



# Jobseeker Services

**Date:** September 23, 2020

**Time:** 1:00 pm

**Location:** GoToMeeting

**Attendees:** Ann Meyers, Betsy Hill, Billie Jo Greene, Bridgett Backman, Carrie Bendix, Deb Bahr-Helgen, Dena Edstrom, Diane Halvorson, Dina Wuornos, Jill Pitelkow, Jodi Yanda, John Olson, Jose Cabrera, Kari Paulsen, Marleen Lundberg, Pamela McCauley, Nicole Swanson, Tina Jaster, Sarah Saito, CJ Stanton, Tim Beaver, Tim Jones, ShaVonda Allen, Anna Mullikin, Kari Paulsen, Cole Maki, Diana Ristamaki, Heather Gleason, Eriann Faris, Anne Kilzer, Sonji Davis, Autumn Herber, Lensa Idossa, Diane Daleiden, Leslie Wojtowicz, Shannon Quigley, Deb Bahr-Helgen, Patricia Buxengard, Cynthia Larson, Nancy Omondi, Kay Tracy, Pamela McCauley, Elena Foshay, Tammy Biery, Brian Gapinski, Wanda Jensen, Karen Ritter

## Notes (DRAFT)

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**Meeting called to order at 1:00 p.m.**

### Welcome/Introductions

Nancy Omondi announced that her team would not be addressing any performance-related updates at the meeting. This topic will be addressed at the Operations meeting.

### Presentation: Rural Minnesota CEP Mobile Services

- Rural CEP provides MFIP, Adult, and Youth services. The Adult and Youth services can be provided in all service areas.
- They are meeting customers where they're at with their mobile workshops. The mobile delivery model started out of necessity: transportation is a major barrier for many people. Bringing the services to their communities saves time for the client and reduces stress.
- Internet access in rural areas can vary widely. The staff carry a Jetpack device, a mobile hotspot that provides wireless internet to multiple devices at once.
- Mobile services are primarily administered in public areas: libraries, county buildings, cafes, etc. They can also be brought to specific homes by request. When there are home visits, two staff go together into the home for safety.
- Rural CEP is working on getting portable plexiglass to use as needed for mobile service delivery.

### Discussion

- SCSEP Paid Sick Leave – Looking to determine whether seniors would be eligible for COVID sick leave. SSSI makes this decision.
  - County CARES Act funds, or other general county funds, could be used for this.
- TANF Innovations enrollments – Several areas have reported that enrollments are down. Areas are behind on their TANF spending.
  - Rural CEP has found more success with 14/15 year-olds and dual enrollment than finding young MFIP parents.
  - Anoka has been working to identify Coursera courses that would be of interest to youth. They are developing an outline for their services.

- Kay Tracy said that WDAs have been using stipends and incentives.
  - Kay Tracy will follow up with Elena Foshay regarding the use of incentives.
  - The City of Minneapolis uses an interesting model which will also be sent to Elena.
- Pamela McCauley added that DHS is hoping to provide as much flexibility for moving around unspent funds as possible.
- Kay Tracy suggested that the Youth Team could co-sponsor a webinar on this topic with DHS. More information to come.

### **Standardized Workshops Update – Diane Daleiden and Cynthia Larson**

- See materials at this link: <http://mawb-mn.org/mawb-jobseeker-meeting-materials-september-23-2020/>
- The standardized workshop project started back with the transition to CareerForce across the system.
- Diane and Cynthia shared their projected timeline. They are planning on a 5-month pilot program. Even though materials have become available, local areas should not use them until the pilot program is complete.
- See the attached documents for additional information.
- Question: Can additional people participate in the Advisory Group / Community of Practice?
  - Answer: Yes, they are open to having additional participants.
- As the pilot continues, new facilitators will be trained.
- Five regions are participating in the pilot. They are missing a participant from southern Minnesota. Volunteers should contact Diane Daleiden at [diane.daleiden@co.anoka.mn.us](mailto:diane.daleiden@co.anoka.mn.us).
- The curriculum was originally developed for in-person delivery so some changes will need to be made for remote trainings due to COVID.

### **Youth Team Update – Kay Tracy, John Olson, and Team**

- See attached document for updates.
- Contact Kay or John with thoughts regarding the automated self-certification item.

### **ACP, DW, and TAA Updates**

- See attached documents.

### **DHS Updates**

- Still operating with an emergency. Most waivers have been extended for 30 days. Reach out to DHS partners with questions as needed.

### **ABE Updates**

- See attached document.
- When the GED went for-profit, it opened the market to new competitors. There is an RFP open for other exams. Updates to come about the result of this process.

### **Adjourned 2:43 PM**

**Next meeting: October 28<sup>th</sup>.** Typically, the Jobseeker Services meetings are held the day before Operations to facilitate reduced travel time between meetings, but since both are held remotely next month JSS will be held the week after Operations due to a calendar irregularity with the pattern of weeks in October. Questions? Contact [baccettura@mncounties.org](mailto:baccettura@mncounties.org).



# MOBILE SERVICES

PROVIDING EMPLOYMENT & TRAINING SERVICES

# RURAL MINNESOTA CEP PROGRAMS

- Minnesota Family Investment Program (MFIP)
- Family Stabilization Services (FSS)
- Divisionary Work Program (DWP)

## MFIP PROGRAMS

- WIOA Adult
- WIOA Dislocated Worker Program
- State Dislocated Worker Program
- Ticket to Work
- Senior American

## ADULT PROGRAMS

- WIOA In School Youth
- WIOA Out of School Youth
- Minnesota Youth Program
- Youth at Work
- TANF Innovations
- HECAP

## YOUTH PROGRAMS

# CLIENTS SERVED

SERVING MFIP/FSS/DWP CLIENTS IN CASS, CLEARWATER, HUBBARD, AND LAKE OF THE WOOD COUNTIES.

ALSO SERVING YOUTH PROGRAMS, ADULT PROGRAMS, DISLOCATED WORKERS, AND THE GENERAL PUBLIC IN BELTRAMI, CASS, CLEARWATER, HUBBARD, AND LAKE OF THE WOODS COUNTIES.

OVERALL, PROGRAMS OFFERED SERVICE CLIENTS AGES 14 AND UP.

# MOBILE WORKFORCE SERVICES – BRINGING OUR SERVICES TO YOU

## MENU OF SERVICES FOR JOB SEEKERS

Personalized Career Guidance

- Job Search Assistance, Networking and Support, Application, Resume, and Interviewing Assistance, Skills Assessments, and more

Assistance Navigating the Internet

- MinnesotaWorks.net, Job Search Engines, Unemployment Insurance Assistance, Online Job Applications, and more

Menu of Eligibility Based Programs: Screening for eligibility-based program services will be completed.

- School Funding, On-the-Job Training, Temporary Work Experiences, NCRC, Internships, Resumes & Cover Letters, and more

## MENU OF SERVICES FOR BUSINESSES

Resources and Referrals

MinnesotaWorks.net Assistance

Networking Opportunities

Access to Job Seekers

Workforce Strategies

Retention and Soft Skill Counseling

And more...

# MOBILE WORKSHOPS



Mock Interviews



Resumes and Cover Letters



Answering Job Search Questions



We screen for potential clients, if they are interested in our programs based upon their needs and budget availability. We can be responsive to individual need on that day, including completing applications in a mobile setting.



Offered in Beltrami, Cass, Clearwater, Hubbard, and Lake of the Woods Counties

Utilize county offices, public libraries, school meeting rooms, community centers, family centers, and anywhere else that is convenient for clients to meet.

## REASONS WHY

- Convenience for customers and clients.
- Transportation is a major barrier.
  - Our service area is 2.5 hours wide from North to South and about 1 hour wide from East to West.
  - Many clients would need to travel at least an hour to come to our office. Even meeting them at locations closer to them, many are still traveling over an hour from their homes.
- Child Care is another barrier.
  - Clients are better able to plan for childcare for appointments closer to home versus being over 1-2 hours away.
- Being able to meet a client where they are at and in an environment where they are comfortable.
- Bringing the services to the people. We will provide “ Pop-up Services” – customers will get the services they need when they need them.



## How do we provide mobile services?



JOB COUNSELORS TRAVEL TO LOCATIONS CONVENIENT FOR THEIR CUSTOMERS AND CLIENTS USING THEIR OWN VEHICLES.



THEY BRING THEIR MOBILE EQUIPMENT (LAPTOP, PRINTER/SCANNER, CELL PHONE, AND JETPACK) AND CAN PROVIDE ALL THE SAME SERVICES ON THE ROAD AS THEY CAN IN THE OFFICE.

# RESULTS

## JOB COUNSELOR PERSPECTIVE

Mobile workshops and MFIP overviews are held at Leech Lake Tribal College, Walker Social Services Office, Bena Community Center, Backus Social Services, Pine River Family Center, Pillager Family Center and Remer Family Center. Unemployment Meetings at Beltrami County Workforce Impact Office.

Increase in customer base with travel and mobile workshops, the word is getting spread.

Counselors and customers prefer face-to-face meetings as it adds a personal touch to our services.

By traveling to clients, we are meeting them where they are at. We can also meet their needs in their environment.

## CLIENT PERSPECTIVE

Clients express how grateful they are that services are being provided closer to them rather than having to go to the nearest CareerForce Location, which can be as far as 1-2 hours drive or more in Rural Northern Minnesota.

Clients have also stated they prefer in person meetings versus virtually or over the phone.

## SERVICES SINCE THE COVID-19 PANDEMIC

The Pandemic has temporarily changed the way we are doing mobile services. Staff are now travelling by appointment only to complete essential services and are equipped with PPE for both customers and themselves.

Job Counselors are offering services for all programs. In fact, we have been able to move into virtual services smoothly as we were already familiar with the virtual platforms and we already had the needed technology.

We are doing our best to continue to meet clients where they are at whether that be in person, by appointment only or virtually. We are fully equipped to stay up to date with the current challenges that the Pandemic brings, the Pandemic has not slowed us down.

*Thank You*

Rural Minnesota CEP – Bemidji

Program Manager: Brian Gapinski

Team Leader: Billie Jo Greene

# Standardized Workshops Recommended Timeline

Action	September	October	November	December	January	February	March	April
<b>Complete Courses</b>	Update JSS 9/23/20  Update Directors 9/24/20	<b>All Courses complete Share with Pilot Facilitators</b>						
<b>Pilot</b>		Facilitator Course Training 10/20 & 21	<b>Begin Pilot</b>		Receive Preliminary  Feedback & Summarize		<b>Complete Pilot</b>  Receive last 2 mos. Feedback	
<b>Facilitator Training</b>		Develop Core Facilitator Training				Facilitator Training complete	Train Facilitators	<b>Begin regular use of 5 core Standardized Workshops</b>
<b>Advisory Team*</b>					Review Preliminary Feedback	Modify Courses as necessary	Share updated materials with Facilitators	
<b>Community of Practice**</b>	Identified first co-chairs Diane and Cindy	<b>Kickoff/1<sup>st</sup> meeting</b>	Newsletter	Newsletter	Meeting	Newsletter	Newsletter	Meeting

**Advisory Team\*** This Team will vet trainings that are brought forward as additions to the current 5 Core Standardized Workshops. Advisory members will also provide a continual review of curriculum. The goal of this Team is to help ensure high quality, relevant and engaging workshops and provide consistency across the State in terms of content and delivery. The Advisory Team will initially be Mike Lang, Nicole Swanson, Diane Halverson, Bridgett Backman, Diane Daleiden and Cindy Larson. They will review a summary of the feedback from the pilot and will be ensuring any necessary changes are made. The Team will meet quarterly its first year and as needed in the future.

**Community of Practice\*\*** This Community is for all workshop facilitators including DEED and all partners across the State. It includes those whose job is focused on training as well as those who facilitate training as a part of their job. The goals of the group are to increase communication, share ideas and learn from one another. This group will meet quarterly. In between meetings a newsletter, communication will be shared with various topics based on need and interest. Any member can and will be encouraged to contribute to the newsletter. The Community is focused on the ongoing learning and development of all workshop facilitators. There will be rotating co-chairs. Initially the group will be co-chaired by Diane Daleiden and Cindy Larson.

# Standardized Workshops

## Pilot Workshop Rotation

Region	November	December	January	February	March
<b>North</b> CareerForce- Duluth	CAREER EXPLORATION	NETWORKING	RESUME WRITING	ADVANCED RESUME	INTERVIEWING
<b>South</b> CareerForce-Open	NETWORKING	RESUME WRITING	ADVANCED RESUME	INTERVIEWING	CAREER EXPLORATION
<b>East</b> CareerForce- St. Paul	RESUME WRITING	ADVANCED RESUME	INTERVIEWING	CAREER EXPLORATION	NETWORKING
<b>West</b> CareerForce-Fergus Falls	ADVANCED RESUME	INTERVIEWING	CAREER EXPLORATION	NETWORKING	RESUME WRITING
<b>Central</b> CareerForce- Anoka	INTERVIEWING	CAREER EXPLORATION	NETWORKING	RESUME WRITING	ADVANCED RESUME

## Standardized Workshop Pilot Monthly Workshop Schedule

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
WEEK ONE			Career Exploration		
WEEK TWO		Networking		Interviewing	
WEEK THREE			Resume Writing		
WEEK FOUR			Advanced Resume		

See below for notes from Kay Tracy/John Olson/Youth Team's Update for Job Seeker Services Meeting on September 23:

1. **Final WDA-Level Data for PY2019 WIOA Young Adult Program:** Minnesota applied for extension to the October 1 due date for the PY19 WIOA Annual Performance Report. DOL National Office staff advised (in writing) that there WAS problem with DOL's software: WDA-level "median wage" not calculating correctly so Scott Godfrey (MN's Performance/Reporting Coordinator) not able to produce accurate WDA-level PY19 WIOA data. Due date for MN's PY19 Annual Performance Report is extended to November 2. We will provide WDAs with FINAL PY2019 WIOA Youth performance data when it is provided to Youth Team by Scott Godfrey. Should be soon.
2. **Documentation of Eligibility under WIOA/Self-Certification:** DOL issued TEGL 23-19 on June 18, 2020, which provides DOL-specific guidance on topic of Data Validation. Youth Team updated Chapter 4 of the Youth Administrative Policies re: Documentation of Eligibility. Next step? Youth Team asking WorkForce 1 staff to make available a new, automated form which would permit WDAs to document use of "self-certification". WDAs/youth practitioners will be asked for input re: format of new, automated form to be used when the service provider uses "self-certification." **This is likely to be implemented in early 2021.**
3. **Electronic Document Storage (EDS): There is a large increase in the number of WDAs/youth practitioners using EDS in WF1 for Youth Programs.** Youth Team updated Chapter 14 of the WIOA Youth Administrative Policies on topic of Electronic Document Storage (EDS). Youth Team will include "sample" local/WDA-level policies on use of EDS (we have volunteers for workgroup). Next step? ask WorkForce 1 staff to identify ways to "simplify" EDS in WF1 for use under WIOA Youth.
4. **2020 TANF Youth Innovation Project:** DHS partners advised that they will be in touch soon regarding funding opportunities for 2021. If your WDA will not expend all 2020 TANF Youth funds, please contact [kay.tracy@state.mn.us](mailto:kay.tracy@state.mn.us) and [lynn.douma@state.mn.us](mailto:lynn.douma@state.mn.us) so that we can move those funds to another WDA. Also, DEED's second report is due to DHS in October. **Please make sure all enrollments, activities, expenditures (youth wage/fringe, direct services, support services) through 9/30/20, are entered in Workforce One no later than 10/15/20.** Please contact [Lynn.Douma@state.mn.us](mailto:Lynn.Douma@state.mn.us) if you have questions.
5. **SFY2020 Minnesota Youth Program (MYP) Preliminary Data Summary:** looks excellent to date thanks to good work by the Youth Practitioners Network. Youth Team required to prepare a Program Summary which will be posted on DEED's website and submitted to the Legislature. **Action item: Please submit MYP success story and revisions to the local MYP profile to [kay.tracy@state.mn.us](mailto:kay.tracy@state.mn.us) and [kathy.young@state.mn.us](mailto:kathy.young@state.mn.us).** To date, we have received success story + SFY21 MYP profile from **ELEVEN** WDAs/MYP providers: Northwest/Inter-County CAC, Southwest, Ramsey County, Washington County, Carver County, Career Solutions (Stearns/Benton), Hennepin County, Southeast WDI, Anoka County, Minneapolis, and CMJTS.
6. **Youth Committee Resource Guide:** our thanks to youth practitioners from the following TEN WDAs who have submitted updates to local profiles in the Youth Committee Resource Guide: Anoka County, Dakota-Scott, Washington County, South Central, Southwest, CMJTS and Career Solutions (Stearns/Benton), Northwest, Ramsey County and Southeast. Communications will post the revised Guide soon.
7. **Youth at Work Opportunity Grants:** Youth Team finalizing the required Legislative Report and Program Data Summary for SFY20-21. The DRAFT Request for Proposals (RFP) for SFY22-23 will be provided to DEED Leadership in early October. Youth Team recommends early release of the RFP for programs starting 7/1/21, with the provision "depending on funding by the Minnesota Legislature." A technical assistance convening is scheduled for 9:00 a.m. on September 30 via Skype (<https://meet.lync.com/mn365/cory.schmid/6TG6G8WK>). The convening will be recorded and posted to DEED's Youth at Work webpage for those who are not able to attend.

If questions on any of the issues referenced above, please contact me at [kay.tracy@state.mn.us](mailto:kay.tracy@state.mn.us). Thank you for your cooperation.

# Dislocated Worker, Adult Career Pathways, and Trade Adjustment Assistance Program Updates

MAWB Job Seeker Services Meeting, September 23, 2020

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## Adult Programs Communication

- Partner Express monthly newsletter – email [deed.taa@state.mn.us](mailto:deed.taa@state.mn.us) if you would like to subscribe

## Dislocated Worker and Federal Adult Programs

### Performance:

- Performance Negotiations completed
- MAWB Operations meeting update 09/24

### Monitoring:

- The Monitors are concluding their PY19 monitoring engagements and have already started sending out communications for monitoring of the PY20 grants. Please look out for a communication from either Linda Skogen or Kokulo Supuwood.

### MJSP Supplemental Funding Request:

- Supplemental Funding request due 9/28 (email sent on 9/17). Please use the updated form included in the email.
- MJSP Board Meeting is scheduled for October 26, 2020

### Senior Community Service Employment Program:

- DOL approved 20% Admin request (15% for providers)

### CLIMB:

- Thanks to those who took the time to complete the CLIMB feedback survey in the September Partner Express newsletter. The link is still open if you didn't get a chance and would like to complete.

### PY20FY21 Contracts:

- Thanks to everyone for the great work (quick response) with the PY20FY21 contracts. With your help we were able to complete in record time. We appreciate your partnership.

### PY18 Reallocated Funds:

- To be announced in the upcoming weeks.

### WIOA Second Allotment:

- NOA pending. Information will be shared as soon as DOL releases the NOA.



# Dislocated Worker, Adult Career Pathways, and Trade Adjustment Assistance Program Updates

MAWB Job Seeker Services Meeting, September 23, 2020

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## Adult Career Pathways Programs

### SFY18-19 P2P Grants

- The SFY18-19 Pathways to Prosperity Grants expired June 30, 2020. The Adult Career Pathways team is in the process of receiving final invoices and reports to evaluate the success of the program. The MJSP Board has decided to apply their unused funds to other grant.

### SFY20-21 Grants

- The 83 grants that funded 65 providers for SFY21 have been executed and began July 1, 2020. These contracts will run concurrent with the SFY20 contracts as many of the SFY20 were extended through December 31, 2020.
- Just a reminder that 2 monthly RPRs will be required to be submitted each month, SFY20 and SFY21, through the end of your SFY20 contract.

### SNAP E&T 50/50

- Three of DEED's previous SNAP E&T 50% Reimbursement grantees submitted applications and were approved to continue into SFY21; August 1, 2020- September 30, 2021.
- DEED sent applications to ACP Competitive Grantees, not currently contracted through DHS, on August 24<sup>th</sup> to add up to seven more SNAP E&T 50/50 grantees for contracts October 1, 2020- September 30, 2021.
  - An informational webinar was held on 9/4; the Q&A was posted to the ACP website
  - Applications were due by 4:00pm Friday Sept 18<sup>th</sup>.

### Displaced Homemaker Program

- Effective August 1, 2020, the Displaced Homemaker Program will officially be known as the *Minnesota Family Resiliency Program*.
- The Adult Career Pathways team is in the process of updating forms to reflect the new name.

## Trade Adjustment Assistance (TAA)

### Program

- Save the Date: Virtual Fall Roundtables: October 20-22; 1 hour sessions at 10:00am and 1:00pm each day.
- Final Rule/ TAA new regulations implementation: Minnesota is prioritizing two implementations immediately – TAA expects more changes coming as well. The Fall Roundtables will have a section covering changes from the Final Rule.
  - Transportation calculation for new customers traveling to training: only mileage that exceeds the 15 mile (one way) commuting area radius gets reimbursed
  - Notification to workers: For petition certifications on or after 9/21/20, TAA will mail letters to customers, and:
    - Publish the information in the newspaper (electronic or printed)
    - Include a Babel notice in the mailing
    - Use at least one method of modern electronic communication

## Dislocated Worker, Adult Career Pathways, and Trade Adjustment Assistance Program Updates

MAWB Job Seeker Services Meeting, September 23, 2020

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- Please refer TAA-eligible customers (or new DW Counselors) to the online TAA informational session <https://www.careerforcemn.com/taa-info-sessions>

### Petitions

- TAA/Rapid Response staff are researching two (2) companies for possible trade-impacted layoffs
- Pending Department of Labor (DOL) determination: 17 petitions
- Certified: Bluestem Brands, Inc.; Sonova and the on-site leased workers from Robert Half; GGI Solutions; Dell Technologies, Inc.; Henkel Corp/Boyd; McNeilus Companies; Seagate, Shakopee; Tenneco/Federal Mogul; Woodcraft Industries
- Denied: Seagate Bloomington; Gerdau Ameristeel; U.S. Steel (Mountain Iron Range)

## Workforce Innovation and Opportunity Act (WIOA) Title II Adult Education Update

### *Minnesota Association of Workforce Boards (MAWB) Job Seeker Services Meeting*

September 23, 2020

#### **Assessment:**

- Some ABE programs across the state will be trying to implement online TABE and CASAS assessments this year. This is not a requirement and is optional for programs.
- The National Reporting System (NRS) has [extended the approval of assessments](#) beyond three years.
- Federal request for comments on the system that ABE uses for reporting. [Agency Information Collection Activities; Comment Request; Measures and Methods for the National Reporting System for Adult Education](#). The state ABE office did bring up concerns about the length of the assessments and how it has impacted collaborations with partners in supporting assessment of clients.

#### **Infrastructure Agreements:**

Please include the Local Workforce Development Board (LWDB) Adult Basic Education representative in creating these agreements.

#### **Minnesota Career Information System (MCIS):**

Some CareerForce Centers use MCIS. Adult Basic Education worked with the staff at MCIS to create a version that is written at the 5<sup>th</sup> grade level. The checklists were customized and are focused on specific areas (Self-Discovery, Career Exploration, Education Options, Prepare for Employment), topics in the information files are written in a question and answer format and the answers are in short, bullet pointed statements. Changes that were made include less dense text and using basic language.

#### *Training Dates for MCIS Adult Basic Education Version*

- Wednesday, October 28 – MCIS Adult Basic Education: Setup and Navigation, 9 a.m.-11 a.m.  
<https://www.surveymonkey.com/r/TCGYJHH>
- Friday, October 30 – MCIS Adult Basic Education: Setup and Navigation, 9 a.m.-11 a.m.  
<https://www.surveymonkey.com/r/TJ2YB2G>

#### **Distance Learning Support**

Minnesota ABE does have a distance learning team and a [website with resources](#) to support the ABE field. There might be some information that CareerForce counselors find helpful so please share this with them.

## **Adult Career Pathway Curriculum and Tools**

Here is the link for [Adult Career Pathway](#) resources. These include the federal Adult Career Pathway definition, the federal checklist, and close to 200 Adult Career Pathway course curricula.

## **High School Equivalency Exams**

The request for proposals has been posted and will close in October. We will know after that what HSE exams have been approved to be used in Minnesota.