

WIB Regional One-Stop System Committee
Meeting Summary
November 13, 2009
111 SW 5th Ave., Suite 1150
Portland, OR

In Attendance: Sheila Holden; Glenn Shuck, Nancy Conover
Staff: Andrew McGough, Patrick Gihring, Rik Mackay, Jenny Weller

Membership:

The question was raised about bringing in other non-WIB members to the committee. Committee needs to determine what expertise and skill sets are needed to add value to the committee. The Strategic Plan Survey might be able to help make define our needs.

Review of Committee Goal:

Patrick Gihring reviewed the goal of the committee: “Enhance the effectiveness of the public workforce system by aligning and coordinating resources/services, engaging partners, and connecting job seekers to high-demand, high-growth jobs.”

“High demand, high growth jobs” is defined by the state. We will use self-sufficiency as a benchmark of our success.

Overview of WorkSource System:

Patrick reviewed the WorkSource System. Need to determine how we evaluate what is and what isn't working. Where do we need to improve to ensure a level of quality across the board? We have to bring more people to the table to enhance the foundation and to create the structure that we want to put into place.

Patrick reviewed the CCWD Compass Policy for Service Integration. Andrew pointed out that the 3 responsibilities of the WIB. We have the opportunity to determine “what is the system” with lots of potential.

- Local workforce boards will adopt, implement and continuously improve the local demand-driven, skill-based integrated services systems that includes Wagner-Peyser, WIA Title 1B Adult and Dislocated Workers;
- Elements of the Compass policy will be embedded in all related workforce documents, including the MOUR, One-Stop Agreements, and service contracts as appropriate; and
- Local boards have responsibility for overseeing the success of the local integrated system as defined in the state approved local integrated services plan.

Patrick reviewed the flow of services. The flow is driven by the customer and their needs. We need to determine what the core products should be and ensure that they are available throughout the system.

Patrick reviewed the data collection system. I-Match is the front-end tool used by OED. Clients register using this tool and input their job history and skills assessment. I-Trac is a data collection tool designed by WSI. This tool provides the client with a list of products available, allows them to schedule themselves into workshops, and provides an RSS feed to other job search engines. I-Match only provides a job search of jobs listed in the OED system. The labor exchange system needs to improve and the WIB instruct this change. We need the labor exchange services to inform us of what is available and the skills needed. This helps us determine the types of training and services we need to provide.

Overview of the Center Review Tool and Process

Sean Kelly summarized the WorkSource Center Review Tool that was developed last year. A team of reviewers visit a center and conducts the review. The tool is completed based on observations and by follow-up using our data management system.

WorkSource Center Tour

Patrick will arrange a tour of a WorkSource center in January for the committee and interested WIB members. This will allow the committee and board members to see how the WorkSource Centers operate. It was suggested that committee members also do a “secret shopper” type of visit to a center.

Next Meeting

It was agreed that the committee would meet again in December. At that time they will determine the frequency of their meetings.

- Refine deliverables in preparation for the January WIB meeting

Committee Focus & Deliverables:

Gihring reviewed that one outcome of the committee could be around Oversight and Certification of the One-Stop Centers. A preliminary review process has been developed that focuses on the front-end of services. The goal is trying to get people to self-sufficiency.

The group felt it was important to focus on deliverables and results. The WIB needs to step up and look at how services are delivered and be advocates of any needed changes.

Committee Membership:

The group felt that they needed more information about the system before they could decide who should be invited to be on the committee.

Election of Chair:

Sheila Holden and Marc Levy will be elected as co-chairs of the committee.

Next Meeting:

- Need to describe the system
- What we want the system to look like
- What are the outcomes and deliverables - short term/long term goals
- How do we communicate progress and impact of committee
- Need to frame-up the certification process
- Review flow-chart of continuum of services