



Region 3 One-Stop Operator Meeting Minutes

Monticello WorkForce Center

December 3, 2018

ATTENDEES: Dave Niermann, Kristin Yeager (minute-taker), Dina Wuornos, Jill Grand, Skip Wittrock, Lori Thorpe, Barbara Chaffee, Joan Berning, Tricia Bigaouette, Pam Moriarity, Amy Dinkel-VanValkenburg, **Via Phone:** Leslie Wojtowicz, Mimi Schafer, Tammy Biery

GUESTS: Jane Xiong, Rachel Vilsack, Devin Colvin, Colleen McNab, Diana Ristamaki

Agenda Item #1	Review and approval of October 15, 2018, meeting minutes		
Discussion: Motion to approve minutes made by Chaffee/Beurning			
Agenda Item #2	Customer Satisfaction Surveys (Guest: Devin Colvin)		
Discussion: Update from previous survey discussion.			
<ul style="list-style-type: none"> ▪ 2016 core services survey <ul style="list-style-type: none"> ○ baseline on satisfaction of people walking in the door, customers taking workshops and usage in the resource areas. Pre-changes to the model. High level satisfaction questions ▪ Talking about doing survey again. Survey will be essentially the same but will tweak some of the questions to represent the new model. <ul style="list-style-type: none"> ○ February 2019 is the goal, however may be early ○ Will put a plan together and bring back to MWCA Group ○ Statewide surveys results will be available. However, will be able to drill down if enough area responses were provided ○ Specific sessions that will be included – need to hash out those details and figure out what are the right ones to include. ○ 3 questions used to generate a measure – those would be removed. ○ Looking at overall broad approach statewide. Looking at who’s coming in the door. ○ Not asking any questions about the branding. Asking about services. 			
Action Items		Person Responsible	Deadline
<ul style="list-style-type: none"> ▪ Continue with process and keep us updated 		Devin Colvin	
<ul style="list-style-type: none"> ▪ 			
Agenda Item #3	CareerForce and CareerForce Online (Guest: Rachel Vilsack)		
Discussion: Training and discussion provided by DEED staff Rachel Vilsack and Jane Xiong			
<ul style="list-style-type: none"> ▪ Demo of CareerForce – determination about group manager ▪ www.CareerForcemn.com. On Thursday removed password protection to the site. Available to anyone to use. Primary source to posting workshops and events. ▪ Career search is available right from front page the site. This was added on Friday. 			

- Upcoming events – able to see what’s nearby. Searching for events, search for locations, get more info – learn more, registration – registration is taking place on mnworks.net.
- Still have to use mnworks.net for federal reporting purposes.
- Plans next year to do a complete integration to allow for single sign on.
- Links on front page to find CareerForce location.
- Services. Telling our customer about what locations have to offer. Not using a lot of the programmatic language. Have the opportunity to connect with location.
- Group Managers – need someone at each location to have oversight of that location information. Responsible for adding members to the location. Could add additional services. Currently there are 7 stock service cards that cover traditional programs that we generally do. Trying to keep services consistent across the locations and partners. There is the ability for the group manager to add something that might be unique to each location. Oversight responsibilities.
- Group Content Manager – person at each location responsible for responding to inquiries or forwarding inquiry to another group member for response. Day to day connection responsibilities.
- Members - Every staff member needs to have a CareerForce account – in order to use the system and use connections.
- Group Managers and Group Content Managers can have multiple sites.
- If a career seeker wants to connect with Monticello – They can track that connection. They do not have to create an account, however creating an account is going to offer career seekers a better experience. With an account they can personalize and access additional information..
- Additional features coming in 6-month-time period.
- To add a Group Manager – email CareerForce – than as group manager then can assign group managers. As a group manager you will have an additional box for “My groups”. Staff should create their account. We can set parameters for user name.
- Connect with us button – you need to be logged in to make a connect. Looking to add a required field for phone number or email. Customers can track request.
- Is there a template that will tell staff what programs – cheat sheet. Notes may provide more support than just the item.
- Group managers can create a new user on someone else. – however don’t accept someone else’s data privacy – Better for users should set up their own account.
- Right now a system does NOT generate emails. Ready to be added. Will be having those emails system generated starting next week. T
- Transfer means you send it to another group
- Edit allows you to assign within the group
- Group manager can decide how long to archive messages. Once archived they are not deleted – just moved off normal front screen.
- Generally – at least one person often 2 assigned to group manager and 1-2 additional people being added as a group member. Minimum of 1. Even if you have staff that are not being assigned to a group they should still create their group.
- CareerForce@state.mn.us
- 9 more months with this company to make changes
- Passwords for CareerForce accounts – standards set by MNIT – they will eventually require a change every so often.
- We are asking customers to have a valid, active email address – if they don’t, they will still be able to access information – just not the account side.
- When am I CareerForce and when am I CMJTS? When I am in a CareerForce center and working with the agency – than you are CareerForce. What you’re presenting to the world is that you are CareerForce. If someone is housed outside the CareerForce than they are proud partner.
- Community partners and community business will be vetted before they can be on the process.

Action Items		Person Responsible	Deadline
<ul style="list-style-type: none"> Schedule a LWDA meeting to determine group manager. Include Tammy Biery and Angie Dahle 		Kristin will email	
Follow up discussion decisions: <ul style="list-style-type: none"> Content Manager – Mora – Meg (Diana), Cambridge – Meg, Monticello – Linda and Adam, Willmar – Delaine and Christine, Hutchinson – Randy, Litchfield - Randy Group manager – Add the people and oversight – could the site supervisor be the group manager, Mora – Diana, Cambridge – Diana, Monticello – Dina and Joan, Willmar – Joan, Litchfield – Colleen, Hutchinson – Colleen St. Cloud will meet tomorrow to discuss. User names should be set up as email addresses Kristin will email this information out to group 		Kristin will email	
<ul style="list-style-type: none"> 			
Agenda Item #4	Trafficking Safe Harbor (Kristin Yeager)		
Discussion: Kristin shared information with group from Safe Harbor Communications Toolkit			
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Action Items		Person Responsible	Deadline
<ul style="list-style-type: none"> Coordinate training – with St. Cloud 		Kristin Yeager	
<ul style="list-style-type: none"> Mandated reporting stuff – send links 		Kristin Yeager	
Agenda Item #5	Updated Matrix (Leslie Wojtowicz) – move to next meeting		
Discussion:			
<ul style="list-style-type: none"> 			
Action Items		Person Responsible	Deadline
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Agenda Item #6	UI Brochures (Dina Wuornos)		
Discussion:			
<ul style="list-style-type: none"> Some of our UI representatives have started wanting to charge CMJTS for UI brochures for WFC while other locations are still providing at no cost. Hutchinson is requiring payment. If payment is required, CMJTS will not utilize. No-one has heard of this before. Litchfield UI staff member agreed to provide for Hutchinson 			
Action Items		Person Responsible	Deadline
<ul style="list-style-type: none"> Will elevate this question to the next level of management 		Dave Niermann	
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Next Meeting Date: February 4, 2019, 1 pm–3pm, St. Cloud WFC, 480 - 482