

BRAD LITTLE
GOVERNOR

Wendi Secrist
Executive Director



Trent Clark
Chair

B. J. Swanson
Vice Chair

WORKFORCE DEVELOPMENT COUNCIL

317 W Main Street, Boise, Idaho 83735-0510

One-Stop Committee Meeting Minutes February 20, 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: Paige Nielebeck, Wendi Secrist, Matt Thomsen

Called to Order at 2:02 pm

Welcome

The new Committee members introduced themselves.

Roll Call – quorum met

Review Agenda

One-Stop Certification Reviews will be moved before the Status Update on Programmatic Accessibility Assessments.

***Approve November 13, 2018; December 11, 2018; and January 10, 2019 Meeting Minutes Motion by Ms. Sharp to approve the minutes as written. Second by Ms. Luebeck. Motion carried.**

Present One-Stop Certification Reviews

Ms. Secrist sent out information on the certification reviews that Mr. Butikofer had conducted. Mr. Butikofer has visited with Idaho Falls, Rexburg, and Salmon.

Mr. Butikofer went over the certification reports from Idaho Falls, Rexburg, and Salmon. Please see attached reports.

Mr. Butikofer visited each One-Stop, discussed their self-assessment with them, and then brought back areas of improvement to the Committee.

If the Committee would like we can grant provisional certification to these centers.

Mr. Butikofer accomplished exactly what we had asked. It was a very collaborative process rather than him going in and conducting an assessment. This is the first year that we have done this so there is always something we can improve on.

As far as physical accessibility issue, there were some that were evident when they centers were visited. The centers are working on these issues and figuring out how they will remedy these issues. Is there a timeline for these improvements?

- We had discussed identifying which could be completed in 90 days. However, it also depends on the facility. For example, in Idaho Falls a lot of the issues were in the parking lot which need to wait to be improved after the weather changes.
- Ms. Secrist met with Ms. Buxton and Ms. Revier to discuss what direction they need from the state EO Officer. Ms. Buxton is working on a communication, that would apply to all state entities, to provide direction for what a reasonable time period is for these improvements to be made. Some of improvements may require an appropriation which takes 14+ months to go through. We can use her direction to determine how long we will allow someone to be provisionally certified.

Mr. Butikofer will be visiting Region 2 next.

Is there way to assign timelines for areas of improvement into the report?

- It would be helpful in the reports for the managers and Mr. Butikofer to come up with some sort of timeline/goals for these items.

In Idaho Falls the Department of Vocational Rehabilitation co-locates with the Department of Labor for part of the week. Mr. Butikofer was very impressed with how they well they worked together. They have some great accessible equipment in their office.

Rexburg is a leased facility that is fairly new. When it was built it did meet ADA Standards, but it now has a few deficiencies. There were no issues with the landlord at this center, but there may be in the future with some of the other leased facilities.

Salmon and Rexburg are very similar since they are affiliate centers. You will see similarities there in the report.

How are you able to get feedback from customers?

- In Salmon there was only one person who physically came into the office while Mr. Butikofer was doing his visit. A lot of it came through questioning staff. This is one area that might be a little bit of a weakness.
- This is something to look at as we are updating out policy on how we get customer feedback. A lot of the centers have comment boxes.

Mr. Butikofer and Ms. Sharp will recuse themselves from any vote that is made on granting certification.

Ms. Sprague made a motion to grant the Idaho Falls Comprehensive, the Rexburg Affiliate, and Salmon Affiliate Centers provisional certification. Second by Ms. Luebeck. Motion carried.

Status Update on Physical & Programmatic Accessibility Assessments

All the assessments have been completed. For the deficiencies on physical assessments, they were broken down between leased and owned facilities. Staff reviewed what improvements need to be done to each facility. They are starting with the owned facilities and what improvements can be completed now. They identified one facility in each region to have most of the improvements completed by June. Right now they do not think they will need any appropriations unless there are any major costs that come with some of the parking lot fixes.

There are some concerns with the leased facilities with the landlords not wanting to make changes. A letter will be sent to the landlords explaining that one-stop centers need to be ADA compliant and the list of items that need to be corrected. If they are not willing to make the changes, IDOL will look for a new place to lease.

Each office completed the programmatic assessments. They have been returned to Department of Labor and are being reviewed. The facilities were asked to turn in customers EO surveys for at least 25% of their participants. There are quite a few customer comments to review.

Do the other partners have updates on where they are at on physical or programmatic assessments?

- There are no updates at this time.
- This will be added as a discussion item next month.

Business Services Brochure

Ms. Secrist had a conversation with the WIOA Advisory Group last week on this brochure. We wanted to come back and revisit the purpose of this brochure with the Committee.

When being visited by economic development professionals, one of the first things that employers say is that they cannot find qualified workers. This is not meant to be the comprehensive, tell-all brochure. We want to give employers enough that they will reach out, but not require the economic development professional to be experts in workforce development. Trent Clark also suggested that Legislators might like to have a brochure for job seekers – again, something simple that puts them in touch with the partners but doesn't try to describe all the services available.

Ms. Secrist went over the draft brochure with the Committee. Please see attached brochure.

Through the Council's SharePoint site, we are building a document library to house information and customize it regionally for the economic development professionals. The Department of Commerce may also house some resources on the site.

Comments/feedback from the committee:

- If this is for the Economic Development folks, this document will be great. We do not want to redesign existing brochures for each entity. This is for those that expand our outreach to businesses.
- Employers can tend to get lost in too much information so this resource would be very helpful.
- It would be helpful to go beyond a mission statement. Something that directs your focus to the purpose of each entity.
- It would be helpful to have each entity fill out the boxes and then look at the brochure with filled in information. That would help the Committee see how the space will be utilized.

The WIOA Advisory Group recommended highlighting that all the entities offer services to veterans.

The WDC staff will work with each entity to get the information populated and then the WIOA Advisory Group and One-Stop Committee can revisit this brochure.

Discuss One-Stop Certification Policy Updates

Part of our requirements is to update the One-Stop Certification Policy every two years. We will need to do that by April 2020. Rather than waiting, when we are farther away from this process, we should consider items that should be incorporated into this policy while they are fresh. Our policy was written without any prior history of having to complete these certifications or knowledge of what this process was going to look like.

The ADA Assessments have to be done annually. In our policy we need to think about how we will review those updates.

At the next meeting the committee should also discuss customer service questions and ensure that we asking the right questions consistently throughout the state.

Motion by Mr. Butikofer to adjourn. Motion carried.

Adjourned at 2:58 pm