

LWIA 21
Workforce Development Board
One-Stop Partners/MAAJC Committee Meeting Minutes
February 27, 2025

Chair Dr. Val Harris called the meeting to order at 3:35 p.m.

Roll Call was by self-introductions and sign-in sheet.

Roll Call:

Dr. Val Harris
Robert Heape
Matt Jones
David Lacy
Chris Casey
Betty Scheldt

Remote:

Dirk Muffler
Stephanie Stahlhut

Approval of Minutes

Dr. Harris asked the committee if there were any corrections or comments regarding the minutes from the One-Stop Committee meeting on November 20, 2024, included in the meeting packet. There being none, she asked for a motion to approve the minutes.

Motion: It was moved by Matt Jones and seconded by Robert Heape to approve November 20, 2024, meeting minutes as presented. All votes aye. **Motion carried.**

Customer Satisfaction

Dr. Harris asked Chris to give an update on the customer satisfaction surveys. Chris reported that he sent out the first version of the survey to staff to complete. Once returned, he went to get the results, and it would cost \$750 to retrieve the information. Chris went to the backside of the website and created his own survey at no cost. He brought the survey up on the screen and discussed the questionnaire. He can create an Microsoft Excel spreadsheet from the surveys entered. Paper surveys will still be provided, and staff will enter the information into the report. Any changes can be added later. The referral form can link in off the sign-in/services check-off list. This will show who they are referred to, who referred them, and what services the customer is using. For example, if one Job Center refers a customer to another Job Center, we would know who they were being referred to, who referred them and the services referred. Chris would like to do a trial run before the next meeting so that it will be ready to go. He will send out the

survey to partners to complete before the next committee meeting. Matt said that this shared referral process was starting off geared toward Carlinville Job Center use, but once we get feedback and data on, it's up and running smoothly, the partners may want to also utilize the form. This could become a shared referral process from the survey.

Service Integration Goals:

Val explained that by finishing the survey, we are moving forward with our Service Integration Goals. Matt explained that building a system to gather the data is Point A. Point C is moving into the referral process, aggregating the data, analyzing the data and improving customer experience. Point D is taking into account this data to provide services and follow-up on ISS's or Educational Plans. Val asked if there was a need to meet again before the May 22, 2025, meeting. Matt suggested meeting again in late March or early April. Val asked everyone to check their calendars on April 3rd at 2:00 p.m. for a tentative meeting.

Partner Updates

Dr. Harris then asked if there were any other collaborations to share.

Stephanie Stahlhut with Illinois Valley reported on the process of their new building. The rezoning committee has approved the project. Now they will need to go before the city council to purchase the property.

Matt updated the committee on the Homeless Grant (Home Illinois) through the State of Illinois. The pilot project has been delayed due to the state not having everything up and running yet.

Dr. Harris stated classes will be starting soon. Ready for the trades classes will be starting soon. The Illinois High School Diploma Graduation Ceremony is June 5, 2025.

The next meeting will be held on May 22, 2025, at 3:30 p.m.

There being no further business, the meeting adjourned at 4:20 p.m.

Valorie K Harris
Dr. Val Harris, Chair

5/22/25
Date