



**Operations Committee  
Meeting Agenda  
Monday, May 10, 2021 at 9:00 AM**

**Zoom Meeting URL:**

<https://zoom.us/j/92864580595?pwd=L1FraVhKQ0FnWlZQeUNtZjVOOWU4QT09>

- I. Call to Order** ..... Laura Crivlare, Chairwoman
- II. Public Comment**
- III. Chairwoman's Report** ..... Laura Crivlare
  - 2021 WIOA Summit
- IV. Consent Agenda Items**
  - Approve:**
    - April 2021 Operations Committee Meeting Minutes [Attachment A](#)
- V. Old Business**
  - **Action Item** [Link 1](#) / [Link 2](#)  
Approve the Job Center of Lake County Memorandum of Understanding (MOU) PY21 and Budget
- VI. Updates and Information**
  - Job Center of Lake County Quarterly Report: January 2021 to March 2021 [Attachment B](#)
  - Job Center Cross Training – May 2021 [Attachment C](#)
  - Job Center of Lake County Partner Integration
  - Local and Regional Strategies
    - Regional One-Stop Operator Collaboration Update
- VII. Upcoming Board & Committee Meetings**
  - 1. Workforce Development Board Meeting – June 24, 2021 at 8:00AM
  - 2. Operations Committee Meeting – August 9, 2021 at 9:00AM
- VIII. Adjournment**



#### MISSION

To ensure a workforce is equipped for today and prepared for tomorrow.

#### VISION

To be the leader of the Lake County workforce system that produces a highly skilled workforce and powers the region's economic vitality and quality of life.

## Operations Committee Meeting Minutes Agenda

Monday, April 12, 2021 at 9:00 AM

### Zoom Meeting URL:

<https://zoom.us/j/91816038516?pwd=UkFnVmRSTJBV2dQVknZRIldvYXArQT09>

Present: Chair Laura Crivlare, Eva Locke, Reni Mitkova, Carlotta Roman, Arlene Santos-George, Jennifer Serino, Edith Salinas, Heidi Semenek, Charles Ivy, Hector Sanchez, Brittany Davis

Absent: Liz Gelacio, Jennifer Yohan, Darryl Rader, Tameka Wilson

#### I. Call to Order..... Laura Crivlare, Chairwoman

*Chairwoman Crivlare called the meeting to order at 9:03am.  
Roll Call Vote was taken, and a quorum was met.*

#### II. Public Comment

*No public comment.*

#### III. Chairwoman's Report..... Laura Crivlare, Chairwoman

- 2021 WIOA Summit, April 27-28, 2021
  - Registration: [2021 Illinois WIOA Virtual Summit \(forms-db.com\)](https://forms-db.com)

*Chairwoman Crivlare announced that the 2021 WIOA Summit will take place April 27 and April 28. Registration is live. Please note, the full agenda will be posted the week before the event – April 20<sup>th</sup>.*

#### IV. Consent Agenda Items

##### Approve:

- March 2021 Operations Committee Meeting Minutes

[Attachment A](#)

*Action: Member Davis made the motion and motion seconded by Member Mitkova to approve the Consent Agenda.*

*No discussion or corrections.*

*A roll call vote was taken, and the motion carried.*

**V. Old Business**

- Job Center of Lake County Memorandum of Understanding [Attachment B](#)
- Job Center of Lake County Cost Sharing Agreement [Attachment C](#)

*Laura Gergely reviewed the MOU process and timeline with the members. The Cost Sharing Agreement was also reviewed with the Partners and the total contribution per Partner is \$7,505.15 per FTE.*

**VI. Updates and Information**

- Job Center of Lake County Partner Integration
  - [Job Center Partner Integration Survey 2021 - SurveyMonkey Dashboard](#)
  - [Survey Results Presentation](#)
- Local and Regional Strategies
  - Regional One-Stop Operator Collaboration Update

*Member Locke shared with the committee the 2021 results of the Job Center of Lake County Partner Integration Survey. Detailed information can be located by clicking one of the links above. Overall, participation was good, and the feedback was positive. The Intentional Partner Spotlight organization for April will be DHS.*

**VII. Upcoming Board & Committee Meetings**

1. Workforce Development Board Meeting – April 29, 2021 at 8:00AM
2. Operations Committee Meeting – May 10, 2021 at 9:00AM
3. Inclusive Leadership Institute – May 4 and May 6, 2021 at 8:30AM

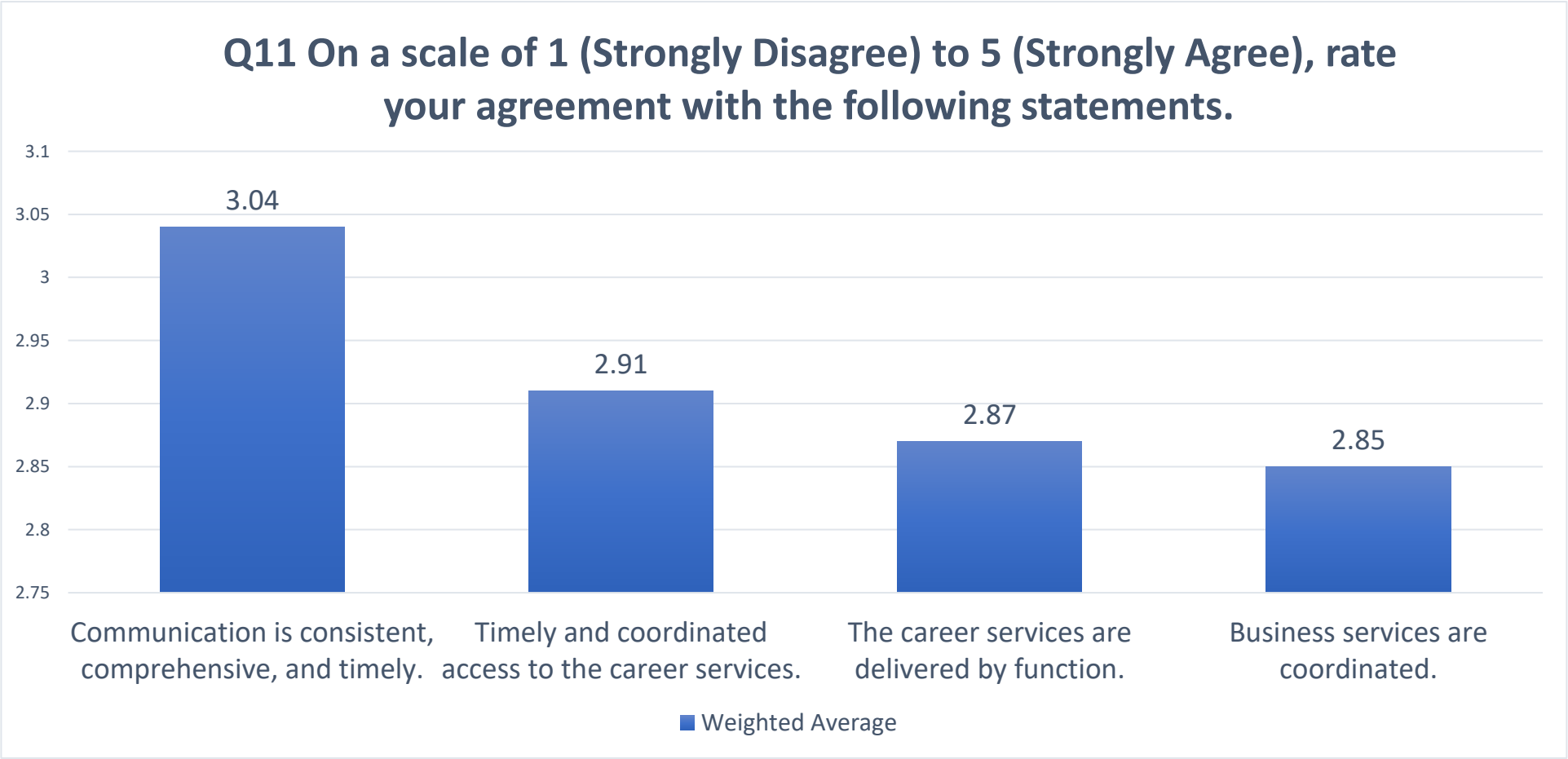
**VIII. Adjournment**

*Member Roman made a motion and Member Semenек seconded the motion to adjourn the meeting. Meeting adjourned at 9:43am*

COMMUNICATION IS CONSISTENT, COMPREHENSIVE AND  
TIMELY.

Explore and implement technology tools that will be utilized to promote and share partner and program information. Referral Real-time communications shared with/across/between partners. Partner engaged at the onset. Partners will report that a successful process is in place that ensures all staff are regularly informed of changes/updates/trends in service design, program policies and services to customers.

During the first quarter, the One Stop Operator met with leaders from 14 MOU partners. At each meeting, leaders confirmed which staff members from their organization should be on the partner contact list. After each meeting, these staff members were sent a survey designed to gauge their knowledge of the other partners and services and to gather their feedback regarding additional integration activities in 2021. 57 frontline staff from 14 organizations completed integration surveys. One of the questions asked staff members to rate communication and coordination of services.



Overall results from the survey are linked here: <https://www.surveymonkey.com/stories/SM-85NWCQ8C/>

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## TIMELY & COORDINATED ACCESS FOR CUSTOMERS

*Identify and implement a common electronic referral system to be used by partners. Design a shared process to gather feedback from all customers. Referral process improvements. Increased job center customer traffic from partners. Increased shared customers among partners. Partner engaged at the onset. Shared system to track customers. Customers – job seekers, workers, businesses – describe their access to services as timely and coordinated whether on-site, through technology, at a partner site, and other appropriate accessible community services.*

**Partner integration webpage proposal:** During the quarter, all partners heard about and responded to a proposal regarding a partner integration webpage. The webpage will provide partners with information about the services of all other partners and will include an electronic referral system. The webpage is planned to launch in July 2021.

**IDES continues to communicate with laid-off individuals** identified through the RESEA program with a personal telephone call and follow-up email message. During the quarter, 69 individuals were informed about Job Center services through this communication method. An example of an individual who benefited from an RESEA meeting and referral can be found on the second page of the latest [Success Newsletter](#).

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## SERVICES DELIVERED BY FUNCTIONS

*Develop a standard format to chart out all partner services, customers, and customer flow. Create a functional organizational structure and customer flow. Identify shared functions by partner. Cross trainings continue and archived. Increase career services delivered jointly. Each partner owns their program services and activities. Shared measurements and goals. Shared ways to track customers and outcomes. Core agencies create a functional organizational structure to share information, data, and resources to achieve common goals and mutually agreed upon outcomes.*

**Intentional partner integration meeting proposal:** Job Center partners affirmed their desire to participate in partner integration meetings during the upcoming year. A schedule has been developed that will allow for meetings with all Job Center partners by June 2022. The One Stop Operations Lead will convene pertinent partners and community organizations to meet with the Spotlight organization and to discuss career and business services.

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## Services Delivered by Function: Business Services

*Expand current business service team – capacity and partners. Expand Business U Training. Explore shared database. Expand on-site hiring and job fairs throughout the County. Increased customer satisfaction – business and job seeker. Increased business engagement. Unified business engagement practices. More partners engaged at the onset of developing and implementing strategies.*

**The Workforce Brief Vol. 21 ed. 1** focused on training and employment initiatives including a Disability Job Fair and cross-functional meeting with Advanced Resources. Both of these initiatives involved the input and participation of multiple partner organizations. <https://www.lakecountyil.gov/DocumentCenter/View/38389/Workforce-Brief-vol-21-ed-1-PDF>

# JOB CENTER PARTNER CROSS TRAINING

WITH INFORMATION ON MEDICAL BENEFITS, RENTAL  
ASSISTANCE, AND ADULT EDUCATION

## Presentation Information:

**Date:** Friday, May 14th, 2021

**Time:** 10:00 am - 11:30 am

Contact **Eva Locke** at [elocke@lakecountyiil.gov](mailto:elocke@lakecountyiil.gov) for the ZOOM link

## Who Should Attend?

Front line staff members of community organizations that contribute to the Job Center

## Speakers:

- **Jose Mendez**, Senior Benefits Advisor for the Employee Benefits Security Administration, will discuss the American Rescue Plan Act of 2021 including resources for participants who lost employment and wish to continue with medical benefits under COBRA.
- **Penni Raphaelson**, Grant Administrator with Lake County Planning, Building, and Development, will share information about Federal Emergency Rental Assistance.
- **Representatives from the Area Planning Council** (College of Lake County, Dist 113, & Dist 120) will discuss adult education services in Lake County.

## Networking:

More than 40 representatives from 14 agencies associated with the Job Center of Lake County attend these events.

If you would like to share a flyer or web link, please send it to Eva Locke at least 24 hours before the meeting.



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