

**PA CareerLink Centre County
Service Committee Meeting
October 25, 2006**

In attendance: Jim Dugan, Sandie Fairman, Edie Gordon, Paula Campbell, Carl Pillar, Mike Baron, and Sharon Tressler.

Jim Dugan called the meeting to order at 9:40 am. and welcomed everyone.

Review of Minutes

Minutes from the September 27, 2006 meeting were provided for review. Paula Campbell noted a correction to the minutes; State College Area School District – Community **Services** should be Community **Education**. The minutes were approved as presented and adjusted.

Fiscal (RSA)

A copy of the Resource Sharing Agreement Budget was provided. Jim Dugan stated that the most recent version shows contributions have been adjusted. Edie Gordon asked if anyone is aware of what might be happening with next year's budget. She said she is looking ahead because she will need to submit her new budget, probably sometime in March. Sandie Fairman said she has not heard anything at all at this time.

A copy of the Expenditures for the 1st Quarter were also provided. At the end of the 1st quarter, the CareerLink is under budget. Jim said he would be meeting with Kelly Baker this week. (Note: At the meeting, only the Unemployment Compensation Referee Summary was available. Summaries of the other agencies' expenditures are available on the e-mail attachment from Jim dated 10/19/06, Service Committee Meeting Agenda.)

Program Reports

Customer Volume, Workshops, CRA Usage, and Core Services Reports were reviewed and discussed. Sandie Fairman stated she would have updated reports for next month. She explained that information received from the Routing Slips is used to get the statistics for the Services to Job Seekers Report. The Routing Slips show both Services and Referrals. Sandie stated they are working on new reports, and training on input of information into the system will be necessary for consistency in reporting services. Jim pointed out that many customers use the PA CareerLink system from home, and it would be useful to be able to track the number of hits on the website. Sandie stated that a Job Seeker Survey (Zoomerang) has been completed. Cathy Moore has provided a list of job seekers, and they will be sending out surveys to these individuals. Sandie mentioned the CareerLink Scorecard, which is a website activity report provided by the Corporation. Jim said he would provide information on that report at the next meeting.

Jim Dugan announced that Kathy J. Caudill has been appointed as the Welfare Service Caseworker for the Centre County CareerLink. She started to work on 10/23/06. Van transportation for eligible welfare clients is under review. Currently there are two clients in Philipsburg. Jim stated they are looking at the number of additional clients in Centre County eligible for transportation service to the CareerLink and would then develop a schedule. Welfare clients have a 30-hour per week obligation under the Welfare program, but all the hours do not need to be spent at the CareerLink. The CareerLink would provide van service three days week. Van service has been approved for up to 20 hours per week (for the driver). Paula Campbell had a question regarding education services to welfare clients. She asked for clarification of the new welfare regulations regarding services to be provided to the clients. Jim said he will check with Lisa and Barry for further clarification.

Jim Dugan announced the CareerLink has begun using the Customer Survey this month. Surveys were provided to customers on October 1st and 2nd. Jim provided a copy of the results from this survey. He explained the CareerLink would alternate days of the week each month. Jim was asked if he had the information available to determine the percentage of surveys completed compared to the number distributed. Jim stated he would add a column showing the percentage responding to the survey.

CareerLink Issues

WIB/Operator Update: The Comprehensive Workforce Development System (computer system/data entry, etc.) is currently being tested. Training is scheduled for May 2007, and implementation is scheduled for June 2007. During the CareerLink Symposium, BWDP emphasized the need to establish and support Business Services within the identified Industry Clusters.

Upcoming Events: Don Shade, PHEAA, conducted a presentation on Higher Education on October 24th. Health Careers Awareness Week is November 13-17, 2006. The CareerLink is in the process of having radio ads approved for Health Careers Awareness Week with funds provided through a PHEAA grant. The CareerLink may also consider advertising their services in the future. The radio advertisement was done by Forever Broadcasting. Jim stated that Forever Broadcasting said it would probably take two months to determine the impact advertising had on bringing customers into the office. Road construction in front of the CareerLink is a concern for getting customers to come to the office.

Jim Dugan thanked Edie Gordon and Paula Campbell for meeting with him to clarify services provided by the CIU and SCASD Community Education under the partner agreement. In an effort to establish a consistent process in delivering educational services, Wednesday has been designated as the day for testing services by our Education partners. Jim reported the initial start has been positive. Paula noticed the wrong time on the monthly CareerLink calendar (should be 9:00-12:00 & 1:00-4:00). Jim will make the correction.

Mid-State Literacy has requested to become a CareerLink partner. Jim Dugan stated that once services from CIU & SCASD Community Education are in place, a meeting would be scheduled with representatives of Mid-State Literacy to discuss the services to be provided, while trying to avoid duplication, and their possible return as a partner. Both CIU and SCASD Community Education offer tutors for one-on-one help. Carl Pillar suggested that maybe we should look at this request by Mid-State Literacy as another partner providing more income to the CareerLink, and let each agency provide their services. Carl mentioned as an example, if more than one Temp. Agency wanted to become a partner, each would provide their own service and the CareerLink would benefit from having additional partners.

The Instruction position at the Centre County CareerLink has not yet been finalized due to leave of absence of a current employee. Workshops are being provided by Bernice Duvall, CareerLink staff member, on temporary assignment.

Sandie Fairman, CareerLink Coordinator, CPWDC, will be monitoring the Centre County CareerLink on October 25, 30, and 31.

Site Committee Reports

Centre County CareerLink staff had submitted a request to adjust Wednesday non-traditional closing time from 8:00 pm to 6:30 pm. The request has been approved and is effective November 1, 2006. The change in office hours has been posted.

A Teambuilding presentation was conducted by Patty Thompson, Customer Service Experts, at the Centre County CareerLink on September 29th. The overall response to the presentation was positive.

Open Discussion

Jim Dugan asked how everyone felt about holding Service Committee Meetings every other month. After discussing the idea, it was decided to schedule the next meeting in December, pending any issues.

Carl Pillar announced his office has received word that OVR will once again have staff located in Philipsburg. It is unknown when a lease will be signed, but they will be moving into the Magistrate's Office on 2nd Street.

Next Meeting

The next Service Committee meeting is scheduled for Wednesday, December 20, 2006, at 9:30 am at the Centre County CareerLink. Jim Dugan will notify you if a change is required.

The meeting adjourned at 11:05 am.