



Region 3 One-Stop Operator Meeting Minutes

Monticello WorkForce Center

June 3, 2019

ATTENDEES: Tricia Bigaouette, Leslie Wojtowicz, Joan Berning, Jill Grand, Lori Thorpe, Skip Wittrock, Kristin Yeager, Diana Ristamaki, Tammy Biery via conference call.

Agenda Item 1	Welcome and Introductions													
Agenda Item 2	Review and approval of April 15, 2019, meeting minutes													
Discussion: Motion to approve made by Wojtowicz, second by Wittrock. Motion carries.														
Agenda Item 3	CareerForce – Customer Survey Cards – How is it going.													
Discussion:														
<ul style="list-style-type: none"> ▪ Willmar has gotten 2 ▪ St. Cloud has gotten 1 ▪ None in Mora ▪ 2 new ones in Cambridge ▪ Monticello - none ▪ What are they saying – the ones that Joan saw were positive. Nothing earth shattering. 														
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Agenda Item 4	CareerForce Updates													
Discussion:														
<ul style="list-style-type: none"> ▪ Public launch still unknown – still hoping for this summer. ▪ Last ambassador meeting did not provide any additional details - 														
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Agenda Item 5	Updates on the first of the Untapped Workforce series of employer sessions – Leslie Wojtowicz
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Discussion:

- Well attended
- VR staff did a great job
- Monticello is maxed out for employers – 18 employers signed up
- Received feedback from surveys with good, positive information
- Follow up event in St. Cloud will be a similar in September. Wacosa will be taking the lead. Wacosa had inquired to be part of Monticello event.
- St. Cloud event has struggled to get employers

Action Items	Person Responsible	Deadline
Joan will follow up regarding St. Cloud and employer approach	Joan	

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Agenda Item 6	Upcoming Trainings
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Discussion:

- October 22nd for “We are All Criminals” at the Park Event Center in Waite Park
 - Emily Baxter is booked to come in and present
 - October 22nd.
 - Is open to partners who can register and pay registration fee as well.
- Tammy and Leslie toured Capital One has an event space that nonprofits can use for free. Also not limited to caterers
- Looking to set up training in September for Hiring New American’s. Hoping for Hudda to present.
 - Goal for 100 people and we might try out Capital One center.
 - Would need to find another way to do registrations. Have been using Resource Training and Solutions. Could use Event Bright

Action Items	Person Responsible	Deadline

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Agenda Item 7	Complaint Filing Process Binders - Joan
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Discussion:

- Staff put together folder for complaint process
- Initiated through Migrant Seasonal Farmworker (MSF) program
- Coordinate complaint process for MSF as well as all other complaint processes that are out there.

<ul style="list-style-type: none"> Coordinate with September staff EO training that is currently being scheduled through ODEO for Region 3. 		
Action Items	Person Responsible	Deadline
Joan, Kristin, and Tammy will meet to discuss process for Region 3		
OSO Progress Report	Goal #1: Develop action plan based on TEGL 4-15	
Discussion: <ul style="list-style-type: none"> This goal was created was prior to CareerForce. And will be replaced by CareerForce launch Internally we have followed all steps of goal, promoting CareerForce Just waiting for public launch Initiated but not completed 		
Action Items	Person Responsible	Deadline
OSO Progress Report	Goal #2: Coordinate a process to determine that services are meeting customer needs	
Discussion: <ul style="list-style-type: none"> Devin is working on state-wide customer satisfaction survey. Believe that survey will be sent out summer 2019. Were not invited to today's OSO meeting because they are working on survey. Devin working on finalizing results from DEED staff survey initiated by new commissioner. He is working on this and will then revisit our survey requests Online and customer survey cards have been implemented Standardized workshop group utilizing online webinars to gather feedback – making sure workshops are up to date and meeting customer needs. One is 6/4 and another will be held 6/10 at 9:30 Remains initiated but not yet completed 		
Action Items	Person Responsible	Deadline
OSO Progress Report	Goal #3: Improve the look and feel of WFCs ensuring a human-centered design model	
Discussion: <ul style="list-style-type: none"> Everyone has been through webinars and have received the handout Signage is done for all locations except Mora and Litchfield still in process Road signs have not been changed yet – believe it is on DEED's list as a separate list – could check with Laura Wigge. Tammy checked with her for St. Cloud. 		
Action Items	Person Responsible	Deadline

OSO Progress Report	Goal #4: Establish a state-of-the-art WFC system	
Discussion:		
<ul style="list-style-type: none"> ▪ Job Service staff using a referral form as a check-off ▪ Dina was also working ▪ Employment Readiness Profile is the Triage form and Job Service is using this form as part of their protocol. ▪ We will look at if all of us should use this. ▪ Joan believes it was updated a bit. She will be looking at getting the updated form and send to OSO. It will be included in the minutes. ▪ Diana will share what is being used – This came up because of the CareerForce monitoring ▪ Diana will pull more information on CareerForce interviews ▪ Work group is making progress on universal application for all programs. 		
	Action Items	Person Responsible
	Diana – pull more information on CareerForce interviews.	Diana R
	Joan send updated triage form	Joan
	Diana and Kari can work together to pull universal services together to discuss triage forms and these CareerForce interviews Working on a date for July	Diana
OSO Progress Report	Goal #5: Ensure positive customer experiences with measurable outcomes	
Discussion:		
<ul style="list-style-type: none"> ▪ Statewide survey is in process. ▪ No updates from MAWB ▪ Initiated, but not yet completed. 		
	Action Items	Person Responsible
	Joan will call Devin and see where they are at with statewide survey	Joan
OSO Progress Report	Goal #6: Ensure positive customer experiences with measurable outcomes	
Discussion:		
<ul style="list-style-type: none"> ▪ Listed as completed. ▪ Notes are distributed to OSO partners via email. ▪ R3LPB has been receiving and viewing ▪ Career Solutions has OSO minutes on their website – they developed a Regional Planning tab and put them there. ▪ 		
	Action Items	Person Responsible
	CMJTS will check to make sure it has been added to their website.	Kristin/Leslie

Agenda Item 9	MFD's rollout
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Discussion:

- MFD's – DEED is starting to roll out to greater Minnesota
- In order to access a MFD's you need a name badge attached to a person. Pictures are needed.
 - Randy has submitted picture for, Hutchinson - South to Miml
 - Cambridge pictures have been submitted for staff and partners
 - Monticello is in process. It was going to be Dave and maybe Linda – those have been submitted
 - St. Cloud is in process for DEED. Judy M and Tricia from Career Solutions should be provided badges. Angie can submit those two staff pictures to Joan.

Action Items	Person Responsible	Deadline
Joan submit St. Cloud staff	Joan	

Agenda Item 10	Invoicing for OSO administration
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Discussion:

- If DEED is going to submit billing for OSO administration we need to get billed before the end of the fiscal year – by June 30, 2019.
- \$6,000 had to be the minimum.
- CMJTS needs an invoice from DEED. Tricia will send Joan the actual amount of what should be submitted.

Action Items	Person Responsible	Deadline
Tricia send Joan amounts	Tricia	
Joan confer with DEED	Joan	

Agenda Item 11	Partner Updates
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Discussion:

- Hired Pre-ETS for Monticello. Eden Meinke from VR Tech. So now have some openings in VR tech.
 - Skip and Lori are working with VR HR on interviewing protected classes and moving forward with hires.
 - Pre-ETS won't trump the work CMJTS is doing. They plan to use the funds to coordinate the services.
 - Diana will share curriculum.
 - July 17 and 18 training is scheduled for new VR Pre-ETS Rehab Reps and their managers.
- VR director – Larry Vrooman has been touring state, visiting with staff and talking about what is working.
- Wagner Peyser,
 - Dave Niermann retired. Posting for his position went out last week.
 - DEED CareerForce services new hire will be starting, Lori. Mark
 - Mae will no longer be WP director. She will be in charge of contracts.
 - Continuing with services and workshops. Working closely with standardized CareerForce workshops.
 - One on one services have become more popular.

- Continuing on with more of the on-site hiring events.
- CMJTS Youth programs – focus on Pre-ETS this summer
- Career Solutions
 - Working on Electrolux
 - Career One starts in 3 weeks.

Action Items	Person Responsible	Deadline

Next Meeting Date: August 5th, 1 pm–3pm, CareerForce St. Cloud, Conference Room 410