

WEBVTT

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00:00:01.560 --> 00:00:04.710

Lynn Bajorek: and turn it over to you, Tom to welcome the group.

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00:00:05.160 --> 00:00:08.700

Lynn Bajorek: Right and then you'll be handing it off to lori Collins of our team.

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00:00:08.700 --> 00:00:18.119

Tom Colombo: Today, sounds good sounds good, well good afternoon everybody, thank you for being here, you know, like start by welcoming everybody on the call.

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00:00:18.600 --> 00:00:34.740

Tom Colombo: Especially to some of our local workforce board members chief elected official representative and local support staff for taking the time to attend all of these trainings today very excited to have you on as a quick reminder.

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00:00:35.760 --> 00:00:45.960

Tom Colombo: I like to ask everybody to place your your microphones on mute your phones on mute that way and we'll help just to ease some of the excess noise from the calls.

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00:00:47.190 --> 00:00:53.880

Tom Colombo: and make sure that everybody can hear everything clearly once again just want to express our appreciation.

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00:00:54.300 --> 00:01:05.910

Tom Colombo: To the Department of Labor in there and mayor, for the opportunity to give these trainings targeted and focused specifically for our local leaders it's a it's a huge jump for us was really for Kate.

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00:01:07.530 --> 00:01:18.600

Tom Colombo: Last week on the call, we had the opportunity to come and get the High Level overview of the roles and responsibilities of the local elected officials and the local boards.

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00:01:19.710 --> 00:01:28.740

Tom Colombo: On the items that was listed as a joint board and CEO responsibility was the development of the memorandum of understanding and infrastructure from the agreement.

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00:01:29.790 --> 00:01:37.050

Tom Colombo: Everybody what's actually causing this the mo you IFA and you know we regularly work together with our partners.

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00:01:37.740 --> 00:01:48.090

Tom Colombo: In wi way and the errors on outwork system to take care of our employers are job seekers and make sure that they get the best service as possible.

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00:01:48.870 --> 00:02:00.960

Tom Colombo: The mo IFA provides us the opportunity, simply to document those services in describe how the costs of the services provided by the one stop system and the operating costs are funded.

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00:02:02.580 --> 00:02:07.230

Tom Colombo: You know, it helps us to work cohesively getting that understanding that agreement together.

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00:02:07.950 --> 00:02:15.930

Tom Colombo: Between the system partners, making sure that we utilize the funding in the best manner possible to support those individuals and the businesses.

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00:02:16.350 --> 00:02:29.520

Tom Colombo: So today's training is going to dive deeper into the requirements of the mo IFA give guidance on how we can improve our collaboration and next using of these agreements, and what that i'd like to go ahead and turn it over to lori with Mary Mary so thank you all.

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00:02:31.830 --> 00:02:42.000

Lori Collins: Thank you very much we appreciate that so before we get started into content we just have one housekeeping item that we do want to.

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00:02:42.870 --> 00:02:49.620

Lori Collins: We have to read this to you it's just a recording notification, many of you have asked if this will be recorded and it absolutely is.

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00:02:50.190 --> 00:03:01.710

Lori Collins: mayor mayor and a our company allows for the recording of audio visuals participants and other information set verbalized are utilized during business related meetings.

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00:03:02.370 --> 00:03:15.600

Lori Collins: By joining and meeting you automatically consent to such recordings in a participant who prefers to participate via audio only should disable their video camera so only their audio will be captured.

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00:03:16.050 --> 00:03:24.780

Lori Collins: Video and or audio recordings of any major session shall not be transmitted to an external third party without mayor's permission.

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00:03:25.830 --> 00:03:26.460

Lori Collins: Next slide.

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00:03:28.080 --> 00:03:33.450

Lori Collins: So with that, let me just introduce us as Tom said, we are from.

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00:03:33.900 --> 00:03:44.730

Lori Collins: mayor and mayor and we've had the good fortune of being with y'all and Arizona last week, this week and then next week to do a series of trainings.

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00:03:45.090 --> 00:04:00.420

Lori Collins: But i'm lori Collins and i'm joined today by my colleague, Michelle Sutton and we're going to talk with you about all things mo you memorandum of understanding and IFA infrastructure funding agreements next slide.

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00:04:02.820 --> 00:04:08.640

Lori Collins: So as a bit of an agenda to guide our discussion today we're going to go through.

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00:04:08.670 --> 00:04:18.180

Lori Collins: The purpose the benefit just really some good basics of the mo use an IFA we're going to talk about strategies for the development.

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00:04:18.300 --> 00:04:20.010

Lori Collins: of both of those documents.

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00:04:20.340 --> 00:04:21.930

Lori Collins: And then we're going to talk about.

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00:04:21.960 --> 00:04:24.270

19287830000: The life cycle of an mo you and an.

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00:04:24.270 --> 00:04:27.630

Lori Collins: IFA and what that means, and then a piece that i'm really.

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00:04:27.630 --> 00:04:29.700

19287830000: excited about there are two.

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00:04:29.730 --> 00:04:39.600

Lori Collins: Additional folks with us today, who are your colleagues from other parts of the country, who as practitioners are going to be here to share with you.

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00:04:39.960 --> 00:04:59.040

Lori Collins: Their approaches and how they have successfully developed and effective mo use, and if they bear local areas there'll be able to talk to you all through that and then they will be available for questions as well, and then we'll wrap up and talk about next steps next slide.

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00:05:01.140 --> 00:05:05.130

Lori Collins: Is is there a question i'm hearing some background.

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00:05:08.280 --> 00:05:14.040

Lori Collins: If you don't mind if you would just mute your line that would be really great Thank you so much.

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00:05:17.130 --> 00:05:21.000

Lori Collins: So leanne if it's possible can you go in and meet people.

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00:05:21.240 --> 00:05:22.440

Lynn Bajorek: Yes, i'll try to do that.

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00:05:22.530 --> 00:05:26.970

Lori Collins: Thank you so with that we always like to have training in a.

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00:05:27.810 --> 00:05:29.160

Lori Collins: way we think about training.

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00:05:29.160 --> 00:05:34.680

Lori Collins: objective at the end of this training you're saying.

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00:05:37.470 --> 00:05:49.080

Lori Collins: We want to explore partnership development processes for the mo you and the IFA, but we also want to do that well talking about the requirements and also approaches for cost allocation.

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00:05:49.350 --> 00:05:56.010

Lori Collins: And then again discuss the best practices, as I mentioned earlier, with the practitioner panel next slide I don't.

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00:05:56.280 --> 00:06:00.750

Mary Boegemann: I don't know I did I don't know if it's something definitely say.

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00:06:01.020 --> 00:06:05.310

Lori Collins: So I know we've all going to do a number.

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00:06:06.900 --> 00:06:07.620

Lori Collins: of calls.

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00:06:12.570 --> 00:06:22.170

Lori Collins: So we've all grown accustomed to virtual meetings and such but just wanted to let you know that if you all have questions you are more than welcome to put those.

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00:06:22.560 --> 00:06:34.680

Lori Collins: In the chat at any point, and then we've got I think we've got one slide built in at a certain point during the session where we'll stop and be able to answer those questions but we'll definitely.

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00:06:35.100 --> 00:06:39.360

Lori Collins: time permitting be able to get to those at the end so feel free to.

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00:06:39.690 --> 00:06:54.270

Lori Collins: place questions and comments in the chat and and also as we're going i'm sure if there's a question that one of the D s staff can answer, or whatever via the chat i'm know that they're more than happy to do that as well next slide.

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00:06:57.810 --> 00:07:09.660

Lori Collins: Alright, so the place that we're going to start is talking about the purpose the benefit and the basics and the mo you and the IFA so let's go on to the next slide.

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00:07:10.140 --> 00:07:17.430

Lori Collins: We know that a lot of you, if not all of you on the call today have have some background in.

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00:07:18.210 --> 00:07:33.540

Lori Collins: The public workforce system and in the purpose and the why of an mo you and an IFA, but we do just want to spend a few minutes talking about what the law says about these things sort of as a way to.

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00:07:34.140 --> 00:07:38.520

Lori Collins: Start us all off on the same foot for purposes of this conversation.

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00:07:39.360 --> 00:07:51.510

Lori Collins: So, as most of you probably know, as we talk about the workforce, innovation and opportunity act, there are five key or guiding principles that come out of the act.

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00:07:52.380 --> 00:08:04.260

Lori Collins: You see, the five listed on the screen, but the two that we want to draw your attention to today, because we believe that they have the most relevant for purposes of the mo you and the if then.

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00:08:04.560 --> 00:08:10.050

Lori Collins: Are one integrated service delivery and then the last one, accountability and transparency.

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00:08:10.740 --> 00:08:24.390

Lori Collins: So, starting with integrated service delivery if you've been around the workforce system for any amount of time, then you know that this is one of the basic philosophies or basic concepts of wi away.

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00:08:24.840 --> 00:08:36.570

Lori Collins: The idea here is that a customer of the system doesn't care who's paying your paycheck whenever they go in to that Arizona at work location.

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00:08:37.020 --> 00:08:53.280

Lori Collins: In order to access services they just want assistance and it doesn't matter to them who's who's giving it to them and so that's The idea is that there's no wrong door approach and that a customer can access services and services are.

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00:08:53.760 --> 00:09:01.170

Lori Collins: blended together and work together in such a way that it's entirely seamless for that customer.

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00:09:02.580 --> 00:09:12.780

Lori Collins: We believe, and what to talk with you today about how the mo you and the if a help you achieve integrated service delivery.

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00:09:13.530 --> 00:09:22.350

Lori Collins: it's real easy to fall into the trap of thinking, the image mo you an IFA are just technicalities of the law that you have to do so let's do them and put them over here on the shelf.

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00:09:22.860 --> 00:09:34.440

Lori Collins: When done properly, they are both tools in your tool belt to achieve these key principles and then real quickly, then the last one, they have accountability and transparency.

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00:09:34.860 --> 00:09:44.880

Lori Collins: And you know the local workforce board, we talk a lot about the accountability and transparency of the partners of the workforce board and really.

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00:09:45.270 --> 00:09:57.060

Lori Collins: Putting services on paper and what each partner is going to do, and then also how each partner is going to contribute their proportionate share to the cost of the system.

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00:09:58.530 --> 00:10:05.580

Lori Collins: that's there's some built in accountability and transparency with that or there's there should be, and so again.

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00:10:06.090 --> 00:10:23.640

Lori Collins: The mo you and the I say when done and executed properly are both tools to help a local workforce board a set of local workforce partners really achieve this guiding principle of accountability and transparency next slide.

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00:10:25.920 --> 00:10:32.550

Lori Collins: So just as a recap, we just want to talk real quickly about who are the partners in the system.

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00:10:32.910 --> 00:10:49.170

Lori Collins: And who a references core partners and required partners but they're all mandated to be a part of the system so here are your core partners and in and the appropriate agencies in Arizona so let's go to the next slide.

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00:10:50.970 --> 00:11:01.680

Lori Collins: And this is your list of other required partners Now let me also say that, at the local level, you all may have additional programs that are in your system because.

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00:11:01.920 --> 00:11:12.000

Lori Collins: The chief elected official and the local board have determined that there's another another program or another partner or however many in your local area.

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00:11:12.210 --> 00:11:22.710

Lori Collins: That that's doing similar work and you want and need them to be a part of your local system absolutely you want them in your system, you want them a part of the service and provision.

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00:11:23.010 --> 00:11:29.790

Lori Collins: But these are just the ones that the law says are required and so today throughout our discussion.

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00:11:30.450 --> 00:11:37.170

Lori Collins: Whenever we talk about partners we're talking about everyone on this list, and everyone on the slide before.

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00:11:37.560 --> 00:11:48.180

Lori Collins: The law doesn't talk about and some partners have a bigger role with an mo you are some partners have to do this with the mo you are some have to do this with the IFA.

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00:11:48.510 --> 00:11:57.090

Lori Collins: The largest talks about partners when it talks about the mo you and the IFA and so that's how we're going to approach the conversation today as well next slide.

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00:11:59.430 --> 00:12:10.260

Lori Collins: So again, just to sort of level set the conversation this comes out of the the regulations as well, and these are the five.

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00:12:10.680 --> 00:12:25.680

Lori Collins: roles or responsibilities of partners in the system, be it a core partner or required partner, these are the responsibilities one, you must provide access to your programs through the one stop system.

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00:12:26.670 --> 00:12:44.850

Lori Collins: To you have to use your program funds to provide career services and maintain the one stop system and jointly funded so that's right they are those two things are where we're going to touch on the mo you relative to number one and the IFA relative to number two.

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00:12:46.110 --> 00:13:03.480

Lori Collins: Number three son the mo you with the local board participate in the operation of the system, so be an active partner in the system and then five provide representation on the board if required, or on committees if asked next slide.

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00:13:05.490 --> 00:13:17.340

Lori Collins: So the memorandum of understanding what is it it's the agreement which outlines the operation of the one stop delivery system and it identifies the role each partner will play.

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00:13:18.570 --> 00:13:33.060

Lori Collins: One way to think about it is, if you have been around the the workforce system for a while, you know that the local boards need to develop local plans well and we do those local plans every four years.

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00:13:34.110 --> 00:13:45.900

Lori Collins: Well, if you think about the local plan as more strategic in nature, you can think about the mo you as the operational arm of that strategic plan.

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00:13:46.440 --> 00:13:58.050

Lori Collins: This the local plan talks about the how and the are talks about the what and the mo you really gets to that how how our partners, going to work together.

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00:13:58.590 --> 00:14:19.440

Lori Collins: What services are partners going to provide, how are they going to provide those how our partners, going to fulfill all of those requirements on that previous slide all of that should be included in the mo you and the IFA as a part of the mo you so next slide.

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00:14:21.570 --> 00:14:33.030

Lori Collins: So while we often talk about the mo you an IFA as two separate documents, the truth is the IFA is a part of the mo you.

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00:14:33.690 --> 00:14:42.180

Lori Collins: And as you if you begin building the mo you first you're all you're building the IFA as you start that.

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00:14:43.140 --> 00:15:09.900

Lori Collins: be the IFA is heavily dependent on information that you identify around partners and services and locations all of that is important for the mo view, but it also carries through to the IFA so these two documents are companion pieces and they rely heavily on each other next line.

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00:15:12.270 --> 00:15:16.770

Lori Collins: And so, with that the infrastructure funding agreement is.

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00:15:17.220 --> 00:15:29.640

Lori Collins: it's a financial plan, it is, it talks about how the partners are going to fund the services and operating costs of the one stop delivery system, so if you go back.

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00:15:30.000 --> 00:15:37.920

Lori Collins: To that second requirement or responsibility on that list of five responsibilities that partners have.

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00:15:38.490 --> 00:15:46.470

Lori Collins: This is where about when alliance joint funding is an essential foundation for integrated service delivery and.

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00:15:47.010 --> 00:16:05.670

Lori Collins: The IFA is really the opportunity where local areas and local partners truly put their money where their mouth is, when they are talking about service integration and deliver the delivery of effective services for their customers.

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00:16:06.420 --> 00:16:15.810

Lori Collins: But to get to an IFA it requires active participation and it requires everybody to come to the table in good faith.

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00:16:16.230 --> 00:16:26.070

Lori Collins: And with the desire and the willingness to work together to accomplish hard things when you're talking about money, those are hard conversations.

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00:16:26.370 --> 00:16:36.180

Lori Collins: Be at our personal budget or in our work world when we talk about money, and the money that we have oversight of we kind of want to.

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00:16:36.420 --> 00:16:48.630

Lori Collins: We don't want to shy away from those conversations I think that that's human nature so it's expected that an IFA discussion isn't going to be the simplest discussion you ever have in the workforce world.

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00:16:49.560 --> 00:16:57.150

Lori Collins: But when those are approached in good faith and from a position of truly partnering for the benefit of the customer.

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00:16:57.510 --> 00:17:11.820

Lori Collins: it's very possible and you're going to hear from two practitioners today it's very possible to have productive and effective conversations that lead to compliant and appropriate mo use an IFA next slide.

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00:17:16.050 --> 00:17:22.860

Lori Collins: And so from here, we were talking about that connection of the mo you to the IFA.

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00:17:23.400 --> 00:17:33.720

Lori Collins: And so i'm definitely not going to read all of this on the slide to you, but where we're going to focus our discussion today.

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00:17:34.080 --> 00:17:54.090

Lori Collins: Is them, the first three blue boxes, a little bit because we believe those represent the mo you side of things, capturing services capturing partners really identifying what's happening, where it's happening how it's happening how access is being given.

103

00:17:54.660 --> 00:18:13.110

Lori Collins: The Green boxes in the middle really begin to take that mo you information build in the IFA components, and so our time with you today we're going to focus on on those nine I believe it is boxes next slide.

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00:18:15.240 --> 00:18:27.810

Lori Collins: So with that I am going to turn it over to my colleague, Michelle Sutton who's going to walk you through the next little bit of a discussion on the mo you an IFA Michelle.

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00:18:28.770 --> 00:18:40.980

Michelle: Thanks lori Hello everyone, my name is Michelle Sutton and I am really excited to talk to you all today about the mo you and IFA portions of this presentation.

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00:18:41.610 --> 00:18:50.280

Michelle: Before I get started, I want to tell you a little reason why i'm excited about sharing and helping you learn about these areas of.

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00:18:50.850 --> 00:19:07.560

Michelle: Of this section it's because I have spent 30 years working on the fiscal side of many, many, many endeavors of my first 17 years I spent auditing federal programs.

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00:19:07.980 --> 00:19:17.910

Michelle: federal funding and looking at and making sure, things are in compliance and that rules and regulations are being followed and so.

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00:19:19.050 --> 00:19:27.270

Michelle: always said I wasn't a gotcha auditor always thought that auditors were great resources and tools.

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00:19:27.720 --> 00:19:37.860

Michelle: That could be used within a system to help make improvements, always like to talk to individuals and agencies and cabinets about their.

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00:19:38.730 --> 00:19:53.880

Michelle: programs about their internal controls about their processes and from those discussions, we might identify some things that were weak or some things that were not the best that they could be, and so we developed fundings but, again, it was.

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00:19:54.360 --> 00:19:59.700

Michelle: Working together, looking at a system figuring out things to make it better.

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00:20:00.450 --> 00:20:11.610

Michelle: Then the other 13 years of my career, I thought, since i'd gained so much good experience and understanding all of that that I thought I would go on the management side.

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00:20:12.060 --> 00:20:24.150

Michelle: of accounting and being responsible for the day to day operations and the controlling of the processes and utilizing and managing federal programs and working with various partners.

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00:20:24.510 --> 00:20:37.650

Michelle: And I have to say that the management of funds and accountability and being transparent of those funds was a little more challenging but maybe rewarding as well.

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00:20:38.070 --> 00:20:47.880

Michelle: In working with various things and having to implement things and new laws and new regulations that came out and so.

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00:20:48.690 --> 00:21:03.060

Michelle: Given, given that background, I am very excited today to talk to you a little bit about the process that lori said on those green slides that we're going to be going through just how to get started, so the next slide.

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00:21:05.910 --> 00:21:16.650

Michelle: This is very important slide This shows that when collaboration and the development of an mo you and an IFA.

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00:21:17.160 --> 00:21:32.880

Michelle: comes together it's very important that a services subject matter expert and a fiscal subject matter expert partner and collaborate together to be able to help.

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00:21:33.690 --> 00:21:57.840

Michelle: help develop the best mo you and I have a possible because those two or several individuals know the workings of all the programs, the services, the funding it makes a great team it's just a good idea to bring to the table these two individuals who have this knowledge next slide.

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00:21:59.640 --> 00:22:11.370

Michelle: When you look at the elements of an mo you, you can see just from these required elements that they relate to individuals who know about services, but then they also.

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00:22:11.820 --> 00:22:31.290

Michelle: are required to have individuals who know about the fiscal aspect, so your services referrals access duration modification process appeal process and other contributions are key things that are needed in the mo you to help your process.

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00:22:32.760 --> 00:22:43.380

Michelle: be documented, which is a very key point of the mo you and IFA is documenting these, it will be captured in your mo you.

124

00:22:44.220 --> 00:23:04.110

Michelle: And then your one stop operating budget and your infrastructure funding agreement are the two things where your physical teammate and co

worker will help better the process because they can provide that information that is helpful to completing the mo you next slide.

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00:23:07.470 --> 00:23:21.360

Michelle: The key elements of an IFA again the we owe laws and regulations did put a lot of this in place to help identify processes that will help.

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00:23:21.750 --> 00:23:31.710

Michelle: Everyone complete their mo you and I have faith and having these items identified, you know that you've got a time period of which it needs to.

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00:23:32.190 --> 00:23:43.380

Michelle: To be for duration, it can be different than any mo you and that's because financial things or situations change in your IFA may have to change.

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00:23:44.130 --> 00:23:59.970

Michelle: periodically or be reviewed again the IFA needs to have the operating costs and that budget included it needs to identify the partners and the Board and the CEOs.

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00:24:00.930 --> 00:24:18.420

Michelle: A description of the modification in the review and again, these are elements that need to be in your IFA that are best documented and so that you have those for any partner to review and be accountable to in the process and.

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00:24:19.950 --> 00:24:37.320

Michelle: The information and building consensus and getting to consensus again collaboration coming together having those individuals talk amongst themselves about the process it's very important that all of that is documented in your IFA.

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00:24:50.310 --> 00:24:51.240

Michelle: Lynn next yes.

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00:24:51.300 --> 00:24:52.830

Lynn Bajorek: Next side sorry.

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00:24:53.130 --> 00:24:53.820

Michelle: Thank you.

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00:24:55.800 --> 00:25:03.780

Michelle: So something to consider if you've got as Laurie had said it's very important that your mo you.

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00:25:05.130 --> 00:25:27.570

Michelle: items and your IFA go hand in hand, if you cannot agree on some of your budget requirements, then maybe you've not agreed on your services, and this is very critical to ensure that you have a well run one one stop career Center and.

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00:25:28.650 --> 00:25:41.280

Michelle: that things are operating smoothly, when everyone knows the services and how it's going to be funded so very critical to ensure that everyone is in agreement on these steps.

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00:25:42.630 --> 00:25:58.620

Michelle: So, to get started on the next slide we're going to talk about the one stop operating budget, this budget captures everything that is necessary for the delivery of those services in your local area.

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00:25:59.460 --> 00:26:14.010

Michelle: The law has utilized and broken down these costs don't me and categories that are very important, as we go through the next slides and as you're working to develop your mo you and IFA.

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00:26:14.490 --> 00:26:30.600

Michelle: That they've made them understandable and clear of how they need to be accounted for, as I explained, you know my background is in number crunching in spreadsheets in documentation of cost and how.

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00:26:32.880 --> 00:26:46.260

Michelle: Shared appropriately and that's one of the great things I believe about the operating budget is that's where everyone starts from, and so you will be identifying.

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00:26:46.710 --> 00:26:56.880

Michelle: The cost for infrastructure and additional cost and within those additional costs it's two kinds the career services and the shared.

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00:26:58.230 --> 00:27:13.500

Michelle: Services and shared costs that are related to the operating system those three categories are very important to how we're going to develop the mo you in the IFA going forward next slide.

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00:27:16.020 --> 00:27:16.440

Michelle: This.

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00:27:17.850 --> 00:27:35.820

Michelle: Is a visual and again the eagle 1716 is a great resource for information and examples and I utilize did a lot today and in preparing to speak with you about about this topic it's a great tool and resource this visual I think helps to see.

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00:27:36.990 --> 00:27:47.370

Michelle: How the cost in the blue are broken down further you've got your infrastructure costs and your additional costs, but both make up your one stop operating costs.

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00:27:48.030 --> 00:27:58.920

Michelle: I cannot stress enough the importance of documenting this and I see a spreadsheet you know you can develop it in a spreadsheet also know that.

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00:27:59.370 --> 00:28:12.150

Michelle: Arizona, and the Department of employment, I believe, economic services if i've got that correct has provided good tools and some templates to be able to assist in documenting.

148

00:28:12.780 --> 00:28:29.190

Michelle: Various aspects but include costs and we're going to talk about it a little bit more, but when you look at it infrastructure costs are more of your non personnel costs and your additional costs can encompass and.

149

00:28:29.730 --> 00:28:52.590

Michelle: is more of your personnel costs and that usually what is considered your career services and those must be included and then you've got may include shared operating costs and shared services, but from a comprehensive budget it's very important to document all costs next slide.

150

00:29:01.770 --> 00:29:05.700

Lori Collins: The Shell, and I think we are losing you a little bit.

151

00:29:09.390 --> 00:29:09.960

Michelle: Hello.

152

00:29:10.710 --> 00:29:13.620

Lori Collins: yeah your audio is going in and out.

153

00:29:14.190 --> 00:29:19.350

Michelle: All right, how bad was it that's why I have to keep my everything off as much as possible.

154

00:29:20.010 --> 00:29:20.310

Lori Collins: and

155

00:29:20.340 --> 00:29:21.870

Michelle: You sound really to.

156

00:29:21.870 --> 00:29:23.250

Michelle: repeat anything.

157

00:29:24.090 --> 00:29:27.420

Lori Collins: I know I think if you'll just pick up with this slide I think we're good.

158

00:29:31.770 --> 00:29:32.400

Michelle: Hello.

159

00:29:34.500 --> 00:29:35.850

Lori Collins: Michelle can you hear me.

160

00:29:36.240 --> 00:29:38.190

Michelle: I can hear you can you hear me.

161

00:29:38.430 --> 00:29:40.860

Lori Collins: I can hear you, yes, keep going.

162

00:29:41.250 --> 00:29:43.110

Michelle: Okay i'm so sorry everyone.

163

00:29:45.030 --> 00:29:58.260

Michelle: The infrastructure costs, as I had shared, these are your non personnel costs your facilities your utilities your maintenance your equipment technology local.

164

00:29:58.680 --> 00:30:10.290

Michelle: You know, some common identifiers identifiers being signage and things that you think about in operating your building so it's more of the.

165

00:30:11.340 --> 00:30:15.630

Michelle: The cost associated with the operations.

166

00:30:17.250 --> 00:30:18.060

Michelle: Next slide.

167

00:30:27.180 --> 00:30:28.020

Michelle: Next slide.

168

00:30:33.060 --> 00:30:33.780

Michelle: Hello.

169

00:30:36.510 --> 00:30:50.310

Lori Collins: Michelle we're having a connection issue and i'm going what i'm going to pick up and go through a few of the slides why don't you disconnect and try joining again and see if that won't help, I think.

170

00:30:50.520 --> 00:30:56.760

Lori Collins: I am no it's Okay, we these things happen and it's all good okay.

171

00:30:58.140 --> 00:30:58.800

Lori Collins: Thanks.

172

00:31:01.500 --> 00:31:12.480

Lori Collins: So he as Michelle was saying, and I believe she listed this but there's just here's some examples of what infrastructure costs would be and i'm sure you all can.

173

00:31:13.260 --> 00:31:26.970

Lori Collins: can see those I see that I see the comments that you could hear her, but she when you could hear her you could hear her fine, but she was the audio was cutting in and out and she was talking and there were times you couldn't hear her.

174

00:31:28.320 --> 00:31:30.330

Lori Collins: Okay, we can go on to the next slide when.

175

00:31:32.370 --> 00:31:44.340

Lori Collins: So I thinking back to that graphic of there were infrastructure costs on one side and then additional costs, on the other, let's dig into additional costs just a little bit.

176

00:31:44.700 --> 00:32:01.230

Lori Collins: And and talk about those, so this is where applicable, careers services shared operating costs and shared services would be captured and again it's important to capture all costs that go into.

177

00:32:01.770 --> 00:32:07.080

Lori Collins: The budget or the running of the one stop Center or system.

178

00:32:07.560 --> 00:32:20.430

Lori Collins: Shared operating costs and shared services could include initial intake of customers and any costs associated with that assessment of needs and basic skills.

179

00:32:20.820 --> 00:32:28.860

Lori Collins: And it can also include personnel costs associated with shared staff so if you have a welcome desk person.

180

00:32:29.670 --> 00:32:44.850

Lori Collins: Or, if you have common business or employer services staff that work across the partners but work for the system they would fall into this category, as well as well as common program services.

181

00:32:44.850 --> 00:32:46.830

Lori Collins: Staff next slide.

182

00:32:48.870 --> 00:32:50.310

Lori Collins: Alright, Michelle are you back.

183

00:32:50.670 --> 00:32:59.850

Michelle: I am back, and again I apologize just I mean i've turned everything off that I can but I will keep continue to go, and please let me know if i've.

184

00:33:00.600 --> 00:33:01.560

Lori Collins: Yes, ma'am.

185

00:33:01.890 --> 00:33:02.790

Lori Collins: Then you are fine.

186

00:33:02.850 --> 00:33:04.950

Lori Collins: Thank you, while you're back.

187

00:33:07.110 --> 00:33:14.250

Michelle: Well, I wanted to say to this is the process that we're going to go through in develop in identifying.

188

00:33:15.090 --> 00:33:28.650

Michelle: Our costs and so on the previous slide that Laurie was sharing with you the guidance in a toolkit that is available talks about the three categories that we can classify.

189

00:33:29.160 --> 00:33:44.880

Michelle: cost in being infrastructure costs shared costs and career services, those are the categories that are suggested that we use when we identified the the services and the cost in the budget.

190

00:33:45.810 --> 00:33:57.990

Michelle: So we're going to develop that shared cost list, and that means that once you've put all of those items on your on your budget you're going to go back and analyze.

191

00:33:58.320 --> 00:34:10.260

Michelle: Can any of those costs be shared amongst all the partners and then you're going to take those line item and put them on the shared costs list.

192

00:34:11.130 --> 00:34:26.010

Michelle: Then, the next step you're going to assign the benefit to that and then you're going to assign the cost to that, so the next slide we're going to walk through those steps just a little bit more in detail, as far as how we're going to go about doing that.

193

00:34:29.640 --> 00:34:41.670

Michelle: So the first step is just like I had said we've created this list in your one stop operating budget, you have a list of all of the items that it takes.

194

00:34:42.090 --> 00:34:48.330

Michelle: that are necessary to run your system and your services in a career career Center.

195

00:34:49.110 --> 00:35:08.700

Michelle: And so you've listed all of those out and they can be infrastructure costs career Center services and shared services, so you can see, they are you're going to have that list and then you're going to select which ones can partner cherian next one.

196

00:35:12.570 --> 00:35:30.270

Michelle: In the second step you're going to identify how each of your programs can share and the benefit that you're getting in those costs, and this is very important to document the.

197

00:35:31.680 --> 00:35:34.980

Michelle: Allow ability and actual bill allocate.

198

00:35:36.300 --> 00:35:40.260

Michelle: How you're going to allocate the shared costs under the partner programs.

199

00:35:40.830 --> 00:36:00.240

Michelle: each partner program has laws and regulations and guidance, that it must follow and so it's very important that when you are working in your teams and, as a group that everyone understands the benefits that their programs have and can provide.

200

00:36:01.980 --> 00:36:08.550

Michelle: Of the Center, and so this is step two where you're going to identify that and then you're going to know.

201

00:36:08.940 --> 00:36:24.720

Michelle: Which of the programs and partners are benefiting from those costs and how that can be beneficial to the programs and be documented so that's what you're going to do in step two and step three on the next slide Lynn.

202

00:36:26.730 --> 00:36:42.480

Michelle: you're going to develop the dollar value for these costs, and I think that's where lori had talked about again, you know when it gets money associated with it, or when costs or dollar amounts are there, people seeing.

203

00:36:44.640 --> 00:36:59.280

Michelle: Have have difficulty in it's a hard discussion to have because there may be limited dollars or there may be dollars, that can only be used in a certain way well that's where these steps are very important to get.

204

00:36:59.370 --> 00:37:13.140

Michelle: All of that information on the on the one stop operating budget and on the tools and documents that you're preparing so that you can develop your written IFA.

205

00:37:14.160 --> 00:37:24.960

Michelle: It is very important that you, you you come to the negotiation and the the discussions within.

206

00:37:25.500 --> 00:37:35.640

Michelle: Transparent you know the accountability and the transparency, this is one of those key principle aspects that can be put in place right here, as what can be.

207

00:37:36.090 --> 00:37:49.950

Michelle: identified as the dollars that partners in programs can contribute to the system, very important to know your costs that are available to assist and help the system next slide.

208

00:37:55.440 --> 00:37:56.250

Michelle: Next slide.

209

00:38:07.530 --> 00:38:08.910

Lynn Bajorek: Michelle do you want me to keep going.

210

00:38:09.480 --> 00:38:10.170

Michelle: Yes, i'm.

211

00:38:11.220 --> 00:38:15.210

Michelle: puller again having problems see green service.

212

00:38:16.680 --> 00:38:18.690

Lori Collins: what's beyond.

213

00:38:20.040 --> 00:38:24.600

Michelle: we're right at the cost allocation, the first first one ready for cost.

214

00:38:24.600 --> 00:38:26.370

Lori Collins: Allocation but it's a.

215

00:38:28.110 --> 00:38:38.220

Michelle: Okay, and so, once you all have completed steps one, two and three, what you have what you have in front of you, then, are.

216

00:38:38.580 --> 00:38:48.510

Michelle: Your line item budget, you have every one of those you've identified which ones can be shared, you know the partners that are going to have and contribute to.

217

00:38:49.380 --> 00:39:11.940

Michelle: The services and the benefits that are received by each of those partners and you've got \$1 amount, so the next process that needs to take place and that you're going to talk about is the process of cost allocation and how you go about allocating those costs.

218

00:39:13.140 --> 00:39:23.730

Michelle: proportionately to every partner in the system based on those benefits and operation outcomes that each partner.

219

00:39:24.690 --> 00:39:41.160

Michelle: can receive and provide to the system in uniform guidance to CFR 200.4 there are some against steps and procedures and guidance that can be followed in how partners can go about selecting.

220

00:39:41.670 --> 00:39:51.630

Michelle: The methodologies looking at allocation base identifying the cost objective and pool of costs that you want to put together.

221

00:39:52.170 --> 00:40:02.460

Michelle: calculating the proportionate use of the Center and just the relative benefits based on that so again, this is a process of cost allocation.

222

00:40:02.940 --> 00:40:22.710

Michelle: That your physical subject matter expert can help you with and partner with you, while you're developing those aspects of the mo you and IFA so the next question on the next slide maybe cost methodology what is that going to do.

223

00:40:23.730 --> 00:40:31.770

Michelle: And it's the negotiation of cost sharing and allocating among partners it's a wonderful tool and.

224

00:40:32.610 --> 00:40:54.120

Michelle: resource in helping you document and allocate your costs, so that the proportion that share of your funding is done for all partners and all programs, there is not a prescribed method that has to be used, we did not do that the uniform guidance does not do that.

225

00:40:55.200 --> 00:41:07.320

Michelle: And so therefore it's discussion and conversations among all partners that help to develop the best cost methodology for each.

226

00:41:08.520 --> 00:41:10.620

Michelle: each location or each Center.

227

00:41:12.330 --> 00:41:23.250

Michelle: And you know, in a local system there is different circumstances everything and everyone is unique and different.

228

00:41:23.580 --> 00:41:39.900

Michelle: They bring they bring different costs and funding to the table so again methodology is dependent upon the partners at the table and the cost identified in the one stop operating budget next slide.

229

00:41:43.560 --> 00:41:55.170

Michelle: How you go about determining your methodology you use that one stop budget again and, like I said we you've got the categories of your infrastructure costs.

230

00:41:55.560 --> 00:42:07.650

Michelle: and your shared costs and your additional or career services, but you look at each of those line items and you determine how do I want to group those costs.

231

00:42:08.040 --> 00:42:19.320

Michelle: What is the best way of identifying what those costs are and how we can share them across the partners, some of the common cost items.

232

00:42:20.130 --> 00:42:29.760

Michelle: You know, you can do it like I said by one line item, or you can group all of your infrastructure costs, together, be your utilities be at your rent.

233

00:42:30.270 --> 00:42:40.140

Michelle: be a telephone lines you could lump them all together and make one cost, but again, that is dependent upon the conversations.

234

00:42:40.530 --> 00:43:03.240

Michelle: And the negotiations and the agreement among all partners receiving and providing their proportionate shares some of the common basis that can be used in those negotiations of methodology determinations square footage your F T you know your participation enrollment.

235

00:43:04.320 --> 00:43:11.730

Michelle: The numbers, the utilization Those are just suggested and common basis that are used by the partners.

236

00:43:13.170 --> 00:43:26.250

Michelle: Very important in the mo you portion of the IFA of the mo you portion is being consistent applying the same cost and the group of costs.

237

00:43:26.640 --> 00:43:33.930

Michelle: Across all partners who are located in that Center and her utilizing the system for.

238

00:43:34.530 --> 00:43:55.620

Michelle: For their services and providing services to customers that is very important, when possible, because of the reconciliation process that you will have when you perform those quarterly to help you identify if and when changes need to be made so in methodology determinations it is always.

239

00:43:56.880 --> 00:44:00.330

Michelle: Important and a good practice to.

240

00:44:01.350 --> 00:44:15.180

Michelle: keep those simple, where possible, not over complicated if it doesn't have to be but, more importantly, that all partners agree on the method used next slide.

241

00:44:17.280 --> 00:44:29.430

Michelle: The partners, again, as I spoke about in determining those bases, this is where I say you know, keep it simple silly you know just make it.

242

00:44:29.940 --> 00:44:52.650

Michelle: As easy but as accurate and proportionate as possible, because then you do have to go back and reconcile to that you do have to go back and look to see if the cost actually incurred and the basis used was accurate for the cost that is being identified.

243

00:44:54.150 --> 00:45:08.160

Michelle: Always you want to document the basis that would use identify your rationale for choosing that one and again be consistent over time in the use of those basis.

244

00:45:09.510 --> 00:45:24.180

Michelle: Next slide just some examples to have some of those cost basis, your T goal 1716 provides some very good examples of different ways in which costs pools.

245

00:45:24.510 --> 00:45:38.880

Michelle: And basis can be you know square footage is one telephone lines and usages one number of computers, there can be a lot of different ways in which you can determine your allocation base.

246

00:45:39.420 --> 00:45:52.800

Michelle: To of the broad areas that they've identified is you can use inputs or outputs and that's just a simple way of helping the discussions and the conversations occur.

247

00:45:53.190 --> 00:46:04.350

Michelle: To understand how you want to allocate your line item budget costs, so you know inputs are your staff time your square footage and outputs are.

248

00:46:04.620 --> 00:46:19.590

Michelle: How many participants were in there, how many people use this portion of the resource room so just two different basis is that can be considered when you're discussing discussing how to allocate costs.

249

00:46:23.460 --> 00:46:30.690

Michelle: Then we have now walk through the process where we've identified the cost we've got that in our budget.

250

00:46:30.990 --> 00:46:44.100

Michelle: we've identified the partners who have an can will have benefits, who can share in that we've identified dollar amounts to that we've now created allocation basis is we've.

251

00:46:44.460 --> 00:47:07.740

Michelle: allocated the cost of the Center and the system to the to each partner in there and now it's time for the types of contributions to be identified and documented that each of those partners can have when they're paying their proportionate share to their costs for that for that Center.

252

00:47:08.760 --> 00:47:23.490

Michelle: costs can be or contributions can be made in the form of cash non cash or third party in kind, and so, those are the three types of contributions that.

253

00:47:23.850 --> 00:47:32.310

Michelle: The regulations have identified can be used to fund the cost of the system by the partners, and it is very.

254

00:47:33.240 --> 00:47:44.130

Michelle: Again i'm seeing spreadsheets i'm seeing a very good way of documenting this information so that then you know if each partner when they're paying their proportionate share.

255

00:47:44.670 --> 00:47:59.070

Michelle: Can can contribute the cash or non cash or maybe even a partner, has a third party that is willing to provide some in Python contributions or services to.

256

00:47:59.490 --> 00:48:09.390

Michelle: To the system, so those are the types numbers explain a little bit more about each one of those and how they can be utilized by the partners next slide.

257

00:48:13.200 --> 00:48:16.950

Michelle: Non cash contributions are.

258

00:48:18.480 --> 00:48:23.580

Michelle: As they say non cash, you know cash is cash caches the funding that you can.

259

00:48:24.690 --> 00:48:37.350

Michelle: apply to your to your portion of the shares via through your federal funding or through applicable cash that has been received, but caches what you can contribute non cash.

260

00:48:38.670 --> 00:48:53.130

Michelle: could be contributions of goods or services by a partner that are used for the entire Center one of the examples that is most commonly used is that, through the.

261

00:48:53.700 --> 00:49:05.430

Michelle: development process through the cost allocation process and through the final agreement, of course, one partner has to contribute to the Center \$15,000.

262

00:49:06.000 --> 00:49:17.850

Michelle: Well, maybe that partner doesn't have cash of \$15,000 but they have slightly used furniture that they could contribute to the system.

263

00:49:18.240 --> 00:49:30.180

Michelle: Now there's a lot of accounting and proper documentation and proper fair value recording that goes into all of all of that type of non cash contribution.

264

00:49:30.600 --> 00:49:41.040

Michelle: But let's just say that that value was determined to be \$10,000 so for the contributions that that partner can make.

265

00:49:41.310 --> 00:49:58.950

Michelle: They have made a non cash contribution of \$10,000 so now they're only looking at needing to find potentially \$5,000 of cash to fulfill their proportionate share of the contributions to the Center and.

266

00:49:59.760 --> 00:50:11.130

Michelle: Again, one of the key aspects of contributions and documentation of those contributions is that the agreement of how those.

267

00:50:11.790 --> 00:50:32.700

Michelle: Fair values or the values of certain contributions are made and the you understand the source of where those dollar amounts and those values came from, and that the discussions and the collaboration happens when all of those items are being documented and put in your IFA.

268

00:50:34.230 --> 00:50:35.100

Michelle: The next slide.

269

00:50:38.760 --> 00:50:46.080

Michelle: Third party in kind, our non partner contributions and.

270

00:50:47.490 --> 00:51:01.440

Michelle: These can be space equipment technology services that support the you know that support the infrastructure costs associated with the one stop operations.

271

00:51:02.910 --> 00:51:17.850

Michelle: They can be contributions given by third party that go directly to the Center itself so that then those all of the partners in there would have a reduction.

272

00:51:18.180 --> 00:51:29.580

Michelle: In their proportionate share because an outside third party has contributed to the to the cost of the Center to help the sender and or.

273

00:51:30.510 --> 00:51:45.360

Michelle: Contributions could be made by an outside third party non partner to directly to a partner and then that partner can turn around and and.

274

00:51:45.960 --> 00:52:09.870

Michelle: provide those same contributions to the Center to help reduce or provide their portion of the proportion of sharing costs to the Center so third third party income contributions are a very valuable source of funding to help cover all costs within the Center.

275

00:52:11.760 --> 00:52:12.570

Michelle: Next slide.

276

00:52:16.920 --> 00:52:33.660

Michelle: to wrap up again, some of the most important pieces of the non cash and the income contributions is valuing those contributions being consistent in those values.

277

00:52:35.100 --> 00:52:42.090

Michelle: Reconciling on a regular basis to know if they've been fairly evaluated and.

278

00:52:43.020 --> 00:52:55.560

Michelle: All partners, regardless of the type, you have to reconcile on a monthly or quarterly basis and I to look forward to our panelists who are going to talk about.

279

00:52:56.040 --> 00:53:02.520

Michelle: How they've incorporated everything that I just walked through today, but how they've gone about reconciling.

280

00:53:02.970 --> 00:53:11.280

Michelle: Because while you've gone through all of that work to get all of that information documented and agreed upon and signed in your IFA.

281

00:53:11.700 --> 00:53:38.070

Michelle: It is an ongoing ever changing necessary to be reviewed and evaluated document that benefits the system, and so, those are key aspects to keep in mind about the work that you're doing and the importance of how the IFA helps to build on the information in the terms in your mo you.

282

00:53:40.530 --> 00:53:41.340

Michelle: Next slide.

283

00:53:42.750 --> 00:53:56.580

Michelle: One of the resources that I found in looking at arizona's information is your IFA review checklist a very good document to help identify if you've got the right people at the table.

284

00:53:56.940 --> 00:54:10.650

Michelle: If you've got all of your programs and partners if you've identified your cost just a great resource to have and available to utilize in this process again the next slide Leon.

285

00:54:12.780 --> 00:54:31.740

Michelle: This is resources that are available good tools and information to help you answer any specific questions that you may have about the process of developing your mo you in your IFA so I thank you for allowing me to speak on on this topic, if there's any questions.

286

00:54:33.330 --> 00:54:42.090

Lori Collins: Well, Michelle I want to address, we had a comment in the chat and I know it wasn't necessarily in the form of a question but and.

287

00:54:42.540 --> 00:54:50.130

Lori Collins: You know, we have used the terminology system and Center interchangeably and we probably shouldn't have done that but.

288

00:54:51.060 --> 00:55:00.540

Lori Collins: Let me, let me address it this way, I and i've just been setting here double checking the regulations and the T goals and all of that so make sure that i'm correct.

289

00:55:01.230 --> 00:55:25.830

Lori Collins: be the mo you should reflect the services of the one stop delivery system and the IFA should reflect the way that the partners are paying there are jointly funding the one stop delivery system, I think, in a lot of states, the system gets defined as the.

290

00:55:27.210 --> 00:55:51.930

Lori Collins: The the some of the one stop centers and while that can be true, there could be other costs of the system that are shared that are not related to an actual bricks and mortar facility one stop Center cost and so i'm Joel i'm glad that you flag that because that was.

291

00:55:53.130 --> 00:56:13.500

Lori Collins: We should have caught that but yes, the the the regulations and the eagles do talk about the mo, you have the system and the IFA of the system and that can be more than a one stop Center so thank you for that clarification.

292

00:56:16.110 --> 00:56:16.740

Lori Collins: And then.

293

00:56:20.400 --> 00:56:38.610

Lori Collins: So the question about shared system costs for title two i'm actually going to let's see if our and our practitioners discuss that and then, if not we can circle back around to that at the end is that OK.

294

00:56:44.160 --> 00:56:54.510

Lori Collins: And then there's a there's a question somebody from a colleague has their hand raised so you can unmute and ask a question, if you like.

295

00:56:55.410 --> 00:57:01.440

NACOG - EWD: hi Thank you and good afternoon, I have a few questions this is Terry drew and one of the questions was.

296

00:57:02.640 --> 00:57:14.340

NACOG - EWD: we're in a world of remote workers, and so our remote workers valued as an F T as a cost comparison similar to someone who's on site in the Center.

297

00:57:18.120 --> 00:57:18.810

Lori Collins: and

298

00:57:20.040 --> 00:57:25.770

Lori Collins: i'm going to defer to the State agency staff on that one.

299

00:57:27.120 --> 00:57:30.600

Lori Collins: I can't imagine, though, that the determination of.

300

00:57:31.830 --> 00:57:39.750

Lori Collins: A staff classification has changed because of the pandemic but Rachel or Stacy and Nancy would you all, like to weigh in on that.

301

00:57:46.800 --> 00:57:47.580

Lori Collins: About we.

302

00:57:49.170 --> 00:57:51.900

NACOG - EWD: have another question that's kind of related if you want to.

303

00:57:51.930 --> 00:57:52.500

NACOG - EWD: Where they're.

304

00:57:53.040 --> 00:57:53.820

Lori Collins: Concentrating.

305

00:57:54.000 --> 00:57:55.380

Lori Collins: yeah go ahead with your next question.

306

00:57:55.530 --> 00:58:00.810

NACOG - EWD: And so the the F T comparison as shared cost.

307

00:58:02.460 --> 00:58:21.780

NACOG - EWD: How do you how do you value that is evaluated by their job titles between system partners, or is it by salaries and fringe is it by the amount of hours that they contribute, or is it just strictly I have five F to ease and you have five deputies and for even.

308

00:58:26.730 --> 00:58:28.230

Lori Collins: Michelle do you want to take that one.

309

00:58:29.190 --> 00:58:40.440

Michelle: out, I will provide one response and thought to that is keep it simple keep it simple because the more that you put into.

310

00:58:42.420 --> 00:58:44.340

Michelle: Developing something.

311

00:58:45.660 --> 00:59:02.940

Michelle: The harder it becomes to reconcile into account for going forward so my my first thought is an F T would be based on just the presence in the location.

312

00:59:04.320 --> 00:59:04.860

Michelle: So.

313

00:59:05.790 --> 00:59:11.550

NACOG - EWD: Okay, or that affected my remote question so in the location, I think, was which was getting my attention.

314

00:59:12.570 --> 00:59:24.090

Michelle: So, and again those people I would believe and again i'm sure they'll follow up but they're still providing services right so they're there count.

315

00:59:24.840 --> 00:59:34.830

Michelle: You know, could they're still working in providing services and costs are still occurring for those people to be considered as part of an F T.

316

00:59:35.490 --> 00:59:45.780

Michelle: But each situation is different, and so there again discussion among your partners in your in your location would be beneficial okay.

317

00:59:46.830 --> 01:00:02.670

Lori Collins: So one thing one thing to address and and then we'll we can move forward is and if, and I think this is kind of what you were getting at with your question is if partners have gone remotely.

318

01:00:03.240 --> 01:00:17.190

Lori Collins: Do do we still share in the cost and and as Michelle was saying there's still costs to operate your system they may be lessened and they may be decreased.

319

01:00:18.090 --> 01:00:27.060

Lori Collins: But if your if your budget was written your one stop operating budget was written from the perspective of.

320

01:00:27.810 --> 01:00:40.440

Lori Collins: All costs that it takes to run the system than there are costs still happening, and so, yes partners are still required to share in that cost, however.

321

01:00:41.340 --> 01:00:58.320

Lori Collins: You should have a review process or a modification or amendment process that that allows for an adjustment on those contributions Quinn, the costs have changed so.

322

01:00:59.190 --> 01:01:23.220

Lori Collins: We know that it's this year has been crazy and we're probably not totally out of the unusual situation that we're in but the the requirement to share costs across the partners is still there, that hasn't been rescinded or changed because of the pandemic.

323

01:01:28.440 --> 01:01:30.270
Lori Collins: These are great questions and.

324

01:01:31.890 --> 01:01:41.520
Lori Collins: You mega team meeting from the State Agency is saying that they're going to follow up on your your first question here, so I gave you want to unmute master question.

325

01:01:42.570 --> 01:01:53.520
Gabe Loyola: Thank you for the opportunity, I think the question also raises the issue of consistency in rents in other costs that are not flexible.

326

01:01:54.180 --> 01:02:03.000
Gabe Loyola: But it also raises the issue that if you modify your IFA the state will require you to have all the signature process go through that again.

327

01:02:03.390 --> 01:02:17.100
Gabe Loyola: Which is a lengthy process burdensome and working process, so I think i'd be careful to try to amend it leave it the way it is realizing the pandemic is a once in a lifetime event and even alone.

328

01:02:23.370 --> 01:02:27.300
Lori Collins: So noted, I appreciate that that that addition there.

329

01:02:28.680 --> 01:02:40.320
Lori Collins: Well, thank you all for that we're going to let's go ahead to the next slide Lynn and then we're going to go through some things real quickly here because I want to make sure that we leave enough time for.

330

01:02:40.980 --> 01:02:51.120
Lori Collins: The practitioner panel, because I really do believe that that's going to be really good content for you, you can go on to the next slide.

331

01:02:51.690 --> 01:03:05.910
Lori Collins: We want to talk just a little bit about some strategies for for doing this work for doing this partnership, development and for working on these hard things.

332

01:03:06.360 --> 01:03:27.990
Lori Collins: With our partners, and so I just want to offer four and four areas of thought here um you know we're not going to point back to

be regulations or a table for this one we're just going to talk about some best practices and some some ways of thinking about approaching this work.

333

01:03:30.180 --> 01:03:38.820

Lori Collins: So the first thing I want to talk about is the role of the Board and, and so we can go on to the next slide.

334

01:03:40.530 --> 01:03:53.580

Lori Collins: So thinking about the function of the local workforce Development Board, it is a part of that boards key responsibilities to convene partners.

335

01:03:53.910 --> 01:03:58.050

Lori Collins: To develop the mo you and subsequently the IFA.

336

01:03:58.470 --> 01:04:15.750

Lori Collins: And so, while your local workforce board members who all have other full time jobs we get that while no one expects them to be doing the day in and day out operational work of developing the mo you and the IFA.

337

01:04:16.110 --> 01:04:24.060

Lori Collins: They really should be providing high level oversight and guidance to all of the partners on the development of that.

338

01:04:25.260 --> 01:04:33.570

Lori Collins: The local workforce Development Board is not only responsible for the adult dislocated worker and youth.

339

01:04:34.440 --> 01:04:47.550

Lori Collins: funding streams that come to the local area they have responsibility for oversight of the system, and that includes all of the partners that make up the system.

340

01:04:47.790 --> 01:05:08.100

Lori Collins: and not necessarily oversight of those partners, but they have oversight of the system again, ensuring that the system is doing what it needs to do for the the customers of the system and I apologize I just realized I didn't have my camera on, so the point here is go back to.

341

01:05:09.360 --> 01:05:24.630

Lori Collins: Go back to the function of the local board and hopefully your local board has established some core values or a mission statement, or at least goals around the development of the mo you.

342

01:05:25.380 --> 01:05:40.770

Lori Collins: And the IFA that can really drive how they want to see their vision and the big picture that they've outlined operationalize and carried out in the local area that's like.

343

01:05:45.600 --> 01:05:51.420

Lori Collins: And, and all we want to do here is talk about the the benefits of the mo you.

344

01:05:52.320 --> 01:06:05.490

Lori Collins: You know, going back to that very first discussion that we had about how the mo you is a tool to help ensure that you have an integrated service delivery.

345

01:06:06.480 --> 01:06:16.110

Lori Collins: That the mo you truly is a benefit to the part to the customers of your system because it.

346

01:06:17.070 --> 01:06:29.520

Lori Collins: It brings the park dad to do critical planning and coordination and you're doing that for what the ultimate benefit of your customers so just thinking about.

347

01:06:30.300 --> 01:06:48.930

Lori Collins: Keeping your customer at the heart of your decision making and thinking about how the decisions around service delivery and collaboration truly have the benefit to to those to those customers of the system next slide.

348

01:06:52.890 --> 01:06:53.640

Lori Collins: So.

349

01:06:54.990 --> 01:07:02.790

Lori Collins: Just to think about to expand on that just a little bit more, you know, there are some key.

350

01:07:03.480 --> 01:07:15.330

Lori Collins: Vision pieces of wi ou a that that we just wanted wanted to share with you and the mo you as an opportunity to one, as I mentioned, focus on the customer.

351

01:07:15.720 --> 01:07:23.370

Lori Collins: But also aligned programs and resources and partners and that sort of thing and then, as we were talking about that other.

352

01:07:24.270 --> 01:07:44.850

Lori Collins: Principle just to manage your programs your service delivery effectively and efficiently and then be accountable, and so this slide is just intended to sort of outline how pieces and parts of the mo you line up to those three three larger buckets, if you will, next slide.

353

01:07:46.980 --> 01:07:55.110

Lori Collins: So one thing that I do you want to talk to you about tissue real quick and I know that i've got to hurry through this to give our practitioners.

354

01:07:55.500 --> 01:08:10.920

Lori Collins: ample time but but a philosophy that that is utilized across a lot of industries is an approach called using human centered design and basically what human centered design is and I touched on it just a little bit ago is.

355

01:08:12.180 --> 01:08:20.280

Lori Collins: Making your decisions from the perspective of the customer that you're serving not making your decisions on and.

356

01:08:21.060 --> 01:08:32.880

Lori Collins: agencies or funding streams or this is how we've done it for 20 years or I really like this person or don't like that person.

357

01:08:33.210 --> 01:08:50.280

Lori Collins: But really what's in the best interest of the customer and what's going to move opportunity forward for the customer and so using a human centered or a customer centered design approach to do that and so customer centered design or human centered.

358

01:08:50.730 --> 01:09:01.320

Lori Collins: Design has five steps we've identified them here there's a whole body of work available to you and around human centered design and.

359

01:09:02.070 --> 01:09:14.910

Lori Collins: You would just go through these five steps with your partners to to get you to that that mo you or get you to an effective service delivery model next slide.

360

01:09:18.000 --> 01:09:26.280

Lori Collins: And so, one of the questions that human centered design, one of the approaches that it uses is asking how might we questions.

361

01:09:26.610 --> 01:09:46.980

Lori Collins: And so I just wanted to pose this one here how am I a human centered approach impact your mo you and I have a development process and so i'll let you think on that another time by just wanted to put that out there as an example of how to use that model next slide.

362

01:09:48.810 --> 01:10:02.130

Lori Collins: Communication, as you begin the mo you and the IFA process have a communication plan and commit to over communicating and commit to documenting your decisions.

363

01:10:02.700 --> 01:10:20.400

Lori Collins: And also ensuring that the right people are at the table to make the decisions, in some cases, you may have a person at the local level or regional level in Arizona, who can truly speak to how services are delivered from their program or.

364

01:10:21.240 --> 01:10:31.860

Lori Collins: or whatever, but perhaps that person isn't the right person to commit their agency to the mo you were the IFA that's okay there's room at the table for both.

365

01:10:32.100 --> 01:10:43.110

Lori Collins: The practitioner, and the person who operational losses, the work, as well as the person in the leadership position, who can sign the documents that commits the Agency to those to that work.

366

01:10:43.320 --> 01:10:52.740

Lori Collins: And so it's important to just have the right people at the table and to commit to communication throughout the entire process and next slide.

367

01:10:54.780 --> 01:11:03.780

Lori Collins: And then last you know what sometimes when we talk about these things we have conflict and it's important and.

368

01:11:04.560 --> 01:11:16.590

Lori Collins: We highly recommend that in your mo you that you have a conflict resolution plan or a dispute resolution plan so what we find in our work across the country.

369

01:11:16.890 --> 01:11:21.960

Lori Collins: With with various states is that often conflict arises when there's been a lack of communication.

370

01:11:22.470 --> 01:11:31.080

Lori Collins: And when there's a lack of communication people make assumptions from their own lands or their own perspective, so if you're communicating thoroughly.

371

01:11:31.410 --> 01:11:40.380

Lori Collins: you're reducing in most cases, the opportunity for conflict, but just be prepared and have a plan for how you're going to deal with it.

372

01:11:41.010 --> 01:11:52.590

Lori Collins: And another thing attempt to solve local issues locally, we all know that in the decision making about the IFA if local partners can't.

373

01:11:52.980 --> 01:12:05.130

Lori Collins: agree on how costs will be shared, then something called a state funding mechanism kicks in and individuals, other than you locally, make the decision on how you will.

374

01:12:05.580 --> 01:12:19.260

Lori Collins: jointly fund the system so that tells me that if i'm a local person I really want to be in the position to make the decision locally about how those costs will be what will be shared.

375

01:12:21.060 --> 01:12:41.880

Lori Collins: And I am going to, so we are running a little bit behind and i'm going to suggest that we land skip over the next two slides and we just open it up real quick for any questions and then we get into the practitioner panel does that feel okay to everybody.

376

01:12:45.690 --> 01:12:57.330

Lori Collins: All right, Lynn gave me a thumbs up so, are there any questions, we can, maybe take one or two right now and then we'll we'll turn it over to Lynn and Jennifer and dawn.

377

01:13:08.160 --> 01:13:08.490

Lori Collins: hey.

378

01:13:10.800 --> 01:13:13.440

Gabe Loyola: Thank you again, it seems to me that I raised the questions.

379

01:13:15.600 --> 01:13:23.640

Gabe Loyola: The last session he had was very good also and I thank you for that, but you had the regional administrator talking about locally driven system.

380

01:13:24.390 --> 01:13:39.360

Gabe Loyola: Transparency, not in these words like removal of silos and customer focus I think you've touched on those points today and, in addition, you talked about partners to collaborate to be a team and communicate.

381

01:13:40.620 --> 01:13:54.810

Gabe Loyola: My comments are as follows, if you have a question of dealing and that's it, let me back up a little bit department of Labor wants to talk to the workforce board state board.

382

01:13:55.830 --> 01:14:00.450

Gabe Loyola: In the state board invites the administrative entity, the grant recipient for the state.

383

01:14:01.830 --> 01:14:07.800

Gabe Loyola: In your opinion, is that a good practice to have communication and understanding.

384

01:14:14.340 --> 01:14:26.910

Lori Collins: Sorry, I was muted I don't think that I understood your question, the US Department of in the example the Department of Labor wants to have a conversation with the state workforce agency was that your question.

385

01:14:28.650 --> 01:14:34.020

Gabe Loyola: And Stephen invites the grant recipients staff to be in the meeting is that.

386

01:14:36.390 --> 01:14:38.010

Lori Collins: Well, I mean.

387

01:14:38.760 --> 01:14:43.290

Gabe Loyola: Or is not know is that is a decision that should be made locally state level.

388

01:14:46.140 --> 01:14:49.620

Lori Collins: For who should be in the meeting that the Department of Labor has called.

389

01:14:52.350 --> 01:15:04.650

Lynn Bajorek: You know this is Lynn I lori I would just say I don't think we would know enough about this situation to be able to offer up an answer to that question, and it also doesn't sound like it necessarily specific to the mo you and I have say.

390

01:15:05.520 --> 01:15:14.550

Gabe Loyola: Well, it relates to the issue of communication and collaboration and partnerships, and I think that if you eliminate from conversations your partners.

391

01:15:14.940 --> 01:15:27.450

Gabe Loyola: and others that you may want to have at the table to hear it doesn't take away your decision making it just allows people to learn parking here understand that's the point for me.

392

01:15:28.200 --> 01:15:37.950

Lori Collins: Where I I don't I when I agree with man I don't feel comfortable enough to to make it make a decision on that, but I do think that.

393

01:15:38.790 --> 01:15:53.010

Lori Collins: I do think that there are times when the State Agency is permitted, and should have a conversation only with the entities with whom they have a contractual relationship with.

394

01:15:53.430 --> 01:16:02.580

Lori Collins: I think that there are times that, based on the topic of conversation it's perfectly fine that contractors have a grant sub recipient.

395

01:16:03.090 --> 01:16:15.660

Lori Collins: Be in the room, but I I don't think that it's a fair statement to say that it should always be okay for a contractor to be in the room, when.

396

01:16:16.320 --> 01:16:27.510

Lori Collins: The State Agency is speaking to a grant sub recipient, they have a contractual relationship with them, and they have a right to be able to get to talk to them about matters that they have so.

397

01:16:28.530 --> 01:16:29.250

Gabe Loyola: Thank you for that.

398

01:16:29.640 --> 01:16:30.600

Lori Collins: yeah no problem.

399

01:16:31.050 --> 01:16:33.690

Lynn Bajorek: I think we do need to move on to the.

400

01:16:34.320 --> 01:16:39.210

Lynn Bajorek: panel Okay, I just want to make sure we have invited guests, and I want to make sure that they get the.

401

01:16:39.210 --> 01:16:50.370

Lynn Bajorek: Time that that we've allocated for them, so thank you lori my name is Linda doric if you were on last week you met me then i'm a colleague with lori Michel mayor mayor.

402

01:16:51.090 --> 01:17:01.620

Lynn Bajorek: And it's my privilege to get to facilitate our practitioner panel today as lori mentioned up front, we have two folks who have done this work and.

403

01:17:02.250 --> 01:17:12.360

Lynn Bajorek: really had successful execution of their mo us and I have phase, to the point where us do well chose to highlight them in some case studies that's how we became familiar with them.

404

01:17:12.840 --> 01:17:21.270

Lynn Bajorek: So I want them to be able to hear directly from you, each of them are going to spend a few minutes talking about their local area and and the process that they went through.

405

01:17:22.200 --> 01:17:29.670

Lynn Bajorek: To develop their mo you and I, a phase and then we're going to open it up for questions and so we'd love to have a robust conversation.

406

01:17:30.000 --> 01:17:43.920

Lynn Bajorek: love to have folks posing questions directly to our panelists and engaging with you directly, so i'm going to introduce Jennifer our first panelist and let her go through her slides and then i'll introduce don our second panelist and let her do the same.

407

01:17:45.300 --> 01:17:54.090

Lynn Bajorek: So Jennifer bain has been staff to the Northwest Tennessee workforce board for over 11 years she began her career and workforce development.

408

01:17:55.440 --> 01:17:57.480

Lynn Bajorek: Sorry i'm also controlling the slides.

409

01:17:59.130 --> 01:18:03.270

Lynn Bajorek: All right, she began her career and workforce development.

410

01:18:04.380 --> 01:18:14.250

Lynn Bajorek: As a case manager at the American job Center in Lake county Tennessee and she served as Executive Director of the Northwest Tennessee workforce board since October 2018.

411

01:18:14.550 --> 01:18:25.920

Lynn Bajorek: And the mission of that work for sports develop a quality work for our system to meet the needs of area, employers and job seekers in the world, nine county workforce development area so with that Jennifer I will hand it off to you.

412

01:18:27.150 --> 01:18:31.350

Jennifer Bane- Northwest TN Workforce Board: Thanks Lynn and good afternoon everyone, I appreciate you letting me join you this afternoon.

413

01:18:31.860 --> 01:18:44.490

Jennifer Bane- Northwest TN Workforce Board: As lauren said, we are a nine county entirely rural area, the Northwest Tennessee workforce board isn't incorporated 501 C three serving as the fiscal agent and the administrative entities, or the board.

414

01:18:44.850 --> 01:18:53.880

Jennifer Bane- Northwest TN Workforce Board: For the area, we do have a contracted one stop operator and a separate contracted courier service provider that provides all of our adult this okay to work or any services.

415

01:18:54.540 --> 01:19:04.710

Jennifer Bane- Northwest TN Workforce Board: So we are typically a more at risk population is who are serving we currently have one distress county and three at risk county so some of the poorest in the nation.

416

01:19:04.980 --> 01:19:09.480

Jennifer Bane- Northwest TN Workforce Board: One of our counties are distressed county I think has been seventh lowest and the entire nation.

417

01:19:10.140 --> 01:19:20.550

Jennifer Bane- Northwest TN Workforce Board: So we see a lot more challenges with educational attainment Labor force participation rates higher poverty rates and typically higher unemployment rates than most of the rest of the state.

418

01:19:21.210 --> 01:19:26.100

Jennifer Bane- Northwest TN Workforce Board: Our largest industry sectors, you can see their healthcare manufacturing transportation and logistics to give you an idea.

419

01:19:26.550 --> 01:19:38.190

Jennifer Bane- Northwest TN Workforce Board: And in our area, we have to comprehensive American jobs centers and we've got seven affiliates or specialized centers and three access points so a total of nine America job centers and if you access points that we're working on expanding.

420

01:19:42.600 --> 01:19:46.050

Jennifer Bane- Northwest TN Workforce Board: So our mo you is a process, just to kind of give you an overview.

421

01:19:46.290 --> 01:19:56.850

Jennifer Bane- Northwest TN Workforce Board: The Tennessee department of Labor and workforce development their mo you and I have a policy which is linked they're really sets the tone for the partners involvement and who's required to be participants and.

422

01:19:57.150 --> 01:20:03.120

Jennifer Bane- Northwest TN Workforce Board: Really outlines exactly what we should be including in our mo you and our IFA and how that process should work.

423

01:20:03.510 --> 01:20:09.780

Jennifer Bane- Northwest TN Workforce Board: And that's really evolved over the last several years as we've done this, I think this is our fifth year now it's.

424

01:20:10.290 --> 01:20:15.090

Jennifer Bane- Northwest TN Workforce Board: it's at the state level those partnerships are being developed and it's working its way down to the local levels.

425

01:20:15.780 --> 01:20:22.500

Jennifer Bane- Northwest TN Workforce Board: And really the expectation is clear across the board and that helps at the local level and make sure we all are on the same page.

426

01:20:23.010 --> 01:20:31.320

Jennifer Bane- Northwest TN Workforce Board: So our mo you, which includes our IFA is reviewed and sad annually by all those require partners that are present in our log bill area that we spoke about earlier.

427

01:20:32.100 --> 01:20:46.410

Jennifer Bane- Northwest TN Workforce Board: In our I have a template is based on the workforce GPS template if you're not familiar with it it's a really long massive document and we've got a tab that outlines all the infrastructure and additional costs by each of those nine American job centers.

428

01:20:47.520 --> 01:21:04.200

Jennifer Bane- Northwest TN Workforce Board: It also includes our shared career services by staff, as well as estimated participant cost per program and we are, it also outlines, you know budget line items and our allocation base so we are using square footage and full time equivalent for all of our.

429

01:21:05.220 --> 01:21:06.360

Jennifer Bane- Northwest TN Workforce Board: American job centers.

430

01:21:06.960 --> 01:21:19.560

Jennifer Bane- Northwest TN Workforce Board: And all of the American job centers in our area are managed by the local board, with the exception of one American job Center, which is an estate own building, so they do provide some of the costs up front and then bill to the other partners.

431

01:21:19.860 --> 01:21:28.530

Jennifer Bane- Northwest TN Workforce Board: But all the rest of the cost and that American jobs Center and all the other costs are billed by the board to the partners and both centers are billing actual costs.

432

01:21:29.100 --> 01:21:34.650

Jennifer Bane- Northwest TN Workforce Board: monthly and then quarterly each of what we consider our paying partners that you can see listed there.

433

01:21:35.010 --> 01:21:42.420

Jennifer Bane- Northwest TN Workforce Board: review the IFA to see if any adjustments are needed to budget items or staffing, if any, staffing changes are taking place.

434

01:21:42.780 --> 01:21:51.090

Jennifer Bane- Northwest TN Workforce Board: that affect the F T or the square footage those are worked into that and then we had new signatures obtained from all of the partners, as well as our board chair and Berkeley.

435

01:21:56.430 --> 01:22:02.970

Jennifer Bane- Northwest TN Workforce Board: So some of the things that I think, have helped us to be successful and we're still learning and growing, and by no means have this protected but.

436

01:22:03.510 --> 01:22:15.780

Jennifer Bane- Northwest TN Workforce Board: As I mentioned, the state policy and the partnerships that happened at the State level and work their way down, we do have some additional policies that the state has developed the one stop system designed policy and their code enrollment policy that kind of further.

437

01:22:16.500 --> 01:22:23.070

Jennifer Bane- Northwest TN Workforce Board: strengthen those partnerships and those shared goals, we also think Colocation in itself.

438

01:22:23.580 --> 01:22:33.120

Jennifer Bane- Northwest TN Workforce Board: is really the best foundation that you can have just being in the same Center makes it that much easier to better communicate and better work together just being there.

439

01:22:33.750 --> 01:22:43.800

Jennifer Bane- Northwest TN Workforce Board: But we do recognize and realize that that's not always feasible, especially like with our adult education partners they've got a very limited budget, they can't be in all of our Center so in our areas.

440

01:22:44.460 --> 01:22:49.500

Jennifer Bane- Northwest TN Workforce Board: they're actually into our centers or two or comprehensive centers they're not in our affiliates are specialized Center.

441

01:22:50.310 --> 01:22:57.720

Jennifer Bane- Northwest TN Workforce Board: And then clear communication, making sure that everyone fully understands what's being changed why it's being changed.

442

01:22:58.080 --> 01:23:07.320

Jennifer Bane- Northwest TN Workforce Board: And we really rely on our one stop operator to help us make sure that we're aware of those changes and she keeps the warm informed so that we can provide that back to the partners.

443

01:23:12.930 --> 01:23:28.200

Jennifer Bane- Northwest TN Workforce Board: So these are a couple of examples of how we go about making sure all the partners are clearly aware of all the changes that are taking place so that top picture, there is what we call a summary chart It shows you can see, in that read first read column, the four 121.

444

01:23:29.250 --> 01:23:37.050

Jennifer Bane- Northwest TN Workforce Board: column that's the new costs by partner, you can see, the one one cost for the previous quarter and then you can see, the change there so.

445

01:23:37.260 --> 01:23:44.910

Jennifer Bane- Northwest TN Workforce Board: That gives them a quick glance at an overview to see exactly total wise what their shared costs look like if they're going up there going down the same the same.

446

01:23:45.330 --> 01:23:52.200

Jennifer Bane- Northwest TN Workforce Board: And then below that they get a copy of this detailed spreadsheet that shows exactly what changes were made to the budget.

447

01:23:52.890 --> 01:24:01.050

Jennifer Bane- Northwest TN Workforce Board: So they know why they're budget was affected and I didn't fit it in the picture there but below that we also have a list of staffing changes that were made so.

448

01:24:01.470 --> 01:24:10.050

Jennifer Bane- Northwest TN Workforce Board: One partner added a staff removed a staff, they changed offices so they're square footage went up all of that is listed out so they can see exactly what changes are being made in the IFA.

449

01:24:16.590 --> 01:24:23.100

Jennifer Bane- Northwest TN Workforce Board: And, as I mentioned, we build our partners monthly for actual costs and i'm sorry this picture is kind of small there but.

450

01:24:23.640 --> 01:24:29.880

Jennifer Bane- Northwest TN Workforce Board: To the far left their budget items are all laid out and then you can see the allocation Nice that we are using their.

451

01:24:30.540 --> 01:24:40.890

Jennifer Bane- Northwest TN Workforce Board: The annual budgets listed as well as the previous expenses that have been built for that line item, the current month charges that are being billed and it's got a cumulative you should date expenses on there.

452

01:24:41.220 --> 01:24:51.300

Jennifer Bane- Northwest TN Workforce Board: And then across the top all the partners are listed out and then their percentage, based on the IFA is listed there and they could see a breakdown of their charges per line item.

453

01:24:51.630 --> 01:24:58.260

Jennifer Bane- Northwest TN Workforce Board: that's included in that monthly bill, the state bill is a little bit different looking but it's basically the same process but that's what we've been using.

454

01:25:02.190 --> 01:25:08.970

Jennifer Bane- Northwest TN Workforce Board: And i'm sure I forgot something so if you have any questions that's my contact information and I will be glad to answer any questions that I can.

455

01:25:10.350 --> 01:25:12.780

Lynn Bajorek: All right, thank you Jennifer that was excellent.

456

01:25:13.890 --> 01:25:20.610

Lynn Bajorek: i'm going to go ahead and introduce don and have her speak, and then I think we'll open it up for questions to both of you If that sounds okay.

457

01:25:21.630 --> 01:25:25.290

Lynn Bajorek: All right, so let me move our slides forward.

458

01:25:25.710 --> 01:25:35.880

Lynn Bajorek: And introduced on Carver, who is the chief operating officer for the spokane workforce Council and she's responsible for

ensuring the success of the council's Community investments, including who a.

459

01:25:36.180 --> 01:25:50.550

Lynn Bajorek: serving as the equal opportunity officer and coordinating the region's adult and youth American job centers and 20 affiliated sites, including a business one stop and an envision Center and she's been in the workforce development industry for 20 years so take it away don.

460

01:25:51.570 --> 01:25:54.840

Dawn Karber: Thank you Lynn for the sake of time, I will share with everyone.

461

01:25:55.260 --> 01:26:06.690

Dawn Karber: We do things exactly the same way as Jennifer so i'm not gonna repeat anything that you heard we turn up on the same schedule, we use the exact same spreadsheet it's like she and I work together to design our IFA Nemo you it's exactly the same.

462

01:26:07.530 --> 01:26:21.210

Dawn Karber: I will add we love the mo you an IFA I give this training quite a bit normally it's a couple hours, and I do about 10 minutes or less for this group, but we have made the best the best possible out of the mo you and IFA.

463

01:26:21.780 --> 01:26:33.660

Dawn Karber: Michelle and lori did such a great job talking about how you can use this document to pull partners together to make it about the customer and that really is our largest focus when you can go to the next slide.

464

01:26:35.250 --> 01:26:50.310

Dawn Karber: Next slide i'm going to skip some things sake of time here, so we have used the IFA and mo you to pull together our partners across our entire one stop campus here's an image of our campus we have our adult.

465

01:26:50.730 --> 01:27:03.540

Dawn Karber: Comprehensive one stop Center which is called work source in spokane we have envision Center, which is a social service resource Center that provides access to housing utility food, clothing and equity Center.

466

01:27:04.110 --> 01:27:10.980

Dawn Karber: Medical behavioral and mental health on site, we have a one stop Center for businesses it's account solution Center.

467

01:27:11.220 --> 01:27:18.900

Dawn Karber: And the youth employment, education, Center as well as our board office located on the campus and then 20 affiliated sites, so our mo you and I, and.

468

01:27:19.230 --> 01:27:27.450

Dawn Karber: I process, I feel you, it was not easy, but we still use it to pull all the partners together and to not only reach agreement.

469

01:27:27.840 --> 01:27:36.540

Dawn Karber: But really set a vision for how we wanted to not only fun the system but work together as partners, I had two primary goals, when I go into.

470

01:27:36.960 --> 01:27:44.400

Dawn Karber: sort of negotiation, if you will, for the mo and IFA I think it was Michelle That said, it a couple times keep it simple that's number one.

471

01:27:44.700 --> 01:27:56.910

Dawn Karber: And number two is keep everyone happy keep everyone happy because I want to sign locally and I don't ever want to go to the state funding mechanism at for any reason, we want to keep it local and keep everyone happy, you know the next slide Lynn.

472

01:27:59.640 --> 01:28:08.460

Dawn Karber: Far Emily, which of course is the narrative portion of the agreement has two parts, the part that I actually like the best is listed second on there, the Community compact.

473

01:28:09.000 --> 01:28:16.800

Dawn Karber: that's where we can pull together language about how anyone in our region works together to support workforce development has made their pain.

474

01:28:17.220 --> 01:28:23.250

Dawn Karber: into the IFA but it's just an overall Community compact and how we want to deliver workforce services.

475

01:28:23.640 --> 01:28:31.380

Dawn Karber: we've had a lot of partners, step up and say they want to be a part of the Community of compact, they could see themselves in the language that we were talking about.

476

01:28:31.770 --> 01:28:38.850

Dawn Karber: So when we pull together a meeting, it is, is not a small meeting and it's not just partners that are contributing financially.

477

01:28:39.180 --> 01:28:45.870

Dawn Karber: We really talk about the system as a whole and focus on the customer and what is the intent of workforce development.

478

01:28:46.110 --> 01:28:55.500

Dawn Karber: And then we get everyone excited you know to just start there get everyone excited and then we can drill down into some of the other things that are a bit more tedious and can cause conflict.

479

01:28:55.770 --> 01:29:04.110

Dawn Karber: But always keeping the customer at the Center I am I am trained in human centered design and as a facilitator, and so we always use that line how might we.

480

01:29:04.530 --> 01:29:09.630

Dawn Karber: And everything we do with Emily and if it is how might we make this work for every single partner.

481

01:29:09.900 --> 01:29:17.910

Dawn Karber: We know that we need them all to sign it, and we need them all to contribute So how do we make it work best for them and the mo you is just a standard mo you.

482

01:29:18.180 --> 01:29:26.070

Dawn Karber: I don't our website, if anyone wants to look it's just everything that's included in the lot outlines all the all the programs and services that need to be addressed.

483

01:29:26.880 --> 01:29:36.480

Dawn Karber: i'm so proud to say every single partner signed it, we had no pushback they signed it, happily, we update it once a year and, at our last annual meeting.

484

01:29:37.020 --> 01:29:48.360

Dawn Karber: We pulled everyone together and within 10 minutes, the group said we don't even need to do anything it's great as it is let's keep it going so i'm so happy to report that next slide.

485

01:29:50.490 --> 01:29:57.870

Dawn Karber: Is a looks exactly like Jennifer so you were able to get a look at that I will touch here, though I know there's been discussion on title to.

486

01:29:58.650 --> 01:30:09.900

Dawn Karber: What we were able to do it by using square foot and F G is We broke it down just a little bit further, and so it's not only square foot and F T, but also by.

487

01:30:10.320 --> 01:30:21.900

Dawn Karber: A space that's used within a Center so we have a title to partner that's located on our campus and they they just can't afford to contribute to the overall cost of the is a as some of the other partners can.

488

01:30:22.410 --> 01:30:31.740

Dawn Karber: So we We broke out just the classroom that they they teach students in and they contribute to the portion of the classroom that they teach in I don't know if that would work for everyone.

489

01:30:31.920 --> 01:30:41.130

Dawn Karber: For a title two partners are happy and they pay and they sign it so for us, that was a when the methodologies, the same methodology that we heard from.

490

01:30:41.580 --> 01:30:50.880

Dawn Karber: Jennifer I will say i'm so we're so lucky that our state is extremely flexible and lets us use whatever methodology works best for us.

491

01:30:51.270 --> 01:30:59.070

Dawn Karber: You can use what's there's a lot of flexibility, and you can use whatever methodology works in it, as long as it's consistent.

492

01:30:59.430 --> 01:31:06.720

Dawn Karber: But you can consistently break out different spaces within a Center and have partners pay, based on what they really can afford.

493

01:31:07.380 --> 01:31:23.280

Dawn Karber: So we were able to do that, we have 115 staff on our campus 20 affiliated sites and between 50 and 60 programs across the entire system and every single agency is happy, so you can't you really can't do this next slide.

494

01:31:24.960 --> 01:31:29.430

Dawn Karber: For us partnerships is everything we find a win, win and every single conversation.

495

01:31:30.030 --> 01:31:38.610

Dawn Karber: I will go out to coffee, of course, pre pandemic, but I would go to coffee 10 times with one person if that's what it took to reach agreement anything we need to do to reach agreement, we will do.

496

01:31:39.510 --> 01:31:49.530

Dawn Karber: We do not take an unkind though we report that as it's required, but there is a cost operate in the system there's a cost, we have to pay rent so every single partner pays.

497

01:31:49.920 --> 01:31:55.020

Dawn Karber: Their their appropriate and fair share in cash and then we report everything else.

498

01:31:55.530 --> 01:32:12.000

Dawn Karber: For me, the the number one takeaway is a secret sauce is always strive for a solution make this a win, win for everyone, and I will go into any conversation being the person that has to come first if I need to, and I think that's probably the last line one all right.

499

01:32:12.990 --> 01:32:21.390

Lynn Bajorek: That was excellent, thank you, thank you both you know for sharing what you've undertaken in the process that's worked for you, I think that was really great.

500

01:32:21.810 --> 01:32:37.020

Lynn Bajorek: um before I open up for questions Jennifer I do also want to give you a chance to address that title to question Don, thank you for working that into your presentation Jennifer do you have thoughts as well around how to how to work with Title two on this, as I know it is a tricky situation.

501

01:32:37.920 --> 01:32:55.500

Jennifer Bane- Northwest TN Workforce Board: I we basically did the exact same thing that don did so we have a classroom and, within that classroom adult ED has a desk essentially in their dedicated space is based on that space not full classroom because the full classroom is utilized by the partners as well.

502

01:32:56.940 --> 01:33:07.980

Lynn Bajorek: Great okay very smart I see we have someone with their hand raised that it says naked, I believe, someone from macaques if you'd like to go ahead and unmute yourself.

503

01:33:08.580 --> 01:33:18.450

NACOG - EWD: hi Thank you Lynn this is Lisa cabbage in Pike county dawn and Jennifer, thank you for your presentations and it sounds like your processes have been very successful.

504

01:33:19.080 --> 01:33:29.130

NACOG - EWD: Just the question of who are you working with are you working with state partner directors or local partner directors, through this process.

505

01:33:32.550 --> 01:33:33.210

Dawn Karber: For us.

506

01:33:35.010 --> 01:33:44.490

Jennifer Bane- Northwest TN Workforce Board: We have a little bit of a mixture of both as well it's typically for the most part it's really our local representatives that are in the negotiation meetings and participating in that.

507

01:33:45.090 --> 01:33:55.530

Jennifer Bane- Northwest TN Workforce Board: When we send out email communications, we do have a few partners that include the state representative and then one partner does have the state representative actually signing off on their their agreement each year.

508

01:33:56.400 --> 01:33:57.450

Dawn Karber: Exactly the same here.

509

01:33:58.980 --> 01:33:59.610

NACOG - EWD: Right, thank you.

510

01:34:01.290 --> 01:34:04.200

Lynn Bajorek: All right, great question what else.

511

01:34:05.730 --> 01:34:07.800

Lynn Bajorek: What other questions do you have for Jennifer and on.

512

01:34:13.140 --> 01:34:27.450

Lori Collins: On this is lori i'll ask a question that that i've gotten here, what do you all do when one of the required partners is not present, or available in your local area, how do you handle that.

513

01:34:31.620 --> 01:34:43.200

Jennifer Bane- Northwest TN Workforce Board: We have not typically included them in our mo you, we do have one particular partner or native American program they're centrally located and serve kind of the whole state, so they have.

514

01:34:43.860 --> 01:34:52.980

Jennifer Bane- Northwest TN Workforce Board: Still participated in our mo you process, but there are a few require partners that are not present in our local area and really don't service our area so they've not participated in our mo you.

515

01:34:57.720 --> 01:34:59.670

Lynn Bajorek: don I saw you shaking your head, is it the.

516

01:34:59.670 --> 01:35:00.780

Dawn Karber: same same.

517

01:35:00.810 --> 01:35:01.080

yeah.

518

01:35:03.420 --> 01:35:04.710

Jennifer Bane- Northwest TN Workforce Board: We didn't even plan this like.

519

01:35:05.460 --> 01:35:08.520

Lynn Bajorek: I know, in your your thousand miles apart from one.

520

01:35:08.520 --> 01:35:17.730

Lynn Bajorek: Another you graphically and we does kind of make you wonder, though, if there is what you said just Donna secret sauce make maybe there is.

521

01:35:18.420 --> 01:35:34.080

Lynn Bajorek: Certain aspects of an approach that that are the best, you know that, yes, you have flexibility and that's that's innate you know to your process, but there are certain key things that you're both doing and you've achieved success with those things so it's a theme.

522

01:35:34.590 --> 01:35:43.020

Jennifer Bane- Northwest TN Workforce Board: And it's Okay, when I wanted to mention it came up earlier about the F T we do, ours is calculated based on ours, so our adult ED.

523

01:35:43.290 --> 01:35:50.640

Jennifer Bane- Northwest TN Workforce Board: is not there, full time presence so they're fit percentage is based on the hours that they are there so that does make a difference in their calculation as well.

524

01:35:51.000 --> 01:36:02.490

Jennifer Bane- Northwest TN Workforce Board: And as far as the pandemic and remote work, we had a period where basically no one was in the American job centers but we really didn't make any changes to our is the only changes that really were made by the.

525

01:36:03.360 --> 01:36:10.020

Jennifer Bane- Northwest TN Workforce Board: Because of the pandemic or a couple of partners that had off site locations and other places, were not able to physically go there.

526

01:36:10.260 --> 01:36:17.550

Jennifer Bane- Northwest TN Workforce Board: And so they did actually add more staff to the American job centers and increase their costs a little bit, but other than that we really did not make any changes because of the pandemic.

527

01:36:18.210 --> 01:36:19.410

Dawn Karber: Exactly the same here.

528

01:36:20.490 --> 01:36:20.670

Dawn Karber: We.

529

01:36:21.030 --> 01:36:22.020

Land, this is where.

530

01:36:24.060 --> 01:36:31.710

Dawn Karber: I will say i've heard questions about half yeah, how do you pay for a building that's closed we didn't have anyone push back there's a cost, and everyone recognize that.

531

01:36:32.010 --> 01:36:38.460

Dawn Karber: there's a question about do we include one stop operator, and we do include a 50% of the cost of our one stop operator.

532

01:36:38.940 --> 01:36:49.620

Dawn Karber: But we've also designed that position so that it really does serve everyone that person provides professional development, and is available to coach across the entire system they're designed in.

533

01:36:49.950 --> 01:37:00.060

Dawn Karber: Learning management system, so we make sure that they work on behalf of the entire system not just Center but entire system and then add in that cost as an other shared cost.

534

01:37:01.380 --> 01:37:08.250

Jennifer Bane- Northwest TN Workforce Board: And that is included in ours as well we actually have 100% of our one staff operator contract and our IFA.

535

01:37:08.610 --> 01:37:16.590

Jennifer Bane- Northwest TN Workforce Board: And I think it works out for the board chair to be pretty close to about 50% of it anyways and it is split between all man of the American jobs centers.

536

01:37:17.010 --> 01:37:24.660

Jennifer Bane- Northwest TN Workforce Board: And within our one stop operator contract, we have shared welcome function staff at six to the American job centers and that's all put through that is an additional cost.

537

01:37:26.760 --> 01:37:30.570

Lynn Bajorek: Great Okay, you too can write a book, you know, after this.

538

01:37:32.160 --> 01:37:33.540

Jennifer Bane- Northwest TN Workforce Board: Add that to do list.

539

01:37:34.230 --> 01:37:34.590

Right.

540

01:37:36.870 --> 01:37:41.850

Lynn Bajorek: here's a question says why only 50% of the US so costs are allocated I guess that'd be for you john.

541

01:37:42.360 --> 01:37:43.830

Dawn Karber: Because I wanted to make everyone happy.

542

01:37:45.540 --> 01:37:46.650

Lynn Bajorek: You caved first right.

543

01:37:47.340 --> 01:38:02.040

Dawn Karber: Always will, if it comes to this yeah I want to make everyone happy and they it was going to be \$1,000 per F T annually and we're able to get it down to 500 and then I just found a way to pay for the other 50% excellent okay.

544

01:38:03.300 --> 01:38:07.410

Lynn Bajorek: I think there might be others typing um you know, I have a question.

545

01:38:08.640 --> 01:38:17.550

Lynn Bajorek: what's what was the hardest, what was the hardest thing what was there a certain cost that you couldn't get people to come around to was it.

546

01:38:18.420 --> 01:38:30.840

Lynn Bajorek: You know, trying to get some folks to co locate although i'm guessing you had that in place prior to the mo you and I have a but what and what was the hardest piece of this for for your local area and did that surprise you.

547

01:38:34.590 --> 01:38:36.420

Jennifer Bane- Northwest TN Workforce Board: I would say really for us.

548

01:38:37.470 --> 01:38:44.670

Jennifer Bane- Northwest TN Workforce Board: The adult in trying to make sure we were staying in their budget, especially early on, when it was still really new process to us and.

549

01:38:44.970 --> 01:38:51.660

Jennifer Bane- Northwest TN Workforce Board: trying to figure out what we could do within the methodology to make it work for them and that's still really a struggle.

550

01:38:52.230 --> 01:39:00.630

Jennifer Bane- Northwest TN Workforce Board: and other than that, I would say, really, just as we get new partners and new and staff turnover, making sure everyone fully understand.

551

01:39:01.080 --> 01:39:14.520

Jennifer Bane- Northwest TN Workforce Board: What I have a is how it works how one of the biggest things that we still encounter is one staff person change affects the budget of another partner program and that's still something that we go over pretty frequently.

552

01:39:15.480 --> 01:39:20.430

Dawn Karber: Great point the same title to for us, they contribute, overall, the.

553

01:39:21.240 --> 01:39:30.000

Dawn Karber: least amount of money, but it takes me by far the most amount of time to make sure that it's something they can afford and that they're happy and then everyone else is happy with what title two is contributing.

554

01:39:30.720 --> 01:39:39.660

Dawn Karber: We talked earlier, there was a question about how do you calculate CAP staff costs for us, we do 79,500 across the board.

555

01:39:40.260 --> 01:39:44.730

Dawn Karber: We just figured out that's what the average cost is for staff persons all salaries included.

556

01:39:45.450 --> 01:39:57.120

Dawn Karber: And then, when somebody just like Jennifer talked about somebody only works part time we just divide that by half and that's how we were able to to get and then, of course, just the desk with in a classroom time to to be able to afford it.

557

01:40:00.030 --> 01:40:10.140

Lynn Bajorek: Just one follow up question on that title two piece, I want to make sure I understand, so do you actually have titled to delivering any classes within the Center or they are okay all right.

558

01:40:11.940 --> 01:40:28.830

Lynn Bajorek: that's helpful and I see another question in the chat says so, it sounds like your title two partners are co located here's Arizona here in Arizona, most of us are not in an area like maricopa county and city of phoenix we have nine title two partners so that's a challenge.

559

01:40:30.030 --> 01:40:35.430

Lynn Bajorek: Are your title to folks on their full time or are they on like an itinerant basis.

560

01:40:38.580 --> 01:40:53.340

Jennifer Bane- Northwest TN Workforce Board: We actually have two separate providers, we have one provider that covers two of our counties and another provider that covers the other seven they are part time and

all of our centers some of their staff are full time but they've got them covering multiple counties.

561

01:40:54.150 --> 01:41:02.400

Lynn Bajorek: Okay, so if they're not in your Center full time or they maintaining other sites in a separate office.

562

01:41:02.490 --> 01:41:06.600

Jennifer Bane- Northwest TN Workforce Board: They yes they're really good at finding free space we need their secret sauce for how.

563

01:41:06.600 --> 01:41:06.900

Lynn Bajorek: They get.

564

01:41:06.960 --> 01:41:21.360

Jennifer Bane- Northwest TN Workforce Board: Precise, but they do they're pretty good about finding some free space in some places it's just they've always been there, you know pre stressing of local Colocation So yes, they haven't location that each county still just may not be the American job Center gotcha.

565

01:41:21.630 --> 01:41:22.980

Lynn Bajorek: And done is that same for you.

566

01:41:23.520 --> 01:41:33.150

Dawn Karber: It is the same an example for us is, we have to vote we have partners, one of them has sufficient budget one does not, by any stretch.

567

01:41:33.840 --> 01:41:36.930

Dawn Karber: So we've had to their department services for the blind in our state.

568

01:41:37.440 --> 01:41:45.360

Dawn Karber: We have to work very, very hard to find a way with them because they're not co located here, but we were able to reach an agreement, where they had to contribute.

569

01:41:45.780 --> 01:41:56.040

Dawn Karber: contributed a small amount, and they fully contribute to the other shared costs because they benefit from the one stop operator, so that worked for them so for us it's just find something that works for everyone.

570

01:41:57.810 --> 01:42:00.000

Lynn Bajorek: Excellent okay.

571

01:42:01.650 --> 01:42:03.240

Lynn Bajorek: Any other questions, I think.

572

01:42:04.800 --> 01:42:11.190

Lynn Bajorek: Oh, I see when and how many fiscal staff, do you have to track all your IFA costs calculate changes, etc.

573

01:42:13.710 --> 01:42:18.990

Dawn Karber: we're here one fiscal staff person who definitely, this is not her full time job so it's a portion of our show.

574

01:42:20.400 --> 01:42:21.270

Lynn Bajorek: About you Jennifer.

575

01:42:21.600 --> 01:42:24.060

Jennifer Bane- Northwest TN Workforce Board: We have one and then may when she makes me.

576

01:42:25.980 --> 01:42:28.200

Lynn Bajorek: Is it a situation where.

577

01:42:29.460 --> 01:42:38.790

Lynn Bajorek: One it's a heavy lift to get it done but, once you get it done it's just upkeep and it's you know manageable than with one person.

578

01:42:39.900 --> 01:42:49.380

Jennifer Bane- Northwest TN Workforce Board: Yes, after that first year really and biggest adjustments we've made is, we had a pretty big change in our one stop operator contract after the first year.

579

01:42:49.740 --> 01:42:58.140

Jennifer Bane- Northwest TN Workforce Board: But after that initial period it's just mostly those moving line items and a few minor staffing changes and it's pretty easy update update from there.

580

01:42:58.740 --> 01:43:07.380

Dawn Karber: It was the same here, I actually did most of the designing because our fiscal the director just does not have time to do that as well, she does the maintenance, but I think I probably spent.

581

01:43:07.770 --> 01:43:16.530

Dawn Karber: three, four or five months just doing this and then after that i've never really had to touch it too much again well partner meetings together and it just pretty much run smoothly.

582

01:43:18.360 --> 01:43:26.430

Lynn Bajorek: that's that's really helpful, but that is I think something to note that you're an executive director and you pretty much worked full time on this.

583

01:43:26.790 --> 01:43:38.880

Lynn Bajorek: For several months Don, you know that that just to me, shows the significance and the importance of this as kind of a fundamental tool, as you said right for operating your system.

584

01:43:40.380 --> 01:43:46.140

Dawn Karber: If this doesn't work for in spokane if this doesn't work, nothing else is going to work, so this had to work.

585

01:43:47.130 --> 01:43:49.290

Lynn Bajorek: yeah it makes perfect sense.

586

01:43:51.570 --> 01:44:06.540

Lynn Bajorek: Okay, see a comment in pima county the title to adult a partner staff are co located at two centers probation partners staff are not co located okay sounds like you have a mix of Colocation and non co located.

587

01:44:07.710 --> 01:44:11.700

Lynn Bajorek: All right, any final questions for dawn or Jennifer.

588

01:44:13.290 --> 01:44:18.570

Lynn Bajorek: Or we can call them Donna, for they have this the same same situation, the same, I have a.

589

01:44:22.950 --> 01:44:23.460

Lynn Bajorek: No.

590

01:44:24.540 --> 01:44:32.580

Lynn Bajorek: All right, well, I really want to thank you and I want to let all the folks who are on this training know that don and Jennifer.

591

01:44:33.420 --> 01:44:41.550

Lynn Bajorek: Are they volunteered to do this, after I reached out, and you know, even though we weren't able to offer them anything other than our appreciation.

592

01:44:42.480 --> 01:44:47.550

Lynn Bajorek: So I see you're getting some thank yous here in the chat box, but I really want to say thank you.

593

01:44:48.120 --> 01:44:59.910

Lynn Bajorek: it's This really is a tremendous value when you're able to share your experience and insight from other places, and we greatly appreciate the time that you put into this with us today, so thank you very much.

594

01:45:01.980 --> 01:45:05.280

Lynn Bajorek: Okay i'm going to move us on and wrap us up.

595

01:45:07.140 --> 01:45:16.350

Lynn Bajorek: Alright, so we do have an evaluation again for today's training and I am going to put it in the chat box here.

596

01:45:17.520 --> 01:45:22.410

Lynn Bajorek: So you have the live link, if you could take a minute to complete that that would be wonderful.

597

01:45:24.510 --> 01:45:29.160

Lynn Bajorek: I want to let you know that the third and final training in this series.

598

01:45:29.520 --> 01:45:42.540

Lynn Bajorek: is going to take place next Wednesday April 28 at 1pm mountain time, and that is going to cover conflict of interest firewalls and compliant one stop operator procurement So if you were on last week's session.

599

01:45:43.110 --> 01:45:55.350

Lynn Bajorek: I think you heard some introductory content around conflict of interest in firewalls this one's going to dig deeper into that topic area and then also talk about procurement, so please join us for that.

600

01:45:56.850 --> 01:46:12.300

Lynn Bajorek: here's your contact information for your state partners if you need to reach out and raise any questions, and I think you've already seen in the chat box that there they do plan to send out the slides and the recording from this session at a later date so stay tuned for that.

601

01:46:14.220 --> 01:46:28.230

Lynn Bajorek: I want to say thank you we've all enjoyed our time with you today, so thank you on behalf of lori and Michelle as well, and I do want to turn it back over to our state partners at D S, to see if you have any final questions or comments.

602

01:46:32.670 --> 01:46:37.470

Rachael Tashbook: Not at this time, but we do appreciate everybody for joining the call today and.

603

01:46:38.550 --> 01:46:44.310

Rachael Tashbook: As as was already stated, we have one more of these training calls scheduled for next Wednesday at one o'clock.

604

01:46:44.640 --> 01:46:54.930

Rachael Tashbook: So if you have anyone that should be invited to that call and is in yet on the calendar invitation, if you could let me know as soon as possible we'll make sure that they get invited.

605

01:46:55.350 --> 01:47:04.800

Rachael Tashbook: And then, as well, we are working with mayor and mayor to get copies of both the PowerPoint and the recording because really there's a lot of content in the.

606

01:47:05.640 --> 01:47:15.390

Rachael Tashbook: Discussion that's a value, and so I want to make sure that you all have access to that as well, and so our goal is to win the trainings are completed will.

607

01:47:16.020 --> 01:47:23.100

Rachael Tashbook: add this information to the technical assistance page of the D s website and that will be shared.

608

01:47:23.580 --> 01:47:34.620

Rachael Tashbook: With everyone so so you can refer to materials or maybe you can share with individuals who were not able to attend the training today but otherwise Thank you so much, everyone for joining us again on this call.

609

01:47:36.420 --> 01:47:38.310

Lynn Bajorek: Thank you Rachel have a great day, everyone.

610

01:47:39.300 --> 01:47:39.960

Rachael Tashbook: Thank you.