

PA CAREERLINK
NORTHUMBERLAND COUNTY
Service Committee Meeting

Minutes

Monday, March 12, 2007
10:00am

Attendees: Nancy Boyer, Eugene DellaCroce, Kathy Mordan and Linda Van Der Pool

I. APPROVAL OF MINUTES

Kathy Mordan made a motion to approve the minutes from the previous meeting on December 18. Nancy Boyer seconded the motion and the minutes were approved.

II. FISCAL REPORT

Resource Sharing Agreement

Current Fiscal year RSA expenditure reports were reviewed and discussed. February reports were distributed. Linda agreed to follow up with Kelly Baker from CPWDC for clarification on the \$3 supply expense. The usage fee was discussed and identified as a credit representing rent from Unemployment Compensation and Field Accounting. The \$363 expense in the Technology Equipment line was identified as a printer for the workshop room.

III. PROGRAM REPORTS

Customer volume, workshops, CRA usage, core services, welfare performance reports and results of the customer satisfaction surveys were reviewed. Consistency of the CRIS reports was questioned and discussed at great length. Gene DellaCroce asked if the reported volume has been more consistent. Linda informed members that customers from Luzerne County Community College and District Magistrate Gembic's office are no longer being entered into the CRIS system, which has made a difference in the total volume numbers. However, we are getting good results from our increased emphasis on making sure all CareerLink customers get a routing slip.

CAO

Brief discussion on per capita income by county was discussed. Gene identified Montgomery as the highest with Huntingdon as the lowest. He said Northumberland County is about 25 or 26%.

Kathy said Jim Paisley with BWDP would be meeting with TANF workers in Montour County to discuss the New Directions program.

She also reported that the Health Department in Montour County would be closing.

Workshops

Linda reports that workshop attendance was low during the month of February. She added that workshop instructors within the 9-county region meet once a month with Carol Yagle and Carlene Hamilton. Two computer workshops were started in March, Word I and Word II for Seniors. These will be held in addition to Word I and II as has been offered in the past geared to job seekers.

New office stats reports

It was mentioned that no numbers were listed in the Office Stats January report since the Danville office is no longer open. Job seekers identified as "self" service include those who clicked on the "I Want to Apply" button when viewing a job order. Linda said most job seekers are staff assisted in some way. Discussion continued with the focus turning to the employer side. Some job orders are entered entirely by employers although some are staff assisted based on the employer's needs. Linda said the WIB wants to see a 5% increase in new hires. This performance standard, according to Nancy, is identified in common measures. It was also noted that the Office Stats report is specific to the regional WIB and is not reviewed in Harrisburg.

TAA report for January

The TAA report for January was distributed for review. No comments were made.

EARN and WSC performance reports

Kathy agreed to distribute a quick reference sheet that was prepared by the South Central Coordinator for help in translating the results of the welfare reports. Overall, members were pleased with the results and the cost per placement. Discussion on the average caseload followed.

IV. CAREERLINK ISSUES

WIB/Operator Updates

No WIB or Operator updates were brought to the meeting.

Upcoming Events

Several Job Recruitment Events continue to be held at the PA CareerLink Northumberland County. Employers holding these events include Manpower, Advance Personnel and WillStaff Worldwide. Customers attending these events are being put into the system.

PA CareerLink Site Renters

There were no site renters this month.

CLQR Final Report

Linda stated that she e-mailed the final report that was sent out by the state earlier. Gene asked if there were any surprises in the report. Linda said most of the findings were specific to the region, not just Northumberland County. One of the items identified as a weakness was the lack of communication between CareerLink staff and WIB members. Linda said a staff member from each site is now going to regional meetings of the WIB to help with the communication gap. Nancy added that the report pointed out that no strategic plan is in place for large data collection. Members were hopeful that the new CWDS would result in fulfilling this deficiency.

CLQR Action Plan

An action plan was developed in response to the CLQR final report. The first five pages of the plan are consistent throughout the region. The remainder of the plan has been developed as it pertains to the Northumberland County site. Linda has requested information from the Operator that is necessary to complete follow up on the plan. Linda agreed to distribute the plan to all committee members shortly.

CareerLink Administrators Strategic Plan

CareerLink Administrators are in the final stages of putting together a CLA strategic plan that corresponds with the WIB plan.

WIN and WorkKeys Training

Training on WIN and WorkKeys is scheduled to start in July. Gene said he believes the program to be one that is comprehensive in nature. Linda said she is not sure yet how the site will make referrals since Title II is no longer in-house. The program is currently being piloted in Mifflin County and Lycoming County where the IU is housed within the CareerLink office. Union/Snyder and Columbia counties will initiate the program soon.

Workforce readiness certificates will be available for certain services. There will be no fee for program clients. Customers from the public, however, will need to pay a fee for the service.

Gene said he thinks the program is a good idea although what he mainly hears from employers is that their unsuccessful employees have a poor work ethic that includes lack of attendance and a poor attitude.

Mystery Shoppers

Linda said a list of questions and possible scenarios were distributed to all staff as they pertain to the Mystery Shopper program that is currently taking place across the region. She has been informed that both in-person and telephone shops will take place during the month.

2007 Business Review

Linda asked members for approval to print an article and ad in the Shamokin News Item 2007 Business Review. The information, which everyone reviewed, was compiled from job seeker and employer brochures. The cost of publication of a three column ad and a 1000 word article was estimated at \$425. Nancy asked when the publication would be printed. Linda said she would send the date with an electronic copy of the information to be published. Members approved this expenditure.

V. SITE COMMITTEE REPORTS

Minutes from the local committees meetings were distributed electronically before today's meeting. No items from those minutes required discussion.

VI. OPEN DISCUSSION

CareerLink Customer Logins

Nancy said there have been a couple of issues with regard to duplicate user ids in the CareerLink system where a person has actually modified another individual's information. She said staff has been instructed to use caution when creating user ids and passwords to avoid duplication. Staff members are to use anything other than a real word and to make user ids different than an individual's password.

Joint Staff Meetings

Linda said Joint Staff Meetings are now being held on a weekly basis and that they will include cross-training sessions to educate staff on different programs.

Valentines for Veterans

Nancy said 1010 Valentine cards were sent to 6 Veteran hospitals in Pennsylvania as well as a few soldiers currently serving in Iraq. She recognized John Demsko for his work with the project and Paper Magic for their donation of 40 cases of cards. It was noted that

Paper Magic has extended the offer to place any problematic customers in employment if the need arises. Students from area schools participated in the project as well as other entities from the area.

CareerLink 200 Training Focus Group

All staff will be required to attend CareerLink 200 training this year. The focus of the first module of training is career guidance. Everyone will attend two days a week every other week for four weeks. It will start the first week in May and end July 23.

CWDS Training

CWDS training will start July 30.

Pilot Employer Services Training

A pilot Employer Services training will start September 20. Not everyone will need to attend this module. Job seeker training will be scheduled sometime next year

CareerLink Symposium

Nancy will attend the CareerLink Symposium on March 26 and 27 in Bethlehem. Linda will do the same on March 28 and 29 in Altoona.

Equal Opportunity Training

Training for each site's Equal Opportunity liaison will be held in Harrisburg. Dates for this training are April 10 and 11.

New Workshop

Nancy announced that starting March 15, a new workshop would be conducted by John Demsko every month for Veterans titled Veteran's Employment.

PREP Focus Group

Linda will be attending a PREP Focus Group representing the Central Region on April 10 and 11.

VII. NEXT MEETING (Monday, April 30, 2007, 10:00am)

The next meeting will be held on Monday, April 30, 2007, at the PA CareerLink Northumberland County (Level 3 -- Room 304) beginning at 10:00AM.