

**ONE-STOP COMMITTEE**  
**1st QUARTER PY19 MEETING**  
**September 6, 2019**  
**OhioMeansJobs Stark County**

**= Meeting Summary =**

**Present:** *K. Beckman, J. Breedlove, S. Carson, M. DiGiacomo, M. Hinkel, J. James, M. Lewis, D. Lightner, A. Miller, A. Nicholas, B. Starrett, Bob Taylor, V. Wright*

**Absent:** *R. Baker, W. Beisel, K. Bhakuni, C. Dyer, R. Guiedel, D. Haverfield, P. Jones, S. Lenigar, J. Meek Eells, J. Meyer, F. Polen, M. Ramsell, R. Reasonover, R. Seemann, M. Trew,*

**Guests:**

**CALL TO ORDER – A. Miller – 9:00 a.m.**

**INTRODUCTIONS**

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

**MOTION: LEWIS MOVED TO ACCEPT THE JUNE 14, 2019, – 4TH QUARTER PY18 MEETING MINUTES. DIGIACOMO SECONDED. MOTION CARRIED UNANIMOUSLY.**

**COMMITTEE UPDATES**

**ONE-STOP EMPLOYER SERVICES ACTIVITY REPORT (August 2019) – J. Breedlove (attachment)**

- 11 new employers between Stark and Tuscarawas Counties.
- Hosted 6 different onsite recruitments.
- Employer outreach is the companies that contacted the center for more information about our recruitment services.
- Back of attachment lists new employer activity along with the current activity.
  - Current job orders at 251 which represents 832 job openings; received 50 placements from employers for August with 37 in Tusc. County and 13 in Stark at an overall average wage of \$18.39 per hour.
  - One of the employers in Tusc. County, Extreme Trailers, works directly with our Tusc. office in terms of their hiring. Anyone visiting their plant for employment is redirected back to OhioMeansJobs Center for their openings.

**BRN**

- For those that are new to this committee, **Breedlove** explained that the Business Resource Network is a business retention and expansion model. It is a way for us to be able to go out and talk to businesses to find out what their needs are. Specifically what challenges they face and bring that information back to a partnership of about 40 different entities all with some sort of a service they can offer to a business. A proposal of services is put together for that company to help them resolve their challenge. Then the interviewer will take that proposal back to the company.
  - Two interviews conducted in August; 7 proposals delivered, \$40,060 in leveraged resources provided to interviewed businesses, and an average of 6 different BRN partners listed on the proposal.

**ONE-STOP RESOURCE CENTER REPORT (August 2019) - A. Miller (attachment)**

- System-wide 4,006 visits year-to-date; 3,037 in Stark and 969 in Tusc. for a daily average of 69 customers a day in Stark and 22 in Tusc.
- Looking at the county of residence as far as where our customers are coming from, everything on the demographics side and further is from our new customers. Year-to-date 72% of the customers utilizing our system are from Stark County, 18% are from Tuscarawas County and 10% are coming from other counties. That is a significant number of people coming from other counties to utilize our services.
- In August had 117 attend workshops in Stark County and 203 attend year-to-date. In Tuscarawas County had 12 attend workshops in August and 20 attend year-to-date.
- Have made 737 referrals to our Partners

- PY19 had 11 placements to the Ohio Works program that we do in conjunction with Stark and Tuscarawas County Job and Family Services.

## **RAPID RESPONSE**

### **Stark County – 7 events**

- Timkens steel – There were two different events for Timken, one in July and one in August in addition to the previous event in June. We were given names and addresses of the June and July employees and were able to do a mailing. Waiting on a list for August.
- Jimmy’s Restaurant – closed July 12 – dropped off packets.
- Charming Charlie’s – closed in August – Had rapid response employee meeting in July for 4 employees. Part time employees were given packets.
- Nationwide Mutual Insurance – Laying off home-based workers on 10/4/2019 – 24 total. Rapid response employee meeting on 8/20/19 – 21 attended.
- CCU Coal and Construction LLC – This company submitted a WARN notice as they have employees in 9 counties being affected. The Stark and Tuscarawas County offices are – East Canton, Strasburg, Gnadenhutten and New Philadelphia. Each of the offices has 1-3 employees that are being laid off. Working on getting employee meetings set up.
- NextGen Healthcare – Will be closing their North Canton office on 11/1/2019 – 82 employees impacted. Working on getting meetings set up.

### **Tuscarawas County – 6 events – including the three CCU Coal events**

- Tuscarawas Auto Parts – Had employee meeting 8/8/2019 for the three impacted employees.
- Cleveland Clinic Union Hospital – Closing their transcription dept. 9/30/19 – 7 impacted employees. Dropped off packets.
- Tuscarawas County Health Department – closing their Alcohol and Addiction Program on 10/31/19 – working to get employee meetings set up.

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

- **Stark One-Stop Partner Committee & Tusc. One-Stop Partner Committee**
  - Everyone is invited to attend these meetings with updates of things happening in the One-Stop as well as Partner updates and a speaker usually comes in.
  - In Stark County for the August meeting the Veterans Service Commission came in and gave an update and the Tuscarawas County Reentry Project spoke at the Tusc. County meeting.
  - **Miller** invited anyone in attendance at this meeting could come in and be a speaker at the Partner Committee meetings.
- **Workshop Committees**
  - Looking at the workshop numbers for the program year, numbers have been going down. Stark County is still seeing a good flow of customers coming in but not in Tusc. County. Took a big picture idea – how to change what we are doing with workshops as a whole. Instead of looking at workshops as we have to do them every single week we changed focus to what can we do new and innovative that will get people’s attention, get these important materials to them and get them engaged.
    - Each county’s area met and came up with different ideas.
      - Tusc. County came up with the idea that started implementing in August which is called Fast 15. The idea of the Fast 15 is that if there are a couple of people working on the same thing or maybe there is a topic that staff think would be a cool thing that more people need to hear about but won’t go to a workshop. We can gather others in the resource room and have a Fast 15 – a quick workshop, announce what the topic is going to be and if you are interested come on over for a quick 15 minute workshop. Did three of these in Tusc. County; Six Second Resume Scan, Cover Letters, and What’s Happening.
      - Stark County came up with the idea to focus on something that dealt with barriers and challenges. Stark has good workshop numbers so they wanted to have a workshop that looked at what are some things people are struggling with and how can we address that. Trying to find a way to market this and get people engaged in how do we keep you working. We had a workshop called Employable

Me done as a special event. People got engaged but were not focused on barriers so working on retooling that and having it be a workshop to offer on a semi-regular basis.

- **Miller** will continue to update about the things happening from all the other ideas.
- **Special Event Workshop**
  - Tuesday, October 22<sup>nd</sup> – more information will be coming. “Job Search Technology Day – You’ve Got Questions We’ve Got Answers.” Focusing on three areas: 1) mobile apps; 2) Applicant Tracking Systems; and 3) internet job search security. There will also be an employer panel that will be focusing on Applicant Tracking Systems.

**Lewis** questioned if there are any workshops on workplace conflict resolutions. He has been getting inquiries about this but Buckeye Career Center does not teach any courses on this topic. **Miller** asked **Wright** if the library teaches anything on this. She commented that they have not taught anything, but do have resources that she will find for him.

**MOTION: CARSON MOVED TO ACCEPT THE COMMITTEE UPDATES AS PRESENTED. JAMES SECONDED. MOTION CARRIED UNANIMOUSLY.**

### **ONE-STOP UPDATES - A. Miller**

#### **Expenditure Report 4th Quarter of PY18 (Attachment)**

- Last meeting talked about a couple of areas where we had some concerns that we were over; however **Byrd**, Workforce Initiative Association CFO, felt that we would be able by the end of the PY to balance that out and he was able to do that. We updated the computers in the resource room in Stark County and added the newest MS Suite in the computers in Tusc. County.
- Update was also shared that we were going to be updating the computers in Tusc. County, getting new computers in Tusc. County both in the resource room and the computer lab. Our goal is to have that done by the end of this PY, but have actually started that process.
- On the 3<sup>rd</sup> page of the attachment it showed OOD still had an outstanding balance, they have paid that.

#### **MOU Goals Report – 4th Quarter of PY18 & Full Year PY18 (07/01/2018-06/30/2019) - (Attachment)**

**Miller** reviewed the MOU Goals.

- Highlighted a goal that the resource room had for the last year was increasing the number of customer surveys that they receive. Always trying to make sure that they are providing top customer service but if there are only 3-4 surveys how well are we actually doing. They made sure that all of the staff and Partners that work in the resource center were actively talking with customers. Making sure that when they came in they were given a customer survey and at any point in time they were talking with them they asked them to fill out the customer survey. That was whether it was good or bad. We are not afraid of bad reviews; we want to hear what people are saying. If we don’t know what is wrong we can’t fix it.
- In the first quarter of this PY in Tusc. County we had 12 surveys completed. For the last quarter we had 125. The first quarter in Stark County we had 76 surveys completed. For the last quarter we had 246. For the full year we ended up with over 800 surveys completed. This is a reflection of all the hard work we are all doing in the centers to make sure we are doing the best job we can for our customers.

**MOTION: JAMES MOVED TO ACCEPT THE ONE-STOP UPDATE - EXPENDITURE REPORT AND MOU GOALS REPORT AS PRESENTED. TAYLOR SECONDED. MOTION CARRIED UNANIMOUSLY.**

### **NEW BUSINESS – Visitor Policy – A. Miller – (Attachment)**

- Everyone has received emails from **Miller** about this and has received the policy.
  - All of the staff assigned to the OhioMeansJobs Centers has attended a mandatory training.
  - We like that we have a very open facility, but also have to be aware of safety.
  - Explained the new Visitor Policy and those using the Conference Rooms.

### **OLD BUSINESS – Amy Miller**

- **VANTAGE Aging**
  - In the Tusc. County office VANTAGE Aging’s partner contribution is staffing 20 hours per week in our resource room. They had not been able to have anyone fulfilling that obligation since November of last year.

Tammy Bigler from VANTAGE was here last month and she shared that they were actively doing some things to resolve that situation but had still not been able to find anyone. At the end of the program year they had not been able to find anyone, but happy to say that someone has been interviewed last week and hopeful that they will be able to start this coming week. We did bill them for the 6 months that they did not have a person in place and will be billing them for the additional months that they did not have anyone in place.

- **Library MOUs**

- At our last meeting we did not have both of the library MOUs signed. We do have them signed at this point.

### **PARTNER UPDATES**

#### **VANTAGE Workforce Solutions – Bob Taylor**

For next quarter there is going to be a focus on certificate training. Everybody that comes into their program is currently given an IEP but part of their IEP now will be more certificate based. There will be a series of on-line certificates that they will complete before they can actually get certificates. They have to show they really are interested in gaining that. It's been shown especially for older workers certificates help when they are interviewing. Our goal is for people to leave their program eventually.

#### **Workforce Initiative Association – JoAnn Breedlove**

In the past the Business Services Manager was a dual role as Business Services Manager and Business Resource Network Manager. We have split that role and Kristen Beckman is the new Business Services Manager and Matt Falter is the Business Resource Network Manager and will maintain his current role as BRN Project Director.

Strengthening Stark 2019 Stark County Job Fair, Wed., Oct. 23<sup>rd</sup>, 9a.m.-noon – Flyer attached - Explained the Strengthening Stark initiative. Yesterday hosted a couple of Train the Trainer sessions for community based organizations that work with specific populations to help give them the tools to share with their communities to help individuals prepare to be successful at an event like this. SARTA will provide transportation to and from this event. OhioMeansJobs Center will register employers (cost \$150) to attend and get information out to the job seeker and community. Will send flyers electronically to everyone.

The Fresh Start to a New Career – (employer outreach) Flyer attached – A Tuscarawas County event Saturday, Oct. 12<sup>th</sup> at the Buckeye Career Center from 8 a.m. – 11 a.m. A free breakfast for everyone. (UPDATE – this event is rescheduled for spring 2020.)

#### **Tusc. County Public Library - Virginia Wright**

Still going through renovations, now everything is shutdown except the main lobby but still trying to offer full services. Looking forward to reopening at the end of the year. Will have wonderful meeting spaces.

Regarding surveys after the programs has really been helpful. Because of the surveys from the programs done at OMJ, a lot of the programs they are planning for the fall came from feedback from those surveys.

Lynda.com is still being offered to customers for free. It is required to have a LinkedIn account. This was very controversial for libraries because of security and privacy issues but the library has decided to continue to offer this service when libraries in Ohio have decided not to do that.

Question: about LinkedIn account – To use Lynda.com you must have a LinkedIn account. They are really pushing how to set privacy settings when having a Lynda.com account and it is now called LinkedIn Learning for libraries.

#### **SCJFS – Danelle Lightner**

Have been going through construction for the last 9 months; hope to be done by the end of September. They have three different divisions; Child Support, Children's Services, and Human Services. To conserve money the Child Support division is moving into Human Services at midtown. They have added a drive-through lane so they can continue to take payments through a drive-through. Have had to suspend a lot of training classes so it will be nice to start offering services again.

#### **Stark State College – Mandy Hinkel**

Recently started really pushing short-term training funding they have available. They have \$1,000 for every student that applies for non-Pell eligible classes or programs. Go to Stark State and google short-term training it will list all the

programs that qualify. Having trouble spending this money. Asked if anyone has candidates or ideas they would gladly take them. It is credit and non-credit. Only qualification is to show financial need. The grant runs out in June 2020.

Have recently partnered with Ed2Go and are offering online courses on the non-credit side. So now they are able to provide that training to employers that might only have a couple of people.

They are also having a job fair, an IT event in October, and an evening career fair in October.

### **Canton City Schools – Beth Starrett**

They are now at Souers behind Aultman Hospital. Had another move this fall Aspire their program that offers GEDs, English as a Second Language and trainings that prepare for college all moved into the Souers' building and will be up and running Monday. Hoping this will enable them to become full service.

Goal is to increase by 5% each year and is at a 70% increase for this fall. Have been doing lots of online marketing. Had a fear that a couple of programs would close but they are running and are running more programs than were run last year. With the increase in students their next heavy lift is retention. Pushing their success coaches, making sure students know they have access to the coaches and that they have to tell them if they have an issue.

Partnering with the library to do Google training for staff on a monthly basis.

### **Buckeye Career Center – Mike Lewis**

New F/T welding program with 6 students and 1 female. It is 750 hours with the opportunity for four different certifications.

Enrollment is up about 12 students from last year.

Program name change – used to have a OPOTA (Ohio Police Officers Training Academy) but that is the name of the headquarters in London, Ohio so they had to change it to LETA (Law Enforcement Training Academy). Just got their 10<sup>th</sup> student to pass the fitness prerequisite. Thanked Stark State because there were a couple of individuals that did not get in their program on time so they are being referred back to BCC.

Have 5 non-traditional students this year meaning 5 students that are enrolled in programs that are not traditional to their gender. Two females in male dominated programs and 3 males in female dominated programs; a male in dental assisting, 2 males in medical office and billing, a female in welding and a female in the heavy equipment operator program.

Next hope is to do a machine apprentice program. It takes 4 years to complete. Will probably offer a 1-year F/T program to give them the same things. They just wouldn't get a journeyman's card which is up to the sponsoring agency as to whether they get a card or not. Have found that most agencies don't offer a card so they can keep them. They would rather do a 9-month program so BCC is seriously leaning in that direction.

### **Project REBUILD – Joanna James**

Start new groups 4 times a year. Always recruiting and prepping. People spend 9 months with them. At any given time have 3 cohorts active at 3 different periods. Were awarded their fourth consecutive DOL grant. Took effect in February which puts them in active programming through December of 2020. Finished up the '17 and '18 grant about the same time they were kicking off the '19 and '20 grant.

Awarded another AmeriCorps so have been an AmeriCorps site since August of 2013. Kicked that off in August 2019 so all of our young people are enrolled in AmeriCorps so they all have an opportunity to earn an educational award that is about \$1,600.00 that they can apply towards post-secondary education. This allows them to dive into additional career pathways other than construction. Have formally added IT to their assortment of programming. Showing their young people how IT goes along with construction.

Mentioned how Dee at the library introduced them to the cloud earlier this year.

Just had a cohort start in July and next cohort starts middle of October. If you know of anyone it's an easy online application, just go to [projectrebuild.org](http://projectrebuild.org).

Retention is the biggest struggle.

Kicking off rebuild afterhours that were launched in July. Keeping kids after class and focusing on mental health and wellness.

#### **SCCAA – Alanna Nicholas**

At the end of the program year and thinking about branding and what they can do better next year or how they can expand partnerships.

Excited to offer “Grow with Google” and everybody working to promote it. September 18<sup>th</sup> hosting a “Grow with Google” day of training and partnership with Stark State College, The Library System, and The Regional Chambers of Commerce. The first part of the format is for job seekers so they can understand the dynamics and the adversity with the job search strategies using G Suite with the Google platform. This is also available to career coaches. A national trainer from Google will facilitate for the evening 5:30 p.m. – 7:30 p.m. Invited everyone on this committee to provide her with their email and she would send the link to this information. Their whole concept is how to work with the community partners to grow, increase and broadcast the greatness that is happening in Stark County and even start trying to get into a regional conversation.

It was mentioned that the Ohio CDC Association is holding their Annual State Conference in Canton in October at the McKinley Grande for three days.

#### **Stark County District Library – Marianna DiGiacomo**

One program that their youth services department is implementing this fall and it's going to be a series called Careers Without College. Geared toward high school students to give them an opportunity to explore options for after graduation if they are not going to college. Will be sharing some of those possible career paths and also have panels of people representing different careers to talk about how they got there and the students can ask questions. The first one is on September 19<sup>th</sup> and the information is on their website.

Opening a new Maker Studio this fall; September 19<sup>th</sup> is the open house. They have a lot of cool things and this is for students who want to work on projects, for small business owners, and entrepreneurs who want to test prototypes for their businesses and also for adults who want to craft with technology.

Focusing on addiction and recovery this fall with both speaking of books and One Book One Community programming. Working with StarkMHAR, Coleman, ICAN, CommQuest and Kent State Stark. The first event is September 12<sup>th</sup> with Elizabeth Vargas. She used to be on 20/20 and Good Morning America and wrote a book about her battle with alcohol and anxiety disorder. She will be speaking at the Palace Theater. In October, the One Book this year is **Beautiful Boy** by David Sheff a book about his son's battle with meth. All the Partners will be there and have resources available.

#### **ODJFS – Steve Carson**

Lisa DeCarlo has retired. The new supervisor for this area is Michelle Wendland. She has been with the state for several years and has a lot of experience. She is headquartered in Richland County.

Looking to fill a position for a Labor Exchange Workforce Specialist to fit in with the Business Service Unit to help work with employers and it will be a state position to work with them as well. Should be posted within the next week or so.

#### **OPEN DISCUSSION**

None

**MOTION: STARRETT MOVED TO ADJOURN. CARSON SECONDED. MEETING ADJOURNED AT 10:30 a.m.**

**NEXT MEETING: – Friday, December 6, 2019 – 2nd Quarter PY19 at 9:00 a.m. – Stark County**