

ONE-STOP COMMITTEE
1st QUARTER PY18 MEETING
September 7, 2018
OhioMeansJobs Stark County

= Meeting Summary =

Present: J. Breedlove, D Cowley, L. DeCarlo, M. DiGiacomo, K. Haer, J. James, C. Leaman, J. Meek Eells, A. Miller, B. Starrett, M. Trew, V. Wright,

Absent: R. Barker, W. Beisel, K. Bhakuni, S. Carson, K. Douce, C. Dyer, R. Guedel, D. Haverfield, P. Jones, S. Lenigar, M. Lewis, D. Lightner, M. Hinkel, J. Meyer, F. Polen, M. Ramsell, R. Reasonover, R. Seemann, B. Taylor, M. Zimmerman

Guests: T. Bigler

CALL TO ORDER – A. Miller – 9:02 a.m.

INTRODUCTIONS

Miller thanked **Dennis Cowley** for his years of service with us, his contributions over the years and wished him much happiness and relaxation in his retirement.

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

Bigler noted under Resource Center report first point remove the words “per day” after 25,843 avg. visits.

MOTION: JAMES MOVED TO ACCEPT THE JUNE 15, 2018 – 4TH QUARTER PY17 MEETING MINUTES WITH THE CORRECTION OF REMOVING THE WORDS “PER DAY” AFTER 25,843 avg. visits. DeCARLO SECONDED. MOTION CARRIED UNANIMOUSLY.

COMMITTEE UPDATES

ONE-STOP EMPLOYER SERVICES ACTIVITY REPORT (August 2018) – K. Haer (attachment)

- 10 new employers in Stark County and 7 in Tusc.
- 6 open recruitments.
- 2 OJT contracts with \$9,520 in benefits.
- Normal monthly outreach.
- August new activity, 67 job orders, 531 job openings at an average of \$12.10.
- Current activity for August 256 job orders, 1,468 job openings, reviewed 725 resumes and referred 252 of those received 25 placements at an average wage of \$14.99.

BRN

- Had 1 interview for Stark County, delivered 3 proposals, leveraged \$9,900 in resources, and had between 2-3 network partners that responded to those proposals.

ONE-STOP RESOURCE CENTER REPORT (August 2018) - A. Miller (attachment)

- Year-to-date 4,430 visits system-wide. That gives us an average visits per day of 101.
- Our individual customers coming through, this is our unduplicated count is 2,016 and have had 427 new customers come through the system.
- We now have over 105,000 people in the GStars system. This gives you an example of the numbers of people coming and utilizing our system.
- First time demographics system-wide, this is the number of new customers where these percentages come from; 31% are dislocated workers. Pointed out that 78% are unemployed. The people we see coming through the doors right now seem to be more barriered. We may have less traffic than we had last year at this time but are definitely seeing customers with more issues. They need more hand holding and guidance as they go through their job search.

- 72 individuals attended workshops in the month of August in Stark County and 10 attended in Tusc. County. Year-to-date had 172 in Stark and 21 in Tusc.
- Had a Workshop Committee meeting yesterday. Talked about plans for upcoming workshops. Looking at offering a couple special event workshops this program year. Looking at another employer based workshop.
- Looking at doing a generations workshop. How the generations are working together in the workplace, how technology impacts the job seeker of the different generations.
- Also, looking at a possible job search technology day. We have done this in the past, but technology has changed so much and there are lots of different things out there. Talked about contacting the libraries to do this together.
- Year-to-date 572 Partner Referrals.

OHIO WORKS INCENTIVE PROGRAM REFERRALS (OWIP)

- This is a program we do in conjunction with Stark and Tuscarawas County Job & Family Services. For this program year we have had 35 referrals all from Stark County and have had 64 placements. Even though the placements are double what the enrollments are those placements could be from people that came in in PY17. That is why there is that discrepancy between the numbers.

RAPID RESPONSE

- This is a State program run by the Ohio Department of Job and Family Services and it is meant to go into an employer prior to them closing to try and help those workers that are being dislocated get some job search skills, get information prior to layoff so when they are actually laid off they either have another job ready to go or they have got resources and information to help them make their next step.
 - This might mean going in and doing resumes for them, do a meeting in conjunction with the State talking about Unemployment Compensation, talking about the services at the OhioMeansJobs Centers, talking about the Partners and about training opportunities. We give them a lot of information as they are figuring out their next steps.
- One upcoming Rapid Response with AEP. They will be laying off 30 individuals January 1, 2019. We will be doing an employee meeting with those individuals September 19th.

OUTREACH

- Had the opportunity to go out to the Tuscarawas County Public Library to meet with all of their staff during a training day to talk about the OhioMeansJobs.com website and train them on how that website works and talk about the OhioMeansJobs Centers and the services we provide.
- Visited two Veteran Resource fairs in August. As a reminder, any time we go out for any type of an event, we are representing the Partners, not just the OhioMeansJobs Centers but also providing information about the Partners and the services that are provided by the Partners.

VISITORS

- CommQuest brought 2 groups of youth in in July.
- Canton YWCA staff came in to learn more about the OhioMeansJobs.com website.

DISCUSSION:

People still in need of computer classes and **Cowley** mentioned they are seeing more and more people identifying that they are interested in computers. Canton City Schools Adult Education has had discussions about starting an evening computer class. **DiGiacomo** added that they offer computer skills classes that go from basic - how to use a mouse to much more advanced and they do fill up fast; and they also have one-on-one classes.

Haer talked about the upcoming Massillon Job Fair Wednesday, October 3rd from 9a.m. – noon and passed out an informational flyer. To date have 22 employers signed up. They are Stark and Tuscarawas employers and they have to be actively hiring. Also, important to get applicants that are work ready to the job fair.

Haer asked everyone if they are receiving emails from the email distribution list that Business Services created to email out daily recruitments, job orders, and other Business Services information. She asked if it is helpful, not helpful, are they getting too much?

Struggling to get people for employers and to the job fairs. **DeCarlo** suggested that she could get info out to their end of benefits list of people that have exhausted their Unemployment Compensation and also to their re-employment early intervention list. Trying to come up with better ways to get the information out to people. Any

suggestions get them to **Haer** or **Breedlove**. **Cowley** advised that when he receives the information he refers it to their success coach for past graduates that might be looking for employment.

ONE-STOP SUBCOMMITTEE UPDATES – A. Miller

- Working on updating the curriculum for all the workshops by January 1st.
- Have regular One-Stop Partner meetings by-monthly in Stark County the 2nd Tuesday of the month and Tuscarawas County is the 3rd Friday of the month at 8:30 a.m. for both counties. Everyone welcome to come.

MOTION: **COWLEY MOVED TO ACCEPT THE COMMITTEE UPDATES. LEAMAN SECONDED. MOTION CARRIED UNANIMOUSLY.**

ONE-STOP UPDATES.....A. Miller

Expenditure Report 4th Quarter of PY17 (Attached)

- A couple of areas are over in certain sections but then were able to balance out in other areas. We are good to go for our budgets and started out well for our next program year.

MOU Goals Report – 4th Quarter and end of year- (attachment)

- These are the goals that this committee has established that they want to continue to look at. These are additional goals to other things that we have to look at for performance and the certification process.
- Read through the end of the year goals for Employer Customer Satisfaction and Job Seeker Customer Satisfaction. We strive to provide outstanding customer service to all of our customers and we encourage them to fill out surveys two possible ways either a paper or a Survey Monkey survey on every single computer in our resource room. We are very willing to take negative feedback, can't change and improve unless we know the things that people are unhappy with.
- In the last month, have highlighted the customer survey on the computer screens asking them to complete it.
- Employer Customer Satisfaction - **Haer** pointed out the 90% satisfaction rate for the 4th quarter and the reason was because some employers have said they are having a hard time finding people. They also do a Survey Monkey to get employers feedback; if they don't get a response **Haer** calls them. The job order wage goal is \$12.00 with an actual of \$12.16 which is really good. Hiring wage is \$12.49.
- **Miller** asked if would like to continue to utilize these goals, would like to change any goals or are happy with current goals.
 - **Bigler** asked if we have ever not met our goals. Questioned if the goals are good enough. If we have not ever met them is that really a goal? Discussion continued on goals set and what the questions are on the survey.
 - **Miller** suggested that the committee look at this in more depth and instead of making a change today she will send everybody the survey to look at the questions and then at the next meeting this will be an agenda item.
 - **Haer** added that on the Employer survey they ask 5 questions. Most important with Business Services is if they were treated in a professional manner, did they get the services they needed, and were they able to hire. The survey is sent out every quarter. Any new employer they work with in the quarter gets sent out.

MOTION: **JAMES MOVED TO ACCEPT THE EXPENDITURE REPORT AND THE MOU GOALS REPORT FOR THE 4TH QUARTER AND FULL PROGRAM YEAR 2017. DiGIACOMO SECONDED. MOTION CARRIED UNANIMOUSLY.**

PHASE 2 ONE-STOP CERTIFICATION – A. Miller

- Completed Phase 1 One-Stop Certification for Stark and Tuscarawas Counties June 2016. Phase 1 was more of a "Do you have it?" Particular policies, equipment, processing what do you have in place and also included a physical walk through of the facilities to make sure we had everything that we said we had and that we were required to provide by the State was here.
- July 13th we received notification that Phase 2 was going to start and needs to be completed by June 30, 2019.

- Phase 2 is more of a continuous improvement process. It looks at three main areas and is very similar to the Gold Standard process that we went through back in 2006, '07 and '08.
 - 1)OMJ system provides excellent customer services to job seekers, workers, and businesses.
 - 2)OMJ system reflects innovative and effective service design.
 - 3)OMJ system operates with integrated management systems and high-quality staffing.
- Under those 3 areas there are 18 benchmarks and 33 critical success factors.
- In order to be scored for each of these, you can get 1 point or you can get 2 points with the capability of getting a .5 extra if what you are providing is considered to be a “best practice.”
- In order to achieve certification, we have to achieve a minimum score of 64.
- With the Gold Standard there were four different levels – Gold, Silver, Bronze and White and you could be assessed at a different level for each of them. With this certification you are either certified or not certified there are no levels of certification.
- Similar to Gold Standard there are different pieces that are going to be included in this process.
 - One of these is the Partner survey and everyone should have received an email from **Miller** about the Partner survey. Previously with Gold Standard we were very involved in the entire process where we were included in the development of the Partner survey or at least it was shared before it went out. With the Phase 2 certification we have not seen the survey.
 - The survey was to have been received in either August or September and based on the response they received; Workforce Directors were to receive a report in October. If you have received the Partner Survey we encourage you to complete it. It is an evaluation of our Partnership and how we are working together. Not an evaluation of any one particular agency.
- Mystery Shopping – the State is in the process of procuring Mystery Shoppers.
 - The only thing we know is that it will be phone and in person visits.
 - There is a document on-line that you can view and it shows you the benchmark, and the critical success factors under each benchmark, what it takes to achieve a 1 or a 2 and there is a certification guide to be used by the certification team. You can go to ODJFS Forms Central website or **Miller** can email it out to anyone that wants it. **Miller** was asked to email the link out to everyone.
- There are things that **Miller** will be asking people to participate in; meetings or getting information from you as Partners and how it fits into the process.
- The certification team is from the Workforce Development Board. It is not the State.
- **Meek Eells** suggested that it would be beneficial for everyone to take a look at the benchmark criteria to get an idea of what the Board will be looking for and her understanding from Office of Workforce Development is once they have procured an entity to do the Mystery Shopping, reports will be forwarded to the Board to take into consideration when they are ranking all of the criteria. The same thing with the Partner surveys, a report will be compiled from the surveys and given to the Board. For the new committee members, **Meek Eells** advised them that under the Gold Standard process our system in Stark and Tuscarawas Counties was 1 of only 2 in the State that was designated Gold. Not concerned, Workforce Initiative Association our Operator keeps the Board well informed of what is going on. When you do get the Partner survey, it is very important for you to take the time to complete it. The Board is very interested and supports all innovations.
- Partner Surveys will be sent out in August and September and will come directly from the State electronically. Once we know that the survey has gone out we will send a collective email out to everyone.
- Certification is required to maintain our workforce area so if we don't get certified it could potentially affect our status as a workforce area.

PARTNER UPDATES

ODJFS – Lisa DeCarlo

Going through many changes. Staff locally used to deliver the Trade program and had huge caseloads for each staff person. That has been taken out of the local areas and they now have a Trade Team throughout the State. Locally they are specializing again in RESEA. They get a list called Early Intervention List of people who are on unemployment they file their 1st week of Unemployment and are unlikely to return to their previous occupation. These people are scheduled, they watch an orientation video on their own, then come in for an individual appointment with her staff to develop a reemployment plan for them and follow up with them to get them back to work quickly as well as working with universal customers. That is now being separated so she will have a four

staff in Stark and one in Tusc. with 2 staff handling the reemployment appointments and plans and the other two will be focused more on the universal customer. This is a pilot throughout the State so will see how it goes.

UNITED WAY – Chrisann Leaman

Today is the 1st official day of their United Way Campaign Kick-off. Still in the process of hiring staff. Still working on programs should have more information in December. Coming up with a workshop on Emergency/Disaster Preparedness in October and will be offered at OhioMeansJobs Stark Center and libraries.

Project REBUILD – Joanna James

Had a really busy summer. Do not operate on school calendars operate year round. Finished up a significant rehab project in the northwest side. Had a ribbon cutting in July with corporate partners that was built to lead standards so now in the process of getting that lead certification they will be one of the very few residential houses that will be lead certified in Stark County.

Asked to take on customer service with Youth Build USA so we're one of the few sites around the country to take that on. It had a classroom component which is part of what they do as part of their professional development for small development curriculum. Happy to have partnered with Goodwill to do their CVS training. They are an affiliated program of Youth Build and as a result they get asked by Youth Build USA to be involved in different initiatives. They are one of 20 programs across the country that last year took on a Digital Leadership IT component. They are always looking for additional career pathways for their young people. The 1st year was not successful. So going into year 2, it is being revamped, new instructor, and doing evening classes. There will be a meet and greet with instructor next Thursday so if you know anyone between the ages of 16-24 that meets the Youth Build eligibility send them over. They don't need to necessarily have to be part of the day and the construction training component in the afternoon this can be something separate from them, with the intent of getting them in a position to be able to be prepared for that Comp ITA A+ Certification which is a 28-week course with 2 nights a week with some outside work that will be required and there is an opportunity to earn about \$100/week if meeting competencies. They are doing this with the Shultz Foundation.

Looking at recruiting for a new cohort that starts Oct. 9th and is the traditional workforce development program that is looking for high school dropouts or young people that were not successful in whatever their previous educational setting was 16-24, low income and court involvement.

Finishing up their most recent 2-year DOL grant. Don't actually need a cohort for this fall. Luckily, CCMEP can step up and help them bring in this new October cohort. Information sessions will be starting soon. This program is a 9-month commitment and there is an on-line application at projectrebuild.org.

Finishing up their most recent DOL grant with over enrollment and seeing good outcomes. Also, in process of writing their most recent grant proposal that would start in January if successful in getting it. Thanked those for support letter.

Meek Eells added that Stark State met with them a few months ago about a partnership they were engaging with Google about some on-line IT courses. If you have a group already laid out curriculum for that certification, but if you have some go getters and since you have them in a classroom setting the tuition is free and can get credentials.

Workforce Initiative Association – JoAnn Breedlove

Lori Mann, Transition Veterans Financial Coach placed here as a partnership with the DOL and the Consumer Financial Protection Bureau had a program where they wanted to place these Coaches into American Job Centers. We applied to provide this service and were granted this and they hired Lori Mann. She was placed here but did a lot of her work outside of the Center. She will be moving on to another position; her last day will be Friday, September 14th. From what we understand the Consumer Financial Protection Bureau and their contracted entities will not be replacing her. This contract is going to be up next March. Have not talked about any referrals she receives but we will be able to pick up those services and refer them to the Financial Prosperity Center. **Leaman** mentioned that Robin is certified in Veteran financial stability and are excited to be able to help.

Have been working very closely with The United Way of Tusc. County since we don't have a Financial Prosperity Center at OMJ Tusc. Center and with their community partner DoverPhila Credit Union to provide a

workshop in August at the Tusc. Cty. OMJ Center called Master Your Money. This workshop will be offered again in November at the Tuscarawas OMJ Center. They are also working with Huntington Bank as a partner offering another type of workshop Monday, September 17th along the lines of fraud and identity theft at the Tusc. Cty. OMJ Center.

Expanding the Business Resource Network model through other counties in southwest Pennsylvania and West Virginia and a few months ago applied for an ARC Grant. Did not receive the first round and recently applied for a 2nd round. Matt Falter is the Project Director housed at the OMJ Stark County Center.

Tuscarawas County Public Library-Virginia Wright

All libraries now have access to Lynda.com which is free for patrons using their library card. Also offering Adulting 101 programs this fall for ages 16 and up working on balancing a checkbook and they have MS Office programs.

Stark Tuscarawas Workforce Development Board – Jennifer Meek Eells

Just received word that our workforce system was once again this year selected as the Veteran One award recipient for the services that we provide Veterans that are looking for employment. We will be targeting 501c3 entities, the State is giving us some money to donate to entities that serve Veterans in both counties last year both were from Stark County so this year we want to target a 501c3 entity in Tusc. Cty. to make a donation on behalf of the OMJ Centers from both counties. The State applied to NASWA for an award but did not get it but we were noted in a NASWA publication.

Goodwill – Mark Trew

Just wrapped up all of their summer youth activities had 73 youth served through CCMEP program and another 70 through the OOD summer work experience.

Selected by the State to provide a new service in school districts in Stark, Cuyahoga, Lake, and Geauga to provide pre-employment transition services to eligible youth who may at some time qualified for OOD services. Pretty much any youth in a school district that's on an IEP. Will be doing career exploration and working with businesses to bring in speakers to talk to the youth about career exploration. Will be kicking this off in October.

They were a recipient of a grant from United Way earlier this year to provide job development services to basically any resident of Stark County that wants to come forward and receive job development services. Will supply **Miller** with information to get out to everyone.

Workforce Initiative Association – Kelly Haer

Already talked about the Job Order Distribution List, but wanted to make everyone aware that on the job orders you will see in front of the employer name OMJST. That is a new coding Business Services came up with as a search tool for anybody that is going into the system ohio means jobs.com. You can enter OMJST in the search bar and just pull up all of Stark and Tusc. job orders. Also, on www.omjwork.com, our website, there will be two links under the employer section that says search all jobs; one link will be to the OhioMeansJobs.com page where you can search for any job, then the other link will take you directly to this page and it will open up where you will automatically have access to just Stark and Tusc. job orders. These are the job orders that we post locally.

Meek Eells added that if you are working with job seekers please have them register on OhioMeansJobs.com. We are desperate for registered people. **Miller** added to keep in mind that when you upload a resume into the system it is only live for 30 days unless the person goes in and makes a change to it. At that point it drops off, they may be registered but if they haven't touched that resume in 30 days it is gone. You have to actually make a change and save the resume, you can't just go in and save it. Also, youth resumes in the K-12 portal backpack will not be visible in the system until they turn 18. You can always email **Haer** resumes.

Canton City Schools – Dennis Cowley

In adult education they have two major updates. Moved into Souers Building on 13th Street. LPN program started beginning of August with 55 students. Billing/Coding, Medical Assistant, and Auto program started this week.

Dennis Cowley is retiring and his last official day is Thursday, September 13th. **Beth Starrett** has been hired to replace him.

Canton City Schools – Beth Starrett

Gave her background leading up to this position through business to school counseling, and has been at Canton City Schools in Career Tech. Excited to be here and to get to know everyone.

VANTAGE Aging – Tammy Bigler

Name change in January – Was Mature Services now VANTAGE Workforce Solutions or VANTAGE Aging. We run Senior Employment Programming. In Stark and Tusc. they have opportunities. They are under enrolled in Tusc. definitely need people. While they are completely enrolled in Stark they will always keep enrolling. They have to meet 150% of their service level every year. They have agencies wanting people. The people coming through their doors have a lot more barriers. On a National level, their goals were realigned starting July 1st to align with WIOA. The last time the older American’s Act was reauthorized they were in the middle of working on the WIOA Grant and they thought let’s make the goals the same. Except they don’t have access to everything WIOA has access to so when they do their follow-ups for placement/retention a year later they have to do them by phone calls. They have no control over their customer service satisfaction numbers in any area. They are sent out from the DOL. Not sure if she will keep coming to this meeting, this meeting coincided with Summit County’s meeting that is why she is here today. She was temporarily over Tusc. County, but her official title is Quality Assurance Manager based out of the corporate office. She will be doing the MOU negotiations. Bob Taylor is the Project Director now in Stark County and Randy Baker is the new person in Tusc. County.

Stark County Library - Marianna DiGiacomo

New Smart Start Guide is out and will bring some for the Resource Room. It lists all of our events for the next three months. Lists all of the technology classes.

One way the library is trying to address the workforce readiness is through their early literacy services. Devote a lot of their resources helping to give parents tools and resources they need to get their children ready for kindergarten. They partner with the Early Childhood Resource Center on the SPARK Kindergarten Readiness program. Their parent partners are now bringing on their new 2018-2019 cohort so they are doing assessments and meeting their families and doing in-home visits. So the library employs 7 parent partners that do the SPARK program.

Doing an Adulting 101 that starts in September which is new for them trying to help teenagers get the life skills that they need.

One-Book One-Community is coming up in October. They are trying to engage the community by reading one book and then they have supporting events throughout the month of October for the book. The book this year is *Delicious* by Ruth Reichl and she will be at the Palace October 25th. Bernie Kosar will be coming to the Palace September 19th.

OPEN DISCUSSION

None

Adjournment

MOTION: LEAMAN MOVED TO ADJOURN. COWLEY SECONDED. MEETING ADJOURNED AT 10:47 a.m.

NEXT MEETING: – Friday, December 7, 2018, 2nd Quarter PY18 at 9:00 a.m. – Stark County