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Vice Chair

## **WORKFORCE DEVELOPMENT COUNCIL**

317 W Main Street, Boise, Idaho 83735-0510

### **One-Stop Committee Meeting Minutes November 10, 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~~, Molly Valceschini (proxy for Adrian San Miguel)

**Guests:** Dan Cabrera, Sarah Nash Laurel McMahan, Hannah Lopez, Liesl Milan

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

**Called to Order at 10:30 AM**

**Welcome**

**Roll Call – Quorum Met**

**Review Agenda – no changes to the agenda**

**\*Approve October 13, 2020 Meeting Minutes**

**Motion by Mr. Butikofer to approve the October 13, 2020 Meeting Minutes as written.**

**Second by Mr. Selimovic. Motion carried.**

#### **One-Stop Operator Update**

A SharePoint site is being created for the One-Stop Centers. The site will include partner information, resources, etc. The site will be helpful and interactive.

Ms. Nash has met with all the IDOL One-Stop Operator Office Managers and is going to start meeting with all the WIOA partners.

Ms. Nash sent out updated guidelines to the IDOL Office Managers on the difference between regional meetings and annual training.

Ms. McMahan has accepted a position with Central District Health. Her first day will be November 30.

### **\*Statewide MOU Approval**

A draft Statewide MOU was sent to the Committee. As Ms. Nash was getting ready to start collecting signatures for the MOU's, Ms. Secrist and Ms. Nash realized the MOU's would have to be signed again once the Live Better Idaho site was decommissioned. Health and Welfare have now implemented their new website. The Live Better Idaho site will be taken down in March. Ms. Secrist, Ms. Nash, and Ms. Brady updated any language in the MOU referencing Live Better Idaho. Ms. Secrist reviewed the changes to the MOU. In addition, there is a reference to the One-Stop Operator having discretion over which business services are provided across the partners. This language was removed as it is each entities decision. Please see attached document.

**Motion by Ms. Brady to recommend approval of the Statewide MOU to the WDC Executive Committee. Second by Mr. Butikofer. Motion carried.**

### **Use of Qualtrics for EO and Customer Service Survey**

Ms. Secrist had a discussion with Craig Shaul, IDOL's Labor Economist, on exploring opportunities within WIOA or the One-Stop system to use Qualtrics to automate data gathering efforts. Customer satisfaction surveys and EO surveys are two opportunities to consider.

Each agency is using a manual process to collect EO survey data which must be aggregated and submitted to the State EO Officer by September 1 each year. The cost of having a person do that work may be more than what it would cost to acquire a Qualtrics license. Is the Committee interested in exploring putting the EO Survey in Qualtrics?

- Each agency could contribute to the cost of the Qualtrics license and could be incorporated into the Cost Sharing Agreements.
- The partners will each need to go back to their agency to gathering information on the current cost for collecting and aggregating the EO Surveys.
- Qualtrics should be able to assign a unique link to each agency so participants can be tied back to the program they are participating in.
- Could the agencies just use Survey Monkey?
  - Survey Monkey is designed for mass surveys. Qualtrics is designed for research and data collection.
- Some agencies have procurement cost limits.
- It will be interesting to know the logistics of how Qualtrics would function in the regional offices (e.g. computer setup for participants to take the survey).

The Committee is interested in exploring using Qualtrics for the One-Stop System. Ms. Secrist will continue working with Mr. Shaul on this project. If the Committee starts down a path of focusing on the EO survey, the discussion on customer satisfaction surveys can come later. Ms. Secrist will ask Mr. Shaul to present on Qualtrics at an upcoming Committee meeting.

**Motion by Ms. Gonzalez to adjourn. Second by Ms. Brady.  
Adjourned at 10:55 AM**