



***NEMO WORKFORCE DEVELOPMENT BOARD***

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**NEMO Workforce Development Board (WDB)  
One-Stop Committee Meeting  
January 23, 2017**

**Members Present**

Pat Poepping  
Dennis Gill  
Dan Putrah  
Janice Robinson  
Annette Sweet  
Stephen Garner  
Mac Wilt

**Members Absent**

Diane Noah

**CLEOs**

Wayne Wilcox

**WIB Staff**

Brandi Glover  
Sharon Hillard  
Diane Simbro

**Meeting Called to Order**

One-Stop Committee Chairperson Pat Poepping called the January 23, 2017 One-Stop Committee Meeting to order at approximately 4:40 p.m. at the M.W. Boudreaux Center in Perry, MO.

**Roll Call**

Roll call was taken. Seven One-Stop Committee members were present, and a quorum was established. One CLEO was also present.

**Review Program Operations Monitoring Reports**

Members were provided preliminary Adult and Dislocated Worker programmatic monitoring reports for all WDB subcontractors. Files reviewed were for participants receiving services since 7/1/2016. The number of files containing comments and concerns for each type of issue were noted. It was explained that an issue could be noted as a concern due to its severity or if that same issue had been found in a previous monitoring for that contractor. Brandi said the preliminary findings were being shared with the Committee so they could be aware of the subcontractor's performance and due to the WDB beginning its issuance of its Request for Proposal (RFP) for the Adult and Dislocated Worker programs. However since the monitoring was just completed, staff hadn't had time to conduct exits with the subcontractors to discuss the findings and to see if they may have any explanations that may warrant the removal of any of the

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findings. Once that back and forth was completed with each subcontractor, the final reports would be submitted to the One-Stop Committee for their approval. Brandi said some of the findings were due to a change in policy that called for the elimination of placing comments in the service notes that might reference an individual's medical condition or disability. This was due to partner agencies having read-only access and because clients can request a copy of their record if they wish. She said there were fewer findings than last year and each subcontractor had improved.

**Update on Current Subcontractor's Performance**

Pat provided an update on the performance of the current subcontractors. He said Dan, Brandi and he had met a few times with the subcontractors and they came up with a few ideas they wanted to implement. Their ideas were to conduct customer surveys of the job seekers and employers and to have those returned to the WDB office. To update the questions on the customer surveys. To have all staff in the Job Center wear name tags so customers and employers will be able to identify who assisted them when answering the survey. Additional staff training. Including all Job Center staff (DWD and subcontractor staff) in Job Center staff meetings. Re-positioning the staff in the center. He said re-positioning the staff may take some time because of Office of Administration requirements and wiring etc. They also want to conduct customer satisfaction surveys using Survey Monkey through the WDB office. He noted that currently it appears that things were running smoothly in the centers.

Brandi said the customer satisfaction survey using Survey Monkey conducted through the WDB office would be a part of our One-Stop Certification and would include job seekers and employers. She shared the standard list of questions that had to be included and said we were required to get a 10% return rate. She said DWD and subcontractor staff had been provided first name only name tags. However, some had gotten out of the habit of wearing them. Veteran staff had also been provided name tags by their agency. Staff training and joint staff meetings had been occurring. The Kirksville Job Center had been conducting customer surveys and sharing those in their staff meetings. To date, they had only received three or four negative responses. With the required upcoming One-Stop Certification the State had been and would be conducting employer customer surveys and the regions would be required to conduct customer surveys. It was asked if the regions would be provided copies of the employer surveys and Brandi said yes but she was unsure when.

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**Request for Proposals (RFP) – PY17 WIOA Adult & DW Programs**

Brandi said some of things currently being released by the Department of Labor (DOL) may have a slight impact on our RFP, and our performance wasn't fully determined. We did know what our performance measures are and we had negotiated our goals. But we were unsure of what was going to qualify toward meeting those measures. That was unfortunate for a potential new bidder. Still, we were in a much better place knowing what our performance is and what our measures are negotiated at. She added that the State had chosen to pick our employer measures and the new system would be implemented in the near future. She said excluding the changes required for WIOA, the RFP would be as usual. There would be a scoring sheet, the proposers would be scored points based on how they answered each section of the proposal, and some weight would be given to past experience etc. The One-Stop Committee would evaluate and score the proposals and make their recommendation to the WDB. There was discussion on staff and staff selection, including Functional Leaders. Brandi said another region put language in their RFP that provides them with the opportunity for more participation in the selection of the Functional Leaders. After discussion, it was decided that she should do the same. It was noted that if the proposer already knows who their Functional Leader will be they are asked to name that individual in their proposal. It was also suggested that language be added requiring the subcontractors to implement an internal customer satisfaction plan and define how often it would be conducted, how the results would be measured, and how often they would report those measures to the WDB. It was decided that all One-Stop Committee members would evaluate the proposals.

Pat said the next NEMO WDB meeting was scheduled for May 15 and in the event that the Board was to select a new provider it would be difficult for a new provider to have staff in place and ready to go by July 1. He asked that the Committee make a recommendation to the WDB to move the May Board meeting to April 24<sup>th</sup>. Everyone agreed.

The timeline for the RFP was discussed. It was decided that Brandi would prepare the draft RFP and email copies to the Committee. They would review the draft RFP and submit any suggestions for changes to Brandi. The Committee will meet again by conference call to review the Draft RFP so it can be posted on the WDB's website no later than February 17. Brandi will send out a Doodle Poll to select the best date for the meeting.

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### **One-Stop Certification**

Brandi said all three of the region's Job Centers have to go through a Certification and Evaluation process to maintain their comprehensive status as Certified Job Centers. Some members may remember when the One-Stop's went through the Chartering process. The One-Stop Certification would involve a similar evaluation of the Job Centers but not near so intensive. A portion of the evaluation involved customer satisfaction for job seekers and employers. As stated earlier, the state would be handling the employer side of that and the regions would be handling the job seeker side. She was unsure if this would be completed prior to the RFP. We had until June 30<sup>th</sup> to complete the certification process. Unfortunately, we were just issued additional guidance on the process last week and she didn't know if there would be any changes. Another portion of the certification requires a review committee to visit each of our Job Centers to conduct staff interviews using a pre-developed tool. She would like members of One-Stop Committee to volunteer for the evaluation teams. The State will also have representatives on the team. It will probably take a day to visit a Job Center and conduct an interview and tour. Once the evaluations were conducted, the information would be submitted to the Board for approval to determine if we wish to certify each of our Job Centers as a certified center. The process has to be completed, Board approved, and submitted to the State by June 30.

Pat asked the members to contact him if they would be willing serve on the Evaluation Team/s in the next day or so.

### **Other Business**

Members were provided past minutes dated October 15, 2015, May 16, 2016 and June 27, 2016 for their review.

### **Adjourn**

Dan Putrah moved that the meeting be adjourned. Mac Wilt seconded the motion and the meeting adjourned at approximately 5:45 p.m.

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