

ONE-STOP COMMITTEE
1st QUARTER PY20 MEETING
September 11, 2020
Zoom Format

= Meeting Summary =

Present: S. Ballard, K. Beckman, B. Beisel, J. Breedlove, C. Dyer, D. Lightner, A. Miller, A. Nicholas, F. Polen, R. Reasonover, S. Rippeth, K. Steele, M. Trew, V. Wright

Absent: S. Carson, M. Carver, M. DiGiacomo, R. Guedel, N. Hackenbracht, D. Haverfield, M. Hinkel, J. James, P. Jones, S. Lenigar, J. Meek Eells, J. Meyer, M. Ramsell, R. Seemann

Guests: None

Welcomes and a goodbye:

- Goodbye – Melody Fuller – Stark Tuscarawas Workforce Development Board.
- Welcome – Rebecca Harris
- Welcome – Steve Rippeth from Buckeye Career Center. Steve is the new Assistant Director of Adult Education.

CALL TO ORDER – A. Miller – 9:00 a.m.

ROLL CALL

APPROVAL OF PREVIOUS MEETING MINUTES – A. Miller (attachment)

MOTION: TREW MOVED TO ACCEPT THE 4th QUARTER PY19 JUNE 12, 2020, MEETING MINUTES. BEISEL SECONDED. MOTION CARRIED UNANIMOUSLY.

COMMITTEE UPDATES

ONE-STOP EMPLOYER SERVICES ACTIVITY REPORT (August 2020) – K. Beckman (attachment)

- Very busy month.
- 16 New Employers requesting staffing assistance for 50-60 openings.
- Since COVID production is ramping up and are seeing that the employers are really in need of employees and unlike what you might think with the higher employments they are having difficulty. They are relating that they are not able to find the employees that they are looking for.
- Employer Outreach to 12 – new contacts.
- Job orders are the job postings received from employers – 129 for August between Stark and Tusc. and this is a higher number than normal. This does not necessarily include job postings that needed reposted or were extended these are brand new unique openings with an average wage was \$13.23. The 129 job postings equated to 712 job openings.
- Heard from employers of 77 placements with an average placement wage of \$13.81.
- By the end of August had 254 active postings and equated to 1,449 job openings.

BUSINESS RESOURCE NETWORK – BRN

10 Companies Interviewed; 4 Proposals Delivered, \$4,060 Leveraged Resources; and 12.50 Average # Partners/Proposal.

Continue to do their best to serve the employers needs and appreciate the partnership with community leaders to help them find jobseekers and help fill these positions.

Question: Year-to-date average wage for Tusc. is about \$3.00 more than Stark? **Beckman** commented that there are a lot of manufacturers in Tusc. and find that the wages are a little higher. Stark has more retail industry and the production is a little lower than the manufacturers are paying. Some of the laborer positions in Tusc. are quite a bit higher and drives the wage.

ONE-STOP RESOURCE CENTER REPORT (August 2020) - A. Miller (attachment)

Started with the resource center report by first reviewing the procedures currently in place to see customers coming in to use the resource rooms in each county.

- Reopened July 13th and all customers are seen by appointment only. No one without a scheduled appointment is allowed into the center.
- There are large red signs on the doors in each county that direct those who walk up to call to schedule an appointment.
 - If an individual still walks into the center without an appointment, they are directed by the security officer to step out and call to schedule.
 - These signs have been extremely effective and the vast majority of people walking up to the doors do take notice of them and stop and call instead of walking in.
 - Many people continue to think we are the Unemployment office and we notify them that we are not.
- When an individual calls the center, the staff determine what the individual's need is and if they truly need to come into the center to use the services or if they can be assisted virtually.
 - If the individual needs to have a resume done, wants assistance with job search, do a mock interview, etc., we will schedule them a virtual appointment.
 - The virtual appointments can be done any time between 9:00 a.m. and 4:30 p.m.
 - Resource room staff will call the individual to assist them with their job search.
 - We recently updated our computers and now have access to Microsoft Teams. If a customer wants a face to face virtual appointment, we can do that using Teams.
- If the customer is able to self-serve and does want to use the center, we will schedule an appointment.
 - The center is open to the public from 10:00 a.m. – 3:00 p.m. Customer appointments are scheduled for 1 hour with 15 minutes between appointments for cleaning.
 - Appointment slots are 10:00 a.m., 11:15 a.m., 12:30 p.m. and 1:45 p.m.
 - The appointments are to either use a computer or to use one of the tables to do their work. This is for individuals that may have a laptop and just want to be able to use the Wi-Fi.
 - There are six computers and two tables in Stark County and four computers and one table in Tuscarawas County. The reason for small numbers is that we have to maintain proper spacing.
 - There are also 15-minute appointments to use the phones.
 - We emphasize to the customers when making the appointment that the services are for job search only.
 - When a customer is in the facility using a computer, our staff are signed into the computers to view the customer screen and assist if needed. The customers have a phone beside their workstation with the phone number to call for assistance.
 - If a customer is improperly using the computers to print or exploring inappropriate sites, the staff have the ability and authorization to shut the computer down if the customer has been warned and is still improperly using the equipment.
- Customers are able to have copies made or faxing done without having to schedule an appointment.
 - Staff will have the individual come in, register with the center, and then do the service the customer needs. There is a limit of 10 copies for each customer. Following safety procedures such as wearing gloves and masks for both staff and customers.
 - The copier, fax and printers are now all behind the front desk. If work is not job search or unemployment related, it will not be done for the customer.
 - We have had several situations in which customers wanted something faxed or printed that was not job search related, that we have not been able to do for them.
- No matter how a service is provided to the customer, we are completing a registration in GStars.

- For those coming into the center, we are providing them a packet that has two forms, the welcome letter which lists all the partners, and the partner information sheet, which lists each partner, what they do, and has contact information.
- We will also tell them about the partners during the registration process and ask if they would like a referral.
- I know many of you are used to getting a lot of referrals from OhioMeansJobs and this has definitely changed due to COVID. However, we are starting to see an increase in traffic and expect that the number of referrals will increase.

Question: Cut off the copying? **Miller** advised that if someone is printing things they should not be printing, and they are reminded they can only print job search related information and are limited on the number of things printed. If they refuse to stop, which unfortunately has happened we can shutdown the computer from the remote access.

The resource center report is now a hybrid of what you received at the last meeting, and the old report. This August report is through August 26th.

- Since we have reopened there have been year-to-date 318 systemwide visits, 254 in Stark and 64 in Tusc. These visits also include virtual appointments by all staff of the centers.
 - In the past, all visits tracked were those happening in the physical center. Since much of the work that is being done now is from home, this number includes those types of visits as well.
- In August there were 136 visits systemwide, with 110 in Stark County and 26 in Tuscarawas County.
- The demographic areas are tracking information only on first time customers to the system.
 - Surprisingly, the percentage of customers coming into the system that are unemployed are very similar to the percentage at the end of PY19.
 - It was systemwide 68%, Stark County 70 % and Tuscarawas County 61%.
 - Another thing to note is that numbers of customers coming from other counties. Traditionally, in Stark County 10% of customers came from other counties and in Tuscarawas County 14% came from other counties. Now it is 100% and a 100%.
- The back of the old report also had information about the Ohio Work Incentive program that we did in conjunction with Stark and Tuscarawas Counties.
 - This program provided incentives to individuals on public assistance who got a job and were either able to get completely off cash assistance or reduce their cash assistance.
 - They also could receive additional incentives if they stayed at their job for 90 days and 180 days.
 - The program ended effective June 30, 2020.
- Rapid Response. Surprisingly, we have not had a lot of rapid response activity after the initial batch of shutdowns due to COVID. Timkensteel has continued to lay off small groups of employees each month and that is the only rapid response event in August. They do continue to provide us with employee names and addresses so we are doing mailings to those individuals.
- Resource Center Activity. It is important for you to see the in-office appointments, virtual appointments, and those coming in for faxing and copying to get a true idea of resource room use.
 - In Stark County there were 23 resource room appointments, 13 virtual appointments, and 19 who came in for copying and faxing services.
 - In Tuscarawas County there were 14 resource room appointments, 2 virtual appointments, and 9 who came in for copying and faxing services.
- Facebook Live every Thursday at 1:00 p.m. You are provided with both the information about the past month's events and the upcoming events for the next month.
 - Really would like to strongly encourage everyone to take advantage of doing a Facebook Live to get information out about your agency and the great things each of you are doing.

- We are also now streaming live on YouTube at the same time we stream on Facebook Live, so you have the ability to be viewed on two different platforms. We also have different playlists on the YouTube channel – one specifically for getting to know our partners.
 - If you have not already, please go in and view the page and subscribe.

Miller asked everyone to let her know if there are additional things that can be done to share information about their programs to customers using our center.

- We have a strong social media presence and would love to post information about your programs, recruitments, etc. on social media.
 - We have Facebook, Instagram, Twitter, LinkedIn and YouTube now.
- Asked what other things could be done to assist you? Email **Miller**.

Question: Reasonover inquired about the elimination of Incentive program at the State side? **Breedlove** advised that this program has been in place for several years. There were some areas that did actively participate in this program. Quite possibly think that the State may have wanted to move in a different direction with this specific type of a program. From what we understand is that there may be some other possibilities with regard of the use of these funds for other types of programming other types of incentive opportunities. Has been some discussion at the State level about that. **Question:** Is there an annualized or formalized report on how that program functioned? **Breedlove** commented we could make requests. The information that we would receive in the workforce areas would be basically by workforce area the level of participation and the level of spending as it relates to this particular incentive program. In terms of a yearly report, we can certainly make a request for that and get that information to you. **Question:** Was it a good instrument? **Breedlove** advised that we worked very closely with our Job and Family Services partners on this program. It was truly a collaboration in terms of with individuals that are coming to the TANF partner, Stark County as well as Tuscarawas County Job & Family Services, as individuals would be applying for various types of assistance. We had a collaborative in a coordinated way of working with those individuals getting them registered onto the OhioMeansJobs.com system. We thought that was key and crucial from a job search standpoint and access to various different types of resources. Worked very closely with our partners on the connection as well as the communication of the participant information. We thought it was an excellent program here locally.

ONE-STOP SUBCOMMITTEE UPDATES – A. Miller – (attachment)

Most of the meetings we normally have were cancelled.

- The August One-Stop Partner meeting was cancelled, but I plan on having a meeting for October.
 - I'd like to find out from everyone what they would like that meeting to look like – since most of us are working from home or strictly at our locations, I'd like to send out a poll to everyone to find out what they would find useful in a partner meeting.
- We are going to be moving forward on the idea of virtual workshops and there will be more information about that coming to you shortly.
 - Planning to have a virtual workshop committee meeting in the next few weeks.

MOTION: TREW MOVED TO ACCEPT THE COMMITTEE UPDATES AS PRESENTED. REASONOVER SECONDED. MOTION CARRIED UNANIMOUSLY.

ONE-STOP UPDATES - A. Miller

Expenditure Report 4th Qtr.

- Expended the budget completely for PY19. Both in Stark and Tuscarawas counties.
- The first page shows the final budget for Stark County and page two shows the final budget for Tuscarawas County.
- While we were over in two cost pools, we were under in others which enabled us to come out even.

- On the third page of the report you can see that all partners have paid their PY19 amounts and there does not appear that anything is outstanding at this time.
- Sent out to you an updated PY20 budget for your review yesterday. This budget includes the addition of Job Corps one FTE for PY20.
 - This changed the amount of the original FTE for Stark County from \$9,145 to \$8,900.
 - If you are paying the minimum FTE, that cost is now \$5,340.
 - There was no change for Tuscarawas County. One FTE cost is \$10,605 and the minimum FTE cost is \$6,360.

MOTION: POLEN MOVED TO ACCEPT THE EXPENDITURE REPORT AS PRESENTED. STEELE SECONDED. MOTION CARRIED UNANIMOUSLY.

MOU Goals Report – 4th Quarter and Full PY19 – Miller (Attachment)

- For the sake of time did not go through all the 4th Quarter MOU Goals. Only pointed out that there is N/A fourth quarter job seeker customer satisfaction rate since there were no customers in the centers in that quarter. The full year goals report includes the first three quarters job seeker customer satisfaction numbers.
- Hopefully by the next report will have something in place for the 2nd Quarter.
- Full Year report for employer customer satisfaction goal was 90% and actual was 94%.
- Job seeker satisfaction goal was 85% and Actual was 95% which was just for through the first 3 quarters.
- Continued through all other categories.

Question: 4th Quarter employer customer satisfaction based on 4 of 19 respondents? **Miller** advised only 4 of 19 responded. **Beckman** added that the one person out of 4 that stated that they were not satisfied did also answer that they would use our services again and they would recommend our services; but did not give any type of explanation as to why they were not satisfied. Would like to do something in the future that if they mark that the are dissatisfied that they share so that if there is an area of opportunity or something that we can do to try to help that we are aware of it.

MOTION: LIGHTNER MOVED TO ACCEPT THE ONE-STOP MOU GOALS REPORT 4TH QUARTER AND FULL PY19 AS PRESENTED. POLEN SECONDED. MOTION CARRIED UNANIMOUSLY.

NEW BUSINESS – J. Breedlove

Virtual Job Fair Opportunities

- State ODJFS Office of Workforce Development and JobsOhio, the State’s economic and development entity, have been collaborating and working together to contract with Brazen which offers a platform to present and make available virtual Job Fair opportunities. Through this partnership they are making available to all 20 workforce areas in the State of Ohio Workforce Boards the option of a certain number of virtual job fair events in their workforce areas. Stark and Tuscarawas Area 6 have received the allocation of 2 events. They will also make available a fee schedule to plan additional events at a cost. The two that we have received for our area, we have scheduled one with the Stark Economic Development Board at the end of October as well as one with the Alliance Chamber possibly the middle of November. Looking to have an event in Tuscarawas County also.
- ODJFS Office of Workforce Development and JobsOhio additionally have contracted with different entities in these economic development regions and in Northeast Ohio, Team NEO is that economic development partner to provide technical assistance in running these types of events.
- We see our involvement through the OhioMeansJobs Centers as being a recruitment and outreach medium to be getting information out to the community about the events as well on the employer

recruitment side if we have employers that are interested in this type of event we would share that with that technical assistance lead as well as with the Board and the chamber for these two events.

OLD BUSINESS - J. Breedlove

One-Stop Enhancement Funds

- The State has made available Rapid Response funds to workforce areas to enhance the OhioMeansJobs Center experience working with customers. We received \$80,000.
- We are looking at furniture options. Purchasing chairs for all staff and partner staff that are working in the center along with other furniture enhancements.
- Also looking at a new phone system that will provide us with more flexibility.

PARTNER UPDATES

Buckeye Career Center – Frank Polen

Starting Monday will be operating the full-time courses. Will be able to run 7 of their 8 programs. The one with low enrollment is the Medical Office and Billing. Had a virtual orientation and brought in the individual programs to meet the instructors and complete paperwork. Thanked OhioMeansJobs for helping many of the students with funding to start a new path to a new career.

Stark County Community Action Agency – Alanna Nicholas

A huge thank you to Dan and all the staff in Youth Services at OhioMeansJobs Center for helping them to potentially close out a summer youth program to where the kids were able to receive incentives as rewards for academic increase attainment. For taking a dive and seeking subsidized employment and to be enrolled in post-secondary education. For the families, the youth are energized. It is exciting and helping to shift the model that education and certificate-based training does have value and the youth are able to carry that message through the community.

Job Corps – Kathy Steele

Still enrolling and as soon as they can get Anna back in the building they will. If anyone has any questions, reach out to Kathy.

Tuscarawas County Public Library – Virginia Wright

The library is now partially open. Still doing curbside pickup and delivery. The Adult and Children's departments are now open for browsing of the collections. Do have public computers available for 30-minute limits. Offering fax and print services. Notary services by appointment and doing quite a few virtual programs. Two coming up in the fall, Job and Career and Learning Express Library. **Miller** asked her to get the information to her and she will post it on OhioMeansJobs Facebook page.

OPEN DISCUSSION: None

NEXT MEETING: – Friday, December 4, 2020 at 9:00 a.m. - 2nd Quarter PY20 – Stark County

MOTION: REASONOVER MOVED TO ADJOURN. BREEDLOVE SECONDED. MOTION CARRIED UNANIMOUSLY. MEETING ADJOURNED AT 10:04 a.m.