



Hennepin-Carver
Workforce Development Board

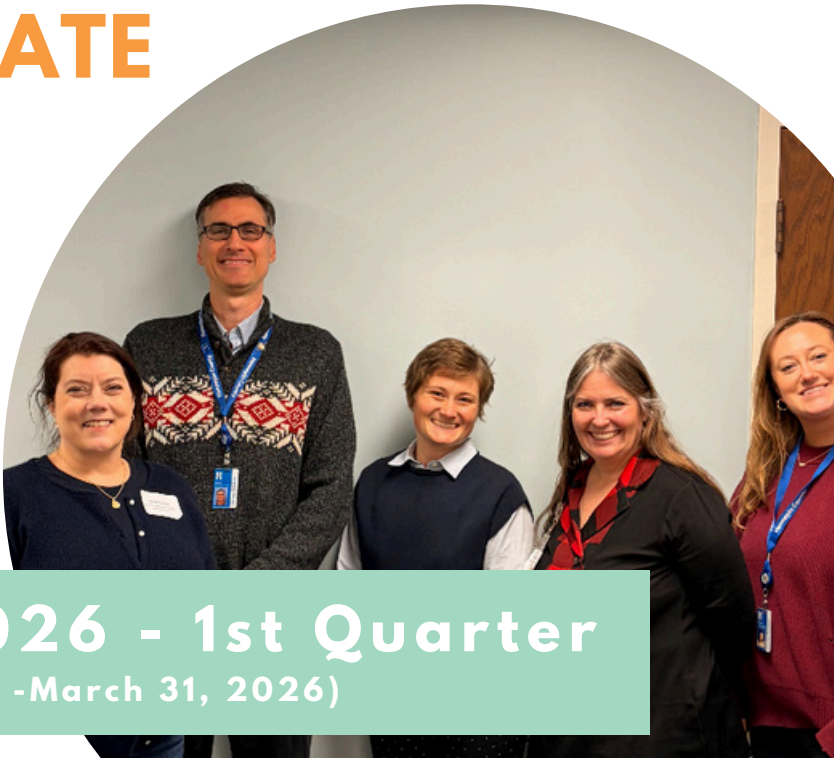
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National Able Network®

**LOCAL WORKFORCE
DEVELOPMENT AREA (LWDA 9)**

ONE-STOP OPERATOR

APRIL 2026 QUARTERLY UPDATE



PY 2026 - 1st Quarter
(January 1 - March 31, 2026)

Dear Partners,

I truly appreciate your collaboration and dedication to enhancing service delivery and integration in the suburban Hennepin-Carver County area! I continue to be grateful to work alongside staff across the network as your LWDA 9 One-Stop Operator (OSO).

Most notable from the last quarter:

- Included Adult Basic Education Partners in the Airtable Referrals System
- Implemented Customer Satisfaction Surveys at all three CareerForce locations

Updates are provided quarterly (in October, January, April, and July) and posted to our learning management system, Disco, along with the partner directory.

This quarter's update features additional information in the OSO Meetings, Communications, Airtable Referrals, and Cross-Training Sections. Please contact the OSO at ema@scalelit.org with any questions, or [click here to book a meeting with me.](#)



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UPDATES:

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

KEY PERFORMANCE INDICATOR UPDATES



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

- Three meetings hosted by OSO with Core One-stop partners. **86%**
- Systemwide/Network meetings scheduled for Required One-stop partners in April in tandem with CTE partner cross-training. **50%**
- Development, progress, and maintenance of the Systemwide referral process with Core and Required partner programs. **75%**
- Report out on referrals, referral outcomes, and technical support for partners piloting the process. **Ongoing**
- Introduced the Customer Satisfaction data collection strategy to the Program Design working group, to assist in the development and implementation of on-site customer satisfaction surveys. This is the starting point from which Hennepin-Carver will have common measures and methods for reporting.
- Working with core partner program providers to obtain access to customer satisfaction data and develop common measures and methods for reporting via the posted on-site customer satisfaction surveys - **Ongoing**
- Assist Hennepin County and HCWDB staff with the development of memorandums of understanding (MOU) - **Ongoing**
- Developing common strategies and tools to streamline information-sharing and service-delivery strategies across partner programs, utilizing Disco as the hub for partner resources and SOPs.

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 service integration. OSO engages partners monthly and streamlines resource sharing across Hennepin and Carver Counties. Please visit Disco for more information or to access the partner directory. If you have not yet registered as a Disco member, please contact the OSO at ema@scalelit.org.

So far, 28 individuals representing all four core titles have joined the space - 20% of individuals in the directory, and we look forward to that number increasing to include the entire network of partners.

OSO schedules partner meetings at the beginning of each year and follows a consistent meeting framework:

1. Center-level meetings:

- a. Agenda items include reviewing Airtable Referrals Data, Disco Updates and Usage, Customer Satisfaction Surveys, 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

2. Cross-Training meetings:

- a. Agenda items vary based on trending workforce development topics, funding opportunities, or OSO project developments.
- b. If you want to learn more about Cross-Training meetings or propose topics, please reach out.

3. Bi-weekly Referral Check-Ins:

- a. Agenda items include referral system reminders, data review, and technical support for users.
- b. If your team needs to include a new point of contact or has a specific referral-related item to discuss, please reach out.

2026 Partner Meeting Schedule

Systemwide	April 14 Virtual CTE Cross-Training Session
Center-Level	Tuesday, May 12 at 10:00 am
Center-Level	Tuesday, June 9 at 10:00 am

Please share your resources with 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 10 LWDA 9 partner organizations and agencies currently using the platform now representing Title I-III:

- Avivo
- Carver County
- Goodwill-Easterseals
- Hired
- Minnesota Training Partnership
- Adult Options
- Osseo Area Schools
- Metro South ABE Consortium
- Metro North ABE Consortium
- Robbinsdale Adult Academics Program
- CareerForce (DEED)

Starting in January, the OSO began building a more cohesive referral ecosystem by onboarding the Title II Adult Basic Education (ABE) partners listed above. Airtable onboarding will continue to be hosted as needed, as the OSO identifies points of contact at each agency ready to receive referral submissions.

The OSO is building a self-service form to allow waitlisted participants to indicate whether they wish to remain on the list or be removed from it. The goal of this form is to help the team efficiently manage the waitlist without contacting each person individually. Upon approval, it will be fully implemented starting in April 2026.

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

Airtable Referral Metrics

220 +
1st Quarter PY 2026 Referrals
(January 1 - March 31, 2026)

35%
Referrals added to Waitlist

7%
Referrals Completed*

30%
Referrals in Progress

28%
Referrals Closed**

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

1. Scan QR Code below
Invite will be sent to your email upon receipt of form

2. Invite will come from scaleLIT@disco.org
Click in the training management system that hosts Airtable onboarding content

3. RSVP in DISCO
Onboarding will be held virtually on ZOOM

4. Connect clients to needed services via universal referral form
Opportunity to track referral outcomes

SCAN QR CODE AND COMPLETE INTEREST FORM

Airtable DISCO Hennepin-Carver scaleLIT

*Referral Completed is the status option used when the Receiving Partner indicates that a customer has 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 the suburban Hennepin and Carver Counties. Cross-training will incorporate program service overviews, best practices in workforce development, and OSO tools available throughout the network.

In April, the OSO will host a virtual cross-training session spotlighting Career Technical Education (CTE) training providers. The presentation recordings and materials will be made available on Disco. We remain dedicated to enhancing our training offerings and expanding our impact.

“

“I really liked connecting with other service providers in the area and learning more about what they do.”

“[Cross Training] a great way to build more warm referrals.”

”

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.

In the next quarter, Disco will also become the hub for storing new policies and standard operating procedures (SOPs) (e.g., waitlist and priority-of-service training and SOPs).



DISCO

28 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

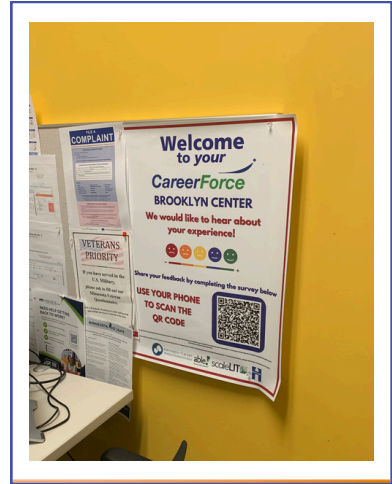


The OSO launched On-Site Customer satisfaction surveys for all three CareerForce locations. Before implementation, feedback was gathered from core partners and the Program Design Working Group. The work group will now lead this initiative in collaboration with the OSO. This approach provides a concrete starting point for the long-term customer satisfaction strategy and recognizes the capacity limits of providers outside the work group.

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

Posters are now live at the three CareerForce Centers!!

Photo to the right shows the survey poster in one of the Brooklyn Center interview rooms.



Partners will soon 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

EMAIL:
ema@scalelit.org

LEARN MORE:
scalelit.org/oso

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



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