

CAREERLINK COMMITTEE MEETING

Via Conference Call
December 18, 2007
9:00a.m.-10:00 a.m.

ATTENDANCE

Members Present: Janet Ryder (Chair), Anastasia Branco

Members Absent: James Brown, Lisa Hancock, Peggy Shane, Leon Simmons

Staff Present: Jamece Joyner, Eric Nelson

MINUTES

Chair Remarks

Ms. Ryder welcomed everyone to the meeting. She reviewed the agenda and then reviewed the Committee's list of accomplishments. She noted increased interactions with the Administrators, and named collective and individual projects among a list of successes. Ms. Ryder also thanked the WIB staff for their support of the Committee's work and helping to advance their efforts.

Ms. Ryder then moved to the 2008 meeting schedule and commented that only the first two meetings of the year had been set as changes in Administration could impact the Committee structure and ultimately its meeting schedule. To that end, the Committee will meet as follows:

- February 4th from 8:30 am-10:00 am.
- March 17th 8:30 am-10:30 am (combined with the PA CareerLink Consortium)

Location and remaining dates for the year will be confirmed at a later date.

Approval of the Minutes

There were not enough members to approve the minutes from the October 30, 2007 meeting and as a result, the minutes will be approved electronically via email.

Goal Planning for 2008

Ms. Ryder then asked Ms. Joyner to lead the discussion on goal planning for 2008. Ms. Joyner commented that in an effort to organize the Committee's work in the New Year, Philadelphia WIB staff would propose goals for members' review and adoption at the first meeting in 2008. Ms. Joyner also noted that some components of the Committee's current areas of focus would continue in the upcoming year which included enhancements to data collection and reporting with an added focus on streamlining and updating the current performance measures. She also noted that efforts to strengthen the system's ability to conduct literacy and occupational skills assessments would continue and Ms. Shane has agreed to lead this effort.

Ms. Branco reflected on her involvement at PA CareerLink North's employment law panel discussion and expressed interest in participating in similar events. Finally, Ms. Ryder and Mr. Nelson noted that a benefit to organizing the group's work would help the Committee articulate its role and demonstrate the system's value to the new Administration.

PA CareerLink Quarterly Performance Report-1st Quarter FY 2008

The discussion then moved to the PA CareerLink Quarterly Performance Report where Ms. Joyner reviewed the document and highlighted key areas of the system's performance. She also noted that portions of the job seeker performance measures had not been reported as the swipe card system which captured the information is no longer used. She also added that while the new data system is currently ill equipped to report on these measures, Philadelphia WIB staff have been in discussion with key members of the Commonwealth's Bureau of Labor and Industry Department regarding local reporting needs and it is expected that future system updates will yield better reporting capability. Ms. Joyner recommended that the Operator share the plan to ensure this component of the system's performance will be reported. She also commented that the Committee may need to partner with the Operator to further advance this effort. She concluded and informed the group that she would provide the Operator with feedback and asked that additional comments be forwarded.

Ms. Joyner then moved the discussion to the submission of the quarterly report and indicated that the Operator has asked to change the report due date. At present, the report is due 45 days after the close of the quarter however, the Operator is unable to access the data for at least 60 days. Members discussed the issue and agreed to change the date following written request from the Operator but also shared concern for the impact of not having real time data. This is an area for additional discussion with the Operator at the next combined meeting.

WIA Adult and Dislocated Worker Quarterly Report for Formula Programs

Mr. Nelson then provided an overview of the WIA Adult and Dislocated Worker Quarterly Report noting that this report is provided by the Philadelphia Workforce Development Corporation (PWDC) as the WIA Title I Adult and Dislocated Worker Operator. He reviewed the document, commenting that the report provides a significant amount of detail on the investments of WIA funds, in areas pre determined by the Board and include business services, job seeker services, training services, leveraging of resources, connection to economic development priorities, programmatic monitoring, and leveraging resources. These investments support the activities and services provided by the PA CareerLink system and can serve as a companion to the PA CareerLink Quarterly Performance Report.

Mr. Nelson then informed the Committee that there is an ongoing dialogue with the U.S. Department of Labor regarding the number of WIA customers served. He shared that the U.S. DOL has a concern that the number of participants (3500-4000) served is low given Philadelphia's 17 million dollar WIA allocation. In the past, this number has been closer to ten thousand but a recent data purge revealed what is considered to be the true number of participants served. Measures will be put in place by PWDC for WIA Adult and Dislocated Worker participants and the Philadelphia Youth Network (PYN) for WIA Youth participants to address this issue and will provide regular updates to the Philadelphia WIB. Mr. Nelson concluded that he will keep the group informed as this work progresses.

The group then moved to a specific discussion on Business Services. Ms. Joyner indicated that changes to the Business Services Team continue to evolve. She noted that a key responsibility of the team members is to develop a level of competency for the industry to which they are assigned. She further commented that competencies have yet to be defined but as a start, it was recommended that a shadowing day with board and/or CareerLink Committee members would

help them develop a deeper level of understanding for the industry. Ms. Ryder agreed to spearhead this effort and asked that Mr. Nelson coordinate with her to plan this event in January 2008.

Monitoring Policy Changes

Ms. Joyner then gave a review of the monitoring activities for the current program year commenting that overall, centers were functioning in accordance with their designation and had met most compliance criteria. She added that centers do however continue to struggle with fully implementing employer service delivery strategies but it is anticipated that the recent changes in the structure of the business services teams will positively impact performance in this area. She also noted that a stronger connection and understanding of the performance measures is an area of improvement that had been noted in previous monitoring cycles.

Ms. Joyner then shared needed changes to the Philadelphia WIB's monitoring policy. Specifically, she noted that there is a need to establish a provision of action when centers have not sufficiently addressed corrective action items. She also commented that the outcome of the center's monitoring visits should more explicitly be apart of the Operator's monitoring visit and this information should ultimately be used by the Committee to evaluate the Operator. She concluded that the revised documents will be given to the Committee at its next meeting for their endorsement to submit to the Board for final approval.

Other

Ms. Joyner then provided two updates. She indicated that the PA CareerLink Quality Review process has changed and additional details such as timelines for implementation and changes to the tools were forthcoming. She did note however that the Commonwealth will stagger the reviews so that not all PA CareerLink centers are assessed at the same time as these created logistical and operational challenges for the review teams. Last, Ms. Joyner described the PA CareerLink Literacy Pilot Project noting that three centers (North, Northwest, and Suburban Station) have partnered with three literacy providers to offer intensive contextualized training for PA CareerLink participants. The projects will run from January to June, with 120 participants receiving foundational skills training. Ms. Joyner committed to forwarding a full write up on this effort to members of the Committee.

Adjournment

Ms. Ryder then asked if there were any other topics for discussion. There being no other items to address, the meeting adjourned at 10:02 a.m.