

Name: One-Stop Operator Consortium Minutes

Date/Time: February 4, 2016

Location: Coastal Counties Workforce Inc. (Brunswick)

Facilitator: Betsy Hopkins

Members Present:  Heather Stott, Senior Director, Goodwill Workforce Solutions  
 Dawn Mealey, Deputy Director, Maine Department of Labor  
 Betsy Hopkins, Director, MDOL BRS Division of Vocational Rehabilitation (via conference call)

Others Present:  Mike Bourret, CCWI Executive Director  
 Others:

TOPIC	DISCUSSION
Reviewed coordination of services	Mike will provide OSO members the coordination of services digitally. Adult Ed will be invited to next OSO meeting. Mike will provide context and invite Meghan Richter, Special Projects Director, Maine Department of Education-Adult Education and Family literacy.
COG	Agenda item for future COG meeting the triage sheet, Leon to present
Future meetings CCWI staff	CCWI will determine who on their staff is assigned to OSO by end of the week (2/5/16)
Customer Satisfaction	Until AJLA will utilize customer cards at One Stop
One-Stop Certification	Mike will talk with Sarah about One-Stop certification work. The meeting after March will focus on One-Stop Certification
Customer Flow	Next meeting will be about customer flow. Map out how it is and what it would be like once integrated. Heather will get draft from Sally for the meeting on 3/1/2016
Future Dates	<u>OSO:</u> 3/1/2016 @ 2:00pm - Heather 5/3/2016 @ 2:00pm - Betsy  <u>COG:</u> 4/5/2016 @ 1:00 - 3:00pm - Dawn 6/14/2016 @ 1:00 - 3:00pm - Heather

Approved: 8/2/16