

**12-15-20 Meeting Minutes  
NCC One-Stop Team  
9:30 – 11:30am  
Zoom Meeting**



**Delaware JobLink**  
<https://joblink.delaware.gov>  
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**Attending:** Amanda Baker – DVR; Nakia Fambro – Christina Adult Programs; ; Katrina Robinson – Highmark Health Options; John Watson – Business Interface/TANF; Brenda Rodriguez – DVR; Teresa Leon – DSS/WONDER Works E&T; Lisa Sullivan – Jobs for DE Grads; Neva Anton - Anton Associates; Cheryl Casino – Goodwill; Seba Morris – Business Interface/TANF; DaRon Smith – DE Futures; Morgan Thornton – DE Skills Ctr; Dina Melchiorre – DE Futures; Jessica Johnston – Goodwill; Tim Lewis – DE Futures; Naomi Katz – Challenge Program; Ronald Robinson - James H. Groves Adult High School, Red Clay; Natalie Armor-Payne – DE Futures; and Hope Ellsworth (recording)

**Documents Discussed at the Meeting:**

- NOTE: The Delaware Joblink One-Stop Team link, with minutes and other resources, can be found at: <https://labor.delaware.gov/divisions/employment-training/team-info/> [Note that the link HAS CHANGED.]
- 2021 Meeting Dates: posted on the link above.
- Updated 12-2020 Kent One-Stop Partner Resources (on team link under “Partner Resource Info, by County”)
- DOL Monthly Labor Review (See link below)

**12-15-20 Discussion:** This was a virtual meeting.

**1. Introductions and Announcements**

- Team members introduced themselves. The Team welcomed: DaRon Smith and Tim Lewis (both from DE Futures) and Jessica Johnston (Goodwill)
- Hope reported that all meetings will be virtual until further notice.
- She also reminded the team that the 2021 meeting dates are posted on the One-Stop Team link.
- Dept. of Labor Secretary: Hope reported that Sec. Cade will be moving to take the lead role in the Office of Management and Budgets. Karryl Hubbard (Deputy Secretary for DOL) will be the Acting Secretary and has been nominated by Gov. Carney to become Secretary.

**2. Resource Sharing**

- Hope reminded the Team that the NCC One-Stop Partner Resource List has been updated as of December. This provides contact information, by county, of other potential referral sources for our consumers and can be found on the One-Stop Team link. This will be updated on a quarterly basis.  
**Note: The WIOA Leadership Team is asking all Partner Programs (with a website) to include this link so that staff and service recipients have easy access to the updated lists.**
- Rebuilding Delaware’s Workforce Through Rapid Training: The team reviewed the related training programs for NCC. The website is: [www.forwarddelaware.com](http://www.forwarddelaware.com). These free training opportunities are short-term and will begin in January and end in March. Hope stressed the need to get the word out about this ASAP as learners need to apply soon. This initiative is being funded via the CARES Act.
- Delaware Joblink: <https://joblink.delaware.gov> [Major changes coming in mid-February 2021]
- Reminder about VOCAL Chat: <https://vocal.delaware.gov/>

- **Partner Resource Sharing:**  
 [Note: The resource shared during the meeting were sent out that afternoon. Not all of these were previously shared with the team]:
  - ✓ Division of Vocational Rehabilitation: There is currently no waiting list and they can provide assistance to those with mental health or physical disabilities. Their referral form can be found at: <https://dvr.delawareworks.com/documents/referral-form.pdf?20190801>
  - ✓ Red Clay School District Adult Education: for more information, contact, Ronald Robinson, Red Clay, ron.robinson@redclay.k12.de.us Phone: 302-651-2709
  - ✓ DE Futures Open Enrollment (Flyer sent after the meeting): [www.delawarefutures.org](http://www.delawarefutures.org); College and Career Readiness program- grades 9-12
  - ✓ Highmark Health Options will pay for GED testing for people who are with Highmark: Highmark Health Options GED Program: [www.HHOGEDPROGRAM@HIGHMARK.COM](mailto:www.HHOGEDPROGRAM@HIGHMARK.COM); 302-421-8849
  - ✓ Delaware Skill Center is offering programs through Forward Delaware in pre-construction and medical. For more information, contact [morgan.thornton@nccvt.k12.de.us](mailto:morgan.thornton@nccvt.k12.de.us) or visit their website [www.deskillscenter.org](http://www.deskillscenter.org) (click on Forward Delaware tab)
  - ✓ Christina Adult Education: A flyer was sent last week. Website is: [www.christinaadultprograms.com](http://www.christinaadultprograms.com) and all registration documents and general information is located on their website.
  - ✓ Unite Us: this is another referral tool offered by Christiana Care that our system is looking into. The website is: <https://uniteus.com/>. They offer a weekly webinar that reviews this system: [https://uniteus.zoom.us/webinar/register/WN\\_d-rPasbaQAq2\\_zvaJKq1Tg](https://uniteus.zoom.us/webinar/register/WN_d-rPasbaQAq2_zvaJKq1Tg).
- Dept. of Labor Monthly Labor Review: <https://lmi.delawareworks.com/Content/Publications/Library/Monthly%20Labor%20Review.php?>

### 3. **Presentations** (No formal presentations this month.)

### 4. **Opportunities for Improvement: Ideas, Issues, Process Improvement, etc.**

- **2021 Challenges & Ideas for Convening**
  - ✓ Hope started a discussion to find out the team's ideas for what will be the greatest challenges in 2021, explaining that she will use the responses to come up with Convening Workshop Ideas. She will also look at challenges to see if there are improvement efforts the team can make for Kent County.
  - ✓ **At the back of the minutes is a list of ideas (statewide) from November and December Meetings.**

### 5. **Next Meeting Date:** Tuesday, January 26<sup>th</sup>, 9:30 – 11:30, via Zoom.

## Ideas for May 2021 One-Stop System Convening:

[**Virtual Format is likely:** DDL Vista Tech person has been researching virtual conference platforms and will share information with the One-Stop System early in 2021.]

- Ideas Shared After December Meetings
  - ✓ Effects of COVID-19 Vaccine: Emotionally, physically, psychologically (How do people who have taken the vaccine feel about being around people who have decided Not to take the vaccine and vice versa?) Sickness, illness as a result from taking the vaccine (Why do some get sick whereas others do not?) What are the aftermath consequences? Should the COVID-19 vaccine be mandatory for all humans? Why? Why not? What are the implications? Where are we as a Nation/World in our plight for better preparations for future pandemics?
  - ✓ Computer Coding Class for our community: I have a computer technician friend that used to do free classes at DelTech on computer coding for beginners; How do we institute something like this virtually as our community goes more onto working from home in various positions and opportunities?
  - ✓ I'd also would love to see a class on the topic: How to be at Peace in an unrest situation? Possibly meditation or breathing exercise class.
- Discussion: Kent (12-18-20)
  - ✓ DE Guidance Services have been working with some of the Youth Providers (since COVID-19). They have been meeting with teens, families and staff to ID and provide needed support during the office shut down. It was suggested that they could provide specific issues that were identified and addressed. Also, their contract has been expanded (via CARES Act) to support more Youth Providers. A presentation by DGS might provide good insight into how programs can support service recipients and staff while we are still battling the effects of COVID-19.
- Discussion: NCC (12-15-20)
  - ✓ Accessing technology for low-income job seekers, students and families
  - ✓ Life-Work Balance: possibly one workshop for managers & supervisors with ideas of how to better support their staff who are working hard to support jobseekers and learners who are looking for better management tools to help support staff
  - ✓ Keeping people motivated and effective; how to stay connected with staff and those we support; there are so many unknowns and the rules keep changing/too many moving parts
  - ✓ Soft skills training and how to help people learn these skills in a virtual environment – how do we teach people empathy and how to express themselves in a constructive manner (i.e. not screaming or getting really upset);
- Discussion: Sussex County (12-9-20)
  - ✓ “Homelessness Issues During COVID” (more of a problem due to reduced means to access services; still have to go to SSC but many don’t have transportation; How do homeless families cope trying to ensure virtual classroom learning?
  - ✓ “Day Care Issues During COVID for those who have to work outside of home, especially when day care centers are required to reduce capacity”
  - ✓ Employment COVID Issues: How to help people get over the fear of jobs and working? How can we help people find jobs they can feel **safe** in? Job market itself and new work from home job markets.
  - ✓ How to shift (staff and jobseekers) to working from home and impact on job seekers (i.e. must have computer/tech skills)
  - ✓ LIFE-WORK BALANCE for us all: Especially for those who are working from home **and** have children at home to assist with virtual learning. What if a household does not have enough computers/tablets for children and parents to use?
  - ✓ How to be a good employee in a virtual space
  - ✓ Soft Skills and how to help teens and adults learn these skills virtually? “This is how to set yourself up for success working from home...”

- Discussion: NCC (11-20)
  - ✓ “How to get past COVID-19 (pushing past it; seeing how we can still function and work);
  - ✓ “Transitioning into new jobs and how to tap into new job markets”
  - ✓ “Access to technology in low income households” What is available? Who can help to provide hardware, internet, etc.? Consider: DVR, Tech Impact, Code Differently; charitable foundations and any organizations that could provide this assistance.
- Discussion: Kent County (11-20)
  - ✓ “Impact of COVID: How fear and stress hold job seekers back” (Polytech did a survey of those who dropped off and 75% said that they have not been impacted by COVID, but they are still afraid and stressed out” (Betsy)
  - ✓ “Youth and Impact of COVID-19”
  - ✓ “Overcoming Barriers to Employment Success” What does resilience look like? How can we help people get back into the workforce and/or learning?
  - ✓ “How can we improve impact of distance learning” (students report being overwhelmed and are dropping out)
  - ✓ How to access technology for low-income job seekers