

PA CareerLink-Lycoming County
Service Committee Meeting
September 14, 2006

ATTENDING: Bruce Jones, Denny Quinn, Janet Alling, Barry McGlaughlin, Gary Landon, Dan Heitsenrether, John Noble.

ORDER OF BUSINESS: The meeting was called to order by Site Administrator, Bruce Jones. Bruce welcomed Bruce welcomed John Noble, Barry, Janet, and Dan to the meeting. Bruce noted the new look to the Agenda; this is being done in an effort to bring things into a more uniform standard among the CareerLinks, making sure there is some key information being shared throughout the Region. The biggest change is the change in the name of the meetings. They will now be "Service Committee Meetings". The mission of this body is to refine and update change, if needed, services for the CareerLink, and things that effect service issues here in the CareerLink.

APPROVAL OF MINUTES: The minutes of the previous meeting were approved as written. Motion to approve made by Dan Heitsenrether; 2nd by Dennis Quinn. All in favor – unanimous. Motion carried.

FISCAL (RSA): No Report of Expenditures this month due to unsigned RSA. Quarterly Report expected for October meeting.

REPORTS:

Site Administrator Report

One Stop Service Plan: Mailed to Partners for review and asking for any additions or corrections. One Partner, OVR, had some language that they asked to have added to the Plan. Bruce said he was working with Shannon and, at this time, it is being discussed; still deciding what is going to happen. At this time, it looks like the language will not be added to the Plan. OVR was the only Partner responding. The language had to do with the provision issue and also training. This is the only correction received from the Partners.

The CLQR formal walk-thru was held on the 15th of August. No written report has been received as yet. There were some learning tips that came out of the CLQR; still room for some integration. Nothing additional to share at this time.

Restructuring: Since the last meeting, there has been some decisions made on the new Regional Management Structure. Barry is the Regional Workforce Director; Regional Welfare Director, Megan Baer; Regional Youth Service Director, Gayle Zaylor; Regional WIA Adult Services Dislocated Worker Director, Carlene Hamilton. Lead Staff – Welfare Lead, Linda Templin; Youth Lead, Claudia Hunold (in Lock Haven CareerLink); Adult Dislocated Worker Lead, Beth Harpster. This is part of the new reorganization and restructuring going on in our area.

Landlord Issues: No issues except HVAC System, which is a continuing challenge. Building is still for sale.

Customer Volume/Workshops Reports:

Bruce distributed and discussed the Customer Volume and Mandated Workshop Reports. The Workshop number have increased.

Welfare Performance: Bruce turned the meeting over to Barry to explain and discuss the EARN/CDC Welfare Performance Reports, which will become a staple part of these Meetings. There is a lot of integration that has to take place to help us maintain our Performance Standards and exceed them. Everyone has to work together, not just the Welfare staff Case Managers taking the lead and heat. Bruce said the staff wanted him to ask Gary

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how we were doing on the % of participation for welfare statewide. Gary said that, overall, right now the state is at 32%. Statewide goal is 50% by October 1st; Lycoming County, right now, is at 45.3%. Gary went on further to discuss Welfare Performance. A general discussion followed.

CareerLink Issues:

Telephone System: The issue facing this CareerLink is the existing phone system is failing quite often, sometimes going down several times a day. Bruce noted that some staff have been instructed how to power-down and power back up the system in the event that he is out of the office. The system will then usually reset itself. The system is in need of repair. Bruce turned the meeting over to John Noble who explained what needed to be done to get the system back to the correct functionality. This would cost around \$5,000.00. Bruce said he wanted to bring the problem to the attention of the Partners to hear their thoughts on the repairs that are needed. The question was asked as to what was set aside in the RSA for this type of issue. Bruce said there was \$8,000.00 initially set aside; however there is now \$12,000.00 set aside, in the proposed RSA, which has not been finalized as yet.

Bruce said he also had a second proposal to bring before the Partners. Bruce continued saying that several CareerLinks have gone to automatic phone systems. The benefits of an automated system is freedom from worrying about individuals covering the phone. The Lycoming County CareerLink has traditionally used the Paid Work Program for workers to operate the phone system. We have been evaluated many times by the Mystery Shopper Program, and the phone system has been a source of “need for improvement”. With an automated system, there would be no worries of scrambling to find someone to answer the phones, should a paid work fail to come in. An automatic system is an accurate solution, and solves the problem of a dependable telephone operator. The cost for an automated system would be between \$300.00 and \$400.00 on top of the \$5,000.00 for repairing the current system. Bruce said he was putting it out for discussion.... Item 1 – Fixing current telephone system; Item 2... Go to automated system. A discussion followed. Bruce explained that the Mystery Shopper complaints did not have to do with the telephone system staff, but rather how long it took for someone to answer the phone, their professionalism, competency, pleasantness or unpleasantness. Due to the problem of undependable telephone attendants, an automated system would be a better solution. The question was asked that if this CareerLink went to an automated system, would there be an option to talk to a person, if needed. Bruce noted that if we went to an automated system, there would have to be a selection as to whom the caller would call if no selection was made in the system. He felt that the Greeter could handle that number of calls. A discussion followed on the current system versus an automated system, paid work staff attending the telephones, the hiring of a person as an operator, or using staff so there would be a professional answering the phone rather than a paid work who is not familiar with the CareerLink services, programs, etc..

Bruce asked for a motion to make the necessary repairs to the current telephone system. Motion made by Gary Landon; 2nd by Janet Alling. All in favor – 4; Opposed – 0. Motion carried. Bruce also asked for a motion for a new automated phone system. Motion made by Gary Landon; 2nd by Dennis Quinn. All in favor – 3; Opposed – 1. Motion carried.

Proposed Late Opening for Full Staff Meeting: Bruce said that currently this CareerLink has a staff meeting on Monday, Tuesday, Thursday and Friday, with a Business Service Team meeting on Wednesday. He said he has talked to other CareerLinks and is considering the possibility of having one one-hour meeting, with a later opening, on Friday. CareerLink would open at 9:00am instead of 8:30am. This would be a meeting with an agenda and reports from different programs. He asked for approval from the Partners to try the new system.

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After a brief discussion, Gary Landon made a motion to try the new meeting set-up; 2nd by Dennis Quinn.. All in favor – 4; opposed – 0. Motion carried. Bruce said he has two more levels from which to receive approval, but wanted to bring it to the Partners first.

Employer/Special Events: One of the highlights of the CLQLR was the work the Business Service Team has undertaken at this site. The Team has been doing a great job. They made their action plans and have met their goals. Bruce said he had wanted to see more core activity inside the doors of the CareerLink. Some things that have happened as a result of the Business Team efforts are ... Grizzly Industrial had a job fair on Tuesday, September 12th, with 94 applicants. They had 40 applicants at the first job fair, and are scheduled for two more, if they do not meet the number they need to hire for their positions. United Concordia will be coming in on the 26th and 27th of September to interview for 65 Temporary Customer Service positions. Also, the WoodMobile will be at the CareerLink on Friday, September 15th. It will be open to job seekers and area schools. The Business Team has been instrumental in having all of the above events at the CareerLink.

Bruce also discussed the WorkKeys Testing (pre-screening tool for employers) that has been taking place in the CareerLink through the Corporation, for Williamsport WireRope. Williamsport WireRope has been the first company to have the WorkKeys Testing done. WorkKeys helps employers find more qualified employees, closer to what they are seeking.

Bruce also noted that ICT is looking for 100 people, and is holding a job fair at CareerLink on September 20th.

Site Committee Reports

Joint Staff Events: The CRA has been reduced to one full-time employee, with the resignation of Esther Wetzel (announced at August Meeting). At the present time, because budgets have not been solidified as yet, no formal position announcement has been made. Bruce said he would like to see the position filled. He feels it is important to have two full-time employees in the CRA, if the budget allows. Janet talked briefly about the position, the fact that it is a shared cost, the budgetary situation, and what would need to be done to fill said position. Bruce said he wants to go on record that he would like the position filled. A schedule was developed and staff has been working and assisting in the CRA; however, the process runs smoother when there are full-time staff in the CRA, rather than employees working the CRA a few hours a week. . Bruce also said he would like to see more computers. At the present time there are eight computers in the CRA. As the CRA is a busy place, it would be good to have some more computers to cover the overflow and reduce the access wait time. . A discussion followed regarding a different set-up in the CRA, and more computers. This matter will be looked into.

BST Update: Approximately 1500 flyers inviting area businesses to do business with CareerLink were sent to employers in Lycoming County through the September Chamber “Member to Member” Marketing. Also, Career Awareness Day is being held on October 17th. This will be discussed in the next report.

EAC/Job Fair Committee Update: The EAC, Job Fair Committee and Business Service Team are working together on Career Awareness Day. It was decided to hold smaller job fairs in-house to bring employers inside the CareerLink, rather than one big job fair annually. At this point, there are twelve employers committed to participating in the event. Career Awareness Day is not necessarily a job fair, but an opportunity to target young people getting ready to graduate from schools and colleges, as well as job seekers, showing them that there are companies and family sustaining wages here in this area. The theme is to “Keep the Talent Local”;

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look at options here before planning a move. Backyard Broadcasting, one of the co-sponsors, is providing the EAC with \$10,000.00 worth of advertising for the event at a cost of \$1500.00. Flyers are being e-mailed to employers and schools. In response to a question, Bruce said that upcoming events are listed on workshop calendars, flyers are sent out, and some events are advertised in the newspaper and on the radio. Notices are put up in the front Reception area of the CareerLink, and staff also share information with customers.

Open Discussion..... None

Next Meeting

The next Service Committee Meeting will be held on Thursday, October 19, 2006, 1:30pm, at the CareerLink.

Adjournment

A motion to adjourn the meeting was made by Dennis Quinn; 2nd by Dan Heitsenrether. Meeting adjourned.