

Manager Meeting Minutes

April 2, 2026

1:00-2:15 PM

Attendees: Brian Kalish (AWE), Brian Wolfe (FSC), David Walters (DWD Veterans), Ginger Keymer (AWE), Kathy Kloes (FSC), Libby Heidmann (AWE), Lisa Young (Nicolet) Patty Noland (DVR), Matthew Rice (DWD).

1. Approval of February 5th Manager Meeting Minutes

- a. Kalish made the motion to approve; seconded by Kloes. Minutes approved.

2. Job Center Updates

a. Marathon County

- i. Kloes shared that framing at the new job center (11 Scott St) is 90% complete, move-in is scheduled for April 30-May 1. The plan is to open to the public on Monday, May 4th. Automatic stand-in desks are slated to arrive after May 20. Kalish inquired on the parking situation and Kloes confirmed there are designated spots for building and Job Center staff.
- ii. Kalish suggests a Grand Opening for the new Job Center, in conjunction with the June 18th Board meeting, inviting community members, the mayor, local officials, the Chamber, and Chief Elected Officials. Keymer mentions the 2nd floor Community Room of the Marathon County Public Library is currently reserved for the Board meeting as backup. Kalish will work on the invitation/media outreach.
- iii. Noland raises concerns about job center operations during inclement weather, mentioning staff were locked in the job center during a snowstorm and questions the protocol for job center closures and staffing during emergencies. Heidmann and Noland discuss the need for a communication plan and call chain for job center closures. Rice explains the statewide closure process and the need for better communication among partners.
- iv. Kloes shares concerns about staffing levels and the need for two people at the Job Center at all times, mentions the difficulty of finding coverage for absences and the impact on Job Center operations. Rice discusses the logistical challenges of staffing job centers, especially during emergencies. Keymer suggests creating a call chain for job center closures and ensuring at least one person from each organization is notified. Keymer requests managers send her any existing former documents they still have and she will update the emergency closure notification process and communication list.

b. Closure of Wisconsin Rapids – No updates

c. Northern Advantage

- i. Kalish and others discuss the possibility of decertifying the Rhinelander job center to ease staffing and operational challenges. Kalish mentions the need to review the process and potential impact on partnerships and operations. Young questions whether decertification would impact compliance and the need for Title II staff to be

in the area. Rice confirms that only one comprehensive Job Center is required for each WDA, noting the shrinking number of brick-and-mortar Job Centers, the rise in affiliate sites, and the added flexibility the decertification process brings.

- ii. Kloes expresses concern over the poor physical condition of the Job Center building in Rhinelander, the recent sewage leak, the cycle of new owners, the under-utilized space, lack of building updates and space improvements, and the collective impact all that has on the sad state of the working environment. She questions whether decertification would allow the partners to find an alternative location in Rhinelander. Kalish agrees to investigate the decertification process but stresses that ultimately, this would be a group decision among all the partners in Rhinelander.

3. Staffing Updates

- a. Noland shares she will be interviewing next week for Caralee's position and that an unfilled VRC (Vocational Rehabilitation Counselor) position will become a VRS (Vocational Rehabilitation Specialist) role. Keymer and Heidmann ask for clarification on the difference. Noland explains a VRC requires a master's degree in counseling and VRS is more of a support role.

4. Other Business

- a. Customer Experience & Feedback Survey <https://forms.office.com/r/WDY7nxzCLH>
- b. Outreach Flyer for DET Staff in Adams, Portage, & Wood Counties
 - i. Keymer shares a revised survey with input from Stancher and Kloes, and the existing surveys used by MSTC and FSC. Keymer also shares an outreach flyer, requesting updates from partners on their service description. Noland added that she would like to see a direct contact or number listed for each of the programs. Keymer agreed.
- c. Improving Referrals with the next MOU
 - i. Heidmann shared news that the State will be replacing ASSET with myoneflow.com, with an estimated live date in September of this year. Referral software is part of the package. She will share more information as she has it.
 - ii. Kalish mentioned that guidance on the MOU process would be coming soon and will be shared with Job Center partners soon.
- d. Mobile Job Lab at Law Enforcement Job Fair, 10am-2pm, Thursday, April 30th at NTC
 - i. Kalish requests confirmation on the process of requesting the use of the Mobile Job Lab at the April 20th Job Fair. Rice shares the link and mentions the request may have been submitted already: <https://www.wisconsinjobcenter.org/mobile/default.htm>

Meeting adjourned at 2:04 p.m.



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