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Vice Chair

## **WORKFORCE DEVELOPMENT COUNCIL**

317 W Main Street, Boise, Idaho 83735-0510

### **One-Stop Committee Meeting Minutes March 12, 2019**

**One-Stop Committee Members:** Jane Donnellan, ~~Shannon Brady~~, Terry Butikofer, ~~Beth Cunningham~~, Korene Gonzalez, Dwight Johnson, Randall Kemp, ~~Birgit Luebeck~~, Laurel McMahan, ~~Jan Nielsen~~, Terry Cruz, Kellye Sharp, ~~Heather Sprague~~

**Staff:** Caty Solace, Paige Nielebeck, Wendi Secrist, Matthew Thomsen

**Called to Order at 10:32 AM**

**Welcome**

**Roll Call – Quorum Met**

#### **Review Agenda**

It was requested that an item be added for individual agency ADA assessment updates. This item will be added to the April agenda due to time constraints.

#### **\*Approve February 20 Meeting Minutes**

Approval of minutes will be moved to the next meeting due to time constraints.

#### **AJC Certification Policy Review and Update**

A copy of the AJC Certification Policy was sent out to the committee. According to WIOA, this policy has to be updated every two years. Certifications are good for three years, with the exception that ADA assessments must be done annually. We will need have to have the policy update ready for the April 2020 Council Meeting, but we decided to start working on it now since the process is fresh in our memory. Ms. Secrist went over the current AJC Policy. Please see attached policy.

#### **General Idaho Certification Criteria**

Ms. Secrist reviewed options from other states to help add more substance to this section. Please see attached Other State's Certification Policies document. Ms. Secrist would like to get enough input today so that she can draft a sample policy for review at the May meeting.

There is benefit to having more depth in our own policy. When we say that we are going to evaluate on effectiveness we need to describe what that means. Arizona had good definitions in their policy (what does effectiveness mean, etc.).

We also need to describe what it means to be certified. Some of the other states seem to intend to certify everyone. That is something we have struggled with. The only way we can get to that level of comfort is to define what it means to be certified.

It is important to include the providers in the development of these definitions. They can help explain what they think each of these things mean. We also need to ensure that all of the documents work together (standards, checklist, etc.). It should be cohesive.

Colorado has a good example of what the definitions should look like and how that leads to being descriptive in the checklist. One thing to remember is that they have been evaluating AJC's for a long time and we are brand new at the process.

It would be beneficial to look through the "how" column that Ms. Sharp integrated into the self-assessments to see if we feel they are descriptive enough. We need a balance between setting high expectations and ensuring the centers are able to achieve the expectations. There is concern with having questions that only have yes or no answers because they can make the process very vague. It is important to have very descriptive questions.

We may not need to hold the affiliates to the same level that we hold the comprehensive centers. Ms. Secrist will look into this option. We could potentially have a checklist that has the minimum to meet for affiliates and then what we expect from the comprehensive centers.

It might be a good idea to include the WIOA Advisory Group in this discussion, but we also need to make sure that we include more of the upper management folks from the centers.

Ms. Secrist will take the policy, pick a section, and build it out according the discussion above. If the Committee likes it, Ms. Secrist can work on the rest of the policy.

### **Certification Procedures**

What do we want this process to look like?

- The way the policy is currently written we would have granted provisional certification immediately when the self-assessment was submitted, regardless of the quality. The group did not feel comfortable with doing that. The Committee felt more comfortable with the visits being completed before action was taken.
- At the One-Stop Meeting last month provisional certification was given to Idaho Falls, Rexburg, and Salmon. Terry Butikofer had completed the visits to these sites. A question remains in how long we should grant provisional certification for.

- The State EO Officer needs to provide guidance on her expectations for coming into compliance with ADA. That will be a factor in determining the length of time to be provisionally certified.
- Part of the policy should state how we will communicate to the centers that they are provisionally or fully certified.
- The centers will want to know how they can become fully certified – we will need to identify what they need to do to move from provisional to full certification.
- Maybe once the checklist has been better defined we will not have to do a site visit after the self-assessment before they are provisionally certified.
  - This all comes down to level of comfort.
  - It might help for the Committee members to see what an AJC looks like.
  - It could be called self-certification rather than provisional if we choose to go this route.
  - In the future we hope to get more private sector members on the Committee. A private sector member may be uncomfortable being asked to review the self-assessment and then award automatically award provisional certification.
  - We could make the process such that a self-assessment and site visit could be completed before the provisional certification time period is up.
- The other states send teams to go to the centers to conduct this process. However, they have local boards to help them do the work.
- It would be a good idea for each Committee member to attend a site visit to see what they look like and get a better understanding of why it matters and what we are trying to accomplish.
- It is important to remember that Labor is just one part of the One-Stop system – so far we are only looking at Labor offices as the other agencies are network partners at this time. Once things are better defined it may help partners decide if they want to become affiliates.
- It would be a great idea to invite the Council Members from that region join the site visit.

The Committee would like to go back and look at the MOU of what qualified someone as an AJC. If it is not defined in the MOU, the Committee needs to come up with the definition. Then the request process could be taken out of the procedures.

### **ADA Assessments**

What does it mean to use that we have to do a yearly assessment?

- While certification is granted for 3 years, WIOA states that the ADA piece must be done annually.
- The policy does not clearly define what we are going to do with the annual ADA assessments – file them, review and possibly take action on them?
  - A review noting progress on an annual basis seems reasonable.
- The Committee does not feel that they need to take action on each yearly review.
  - Perhaps staff could prepare a summary for the Committee.

- The Committee could act on the centers that had items that were keeping them from being certified and now have taken the appropriate steps to fix these items and are now eligible for certification.
- The Committee recommends the following:
  - The centers report on the ADA (or other, as appropriate) progress they have made to the One-stop Operator.
  - The One-stop Operator compiles, creates a report, and figures out which ones are eligible for certification.
  - The report is presented to the Committee for vote on certifications.
- If a comprehensive center cannot achieve certification it impacts their ability to participate in infrastructure cost sharing so we may need to take up reviews more frequently.
- What happens to those centers that cannot even pass the provisional certification?
  - The consequence for comprehensive center is that they cannot participate in infrastructure cost sharing.
  - The policy would need to stipulate consequences greater than that, which needs Council approval.
  - Having the guidance from the State EO Officer will help us figure out what timelines we can offer the centers when it comes to ADA Assessments. The EO Officer will attend the May meeting to present her thoughts on this.

The Staff will send out a reminder to Beth, Birgit, Jane, and Dwight that they will be asked to report to the Committee on how the ADA Assessments are being carried out in their organizations.

### **WIOA State Planning Process**

Our next state plan is due in early 2020. We would like to open it up and start working on it this spring/summer. This is not a modification to the state plan. This is expected to be a complete rewrite. So much has been changed that it will be beneficial for us to start a new one.

This is an opportunity for us to envision what we want our system to look like over the next 4 years. We are going to have to do an RFP for service providers and if we have defined what our vision is, it will help the RFP process go so much smoother. There are a lot of reasons to go ahead and get started as soon as the Legislature adjourns.

This is going to be a public process. We need to think about how we can make these meetings more public than just putting up open meeting notices. Ms. Secrist suggested creating an ad-hoc committee to look at portions of the state plan and help gather public input for them. Alternatively, they could be focus groups. Either way we will need to ensure that the whole state is providing input, not just the Treasure Valley area. There are a lot of groups and associations we could partner with (IBE, etc.) – ideally we piggy back on other meetings that are already taking place. Libraries would be a great place to host these meetings.

Surveys are another good option to get input.

As a starting point, Ms. Secrist will ask Health and Welfare, CTE and Unemployment Insurance if they would like to be part of the state plan. If all three join in, we will be submitting a unified state plan rather than the combined plan we have now.

The WDC Staff will develop a proposal as a starting point for input next month by the Committee.

### **Prep for April One-Stop Committee Meeting with USDOL Evaluators**

For the April meeting, a couple of USDOL evaluators will be joining us. They are doing a 3-year study of WIOA implementation and effectiveness. 18 states were chosen to have a site visit and Idaho is one of them. They will be here April 9. They will have some time on the One-Stop agenda to talk about the evaluation. They will be going to Canyon County and Boise offices on the 10<sup>th</sup>.

We shared with them that part of our agenda for that meeting would be to look at the Region 2 certifications and they are very interested in this process.

### **Relationship Between One-Stop Committee & WIOA Advisory Group**

There is some confusion on the Advisory Group as to who should be there. The two committees were initially set up to work collaboratively so that policy proposals were being developed by those closest to the clients (i.e. the WIOA Advisory Group) and then those who would have to allocate resources (i.e. the One-Stop Committee) would weigh in before going to the Council.

Last May at the joint One-Stop/ WIOA Advisory strategy session, we came up with 4 projects to work on.

1. Functional Redesign
2. Universal Intake/Data Sharing
3. Cross Training of Staff
4. Business Services

The WIOA Advisory Committee started working on the universal intake/data sharing but ran into a wall because co-enrollment data was not available. By the middle of May we anticipate having the first set of co-enrollment data. Rather than not meeting, they began to work on business services coordination and that has been the topic of recent meetings.

The Committee requested that they be cc'd on e-mails to the WIOA Advisory Committee. Then they can get the perspective of the WIOA Advisory Committee as well and are aware of the projects they are working on.

Ms. Secrist has requested that we discuss this again next month once the State Plan Process has been mapped out as that may impact priorities.

### **One-Stop System Brochures**

Matthew Thomsen has been working with the Idaho economic development professionals to leverage them to connect employers with the services the one-stop system can provide in helping them find employees.

We were originally asked to create the job seeker flyer to provide to legislators during committee presentations so that they have a resource when speaking to their constituents, but it was not created in time for this session.

There is no expectation that the employer and job seeker flyers have in-depth information about each program. The goal is to provide enough information to get them connected to the agency that they need. A lot of businesses have expressed their frustration with finding employees and so the flyer was created to show them that there are programs available to help.

This also shows the legislature that we are truly collaborating and working together to show employers and job seekers the services that are available to them.

Each flyer can be changed to include the different regional information. Ms. Nielebeck is working on collecting that information.

**Motion by Mr. Johnson to adjourn.**

**Adjourned at 11:58 am**