

**MINUTES OF A MEETING  
ONE STOP WORK GROUP  
LAKE COUNTY WORKFORCE INVESTMENT BOARD**

**August 15, 2003 at 9:00 a.m.**

**At**

**Lake County Department of Job and Family Services**

**Committee Members Attendance**

Art Iacofano, LCDJFS  
Carol Darr, Painesville City Schools - ABLE  
Helen Drake, Ohio Rehab. Services Commission  
Jill Oliver, Goodwill Industries  
Doug Dougherty, Auburn Career Center  
Mary Corcoran, alternate for Dr. Beverage, LLCC  
Jennifer Rooney, alternate for Paul Magnus, Mature Services  
Jeff Yaist, ODJFS

**Staff Attendance**

Donna Mona  
Marty Singer  
Carol Anderson

**Others In Attendance**

Sue McKitrick, Section Chief Ohio Workforce Development

**Call to Order**

- Art Iacofano called the meeting to order.
  
- A motion was made by Carol Darr to approve the minutes of the July 18, 2003 meeting and seconded by Helen Drake. All in favor. Motion passed

**One-Stop Discussion**

**Job Seeker Flow:** Sue McKitrick reviewed the Draft Customer Flow & Personnel Requirements Worksheet. This worksheet was voted on at the July 18<sup>th</sup> One Stop meeting.

- Marty Singer explained to the group the information describing One Stop services available to customers is on every computer in the lab, on the Internet and on paper as a handout in the Resource Room.
  
- Ms. Mc Kitrick suggested that we make a video tape to be shown at the Re-Employment Services sessions. Ms. McKitrick stated that it would be beneficial to incorporate the orientation into these sessions. Marty explained that the Re-employment Services sessions are moderated with a series of PowerPoint presentations and that he would include a PowerPoint orientation to be added to these sessions.
  
- It is required that an interpreter be available to attend the Re-Employment Services sessions if scheduled in advance.
  
- Ms. McKitrick stressed the importance that the Greeter must be polite, professional, friendly, cheerful and maintain a proper business appearance. Greeters must be cross-

trained and able to fill in for for other postions as required.

- Carol Darr asked if we could use volunteers for greeters. Ms. McKitrick said yes but stated that the volunteers must be cross-trained.
- Ms. McKitrick urged the group take a tour of the Computer Lab and Resource Room.
  - o The committee broke for a tour of the One Stop Lab, Resource Room, meeting rooms, partner offices and cubicle areas.

### **Business Customer Flow**

- Number 2 (a) - “Ask the customer for the name of the person they are here to see.” Ms. McKitrick said most employers will contact the One-Stop on the phone and will rarely appear as a walk-in. She suggested we modify this section for accuracy.
- Ms. McKitrick suggested when on the phone with the business customer, the Job Developer should request onsite visits by One-Stop staff to the employer’s site when appropriate and invite the employer to visit the One-Stop facility.
- Ms. McKitrick urged the group to set up a Job Developers/Business Outreach Committee.
  - o Private sector board members should be included on this committee.
    - Initial discussion resulted in the following appointments:
      - Jill Oliver of Goodwill to Chair the committee
      - Helen Drake of RSC
      - Doug Dougherty of Auburn Career Center
      - Jeff Yaist or Johnnie Wooten of ODJFS
      - A job developer representative from each partner agency
  - o This committee should develop a packet to give to the employer.
    - The outreach packet may also be on CD.
  - o Ms. McKitrick suggested the committee meet weekly.
- Art Iacofano asked what the objective of the Outreach/Job Developer Committee is to be.
  - o Ms. McKitrick explained the committee would develop the procedure for soliciting job orders and performing on-site visits to the employers to explain how the One Stop may assist and benefit them.
  - o Another objective is to learn how employers want to be contacted

- E-mail job orders
  - Fax job orders
  - Post their job orders via the Internet without staff assistance
- Mr. Iacofano stated that the creation of another committee and additional procedures could create too much bureaucracy as the goal of One-Stop is to minimize bureaucracy, therefore he does not believe we should create another committee.
- It was decided that a committee will be formed and meet to discuss how to create and maintain a timely information exchange via Internet, e-mail, telephone and other media to maximize the efficiency and effectiveness of our collective Job Developer and Placement staff.
- Ms. McKitrick recommended that we determine a method to allow all partners credit for placements and performance of One-Stop customers.
- Ms. McKitrick suggested that we print business cards with the Lake1Stop logo for staff working at the One-Stop.
- She reiterated the importance to involve the Workforce Investment Board in all aspects of the One-Stop's operation.
- Ms. McKitrick explained that a Placement person's responsibilities are different from a Job Developer's duties.

### **One-Stop Personnel Requirements:**

The group discussed and agreed on the following One-Stop personnel requirements:

- Greeter - one FTE.
- Lab Attendant - 2 FTE. A lab attendant is an individual who will assist the customer in all aspects of the job search; from using the computers and software to use of copiers and fax machines. Ms. McKitrick suggested that we create the financial model with two Lab Attendants to see the effect on the budget. This can be changed later to one FTE if required.
- Technical Specialist/Webmaster – one-half FTE
- Job Developer - 4-5 FTE
- Placement Specialist - one FTE.
- Workshop Moderator – one-half FTE (20 hours a week).

Sue McKitrick asked the group if everyone agrees with and understands everything that was discussed

and decided at this and previous meetings. The group acknowledged agreement. She then explained that the next meeting will determine cost sharing responsibilities.

There was no further discussion and the meeting was adjourned.

/caa