

## Career Center Committee (CCC) Minutes

**Meeting Date and Location:** April 4<sup>th</sup>, 2018 at 2:30pm at the Albemarle Commission and via gotomeeting

**Present:** Michael Twiddy (Chairman) via gotomeeting, Tameka Gibbs, Emily Nicholson (staff), Randy Foreman (staff), Heidi O'Neal (staff), Laura Rollinson (staff)

**Absent with notice:** Larry Donley, Vernon Brinkley,

**Absent without notice:** None

1. Chairman Twiddy called the meeting to order at 2:35 pm.
2. Approval of Minutes from March meeting: Chairman Twiddy asked for a motion to approve the minutes for the February 2018 meeting. A motion was made to approve the minutes from the March 2018 meeting by Tamekia Gibbs. The motion was seconded by Chairman Twiddy and carried.
3. Center Manager Reports:
  - Neither Nannette Turner-Williams, Career Center Manager, Elizabeth City and Edenton, was unable to present her report or Kenny Kee, Career Center Manager, Nags Head, were present to present their report and dashboard update.
  - Emily Nicholson presented the following information on behalf of Nannette Turner-Williams:

Pasquotank and Currituck DSS offices have been contacted to schedule an NCWorks Orientation, a confirmation date is expected by the next meeting date. Ms. Blount with Chowan DSS has been contacted and will also be providing a confirmation date. Nannette Turner-Williams and Annette Barnes will be attending the Perquimans DSS orientation. Other agencies and organizations in the counties we serve will be contacted to raise awareness of what NCWorks is and what we do that will benefit their applicants. A staff meeting was held on Monday, April 2<sup>nd</sup>, 2018 to further discuss the new dashboard information. Staff will continue to work on the dashboard for completion on April 20<sup>th</sup>, 2018 during the center's half-day training. Follow-up call protocol will also be discussed and will be submitted with the dashboard information after the April 20<sup>th</sup>, 2018 meeting.

The Planning Committee for the NCWorks After Hours Event for Employers also met on April 2<sup>nd</sup>, 2018 at 9:00 am. The scheduled date for this event is June 6<sup>th</sup>, 2018 from 5:00 pm to 7:00 pm. The event will be a floating event and all partners will be participating. We will be working with Holly Staples with the Elizabeth City Chamber of Commerce for this event.
4. Follow-Up Calls: Per Chairman Twiddy, the Follow-Up Calls discussion was tabled until the next meeting to allow greater input from staff.

5. Innovation Grant: Chairman Twiddy opened the floor to Heidi O'Neal to give a status update on the Innovation Grant activities. Mrs. O'Neal began by explaining ABLE: A (access job seekers and employers) B (building traditional and electronic outreach) L (leveraging partner agencies) E (erasing barriers). Mrs. O'Neal went on to list measurable outcomes, beginning with her partnership with the Pettigrew Library. She detailed which days of the month she was at each of the facilities. (Chowan, 1<sup>st</sup> and 3<sup>rd</sup> Mondays, Perquimans, 2<sup>nd</sup> and 4<sup>th</sup> Mondays, Washington, varying, but at least once a month, Tyrell County, once a month for patrons and once a month for Coastal Horizons Center, who has made it a requirement for their participants.) As of 3/20,2018, 17 patrons have been assisted. Camden, Currituck and Pasquotank county patrons are also seen by appointment. Hyde county library dates vary, but at least once a month, Gates county library schedule is being worked on now. Mrs. O'Neal also discussed the partnership with the Northeast Region Career and Technical Education Coordinator. In March, training was provided for 29 CTE, CDC and IMC staff. She stated the goal if by the end of the 2019 school year, all of the NEPZ region's high school juniors and seniors will be registered and trained in the use of NCWorks. Heidi detailed how setting up virtual career advising opportunities via community partnerships/agencies and increasing marketing at partner agencies can help increase traditional marketing of NCWorks services. Pettigrew Library System and East Albemarle Library have agreed to allow virtual advising in their libraries, details are being worked out. A Job Seeker Resource Guide and Employer Resource Guide is being developed by combining current fliers handed out by the Career Centers. A joint effort with NWDB and the Career Center staff will take place to develop text to be given to a graphic designer for the production of a professional product. All Librarians and support staff of the Pettigrew Library System have been trained to assist patrons with NCWorks (20 in total). Mrs. O'Neal also stated she has reached out to all libraries in NEPZ to alert them to the resources available to them through the Innovation Grant. She has also formed a partnership with College of The Albemarle and Beaufort Community College for all grant parameters. She advised a protocol for internal staff has been developed for internal staff to market and execute the 50 free per county CRC tests. 1 has currently been administered and 3 others are in the process. Mrs. O'Neal is working with Beaufort County Community College to establish the Work Ready Community status for Washington, Tyrrell and Hyde counties.
6. Business Engagement Coordinator: Chairman Twiddy opened the floor to Clay Foreman to discuss the steps he has taken since being hired as the Business Engagement Coordinator in February. Mr. Foreman began by informing everyone he has read and reviewed the manuals and training guides currently at the Career Centers. He has also been in the communities visiting local businesses, informing them of the services we offer to them. He stated he is actively reaching out to employers. He gave accolades to the Elizabeth City Center Staff, stating that more than 50% of his leads have come from staff members. He detailed how he is actively participating in Business After Hour events and Career Fairs. He pointed out much of his time with business now is spent disproving misinformation about services we offer.
7. Chairman Comments: Chairman Twiddy read statics from the Business North Carolina magazine business bits article stating three counties in our service counties, Hyde (14.6%), Tyrrell (10.6%)and Dare (10.5%) had the highest unemployment rates according to the NC Department

of Commerce, Labor and Economic Analysis Division January 2018. Three other service counties, Camden, Currituck, and Gates also ranked the highest for commute to work time according to the 2016 Census Bureau study of 2016, also featured in the April 2018 Business North Carolina Magazine business bits section. Mr. Twiddy encouraged all to continue their hard work in our service counties and quoted the Business Services Line of Effort, "The goal of the professional development program is to expand and promote a philosophy shift in Business Service delivery. The mentality of business engagement staff should change from attempting to solve a problem with a product-box solution to creating collaborative and comprehensive solutions and relationships. Existing businesses will see a streamlined effort from workforce and other partners who are there to meet the business need and not to push agency solutions to meet internal goals."

8. Committee Work Plan May Meeting: Chairman Twiddy reminded everyone the May session would be an extended meeting, to allot more time than typical.
9. Adjournment: Tameka Gibbs made a motion to adjourn, Chairman Twiddy seconded her motion. The meeting was adjourned at 3:05 pm.

Minutes prepared by Laura Rollinson.

Approved by: Michael Twiddy Date: 5-15-2018