

Ramsey County Workforce Investment Board

Research and Measurement Committee

August 6, 2002

Members Present

Paul Huot, Chair
Tom Macy
James Smith
Gail Stremel

Staff-Guests

Mike Chanaka, WIB Member
Ginnee Engberg, Workforce Solutions
Jean Hammink, WIB Member
Barb Hoffman, Workforce Solutions
Luke Weisberg, GWDC
Koryn Zewers, GWDC

Members Absent

Kirk Hayes

Call to Order

Paul Huot, Chair, called the meeting to order at 2:40 p.m.

Approval of Minutes

Motion was made by Tom Macy and seconded by Gail Stremel to approve the minutes of the June 4, 2002 meeting as written.

Motion carried

Feedback on Customer Service Survey

Paul Huot requested a brief summary of Customer Service Survey results from the focus groups.

- Tom Macy reported that he met with Core Partners on August 5 and they reviewed the survey results.
- Based on information collected, a plan will be created of two or three items WorkForce Centers can do to improve services; the plan will be available to the WIB in September.

Draft Standards for Credentialing WorkForce Centers

The following people joined the Committee to discuss the draft standards: Mike Chanaka, WIB Chair; Jean Hammink, WIB Advocacy & Public Policy Committee; and Luke Weisberg and Koryn Zewers, Governor's Workforce Development Council.

Discussion followed:

- Mike Chanaka extended thanks to Paul Huot and the Committee members for taking the lead in this project. Mike noted the WIB's thanks for all the input and dialogue from the Governor's Workforce Development Council and all their efforts with Ramsey County's WIB.
- Looking at the credentialing process of WorkForce Centers, in terms of a business, inevitably all partners of that center are also affected. Programs include Job Service,

Veterans, Rehabilitation Services, State Services for the Blind, etc. and everyone that signed the MOU (Memorandum of Understanding).

- Jean Hammink stated that as the WIB broadens and oversees the One-Stop Partners as part of the system, it is important for the WIB to understand each part of the One-Stops to provide local feedback to the State.
- Luke Weisberg acknowledged that this is part of the balance they are striving to achieve in the credentialing process. The process is a vehicle that will touch all partners and aspects of what goes on at a WorkForce Center, influencing the kinds and quality of services offered.
- Gail Stremel asked if this process was optional. Luke Weisberg recognized the achievements of this WIB - but also noted limitations to changing the model.
- Tom Macy commented on how many WorkForce Centers are needed by Ramsey County noting that the State, County and WIB, though sometimes cooperative, also sometimes have competing interests. Unless partners are vested in this credentialing process, it will fall short.
- Paul Huot stated that information has already been gathered to see what is being done and what could be done better. Gail Stremel noted that this information is very close to being finished and asked about a timeline from the State.
- Luke Weisberg said that provisional drafts will be in place, realistically, by the end of this year or into January 2003 and that approximately eight months from that time, Workforce Centers will have their first run at credentialing. Initial expectations are that it may run on a two-year cycle, not only for the information being gathered but for the standards themselves. This will be a fluid and ever-changing process.
- Members noted that some commonality throughout the WorkForce Centers is good, but it was recognized that each site holds participant-specific benefits as well. The Ramsey County WIB (as a certifying body) and WorkForce Centers (providing services to participants) will need to specify the standards for Ramsey County. Obviously, information obtained from across the state will vary for each WIB location.
- Ginnee Engberg stated that continuous improvement is good and that WorkForce Centers will support that from an operations standpoint but added that the process should be modified and simplified. More discussion will be needed to determine a clear understanding of where to go, then each partner can negotiate its piece of the plan.
- Tom Macy stated that the legislators granting WIA funding will not be in a position to change what they want reported on because of the funding aspect. Luke Weisberg stated that at some point, distinctions would need to be drawn on what is attainable and what isn't; put the Standards out there and aim for a proposed benchmark a few years down the road. This will give the WIB time to focus on customer needs, concerns from staff and centers, and providing the ability to modify the process along the way.
- Luke Weisberg acknowledged federal monies are linked to federal rules. He stated that it is hoped Ramsey County will be able to present its own expectations, and the WIB will be able to format those according to what benefits Ramsey County. Translation to the State at that point will be left to the Governor's Workforce Development Council.

- James Smith suggested WIB members visit the WorkForce Centers and view them from a customer's standpoint. It was also suggested that as part of new WIB member orientation, they should be encouraged to circulate through WorkForce Centers, as should current members to refresh their knowledge of the sites. Ginnee Engberg stated that on a broad perspective, once WIB members had good information on customers needs at WorkForce Centers, a healthy debate will ensue.
- Jean Hammink suggested an ad hoc committee of five or six people, one from each WIB committee, be developed to participate with WorkForce Centers and partners, be informed about the budgets, rules, policies of the State, and work with the WIB in these discussions.
- Mike Chanaka stated these talks were very helpful. Much of what is being discovered is that as a WIB we would be driven to self-quality control whether or not the Governor's Workforce Development Council initiated credentialing. Reality is that measurement will happen as part of monitoring our effectiveness.
- Short term, Mike would like to meet with the partners and let them know what was discussed, look at overlaps in strategies, and invite the partners to speak to the WIB.
- Long term, look at the WIB's goals, credentialing goals, things that are compatible and things that are not, and provide feedback to the State.

Business Plans

Committee members reviewed the current Business Plans. It was suggested that Mike Chanaka send an e-mail to committee chairs asking them to review the plans and bring them current. Guidelines on how to use the Plans will be addressed by the Executive Committee. Once guidelines are in place, each committee chair will provide input monthly to the Executive Committee.

Adjourn

The meeting was adjourned at 4:15 p.m.

Next Meeting

Tuesday, September 3, 2002, 2:30 – 4:00 p.m., North St. Paul WorkForce Center