

C.L. "BUTCH" OTTER
GOVERNOR



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WORKFORCE DEVELOPMENT COUNCIL
317 W Main Street, Boise, Idaho 83735-0510

One-Stop Committee Meeting Minutes
November 13, 2018

Council Members: ~~Dwight Johnson, Jan Nielsen~~, Jane Donnellan

Committee Members: ~~Beth Cunningham, Julie Hammon, Kerene Gonzalez~~, Birgit Luebeck, Kellye Sharp, Laurel McMahan, Sarah Buenrostro, Terry Butikofer, Randall Kemp

Guests: Shannon Brady

Staff: Wendi Secrist, Paige Nielebeck

Called to Order at 10:33 am

Welcome

Roll Call – Quorum met

Review Agenda

If time allows the Committee would like to add an agenda item to discuss customer service questions.

Approve Minutes from July 10, September 4, and October 9, 2018 Meetings

Motion by Ms. Buenrostro to approve the July 10, September 4, and October 9 minutes as written. Second by Ms. Luebeck. Motion carried.

ADA Assessment Training – December 17

We have been working with Dana Gover from Northwest ADA to develop training for programmatic ADA Assessments. All of the affiliate and comprehensive One-Stop Centers have had their physical assessments completed following the training provided by Erstad. They must also have a Programmatic Assessment completed as well.

On December 17 the training for these Programmatic Assessments will be conducted. It will be a half day training at a location that is to be determined.

The State EO Officer is working on a checklist for the programmatic assessments. Once more information is available, a deadline for these assessments will be set. The One-Stop Centers do need to have an assessment done annually. Each One-Stop partner will also go through a Programmatic ADA Assessment.

This training is the first step. The training will not result in each person becoming an expert, capable of training others. This is just the beginning.

One-Stop Certification Review

At the previous One-Stop Committee Meeting Ms. Sharp walked through a few One-Stop Certification Self-Assessment documents. The Committee came up with a few questions/changes for these documents. Ms. Secrist walked through a couple of the certification review documents with answers to these questions/changes. Please see attached spreadsheets.

Available Performance Data

Ms. Secrist shared the available performance data. Please see attached document.

IDOL calculates performance data regionally for the Adult, Dislocated Worker and Youth programs, not at the local office level. The Committee is comfortable with looking at the data regionally per program but would like to incorporate some local office information since we are being asked to certify the offices individually.

Physical ADA Assessment Summaries

Ms. Secrist walked through the ADA Assessment Summaries provided by Amy Hohnstein. Please see attached document.

Discussion on Certification Process

Ms. Secrist ask for suggestions on how the Committee can efficiently work through each office's certification determination. The following perspectives were shared:

- Keep the level of detail simple. The Council Staff would look at the data and answer questions like: Is it a regional office that has core partners that are meeting performance goals? Yes or no. Do the other core partners information come into this? If they are not meeting performance goals they work with their federal partner to come up with a corrective action plan. The Committee is happy using this method for the first round of assessments.
- For the comprehensives we would need to look at VR, Adult Ed, Title 1B, Non-Title 1B.
- The Committee would like to look at some information locally by center. They realize that most information is rolled up to the regional level. The committee agreed to including the planned number of participants served for the previous year and for the upcoming program year, actual number served for the previous year, number of dollars allocated, and dollars spent. Ms. Sharp will add this information to the top of the spreadsheets.

- The VR Regions are different than the Labor Regions. There are 8 regions. Currently VR is only reporting data at a State Level. It is important to ensure that they get the right data for the right regions.

What are the expectations for partners to have the ADA identified improvements completed by? There could be an issue with leased buildings because the landlords may not be able to afford the corrections. Maybe there are reasonable accommodations available to help those who are struggling to fix the issue. The Committee asks that the Department of Labor tell us which of these will be resolved within the next 90 days and for those which can't be completed in the next 90 days what is the plan to fix it. If they are not able to fix the issue the Committee can decide to not certify the office. If they are not certified they cannot participate in infrastructure cost sharing. They need to be AJC's for Wagner-Peyser. Ms. Secrist will research more information on the consequences of not being certified. Ms. Sharp will look at the items that can be completed in 90 days and figure out what plan can be put in place for the items that cannot be completed in 90 days.

The Council staff will send out an e-mail to the partners asking if they are currently under any performance improvement plans and if so to give a high level overview of the plan.

How will the Committee review these assessments?

- The Committee would need to read through the assessments before the meeting and then discuss the results/any questions at the One-Stop Meetings.
- What are the thresholds that will prevent certification? This is something the Committee needs to decide on. Ms. Secrist will do research to see if other states have a formal rubric that they use for this process. Ms. Secrist will bring any examples she finds of rubrics to the next meeting. If no rubrics are found one will be created at the next One-Stop Meeting.

The Committee also needs to come up with an idea of what they want Mr. Butikofer to review when he conducts his site visits. The Programmatic Assessments may not be completed by the site visits. It could be possible to have regions 5 & 6 done with their programmatic assessment by the time Mr. Butikofer conducts his visit. Those two assessments could be completed by the end of January. A deadline for Programmatic Assessments will be determined soon. The certifications were supposed to be complete by July 2017.

It is a good idea to test out the checklist on one or two centers before conducting all the visits using that checklist. It will help fine tune any issues that may arise and ensure that the process is going to work.

Customer Service Questions

All of the centers have customer feedback questions that they ask their customers, but they are not all asking the same questions. It would be great for the Committee to come up with a standard set of questions for all of the centers to use on their customers. That way data can be provided to the Committee on customer satisfaction. There is not currently a standard way to

ask participants to review their service. There are customer comment cards available to those who want to review their service and are encouraged to use those cards and provide feedback. There needs to be a feedback loop for customer service.

Ms. Sharp will come up with some sample questions and bring them to the next One-Stop Committee.

Experience Works does annual satisfaction surveys. Ms. Luebeck will send the Committee the questions that are asked.

Maximus has comment cards available, but it is not a consistent process.

The Libraries provide surveys for each training they offer, etc. Mr. Kemp will send out the questions to the Committee.

Vocational Rehab send out a survey for each program enrollee. Every three years they assess the businesses, but it is not an ongoing process.

At the next meeting we will focus on customer service questions and developing a rubric and checklist.

Motion by Ms. Sharp to adjourn. Second by Ms. McMahan. Motion carried.

Adjourned at 11:43