

September 16 Ops Council Meeting Notes

The Operations (Ops) Council consists of the Directors and Chief of Field Services for each of the four divisions with responsibility for Job Center operations. This includes:

ESD	DPA	DVR	DBP
Tom Nelson	Katherine Farnham	Gale Sinnott	Fred Esposito
Ken Mill	Mary Rogers	Russ Cusack	Mike Shiffer

The Ops Council met in Kenai on September 16, 2004 and discussed the following agenda items: Peninsula Job Center redesign, Updates on the Mat-Su Job Center, Shared Management functions, Regional Alignment and Strategic planning and stewardships.

The local Peninsula Job Center redesign team gave a PowerPoint presentation that provided the Ops Council with a “snap shot” of the happenings in the job center. Four areas that provided the focus of the redesign were on the functionality and the services provided by the Peninsula Job Center are:

1. Employer Connection – providing a separate area with it’s own door and staff will enhance our relationship with the employers.
2. Focus on Employment – relocating the Resource room to the front will show that putting people to work is a top priority and will help increase self-services.
3. Customer Choice Approach – (Triage area) will provide seamless delivery that will allow clients to make choices about what they want.
4. Streamlined Services – will provide both employers and clients with consistent information and ease in applying.

The Redesign team was asked to fine tune Option 2 and to provide an updated to the Ops Council before October 20, 2004. The Ops Council will revisit the redesigns once they receive information from General Services on the leases and the updated option.

The Mat-Su redesign is moving forward and the blended rate issue has been agreed upon by the Administrative Managers. Mr. Cusack will be in contact with General Services to verify the dates when the old space will be returned and the new space is available. An ASPS is being prepared to hire an architect to make sure that there won’t be any surprises during the construction and movement of the redesign.

The Ops Council discussed the need to get together and formulate what the “ideal job center” will consist of and to provide the design teams with the information that they need to produce redesigns that are viable and accommodating to integration. The Ops Council also agreed to start focusing on the actual integration of the teams. The feeling is that some of the partner agencies are in the same building (co-located), but they are not working as a team as much as they could be. Joe Skiba stated that he is not seeing the integration of the employees as much as with the movement of the building. How do we really make things like triage and other things work

across four agencies? The Ops Council needs to provide a framework, to have a template in place for each One Stop to use, to make the steps on integration more successful and the picture of it clearer. The Ops Council also needs to know what the difference is going to be for the clients when people are sitting next to each other changes.

The Ops Council worked on the job duties of the Site Manager. Tom Nelson will complete the Position Description and submit it to the Division of Personnel. The Ops Council has not decided if there will be regional site managers or local job center site managers. Furthermore, the management level is being reviewed and will be scoped out for clarification for each division.

Gale Sinnott spoke on the Accessibility and the concern that the job centers leases are being renewed and the centers are not always fully accessible. A motion was made that the Statewide ADA Coordinator will review each lease prior to signature. The Ops Council agreed with this and a policy is being prepared for signature.

The Ops Council is still working on regional alignment. The Division of Vocational Rehabilitation has made some changes that work better in the regional alignment. The Chiefs are going to review the maps and the regions again and will present a congruent map at a future meeting.

The Ops Council is reviewing their current projects and their priorities in order to write up a strategic plan that allows them to accomplish the long-term goals of integrating service delivery at the Job Centers to better serve their customers. The Ops Council is going to have a teleconference prior to the next meeting to continue their discussion of their roles, projects, goals, problems and expectations.

The Ops Council meets on the 3rd Wednesday of each month. If you have any comments, questions or concerns, please raise these with any one of the members of the Council, listed below.

Katherine Farnham, Director	DHSS – Public Assistance	katherine_farnham@health.state.ak.us
Fred Esposito, Acting Director	DOLWD – Business Partnership	fred_esposito@labor.state.ak.us
Tom Nelson, Director	DOLWD – Employment Security	thomas_nelson@labor.state.ak.us
Gale Sinnott, Director	DOLWD – Vocational Rehabilitation	gale_sinnott@labor.state.ak.us
Russ Cusack, Chief	DOLWD – Vocational Rehabilitation	russell_cusack@labor.state.ak.us
Ken Mill, Chief	DOLWD – Employment Security	ken_mill@labor.state.ak.us
Mary Rogers, Chief	DHSS – Public Assistance	mary_rogers@health.state.ak.us
Mike Shiffer, Chief	DOLWD – Business Partnership	mike_shiffer@labor.state.ak.us