

GEORGIA MOUNTAINS ONE-STOP PARTNER MEETING

Georgia Mountains One-Stop
Chattahoochee Center
1856 Thompson Bridge Rd.
Gainesville, GA 30501

Minutes

The Georgia Mountains One-Stop Partners met on July 25, 2017 at 11:00 a.m. The meeting was held at the One-Stop Center, 1856 Thompson Bridge Rd. Gainesville, GA. The following were present:

John Phillips, Director, WorkSource Georgia Mountains
Diane Jackson, Administrative Assistant, WorkSource Georgia Mountains
Diana Eddins-Wiggin, Adult Case Manager Supervisor, WorkSource Georgia Mountains
Ebony Tucker, Senior Youth Case Manager, WorkSource Georgia Mountains
Shelby Ward, Dean of Adult Education, North Georgia Technical College
Shannon Cole, Adult Education Director of Data Management, Lanier Technical College
Beth Williams, Service Area Manager, Vocational Rehabilitation
Becky Waters, DOL Manager
Greg Pitts, DOL Career Center Manager
Isaac Hopkins, Hopkins Associates
Hannah Hopkins, Hopkins Associates
Benjie Hopkins, Hopkins Associates, One-Stop Operator
Dr. Marsha Hopkins, Hopkins Associates

Welcome and Introductions

Benjie Hopkins, Operator for the Georgia Mountains One-Stop Center, welcomed everyone, and had each person give a brief introduction. He read an excerpt from the WIOA Law, Sec. 2, paragraph 3 describing the purpose of the One-Stop Center as being “to provide. . . workers with the skills and credentials necessary to secure and advance in employment with family sustaining wages and to provide . . . employers with the skilled workers employers need to succeed in a global economy.” He reminded everyone we all need to remain focused on this purpose as we begin.

Website Development Status

Hannah Hopkins presented an introduction to the newly developed One-Stop Website. She demonstrated the various components of the site as it now exists, explaining that it is in draft form. She requested that additional information with specifics concerning each of the partners and their programs be submitted for inclusion. Hannah noted that the website content can now be viewed in English or in Spanish. Additional translations can be added when needed. Links are included for each of the current partners. Resource lists by county are also available through links. A question was asked about who would be responsible for designing content for the website. Program-specific content may be designed by the partners, and a link to that content can be included on the site.

Applications for each partner can be included on the website. Also, job postings and special events can be added. The URL for the One-Stop website is: <http://onestopworkgamtns.org>

Overview of One-Stop Center

Benjie Hopkins thanked Hannah for her work on developing the website. He stated this was a starting point, and he encouraged all partners to provide updated content regarding their specific programs. He pointed out that each partner organization has its own culture, and that good communication between everyone is critical to the success of the One-Stop.

He then gave a brief report on the status of the development of the One-Stop Center. He said several partners are already in place with furniture, and with established work schedules. Additional partners are coming on board in the next few days. Lanier Technical College is planning to offer GED classes on site.

A master calendar for work days, holidays, and meetings for all partners is being developed. The business hours for the One-Stop Center are 8:00 a.m. until 6:00 p.m., Monday through Friday. Since not all schedules coincide, Benjie requested that each partner send him agency policies pertaining to this.

Benjie pointed out the importance of providing cross-training among the partners so appropriate referrals for all available services can be made. Receptionists will be well-versed on the services of each organization so customers can be steered in the right direction. The group discussed development of a universal intake, "triage" form as an important tool in making initial determination regarding referrals. Ebony Tucker offered a copy of the form currently in use for Youth Services. Group members offered their recommendations for additions for this form, and Ebony agreed to distribute a revised version to attendees following the meeting. Greg Pitts suggested looking at what other One-Stops are using for intake. He agreed to find out and report back to the group.

Benjie said the lobby is an entry point for services, and it is being structured to be both welcoming and informative. A wall monitor is in place providing various announcements and listing resources. Four computers will be available along one wall. These will be for use by individuals seeking additional information on potential programs and services. Every visitor is greeted personally, and a sign-in/referral sheet is used to record names and referrals each day. A request has been made of North Georgia Technical College's outstanding photography program to provide assistance with photographs of individuals at work in various occupations. These would be used in the lobby and other areas of the One-Stop Center to emphasize our focus on employment. Also, images of the logos of each partner organization will be prominently displayed in the lobby.

For IT issues, partners should contact Benjie Hopkins or Faith Bryan.

The building is secure. Partners receive a code for entry beyond the lobby area. Security cameras are in place. John Phillips stated that any building maintenance issues should be reported as soon as possible to the WorkSource Georgia Mountains staff, so they may be resolved quickly.

An Open House will be held in the next few weeks to introduce the One-Stop to community leaders and to other organizations.

A Facebook page for the One-Stop was suggested as a tool for outreach. Also, a regional event highlighting various workforce-related resources will be planned for next spring.

Program Updates

Ebony Tucker reported on a successful Youth Conference, offered by WorkSource Georgia Mountains. It was held in June at Unicoi State Park. All current youth participants were invited. The Mobile Unit was utilized in assisting with resumes. The youth participated in workshops on topics related to employment. Door prizes and lunch were provided.

Greg Pitts suggested that success stories about specific services be shared between partners. Diana recommended that information concerning individuals was when they first requested services from the One-Stop.

Universal Design for Service Delivery

Marsha Hopkins described the need for Universal Design using an analogy of the traffic navigation app, Waze. When a customer approaches the One-Stop, in person, or through the website, that individual should be provided with directions for options available to reach his or her employment goals. Like the WAZE, the One-Stop should offer directions to overcome obstacles, with consideration of current conditions (and available resources.) In future meetings, best practices for customizing an effective form of universal design for service delivery through our One-Stop Center will be discussed. Marsha encouraged all partners to consider new ideas that will enhance services through collaboration. Together, we have more to offer our customers.

Consideration of Minutes from Previous Meetings

Marsha Hopkins explained that there had been a series of meetings with workforce services partners prior to the legislation establishing the current One-Stop Center. Copies of these minutes, detailing development of one-stop services in the area, are available from Diane Jackson. Minutes for One-Stop Partner meetings from today forward will be posted on the One-Stop Website.

Next Meeting and Adjournment

The group set the next meeting for Thursday, August 24th at 11:00 a.m. at the One-Stop Center, 1856 Thompson Bridge Rd. Gainesville, GA. The meeting was adjourned at 1:00 p.m.