

One-Stop Task Force

Meeting Notes – August 17, 2015

Present in person: Mark Mattke, Kathy Cooper, Berit Eriksson, Mark Adreon, Danielle Wallace, Jodi Novotny, Pam Grindstaff

Present on phone: Amanda Dell, Michael MacKillop, Agnes Balassa, Eric Wolf, Mary Houston, Del Delabarre

Task Force next task: Memorandum of Understanding (MOU).

- Recap of what has been done so far on One-Stop criteria and certification tool passed at Steering Committee July 28th and Board August 17th. Waiting to hear when this will be certified and ok to start using, hoping to find to out soon. Thanks to everyone for their work on this.
- Mark M. has circulated to the group the past Workforce policy under WIA. We will take a look at how this might need to be updated to fit with WIOA.
- The Combined Plan will be overarching plan for the state and this needs to roll down and be mirrored at the local level. MOU is more detail of how the mechanics are carried out at local level, including funding.
- Every partner in core partner program needs to be present at the local One-Stops. There could also be non-mandatory partners in particular one-stops.
- Guidance from OCTAE has come out and it talks about management component of partners working together. Noted that there is a difference between WDC and One-Stop.
- 2 levels of costs: system-level costs (e.g., MIS) and center-level costs.
- According to the SBCTC, Basic Education has been mandated to contribute 1.5%.
- Question to address up front: What elements of workforce system make most sense to include in this cost pool? (One-stop partner funding costs.) There is a mandate to streamline and find efficiencies between partners. How can we get to baseline services? How should this look under WIOA?

- First, figure out common services:

Shared Costs – in the Comprehensive One-Stop Center

Facilities

- Rent
- IT/Telecom –DSL, Broadband, Software, WiFi, Phones, Help Desk Support
- Supplies
- Janitorial
- Hardware – PCs, Printers
- Furniture
- Signage
- Insurance

Operations/Services

- Printed and digital collateral

Personnel

- Administrative – Reception, IT Help, Center Management, Local Board Staff

Core Functions

- Resource Room
- Workshops
- Assessments

Allocated Costs	Unallocated Costs
Direct Charge to a Program	Overhead – not directly charged

- Need some basis to work out what percentage each program should be charged. It's more difficult when people are performing multiple tasks.
- When we are delivering services in an integrated environment as the law supports, it is hard to separate the costs to specific programs.
- Costs are going to vary center to center, so a percentage might be easier than a dollar amount.
- Probably need to go with a negotiated percentage up front, rather than a complex time card system.
- Ability to pay might also need to be considered. Mandated partners with an allocated cost schedule share the burden. Fixed amounts is not a bad basis for the model, but can all partners afford to pay fair share in every area, and if not, burden falls on other partners.
- Discussion about leverage of costs. In-kind and incentives.
- What is of value? What program needs to be offered for ROI for every single partner?
- Can we do initial one-year MOU and then go back and see what problems come up? Between TANF and Community Colleges, there is a lot yet unknown.
- Start with what the law mandates and see if it makes sense for the population. Services should be of value to all customers coming through the door.
- Worth mapping out services and see what the most common services are that people use in one-stops? Standard customer flow we can all agree to? Can be generic.

Shared Processes – Functional Teams within the One-Stop

Intake – Application/Sign-in/Registration – client record created

Triage – “Initial” assessment, Eligibility Determination

Connect to Appropriate Services/Resources

Including: Labor Exchange, Workshop, Adult Basic Education, TANF, Vocational Rehabilitation, Adult/Dislocated Worker, Veterans, Unemployment Insurance, Career and Technical Education, Wagner-Peyser

Testing – CASAS, TABE, Compass, ASSET, WorkKeys, etc.

Customer-centered/customer-driven portfolio of Services

- All partners share and support achieving goals
- Not handing off but keeping hands on
- Co-enrollment / integrated services throughout

Employer Engagement – to develop relationships to learn and resolve human capital needs – articulate the available services:

- Work-based Learning, On the Job Training, Placement, succession planning, Clinical Sites, Internships
- The right skills at the right time

All processes are integrated with co-enrollment occurring wherever applicable, delivered in-house and are transparent/seamless to customer

- Discussion among group about employer engagement. Many employers interested in what they have to gain rather than their responsibility. They need a partner to explain the value of participating
 - Part of what we need to do is help employers understand that this is the system.
- Need to figure out other shared costs that will be need to be covered by partners.
- WIOA Title I money has to be competitively procured
- ESD currently holds the majority of leases, but not sure with the new system, if that would change
- As money comes in, it can be reallocated to different programs. Goal is to have fully serviced system that can bring in more resources for customers.
- The hardest part of the one-stop cost allocation formula is to make it fair for all of the different local areas. Is there a one-size fits all model?
- Let's get to the elements of the cost to run a one-stop center. What are allowable cost centers?
- Timeline: no fixed timeline, but we have 4 meetings through September on the books and hope we could get through this during that period.
- Who should we bring in next time?
 - Mandatory partners (need DVR and DSHS)
 - Someone fiscal to talk through the costs

Next meeting August 26th at the Coast Gateway Hotel in SeaTac – 1:00-4:00 p.m.

Adjourn 3:45pm