

One-Stop Partners Meeting for the Coastal Counties Region

May 18th, 2021

Meeting Notes

Meeting Attendees:

Adrian Cohen, Senior Program Manager, CCWI
Anita St. Onge, Director, Portland Adult Education
Antoinette Mancusi, Executive Director, CCWI
Brenda Drummond, Director, Division for the Blind and Visually Impaired, Maine DOL
Cait Grant, Director of Economic and Workforce Development, York County Community College
David Klein, Director, Division of Workforce Programs, Maine DOL
David Watts, Director of Adult Education, Five Towns School District
Dawn Croteau, ASPIRE Program Manager, Office for Family Independence, Maine DHHS
Erica King, Senior Policy Associate, Cutler Institute, USM
Gail Senese, State Director of Adult Education, Maine DOE
Jillian Foley, Policy Associate, Cutler Institute, USM
Jillian Sample, Director of Operations, CCWI
Joan Dolan, Director of Apprenticeship and Strategic Partnerships, Maine DOL
Joni Boissonneault, Self Sufficiency Program Manager, Portland Housing Authority
Joy Gould, Manager of Healthcare Workforce Development, Maine DHHS
Karen Fraser, Director, Bureau of Rehabilitation Services, Maine DOL
Kim Moore, Director, Bureau of Employment Services, Maine DOL
Kristen Wiegand, Assistant Director of Workforce Training and Professional Development, York County Community College
Laura Boyett, Director, Bureau of Unemployment Compensation, Maine DOL
Libby Stone Sterling, Director, Division of Vocational Rehabilitation, Maine DOL
Megan Dichter, Workforce Development Coordinator, Maine DOE
Melissa Harvey, Director, Career Center System, Maine DOL
Molly Ginn, Center Director, Penobscot Job Corps
Nikki Williams, Senior Policy Associate, Cutler Institute, University of Southern Maine
Patricia (Patsy) O'Brien, Deputy Director, Bureau of Unemployment Compensation, Maine DOL
Robert Klaiber, Career Center Manager, Maine DOL
Staci Grasky, Executive Director of Academic Program Development, Maine's Community Colleges
Stephanie Haskins, Director of Adult Education, Gray/New Gloucester
Tara Chabot, Policy Assistant I, Cutler Institute, University of Southern Maine

OSO Update & Transition

Cutler Institute staffing transition

- Nikki Williams is transitioning to a part-time position as of July 1 and will no longer be serving as the One-Stop Operator for the region. The Cutler Institute holds the contract with CCWI and new staff have stepped up to take over the OSO role and responsibilities.
- Introductions of Jillian Foley, Policy Associate, and Erica King, Senior Policy Associate.
 - **Jillian Foley** has over a decade of research, evaluation, and strategic planning experience. Her expertise is in survey research and evaluation, as well as focus group and interview facilitation. She is trained in intercultural communication and is an expert in innovative program design and data-driven solutions. Jillian has a passion for helping nonprofits better utilize data to make decisions about long-term, sustainable solutions. She is passionate about social justice and using research to make informed policy changes.

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- **Erica King** has over twenty years of experience as a policy and program developer, coach, and facilitator. In addition to her work at USM, Erica enjoys a national reputation as a consultant helping correctional organizations implement evidence-based practices and become more gender informed in their work. Erica brings hard knowledge into her relational work with people to inform how data can drive meaningful conversations and intentional decisions to improve the health, well-being, and vitality of communities.
- Jillian Foley will be the primary point of contact and lead on the OSO work for the Cutler Institute beginning July 1.
- The 4 key objectives for the next OSO contract include:
 - Develop a local and regional service integration implementation strategy and plan.
 - Convene the Education and Career Pathways committee.
 - Support updates and revisions to the One-Stop Partners MOU and IFA next steps.
 - Continue to facilitate and coordinate the One-Stop Partner meetings to further integration.

CCWI Updates

Local/Regional Plan process and public comment period.

- Coastal Counties Workforce Board and the CCWI staff have recently completed the Local/ Regional Plan for PY 2021 - 2025
- On May 17, 2021, CCWI posted the Local/Regional Plan for public comment.
 - On the CCWI website (coastalcounties.org/announcements/) interested parties can read a draft of the Local/Regional Plan. Comments regarding the draft needed to be made in writing, either attached as a document or sent by post by May 28th.
 - This page on the website includes every step of the process for developing the plan, from surveys to stakeholder meetings.
 - Agendas and minutes to the meetings are also on this website.
 - The Plan document is very long so there is a user-friendly executive summary found on page 5 created to navigate the large document.
 - There are three broad goals that allow us to develop strategies that can be adjusted as needed. The strategies need to be actionable, and partners need to have resources to deploy the strategies. Also, important to consider what based on the system can be obtained and achieved?

Overview of the federal requirements for the Infrastructure Funding of the One-Stop Delivery System

Infrastructure Funding Agreement (IFA) – Requirements:

- All partners are required to fund the infrastructure of the One-Stop Comprehensive Center (OSCC)
- Core partners have signed on to the agreement as of January 2021
 - Goal is to have all one-stop partners sign on by July 1, 2022

Presentation – Vision for the location of the OSCC

- Currently located at 190 Lancaster St. in Portland
 - The Chief Elected Official (CEO) for a Local Area must designate at least one One-Stop Comprehensive Center in the Local Area. A decision needs to be made by Summer 2021 around renewing the lease for the OSCC. The current lease for the OSCC ends March of 2022.
 - CCWI would like to hear from partners, what is your vision for the Center and your role at the Center going forward
 - Please consider what services will look like after COVID?

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- Best practices
 - Hybrid models
 - What is the vision - how do partners envision their role at the OSCC
 - Encourage everyone to review the requirements
- *Requirements of an OSCC*
 - Physical location where job seeker and employer customers can access the programs, services and activities of all required partners
 - A list of required partners (all on this call)
 - The Chief Elected Officials in each Local Area must designate at least one comprehensive center (190 Lancaster St. in Portland)
 - WIOA- Title 1B staff member available at the OSCC.
 - All one-stop partners participate and support the operations of the Center.

To start conversations, CCWI asks over the next several weeks, for all partners to think about your vision of your organization's role at the OSCC and **complete the Google Form by July 9**. If you have any questions, please reach out to Jillian Foley at jillian.foley@maine.edu. The WIOA requirements for a one-stop center are included below.

Q: Is it the intent that the system partners have conversations regarding the plans moving forward prior to submitting their vision; or is it every partner creates their own vision, sends it in, and we start from there?

A: Each organization sends in how they see their organization's role at the OSCC. In addition, the one-stop partners will meet in August and this will be a major agenda item for this group to come together and discuss.

We will distribute a form with two or three prompts to respond to what CCWI is looking for.

- How do you see your organization's role?
- How is your program accessible through the Center (a WIOA requirement)?

34 CFR § 463.305 What is a comprehensive one-stop center and what must be provided there?

(a) A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one [title](#) I staff person physically present.

(b) The comprehensive one-stop center must provide:

- (1) Career services, described in [§ 463.430](#);
- (2) Access to training services described in [20 CFR 680.200](#);
- (3) Access to any employment and training activities carried out under sec. 134(d) of WIOA;
- (4) Access to programs and activities carried out by one-stop partners listed in [§§ 463.400](#) through 463.410, including the Employment Service program authorized under the [Wagner-Peyser Act](#), as amended by WIOA [title III \(Wagner-Peyser Act](#) Employment Service program); and
- (5) Workforce and labor market information.

(c) Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center. The Local Workforce Development Board (WDB) may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days. The [State](#) WDB will

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evaluate the hours of access to service as part of the evaluation of effectiveness in the one-stop certification process described in [§ 463.800\(b\)](#).

(d) “Access” to each partner program and its services means:

(1) Having a program staff member physically present at the one-stop center;

(2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or

(3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.

(i) A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

(ii) A “direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

(e) All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in [29 CFR part 38](#), the implementing regulations of WIOA sec. 188.

One-Stop Partner Updates & Service Changes

1. Partners shared upcoming events, announcements, and provided updates to service delivery based on current public health advisories.
2. Please review the MOU (attached) and complete the sections in the follow up Google Form to collect contact information if anything has changed since the MOU was executed in 2020.
 - Temporary federal unemployment programs are only in effect through the week ending Saturday, September 4, 2021. Focus is truly on reemployment, as the economy reopens, more folks are vaccinated and earlier pandemic restrictions are lifted. We are moving back to more traditional work search requirements starting Sunday, May 23rd.
 - York County Community College free training program: <https://www.yccc.edu/business-community/business/welding-free-training-opportunity/>
 - Portland Housing Authority is hiring for a variety of roles: <https://www.indeed.com/jobs?q=portland+housing+authority&l=Maine>
 - Maine jobs and recovery plan - \$15 million allocated to healthcare workforce development. Career pathways, retention, and ability for the incumbent workforce to access training.
 - Portland Adult Ed (Cumberland County) - received a workforce innovation grant focused on bridges to healthcare careers. Work with MaineHealth and mostly in environmental services and patient services.

Save the date for the next Coastal Counties One-Stop Partners meeting:

Tuesday, August 24 from 10:00 to 11:30 am