



**Mission...**

Western Wisconsin WDB is a collaborative, interactive and coordinated network of training resources and support services that is providing and retaining a well skilled labor force for employers in western Wisconsin.

**Vision...**

To provide a comprehensive and integrated and customer driven and results-oriented system for workforce development that responds to the needs of the employers, job seekers, incumbent workers and youth.

**OSO Taskforce Meeting  
Wednesday, April 10, 2019  
1:30-3:00 pm  
Small Conference Room  
Workforce Development Center  
2615 East Avenue South  
La Crosse, WI, 54601**

Meet Me Line will be available upon request

**Please RSVP your attendance to  
norstenk@workforceconnections.org  
or 608-789-6094**

- Amy Grotzke  
DWD – DVR
- Rick Larson  
OVS –Office of Veteran Services
- Kathleen Olson  
DWD-Job Service
- Teresa Pierce  
Workforce Connections, Inc.
- Julie Mitchell  
WDB

**PY 18 Meeting Schedule:**

<b>August 8<sup>th</sup>, 2018</b>	<b>1:30-3:00pm</b>
<b>October 11<sup>th</sup>, 2018</b>	<b>1:30-3:00pm</b>
<del><b>December 12<sup>th</sup>, 2018</b></del>	<del><b>1:30-3:00pm</b></del>
<b>January 24<sup>th</sup>, 2019</b>	<b>9:00-11:00am</b>
<b>February 13<sup>th</sup>, 2019</b>	<b>1:30-3:00pm</b>
<b>April 10<sup>th</sup>, 2019</b>	<b>1:30-3:00pm</b>
<b>June 12<sup>th</sup>, 2019</b>	<b>1:30-3:00pm</b>

# ONE-STOP OPERATOR (OSO) TASKFORCE

## MEETING AGENDA

Wednesday, April 10, 2019

Workforce Development Center

Small Conference Room



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<u>Agenda Item</u>	<u>Page(s)</u>	<u>Action</u>
<b>I. CONSENT ITEMS</b>		
<b>A. Call to Order</b>		
<b>B. Announcements and Introductions</b>		
<b>II. ORDER OF BUSINESS</b>		
<b>A. Meeting Minutes of February 14, 2019</b>	3-4	X
<b>B. Wisconsin Workforce Development Center/Job Center</b>		
• Job Center Fund	5	X
• Review of BST and EST meeting minutes	6-10	
• Job Center Surveys		
• Apprenticeship Computer Station		
<b>C. Common Performance Measures</b>		
<b>D. MOU Development</b>		
<b>E. Roundtables</b>		
<b>III. CONCLUSION</b>		
<b>A. Unfinished Business</b>		
<b>B. New Business</b>		
<b>IV. ADJOURN</b>		

Committee Chair: Amy Grotzke

Minute Scribe: Kelly Norsten

Meeting Attendance: See Page 2

**I. Consent Items**

**a. Call to Order**

*Ms. Grotzke called the meeting to order at 1:33pm*

**b. Announcements and introductions**

*None*

**II. Order of Business**

**a. Meeting Minutes of January 24,2019**

Motion made (Pierce/ Mitchell) to approve the October 10th, 2018 meeting minutes. Motion carried unanimously.

**b. Wisconsin Workforce Development Center/Job Center**

**i. Review of BST minutes**

*Minutes reviewed with no questions. Ms. Pierce shared that Xai Moua concluded her employment with Workforce Connections today and will no longer be on the committee.*

*Discussion held on request for BST group to host a Job Fair onsite at a local faith-based organization in the area. The group determined that it was in eth best interest of the group to hold the job fair onsite at the job center to be able to offer the full array of services and best service to the business and the job seekers.*

**ii. Process for closing Job Center**

*Ms. Olsen provided a copy of the DWD Local Office Closure policy. The group had in depth conversation on the roles of closing the job center and the process in doing so. Ms. Mitchell will follow up with DWD to receive further guidance on the process and bring back to the group.*

**iii. Electronic Job Center Sign in System**

*No updates or additional concerns at this time.*

**iv. Internal EO monitoring/DWD onsite prep**

*Ms. Mitchell shared an updated that she is in process of preparing for the onsite DWD monitoring. As a part of this Ms. Mitchell will be doing site visits and reviewing documents in preparation of the visit.*

**c. WDA 9 Universal Access Policy and Procedure**

*Ms. Mitchell sent the draft policies out in email to the group for review and feedback. Comments are due back to Ms. Mitchell and the final policy will go through the March 7<sup>th</sup> WDB Operations Committee for final approval.*

**d. MOU Development**

*Ms. Grotzke shared DVR can support an adjusted FTE for reception. Resource Room contributions need to be based on a specific methodology. A customer count spanning one-week time is necessary to determine reconciliation on a quarterly basis.*

*Ms. Grotzke shared that DWD will issue tools for budgets, MOU, and reconciliation between March and early July.*

**e. DWD WorkKeys Assessments**

*Ms. Olson shared that DWD is going to discontinue the ACT WorkKeys assessment license September 30, 2019. District 9 will continue to offer labs through April into potentially May and testing into June to get through the academic and program year. Marketing for this tool will begin to be pulled to coincide with the outlined timeline.*

**f. Roundtables**

*Ms. Olson shared DOL Vets will be here next Thursday onsite in La Crosse for monitoring. Will interview OVS Staff as well as Bureau Director.*

*Ms. Norsten shared that WCI has various furnishings that will be offered to partners and other nonprofits as they prepare to move their admin facilities to the lower level.*

*Ms. Grotzke shared that DVR is working closely with the HoChunk Nation to increase services to the Nation. DVR will have two counselors (Ryan and Powell) that will focus on this initiative and serve as Liaisons.*

*Ms. Pierce shared that WCI is in the process of strategic planning and will be sending out a survey to partners and stakeholders as a part of this initiative.*

*Ms. Norsten shared that a consumer came into the facility yesterday and was upset due to not having a changing facility in the men's restroom so that the group is aware to take the issue to the landlord for consideration.*

**III. Conclusion**

**a. Unfinished Business**

None

**b. New Business**

None

**IV. Adjourn**

Meeting adjourn at 2:47 pm.

Respectfully recorded,  
Kelly Norsten, Recorder

Respectfully Submitted,  
Teresa Pierce, Meeting Chair

**Present**

Kathleen Olson  
Julie Mitchell  
Amy Grotzke  
Teresa Pierce

**Not Present**

Rick Larson

**Others Present**

Kelly Norsten, WCI

## Job Center Fund Report

Balance as of December 31, 2018 \$ 12,621.13

### Deposits

**Total Deposits** \$ -

### Expenses

January 2019

*Tomah Job Center TV & printer* \$ (399.98)

*La Crosse Job Center supplies* \$ (334.98)

*January 2019 work permit* \$ (7.50)

*La Crosse copier* \$ (100.00)

Total January 2019 expenses \$ (842.46)

February 2019

*Omni Center deposit -- 2019 job fair* \$ (100.00)

Total February 2019 expenses \$ (100.00)

**Total Expenses** \$ (942.46)

**Balance as of February 28, 2019** \$ 11,678.67

The Western Wisconsin Business Services Team provides collaborative, high-quality, demand-driven services to assist businesses with the acquisition and development of talent necessary to build a workforce that supports economic development and growth.

**Western Wisconsin Business Services Team**

**February 20th, 2019**

**2:00-3:30**

Workforce Development Center-Western Wisconsin  
2615 East Ave South  
La Crosse, WI 54601

**1. Welcome & Introductions**

**Present:** Kathleen Olson, Niles Rogers, Rick Larson, Wanda Palmer, Kevin Ruetten, Milton Rogers and Erika Deal

**2. Review of minutes & additions to the agenda.**

No additions to minutes from last meeting.

**Follow up with New Beginnings-Amy**

Kathleen advised that the OSO unanimously agreed that a mini job fair should not be held at the New Beginnings Christian Fellowship Outreach Center for the following reasons:

- \* The Job Center is close by and can be easily utilized.
- \* There would be set precedent that we would be holding on-sites other places other than the job fair.
- \* A meeting will be set up with Kael Clemmerson-Community Outreach Director for follow up tour and possible meeting. (608-317-8331)

**3. WDA 9 Strategies for Success: A Conversation-Kathleen**

**Be prepared to discuss and reflect on these questions:**

A round robin discussion was conducted to engage BST members.

**How do the BST members identify businesses with which to conduct outreach?**

The following action items were utilized by the BST team.

Reviewing of reports generated by JCW, utilizing job fairs, veteran population and networking, researching company websites and open positions. (Example: Kwik Trip posted for a need of store associates.) Participant based (Example: WIOA OJT, Transitional jobs) and reaching out to the businesses that the participant is interested in. Rapid response, new employees, referrals, the BST team referrals, follow ups, newspaper ads, identifying key sectors of businesses (Example: manufacturing etc). Reviewing the BST plan and reviewing what the focus on industries are.

**The Western Wisconsin Business Services Team provides collaborative, high-quality, demand-driven services to assist businesses with the acquisition and development of talent necessary to build a workforce that supports economic development and growth.**

**How do BST members focus on employers who are new to the workforce system, so that we can increase our employer penetration rate?**

New business development, looking at job postings, Chamber events, Chamber newsletter welcoming new businesses, Networking (Chamber ribbon cutting), Building permit applications, systematic approaches such as creating a list of employers who utilize apprenticeships, etc. Looking at new JCW postings, Staffing agencies, working with Bill Brockmiller to create reports to capture new employees, watching the news for layoffs, new businesses etc.

**Should the WDA 9 BST have team performance goals and/or individual performance goals?**

Working on a formalized plan to have BST working towards building comradery, building a rapport for those new to BST, divide up industry, create reasonable team goals, establishing a base line, Management should set individual goals and track the way we are executing them. Strong communication in place with BST members. Consensus was there is value in having team goals.

**What new strategies and/or process improvements are important to the BST, and to the agencies that are represented?**

How are we communicating our planned activities? Emails, shared appointments. Ideas: Google doc calendar to share between BST team, google docs, developing effective relationships together, knowledge of each other's programs and goals, revisiting the BST folder that is being handing out.

4. **UP and Coming Events-Who is going where?**

5. **Social Media Footprint-DWD-Niles**

6. **Vets Medallion Program-Niles**

\* **Presenting the next meeting.**

7. **Roundtable of "sharing business intelligence" latest and greatest-What have been up too lately? Who have we met with? What's coming up? Etc.-All**

8. **JCW Business Miscellaneous-Questions-Tips and Tricks and Q & A**

9. Additions to the Agenda-if any

a) **OMNI CENTER Job Fair planning meeting dates; split up of job duties-Kevin/Niles**

b)

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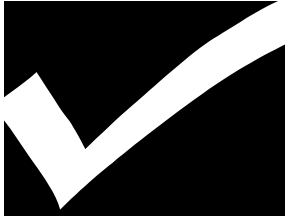
10. Additional Updates/Round Robin/Kudos:

**Next On-Site and Mini Job Fair Rotation is Kevin Ruetten**

11. Next Meeting –March 20th, 2019?? DISCUSS CANCELLING THIS ONE

Meeting Date	Minute Taker	Meeting Date	Minute Taker
January 16, 2019	Xai Moua	July 17, 2019	Kevin Ruetten
February 20, 2019	Erika Deal	August 21, 2019	Amy Studden
March 20, 2019	Kevin Ruetten	September 18, 2019	Niles Rogers
April 17, 2019	Amy Studden	October 16, 2019	Rickie Larson
May 15, 2019	Niles Rogers	November 20, 2019	Xai Moua
June 29, 2019	Rick Larson	December 19, 2018	Rickie Larson





# EST Minutes (Employment Services Team)

Date: 02/20/19

Time: 1:00-2:00PM

Small Conference Room

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> Barb Kelsey   | <input type="checkbox"/> Tou Yang         | <input type="checkbox"/> Rickie Larson | <input type="checkbox"/> Della Snyder   |
| <input type="checkbox"/> Kelly Norsten | <input type="checkbox"/> Anne Allen-Wyman | <input type="checkbox"/> Darci Weber   | <input type="checkbox"/> Julie Mitchell |
| <input type="checkbox"/> Myron Daubert | <input type="checkbox"/> Kathleen Olson   | <input type="checkbox"/> Pelli Lee     | Gidget Gade                             |

## EST Agenda Topics:

### ➤ Welcome/ Minutes

Janessa Smyth, Job Service Intern, was introduced. Minutes were reviewed and approved with a number of corrections that will be made by Kathleen

### ➤ Additions to the agenda

Three additions from Annie, conveyed by Rick:

- Suggestion for training session for staff (and possibly customers) on O\*Net, Career Locker, WisCareers and Skill Explorer. Myron commented that he covers O\*Net in one of his Job Clubs. After discussion, it was agreed that a train-the-trainer session for staff would be valuable; Myron will schedule and present.
- Suggestion to have a weekly theme for Job Search Library with bookmarked materials on table. After discussion, it was agreed that customers have not used these materials and tend to seek information online; no expectation that the suggested change would increase usage, and we are not looking to compete with the public libraries who have more up-to-date resources. Staff can reserve the room for interested customers to use, but we won't have "library hours" or advertise on the monthly calendar.
- Question about when to start marketing the 2019 Coulee Region Job Fair to job seekers. Group discussed that the job fair is scheduled for September; the planning group has yet to convene, and it is far too early to market this event to job seekers who cannot anticipate their employment status this far in advance.

### ➤ Ideas for Improved Functions of the Resource Room (reoccurring)

Discussion about the ongoing pilot of electronic sign-in system. Feedback has been provided to the OSO Taskforce; some improvements have been made, and there is anticipation of a better "flow" once the upcoming enhancements to Apricot have occurred. Staff report that the improvements have helped, but there are ongoing challenges with DVR consumers who arrive with no support (staff must complete the sign-in for these customers), and some folks are computer illiterate, and some customers simply object to using a computer to sign in.

### ➤ Goals for the EST Group – review and prioritize- ongoing

1. Create a welcoming and interactive Resource Room- ongoing, long term goal
  - TV (ongoing) – send YouTube video links to [SnyderD@workforceconnections.org](mailto:SnyderD@workforceconnections.org) to be added to the resource room TV.
2. Actively engage and invite entities to the WDC to engage in the sharing of resources and information
3. Help promote on-sites and mini job fairs in the WDC.

### ➤ Training Opportunities

CPR/First Aid/AED certification training was held last week, on 2/15/19. Rick suggested that training on veterans' priority of service and the new SBE category (Vietnam-era vets) would be useful for staff, possibly to be delivered during upcoming agency staff meetings by Rick.

### ➤ Workshop Updates

Annie has three new workshops related to job retention that have been approved and are being offered: The Right Fit, Onboarding, and Finders Keepers.

➤ Future projects/ focus: Resource fair, Bootcamps, etc.\  
 Discussion of the Job Service/AARP pilot to serve job seekers over age 50 and encourage businesses to hire mature workers. Myron (through job club and library outreach) and Annie (via workshop) and Niles (business services) are spearheading this pilot, which runs March 1-December 31, 2019.

➤ Roundtables

- Myron: library outreach; has developed with assistance from Janessa, a newsletter and calendar of services
- Rick: mini-job fair tomorrow with 6 employers scheduled; fewer single-employer recruitment events
- Barb: two speakers coming to Western—one on salary negotiations and one a motivational speaker. Barb will forward fliers on these speakers/events to Rick. Western held a construction & apprenticeship career fair; had 23 employers and 92 job seekers (mainly Western students); happy with outcomes. Western is hosting the La Crosse Tribune career fair on March 26<sup>th</sup> at the Lunda Center.
- Della: emergency procedures have been disseminated via email and are noted behind the Help Desk—Red, Yellow, and Green folders are codes to communicate need for assistance
- Kathleen: DWD plan to eliminate individual printers in Resource Rooms and replace with an MFD (discussed pilot at Aberg and details); DOL VETS monitoring in La Crosse to occur tomorrow

**Next Meeting: April 17th, at 1:00pm**

2019 Meeting Schedule and Minutes Rotation			
Month	Note Taker	Month	Note Taker
February 20th	<a href="#">Kathleen Olson</a>	August 21th	Barb Kelsey
April 17th	Pelli Lee	October 16th	Gidget Gade
June 19th	Della Snyder	December 18th	Tou Yang

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