

ONE-STOP COMMITTEE

September 12, 2017, Meeting Minutes

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.

Members Present: Kay Fleming, Christina Hutcheson, Penny Valentine, John Otey, Angela Imhoff, Michelle Cerutti.

Members Absent: Debra Jackanicz, Karla Tabing, Joan Jablonski-Baxter, Karl Maple, Lori Ragland, Jillian VanZandt, Kristina Shelton, Paulette Hamlin, Rosie Naumovski.

Board Staff Present: Kathy Lively

III. Orders of the Day

A. Approval of Minutes. Minutes from the August 8, 2017, meeting were reviewed. John Otey moved that the minutes be approved. Christina Hutcheson seconded the motion. The motion passed and minutes were approved.

B. Update DOL Vet Audit—John Otey. John reported that “unofficially” the audit went well. First impressions are that there were no serious issues, but just a few minor things. IDES is doing a good job to serve people in such a large area with so many new staff. IDES is awaiting the preparation and release of the official report.

C. Old Business

1. Intake and Referral Form

a. Form Updates. Changes that were made to the form include removal some partner extension numbers and removal of homeless services offered through Crosswalk. The most current version of the form is dated August 12, 2017.

b. Review Draft Referral Form Process. Tracy Norris explained the referral process and handed out a written explanation of the referral process. There was discussion regarding the presence of IDES staff during intake so that IDES requirements are met. Tracy stated that she will make necessary changes to the process and include those changes on the written referral process.

c. In/Out Board, Partner Calendar Update. An In/Out Board has been set up behind the reception desk in the Resource Room. The board seems to be working great. The Partner Calendar, which shows the daily schedule of partners

at the One-Stop, has been developed and will be accessible from the American Job Center landing page.

d. Review Services Tracking Survey and Spreadsheet. An Excel spreadsheet used to track referrals has been prepared and shared with partners. Partners located off site were reminded to send Tracy Norris copies of the Intake and Referral Form for any referrals made so that data can be tracked and included on the spreadsheet.

D. New Business

1. Review AJC Website Landing Page. Teresa Smith presented the in-progress landing page to the committee. It was decided that the landing page should be partner-focused. Partners were asked to send Teresa Smith agency logos and links to their respective programs for inclusion on the landing page. The branding of the landing page was questioned.

At this time, there was discussion about changing the name of the One-Stop Business and Employment Center to American Job Center to provide consistency. Resource room staff have already been instructed to answer the phone indicating that the American Job Center has been reached. At this time, John Otey made a motion to amend this meeting's agenda to include **Changing the Branding of the One Stop Business and Employment Center to American Job Center**. Penny Valentine seconded the motion. There was no further discussion. A vote was taken and the motion passed.

John Otey then made the motion to change the branding of the One Stop Business and Employment Center to American Job Center. Penny Valentine seconded the motion. There was discussion that this recommendation be presented for approval to the SIWDB at its next meeting. A vote was taken and the motion passed.

2. Discuss One Stop Center Complaint Process. This item has been tabled until the next committee meeting in October.

3. Discuss One Stop Center Orientation—all partners, daily? This item has been tabled until the next committee meeting in October.

4. Discuss MOU Reconciliation Process. 1st qtr ends 9/30. This item will be discussed in a separate meeting to immediately follow the October meeting.

5. Discuss Reporting Partner Performance and AJC stats to the SIWDB. John Otey will try to obtain additional guidance regarding the reporting of partner performance so that this item can be addressed at the next committee meeting in October.

IV. Matters from the Floor. The One Stop Operator was recognized for the great job done so far in organizing and facilitating the One Stop Business and Employment Center.

V. Recognition of Guests. Mary Sullivan and Tracy Norris were in attendance as representatives of the One Stop Operator. Teresa Smith from ManTraCon, Corp., was in attendance to present the landing page.

VI. Adjournment. A motion to adjourn was made by Angela Imhoff and seconded by John Otey. The motion passed and the meeting was adjourned at 9:30 a.m.

Minutes prepared and submitted by Kay Fleming.