



MAWB Policy & Issues Committee Minutes

November 17, 2021

Warm Handoffs Discussion

- Warm handoffs are seen by Job Service as one of the most important things they do. It is important for staff to understand the eligibility requirements of various programs – especially for Title I programs, but for others as well, in order to make the best referrals possible during Good Jobs Now calls.
- There will be a training on December 7th from 2:30 – 4:00 PM to provide a basic understanding of career services and warm handoffs. The session will be recorded and can be shared with MAWB, and guests may also attend the training if they are interested.
- The Good Jobs Now program is making less calls now than they were originally. Very often, Job Service staff are calling other areas in the state than the one they are located in.
- The committee discussed the importance of local all-staff meetings so staff can get to know each other and improve their warm handoffs.
- Deb Bahr-Helgen recommended a process improvement analysis on the Good Jobs Now calls. She has heard that customers have had to re-do paperwork several times. Is there a way to better assess what is needed from the customer to eliminate this unnecessary work?
- If local areas are hearing that people are not being referred to the right entities, it is their responsibility to inform Job Service of the correct local providers/partners in the area.
- There are customers who need more help with job search but won't be enrolled in Dislocated Worker. Elena Foshay asked: what are the options for assisting those people? Local areas do not have workshops or Career Labs to offer. It seems there are limits to the number of repeat appointments with Job Service.
 - Mike Lang clarified that there are not technically any limits on the number of appointments a customer can have with Job Service. Some Job Service staff may feel this way, since they are encouraged to meet with a large number of clients, but there is not any rule with a maximum number of appointments.
- Ling Becker suggested that it might be productive to have a statewide meeting of Job Service and local area staff. Since the warm handoff happens between staff and not directors, it may be more productive to focus the conversation among those individuals.