**Region 7 Operations Standing Committee Meeting Minutes**

**May 11, 2020 - 3:00pm - 4:30pm**

**Attended: Laura H., Kyle C., Chris H., Gina R. and Mike H.**

**Updates/Announcements (Laura H.\Chris H.\ Mike H.\ Kyle C & Gina R. )**

* Laura H. -
  + Reported they are in the last week of classes of the regular Spring semester. They have been doing online classes and retained about 30% of students. Loss of students were due to lack of technology or illness. Everything this summer is online as much as possible.
  + HS Completion program has a mini semester starting next week. Will have some Hi-Set testers come in next month once they reopen and that will be priority. Currently registering for summer & fall classes (June, July and August)
  + Just submitted AEFLA - Adult Education and Family Literacy Act grants recently. They were due the 1st of the next month and got that done. Preparing for Dept of Education monitoring which is on the 20th and trying to figure out how to do a Virtual High School Completion program ceremony.
* Kyle C. and Gina R. - no updates outside of covid related stuff
* Mike H. -
  + Not seeing anyone face to face, it is all remote, email, google, facetime, etc.. Last he heard no anticipated changes so they will be doing this throughout May if not longer. Currently he is in the office with 2 clerical but most of the staff is working for home and will stop in if necessary. Mentioned before that due to budgetary concerns they have a waiting list. If they are considered most significantly disabled they are not on a waiting list, if they are in a category where they have one area where they are significantly disable they will be on the list for a couple months. Interviews, intakes and paperwork are completed differently at this time, either on the phone or remotely.
* Chris H. -
  + Couple updates - All or most of you should have received an email from Jeff Frost regarding the CTE program, and if not Chris can forward just shoot an email. Trying to get a survey results out for their Carl Perkins money and they just want an update on anything relating to the CTE programming and your view of them. Not just from a manufacturing standpoint but partners and education as well. Survey is only about 10 questions and if you have CTE or Business and Industry partners feel free to share. They would like input from the “other category” and we qualify as the “other category”, pretty simple and takes 3 to 4 minutes to complete. It is a community survey for the Waterloo Community School District and if your or your staff could share it this would be helpful and Jeff would appreciate the increased response rate.
  + Daily 10-Noon, doing a Job Seeker FAQ on zoom. It has been shared on the IowaWorks Facebook page and the BCE Facebook page. Place where people can go to talk to someone if they are struggling to find jobs or if they are struggling to reach someone in any of our programs. The link doesn’t ever change and it’s been happening since Mid-March. Accessible with or without a Zoom account, you can access by phone, tablet, laptop or desktop.
  + All intake processes are now electronic - everything

**COVID-19**

* Current Status of Partner
  + Laura reports that they are also doing as much as possible online. Currently, registering for summer and fall and it is being done either online or over the phone.There is a link that students need to go to and complete the basic part of the registration form and then a registration specialist will call them to complete the process.
  + <https://bit.ly/HawkeyeELL>
  + <https://bit.ly/HawkeyeHSC>
  + Right now still waiting for the ability to give the CASAS pre-test to those new students and also currently not able to post-test currently able to post test current students as it has to be proctored live and we are not able to do that right now. There are some things going on where we may be able to proctor them remotely one by one but the process is taking a long time and we are concerned about losing those students to the end of the semester but we will have to see what we can do. Registering so far we have pretty low numbers although the whole doing it only has been a challenge.
  + At the end of July we are doing an in person registration for people that can’t do it online due to technology and language barriers.
* **Partner Referral Update**
  + Checked with DeAnn and since we moved to working remotely there have been 4 referrals made between 03/16 - 5/5 using the online form and can’t tell if it was completed by staff or students
  + Chris reported that some HCC specific workshops have been converted electronically and already recorded webinars.,If there are clients that need something specific or to log some hours please let staff and coordinators know that these workshops are available
  + Kyle reported the AJC Division is 256 strong and all individuals in the AJC division are working 100% on unemployment. The only two unemployment things we are working on is the ACD line which is the 866 line that is usually answered by the UI Customer Service Center out of Des Moines. All staff in the field office have been trained and have the technology to answer those calls. Outside of normal business hours some staff are coming in as early as 7am and some are staying as late as 6:30pm. We are on 2 hours of mandatory OT every day of the week and then 8 hours of OT on Saturdays. Answering the phone and working emails are primarily all we are doing at this time
* **Re- Opening of Face to Face services for Each Partner**
  + Laura reports the latest news front he college is that they are returning to the office on June 11. It is possible that could change as it has a couple times already. Staff return is likely to be very staggered. Maybe ½ days and some individuals may continue to work remotely. Working with HR regarding the continued working remotely. Currently working on reopening plans for all of the different departments and areas to address safeguard precautions that we will need to take and all the ways we will need to change processes and procedures before we reopen. Everything is online that can be online.
  + Will be bringing in Hi-Set testers the last ½ of June and students are allowed back starting June 15th. Primarily for students on the main campus who need to finish a class. It will be by appointment only and a gradual process. It will be a while soft reopening, it will be a while before they are opening at full capacity. Even in the Fall there is a chance they could still be online or very small classroom sizes. Classes of only 10 people which will cut numbers significantly and result in very low enrollment.
  + Working on a plan of how things will work. There will be rearrangement of furniture to keep people from clustering, partitions for situations where there needs to be face to face contact such as our registration specialist that does things in person. We are re-evaluating some assessments in our other areas and hopefully I can get that completed and submitted soon.
  + We are working on two plans, one for summer and fall. One for if we are back in the building and one for if we are still working remotely.
  + Chris H. -nothing more to add at this time
  + Mike H. - He has nothing to add as far as reopening at this time
  + Kyle C. - As far as from the IWD standpoint they are really focused on getting the UI Division able to stand on its own and he really does not see us reopening at this time. Guess is that once the doors reopen feels we will be flooded with customers wanting that one on one assistance. Knows that the Senior Leadership has been having discussion about what that recovery plan will look like and when it will get put into place however we have not been part of those conversations.
* **Safety Procedures between partners**
  + Laura reported no updates at this time because everyone is pretty much working from home and are pretty safe. Chris had suggested this topic but he seems to have left the meeting.
* **Ways to Support our partners during the pandemic**
  + Keep up to date on who is remote who is not and continuing to support one another. Regularly reevaluating. If there are things that any of us needs to continue to communicate. Laura states that as stated early they are currently registering for summer and fall so if anyone sees individuals who need Hi-Set, HS Completion, ELL please get them referred through the referral form. The more people that can send them now as opposed to later that would be great.
  + Noone else had any suggestions at this time
* **Core Partner Joint Professional Development Day (10/12/20)**
  + The conversation started with discussion on keeping that date at the forefront of our minds and how we can move forward. Also, we need to figure out how to do something and realize that we may not be able to all be in person.
  + Kyle agreed that we should probably plan to not all be in person, not sure what that looks like. Feels there is some room for being creative. Also, another question is: with Region (7) officially joining with Region 1 (Dubuque & Decorah) & Region 2 (Mason City), not sure if this combination will be done by October but at that point will there be a new board for the new region. Once they join will this become a professional development day for the entire region and what will that look like? Does it scale up and get bigger than what it currently is, does it change our vision.
  + Discussion took place and Laura questioned if anyone knew when joining would officially take place. Kyle did state that July 1 was the original target date but believes that date has changed. He believes that the CEO have all been contacted and a Chief Lead Elected Official has been selected for the area and he was officially selected as the Title III representative by Director Townsend and he will represent Waterloo, Mason City, Dubuque and Decorah. The Operation Managers from the other two areas can attend the meetings but Kyle will be on the board from the Title III prospective. CEO training has already happened and once they determine who is on the new Local Workforce Development Board then board training is supposed to be coming in June with a person in Quad City, Cedar Rapids, Des Moines and Council Bluffs. Does not know if that will be in person now. Personally from the IWD perspective no travel is allowed until the end of June. No meetings or workshops until the end of June, still trying to figure all this out. Mike asked if there will still be local boards with a regional governing board? Kyle explained that the Region 7, 2, & 1 will all be disbanded and a new board will be established but people from those disbanded boards could be appointed to the new board and the CEO’s will determine the members of the board.
* **Next Meeting** 
  + Agreed to block off both the June 15th and the Jun 29th to ensure we have time to meet again once the pull together the plan for Professional Development Day once we hopefully have a little more clarity on what the board and regional area expectations will be.