



Hennepin-Carver  
Workforce Development Board

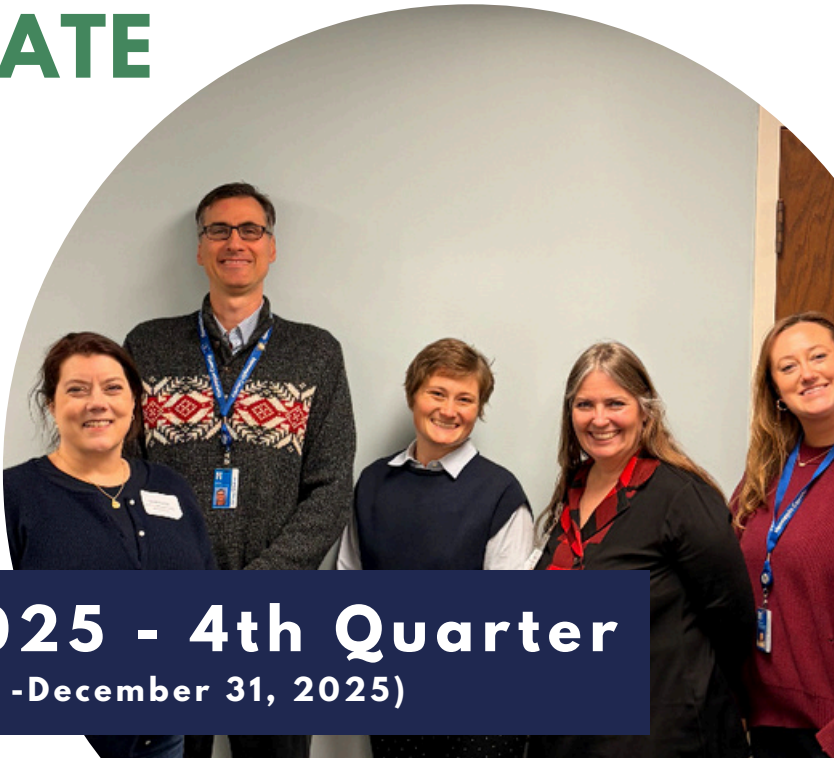
scaleLIT

able!  
National Able Network®

*LOCAL WORKFORCE  
DEVELOPMENT AREA (LWDA 9)*

# ONE-STOP OPERATOR

# JANUARY 2025 QUARTERLY UPDATE



**PY 2025 - 4th Quarter**  
(October 1 - December 31, 2025)

Dear Partners,

We appreciate your collaboration and dedication to enhancing service delivery and integration in the suburban Hennepin-Carver County area!

We appreciate the opportunity to serve as the LWDA 9 One-Stop Operator (OSO) and work alongside staff throughout the network.

Most notable from the last quarter:

- Airtable Referrals Pilot Launch
- Core Partner Cross-Training

We share OSO updates quarterly (October, January, April, and July) and post them to our learning management system, DISCO, along with the partner directory. Please be sure you are registered for DISCO to stay informed.

This quarter's update features additional information in the OSO Meetings, Communications, and Cross-Training Sections. Please contact the OSO team at [ema@scalelit.org](mailto:ema@scalelit.org) if you have questions.



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## UPDATES:

- KEY PERFORMANCE INDICATOR UPDATES
- REGULAR OSO MEETINGS AND COMMUNICATIONS
- CROSS-TRAINING
- CUSTOMER SATISFACTION SURVEY
- UNIVERSAL REFERRAL SYSTEM

# KEY PERFORMANCE INDICATOR UPDATES



The OSO made progress on multiple KPIs this quarter, and this report will contain updates on the following:

- Two meetings hosted by OSO with Core One-stop partners (1). **40%**
- Systemwide/Network meetings with Required One-stop partners in December, in tandem with partner cross-training (2). **50%**
- Development and progress on the Systemwide referral process with Core and Required partner programs (3). **50%**
- Report out on referrals, referral outcomes, and technical support for partners piloting the process (4). **Ongoing**
- Hosted the first of two cross-training opportunities for Core and Required partner program staff for the calendar year (5). **50%**
- Introduced a working group opportunity for partners to assist in developing a customer satisfaction data collection strategy, common measures, and methods for reporting (9).
- Looking forward to developing common strategies and tools to streamline information-sharing and service-delivery strategies across partner programs, including the formation of a cross-agency Continuous Quality Improvement team, and managing implementation.

*The full KPI quarterly progress report can be found in DISCO under Quarterly Materials.*

# CareerForce



# REGULAR OSO MEETINGS AND COMMUNICATIONS



Consistent, high-quality communication is the foundation of effective service integration. As the One-Stop Operator (OSO), we engage partners monthly and streamline resource sharing across Hennepin–Carver County.

Partners can visit DISCO to access updates, resources, and the partner directory. All individuals who participated in the in-person cross-training sessions have been invited to the DISCO partner space. If you have not yet registered, please contact [ema@scalelit.org](mailto:ema@scalelit.org) for access.

To date, representatives from all four core titles have joined the space, accounting for 28% of the partner directory, and we look forward to continued growth in participation.

OSO schedules partner meetings at the beginning of each quarter and follows a consistent meeting framework.

## 1. Center-level meetings:

- a. Agenda items include reviewing Airtable Referrals Data, Disco Updates and Usage, Customer Survey Dashboard, Upcoming Events, and Partner Updates.
- b. If you would like to request time to share an update or are interested in participating in a meeting, contact Ema Mailhot-Beutel, [ema@scalelit.org](mailto:ema@scalelit.org)

## 2. Systemwide Cross-Training meetings:

- a. Agenda items vary based on trending workforce development topics, funding opportunities, or OSO project developments.
- b. Visit Disco to RSVP and access Systemwide meeting details. Click this link to visit the upcoming events calendar in Disco.
- c. If you want to learn more about Systemwide meetings or propose topics, please reach out.

## 2026 Partner Meeting Schedule

<b>Center-Level</b>	<b>Tuesday, January 13, 2026, at 10:00 am</b>
<b>Center-Level</b>	<b>Tuesday, February 10, 2026, at 10:00 am</b>
<b>Systemwide</b>	<b>March TBD VIRTUAL Cross-Training Session</b>

Please share your resources with [ema@scalelit.org](mailto:ema@scalelit.org) or share them in the DISCO Partner Feed if you want the community partners to stay aware of your program and/or events.

# UNIVERSAL REFERRAL SYSTEM



The Airtable Referral System allows OSO and the CareerForce partner network to view real-time data and referrals across the six LWDA 9 partner organizations and agencies currently using the platform:

- Avivo
- Carver County
- Hired
- Goodwill-Easterseals
- Minnesota Training Partnership
- CareerForce (DEED)

In October 2025, OSO onboarded partner organizations while facilitating concurrent cross-training to establish clear referral pathways. In 2026, the OSO team will work toward building a more cohesive referral ecosystem. Airtable onboarding will be held monthly as the team identifies points of contact at each agency to receive referral submissions.

Please review the most up-to-date [Airtable User Guide](#) and complete the [Airtable Interest Form](#) for more information about upcoming onboarding.



**WHAT IS AIRTABLE?**  
HENNEPIN-CARVER UNIVERSAL REFERRAL SYSTEM

Airtable is a collaborative, form-collection database. It will allow the Hennepin-Carver Partners to view real-time data and referrals across organizations and agencies.

Partners using Airtable can send, receive, and track referrals to/from other agencies via a single referral form and Airtable Dashboard. Additionally, partners can view and update the status of a sent referral.

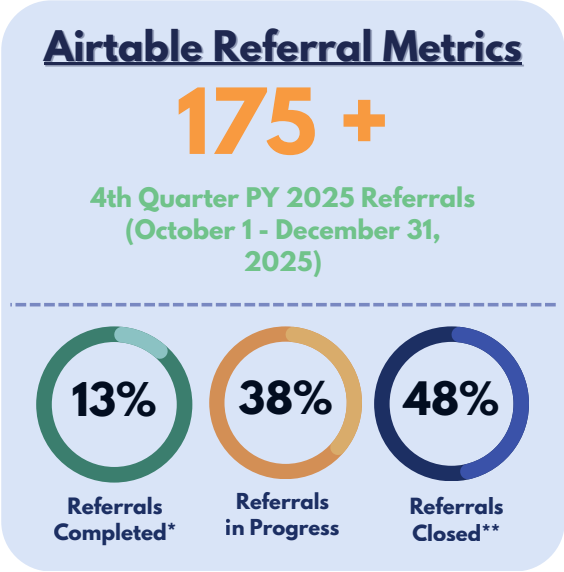
**WANT TO SEND REFERRALS?**

1. Complete Interest Form
2. Accept Disco Invite
3. RSVP and attend Airtable Onboarding
4. Begin sending and receiving referrals

- Scan QR Code
- Invite will come from scaleLIT via Disco
- Disco is the learning management system that hosts Airtable onboarding calendar
- RSVP in Disco
- Onboarding will be held virtually on ZOOM
- Connect clients to needed services via universal referral form
- Opportunity to track referral outcomes

SCAN QR CODE AND COMPLETE INTEREST FORM

Airtable DISCO scaleLIT



\***Referral Completed** is the status option used when the Receiving Partner indicates that a customer has shown up for a scheduled appointment, was enrolled, or received services.

\*\***Referral Closed** is the status option used when the Receiving Partner cannot contact the customer after three attempts, or when the customer does not receive services

# CROSS TRAINING



Cross-training educates staff on the partner programs and services available across suburban Hennepin-Carver county. Cross-training will incorporate program service overviews, best practices in workforce development, and OSO tools available throughout the network.

In December, the OSO hosted two full day cross training opportunities in collaboration with Hennepin County. The agenda included presentations from representatives across the Core partner programs: WIOA Adult, Dislocated Worker, and Youth; Adult Basic Education; Wagner-Peyer (CareerForce - DEED); and Vocational Rehabilitation Services (VRS). Presentation recordings and materials are now available on DISCO.

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*“It was great to hear from other agencies (partners) on how they do things and to see the process of a referral. Very helpful learning about VRS and ABE. Look forward to more trainings in the future.”*

*“Great to meet providers in person and get the chance to connect! I love having (occasional) events like this to help ground teams across organizations. “*

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As we develop additional cross-training content, OSO uploads recordings and materials to DISCO. This platform enables us to compile the collection of cross-training resources, promote upcoming one-stop events, monitor staff engagement, and onboard new partners to our tools, such as the Airtable referral system.

Future cross-training sessions include additional Partner Programs, MOU reconciliation, Government Policy or Funding updates, and Business Services. We remain dedicated to enhancing our training offerings and expanding our impact.



# DISCO

**21 partners have joined the DISCO Hennepin-Carver Partner Space. If you are not currently a DISCO user, please reach out for an invite.**

# CUSTOMER SATISFACTION SURVEY



The OSO plans to launch a Project Working Group consisting of volunteers across the CareerForce Centers and partner organizations to evaluate current customer satisfaction processes, develop shared goals, pilot and collect feedback on a new customer satisfaction strategy. The initial goals of the group are as follows:

- Understand and optimize the job seeker/learner experience
- Standardize feedback collection for all Centers, Workshops, and Events

If you would like to participate in the upcoming project working group, [please click here to submit your response.](#)

*The goal of the Customer Satisfaction Surveys is to standardize the collection of feedback and simplify survey administration.*



Partners will be able to visit the Hennepin-Carver Systemwide Partner Space on Disco to access the live interactive survey dashboard anytime. OSO will share the dashboard during all center-level meetings and will send raw survey data to the appropriate partners quarterly or by request.





ScaleLIT is the One-Stop Operator  
for Hennepin-Carver County

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**LEARN MORE:**  
[scalelit.org/oso](https://scalelit.org/oso)

**Scan the QR Code to  
join the Partner  
Space in Disco**



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