



## Region 3 One-Stop Operator Meeting Minutes

WebEx  
May 11, 2020

**ATTENDEES:** Skip Wittrock, Lori Thorpe, Michael Newman, Jeri Werner, Della Ludwig, Joan Berning, Pam Moriarity, Tammy Biery, Tricia Bigaouette, Diana Ristamaki, Kristin Yeager, Dina Wuornos, Leslie Wojtowicz, Barb Chaffee

<b>Agenda Item 1</b>	<b>Review and approval of February 10, 2020, meeting minutes</b>		
Discussion: Motion to approve made by Dina and seconded by Tammy. Motion approved.			
<b>Agenda Item 2</b>	<b>Goal #1: Develop action plan based on TEGL 4-15</b>		
Discussion: Recommended to hold off this discussion until we are back onsite. Agreed.			
<ul style="list-style-type: none"> <li>▪</li> </ul>			
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
<b>Agenda Item 4</b>	<b>Opening Sites</b>		
Discussion: We need to come up with a plan to open and we need to include partners.			
<ul style="list-style-type: none"> <li>▪ Job Services – Mike will start putting plans together and they will be working in connection with MAWB. They will not be doing things separately.</li> <li>▪ Della having a meeting with Kevin and can check in with him.</li> <li>▪ Reviewed the Duluth Preparedness Plan – well done.</li> <li>▪ DEED has communicated that plan is the CareerForce locations are to not open them until it is deemed safe to do so.</li> <li>▪ Tammy – in order to be prepared – there are some expenses to that we don’t know who is paying for that yet. Hard to pull the trigger to get that ordered until we know who is paying.</li> <li>▪ Also have to consider client/staff seating.</li> <li>▪ St. Cloud has implemented a schedule alternating staff to make sure we don’t have too many staff sitting too close together.</li> <li>▪ VR – (Jeri Werner) not too many specific details. Meeting this morning with DEED with safety coordinator. <ul style="list-style-type: none"> <li>○ MMB for DEED currently speaking to the safety screening – something they are looking into and may be a requirement for DEED staff. NO idea how they will implement and track.</li> <li>○ DEED won’t return until things are safe. Until CF locations are deemed safe. Equipment, cleaning, etc.</li> <li>○ Subcommittee to discuss more of the details to hash out the details.</li> <li>○ Priority supplies listed – surface cleaners, hand sanitizers, gloves, handsoap cleaning specifically common areas.</li> </ul> </li> </ul>			

- DEED looking for getting supplies for those open areas and for DEED staff.
- VRS has ordered clear face masks. Have pushed for DEED to have those available for those other staff. Facial expressions and the ability to speak are critical.
- They have talked about masks who walk in the door. Strongly recommend and having disposable available at the desk. But not talking about making them required.
- Cost and shared has not been defined.
- No date specifically set up at this time.
- As we phase in at some point – what will that look like
  - Have to look at scheduling and taking appointments for people wanting to use the labs. To keep customers happy may have to do a scheduling system. Or schedule half and let the other half be walk in. If clients are waiting outside – they are outside. Need to come up with a numbering system. Suggest putting a time limit on time with the labs
  - If they want to come in to the career lab – they have to call for an appointment
  - DEED working with how we can work remotely with CareerLab computers. DEED pushing out windows 10 and there is a possibility for a texting connection between computers. Type back and forth with certain features
  - Ability to share screens would also be awesome
- What will it take for VR and SSB to come into the locations
  - DEED will make that decision
  - Face masks have been ordered
  - What about health screening – ie taking temperatures
  - DEED is looking at guidance as they develop their plan
- Funding still a major question
  - MAWB is working on requesting funds to help pay for safety measures
- Bathroom safety and cleanliness
- Additional \$600 was passed for 13 weeks and goes until the end of June.
- Cleaning standards if someone contracts virus.
- Social Distancing
  - DEED found that the floor marks that indicate social distance. Don't stick to carpets.
  - May need to look at signs.
  - Staff may also have to ask clients to step back if/when customers don't listen to the signs.
  - Staff have made their own little 6 foot markets in Willmar.
- Best to consider it based upon location – specific based upon what is happening in communities.
- We already have the code of conduct for behavior expected in CareerLabs –
  - We could look at adding the requirements to wear masks as part of the code of conduct.
- Continue to discuss and Barb and Tammy will

Action Items	Person Responsible	Deadline
Check with Cindy on allowing screen sharing features	Joan	

<b>Agenda Item 5</b>	<b>Regional Plan Review</b>
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Discussion: Plan has been done but has not been sent out to the group. Victoria just finished formatting and we can send out to the group.

- Will go to the R3LPB in June and looking for approval
- Please send any changes to Leslie

Action Items	Person Responsible	Deadline
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Please send any changes/updates to Leslie		

<b>Agenda Item 6</b>	<b>Partner Program Updates</b>
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Skip:

- Staff are working from home. Learning as they go. Longer that they do this, staff are getting pretty inventive and creative.

Joan:

- Still in the offices, that was a change when it first started. Staff that couldn't be in the office were able to take COVID leave. Making sure there are space in between. Looking at how to serve folks remotely – especially universal folks.
- Virtual hiring events tomorrow and will get together with Leslie to see how to do as a region.
- A lot of reaching out to individuals – specifically for universal services. Folks aren't ready yet to jump right in. With UI benefits, or waiting to go back to their jobs, etc. Just letting them know we are here.

Tammy:

- Right now all staff are working from home and going forward if they do need to come into the office there are scheduled days so staff don't sit too close to each other.
- Working on getting quotes for revamping the front area. Doing what they can to prepare for reopening.
- Talking to campus to find out what Technical college is requiring.
- Question on if the Tech College rule differs from DEED requirement – whose rule supersceeds.

Lori:

- All staff across state working remotely from home. Those that can't are taking COVID leave. Hardest with parents with kids at home.
- Still doing intakes and getting people into employment plans.
- Numbers have dropped off
- Opened up the waiting list to group 2.
- People are not interested in looking for work right now.
- Providing a lot of resources to consumers on how to apply for UI, how to use the website.
- VR given the approval to have one staff member go in a few hours a week. St. Cloud that is Brenda, Cambridge is Vicky.
- Weekly Zoom meetings

Mike:

- Largely the same information – all SSB staff are working from home.
- Opened wait list
- First time that Mike is aware of – first time they are doing in a staged, metered way. Previously like opening up a dam.
- Lots of new and emerging technology and trying to get people stuff.
- Doing an extra good job of reaching out to folks.
- A lot of the work they do with clients is very interpersonal – one-on-one or small groups – obviously changed. Continuing to work with vendors and trainers on what can be done remotely.
- Mike has elected to retire. Will be done in early July!

Pam:

- Same issues as you have all been discussing.
- Looking at how is ABE going to come back, what will that look like, learn to use technology.
- Distance learning platforms to provide instruction. Overwhelming
- Weekly web chats with MN Dept of Ed. and regular meetings with staff.
- Looking at when could they do intakes and assessments with learners.

- MN Dept of ed has lifted restriction of not being able to count contact hours of someone who does not have an assessment test. For now in May and unknown how long it will continue.
- Pam is also retiring – May 29<sup>th</sup> is official last day.

Della:

- All of meetings on online – Teams is the standard to DEED. Meeting Innovative Career Readiness – Amy Lord will presenting on Zoom. Getting prepared for that.
- Writing a lot of Podcast and PowerPoint presentations that can be shared. And how to prepare to reopen, transferrable skills.
- Kevin McKinnen new boss as of March. Meeting with him regarding projects in the near future
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Dina:

- MFIP overviews on video have been made available for CMJTS customer to aid in enrollment process.
- A lot of PA clients do not have access to the same products as other program clients. Using office support staff to mail out information. Problem solving as we go depending on need of participant.
- DW and Adult populations – doing a lot of the same things.
- Able to figure out how to do a math and reading assessment online.
- Doing quite a bit of marketing and outreach. Enrollment numbers are low as to be expected.

Leslie:

- Business Services team has been active engaging and providing information to employers. A lot of frustration with the UI line that is the employer UI line. It was deactivated to help answer questions to the job seekers. Trying to get answers for employers has been a challenge.
- Jordan Zeller has done a great job sharing his notes
- Promoting IW and OJT opportunities. Still businesses growing and offering these opportunities.
- Going to try to reinvigorate our regional business services meeting to ensure we have a consistent message.
- Also working on navigating these virtual job fairs and other tools.
- Webinar launch – May 20<sup>th</sup> – launch of the different modules of working with people with disabilities open to everyone. Help all staff with AJC’s provide consistent services. Will send link out
- Working on Regional Plan. Will send narrative out shortly.

Diana:

- Universal team staff spending the majority of their time answer UI calls and helping customers navigate the online system. Also in the centers helping support staff.
- Youth team staying pretty busy – staff working from home. Group activities have changed to individualized services.
- More rural areas – especially where youth don’t have access to broadband has been a challenge.

Kristin:

- Still recruiting and onboarding using technology.
- Staff are learning how to use technology.

Tricia:

- Staff continue to work from home and will be for the foreseeable future.

Barb:

- Using technology to connect with staff directly.

Jeri:

- Resiliency and flexibility shown by staff has been great.
- Awesome that we continue to work together so well.

Action Items	Person Responsible	Deadline

<b>Agenda Item 7</b>	<b>Partner MOU</b>	
<p>Discussion: This is one thing that DEED has not been able to be pushed off. Due May 30<sup>th</sup> but need to get to DEED by May 28<sup>th</sup>.</p> <ul style="list-style-type: none"> <li>▪ Had issues with who is going to sign for this. Only DEED department directors. We will leave those signatures up to DEED.</li> <li>▪ Will get our part done and get off to DEED</li> <li>▪ Dina finalizing the CMJTS current draft and sending out to partners today. Thank you for those that responded in March. Will provide one more opportunity to review.</li> <li>▪ MOU for St. Cloud as well. Tammy believes they signed theirs last year for 3 years.</li> </ul>		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
For CMJTS plan, please review and provide updates/changes to Dina	everyone	

**Next Meeting Date:** June 11, 2020 from 10 am – 12:00 pm, St. Cloud CareerForce location, Conference Room 482