

BRAD LITTLE
GOVERNOR

Wendi Secrist
Executive Director



Deni Hoehne
Chair

B. J. Swanson
Vice Chair

WORKFORCE DEVELOPMENT COUNCIL

317 W Main Street, Boise, Idaho 83735-0510

One-Stop Committee Meeting Minutes December 8, 2020

One-Stop Committee Members: Jane Donnellan, Shannon Brady, Terry Butikofer, Beth Cunningham, ~~Korene Gonzalez~~, Admir Selimovic, Adrian San Miguel, Kristyn Carr, Vicki Isakson, Jan Nielsen

Guests: Sarah Nash, Liesl Milan, Amelia Valasek, Dan Cabrera, Hannah Lopez, Craig Shaul, Amy Hohnstein, Susan Buxton, Molly Valceschini

Staff: Paige Nielebeck, Wendi Secrist, Caty Solace, Matthew Thomsen, Amanda Ames

Called to Order at 10:31 a.m.

Welcome

Roll Call – Quorum Met

Review Agenda – No changes to the agenda

***Approve November 10, 2020 Meeting Minutes**

Unanimous consent request by Ms. Donnellan to approve the November 10, 2020 Meeting Minutes. There are no objections.

Use of Qualtrics for EO Surveys

Qualtrics is more than just a survey tool. It is an experience management system and a platform to get customer interactions at the point of contact and get information tailored to each vendor/stakeholder. After seeing a demo of Qualtrics, it is clear that it might be useful to help administer the EO surveys.

Ms. Secrist asked Mr. Shaul to investigate the adoption of Qualtrics to assist with the EO survey. Mr. Shaul met with Qualtrics and provided them with the information of the functionality needed to utilize Qualtrics for the EO survey.

Mr. Shaul reviewed the summary of his discussion with Qualtrics. Please see attached document.

The Committee has discussed sharing the cost of Qualtrics through infrastructure cost sharing. It would fit within additional shared costs. It could be more cost effective this automated way rather than having paper surveys. Mr. Shaul's team would assist each agency in setting up the EO survey in Qualtrics.

ICBVI uses survey monkey to conduct their EO survey. The results were impressive, and SurveyMonkey is also accessible for screen readers. SurveyMonkey is another option the Committee should look at.

The Committee needs to think through the logistics of transitioning the EO surveys (e.g. who is going to pay the bill and then invoice the other agencies, etc.). If the cost of Qualtrics reaches a certain threshold, the contract may need to go to procurement.

How far down the road will the EO surveys be standardized?

- Each agency asks participants to complete the survey at different times, but all agencies use the same questions.
- The survey needs to be easy for participants and accessible.

The Committee would like to see a demo of Qualtrics.

Mr. Shaul and Ms. Nielebeck will setup a demo of Qualtrics and SurveyMonkey.

One Stop Operator Update

The statewide MOU has been sent for signatures.

The regional MOU's are being worked on.

One of the four quarterly partner meetings will be run by Ms. Nash and it will be statewide. She will facilitate updates and discuss best practices across the regions. The updated guidelines for the quarterly partner meetings have worked well.

Idaho Launch and Idaho LEADER Updates

The LEADER team met on Friday December 4. The agency partners shared updates on activities they are putting into place to support work-based learning. The Outreach Committee approved the grant for the STEM Action Center to conduct the externship program in 2021. Ms. Solace is looking for ways to engage agency partners further and more actively in the LEADER group. The next LEADER meeting will showcase the new LEADER site.

Last Friday was the deadline for individuals to receive the CARES Act funding under Launch. Individuals will still be able to receive WDTF funding for up to 90% of the cost of the training, based on income. 700 individuals filled out the Idaho Launch form. A vast majority of the

individuals were WIOA eligible. 11,000 individual users visited the Launch site over the first 45 days. There is a host of information available on Launch that is intended to target individuals researching available training opportunities and target industries. The toolkits for outreach have been sent to the agency partners.

VR will share this information with their regional managers. NIC did quite a bit of promotion for Idaho Launch. Ms. Isakson was able to present a few times on Idaho Launch. NIC sent a bulletin to their community partners and put an article in the Coeur d'Alene Press about Idaho Launch. The materials and the site have been very useful.

Ms. Nielebeck will send out an e-mail requesting any feedback from the agency partners.

Request for Technical Assistance – State Plan Goals

Ms. Secrist is working with USDOL and Maher and Maher to narrow down what Idaho might be able to receive for Technical Assistance. Ms. Secrist submitted two ideas to USDOL and Maher and Maher.

1. Value Statements – Business Services
2. Customer Flow Exercise

With the pandemic, it will be challenging to do both technical assistance exercises exactly as envisioned. USDOL and Maher and Maher came up with ideas of how to conduct the exercises with no travel or customers in the offices. Ms. Secrist reviewed the proposed exercises. Please see attached document.

If this is going to be too much for the agencies to handle right now, Idaho does not have to receive technical assistance this year.

What would the timing look like?

- Ms. Secrist would have to work that out with USDOL and Maher and Maher. She cannot imagine that anything would happen until January or late February. Everything has to be completed by late May.
- Going into Legislative session, things will get busier.

Which technical assistance exercise does each agency feel would be the most helpful?

- VR: Business Services
- ECIPDA: Business Services
- ICBVI: Business Services
- CTE: Customer Flow
- DHW: Business Services
- Aging: Both
- IDOL: Business Services

Ms. Secrist will tell USDOL and Maher and Maher that Business Services is Idaho's priority and start refining what that could look like and the timeline.

WIOA Title I Youth Program Funding Discussion

At the January Council meeting, the Council will be reviewing the Title I Youth Program policy. Right now, the policy states that 100% of the WIOA funding for youth is dedicated to out-of-school youth. WIOA allows for 25% of the funding to be allocated for in-school youth. The Council has interesting in exploring requesting a waiver from USDOL to split the funding 50-50. If the Council decides to pursue this route, the policy work will come back to the Committee.

There is concern about how the system would be setup so it would not impact VR programs regarding their WIOA requirements. If there is a way to integrate VR into other programs being used, it might help address the issue.

Adjourned at 11:38 a.m.