

ONE-STOP COMMITTEE
3rd QUARTER PY20 MEETING
March 5, 2021
Zoom Format

= Meeting Summary =

Present: S. Ballard, K.Beckman, J.Breedlove, M.Carver, C.Dyer, R.Harris M.Hinkel, D.Lightner, A.Miller, F.Polen, R.Reasonover, S.Rippeth, D.Saylor, K.Steele, M.Trew, M.Von Alman

Absent: W.Beisel, S.Carson, M.DiGiacomo, R.Guedel, N.Hackenbracht, D.Haverfield, J.James, J.Meek Eells, A.Nicholas, M.Ramsell

Guests: J.Conley

CALL TO ORDER – A. Miller – 9:01 a.m.

ROLL CALL

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

MOTION: BREEDLOVE MOVED TO ACCEPT THE 2nd QUARTER PY20 DECEMBER 4 , 2020, MEETING MINUTES. REASONOVER SECONDED. MOTION CARRIED UNANIMOUSLY.

COMMITTEE UPDATES

ONE-STOP EMPLOYER SERVICES ACTIVITY REPORT (February 2021) – K. Beckman (attachment)

- In February, there were 8 new employers but still doing a lot for existing employers
- Unique Job Postings (which are postings that have not posted before)- over 60 in the 2 counties- average wages just over \$13
- From the 60 Unique Job Postings, this was equivalent to 350 job openings. Most employers are filling more than position per posting.
- About 37 placements(mainly in Tuscarawas. County for Gregory Industries which made the average slightly higher at \$17.31 per hour
- Year to date the average wage in Stark County is \$13.43 and Tuscarawas is \$16.25
- The open job postings at the end of February were 266 job orders which is a combination of new postings and repostings.
- The BRN activity in February consisted of 10 companies interviewed with 6 proposals delivered. Leverage resources in the amount of \$3500. The average number partners per proposal equaled 8.83.
- Social Media Postings: (Top 3 of the most popular)
 - #1-On 2/19: Matalco for the Production Crew Member at \$17.50 / hour with 265 engagements, 52 shares and 4003 people reached
 - #2-On 2/3: Miller Weldmaster for the Mechanical Assembler at \$12-\$16 per hour, Manual Machinist at \$18 per hour, Field Service Technician at \$35-\$48K; total of 181 engagements including 53 shares, 5767 people reached
 - #3-On 2/11: J&M Enterprises for Class A&B CDL Truck Driver at \$15-\$20 per hour; 171 engagements including 44 shares and 3515 people reached.
- In the month of October, November, and December, like to see 12 new employers per month and we did not reach these goals. This is usually a slower period of time during these months.
 - Lot of activity with current employers
 - Average of 5 new employers per month so a total of 15 new employers
 - New Job Orders per Month: Would like to see 65 new job postings per month but because employers having trouble filling positions- a lot of the jobs were reposted. Actual 49 job orders with a total of 146.

- Job Order Wage: Goal: \$12 / hour Actual: \$13.04 / hour
 - October \$13.66 /hour November \$13.53 /hour December \$11.92 /hour
 - December is lower since more retail job orders as Dollar General had a lot of postings
- Hiring Wage: The average wage of all known job order hires was \$13.32 per hour.
- Job Order Benefit:
 - Of the 15 new employers, 9 of them offered benefits.
 - 60% of new employers offered benefits (health and medical)

ONE-STOP RESOURCE CENTER REPORT (February 2021) - A. Miller (attachment)

Miller started with the resource center report by updating everyone on what is happening at the centers.

- Miller shared with everyone back in December that the centers had some changes to their operating schedule. Those changes are still in effect. To recap the changes:
 - The Stark County center is now only open to the public on Tuesdays and Thursdays.
 - The Tuscarawas County center is only open to the public on Tuesdays.
 - Regardless of county, on the days we are open the hours are 10:00 a.m. – 3:00 pm.
- As has been the case since we reopened, customers are seen by appointment only. No one without a scheduled appointment is allowed into the center.
 - Customers who want to fax or copy do not need to schedule an appointment, but they do need to call in to the office to be allowed to enter the facility.
- Staff are available to take calls starting at 9:00 a.m. to 4:30 p.m.
- When an individual calls in, 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.
- Customers are being given the option to have their appointment either using the phone or by using Microsoft Teams. To date, we have not had any customers who wanted to do their appointment on Teams.

February 2021 Resource Center Report (attachment)

- Year to date there have been 986 visits system wide (Stark-758 & Tuscarawas-228) with a daily average of 7 customers per day. Please keep in mind that these visits include virtual appointments.
 - As a reminder, 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 services as well.
- In February there were 69 visits, with 56 in Stark County and 13 in Tuscarawas County.
 - February was the slowest month we’ve had since we reopened. This is to be expected as it’s a shorter month and a very cold month, which keeps people home.
 - Visits are both virtual and in person.

The second page provides information on rapid response, in-center appointments, Facebook Live, Quick Tips, special events and workshops.

- First is rapid response. Timkensteel has been laying off small groups of employees each month but they actually filed a WARN notice in February to announce the idle of the Melt Shop in the Harrison Avenue plant effective April 15. This will impact 99 employees. Our workforce Specialist, Lona Helfrich, was given another contact at Timkensteel and is attempting to coordinate assistance for those workers.

- If we do have a session with the employees, it will be virtual. Miller is not sure how that is going to work as we haven't had anyone do a session since COVID hit but she is sure it can be done.
- This front page of the report will look a little different in the future as she will be adding the RESEA statistics to this page.
 - At our last meeting, Breedlove shared the opportunity we were given to deliver this program. she will be giving an update about RESEA in the old business part of our agenda.
- Next is the resource center activity for February.
 - In Stark County there were 12 resource room appointments, 4 virtual appointments, and 1 who came in for copying and faxing services
 - In Tuscarawas County there were 10 resource room appointments, 6 virtual appointments, and no one came in for copying and faxing services
 - There are three individuals who come into the center every two weeks to file their UI claim.
- The next section is Facebook Live tracking. Miller provided everyone with both the information about the past month's events and the upcoming events for the next month.
 - Thank you to Derek Saylor with the Canton City School Aspire program. He came onboard the group and immediately got pulled into doing a Facebook Live. He just did his live yesterday and did a great job. Thank you so much for your willingness to participate.
 - If any other partner would be willing to do a Facebook Live please let Miller know. It's a great way to get information out about your programs.
 - If you haven't already, please go in and view the page and subscribe.
- Quick Tips are our newest method of sharing information on Facebook and YouTube
 - These are one-two minute quick bits of job search information.
 - The idea is that an individual may not be willing initially to watch a 10 minute video, but they may be willing to watch a one minute video, which may get them more interested and result in them viewing a longer video.
 - Quick tips are taped and are posted every Tuesday at 1:00 p.m.
 - There is also a Quick Tips playlist on YouTube.
- Now offering three workshops virtually: "How to Ace an Interview," "Internet Job Search Made Easy," and "Getting Started with Social Media."
 - Each month we are offering each of these workshops twice a month.
 - We have individuals sign up to attend the workshops and then we send them a link to Microsoft Teams so they can join in the day of the workshop.
 - So far, we haven't had a much attendance for the workshops.
 - In February, only had one person attend "Internet Job Search Made Easy."
 - Each month we send out the workshop schedule to our outreach list to let others in the community know about the workshops. We are also putting the schedule in The Source each month.
- In March we begin offering workshops in conjunction with the Stark Library and the Tuscarawas County Public Library.
 - Individuals who wish to attend can contact us or register through the library registration portal on their website. In Tuscarawas County, it is offered at 6:00 p.m., and Stark is offering at 2:00 p.m. and 6:00 p.m. The first one was offered in Stark on March 1st.
 - While we aren't able to get these individuals registered in GStars, Miller felt it was more important to offer those workshops together than to worry about getting all the necessary information to register them in our system.

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

- The Stark and Tuscarawas County One-Stop Partner meetings re-started in October.
 - At those meetings we always have a speaker from a community agency or partner agency and then give updates about the one-stop as well as have partners attending give any updates.
 - If you would like to be a speaker at one of these meetings, please let Miller know. We're all doing things a bit differently these days so if you'd like to speak to the group, let her know and she will get you on the agenda.
 - Attendance at these meetings range from 30-35 people
- Miller stated there have not been any workshop committee meetings at this time.

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

ONE-STOP UPDATES - A. Miller

Expenditure Report 2nd Qtr.

- Page one shows the expenditures for Stark County and page two shows the expenditures for Tuscarawas County
- We are on track for the second quarter.
 - The only area we are significantly over is the Outreach Pool at 70% expended. As a reminder, when this pool has been fully expended, WIA covers the additional outreach costs.
- The third page of the report shows the specific expenses by partner as well as the current balance owed. Chuck Byrd, our CFO has not billed yet for this program year so that is why current receipts are at \$00.00. He asked Miller to share that he intends to get the billing out for the first two quarters by next week.

MOU Goals Report – 2nd Quarter PY20 – Miller (Attachment)

- Employer Customer Satisfaction-To assess efforts in meeting overall employer customer needs.
 - Goal is 90% Satisfaction rate
 - Actual is 100% highly satisfied or satisfied on 5 new employers.
- For job seeker satisfaction goal, we incorporated the use of our appointment system, Appointy, to then send out customer satisfaction surveys. Any time a customer has an appointment in the resource room or a virtual appointment, after the appointment an email with a link to the survey is sent out.
 - As you will see, for the first time, we did not meet our job seeker customer satisfaction rate. The goal is 85% satisfied, and we received 67%. We received three customer surveys, with one of the three rating themselves as very unsatisfied. When you only have three responses, it only takes one person to bring the rate down.
 - However, Miller believes this was an error in completion that the customer made as they rated the staff as excellent, she said that they would definitely use our services again and made a specific comment about how they appreciated our assistance.
 - While Miller certainly could have changed it based on the other categories, she did not do so as she wanted to share this information with the committee.
 - In discussing this with Resource Room staff, we are suggesting a change to the survey
 - Currently, it asks for their level of satisfaction. We would like to clarify that and change the question to, "Please rate the services you received" and have the categories be Excellent, Good, Average, and Poor. This would mirror the rating of the staff question, which is directly below.
 - Miller asked: "Is everyone alright with the survey being changed?"

- Von Alman-stated that when she sees the word “very” on a survey that she feels people do not read any other words and people just check it off. She compared it to her student surveys for accreditation, etc. as they have adjusted several times as she doesn’t think the word “very” links to negativity.
- Polen agrees with Von Alman as he sees their student surveys not making sense with how they circle their responses.
- Trew said we are dealing with a small sample size as it is only one person. He feels it possible they were unsatisfied with the service, but they liked the provider as they may not like the medium or modality using. Ultimately, we are talking about satisfaction, you need to get the feedback to improve services. Trew expressed, it’s not -are we hitting benchmarks, but are we improving processes, having discussions to dive deeper. Trew asked, “do any of your surveys have an opportunity to be reached out to if they have concerns to more feedback?” Miller replied, “There is an option to list their name and contact number.”
- Miller said, “she does agree with Trew’s responses as she is not afraid to get negative / unsatisfactory feedback. The only way to get better is feedback.” Miller constantly tells her staff to have people to fill out the survey. Trew noted, even if the customer does not list their name and number; it forces the conversation to improve by their answers.

MOTION: POLEN MOVED TO ACCEPT THE ONE-STOP UPDATE 2nd QUARTER PY20 AS PRESENTED. TREW SECONDED. MOTION CARRIED UNANIMOUSLY.

NEW BUSINESS

FOUR YEAR REGIONAL PLAN-J.Breedlove

Regional and local plans provide a framework for how the local areas define how their workforce development system will achieve the purposes of WIOA. They serve as a 4-year action plan to develop, align, and integrate the region’s or local area’s workforce development systems, and is basically setting the vision and strategic goals for the planning region and local area. Workforce Area 6 (Stark and Tuscarawas Counties) is a member of the East Ohio Region. Also included in the East Ohio Region is Area 17 (Mahoning & Columbiana counties) and Area 18 (Trumbull County). The East Ohio Regions last regional plan was completed/accepted in 2017.

Some of you may recall back in 2016 a strategic planning process where focus groups were scheduled by a consultant (Thomas P. Miller & Associates) that brought together important education, higher education, workforce development, and core workforce partners and programs to get their first perspectives on strategic priorities, operational strengths, and opportunities for collaboration. The regional plan, which includes each areas’ local plan, is required to support the broader strategy that’s listed Ohio’s Combined State Plan. So right now, representatives from the East Ohio Region are working on updating the current regional plan; the updated plan is due to ODJFS (Ohio Department of Job & Family Services) by the end of May 2021. They have created a timeline to have this completed well in advance of the deadline. A requirement of the plan is 30-day public comment period of the plan and sufficient time for responses to those comments. There will be an opportunity for our workforce system partners to review the plan and make comment during this public comment period and that will be forthcoming (MARCH 15-APRIL 13, 2021).

UNEMPLOYMENT INSURANCE PROGRAM-J.Breedlove

There has been a large amount of fraud within the unemployment system. We have been taking a lot of calls at the OMJ Center and have been directing callers to the following website unemployment.ohio.gov. On this website, there is a portal for participant or employer. If you are receiving fraudulent 1099, you will need to visit the website to report or obtain additional resources.

VIRTUAL CAREER FAIR PLATFORM- J.Breedlove

The Virtual Career Fair is scheduled in near future which Beckman will get into more detail. The Virtual Career Fair platform was made available to local workforce boards as this is a collaboration through JobsOhio and ODJFS. Each

workforce area has been allocated a certain number of Virtual Career Fair events that can be scheduled and get more assistance through an administrative technical assistance provider. Stark and Tuscarawas Counties (Area 6) were allocated two Virtual Career Fair events through a platform called Brazen. We have a couple events scheduled and an opportunity to schedule more. We are waiting to see if there are more free to schedule or purchase. We have scheduled one event in Stark County and another in Tuscarawas County.

VIRTUAL CAREER FAIR PLATFORM- K.Beckman

The Stark County Virtual Career Fair is scheduled for March 18, 2021. There are total of 18 employers participating with a variety of jobs. This Virtual Career Fair was an invite only as the focus was for the higher wage and in-demand jobs such as healthcare, manufacturing, production, food, agriculture, and IT. There is a lot of information on our Facebook page as we partnered with our Resource Room staff who did all of the Employer Spotlight videos. The 8-10 Employer Spotlight videos were invitation only and each employer recorded a video to let job seekers know about their culture and more. Each video ranges from 2-10 minutes. The videos gave job seekers a chance to learn a lot about the company and help them prepare. Once we started marketing the Virtual Career Fair, there was a lot of interest from employers but this one is limited as noted earlier. Registration open on March 1st for jobseekers, and they are directed to register at www.omjwork.com/jobfair. Once the job seekers register they can see all the employers participating in the job fair. The Resource Room also made a video on “How to be Successful at a Virtual Career Fair”.

Breedlove wanted to thank Strengthening Stark for assisting with their effort in the Stark County Virtual Job Fair along with the community providers (Goodwill, Stark County Urban League, Stark County Community Action Agency and ICAN Housing) helping individuals to get registered in the system.

Trew said Goodwill has been part of a couple of OHZone Career Fairs in Cleveland. Some of the feedback he has heard from participants is that employers tend to use the chat feature -vs- the video, and he would suggest trying to get employers to use the video to be more engaging.

OhioMeansJobs.com Update -A.Miller

The state has been working on a redesign for the OhioMeansJobs.com website for about a year. In February she was given the opportunity to be a website beta tester. The OhioMeansJobs.com website went live with no announcement in March. The site is reorganized differently. Under the “Find a Job Center” now you have to click on a dot on center of map but does not take you to that OhioMeansJobs Center website as it did previously. A new section (Build Your Career) has two new additions: Restored Citizens and Golden Buckeyes. There is also a section titled “Learn about Benefits”-which is for Unemployment Claimants. Polen said, on the secondary site that it raised concern since they are working on all of the seals.

OLD BUSINESS - J. Breedlove

RESEA Program

Breedlove reported we now have an official start date to begin RESEA program delivery (Reemployment Service & Eligibility Assessment) which was March 1, 2021. The state needed to make some system updates that prevented the program start date until now. Staff and supervisory staff have been training/learning more about the RESEA program and have had the opportunity to “practice” within the Ohio Workforce Case Management System program (OWCMS) before going “live”. This is the system where they will be case managing individuals selected to participate in the program. This is the program that provides more intensive reemployment assistance to individuals who are receiving Unemployment Insurance (UI) benefits and are determined to be likely to exhaust their benefits before becoming reemployed. The local workforce system has assumed delivery of this program from ODJFS. We have 3 staff in place to deliver this program.

MOU Signature Pages –A.Miller

- Miller wants to thank everyone who has gotten her their MOU signature pages. It is very appreciated. There are only a few more that are outstanding.
- If you haven’t gotten her your signature page, if you could do that by Friday, March 19, she would appreciate it.
- Once she receives everyone’s page we’ll send everything down to the state and we’ll be all set for PY21

PARTNER UPDATES

Buckeye Career Center- F.Polen

- Polen wanted to thank OMJ for the continued partnership.
- Their center just finished up their accreditation with COE(Council of Occupational Education) and there were no findings.
- He wanted to thank Beckman for sending open jobs as they share with their instructors and Adult and High School students.

Goodwill- M.Trew

- Trew said they are open for business.
- Goodwill is getting people connected in the community.
- Goodwill is hiring today and tomorrow from 10 a.m.-6 p.m. for retail, management, operations and warehouse. Polen asked if he could share the link. It was shared in the chat for all who were interested.

Adult Career Education-Canton City Schools- M. Von Alman

- Getting ready for COE (Council of Occupational Education) accreditation
- Starting a Welding program soon
 - Finishing up curriculum and hours to send to the state then will send to COE.

OOD (Opportunities for Ohioans with Disabilities) C.Dyer

- Plans are to continue to work out their homes indefinitely.
- Some offices in Cleveland, Cincinnati, Akron and Toledo are downsizing.
- Plans to be a hybrid when they do go back.

VANTAGE-Workforce Solutions- S. Ballard

- Hoping participants coming back in May or June
- Actively enrolling
- Participants are completing work assignments at home.

ODJFS- M.Carver

- Takia Sommerville and Missy Axline are still working at home with Stark and Vicki Six is working at home with Tuscarawas
- Axline still helping with activating UI claims.
- On the fraud piece, Carver is looking through new job seeker reports of those filing claims. She looks up anything suspicious and forwards to her supervisor who has more UI experience.
- Miller noted she is referring people to Carver's staff if requires more intensive assistance other than a resume.

OPEN DISCUSSION:

Breedlove said she wanted to echo Miller's thank you sentiments of expediting the MOU process.

NEXT MEETING: – **Friday, June 4, 2021 at 9:00 a.m. – 3rd Quarter PY20 – Stark County**

MOTION: TREW MOVED TO ADJOURN. REASONOVER SECONDED. MOTION CARRIED UNANIMOUSLY. MEETING ADJOURNED AT **10:25 a.m.**