Manager for Elizabeth City and Edenton, reported that staff met with ECSU yesterday regarding Project GAP and that things were coming along very well. He took some signage and other materials over to ECSU’s campus. ECSU has developed a spreadsheet to identify and track people who they are not able to provide services for so they can refer them to the Career Center. Matthew also stated that they will soon start doing workshops in partnership with ECSU. Matthew next stated that Title I enrollments are up and have actually increased 60% in the past two years. Next, Matthew stated that the staff continue to do the monthly radio show at ECSU and that they have conducted a lot of RESEA’s. Lastly, Matthew shared a success story – a customer who was working with Career Advisor, Edith Evans, was not able to pay her rent. Edith was able to connect her with a rental assistance program that was able to help her with her rent.

* Dashboard Review: Director Whitmer informed the committee that there were several items on the dashboard that staff have not been reported correctly. There have been several staff meetings to try to fix this and we have not been able to come up with an appropriate solution. Director Whitmer reviewed the dashboard that was included in the meeting packet, stating that he has removed the items that have not been reported correctly. His suggestion is to move forward with this version of the dashboard. After discussion, the committee was in agreement.
* Brandi Bragg made a motion to adjourn. The motion was seconded by Michael Twiddy and passed unanimously.

Minutes prepared by Dave Whitmer.

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