

One-Stop Task Force

Meeting Notes – June 24, 2015

Mark Mattke, Eva Larrauri, Tammie O’Dell, Amanda Dell, Del DelaBarre, Beth Blanchard,
Agnes Balassa, Mark Adreon, Kathy Cooper, Jodi Novotny, Pam Grindstaff,
Ginny Jackson, Michael MacKillop

Welcome and Introductions

- Eva Larrauri joined the group and gave an introduction to the work she is doing at the Northwest ADA Center, which is part of the National ADA Network that provided consultation to the region. Eva has worked with groups with barriers such as blind/low vision, deaf, etc.

Updates from Subcommittees

- Mark Adreon gave a summary of what the Technology and Accessibility Task Force has been working on including the strategic direction of the group.
 - The TF is working on a recommendation to have an advisory committee (Barrier Solutions & Access Advisory Committee) established as part of the certification process for local WDC boards.
 - Under this proposal, the 10 required seats of the advisory committee will cover all 18 groups with barriers and would work directly with WDCs. The committee would support WDCs and be a conduit of research. There is still a long way to go for accessibility.
 - The advisory committee would help frame what the problems are and would have the authority to make recommendations, identify solutions and at some point develop a community-driven score sheet.
 - Several questions were raised by the Task Force members to which Mark responded:
 - How this new committee would assist with the one-stop certification process?
 - This group would establish a resource base for the system and identify some funding sources to bring solutions to the local level.
 - Why this advisory group is being created as a separate rather than integrated entity?
 - This group is designed to bring the voice of the customer directly to the WDCs and that he feels it is integrated in the sense that the 10 seats are a floor and not a ceiling.
 - Whether duplication of efforts by local EO officers and other board committees may occur?
 - This is proposed as not duplicating as it will not contain the same level of staff as board members or WDC staff.
 - If perhaps a state level committee might not serve to identify issues and bring solutions to bear that all local areas can benefit from?
 - The next phase might be to have a state level body that can better work to bring in resources.

- Is there a focus group for this advisory committee?
 - The Tech & Access Task Force and Steering Committee would be the focus group at this stage.
- Group discussed the work of the Unified/Combined Plan Task Force. They seem to be moving in the direction of a Combined Plan and they should be ready to present to the Board by the retreat.
- Group discussed the Local Governance and Sector Strategies Subcommittee work. The Regions Task Force meeting that will take place this summer is not affecting One-Stop. They will not have any recommendations to present to the Steering Committee at the meeting on Monday June 29th.
- The Professional Development Task Force is discussing 2 types of training for management as well as front-line staff. This Task Force is not currently ready to make any recommendations.

Identify Critical Elements for Assessment Criteria

- Need to start developing essential criteria. Need to identify what is important. It is up to us to figure out what those things are. How we get there is up to us.
- Important to remember that under the WIOA mandate there will be a single state process and we are setting criteria for entire state so must address needs of urban and rural areas.
- It is easier to tighten up standards over time than start too tight or high a standard and have center miss the targets consistently Might be some phasing in over time with a tight time frame. Start with bare bones and as the system grows, add into it.
- Also, this will be an ongoing process with check-ins over time to see if one-stops are making progress – biennial review
- Recognize that we need a lot of leniency and that technical assistance needs to be embedded in the process with plan to come up to minimum standards, if below, and demonstrated plan/evidence on progress toward full compliance and changes to existing practices
- Under WIA, every site did a **self-assessment** – goals from last time, progress made, gaps that still remain – agreed that retaining this component is a good idea
 - We need to look for language regarding “demonstrated progress towards” compliance and still allow for refinement.
- Movement over time has been to less formal and more streamlined process – less onerous to staff and board but still provide in-depth information, continuous improvement strategies, and sound basis for certification decision making
- Discussion about the criteria to measure the effectiveness of how we are serving our customers. **How might we assess if we are delivering in a smart and effective way?**
- **Need streamlined intake, integration component.**
- Discussion about a model that considers at least 2 different groups of people such as:

- People who are skilled, able to work, with a clear vision of what they want to do (option to move very quickly)
 - People who lack English/literacy/digital skills, etc. (need more intervention before moving forward)
- The challenge is how do we determine the level in the assessment/triage that occurs?
 - **Need to ask basic questions to home into what services are needed and how they need to access those services.**
- The initial collection of information should be the same in all WorkSource locations, **gather only what is necessary at that step** – triage concept of supporting individuals where they are
- The 2nd step would be to move to a team that specializes in what the individual needs. Need a “functional team” not a “program team”.
 - **Evidence of functional teams is the right direction for us to move in**
- Look at all **different assessments** we currently use across the system and develop questions about their use
- **Professional development** is also a key piece to assess – need to ask to ensure every staff person is up on policies and procedures
 - Lot of conversation about **cross-training staff** – both internal and external, front line and leadership – to bring into new paradigm and assessing this will help encourage one-stops to conduct this work
- Mark Mattke will send around a body of work from WDCs around the State so we can look at different models and select elements that align with our vision for the new WIOA process
- Process question: When would be the start of the certification for one-stops? How will we manage that? Criteria in place by July 1, 2016?
 - ACTION: Amanda follow-up on timeline to execute with Workforce Board and report back to Mark to advise the group.
 - Concern amongst group with a tight time frame considering the certification process can take up to 6 months to complete.
- Question regarding if it is possible to get an outline that identifies if a one-stop is certifiable?
 - Mark will send checklists that are out there to see which ones everyone thinks are best. We can use these at a template to see what works.
- **Need to decide what fundamentals we find that are really important to set the framework.** WDCs can expand upon these if we set the floor. See what to add in as time goes on and we acquire more experience with WIOA.
- It was mentioned that certification can be a useful tool to manage and monitor continuous improvement. **How do you implement and monitor if CI is successful?**

- Look at process from several perspectives:
 - *Objective questions/criteria* of what must be in a one-stop in a tangible way
 - *Subjective questions* – what do we want to see?
 - *Self-assessment* – how well are they responding to criteria and continuous improvement can be trend toward where one-stop is heading
 - Also, *customer satisfaction* – job seekers and businesses
 - How do we score *effectiveness with customers* we are trying to get to?
 - How the one-stop responds to the “scorecard” results is what to assess, not the scores themselves

- How do we develop this tool?

- Five potential process elements for consideration:
 - Identify priorities, what we have now for the one-stop
 - Assess current level and gaps based upon our criteria
 - Assess potential barriers, if not meeting criteria
 - Develop implementation strategies to adapt to new criteria
 - Evaluate effectiveness in meeting new criteria

- Also think about changes in population and demand for services that occur over time
- Like to see evidence of integration and partnerships – if you have forged relationships outside the one-stop with other community partners, bring these to light
- There is also a data piece to consider as part of the assessment criteria and data-driven partnerships that are unique to each area

- Pull from WIOA those elements that must be included in a one-stop and assess these tangibles.

Next Steps

We will meet on July 1 after documents are sent out to group for review and discussion.