

**PA CAREERLINK
NORTHUMBERLAND COUNTY**
Service Committee Meeting

Minutes

Monday, October 30, 2006
10:00am

Attendees: Nancy Boyer, Eugene DellaCroce, Mariann Houseweart, Chris Minnich, Anne Robson, Linda Van Der Pool.

I. APPROVAL OF MINUTES

Eugene DellaCroce made a motion to approve the minutes from the previous meeting (September 25). Chris Minnich seconded the motion, which carried.

II. FISCAL REPORT

Resource Sharing Agreement

Current Fiscal year RSA expenditure reports were discussed.

First quarter expenses were distributed and discussed.

III. PROGRAM REPORTS

The customer volume, workshops, CRA usage, core services, welfare performance reports and results of the customer satisfaction surveys were discussed.

IV. CAREERLINK ISSUES

WIB/Operator Updates

The PA CareerLink Northumberland County, September report to the WIB Quality & Chartering Committee was reviewed.

Upcoming Events

Health Career Awareness Week will be November 13-November 17. We are currently finalizing the plans for our Health Career Expo that is scheduled on Tuesday, November 14.

We are again starting our Christmas cards to the service members overseas. You may pick up a card in our Career Resource Area.

PA CareerLink Site Renters

There were no site renters this month.

V. SITE COMMITTEE REPORTS

The minutes from the local committees meetings were discussed.

The minutes from these meetings will be submitted electronically in order to keep the size of the Service Team packets more reasonable.

VI. OPEN DISCUSSION

Customer Service Experts

We are currently finishing up a round of mystery shops from Customer Service Experts. Some have been posted to the website with more expected.

Community Service

The welfare clients will be participating in community service to fulfill their program obligations. Some clients will work throughout the building to fulfill staffing needs we are experiencing in the site.

VII. NEXT MEETING (Monday, December 18, 10:00am)

The next meeting will be held on Monday, December 18, at the PA CareerLink Northumberland County (Level 3 -- Room 304) beginning at 10:00AM.