

PA CareerLink Mifflin County Service Committee Meeting
10/23/06

Present: Margie Eby, Adele Craig, John Erceg, Chuck Covalvitch, Bill Roddey

Minutes: approved from last meeting. No changes.

Fiscal (RSA): Final copy of RSA attached. Chuck shared that on behalf of Mifflin County, Bill Gannon will sign RSA documents and Nick Pecone will sign other Central Region WIB documents, such as the Operator agreement.

Program Reports: see handouts. CareerLink Services Report - will be changing as soon as the new routing slip is implemented. Each CareerLink in the region will be tracking the same information using a common definition of services.

Reviewed customer volume and workshop volume reports.

Core services - There are new core service report/graph formats being compiled at the State and WIB levels. Mifflin County was second in the region for the most hires. Mifflin County had 23% of the Central Region's (LWIA) job orders filled and 9% of the total hires of the combined (BWDP) Central Region, which includes North Central, Central, Southern Alleghenies, South Central and Lancaster thus far in the 2006-2007 PY.

EARN Report-see handouts. Concern was expressed regarding the job retention performance rate. Improvement is being seen over time.

CareerLink Issues:

Mystery Shopper reports have been posted on the Customer Service Experts website, but not all shops have been completed for this round. CareerLink Administrator and CareerLink Supervisor will discuss results with Customer Service Experts representative in November. Final results will be discussed with CareerLink Services Committee at the November meeting.

Non-traditional hours report was reviewed. Customer flow during non-traditional hours on Tuesday evenings continues to be monitored. There is not much traffic after 4:30 and even fewer customers after 5:00pm. Twenty customers were served in 13 weeks, after 5:00 pm (July/4 weeks-8 customers, August/5 weeks – 10 customers, Sept./4 weeks – 2 customers). We received notification that we will not be required to have non-traditional hours on December 26th. The change in hours for the week will be advertised.

WIB/Operator Update: Reviewed organizational chart of Regional structure and discussed positive outcomes of the restructuring.

Recent and Upcoming Events:

- IVHS Career Fair on October 6, 2006
- Employer Breakfast on October 17th to discuss WorkKeys
- Mid Penn Legal on October 18th
- PSU on "How to Obtain Work at the University" on October 24th
- Healthcare the week of November 14th
- Spring job fair to be held on March 22nd, 2007.

CareerLink Site Renters: N/A

Site Committee Reports

Staff meetings: November meeting topic will be presented on Nov. 8th by Workforce Development on the topic of Partner Common Vision and Customer Service Excellence. Additionally, Marie Mulvihill from the United Way will speak regarding the fundraising drive and how United Way impacts the local area.

Business Services Team: working on employer contacts regarding the WorkKeys Career Readiness Credential.

Team Enhancement Committee: this committee's goal is to promote cross training events and assist with scheduling relevant topics for joint staff meetings that are in line with information obtained from staff training needs assessments.

Safety Committee: Committee has discussed the possibility of expanding storage to the second floor. The work crew and Bob would do the labor work; perhaps sometime in the spring. A fire drill was held in August to keep staff up-to-date on evacuation and emergency procedures.

Open Discussion

PCC Handouts: CareerLink Administrator shared PCC information that PCC requested go out to all Partners.

WorkKeys Process Update: Team discussed the work that CareerLink staff is doing with job seekers and employers to explain the benefits of the WorkKeys assessment program.

Role of CareerLink Administrator: Discussed CareerLink Administrator's responsibility to all funding streams. (No longer direct supervision of Partner staff, but rather functional supervision of service teams). CareerLink Administrator encouraged all Partners to share performance information that is not currently included in the reports that are reviewed at these meetings in order to strengthen performance in Common Measures and ensure that all Partners' program performance standards are being met. The CareerLink Administrator suggested that Partner leadership bring specific meetings or issues that need to/should be addressed by the CareerLink Administrator to her attention.

Increased Partner Integration – Partner participation rate discussions at these meetings will focus on logical ways in which each Partner's expertise can be utilized toward fulfilling common goals of all Partners.

Governor's Strategic Plan – The committee took some time to review points of the Governor's Strategic Plan and the common threads within those points that address each Partner's program missions.

- Improve competitiveness by building a skilled workforce
- Collaboration, shared learning and leveraging
- Customer friendly
- Life-long learning
- Removing barriers for individuals with disabilities and other barriers to employment

Date of next meeting: Monday, November 20, 2006 at 1:00 p.m.

Future meeting dates: Dec 18th, Jan 22nd, Feb 26th