

**DAVIDSONWORKS BOARD MEETING**  
**Minutes**

**DATE:** Thursday, October 29, 2020

**TIME:** 8:00 A.M.

**PLACE:** Go-To Meeting - Virtual

**MEMBERS:** Board Chair - Brian Hughes, Dr. Darrin Hartness, David Davis, David Hiller, Don Clinard, Hal Routh, Jeff McIntyre, John Clowney, LaRue Cribb, Lee Comer, Michael Holmes, and Pat Phillips

**MEMBERS ABSENT:** Vice-Chair- Jane Murphy, Barry Sink, Beverly Swing, Craig Goodson, Dan Mathews, Darrick Horton, Derrick Swink, Fred McClure, Kat Berrier, Kevin Chapman, Mike Sharpe, Randy Everhart, Sandy Motley, Stacy English, Steve Googe, and Steve Shell

**GUESTS:** Dr. Anitra Wells, Lexington City Schools; Dr. Catherine Gentry, Thomasville City Schools; Chris Kennedy, Thomasville City Schools; Diane Roberts, Thomasville City Schools; Joe Wallace, Lexington Chamber, and Susan Huneycutt, DCCC

**STAFF:** Pam Walton, Beth Mitchell, Cris Waugh, and Sondra Willis

**EMAIL:** Agenda and Minutes

**RECAP of October 29, 2020 Meeting**

1. Board Chair, Brian Hughes, called the meeting to order
2. Roll Call of Members and Guests
3. Minutes from the August 27, 2020 annual meeting were approved
4. Statewide Customer Service Survey
5. Andrew Berger-Gross with NC Department of Commerce recorded presentation
6. Closing Remarks

**I. Welcome / Introductions**

Brian welcomed everyone to the virtual meeting.

*It is required that a role call be made at the beginning of the meeting and for every vote. This process is done in order to stay in compliance with Senate Bill 704. This Bill addressed how to conduct business during the quarantine. Thank you for your patience during these times.*

## **II. Item for Approval**

### **Minutes**

A motion to approve the minutes from the August 27, 2020 meeting as written was approved by Board members present. Since quorum was not met, an email will be sent to the full Board after the meeting asking for a vote to approve.

## **III. Statewide Customer Service Survey**

Pam stated that the Statewide Customer Service Survey was on the Davidson Works Monthly Report, which everyone attending the meeting should have received via email. Pam discussed highlights from the survey to show how DavidsonWorks compared to other local areas in the state. Pam stated that the survey reflects the commitment DavidsonWorks' staff has towards providing good customer service.

The Customer Service Survey was a study conducted by the NC Department of Commerce, which provides funds for WIOA, this survey was over a 3-year period, starting 2017 ending in May 2020. Over the last couple of months, the numbers from the survey were skewed due to decreased traffic in centers due to COVID.

### Statewide Customer Service Survey (highlights)

- Overall Satisfaction with NCWorks by Service - Jobseekers who registered in NCWorks online to job search was sent an email on their experience and were asked to give a star rating from 1-4 stars. The NCWorks Online received 3.79 stars / Career Center 4.33 stars / Telephone 4.11 stars.

DavidsonWorks respondents were the highest reporting at 1.35 with a 3.90-star rating.

- Jobseeker's Satisfaction with NCWorks telephone experience – DavidsonWorks was not the highest, but did really well with a 4.43-star rating.
- Jobseekers satisfaction with visiting the centers – DavidsonWorks was the highest in the state with a 4.63-star rating.
- Business Customers Satisfaction Overall - business customers who used NCWorks Online received 3.70 stars / Career Center 4.36 stars / Telephone 4.61 stars.
- Satisfaction with NCWorks Staff – DavidsonWorks was not the highest in the state, but still pretty high with a 4.67 star rating.
- Satisfaction with NCWorks Center – There were three WDB Boards with the highest overall satisfaction rate of 5.00 stars, and DavidsonWorks was one of those Boards.

*\*This survey was done by an independent company*

Pam shared this information to let the board know how DavidsonWorks centers were operating and to express her gratitude to the staff for a job well done, Pam also thanked the board for allowing staff to do their work each and every day.

**IV. “What’s Happening in Our Economy and What It Means to You: Presented by Andrew Berger-Gross, Senior Economist, NC Department of Commerce, Labor and Economic Analysis Division**

Each year, the NC Department of Commerce hosts a workforce development partnership conference in Greensboro. Workforce professionals from workforce development boards, community colleges, Vocational Rehabilitation, etc. all attend this conference for 4-days. During these 4-days there are workshops and opportunities for professionals to share best practices and ideas. Due to COVID-19, the conference was held virtually this year and one of these virtual workshops was called “What’s Happening in Our Economy and What it Means to You” presented by Andrew Berger-Gross who is a Senior Economist with the Department of Commerce. This workshop was recorded and Pam stated that she wanted the Board to hear Mr. Berger-Gross presentation because he speaks to a lot of things our board discusses, such as, the problems employers go through when trying to find qualified employees during COVID-19.

Presentation: <https://www.loom.com/share/dceff69ee2bc4acaa48c016aa32e74f4>

Pam allowed time for Q&A after the presentation. Pam noted that she would try to have Mr. Berger-Gross come speak at a future Board meeting. Sondra will send the recording presentation to the full board to review at their convenience.

**V. Closing Remarks**

Pam announced that Neal Grimes has retired from the Board, we will miss him and his experience; we wish him the very best!

Jeff McIntyre announced that McIntyre Metals purchased the old Leggett and Platt building and hopes to be in the warehouse part of the building by January 1, 2021. Their 5-year plan is to occupy the whole building.

Pam asked everyone to look out for an invitation for the Get REAL End of Year Celebration; Sherri Trotter, Director of the Get REAL program is working on a virtual presentation.

Brian Hughes, Board Chair thanked everyone for attending the meeting.

The next WBD Board meeting is scheduled for Thursday, January 28, 2021.

**VI. Adjournment**

Time having expired the meeting was adjourned.