

**PA CareerLink Mifflin County Service Committee Meeting  
11-20-06**

**Present:** Margie Eby, Adele Craig, John Erceg, Chuck Cavalovitch

Minutes approved from last meeting. No changes.

**Fiscal (RSA):** October expense report was reviewed by the committee.

**Program Reports:** Handouts provided.

Customer Volume Report: CRA customer volume for October was 1,088 customers.

Welfare Reports: Mifflin County's Entered Employment rate is 78%, up from 72% on August report (performance standard is 80%). Medical Benefit Rate is 61% (performance standard is 50%). Average Wage is \$7.21 (performance standard is \$6.50). Job Retention Rate is 55%, up from 43% on August report (performance standard is 70%). Gains are being made in the two areas in which standards are not being met.

Mystery Shop Results: Mifflin County had the highest average score in the Region for the October shops. Results were 94.2% average on site visits and 88.6% average for telephone shops. Total overall average score of the shops was 91.4%. Congratulations to front-line staff.

**CareerLink Issues:**

Adele is going to follow up with Dawn and Ed to see what transitional service plans are in place for Juniata and Perry County CareerLinks and how PA CareerLink Mifflin County may be involved in provision of services to residents of those counties.

Chuck is hopeful that a new OVR counselor will be assigned to Mifflin County by mid-January.

Golden Living is the first employer in Mifflin County to implement WorkKeys into the selection process of candidates for the company's CNA training program. Staff are meeting with prospective candidates, giving them a WIN placement assessment and referring to either remediation services or to take the WorkKeys assessment.

A new performance evaluation has been created for CareerLink Administrators. The employer of record and Operators will give input into the CareerLink Administrators' performance evaluations.

Events: During Healthcare Careers Week, the following events were held at PA CareerLink Mifflin County: On Nov. 14<sup>th</sup>, a job fair was held from 9:00am-12:00pm with 6 healthcare employers, 2 training providers and 37 CareerLink customers in attendance. Employer/Education participants were Gentiva Health Services, Raystown

Developmental Services, Lewistown Hospital, United Cerebral Palsy, Supportive Concepts, Pyramid Healthcare, South Hills School of Business, and Lewistown Hospital RN Program. Health screenings were offered from 1:00-3:00 pm by Penn State Cooperative Extension, YMCA, Kauffman – Hummel Chiropractic, and Lewistown Hospital. Eight customers attended a Health Careers workshop on Nov. 14th. On Nov. 15<sup>th</sup>, a Stress Management workshop was offered and 5 customers attended.

We will continue planning to assist Case New Holland during the layoffs. Nothing official to date yet. First layoffs expected in March or April 07.

**Site Committee Reports:**

Joint Staffs: On December 13<sup>th</sup>, a diversity training is being offered to all Partner staff at the CareerLink.

Business Services Team: The team is working on the WorkKeys project with employers, working on expanding the list of employer seminars, and trying to locate additional community service organizations for community service opportunities for EARN customers.

Safety Committee: met on October 8, 2006. Discussion included adding more storage space on the second floor of the building. Covers were placed on vents on the roof to keep birds and other animals and/or insects from entering the heating unit.

**Open Discussion:** Reminder that Service Committee Meeting minutes are posted on the CRIS system at <http://cris.cpwdc.org> . After reaching the website, click on the CareerLink Services Committee tab on the top navigational bar to view minutes.

**Date of next meeting:** December 18, 2006.