

**Quality Assurance Committee**

**Monday, January 12, 2015**

**3:30 p.m.**

**Northwest Michigan Works!, 1209 S. Garfield, Traverse City, Michigan 49686  
South Conference Room**

**MINUTES**

Committee members present:

Jim Barnard, Amanda Haworth, Tom Johnson, Gene Kaminski, Jane Korthase, Tracey Peal, Bob Scheele

Committee members absent:

Andy Hayes, Melinda Lautner, Stuart McKinnon, Leslie Nowlin, Dave Pratt, Mike Powers, Patricia Simmons, Jim Tamlyn

Staff present:

Anne Helbig, Janie McNabb, Annie Olds, Darla Rowland, Lisa Schut, Jessica Willis, Elaine Wood

Call to Order & introductions

Gene Kaminski, Chair, called the meeting to order at 3:36 pm and welcomed everyone to the first Quality Assurance Committee meeting. Introductions were made around the room.

Overview of standard agenda for 2015

G. Kaminski gave an overview of the Quality Assurance Committee's role. The standard agenda was presented. Each meeting will include the most recent Michigan Works! Dashboard report, reports from both internal and external monitoring activities, and a focus on specific programs. The focus areas are outlined for each meeting in the standard agenda.

Motion by J. Barnard, supported by J. Korthase to accept the standard agenda for 2015.  
Motion passed.

Northwest Michigan Works! Dashboard

G. Kaminski reviewed the Northwest Michigan Works! Dashboard report for the month of November. The baseline numbers are the final actual numbers from last year. Target numbers for traffic in the service centers are set by staff based on historical experience. Target numbers for other performance metrics are set by either state or federal requirements.

The committee agreed to focus on the areas highlighted in yellow (75%-90% of program YTD target) and red (less than 75% of program YTD target). The trend arrows all point down and

staff will get clarification from the state on what exactly “decelerating from target relative to previous review” means and how the calculation is done.

Motion by T. Johnson, supported by T. Peal to recommend the Northwest Michigan Works! Dashboard report to the Networks Northwest board for acceptance.  
Motion passed.

## Monitoring Report

- a. Prisoner Reentry FY14 Closeout Site Review  
G. Kaminski reviewed the Prisoner Reentry financial site review letter from the Michigan Department of Corrections. The review noted “no significant discrepancies”.
- b. WDA Cycle III monitoring report  
G. Kaminski reviewed the 2014 Cycle III review by the Workforce Development Agency. The report had one finding and one administrative recommendation. The corrective action was submitted and accepted.
- c. PTAC annual review  
G. Kaminski reviewed the Procurement Technical Assistance Center’s annual review covering August 1, 2013 – March 31, 2013. The review period covered two quarters of the pilot program. The program received an overall rating of Highly Successful; the second highest rating.

Motion by J. Barnard, supported by J. Korthase to recommend all monitoring reports to the Networks Northwest board for acceptance.  
Motion passed.

## Focus Area

- a. PTAC (Procurement Technical Assistance Center)  
Anne Helbig, Program Director, gave an overview of the PTAC program. The program is funded at the federal level by the Defense Logistics Agency (DLA) and receives 50% matching funds at the state level from MEDC (Michigan Economic Development Corporation). The Networks Northwest PTAC serves the 10 counties of northern lower Michigan and the entire Upper Peninsula.

Anne reviewed the goals set by both DLA and MEDC. The goals established by DLA for the year ending 7/31/14 were new metrics, due to the pilot program, and include the Networks Northwest PTAC area and the 7 counties served by Saginaw Future Inc. The MEDC goals do not include the counties served by Saginaw Future Inc. Contract dollars are no longer a goal for MEDC as of 10/1/14.

Because of the pilot program, all of the client numbers were set to zero. This explains the large number of new clients. A client is defined as a business that has received at least 30 minutes of counseling or has attended at least one event.

b. SBDC (Small Business Development Center)

Annie Olds, Certified Small Business Consultant, gave an overview of SBDC. The program is funded at the federal level by the Small Business Administration (SBA) and at the state level by MEDC (Michigan Economic Development Corporation). The goals are set by the state headquarters. Annie explained the sales increase figure only applies to 12 companies. The contact time is on the low side due to capacity issues. The staff in 2014 consisted of one full-time and four part-time consultants. Additionally, the full-time consultant had a three month leave.

The definition of a client is someone who has had over one hour of counseling time and has filled out a confidentiality form. Clients are considered long term if they have more than five hours of counseling time during the year.

The 2014 SBDC Partner Report shows that 62% of clients served are from the agriculture sector. This is a 22.9% increase in agriculture business clients from the previous year.

c. Northwest Michigan Works! Business Services

Janie McNabb, Chief Operating Officer, gave a presentation on Northwest Michigan Works! Business Services. There are six Business Liaisons (BL) serving the ten counties of northern lower Michigan. Janie explained the menu of services offered by the BL's; hiring, training, and connections.

Motion by J. Korthase, supported by B. Scheele to recommend all reports to the Networks Northwest board for acceptance.

Motion passed.

Adjourn

The meeting was adjourned at 4:51pm.

Respectfully submitted:



Darla Rowland