

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD
ONE-STOP OPERATIONS COMMITTEE MEETING MINUTES
OF
AUGUST 30, 2021**

OhioMeansJobs Summit County
1040 E. Tallmadge Ave., Akron, OH 44310

Committee Members Present: Malcolm Costa; Patricia Dempsey; Bethany Dentler; William Moore; Joan Pritchett, Committee Chair; Paul Ratcliff

Committee Members Absent: Sharlene Chesnes (*excused*)

SAMWA COG Staff Present: Tammy Kaser; Christine Marshall

One-Stop Operator Staff Present: Heather Yannayon, CSDJFS/SCOMJ; Angela Smith, ULA/MCOMJ

I. CALL TO ORDER

- a. Chair Pritchett called the One-Stop Committee meeting to order at 8:08 AM. Those present introduced themselves.
- b. Director Marshall explained that the Ohio House Bill, discussed at the June One-Stop and Regular meetings, that determined whether public meetings would need to be held in person as of 7/1/21, did make an exception for workforce areas. However, that exception does not go into effect until 10/1/21, so all our meetings between 7/1/21 – 9/30/21 will need to take place in person. As of 10/1/21, we will be required to offer both in-person and virtual meeting options, within a set of strict parameters which will be discussed in more detail at the WDB Regular meeting on 9/30/21.
- c. Marshall explained, for the benefit of those OSO Committee members who had been appointed to the Committee by the Board in December 2020, that the purpose of the One-Stop Operations Committee is to oversee the centers' compliance with federal rules, to evaluate the centers for certification, and to evaluate One-Stop Operator Contract proposals during procurement processes.

II. APPROVAL OF MINUTES

- a. Chair Pritchett requested a motion to approve the One-Stop Operations Committee meeting minutes of 6/14/21. Dentler made the motion which was seconded by Moore. With no objections or abstentions, the motion carried.

III. REPORTS

- a. There were no reports to present.

IV. OLD/UNFINISHED BUSINESS

- a. Marshall explained that the implementation of action items resulting from the One-Stop Phase II certification process in 2019, has been on hold due to the stay-at-home order during the COVID-19 pandemic, while the centers have been closed to the public and services have been offered virtually. Now that the centers are opening up to in-person services again, implementation of the action plans can resume.
 - i. Yannayon provided an update on implementation of the action plan that resulted from the 2019 Phase II OMJ Center Certification process. Most goals have been achieved. Some items need to be revisited for post-pandemic implementation, for example planning an on-boarding for the partners, since not all partners have returned to the center and are continuing to work from home, offering services virtually. Most action items relate to making sure the partners have the tools they need to make and track referrals to other partners.

1. Moore asked if referrals can be made in OWCMS. Smith and Yannayon confirmed that since OWCMS is being replaced soon with ARIES, the State would not be willing to customize a process in OWCMS for referral tracking between partners. Marshall noted not all the partners have access to OWCMS. Moore stated he would look into the State system's capacity for referrals.
 - ii. Marshall noted that goals and action items that might apply to the Medina Center will be implemented for that center as well.
 - iii. Marshall informed the committee the State is in preparation to begin the Phase III certification process early 2022.
- b. Yannayon and Smith provided updates for the Committee members on the phased reopening of the OMJ Centers. Phase I of reopening began on 2/1/21 with opening the centers by appointment only for those receiving unemployment benefits. Phase II began on 6/1/21 with opening the centers by appointment only to anyone.
 - i. Smith noted that in Medina, construction on the Courthouse, which is next door to the OMJ Center, has disrupted easy access to parking and limited access to the Center through the front of the building only, rather than the main entrance in the rear of the building. Dentler offered to ask the City about placement of a temporary sign in the front of the building to direct customers.
 - ii. Partner staff are returning to both centers based on their own schedules for returning to the office and offering in-person services. ULA returned full time on 6/14/21, ODJFS returned on 6/21/21 on a hybrid basis, OOD is returning the week of 9/20/21, MCJFS is returning the week of 10/5/21. SCJFS is waiting to see whether and when they will return to the office and in-person services, based on COVID case numbers.
 - iii. Yannayon noted that while the centers have been open by appointment only, use of the Resource Room has been more intentional and efficient, focused on job seeking activities. It may be preferable to keep the Resource Room by appointment only even after the pandemic.
 - iv. Pritchett asked whether employers are seeking assistance with finding workers more now than before the pandemic. Smith confirmed and stated there was a 20% increase in job orders from employers from PY 2019 (July 2019 – June 2020) to PY 2020 (July 2020 – June 2021).
- c. Marshall informed the Committee that Area 2's SFY 2022/2023 One Stop Partner MOU Budget has been signed by 20 of the 24 MOU Partners.

V. NEW BUSINESS

- a. Marshall discussed with the Committee members some best practices for One Stop career service delivery during a pandemic and informed those present that there will be one unified manual created for both Area 2 centers containing all policies for both centers related to COVID-19, which will be posted to the new website. Any differences in policy between the Summit and Medina Centers will be noted. All the partners sign off on the manual, acknowledging they understand and accept the policies.

VI. GOOD OF THE ORDER/ANNOUNCEMENTS

- a. The Committee was reminded of upcoming meetings:
 - i. The next Regular WDB meeting will be held at 8:00 AM, Thursday, September 30, 2021, at the Radisson Hotel - Akron Fairlawn.
 - ii. The next One-Stop Operations Committee meeting is scheduled for 8:00 AM, Monday, October 18, 2021, at the OhioMeansJobs Medina County center.

VII. ADJOURNMENT

- a. Chair Pritchett requested a motion to adjourn the meeting. Dempsey made the motion which Costa seconded. With no objections or abstentions, the motion carried. The meeting adjourned at 9:18 AM.

Prepared by
Tammy Kaser
Operations Coordinator, SAMWA COG