



## MAWB Operations Committee Minutes

May 26<sup>th</sup>, 2022

The Chair called for approval of the previous months' meeting minutes and the agenda. Barb Chaffee moved to approve the minutes and agenda. Carrie Bendix seconded. The motion carried.

### Equity Grounding

PCs for People joined the meeting to give an overview of the work of the organization. See [slides](#) and [video](#) for more information. They take a holistic approach to tech services, offering computer repair as well as computer distribution. Their used computer pickup service is free, and they will wipe used computers for free. The organization has made a big impact during COVID-19. They received a grant from DEED in order to help make computer purchase free for some communities. Some local areas have partnered with PCs for People for youth at work experiences.

### Introduction

The committee was introduced to Amy Hansmann, the new federal program officer. She plans to do a local visit before this winter.

### DEED Updates

- New dislocated worker policy drafts have been created for state and federal dislocated worker programs. The federal policy was sent to DOL's Region 5 office to review. In general, the policies expands eligibility and reduces age-requirement barriers. Under the state policy, selective service was removed as a requirement and the age issue was resolved. Any suggestions for additional changes should be sent to the Adult Programs team at DEED. The team will discuss this item on the next Policy & Issues Committee agenda. The Adult Programs team will also be putting together a document to highlight what changes were made to the policy.
  - A committee member requested a brief paragraph overview of the policy changes, written with local board members in mind, to explain to them the impact of these policy changes.
- Allocations were sent out with TEG 9-21.
- Next Friday are performance negotiations with the Department of Labor. Two local board directors will participate.
- The goal is to finish LWDA CareerForce Leadership Engagement tours by July. The visits have also included visits to American Indian tribes. The purpose of these meetings aligns with the Governor's goals to reduce disparities and is also rooted in DEED's Objectives and Key Results strategy. The DEED team is trying to "operationalize the right service for the right customer." This includes efforts to make the best possible referrals and a proactive strategy to work with community-based organizations.
  - Discussion ensued around Career Labs. DEED is de-prioritizing staff time in Career Labs, arguing that "teaching people how to use a mouse" is not where staff time is best spent. Local board members argued that even fundamental computer use training should be considered a basic career service.

- A committee member mentioned the Frontline Worker application and anticipated that folks would be walking into centers to get assistance with completing those applications. DEED will talk with DLI about how to help with this situation.
- Job Service will continue to contribute via MOU/IFA to locations where they currently deliver services and will participate in those negotiations.
  - A committee member asked about what “the future looks like for Job Service in non-comprehensive centers.”
  - DEED partners replied that there is “opportunity for more conversation” around the future of non-comprehensive centers. The goal is to “build partnership” and “increase communication” about how other services are being delivered.
  - DEED is “not trying to take services out of CareerForce centers” by adding CareerForce Corners to libraries. Rather, they view these as an “extension of the services” provided by the centers. They also want to avoid duplicating services.

### **Introduction**

The committee was introduced to Juanita Borton, the new CareerForce Systems Operations Coordinator. Her goals are to open up lines of communication and work together as a team with local areas. She will be sending out a sample MOU/IFA to local areas. The recorded DOL trainings were sent out. A WIOA compliance refresh training was held earlier in the week and was well-attended by local areas. A committee member requested training about the state funding mechanism.

### **State and Local ARPA Funds**

- Wisconsin is using some ARPA funds to supplement workforce programs. Minnesota may be able to do the same thing. DEED’s Youth Team had mentioned at the Jobseeker Services Committee that it would take about \$1.1 million to make the Youth Program whole. Committee members suggested a variety of uses for the funds, such as more creative strategies for building wealth among customers.
  - NEXT STEPS: Add to the June Operations agenda further discussion/creating an “ask” around this.
- Discussion ensued about the remaining funds available to the Governor and legislature after session.

### **Human-Centered Design Survey**

- A Human-Centered Design Innovation Team at DEED has been trying to determine “the right service for the right customer” by gathering information to identify solutions.
- The team performed a small number of short interviews to gather information for the report.

### **Microsoft Teams Check-In**

- Most Directors have been able to access the new Microsoft Team for MAWB. Some have had challenges.
  - NEXT STEPS: Add a 30-minute Teams tutorial to the next Operations agenda.
  - NEXT STEPS: Make a private channel for Directors so that other staff/committee members can be added to the General channel later.

### **Marketing Project/Dues**

A survey was distributed in advance of the meeting to ask Directors about the marketing priority that was identified during strategic planning, and how much (if at all) local areas were willing to raise dues to fund this initiative, now that the funding from the legislature did not materialize. A few local areas were unwilling to pay any increase in dues, leading to an impasse. A committee member suggested adding vendors to the Summer Conference or finding other ways to increase profit from the event.

- **NEXT STEPS:** Jeanna will reach out to Rita to see what options might be for increasing/improving marketing efforts at no cost to MAWB, using resources already available on CareerForceMN.com

Separately, Jeanna spoke with AMC's Accountant, who recommended that affiliates consider raising their dues 1-2% each year to avoid sudden large increases after a long period. The latter method is what MAWB has historically used, raising dues around 25% after ten years or so. The committee agreed that regular, smaller increases might be a better strategy.

**Rick Roy made a motion to recommend a dues increase of 2% for the 2022-2023 year. Janelle Wald Kovar seconded the motion. The motion carried.**