

Workforce Innovation and Performance Committee of the Monroe County/Rochester Workforce Development Board
Meeting Minutes
RochesterWorks, Inc., 255 N. Goodman St.
Tuesday, September 11, 2018
8:00-9:00 AM

Present: Joe Wesley, Wendy Ford, Mark Rogacki, Richard Turner, Cherie Becker, Michael Wright, Sarah Fletcher, Rebekah Meyer

Staff and Guest: Lee Koslow, Peter Pecor, Viatta Carter, Mary McKeown

Approval of Minutes:

There were no changes, objections or comments by the Committee for the June 5, 2018 Meeting Minutes; therefore, the minutes were accepted.

Continuous Improvement of Customer Service

At the last meeting, there was discussion regarding our policy surrounding grievances and complaints, kind of a formal process a customer would use, to address if they feel their rights have been violated or they think they were denied access to a service under the WIOA Act. That policy falls outside of customer service complaints, but Customer Service is an important issue, especially as we take a look at the effectiveness of our Career Centers and any system connections we might make. We want both our business participants and our job seeker participants to feel like they're getting a good service because if they need our services, we want them to return for our services.

Joe Wesley shared information on some of Wegmans' procedures for handling customer complaints. One of their foundational elements is providing incredible customer service. Any feedback a customer provides, whether positive or negative, will be logged into a system and will be addressed as soon as possible. Every day, reports are generated, and the department involved is notified, indicating what's going on in their area no matter the issue. The department is responsible for addressing the issue as quickly as possible. They do reach out to the customer who has presented the complaint, asking what their expectation is and how we can improve. Wegmans will address the issues as soon as they can, whether they need to reach out to the customer, a supplier if need be, or if it's how they set the store up or how they're training new employees. They will include all steps that are necessary to address and resolve the issue. Maybe we can implement some of these practices within some of our Career Centers or the system as a whole.

Discussion of a continuous improvement process for addressing customer complaints in the Career Centers was suggested as a topic for a future committee meeting. Areas to focus on could include how to make the reporting process easy for customers, and how to track and analyze complaints to determine patterns and root causes, i.e. how many customers are coming through the door as compared to the number of complaints received, are multiple customers experiencing the same issue, etc.

Continuous improvement within the Career Centers can happen at the One Stop System Level (quarterly meetings) or at the Certification Process for the Career Centers, which is required every 3 years. One of the enhancement components of the Career Center certification process is Customer Service, if Career Center management decides to select this one as one of the enhancements they'd like to make.

Pete added discussion regarding the sharing of our list of mandated partners, in which we have a referral system. He welcomes any comments/suggestions for improvement to this process. We need to increase the listings we have and bring them more up to date.

Future of American Job Centers (AJCs) Cohort Challenge

This is a statewide partnership that will help us improve the system to address new workforce challenges, including responsiveness to current and future customer demand. Those attending today's meeting were given a listing that was generated from the recent Cohort Challenge, that includes 3 areas of focus for ideation: Accessibility/Mobility of Services (physical access points and technology), Technology (Advancements, Opportunities) and Agility/Flexibility of Services (relevant trends, training of staff).

Group Exercise: Prioritize the Committee's Goals for the Program Year

Using the list of items included under each area of focus, members posted topics of which they'd like to recommend further concentration. The committee prioritized the following 3 areas they feel are most achievable in the next program year, and would like these items to be included for discussion on future meeting agendas:

- Services to special populations, including justice-involved individuals and people with disabilities.
- Performance and Data Analysis/Analytics, especially including continuous improvement of customer service. Also including sharing combined data among the three career centers.
- Pipeline development for in-demand fields (e.g., Manufacturing and Healthcare) and career pathways.

Day of Quality, October 4th

We're looking to get referrals into the Goodman Street Career Center. For those that have programs or services that run outside of the Career Center, we're looking to get referrals in. You do not have to be a mandated one stop system partner to participate.

Next Meeting Scheduled: December 4, 2018

Meeting adjourned at 9:01 AM

Submitted by: Mary McKeown

Reviewed by:

Lee Koslow 9/24/2018