**Benchmarks of Success for Maryland’s Workforce System**

Professional Development and Technical Assistance Committee

10:00 – 11:00 PM, April 24, 2020

Conference Call

Call-in: 970-400-7309‬ // PIN:

Google Hangout: meet.google.com/hgt-htsq-ajk

**Minutes**

1. Welcome and Introductions

John welcomed everyone to the meeting, reminded team of mission, and encouraged everyone to keep the mission front of mind. Recommended future meetings be attended by video.

1. Committee Objectives during COVID-19 Stay Home order

* Benchmarks Project postponed for now. John explained that during these unprecedented times, energy should be focused on activities that respond directly to COVID operations. We’ll resume when “back to normal” even if it is a “new” normal.
* Back to normal – John asked for the committee to weigh in on how we’ll determine “back to normal” or our “new” normal. Jeana mentioned that a good barometer of back to normal will be when we’ve been given the proper instructions for how to operate safely in this new environment. When things open back up due to the general public. Howard – figuring out how to execute everything from home back to virtual. Helping with RESEA increased numbers. New normal will still be very busy. When his organization figures out how to handle the new volume. John said we will talk about this in meetings to come to ensure priority stays on the most important tasks.

1. Committee Member updates on COVID-19 activities - John began by stating he’s been tasked with some additional items as his office has adjusted to / tackled COVID related activities such as the layoff aversion fund. PD he’s been able to provide has been in the form of identifying and distributing free online resources by request to support his Office. He’s provided, websites, blogs, and webinars on various topics. Jeana shared information about her initiative, the National Virtual Training Institute. She explained how it was virtual in nature and that there was an upcoming cohort in June. She also emailed a list of resources to committee members for support.

Rosie shared a new LMS her college just implemented which helped to further strengthen their “touchless” online registration and existing eLearning infrastructure. As for staff, they provided PD online prior to COVID and now are just ramping up their efforts. They are now a model for best practices based on what they’ve learned.

Francisco – They have received PD from the state, they’re taking LinkedIn classes, and have worked internally to provide support to their staff. They have reached out to their Chamber of Commerce for support and recommends other workforce centers do the same. They’ve provided help to local partners including their partner in the AJC. This has created a better partnership. Now working closer than ever before. They even have weekly group sessions now to stay on top of everything happening. Some staff members are actually happier now. They like the fact they have more one-on-one time w claimants. Renewed focus on learning. When back we’ll be in a better place.

Lloyd – focusing on reemployment especially RESEA. AJC’s are easily serving more than ten times the volume they had prior to the Governor’s stay at home order. They were looking into virtual solutions prior to pandemic but now even more. Even when we go back, need to continue with virtual solutions to serving customers.

Erica’s team is overwhelmed. There are more than 60 employees on admin leave. In the field, they are overwhelmed with new referrals. They’ve even cross-trained 26 staff members on admin leave to do other jobs. They’ve taken their existing training for these positions and made them more concise in an effort to bolster support in areas of need.

Howard – Balt Co has been trying to change their customer service from individual office focused to a centrally located call center approach. As volume rises, they’ve had no choice but to adapt in order to better manage customer service. This required routing all calls to central HUB then teaching staff on new systems and how to report out on that work while tracking that information to make adjustments. They’ve been getting a lot of UI calls so they created team to take UI calls to help customers navigate the UI website.

Erica D – Her team worked on the list of resources that were sent out. Had to stop when new mandate came out which stated they still needed to provide services. They’ll get back to PD when back to normal.

Ryan – The Library is still working w customers and taking phone calls. They are still working through staffing and customer issues as well

1. Closing

* May convening will be conf call, date to be determined
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