

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD  
ONE-STOP COMMITTEE MEETING MINUTES  
OF  
MONDAY, OCTOBER 22, 2018**

OhioMeansJobs Medina County Center  
60 Public Square, 3<sup>rd</sup> Floor  
Medina, Ohio 44256

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<b>Committee/Workforce Development Board (WDB) Members Present:</b>	Sharlene Chesnes; Bethany Dentler; Joan Pritchett, One-Stop Committee Chair; Paul Ratcliff ( <i>by phone</i> )
<b>Summit &amp; Medina Workforce Area Council of Governments/WDB Staff Present:</b>	Grace Fry, Policy, Procurement & Performance Administrator; Daniel Grantham, Operations Coordinator; Christine Marshall, Executive Director

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**I. CALL TO ORDER**

- a. The first meeting of the WDB's One-Stop Committee was called to order by Marshall at 8:15 AM.

**II. APPOINTMENTS**

- a. Marshall asked for a volunteer to chair the One-Stop Committee. Seeing none, Marshall asked for nominations. Dentler nominated Pritchett to chair the Committee. Pritchett accepted Dentler's nomination on the condition that future meetings are scheduled on Monday mornings only.
- b. Marshall requested a motion to vote on Pritchett's One-Stop Committee Chair appointment. Chesnes made the motion which Dentler seconded. With no objections or abstentions, the motion carried.
- c. Marshall requested a motion to accept Pritchett's One-Stop Committee Chair election. Chesnes made the motion which Dentler seconded. With no objections or abstentions, the motion carried.

**III. NEW BUSINESS**

- a. Review of the One-Stop Committee's Purpose, Roles & Responsibilities
  - The Committee's purpose, roles, and responsibilities, defined in the WDB's bylaws, are/will be to:
    - Provide information and assistance with operational and other issues related to the One-Stop delivery system in Area 2, comprised of the comprehensive OhioMeansJobs Summit County Center (OMJSC) and the affiliate OhioMeansJobs Medina County Center (OMJMC);
    - Complete the One-Stop Centers' Certification Processes, and;
    - Monitoring center performance, including the performance of the One-Stop Operators (OSOs).
  - Marshall explained that OSOs will be invited to some Committee meetings and the meeting location may rotate between each OMJ center. OSOs will not be present when discussing certification and/or OSO performance.
- b. Review of One-Stop Certification Phase I
  - The Committee reviewed the One-Stop Certification Phase I process which was completed by the Performance Committee in June 2016. With assistance from Workforce Consultant Carol Wargo, Phase I, which (at that time) applied only to the OMJSC, included a review of:
    - Americans with Disabilities Act (ADA) compliance;
    - Required postings, plan compliance, physical site monitoring of branding and meeting spaces;
    - Resource Room operations, registration and referral processes, and;

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- Partner services, including career services and Veterans' services.
  - The OMJMC is not Phase I-certified because its restrooms and reception area are not ADA compliant. Currently, Medina County, the landlord of 60 Public Square, is renovating the second floor of the building. The cost of ADA compliance projects shall be paid through the OMJMC Memorandum of Understanding's (MOU) partner contributions. The exterior entrance is also out of ADA compliance and will be paid by the County. The Phase I Certification process for the OMJMC may begin once 60 Public Square is ADA compliant.
  - Pritchett asked if the move from Pearl Road to 60 Public Square saved the OMJMC partners money.
    - Marshall explained that while savings were anticipated, the cost of renovating the space and future ADA work have offset expected savings. Once these projects are paid for, 60 Public Square will be less costly when compared to the Pearl Road location.
  - Dentler asked about OMJMC traffic since relocating to 60 Public Square.
    - Marshall expressed that traffic appears to be up. Until recently, OMJMC tracked traffic manually whereas the OMJSC's digital method has been in place for some time. With both centers now using the State's County Finance Information System (CFIS) Client Tracking System (CLT), the goal is greater data uniformity at both centers.
- c. Discussion of One-Stop Phase II Certification
- The Committee discussed One-Stop Phase II Certification, summarized in a 7/13/2018 memo from the Office of Workforce Development (OWD) at the Ohio Dept. of Job & Family Services (ODJFS). Phase II differs from Phase I significantly. Whereas Phase I dealt with One-Stop infrastructure and ADA compliance, Phase II is focused on performance. Phase II tools made available to the WDB by OWD for collecting Phase II data include:
    - OWD "Mystery Shopper" visits which are likely to occur by the end of November;
    - OWD's assessment of feedback received from One-Stop partners in August and September;
    - Website review report cards, and;
    - The OhioMeansJobs System Certification Benchmark Metrics Guide.
  - Phase II Certification must be completed by 6/30/2019. OMJSC's Phase II Certification shall be completed first. OMJMC's Phase I Certification shall be completed once the center is ADA compliant.

### IV. GOOD OF THE ORDER

- a. A "side project" while the Phase II certification process is occurring would be for the Committee to review of the Area 2 OSO manual for consistency where applicable to both centers.
- b. The Committee scheduled its next meeting for Monday, 11/26/2018 to divvy up the Certification work. Ratcliff expressed that he would be out-of-state on that date but expressed to the Committee that the meeting should occur as planned. Grantham sent out a calendar invitation to all Committee members.

### V. ADJOURNMENT

- a. Pritchett requested a motion to adjourn the meeting. Dentler made the motion which Chesnes seconded. The motion carried with no objections or abstentions. The meeting adjourned at 9:06 AM.

*Respectfully Submitted*  
*Daniel Grantham*  
*Operations Coordinator, SAMWA COG*