

July 21, 2004 Ops Council Meeting Notes

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

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

The Ops Council met in Juneau on July 21, 2004 and discussed the following agenda items: Continuous Improvement, Subcommittee Administration, Updates on the Mat-Su Job Center, CEG update, Navigator / Wizard, Common Intake and Assessment and Regional Boundaries.

Director Katherine Farnham spoke about Continuous Improvement. She introduced Claudia Moffet-Cook who is now working full time with Division of Public Assistance and once she is situated and organized she will be available to assist to the Ops Council with Job Center assessments and tracking the projects included in the Job Center "Platform for Change." DPA is offering access to their web-based, user-friendly software that will allow the Council to manage the 11 projects internally and to communicate with other divisions.

Director Tom Nelson is interested in making the Ops Council, as it is currently established, become a lasting entity in Job Center oversight. The Council discussed the potential of becoming a standing committee of the AWIB, however the process would have to go through the Legislators and was not recommended. The Ops Council is a long-term council that reports to the Employment & Placement Committee (E&P) and the 4 directors are voting members of that committee. Tom has asked the four directors to attend all the E & P Committee meetings. Director Gale Sinnott expressed a concern about being disconnected with the AWIB. She believes that communication between the board and the Division of Vocational Rehabilitation is lacking. It is believed that she should attend the AWIB meetings along with Mike Shiffer.

A handout provided the up-to-date details on the Mat-Su Job Center and the Ops Council decided that Maximus should move into the Job Center as soon as possible with the understanding that there is possibility of a second move once the redesign plan is completed.

Project Coordinator of the Customized Employment Grant (CEG) Sean O'Brien thanked the Ops Council for their support stating that it has made a huge difference in CEG teams effectiveness in the field. There was a discussion about providing the media with some positive information about the program. It was mentioned that a couple of Ops Council members work with Joe and Sherry to write something up (a story or testimonials) to give to the media. Sean O'Brien

also spoke about the “System Navigators” Grant. This is a 2 year grant totally approximately \$500,000. This grant focuses on helping individuals through the system. It was decided that Sean O’Brien would take the lead and would work with the Ops Council on the writing of the grant.

Director Katherine Farnham spoke on the Common Intake form. The intake form is being circulated to all of the Job Center Staff members and Sean O’Brien is collecting the feedback, while the technical staff from each division is examining the technical options available to automate the form.

Russ Cusack, Ken Mill, Mike Shiffer and Mary Rogers, the Chiefs, discussed their progress on the goal of establishing common regional boundaries. They are meeting the week of July 26 to review their finding and to put together some suggestions that will be shared at the next Ops Council meeting.

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

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