

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
October 9, 2018

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

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

Guests: Cheryl Foster

Staff: Wendi Secrist, Matthew Thomsen, Paige Nielebeck

Called to Order at 10:32 am

Welcome

Roll Call – quorum not met

Review Agenda

Approve Minutes from July 10, 2018 and September 4, 2018 Meetings – since a quorum was not met these items will be moved to the next meeting.

Update on Data Discussion

Following the last meeting where data folks were invited in to have a discussion with the One-Stop Committee, Ms. Secrist and Ms. Donnellan met with the State Board of Education. The new Chief Research Officer was not aware of the WIOA reporting requirements but was very receptive to supporting federal reporting as a priority. However, the State Board has significant reporting responsibilities for legislative performance reports until November 15 and would not be able to dedicate time until then.

A small group of key data people from the agencies needs to pull process flows together for the three requirements (joint performance, eligible training provider and co-enrollment) to show the big picture to the State Board of Education. This should include proposed deadlines and will

help ensure that the data that is needed is being provided in a timely manner. The response from the State Board was very positive and they are aware of the important role they play in this process.

ADA Assessment Training Discussion

Staff from Health and Welfare, ICBVI, Idaho Career & Technical Education, Idaho Department of Labor, and Vocational Rehabilitation participated in the ADA Assessment Training to learn to conduct physical assessments. The training was provided by ERSTAD Architects. The training covered each section of the checklist and then they were able to practice by conducting the assessments at a local Department of Labor Office. The deadline for the assessments to be completed is October 31.

Each agency will need to identify who will conduct the yearly assessments (they could collaborate to send staff to other agencies to conduct the assessments to maintain a level of independent review).

Staff still need to be trained on the programmatic side of the assessments. Dana Gover has agreed to help train staff on how to conduct these assessments. There is already a checklist for these assessments. This will be an opportunity for any staff from the departments to come and learn how to conduct these assessments. Ms. Secrist and Ms. Nielebeck will work on finding a date for this training. As WIOA partners it is important to ensure that our documents, website, programs, etc. are ADA compliant.

Once staff has been formally trained can they train others?

- There may be some people who are comfortable with training others, but it was not the intent to “train the trainers”. It was a very extensive training but those who attended the training did not get to go over everything in the training. The cost of the training that ERSTAD offered was very reasonable – if needed it could be conducted again.

One-Stop Certification Review

Ms. Sharp went over each section of the attached spreadsheets and explained what the information is conveying to the Committee.

It would be helpful to have an outline of the training that staff get annually. Is there anything else that should be added?

- The information provided here is basically exactly like the MOU. The MOU is more detailed than the spreadsheets. Because they are similar this will help enforce the MOU. It would be helpful for the committee to have a description of the career services.
- Change the word assessment to say initial interview on the self-evaluation form (complete interview or actionable next step).
- It would be a good idea to create some One-Stop training modules that could be accessed at any time.

- In the MOU, the training must be done at the regional level. If information keeps coming from the State level down the regions will not have the advantage of working together.
- It does make sense to create “One-Stop Basics” as short trainings to help onboard new staff when a formal training is not available or timely. It would be a system training - these modules would cover the information that are consistent across the state.
- It is important to find out if the information on Live Better Idaho is being updated and if so how often it is being updated. Either the WIOA Advisory Group or agencies themselves need to conduct an annual review. Send out a reminder to update information on the site.
- The branding guidelines say that as things are being updated they need to incorporate the American Job Center branding but partners do not need to go back and reprint brochures or business cards. Any new materials need to have the American Job Center branding.
- Coordinated employer services is one of the major goals of the Committee. The WIOA Advisory Group has been tasked with working on the business engagement piece. Another goal is to look at a more universal intake.
- The criteria for “Electronic materials are 508 compliant” should be marked no. It is a goal that is being worked towards, but we are not at 100% complete.
- Are partners required to provide their printable documents in both English and Spanish? Items 44 and 45 will be moved to a no since we are not sure that partner documents are provided in both languages. This subject will be followed up on.

Will corrective actions that need to occur need to go under the how column?

- This document was for the self-assessment. Another column would be added by the Committee where technical assistance or corrective action will be listed.

What kind of feedback does the Committee want to know from customer feedback? It has been requested of the Committee to provide feedback on this item. It is important for the Committee to know how many complaints were received and how many of them are resolved. Just the workforce ones could be tracked, or have it broken out into each partner. The questions that the Committee comes up with will be used across the state. The Committee needs to figure out what questions should be asked in this portion of the assessment.

What does it mean by having highly visible signage?

- It means that physical signage is easily visible from the road is someone was driving by.

As Mr. Butikofer is doing site visits it would be a good idea to capture some of the best practices of the centers. The goal is to identify two per region for Mr. Butikofer to visit next spring.

Ms. McMahan will share with everyone where the information is on the barriers to employment.

Do all American Jobs Centers, regardless of their size, have to be affiliates?

- If they have ES staff they have to be affiliates.

Do the other partners do performance data at a local level?

- AE does by their centers. ICBVI starts their data by office but then compiles it into one report.

Ms. Secrist was not able to find anything that said the Committee could or could not give centers provisional certifications. The Committee could call them provisional certifications or give the centers one-year certifications. There is some flexibility.

Should we pulling together the partners in the one-stop centers to go over intake?

- Yes, the partners should be meeting.

Ms. Secrist and Ms. Nielebeck will schedule a phone call with Mr. Butikofer, Ms. Donnellan, and Ms. Sharp to discuss information sharing.

Region 4 & 5 are almost done with their MOUs. Region 1 & 3 are going to take a little time to complete.

Adjourned at 12:03 pm