

NWPA JOB CONNECT BOARD MEETING

William J. Douglass, Jr. Corporate Conference Center, 764 Bessemer Street, Meadville, PA 16335

Friday, June 8, 2018

8:33 am

ATTENDANCE

Robert A. Cardamone
Tyrone Clark
Dr. William Clark
Jim Decker
Dr. Ray Feroz
Jill Foys
Dave Henderson
Jack Hewitt
Dr. Aldo Jackson
Rich Krankota
Gary Shaw
Frank Staszko
Bradley Tisdale

ABSENT

Mike Chevalier
Laura Hyde
Carl Nicolia
Sherry Savoia
Joy Sherry
Patricia Sweny
Caryl Unseld

PFP STAFF

Janet Anderson
Deb O'Neil
Erin Shaffer
Jackie Hamilton

GUESTS

Commissioner John Amato, Crawford County
Commissioner Chip Abramovic, Venango County
Commissioner Wayne Brosius, Clarion County
Commissioner Robert Snyder, Forest County
Commissioner Ben Kafferlin, Warren County
Attorney Wil White, Solicitor
Sara Dodeci, PA CareerLink®/Title I ResCare
Bridget Wolf, ResCare ☎
Latrisha Mitchell-Payne, PA CareerLink®/OSO ResCare ☎
Diona Brick, County of Venango
Ken Falkenhagen, IU5
Elizabeth Wilson, IU5
Heidi Hamilton, PA CareerLink®/Title I ResCare
Ed Petrunak, Precision Manufacturing Institute
Nancy Sabol, EARN/St. Benedict Ed. Ctr.
Stephanie Krauza, EARN/St. Benedict Ed. Ctr
Ann Knott, Crawford County READ Program
Carol Brigham, Title II/Multicultural Resource Ctr
Kathy Pagano, Title II/Barber National Institute
Lance Hummer, Keystone CEC
Deb Lutz, Steel Valley Authority
Beverley Rapp, PA CareerLink®/Rapid Response
Ben Wilson, GECAC
Julie Slomski, Governor's Office
David Mascaro, PA Dept L&I, UC
Jeanna Noel, PA CareerLink®/BWPO
Joe Miceli, PA CareerLink®/BWPO

WELCOME/ROLL CALL/VISITOR RECOGNITION

Dr. Jackson called the meeting to order at 8:33 am. Roll call was taken. It was noted there was a quorum. Visitors introduced themselves.

CONSENT AGENDA

The consent agenda portion of the meeting included the following:

- a. Approval of April 27, 2018 Meeting Minutes
- b. Approval of All Monitoring Reports
- c. Approval of All Reports
 - i. Committee Reports (Business Solutions, Fiscal/Monitoring, Workforce Solutions, Youth)
 - ii. PFP Report
 - iii. Other Reports (Participant Data, WIF, Operator, Title I, Rapid Response)

MOTION

It was moved by Dr. Clark and seconded by Mr. Cardamone to approve the consent agenda as presented. All were in favor. Motion passed and carried.

FISCAL REPORT

Ms. Brick referred to her provided report. She noted a 16.72% increase in funding. Additionally, the offset payments to the state have been completed and no longer affect the budget. The presented budget includes funding for six staff members and \$15k for professional services (the legal and professional services amounts presented on the budget should be reversed). The Resource Sharing Agreement funding is noted in yellow, and no significant changes are expected in the allocations. Ms. Brick noted that she and Ms. Anderson met with Title I leadership on Tuesday and have requested budgets for the next program year. Ms. Brick asked the board to consider recommending the budget to the CLEOs for approval so that the CLEOs may permit the County of Venango to execute Title I and One Stop Operator contracts.

MOTION

It was moved by Dr. Feroz and seconded by Mr. Henderson to recommend the budget as presented to the CLEOs for approval for the purpose of the execution of Title I and One Stop Operator contracts. All were in favor. Motion passed and carried.

Ms. Foys noted the available TANF funding for the next program year. Ms. Anderson noted that the Youth Committee will be asked to discuss and consider summer programming allocations. Mr. Cardamone noted the 53/47 percentage split on the budget and Ms. Brick clarified that those numbers are determined by population and a strong suggestion for fair distribution of funding across the area. However, if a deviation is required to expend funding in a timely manner, then the contractor need only to submit a detailed request for consideration.

Ms. Brick noted that earlier that week, the OVR settlement agreement was approved and the remaining funding should be received within a quarter.

Mr. Cardamone asked if it would be possible to see a historical view of allocations and spending made it “on the street” to help clear his own confusion on working with a for-profit contractor, and perhaps relate it to the previously presented three-year comparison. Mr. Shaw asked for a clarification on the definition of “on the street” and Ms. Brick replied that program staffing (case work), operator expenses (associated), supportive services, OJT, and ITA funding would all fall under the term.

UPDATES FROM THE CHAIR

REVIEW OF PREVIOUS ACTION ITEMS

- i. Board staff will send the Accessibility RFQ to board members. (Complete)**
- ii. Board staff will send the board staff position posting to board members. (Complete)**

NEXT PROGRAM YEAR

Dr. Jackson noted that this is the last meeting of the 17-18 program year. A new slate of officers will be in place starting July 1, 2018. Several appointments are expiring and the board should expect to see some new faces at the next meeting. A retirement card for Ms. Linda Schell was passed around for signing.

ADA ACCESSIBILITY RFQ UPDATE

Dr. Jackson explained that the completed ADA Accessibility protocol is expected in mid-July and will be implemented as an administrative procedure throughout PA CareerLink® operations in Northwest Pennsylvania.

DISCUSSION ITEMS

WORKFORCE DEVELOPMENT DISCUSSION

Ms. Shaffer gave a presentation on required Common Measures and the implemented Pay for Performance Measures. It was noted that there is little guidance available for implementing Pay for Performance. So far, board staff has met with ResCare to discuss 1st and 2nd quarter performance and intends to meet with them again to discuss 3rd quarter performance. Going forward, board staff intends to work the ad hoc Pay for Performance Committee to discuss ways to maintain effective measures while choosing information that can be confirmed through CWDS reporting. Mr. Decker asked what would happen if the Pay for Performance funding was not awarded to ResCare. Ms. Brick noted that 80% of all funding must be encumbered within the program year and the remaining may be carried over to the next program year to be spent through the “first in, first out” method. Ultimately, funding must be expended within two years of award.

****ACTION****

- **Ms. Shaffer’s reports and Ms. Brick’s proforma reports will be sent to the board.**

OTHER BUSINESS

PROGRESS/SUCCESS STORIES

This was an attachment included in the packet.

APPROVAL OF NWPA JOB CONNECT RESOLUTION CONCERNING THE PA OFFICE OF UNEMPLOYMENT COMPENSATION DEDICATED TELEPHONE LINE

MOTION

It was moved by Mr. Cardamone and seconded by Ms. Foy to approve the NWPA Job Connect Resolution Concerning the PA Office of Unemployment Compensation Dedicated Telephone Line.

Mr. Staszko asked about the purpose of the resolution relating to negotiations with the Unemployment Compensation division. Ms. Anderson noted that there will be a meeting the following week with UC Deputy Secretary Bill Trusky and PWDA to discuss the future of UC phones in the PA CareerLink® offices. She explained that the resolution has been used by three other local areas and communicates the need to permit board leaders to have meaningful discussions with UC on behalf of local boards. Ms. Anderson clarified that the intent of the resolution was to compel solutions to the difficulties local areas are facing with UC phones, not to simply remove them.

Mr. Staszko shared that he works in six LWDAs and noted that there are seasonal spikes in the phone usage which may contribute to extended wait times, leading to some difficult situations. He stressed that there is an advantage to having UC clients enter the PA CareerLink® offices to use phones, that they could be engaged as dislocated workers through the programming offered by PA CareerLink® partners. Additionally, UC is a mandated partner and must be present physically or virtually. Mr. Staszko acknowledged that there may be issues with UC not contributing what is expected to the budgets, but cautioned against approving the resolution as is, as he believed there were flaws, noting that the resolution may not even be legal and could lead to the embarrassment of the board.

The solicitor noted that he believes that the Southwest Corner WDA already voted on the resolution and it was his impression that it would be going to Central WDA that day, though he was not sure of the timing. He acknowledged that there is strength in numbers for matters like this. He stated that in his opinion, approving the resolution would not be considered illegal. The solicitor added that if there are errors in the resolution, the board may amend them before approval. He reminded the board that this resolution was just received by board staff on the previous day. The solicitor added that the resolution's intent was not to say that UC is damaging the PA CareerLink® brand, but stressed that action must be taken to maintain the relationship of all PA CareerLink® partners as a whole.

Mr. Staszko continued, explaining that UC phones in PA CareerLink® offices move callers to the front of the call queue, ahead of people calling from home. He stated that they are a huge benefit to PA CareerLink® offices. Ms. Jeanna Noel, a Bureau of Partnership and Workforce Operations employee serving as partner staff at Northwest PA CareerLink® Oil Region, noted she had not observed any concerns with UC clients in her office. Ms. Anderson shared that the Operator, as well as Title I leadership have directly relayed concerns regarding UC's phones as well as their contribution to the Infrastructure Funding Agreement. There is also a history of incidents related to hostile UC clients in PA CareerLink®s. The solicitor stated that there is clearly a breakdown in service center communication with upper level management of partner agencies.

Ms. Anderson stated that she made requests to have mobile UC phones available to patrons through mobile service delivery and in county courthouses in communities where comprehensive sites are no longer located. These requests were denied. Additionally, during the GETS layoffs, the presence of UC staff was requested at the Transition Center and the PA CareerLink® Erie County office to assist with clients, but no response was received. Mr. Dave Mascaro, from Unemployment Compensation Division, was not aware of the request and noted that he may be made available to periodically assist at PA CareerLink®s across the state in times of increased need.

Ms. Anderson shared that she was familiar with seasonal spikes in UC phone usage. During these spikes, people waiting for the UC phone may show up for multiple days before they are able to connect to the call center. When they do connect to a representative, their issues are not necessarily resolved, leading to continued frustration. No on-site PA CareerLink® staff are permitted to assist with UC claims and issues but do their best to assist through WIOA programming the UC client may be eligible for. Mr. Staszko agreed that the situation does lead to frustration and clarified that the intent of his contribution to the discussion is to maintain transparency, educate board members, and ensure proper awareness of the issues so that sound decisions are made. In his opinion, there is nothing keeping Ms. Anderson from participating in discussions regarding UC in PA CareerLink® offices. Ms. Anderson added that she was simply utilizing a resolution used by other areas to stand firm with other boards and peers.

MOTION

It was moved by Mr. Staszko and seconded by Mr. Hewitt to amend the resolution to permit Ms. Anderson to negotiate with UC on the terms of service. Upon further discussion, Mr. Staszko rescinded his motion.

It was moved by Mr. Staszko and seconded by Mr. Henderson to empower board staff to enter conversations with UC to improve services in PA CareerLink® offices. All were in favor. Motion passed and carried.

Mr. Clark, referring to inconsistent information, stated that Mr. Staszko's concerns as a PA CareerLink® partner need to be better articulated to the board and board staff to ascertain the reality of UC in PA CareerLink® offices. Ms. Anderson was hopeful that Deputy Secretary Trusky, being new to the UC Division, will have fresh ideas to help make the partnership with PA CareerLink® more equitable and to improve services to clients. Dr. Feroz asked that the facts on UC's effect in the PA CareerLink® system in the LWDA be provided to the board when available.

****ACTION****

- **Facts on UC's effect in the PA CareerLink® system will be provided to the board when available.**

ADDITIONAL UPDATES

Ms. Anderson stated that there has been no update on the conditional approval of the Local and Regional Plans. West Central did procure Title I and One Stop Operator as required, but no update has been received.

Ms. Anderson added that the Youth Stipend Policy may be amended in the future and a monitoring policy is due later this month. The board staff worked with partners to apply for a Business Partnership grant, which was not awarded locally. Board staff also worked with IU5 and IU6 to submit two Teacher in the Workplace grants, which were both awarded (however, IU6 was only conditionally approved).

Ms. Anderson noted that three Title II Adult Literacy grant proposals were reviewed by local staff and three board members for alignment with the Local Plan and though no formal notification has been sent yet, the local news was reporting that IU5 was awarded the grant for Northwest.

COMMENTS

Mr. Clark asked about the Dean's/Meadowbrook layoff, potentially affecting 125 employees. Ms. Rapp stated that it is her job to help mitigate layoffs, and she expects the final number to be less. She quickly explained the WARN notice process and offered to do a presentation on Rapid Response programming for the board at another meeting. Mr. Tisdale noted that the presentation would be helpful.

****ACTION****

- **Ms. Anderson will communicate Ms. Rapp's request to the Executive Committee for a future Workforce Development Discussion.**

REVIEW OF ACTION ITEMS

1. **Ms. Shaffer's reports and Ms. Brick's proforma reports will be sent to the board.**
2. **Facts on UC's effect in the PA CareerLink® system will be provided to the board when available.**
3. **Ms. Anderson will communicate Ms. Rapp's request to the Executive Committee for a future Workforce Development Discussion.**

ADJOURNMENT

MOTION

It was moved by Dr. Clark and seconded by Ms. Foy to adjourn the meeting. All were in favor. Motion passed and carried.

The meeting was adjourned at 10:02 am.

Respectfully submitted,

Jacqueline Hamilton
Administrative Assistant
Partners for Performance