

## **ONE-STOP COMMITTEE**

### **July 11, 2017, Meeting Minutes**

Illinois WorkNet One-Stop Comprehensive Center  
3000 West DeYoung, Marion, Illinois

#### **I. Call to Order**

The One-Stop Committee was called to order at 8:00 a.m.

#### **II. Roll Call**

Roll was called and a quorum was present.

Present: Kay Fleming, Karla Tabing, Christina Hutchinson, Kathy Lively, Michelle Cerutti, Penny Valentine, Jeri Peters, Joan Jablonski-Baxter, John Otey, Angela Imhoff, Mary Sullivan. Debra Jackanicz on phone.

Absent: Karl Maple, Lori Ragland, Jillian VanZandt, Kristina Shelton, Paulette Hamlin, Rosie Naumovski

#### **III. Orders of the Day**

##### **A. Approval of Minutes**

Minutes from the June 20, 2017, MOU meeting were read. Penny Valentine moved that the minutes be approved. Christina Hutchinson seconded the motion. The motion passed and minutes were approved.

##### **B. Old Business**

**1. Intake and Referral Form—How to conduct interview. How to ask about technology needs.** A copy of the Intake and Referral Form will be emailed to all partners so that they can print out the number of forms needed. Partners making referrals outside the physical One-Stop will email a copy of the front/first page of the form to the One-Stop Operator at [OneStopOperator@siwdb.org](mailto:OneStopOperator@siwdb.org) for referral tracking. The One-Stop Operator will report the number of referrals to the SIWDB at their quarterly meetings. The first report to begin at the October 2017 meeting. The back/second page of the form which includes partner contact information will be given to the customer. Each partner will obtain a release of information from the customer utilizing their own agency-specific form.

Mary Sullivan asked for suggestions about how to ask customers about their technology needs. One suggestion was to ask if the customer would be interested in learning more about social media, using smart phones, working on a

computer, etc. This would give the customer an opportunity to request help rather than admit that they have limited or no skills. Members were asked to send copies of technology checklists that they use in their programs to Mary Sullivan.

### **C. New Business**

**1. Discuss Partner Availability/Schedule in the Resource Room.** There was discussion about how to determine availability of partners who are housed at the One-Stop. When customer needs are determined, it is important for the Resource Assistant to know whether those partners housed at the One-Stop are immediately available, if they have stepped out of the office, are gone for a period of time, etc. There are two situations to be considered: Daily partner schedules and lunch/break schedules. A group calendar or spreadsheet for daily partner schedules was suggested. An In/Out Board was suggested for lunch/break schedules. The One-Stop Operator will consider these options and look for other options that might be more effective.

**2. Discuss Partner's Direct Linkage Requirements.** Partners should refer to the MOU to verify their direct linkage requirements. Each partner indicated in the MOU how the direct linkage would happen. Potential problems could occur when a partner's agency is closed for a period of time while the One-Stop is still open for business, i.e., colleges may be closed for two weeks for Christmas break. A copy of the Governor's Guidelines will be sent to partners for review of this particular requirement.

**3. Discuss One Stop Operator Role in the Center.** The operator is looking for feedback regarding extended hours of the One-Stop. The operator will facilitate training and scheduling Work Experience workers who greet and assist customers coming into the One-Stop. The operator will prepare a simple customer satisfaction survey.

### **IV. Matters from the Floor**

The final MOU has been posted on the Southern Illinois Workforce Development Board's webpage.

The Local and Regional plan has been accepted with no exceptions.

This meeting is Jeri Peters' last One-Stop meeting. Job Corp will be administered by a different entity but Jeri will not be moving with Job Corp. Jeri will be missed.

**V. Recognition of Guests.** There were no guests to recognize.

**VI. Adjournment.** A motion to adjourn was made by John Otey and seconded by Karla Tabing. The motion passed and the meeting was adjourned.