

**SUMMIT/MEDINA WORKFORCE DEVELOPMENT BOARD
ONE-STOP OPERATIONS COMMITTEE MEETING MINUTES
MONDAY, FEBRUARY 28, 2022**

In-person location:
OhioMeansJobs Summit County
1040 East Tallmadge Avenue, Akron, OH 44310

Virtual location:
[Click here to join the meeting](#)

Or call in (audio only)
+1 321-710-8464
Phone Conference ID: 633 545 171#

Committee Members Present: Sharlene Chesnes; Malcolm Costa (*virtual*); Patricia Dempsey (*virtual*); Bethany Dentler (*virtual*); William Moore (*virtual*); Joan Pritchett, One-Stop Committee Chair; Paul Ratcliff

SAMWA COG Staff Present: Grace Glaubman (*virtual*); Tammy Kaser; Christine Marshall

One-Stop Operator Staff Present: Ralph Sinistro, CSDJFS/SCOMJ; Angela Smith, ULA/MCOMJ (*virtual*)

I. CALL TO ORDER

- a. Chair Pritchett called the One-Stop Committee meeting to order at 8:05 AM. Those present introduced themselves and Kaser took attendance of those present in person and virtually.

II. APPROVAL OF MINUTES

- a. Chair Pritchett requested a motion to approve the One-Stop Operations Committee meeting minutes of 11/22/21. Chesnes made the motion which was seconded by Dentler. The motion was passed by a roll call vote of One-Stop Committee Members present in person and virtually, recorded by Kaser, with no objections or abstentions.

III. REPORTS

- a. Pritchett turned the meeting over to Angela Smith, who informed those present that the Emergency Procedures Manual and Operations Guide for the two Counties have been completed and submitted for review, a collaboration between the One-Stop Operators of both Centers. Smith then reported on services for the Medina County One-Stop Center since the last Committee meeting.
 - i. In December, the Medina Center received 134 total visits from 77 unique customers, 68 of which were returning customers while 9 were new.
 - ii. In January, the center received 176 total visits from 86 unique customers, 73 of which were returning while 13 were new.
 - iii. Two One-Stop Center orientations per month have been held or scheduled at local libraries in Medina County January-March, and two hiring events are scheduled for March at the libraries.
 - iv. 21 customers attended workshops in December, 18 in January.
 - v. 11 Resource Room visits were scheduled in December and 11 in January.
- b. Pritchett turned the meeting over to Ralph Sinistro for his reports. Sinistro reiterated that he and Smith have collaborated on the Emergency Procedures Manual and the Operations Guide and added that they have also completed the MOU Partners' Onboarding Checklist which had been requested as a result of the Phase II Certification process. Sinistro then reported on services for the Summit County One-Stop Center since the last Committee meeting.
 - i. Most customers at the Summit Center are seeking assistance with the unemployment process, often because they lack the technology or tech.
 - ii. Services are still by appointment only, but exceptions are made in some circumstances for customers who show up at the Center doors. The Appointy software for appointment scheduling has been working very well.

- iii. In December, the Summit Center received 237 total visits from 219 unique customers, 39 of whom were new customers; 19 said they were attending a workshop.
- iv. In January, the Center received 238 total visits from 224 unique customers, 43 of whom were new customers; 6 said they were attending a workshop, 156 were there to use the Resource Room, 33 were there for WIOA orientation, 55 wanted information on unemployment.
- v. Sinistro noted that numbers reported in CFIS originate with the customer checking in at a kiosk when they arrive, so these are self-reported numbers, and sometimes people put the wrong thing they're there for, or they're there for multiple purposes and can only report one.
- vi. A job fair was held at the Summit Center on 1/12/22 with Rubber City Radio Group, which advertises job fairs for free on the air. Thirty-five employers participated in the job fair, and 107 jobseekers attended. The large meeting space (119A-C) was used, allowing room for social distancing, and the free-standing and table-top protective barriers the Area had ordered for the Center worked very well so everyone felt safe for the large in-person event.
- vii. The Fun Stop (drop-in childcare) was reopening 1/18/22, but has seen limited use so far.
- viii. Collegenow is a new community service to the center and they assist jobseekers apply for scholarships and financial aid for post-secondary education, and they have a presence in the Resource Room each Wednesday.
- ix. Community Action staff are at the Center each Friday to assist with tax return preparation.
- x. The Executive Networking Group continues to meet virtually.
- xi. Sorenson software to assist hearing-impaired jobseekers has been reinstalled, after being uninstalled during the remodeling of the Resource Room to control the spread of COVID.
 - 1. Sinistro and Smith have been working with OOD to learn more about other kinds of software to assist jobseekers with disabilities.

IV. OLD/UNFINISHED BUSINESS

- a. One-Stop Phase II certification implementation of action items update
 - i. Marshall reminded the Committee members of the portion of the Phase II Certification process and the conversation about needing a customer referral method between our Partners which became a part of the Action Plan for our Operators. In addition to the Action Plan for the One-Stop Operators, the Board staff has decided to also require the Operators to report on Center performance at these meetings and Regular Board meetings going forward—similar to the reporting completed by the WIOA Career Services provider for program performance, but for One-Stop Operations. Partner referrals of their customers will be a major part of this reporting. This reporting will provide the Board the data needed to determine all activities at the centers vs. just having the WIOA provider's data.
 - ii. Sinistro provided an update on the Partner Referral Project, which he noted is an area of continual, gradual improvement, starting with tracking how and when referrals are made between the partners. He noted that one roadblock to developing and maintaining a robust referral process is getting CFIS access for all MOU Partners so they can make referrals in the state system. Most referrals are from the Resource Room to WIOA Career Services, but other referrals are taking place.
 - 1. Sinistro informed the Committee members that Partner Management meetings continue to be held virtually, and plans are in place to bring back in-person all-staff meetings starting in March, to draw staff of all partners together to hear updates and stay informed of the services provided by the other partners at the Center, and hear from representatives of important community partners as well.
 - 2. The Summit Partner directory has been updated and circulated among the Partners and provided to their staff.
 - iii. Smith presented the new Partner On-Boarding checklist, developed for use in both centers as a result of the Phase II Certification process.
 - iv. Marshall returned discussion to the update on the One-Stop Operator Operations Guide and Emergency Procedures Manual, to explain it was a goal for quite some time to have this Guide

developed as an Area-wide resource vs. each Operator developing their own. The manual does provide for procedures that are different between the two centers. She thanked Angela and Ralph for their hard work on editing the original manuals into this new guide.

- b. Glaubman reminded those present that the Workforce Development Board is responsible for certifying the One-Stop Centers, through the Phase I, Phase II, and now also Phase III Certification processes. Phase I comprised 9 standards and both Centers were certified; Phase II comprised 33 critical factors under 18 benchmarks, related to quality assurance, and only the comprehensive center (Summit) underwent Phase II Certification. Phase III is a review of Phase II to ensure continuous improvement across the same critical factors and benchmarks.
 - i. Glaubman informed the Committee members that Phase III Certification is due 6/30/22 and every three years thereafter. A special meeting of the One-Stop Operations Committee will be scheduled for those who volunteer to complete the certification process—possibly in late April or early May.
 - ii. Marshall informed the Committee that she and Glaubman were invited to participate in a review of the Certification process using the Phase II documents, and that review resulted in a refinement of the process to make it more intuitive for the Board members conducting their assessment. Glaubman showed those present the new tool for Phase III Certification and highlighted some of the changes from Phase II.

V. NEW BUSINESS

- a. Glaubman explained that the new reports related to One-Stop Operations performance resulting in part from the Partner referral process, which Marshall mentioned during the discussion of Certification under Old Business, were derived from the reportable deliverables required in the One-Stop Operator contracts between the Workforce Area and the Operators, to hold the Operators accountable for those deliverables through a regular scheduled report. Marshall added that it is hoped this reporting may help to hone the requirements included in the One-Stop Operator request for proposal and resulting contracts going forward.
- b. Marshall reminded those present that the current Partner MOU's signed in 2021 are one-year MOU's for PY 2021/SFY 2022 (7/1/2021-6/30/2022), and that one-year MOU's will need to be signed again in 2022 for PY 2022/SFY 2023 (7/1/2022-6/30/2023). Starting 7/1/2023, Area 2's Partner MOUs will again be on a 2-year schedule.
 - i. The current one-year MOU's are the result of changes to the budgets that required renegotiation, preventing Area 2 from simply renewing a one-year MOU on 7/1/2021 as other Areas were allowed to do due to the pandemic. The second one-year MOU's for PY22/SFY23 will get us back on the same schedule with the State's biennial budgeting process.

VI. GOOD OF THE ORDER/ANNOUNCEMENTS

- a. Pritchett reminded the Committee members of upcoming meetings:
 - i. The next Regular WDB meeting will be held at 8:00 AM, Thursday, March 24, 2022, at the Radisson Hotel - Akron Fairlawn, and virtually via Teams.
 - ii. The next One-Stop Operations Committee meeting is scheduled for 8:00 AM, Monday, May 16, 2022, at the OhioMeansJobs Medina County center, and virtually via Teams.

VII. ADJOURNMENT

- b. Chair Pritchett requested a motion to adjourn the meeting. Chesnes made the motion which Ratcliff seconded. The motion was passed by a roll call vote of Committee Members present in person and virtually, recorded by Kaser, with no objections or abstentions. The meeting adjourned at 9:03 AM.

Prepared by

Tammy Kaser

Operations Coordinator, SAMWA COG