

C.L. "BUTCH" OTTER  
GOVERNOR



Trent Clark  
*Chair*

B. J. Swanson  
*Vice Chair*

## WORKFORCE DEVELOPMENT COUNCIL

317 W Main Street, Boise, Idaho 83735-0510

### One-Stop Committee/WIOA Advisory Group Meeting Minutes January 10, 2019

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

**WIOA Advisory Group Members:** Matt Markve, Mike Walsh, Teresa Pitt, Connie Gardner

**Staff:** Paige Nielebeck

**Called to Order at 3:10**

**Welcome**

**Roll Call**

**Review Agenda**

Ms. Donnellan reviewed the agenda. No changes were made.

**Review ADA Assessment Summaries**

Ms. Sharp went over regions 1, 2, and 3 ADA Assessment summaries. Please see attached spreadsheet.

If it is a leased facility whose responsibility is it to make the improvements?

- The Department of Labor will work with their DAG to figure out who is responsible based on the lease.

It is important to ensure that the fixes that are being made are going to be long-term solutions.

Were ADA requirements updated recently?

- New requirements were instated in 2010. All state buildings are working towards compliance.

- The State EO Officer will need to provide more guidance on the timeline and expectations to complete modifications. The bottom line is that we need to meet the needs of our customers to the best of our ability.

The Committee's guidance to the One-Stop's seeking certification is to prioritize signs and parking lot issues in owned facilities. These would hopefully resolved by July.

Ms. Nielebeck will send out the document to the rest of the committee.

### **One-Stop Certification Policy Revision Discussion**

The committee felt the process was challenging in having the self-assessments done and then asking the committee to make certification decisions based only on the self-assessment. The Committee also needs to decide on a rubric to implement for certifications – defining how the decision will be made. This part of the process will need to be incorporated into the policy.

Each comprehensive American Job Center location must be certified. All IDOL locations elected to be an affiliate, but other partners have not taken the step yet due to concerns about meeting the requirements.

At the last meeting the committee decided on the following “The Committee has agreed that the Mr. Butikofer will take the self-assessments, conduct site visits of Regions 2 & 6 and will bring back noted deficiencies and the action plan to address those deficiencies (with the local office input) to the committee for review. The Committee will then decide if the center will or will not be certified.” This should provide insight to additional policy updates regarding provisional certifications and how long provisional status should last. If a one-stop is not performing, not addressing ADA accessibility issues, etc., the Committee should say no to certification, otherwise there is no reason to have a policy. The ultimate goal is to encourage partners to be an affiliate center.

The Committee likes the model that Washington uses for certifications. Wyoming has a very similar model to Washington that outlines more of what it means if you are not certified.

If we provide a provisional certification we need to decide the timeline:

- This may come down to the complexity of the issue. For accessibility, it may look different for a leased facility than an owned facility. If it is a leased facility is there another facility that would meet the requirements? Maybe one of the action plan items would be to move to a new facility upon expiration of the lease.

Mr. Butikofer is planning to start making visits to Region 6 centers in January. The goal is to try have Region 6 completed by the February One-Stop Meeting. That way the Committee can be informed on his visits. This will help us refine the policy and help us have some more definitive ideas of what the procurement process will be for the One-Stop Centers.

A column will be added to the self-assessment document where the offices can provide notes on how they are working to fix deficiencies.

### **Update on WIOA Advisory Group Activities**

4 goals from the joint Strategic planning session between the One-Stop Committee and the WIOA Advisory Group:

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

The WIOA Advisory group started working on common intake with the two comprehensive centers. Each had their own approach to common intake. As the committee discussed the options, it became clear that co-enrollment data was needed to move forward.

Ms. Secrist has been working with the State Board to consolidate reporting deadlines and determine how co-enrollment data will be made available.

### **Business Engagement**

Based on the delay in accessing co-enrollment, focus turned to Business Engagement. The committee is looking at what tools each entity is using for business engagement and how they are tracking their interactions. Most entities use spreadsheets to track this information. Some have used CRMs. It would be helpful to have a system that will help prevent the overlap (CRM).

The committee was also presented with an opportunity to develop an informational flier that the economic development community could use to direct businesses to the partners for help with recruiting. A draft of the flier was provided:

- The American Job Center logo needs to go on the flier.
- It looks desk job oriented (could there be multiple images that represent multiple industries?).
- Why are Adult Education and the Workforce Training Centers missing from the flier?
- The language describing each agency should be standardized.
- Will the size of the font in the boxes be too small to read?
- We need to ensure that there is enough information to engage people.
- The group discussed changing to a tri-fold document that includes more information on their services - maybe a list of all the services that are offered. However, there was caution that to not go into so much detail that you lose people's interest.
- It is important to ensure this document is accessible.
- ICBVI and VR could possibly be combined into one area.
- The picture on the front takes up too much space.
- This is just a first step.
- There is nothing on the flier that tells what a one-stop center is or how they can use it.

Ms. Nielebeck will ask Wendi Secrist to send out the footage of the Idaho Works demo.

**Adjourned at 4:36 pm**

**Motion by Mr. Johnson to Adjourn.**