



**MINUTES of the JOB CENTER NETWORK COMMITTEE**

**THURSDAY, SEPTEMBER 1, 2005**

Private Industry Council of Milwaukee County, Inc.  
2342 N. 27<sup>th</sup> Street  
Milwaukee, WI 53210  
Youth Building – Meeting Room 116  
1:30 P.M.

**Committee Members Present:** Brig. Gen. Robert Cocroft, Chair; Sheila Knox, Mary Moore, and Lupe Martinez

**Committee Members Excused:** Ricardo Diaz and Richard Tennesen

**Guests Present:** Tina Koehn, UMOS

**Staff Present:** Gerard Randall, PIC CEO; Delores Graves; Leo Baber, Jerry Roberts, Chad Austin, and Lesley Salas

**MINUTES**

(Pending Committee Approval)

**The Chair, Brig. Gen. Robert Cocroft called the meeting to order at 1:34 p.m.**

**I. Welcome**

Gen. Cocroft opened the meeting with a welcome to all members and thanking them for agreeing to serve on the PIC Job Center Network Committee. He emphasized the important charge this committee has in regard to the critical unemployment situation in Milwaukee. Gen. Cocroft referenced recent news releases that covered Milwaukee's unemployment levels and continued loss of jobs. The Chair stated this committee will have important role and will have work to find solutions that address the serious employment and related poverty issues in Milwaukee. In fact, this committee may be the primary [link] in this city efforts to address those serious issues.

General Cocroft stated that this meeting's agenda is primarily informative.

**II. Overview – Role and Responsibilities of the Job Center Network Committee**

Gerard Randall, provided a brief historical review of the Job Center's evolution beginning in the late 1980's to what became the current One-Stop Centers designed to serve all job seekers in a "One-Stop location." During the 1990's, Wisconsin was one of the forerunners that developed Job Centers that provided supports for job seekers. Wisconsin was one of a few states that had a vision for providing an array of job support services and committing funding to support the costs. As a result of a generous amount of funding through the Food Stamp and Employment Training programs, the Job Centers were launched in our area. In other areas, the Technical Colleges played key roles in launching Job Centers, e.g. Waukesha and Kenosha. Additionally, in Milwaukee, more money was provided to the Job Centers to support the W2 clients and thus the Job Centers were recognized as locations that served primarily W2 clients.

Although the One Stop System is a Federally mandated operation, the Federal government left it up to the States to figure out how to operate and maintain this system. The oversight of this system was given to the Workforce Boards in each local area. Representatives in large numbers came from other states learn how Wisconsin was managing, funding and structuring its One Stop Centers to universally serve all job seekers.

Surveys and other feedback show, we have done a good job serving the W2 job seekers, but we have not done a good job serving non-W2 clients or the employers who are also clients of the One-Stop Centers. We are faced with questions and concerns nationally:

- What are we going to do to address the mandate to universally serve all clients and
- Who will fund the One-Stop Center System?

The Federal government expects that mandated One-Stop Partners will share the cost of the system and the Workforce Boards will have processes in place to insure these expectations are met.

We need tighter definitions of “One-Stop Centers” and “One-Stop Center Operators. In regards to the WIA, our goal is to insure a “One-Stop Center” is designed as required to provide universal access to *all* job seekers and employers. However, we do not have the resources to do all of the things required and mandates, so we have to look at building something better than what we currently have by leveraging all possible resources. He encouraged members of this committee who are not familiar with Job Centers to plan to visit a location to become familiar with the service delivery systems.

Mr. Randall informed the committee there is currently a commitment to build a Job Corps Center on a site identified at 60<sup>th</sup> and Good Hope.

Ms. Mary Moore asked how soon is it planned for the Job Corp Center to open and Mr. Randall responded it is expected that the land (approx. 30 acres) will be secured from the city by the end of September 2005, then there will be a need to develop separate processes for the building (facility) and programs developments. This discussion led to questions regarding the need to plot out the location of where Job Centers will be located.

Mr. Randall reminded the committee that it is the Workforce Boards (PIC) and not the Department of Workforce Development that remains the entity legislated and given the authority by WIA to determine where Job Centers (One-Stop Centers) will be located.

Ms. Sheila Knox raised the question if the State has already made assumptions or is in the process of identifying where Job Centers will be located by January 1, 2005. Mr. Randall responded that our (WDB) commitment would remain only with locations where there are contracts with mandated partners to provide services. DWD does not have the capacity to make commitments that grant One-Stop status without this Board’s approval. There may be DWD intentions to establish TANF One-Stops, but unfortunately DWD’s intentions are often unclear and confusing to this Board. The WDB has made no commitments within its authority regarding locations of new One-Stop Centers or continuation of current One-Stop Centers relative to current partner operational changes.

To further clarify this matter, Gen. Cocroft directed the committee to page 10 of the WIA Local Plan (Tab 4 of the committee packet), which specifically defines the responsibilities of the WDB's Job Center Network Committee. Gen. Cocroft stated our goal is to get as many collaborative partners as possible to provide services within one stops to serve as many individuals as possible seeking services here in Milwaukee. Mr. Lupe added that it is imperative that we all roll up our sleeve, set aside the politics and work together.

The meeting was turned over to Delores Graves, PIC staff support who directed the committee's attention to the materials contained in Tab sections 2 and 3 of the meeting packet. Those items summarize the WDB's Infrastructure relative the Job Center Network Committee, and the responsibilities of the Employer Services Staff support group outlining the work activities that are developed to assist the WDB to carryout a principal goal of our Local Plan that ensures any individual will have universal access to the full range of employment related services available through the Milwaukee Job Center Network system. The focus of this work group's activities will be on the current, future, and strategic needs of employers as these services are utilized to link job seekers to employment opportunities.

Ms. Graves explained the contents of specifically relating to the current five Comprehensive One-Stop Centers that are managed by three different Operators—YWCA, UMOS and MAXIMUS. These operators have either signed or acquired from previous Operators fully executed Memorandum of Understandings, which describes the specific roles, responsibilities and oversight of the partners of these centers. A Site Assessment Form was developed and has been utilized by the Employer Services Group. Ms. Graves noted that a key component of the MOU relative to completing a cost sharing and resource allocation plan with a shared cost budget remains unspecified and incomplete for all of these centers.

### **III. 2005 WIA Local Plan**

The Chair turned the meeting over to Ms. Lesley Salas who directed the committee's attention to Tab sections 4 and 5 of the meeting packet. This information highlights isolated portions of the Local Plan narrative PIC recently submitted to the State Department of Workforce Development. These highlights focused directly on issues relative to the One-Stops.

Ms. Salas informed the committee that the second phase of this process involves standardization of services and strategies across the State. This phase also focuses of the development and execution of Memoranda of Understanding for One-Stop operations in the fall of this year. DWD has identified priority areas that are to be included in the next step of WIA addressing the One-Stop system that include:

- Requirements for Comprehensive and Satellite Job Centers
- Service Standards for Job Centers

On-going discussion groups meetings between WIA Partners and DWD Staff will result in new directives from the State by the fall of 2005. In the meantime, the WDB addressed the following specific to the One-Stops in the Local Plan:

Section III. – Workforce Development Board Functions and Composition  
Section IV. – One Stop Delivery System, Operators and MOU  
Section V. – Demand-Driven Workforce Investment System, Processes in place to work with businesses.

PIC staff has regularly attended these meetings and Ms. Salas summarized information from these meetings pending final outcomes from DWD:

MOU Standards  
Definitions of One-Stops –  
(funding will depend on centers meeting specified requirements.)  
Job Center Service Standards

Mr. Lupe Martinez asked if the terms “Job Centers” and “One-Stop Centers” are being used synonymously? Ms. Salas responded that as these terms relates to WIA and core services delivery in the centers, the answer is yes. She referred committee members to the highlighted area of page 12 of the Local Plan narrative. Mr. Martinez stated this [“DWD will establish guidelines. . .”] was a significant statement. Ms. Salas further explained that key emphasis for this committee is “what services employers can expect to receive from Job Center and universal access.”

Mr. Martinez then asked if Job Center definitions and standards were being developed by DWD or handed down by DOL to DWD. Mr. Randall stated that under WIA, The States, Feds, and Local areas all have a role. The idea is for all to work together and coordinate resources to achieve the goals. Mr. Martinez emphasized that there may be fiscal impacts to partners who may not agree with the definitions and standard guidelines to serve WIA clients. Mr. Randall stated it is unclear at this time, if the directives from State or the Feds are based on intentions of providing funding for the One-Stops.

Ms. Salas then directed the committee’s attention to Tab 5 of the meeting packet that outlines the latest draft of the proposed Job Center Standards for Wisconsin, as of August 26, 2005.

There are nine general provisions they are looking for which are specified in this document.

Funds have been allocated to train and certify Job Center staff. Funds are limited, but program partners can pay to have additional staff trained. More information will be provided on this training as it is received.

At the conclusion of Ms. Salas overview of the Job Center Service Standards Draft, General Cocroft suggested the Job Center Network Committee begin a project to bring all members up to a common knowledge level of Job Center operations:

1. Conduct an environmental scan of existing Job Center. Specifically, schedule a committee tour of Job Centers within our local market (WDB area) and Job Centers outside our local market (WDB area). The purpose is to assess how we are delivering services and how others are delivering services.
2. Host an employer focus group to determine what services they are looking for.

Mr. Martinez concurred with the Chair’s suggestions and further added that this would be helpful and an important step towards eliminating partners who may be working in

isolation without the benefit of the regulations, guidelines, and roles and responsibilities of this committee and the Board.

Mr. Lupe then was asked about the UMOS desire to relocate its operations from 6<sup>th</sup> & National to Chase Street. He explained the poor facility and location design that were a hindrance to service delivery for their clients. Mr. Lupe stated that DWD has given authorization for the Chase facility to be a One-Stop. Mr. Randall expressed his concern as to the classification of this new service center since DWD has no authority to approve One-Stop Centers (Job Centers) locations within local areas. Under current WIA guidelines, that authority rests with the WDB. Since no formal request was set before the Job Center Network Committee or Board of Directors for review and considerations, Mr. Randall questions if this new location is to be considered a TANF center. Simply declaring locations where clients may be served under specific programs are a One-Stop is not the way WIA is designed.

Discussion around the WIA Contracts and Reauthorizations may help determine a deadline for operators wishing to submit requests to this committee for considerations for new One-Stop locations.

**VI. Other Business**

Mr. Cocroft requested the PIC staff move forward expeditiously to arrange scheduling the visits to the One-Stop Centers and asked the committee to identify a mutually convenient date for the next committee meeting. It was agreed to meet on Thursday October 6 at 1:30 p.m. The location will be determined and announced as soon as possible.

**A motion to adjourn was made as follows:**

**Motion to Adjourn:**

**Lupe Martinez**

**Second:**

**Mary Moore**

**The meeting was adjourned at 2:50 p.m.**