

MINUTES

**One Stop Operator Committee
Meeting
1/21/2025
1:00 PM – 2:00 PM**



Attendees:

☐ Brad Gast (Chair) -
Excused

☒ Bambi Pattermann

☐ Tate Strand (Excused)

☐ Sally Schraders

☒ Sara Lazarz

☒ Kristine Porter

☒ Thomas Draghi

Staff & Guests:

☒ Mari Kay-Nabozny

☒ Sue Stephens

☒ Dawn Knapp

☒ Bella Potack-Rettler

Welcome and Opening Meeting Business

Call to Order

Roll Call

Public Meeting Notice

- a) Meeting notice went out to regional Class A newspapers and regional library systems. In addition, meeting notices were posted on the Northwest Wisconsin Workforce Investment Board website and all social media outlets.

Welcome and Introduction of Guests

1:05pm – 1:08pm	Previous Meeting Minutes a. Review and Approve Meeting Minutes from August 20th, 2024 Motion to approve: Bambi Patterman 2nd: Kristine Porter Motion carries unanimously.
-----------------	--

1:08pm – 1:20pm

One-Stop-Operator Compliance

Mari Kay-Nabozny reported that Northwest CEP moved out of their office on December 31. She shared that there is no more permanent space. However, CEP is still paying towards the cost of shared spaces.

The OSO discussed the possibility of moving from the current location and all partners expressed an interest in a move. Kris Porter asked if Mari Kay-Nabozny had any idea where to relocate. Mari Kay-Nabozny shared that staying on a transportation line would be ideal.

Bambi Patterman shared that she can bring it forward again to the Superior Campus. Thomas Draghi asked if there is space there. Bambi Patterman shared that she is not sure, but that bringing it forward will still help with prices and so forth.

Thomas Draghi shared from a DVR standpoint that his organization did not favor the Superior Job Center to begin with. He shared it would be beneficial for the new space to be more conducive to business and partner operations.

Kris Porter shared that the Job Center office doesn't have lots of offers from partners to fill up that space. Mari Kay-Nabozny shared that Skyler Dural-Eder had shared that SER tried to rent at one point for the SCEP program and the landowner of the office never responded, so SER went somewhere else.

Sue Stephens shared that same sentiment that Mari Kay-Nabozny had, Kris Porter shared that she was not sure that there was a communication problem as Job Service is able to get in touch with the landlord.

Thomas Draghi asked who the replacement was for Margaret McGrath. Mari Kay-Nabozny shared that she will share that information with Thomas Draghi as it came via email.

Thomas Draghi asked who would be good to participate with DVR, SER, F-SET, NWCEP, and OEA. Thomas Draghi asked how one relocates and sets up a comprehensive center with only so many staff coming in at a time for these organizations. Mari Kay-Nabozny shared that they need to have a WIOA Title I staff presence and 3 partners in order to remain a comprehensive center. She shared that this will be part of discussions about how it will look in the future.

Thomas Draghi asked if there needs to be a comprehensive center? Mari Kay-Nabozny shared that yes ONE comprehensive center is required.

	One-Stop Operator Quarterly Report Bella Potack-Rettler Bella Potack-Rettler shared the OSO quarterly report. She reported that the report is attached to the meeting agenda. All of the OSO deliverables have been met with the contract. She noted that there will be a staff development training scheduled for early 2025. On this same topic, the NWWIB will also has additional QUEST childcare cohorts planned for the year 2025. Job Center Certification Mari Kay-Nabozny shared that a copy of the Job Center Certification for Ashland and Park Falls went out to DWD last week and the NWWIB hasn't heard anything back yet. Job Services/Business Services Kristine Porter Mari Kay-Nabozny shared that the Job Center Satisfaction Surveys will go out February 16th - March 9th. Mari Kay-Nabozny asked Bella Potack-Rettler to prep paper copies and have them ready to go out to staff. Kris Porter shared that she and her team are ready to launch it and when it is ready, they will share it. Staff Training and Updated Staff Lists Mari Kay-Nabozny asked for updated staff training lists to be sent to the NWWIB. She shared that staff training will probably center around Human Centered Design.
1:20pm-1:28pm	2. WDA 7 Notables TDCON25 Mari Kay-Nabozny Mari Kay-Nabozny share that there is a set date for TDCON2025 which is for April 15th – 16th in Milwaukee, WI. Concerns about UI Sue Stephens
1:50pm – 2:00pm	Partner Updates on Workforce Related Items Comments and Announcements Committee Members Meeting Calendar Sue Stephens had a comment on Unemployment Insurance. She shared that Northwest CEP staff are always helping individuals file claims. Northwest CEP

did a time study to see how long it takes for staff to help individuals with Unemployment Insurance. She shared that she didn't have an exact number for time on hand, but she did share the number was a lot.

Sue Stephens made these frustrations aware to the OSO committee as Northwest CEP does not have funding for staff time spent on solving individuals' issues with Unemployment Insurance. She shared that Northwest CEP has had to reduce Title I staff time down to 30 hrs. As a result, Northwest CEP shared that they are looking to see how that will look like going forward. Sue also shared that currently Northwest CEP will soon stop helping them file Unemployment Insurance claims over the phone. She shared that Northwest CEP has considered referring individuals who need help with Unemployment Insurance to Superior and the State. She shared that individuals who have been directed to the State Unemployment Insurance have given feedback that the State provided no help.

Kris Porter asked Sue Stephens if they are using the correct phone number Sue Stephens confirmed that Northwest CEP staff are using the correct phone number.

Kris Porter asked when someone does call Unemployment Insurance that Unemployment Insurance usually only assists with very specific requests and does not do very good assisting if individuals are not tech savvy. Kris Porter also shared that there is no reason to not refer them to the Superior Job Center. She also shared the Rice Lake Job Center, which is in WDA8, could be an option. The State doesn't restrict where service is provided. She shared her staff is spending an hour and a half plus getting the same task done. She suggested to Sue Stephens that Northwest CEP communicate time restraints and that might help with the level of hours spent assisting individuals with Unemployment Insurance.

Sue Stephens asked Kris Porter if Casey and John could help. Mari Kay-Nabozny shared that Casey and John are not Unemployment Insurance employees either, and would advise not sending people to them. Kris Porter shared that any errors made by organization and or state staff, that the problem will come down to the person who is providing the information. It is very important that the individual needing assistance file for Unemployment Insurance themselves and nobody else.

Mari Kay-Nabozny agreed that Kris Porter's suggestion of putting a constraint on the amount of time that Northwest CEP can help assist with Unemployment Insurance is a good solution but understands the need to curb time spent on UI.

	Sara Schraders gave updates. She shared that Veterans will be going to NTC to present the Vets Ready Employer Award to Northwood Tech. Superior Water, Light and Power also got it. Sara Shaders stated that in the spring, there will be a bigger thing on by the State. Mari Kay-Nabozny asked if this will be embargoed? Sara Schraders shared that, that announcement goes out and a little announcement end of November, Wednesday and Thursday. Thomas Draghi shared that DVR is fully staffed. He shared that a counselor is required to be a LPC, which meant that for the longest time DVR had two remote workers not in the area. Currently though, WDA7 DVR is fully staffed, with no remote workers in the region. He shared that DVR is focused on expenditure and there is a discussion to the State to be put on a waitlist. Thomas Draghi shared that DVR is out of GPR funds monthly. He assured us that DVR should be fine in the remainder of this state fiscal year. He shared that the monitoring purchase order is going into limited travel and that there will probably not be lot of people who are attending TDCON2025. Mari Kay-Nabonzy shared that Eric Faber had a meeting with DVR and seemed excited for it and a good fit. She shared the Digital Navigator program that the NWWIB currently has for the WDA7 region. Mari Kay-Nabozny shared that NorthLakes Executive Director Reba Rice has stepped down, and Ana Tocheran is stepping in. Sue Stephens shared that Northwest CEP Career Planner – Brad Leino left last Thursday from the organization. Mari Kay-Nabozny shared with the OSO Committee that she is out of the office until February 10th.
2:00pm	3. Adjourn Motion carries unanimously. Next Meeting Date: May 20th, 2025, or at the call of the Chair.

Additional Instructions: Related meeting items are included in the packet for your review before the meeting. Thank you.