

Quarterly One-Stop Partner Meeting
MEETING NOTES

August 24, 2021

10:00 AM – 11:30 AM

Meeting Location (virtual):

<https://maine.zoom.us/j/87294635019?pwd=d0d3YndFNzRZVIN3U1MzZVpSTzFzd09>

Meeting Attendees:

Adrian Cohen, CCWI

Allen Lampert, Adult Ed

Antoinette Mancusi, Coastal Counties Workforce, Inc.

Brenda Drummond, MDOL BRS Division DBVI

David Klein, Maine DOL

David Watts, Adult Ed

David Wurm, Workforce Solutions

Dawn Croteau, Office for Family Independence

Erica King, USM Cutler (OSO)

Gail Senese, MDOE Adult Education

Jillian Foley, USM Cutler (OSO)

Jillian Sample, CCWI

Joni Boissonneault, Portland Housing Authority

Joy Gould, Maine DHHS

Karen Fraser, MDOL Bureau Rehabilitation Services

Libby Stone-Sterling, MDOL BRS Division VR

Liz Love, Adult Ed

Marianne Doyle, Adult Ed

Megan Dichter, MDOE Adult Education

Melissa Harvey, Maine DOL

Molly Ginn, Penobscot Job Corps

Staci Grasky, Maine Community College System

Suzannah Deeves, OCFS Dept. Health & Human Services

CCWI & Partner Updates

- CCWI, in partnership with MDOL and the two other local workforce boards, is applying for a Career National Emergency Grant to request funding to support the development of a Virtual American Job Center.
- The State Workforce Board has approved the Coastal Counties Local Plan for 2021-2025. The Local Plan can be accessed here:
<https://drive.google.com/file/d/1bw7tLNU42eOMVPh6uG8ITaCzi2ibGA9w/view>
- Portland Adult Education is offering online and in-person classes in the fall
- Job Corp will be resuming services for in-person students. First time since March 2020.

Integration Plan Priorities

Review of Integration Priorities:

- OSO reviewed the intention of WIOA & Local Plan priority of having integrated services.

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- Based on the local plan, WIOA goals, and the One-Stop Partner interviews which was done last year have highlighted these four items as initial priorities for improving integration.
 1. **One Stop Comprehensive Center**- Vision alignment and integration of required partner services at the One Stop Comprehensive Center to strengthen regional service delivery
 2. **Referral Process**- Improve referral process & align shared forms (e.g. referral form)
 3. **Information Sharing**- Enhance collaboration between partners through improved information sharing & awareness of regional services
 4. **Cross-training**- Coordinate and collaborate on cross-training opportunities for partners and front-line staff
- The focus in the short-term is going to be on integration at the One-Stop Comprehensive Center and developing the vision for that space.
- One-Stop Partners agreed that integration priorities made sense as focus for the year.

Review of survey results from One Stop Comprehensive Center vision questions:

- Reviewed One Stop Comprehensive Center form that was sent out earlier this Summer. The goal of this form was to help develop ideas and vision for the One Stop Comprehensive Center. The form also requested that partners articulate how they plan to make their services accessible at the One-Stop Comprehensive Center.
- 11 partners submitted responses.
- WIOA defines access as having a staff member physically present, having a staff member from a partner program physically present training to provide information, or making a real time, direct linkage through technology to program staff.
- Reflections in large group discussion:
 - Limitation to having in-person staff due to location/distance for the region.
 - Current staff have no time to be at the center or support clients there, how do we do this without the resources to hire additional staff?
 - Q- Do you see this as an issue that you can solve in collaboration with all of the partners in the region or an agency issue to solve on your own?
 - Point was raised that there are 3 different ways that you can meet the WIOA regulations and in-person staff if just one of those. We can help you to meet it in another way.
 - We hope that this is a chance for all of us to help you solve that issue. Can we get creative and think about possible solutions to make this work? What does it look like to have virtual offerings in this new world and still meet the WIOA regulations?
- Space Considerations:
 - Accessibility
 - Parking
 - Zoom accounts available if doing virtual spaces
 - Displays- need to be organized in a central manner, not disjointed or multiple
 - Digital displays with video greetings would be great
 - Space size- needs to be appropriate for client numbers we are serving

Small group breakouts:

- What does meaningful access to programs at the One-Stop Comprehensive Center look like?
- What can your program bring to the One-Stop Comprehensive Center to strengthen access?
- What do you need in order to provide meaningful access to your program at the One-Stop Comprehensive Center?
- Reflections with large group:

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- Increased cross training and information sessions- addressing the issue of referrals to programs that clients may not be eligible for; funding for a point person to facilitate the one stop relationship for the different agencies- someone there physically
- In house testing would be helpful- being set up for that
- Facilitating virtual/remote advising sessions with partners
- Ensuring participants are getting full wraparound services
- Talked about the access to partner programs- talked about the training for staff, across programs, the possibility of that being a shared cost for the IFA- is that an option that partners are interested in?
- Having access to staff in person or virtually, what would that look like?
- Schedule of when different programs would be available- a publicly available calendar
- Training & assessment piece- talked about shared staff person who is responsible for serving people at the one stop and connecting them to the program
- Technology/ chats
- Talked about shared technology & tools, having aligned performance metrics that help us all be held to the same standards
- Cross-training should be added to agenda for topic for future conversation

Group Discussion/Closing

ACTION ITEMS/NEXT STEPS:

- Explore the ideas/further questions-
 - Logistics of having a shared staff person at the center who is cross-trained in all partner programs?
 - Feasibility of having video introductions/greetings?
 - Considerations around displays- what is currently there and what is needed?
 - Technology- what is available for virtual connections?
- IFA & Cost-sharing structure to be presented and discussed at later meeting in detail
- Referrals, Information sharing, and cross-training- deep dive on each of these at future meetings

Save the date for the next Coastal Counties One-Stop Partners meeting: November 16th, 2021 from 10-11:30 am.