

## Career Center Committee (CCC) Minutes

**Meeting Date and Location:** May 5, 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), Kenny Kee (staff), Heidi O'Neal

**Absent with notice:** Sean Lavin

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

- Call to order and Approval of Minutes from March 2021 meeting: Chair Gibbs called the meeting to order and asked for a motion to approve the minutes of the March meeting. A motion to approve the March 2021 meeting minutes was made by Michael Twiddy. The motion was seconded by Brandi Bragg and passed unanimously.
- Updates: Director Whitmer informed the committee that staff had discontinued staggered schedules and the centers were fully open as normal without requiring customers to make an appointment. The only site that is not open is the Career Development Center at COA which is scheduled to open in August.
- Customer feedback and virtual services assessment: NCWorks Outreach Coordinator, Heidi O'Neal discussed an update on 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. Brandi Bragg stated that we should celebrate the staff who get good reviews. This was discussed and agreed upon by the committee. The committee asked staff to try to determine some allowable ways in which we could celebrate the staff. The committee also discussed how the survey cards would be handed out. They decided it would be best to hand them out by someone at the front desk when customers come in, but told the center managers they could determine the details as to how this works since each center is different. The committee also decided that they should receive a report of the surveys on a quarterly basis.

Heidi then discussed the virtual services assessment that she has been working on and had reported to the committee at the March meeting. She told the committee that she was very close to being finished and would present the report at the May NWDB meeting.

- Brief Reports from Center Managers: Matthew Fowler, NCWorks Career Center Manager for Elizabeth City and Edenton, reported that they will have their monthly staff meeting at the COA auditorium and that their partners meeting is scheduled for May 12<sup>th</sup>. He also reported that they have done a couple Facebook live posts – one had 1,200 views and one had over 4,000 views. Matthew next reported that job orders have increased by 25% and that they have met 65% of the YTD RESEA and EAI goals. They also continue to work with ECSU to host workshops at the center and at ECSU. Lastly, he stated that one of the challenges they are facing is that a lot of people really

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aren't looking for employment, so they are just trying to focus on the customers that want to look for better opportunities.

Kenny Kee, NCWorks Career Center Manager for Dare, reported that he had attended the CTE Advisory Board meeting at one of the local high schools and that they have a hospitality and tourism program which includes serve-safe. Next, he stated that there is a job fair for NCDOT in Hatteras on May 20. They need to high about 40-45 people and they can provide housing. Kenny next reported that they did a job fair for the Fred Smith Company in April. While attendance was low with only two people attending, both of them were hired. There was a partnership meeting in March. The next one will be in May and then quarterly thereafter. All staff attended the 3<sup>rd</sup> quarter career pathways training. Lastly Kenny said they look forward to attending the job fair at First Flight High School and the Black Bear festival in Plymouth.

- Dashboard Review: The committee reviewed the latest dashboard numbers.
- Tameka Gibbs made a motion to adjourn. The motion was seconded by Larry Donley and passed unanimously.

Minutes prepared by Dave Whitmer.

Approved by:  Date: 09 / 02 / 2021