

ONE-STOP COMMITTEE
3rd QUARTER PY21 MEETING
March 4, 2022
Zoom Format

= Meeting Summary =

Present: W. Beisel, J. Breedlove, R. Brown, M. Carver, M. DiGiacomo, C. Dyer, R. Guedel, M. Hinkel, B. Larney, D. Lightner, L. Little, E. McDonough, A. Miller, R. Reasonover, S. Rippeth, D. Saylor, J. Shaw, K. Steele, M. Trew

Absent: S. Carson, N. Hackenbracht, D. Haverfield, J. James, S. Lenigar, A. Nicholas, F. Polen, M. Ramsell, M. Spencer Newsome, M. Von Alman

Guests: T. Bigler, J. Conley, P. Crosby, M. Manheim

CALL TO ORDER – A. Miller – 9:00 a.m.

ROLL CALL

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

MOTION: BEISEL MOVED TO ACCEPT THE 2nd QUARTER PY21 December 3, 2021, MEETING MINUTES. REASONOVER SECONDED. MOTION CARRIED UNANIMOUSLY.

COMMITTEE UPDATES

ONE-STOP EMPLOYER SERVICES ACTIVITY REPORT (February 2022) – L. Little (attachment)

Little referred to the **February Report**.

Highlights on the Employer Services Activity Report:

Total of 78 new job orders for month which is over our MOU goal of 65. Average wages around \$16 per hour between the two counties. Total of 46 new placements and of those new placements the wage is around \$18-\$19 per hour. The total of job orders (new & repostings) equals 132 for the month.

BRN Activity-There were a total of 9 new companies interviewed with a total of 3 proposals delivered. Total of \$233,500 leverage resources. A total of 16 partners who responded back to proposals. Total number of partners referred was 48. Total of 18 challenges completed.

Working with the Alliance Chamber of Commerce on a **Job Fair** on April 19th at the Senior Center in Alliance. The goal is to have 50 employers. This event will be a hybrid event of in person and on the Premier Virtual website.

ONE-STOP RESOURCE CENTER REPORT (February 2022) - A. Miller (attachment)

Miller reported referenced the resource center report for February.

- Year to date there have been 3,737 visits with a daily average of 23 customers.
- In February there were 434 visits, with 325 in Stark County and 109 in Tuscarawas County.
- At the bottom of the page are the RESEA statistics.
 - Year to date there have been 579 selected to participate in our area, with 385 initial appointments completed and 346 subsequent appointments.

The second page provides information on rapid response, Quick Tips, special events and workshops and referrals

- Rapid Response
 - There have not been any rapid response events so far this program year.
 - This program is still active and while we hear a lot about employers who are hiring, there are still people who are being laid off. If you are aware of anyone who is preparing to lay off, Miller would appreciate you connecting them with her.
- We are continuing with the weekly Quick Tips to share information on Facebook and YouTube
 - These are one-two minute quick bits of job search information.
 - Quick tips are posted every Tuesday at 6:00 p.m.
 - There is also a Quick Tips playlist on YouTube.
- We are doing virtual workshops with the different libraries on job search topics.
 - We offered three in February and had one person attend.
- Referrals to partners is back on the second page of the report
 - As a reminder, we make referrals to you based on several factors
 - First, as new customers come into the center, they complete a membership form and can indicate if they would like a referral to a specific partner
 - Second, if they haven't specifically requested a referral to a partner but they appear to meet basic eligibility criteria a referral is made we will make a referral.
 - Finally, in talking to customers, at any stage in their using the resource room, if staff determine a referral would be helpful for the customer, a referral can then be made.
 - When a referral is made, a referral screen is created in their GStars profile and an email is sent to the representative of the partner who receives the referrals.
 - There have been 784 total referrals completed this program year tracked through GStars.

As a reminder, we'd be glad to share your information on our social media which includes Facebook, Instagram, Twitter, LinkedIn and YouTube.

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

- The Stark and Tuscarawas County One-Stop Partner meetings continue to be delivered virtually with Stark County meeting on 2nd Wednesday of month at 8:30 a.m. and Tuscarawas County meeting on 3rd Friday of month at 8:30 a.m.
 - At those meetings we always have a speaker 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.

- With many of us changing some of the ways we deliver services and new programs and services have been added, I'd really like to focus on having partners speak the rest of this program year.
- We have not had any workshop committee meetings at this time.
 - We have created a video version of our workshop, "How to Ace an Interview." A video version of "Writing an Effective Resume" has been completed and should be available in about a week. These workshops will be able to be shown to anyone interested in taking a workshop but unable to come during the scheduled in-person time slots.

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

ONE-STOP UPDATES - A. Miller

Expenditure Report

- Page one shows the expenditures for Stark County and page two shows the expenditures for Tuscarawas County.
- For the second quarter we are on track with our spending.
 - The new phone system changed the way the utilities line item is calculated. If you have chosen to have a phone using the 8x8 system, your billing should reflect the charge for that separately
 - The business insurance line item is 109% expended in Stark and 96% expended in Tusc- this is because we pay the full amount of the insurance in January and then 50% is backed out and covers the first part of the next program year.
 - We are expended at 49.2% in Stark County and 51.3% in Tuscarawas County.
- The final page shows each partner's costs. Chuck Byrd shared with me that the first two quarter's billing statements were sent out last week.

MOU Goals Report – 2nd Quarter PY21– Miller (Attachment)

Logan Little reported the Employee Customer Satisfaction Goal was 90% Satisfaction Rate and the Actual was 57% Satisfaction Rate which was based on responses of 7. He feels an open-ended question needs to be asked like "how are their services been going?" He notes the unsatisfied are because they are not able to fill positions but are happy with service.

Under New Job Orders per Month, Little notes the goal was 65 and actual was 41 due to the time of the year which typically dips in job orders, but other months meets or exceeds goals.

MOTION: BEISEL MOVED TO ACCEPT THE ONE-STOP UPDATE 2nd QUARTER PY21 AS PRESENTED. REASONOVER SECONDED. MOTION CARRIED UNANIMOUSLY.

NEW BUSINESS

Phase 3 Certification-Miller reported.

- Every three years the state is requiring the centers to complete One Stop Certification

- Phase 3 is the last phase under the current state process for center certification.
- The first phase of certification was basically a check to make sure required things were in place such as signage, partner access, etc.
- The second phase looked at the qualities of an outstanding workforce system. At that time there were 3 categories, 18 benchmarks, and 33 critical success factors.
- This final phase is considered the continuous improvement phase.
- There are 3 categories, 18 benchmarks and 30 critical success factors
 - Each benchmark has two measures to rate, so two points can be earned for each CSF
- Miller's role is to put together all the information required under all the CSFs
- A committee of the Workforce Board will meet, review the gathered information, and determine how many points we receive for each CSF and our total score.
- Last month she sent out the partner survey that is part of what is used in several of the CSFs. We have not yet received the results from those surveys.
- One thing she would ask all of you is to make sure you check your websites to make sure that you have a current, active connection to OhioMeansJobs on your website, whether that includes our logo or just a link. Miller shared the document that provided in the phase 2 process so you can see examples from before.
- Miller also needs to know from each of partner the process to follow up on referrals made to you by the centers.
- She may also be calling you asking for information or help on specific critical success factors.
- She believes she sent out the description of the Benchmark Metrics document, but she will resend that to make sure you have it.
- The certification process must be completed by June 30, but due to our board meeting schedule, this will actually have to be completed and able to be presented for board approval by May 4.

OLD BUSINESS –

CFIS/GStars

- Amy Miller shared at the last meeting that the state was in the process of switching from their current system, OWCMS to a new system called ARIES. The launch was supposed to be in February but was moved to April 4. The result of this change is that we will be required to use their CFIS customer tracking system.
- A quick recap from our last meeting about CFIS is:
 - In 2016, the State of Ohio developed an upfront customer tracking system using the County Fiscal Information System or CFIS. CFIS was primarily a financial tracking system but they were making additional changes and they created a front door tracking system called CFIS-OMJ.
 - Our area has used the GStars system, created by American Government Systems (AGS) for customer registration and tracking since 2004. The system is easy to use, very accessible, and able to quickly be updated and/or changed based on the needs of our area.

- At the time we were able to say to the state that we did not want to use CFIS and they agreed to allow us to continue to use GStars and upload the data into OWCMS instead of putting it into CFIS.
- With the change over to ARIES, as of March 30, we will no longer be able to do any type of upload from GStars.
- What this means for our partners is that in order to get customer information, partners will need get access to CFIS. The ability to pull customers out of the system the way we do with GStars is not and will not be available in CFIS. Referrals will have to be done a different way as the system does not have the ability to email referrals to partners. In addition, all historical data that we have for customers that is in the system will no longer be available.
- Our current contract with AGS is through June 30, 2022.
- Miller will be reaching out to each partner's current recipient for referrals to let them know that if they wish to continue to receive referrals, they will need to complete an ODJFS access form.
 - You will be cc-d on those emails, as you may need to sign off on those forms.
 - Because we are continuing to do entry in GStars, this probably won't happen until May.

MOU Discussion

- This year, the State has asked the workforce areas to only do a one-year Memorandum of Understanding.
 - The reason for this is to align the MOU with the state budget cycle.
 - We will then be able to negotiate a new MOU for Program Year 2023 which will cover July 1, 2023 – June 30, 2023, and Program Year 2024 which will cover July 1, 2024 – June 30, 2025.
 - The state has sent us the template for this one-year MOU and there have been things added that need commented on, and changes suggested by the Workforce Board Directors. Miller is preparing a document for Breedlove to share with the other directors and the state that lists our comments and concerns.
- As Miller said earlier, we are aware that the way many of us do business has or will be changing so we are looking at how we are calculating the costs in the MOU.
- Between these two issues – a template that needs changes and the way we are looking at costs we felt it wasn't a good idea to try to do the negotiation meetings at early as we normally do.
- Once there is a final template and we have a preliminary budget, Miller will set meetings for us to complete the negotiation process.

PARTNER UPDATES

Stark County Library – M. DiGiacomo

The Connect Ed Program received emergency connectivity funds from the FCC. With the funds, they put together what they are calling "Connect Ed" kits. Each kit contains a chrome book, a Wi-Fi hot spot, and a free Wi-Fi connectivity through hot spot. The goal is to connect with students or job seekers in Stark County that do not have a device or Wi-Fi hot spot. The kits are like a library item with a library card. They started with Stark State and Kent State-Stark students and now want to open it up for anyone working with clients who

need a chrome book or Wi-Fi hotspot. Miller will share flyer to everyone, so they know who to contact. The grant period goes through the end of June 2022. Participants must live or go to school in Stark County.

OOD (Opportunities for Ohioans with Disabilities) – C. Dyer

Dyer said their office in Canton is now open from 8:00 a.m. to 5:00 p.m., Monday through Friday. They work with people with disabilities and help them find employment.

Canton City Schools-Adult Education

Brandi Larney, Adult Success Coach, noted they have started their marketing and targeting various businesses around Stark County and also going into Tuscarawas County. Currently offering the following programs: Medical Assistant, Licensed Practical Nursing (LPN), Medical Billing & Coding, Auto Technology, State Tested Nurse Aide (STNA) and a night Welding program.

Job Corps. – K. Steele

Steele noted they are still accepting applications for 16–24-year-olds with a high school diploma or GED or state certified trade. She also said if you have some people that need a place to live, Job Corps has a Residential program.

Stark Tuscarawas Workforce Development Board-JoAnn Breedlove-Executive Director reported:

- **Staffing Updates-Jennifer Meek Eells** who has been our Executive Director with the Stark Tuscarawas Workforce Development Board since 2013 is retiring from public service with 34 years. Her last day in the office is February 25th. **JoAnn Breedlove** was appointed the Executive Director position with the Stark Tuscarawas Workforce Development Board as of 3/7/22.
 - **Chuck Byrd** was appointed the Executive Director of the Workforce Initiative Association (previously our Chief Financial Officer). He will officially start his role as of 3/7/22.
 - **Amy Miller** was appointed as our Deputy Director, Program Services of the Workforce Initiative Association as of 3/7/22. She will oversee all of the programs of the OhioMeansJobs centers.
 - **Dan Sipe** was appointed as our Deputy Director, Finance as of 3/7/22. He previously was our Performance & Contracting Manager.
- **Outreach Effort for 18–24-year-olds-** The Stark Tuscarawas Workforce Development Board has contracted with an advertising agency in the Pittsburgh area, and they have been working on an Outreach campaign targeting younger adults with the intent to drive them to our system / OMJ Centers. The younger adults may be eligible for the Comprehensive Case Management Employment Program (CCMEP) which is Ohio's youth and young adult program and even if they don't qualify will be connected to resources.

Some of the methods the advertising agency will be doing is called Connected TV (Netflix programs) and "Geofencing" Stark and Tuscarawas counties specifically the 18–24-year-old populations in using their smart phones to drive them to the OhioMeansJobs centers.

NEXT REGULAR MEETING: – Friday, June 3, 2022 at 9:00 a.m. – 4th Quarter PY21

MOTION: BREEDLOVE MOVED TO ADJOURN. STEELE SECONDED. MOTION CARRIED UNANIMOUSLY.