

ATTENDANCE

Brad Tisdale
Jim Decker
Andrea MacArthur
Travis Crytzer
Bobbie Jones

ABSENT

Juanice Vega

GUESTS

Daniel Hornbake
Atty. Joe Keebler
Diona Brick
Eric Henry

STAFF

Lisa Miller
Susan Richmond
Lisa Stalnaker
Juanet Shefchunas
Nancy Wisgirda
Carrie Symes
Deb O'Neil

WELCOME/ROLL CALL

Bobbie Jones called the meeting to order at 10:11 AM. Roll call was taken. It was noted there was a quorum. The meeting was recorded and the agenda was posted in the chat.

VISITOR RECOGNITION/PUBLIC COMMENT

Visitors were recognized. There was no public comment.

APPROVAL OF CONSENT AGENDA

Meeting minutes of January 5, 2024
Special Meeting minutes of February 1, 2024
Common Measures PY23 Q2

Lisa Miller noted that the consent agenda contains meeting minutes from the January 5, 2024 meeting and minutes from the February 1, 2024 Special Meeting.

Lisa Miller reported on the Common Measures for PY23 Q2. Lisa Miller reported that this report covers October 2023 through December 2023. The average indicator score should be 90% or above. For this quarter we are at 86.3% in Credential Attainment due to the youth number being below where it should be. We are looking for this number to improve over the next quarter.

Lisa Miller pointed out that our dislocated worker median earnings are \$13,000, whereas our state-negotiated level is currently \$11,000. This may result in us being held to a higher standard in the next performance negotiations with the state.

MOTION

It was moved by James Decker and seconded by Brad Tisdale to accept the Consent Agenda as a whole. All were in favor. There were no abstentions. Motion passed and carried.

PREVIOUS ACTION ITEMS

There were no previous Action Items to discuss.

PAL & I OVERSIGHT DIVISION: PY 22 MONITORING

Lisa Miller reported that the PY 22 State Monitoring Letter and report that are linked to the agenda are a reflection of the way the money was spent in Program Year 22. Areas of monitoring include fiscal and procurement systems, LWDB compliance and oversight functions, LWDB policies/agreements, service

delivery, Sunshine Act, administrative, performance, fiscal integrity, audit requirements, and one stop operator. The review found no issues of concern or corrective actions. The board staff have worked very hard, and we thank the fiscal staff for their hard work as well. She reported that state monitoring of the board has been going well.

REVISION OF POLICIES

Susan Richmond reported that the only revision to the local board procurement policy is increasing the thresholds for all purchases to align with those of our fiscal agent, County of Venango, per state COLA adjustments. Purchase thresholds under \$2,500 remain the same; purchase thresholds from \$2,500 - \$20,900 have been increased to \$23,200; and the threshold for purchases that require a formal bid process was raised from \$20,900 to \$23,200. The revisions to this policy are provided and we are asking for a motion to recommend this policy to the board.

Historically, the PA CareerLink® Staff Grievance Policy was developed to provide a process for PA CareerLink® staff grievances. In 2021, the Office of Equal Opportunity required changes to our previous General Complaint Policy to better identify that it did not include EO complaints, as those are covered under a separate EO Policy. Therefore, there is some duplication between the staff complaint policy and the Non-discrimination/General Complaint Policy, so we plan to recommend that the grievance language specific to PA CareerLink® staff be added to the existing Non-discrimination/General Complaint Policy and eliminate the duplicative PA CareerLink® Staff Grievance Policy.

MOTION

It was moved by Brad Tisdale and seconded by Andrea MacArthur to recommend the revision to the procurement policy and the removal of the PA CareerLink® staff grievance policy. All were in favor. There were no abstentions. Motion passed and carried.

MONITORING Q2 PY 23

Title I Process Monitoring

Enrollment Process

Carrie Symes reported that she and Juanet Shefchunas conducted the Quarter 2 monitoring of Title I on December 13, 2023. Title I Operations Manager selected staff that would participate. The staff included 1 Talent Development Specialist (TDS), 1 Youth Talent Development Specialist (Youth TDS), 1 Manager, 1 Quality Assurance staff member (QA) and 1 Temporary Assistance for Needy Families staff member (TANF). Overall staff seemed very knowledgeable in the enrollment process as they were posed with the question “What does the approval process look like for enrollments and services?” and Walk us through an enrollment.”. However, four out of the five that were interviewed stated that the enrollment process is very lengthy due to the peer review process. Currently, TDS’s will enroll the participant, a peer has 24 hours to review the file, goes to the supervisor to review, supervisor gives to the manager to review, which can take a few days since the manager is only in the office 1-2 days a week. Once the manager reviews and signs off on it, the file goes to QA to review on Wednesdays. If QA finds any error, the file is sent back to the TDS with a Formstack note to fix the file and go through the entire process again. If the issues persist, the file goes back to the manager to fully review. Often files must continually go back to the manager to review even after it was sent to the manager already. The TDS, manager and QA manager can see the emails and the Formstack of the issues.

Monitoring Findings

With regard to the enrollment process, findings included that there were inconsistencies with the process and staff were not following their standard operating procedures. There were also participants lost due to the lengthiness of the requirements of the Title I process.

Concerns

Concerns identified included what type of information is being sent through Formstack; when errors persist, the application is canceled; and communication between all staff seems to be an issue.

Recommendations

There should be a full review to streamline the process to better serve participants in a timely manner. Also, SOPs need to be updated to properly reflect the process. Corrective actions on both of these issues is forthcoming.

Tracking & Monitoring Follow-Up

The Title I SOP outlines what needs to occur and when things need to happen. However, it was discovered that there is no formalized way for Title I staff to track the follow-up that needs to be conducted.

Concerns

No standardized system/process exists on how to effectively track follow-ups.

Recommendations

Title I should put in place a more standardized system that utilizes the system of record and its functions for follow up. Managers should be monitoring staff to ensure that follow-up is being conducted in a timely manner. Title I will submit an updated procedure by the beginning of the fourth quarter.

Areas of improvement were identified through interviews with Title I staff, along with concerns and recommendations by the local board monitor. Additional details on these can be found in the report linked to the meeting agenda. Carrie Symes noted that since this monitoring report was completed, a new TEGGL has been issued by USDOL regarding timelines during the enrollment process to reduce administrative barriers to improve customer service.

Title I Post Exit Follow Up Gains and Credentials Monitoring

Susan Richmond reported that she reviewed 50 participant files that would have been receiving their first quarter through fourth quarter post exit follow up.

50 participants from 1st quarter through 4th quarter post exit follow up were reviewed in CWDS. The review included service records and case notes.

In Adult, 17 CWDS participant records were reviewed; looking at the service record and case notes, 5 had no follow up attempts and 6 had complete follow up. Six had some quarters missing, or only 1 or 2 attempts, and other quarters were complete.

In Dislocated Workers, 17 CWDS participant records were reviewed; looking at the service record and case notes, 5 have no attempts, 4 had complete follow-up, and 8 had some quarters missing and some quarters complete.

In Youth, 16 CWDS participants were reviewed; looking at the service record and case notes, 4 had no follow up attempts, 8 had complete follow up, and 4 were missing some quarters or not all three attempts were made.

Overall Summary

Out of 50 participants reviewed, 14 had no follow-up attempts made; 18 had some follow-up attempts with some quarters complete; 18 had complete and accurate post exit follow-up.

Expectations: Title I has a Post Exit Quarterly Follow Up Standard Operating Procedure for Adult/Dislocated Worker and Youth Programs. Title I also includes follow-up cases in their quarterly file monitoring. NWPA Job Connect recommends that Title I review the closed cases to ensure staff is following the Post Exit Quarterly SOP.

Gains and Credentials monitoring shows that some were not added and some were entered late into CWDS, the state system of record. Title I has implemented a new tracking spreadsheet that contains post exit follow up and gains and credentials. We will continue to monitor these items to see if there is improvement with the new Title I tracker.

MOTION

It was **moved** by Travis Crytzer and **seconded** by Jim Decker to recommend the monitoring reports. All were in favor. There were no abstentions. **Motion passed and carried.**

SATISFACTION SURVEYS Q1 PY 23

Carrie Symes reported that participant satisfaction surveys are sent out every quarter. During quarter I, the operator emailed 412 job seekers that had not previously received services. Nineteen of those came back as undeliverable; thirteen participated in the survey. Of those, four were first-time visitors; nine were returning for a new service. The percentage of very satisfied and neither satisfied nor dissatisfied is around 69%. Satisfied and very dissatisfied were around 31%.

Bobbie Jones asked if any follow up is conducted with the respondents who indicated dissatisfied or very dissatisfied, beyond what is indicated in the comments section of the survey. Carrie Symes stated that if the respondents provide contact information, follow up is conducted.

Business satisfaction surveys were also sent out. 219 surveys were sent out; of those 63 were undeliverable. Nine participated in the surveys, which is a normal response amount. 73% were satisfied, very satisfied or somewhat satisfied. 27% were dissatisfied or very dissatisfied.

Jim Decker expressed concern at the high number of undeliverable emails and low number of survey responses. Lisa Miller responded that the state controls business listings in CWDS and has changed parameters within CWDS to eliminate fraudulent listings which may be affecting email delivery. The Legacy in Action survey is another channel for businesses to express concerns, even though it is not specifically a satisfaction survey. Jim Decker stated that with such a low response rate, these surveys might not be worth distributing. Lisa Miller noted that the Legacy in Action surveys provide at least provide another method for employers to provide feedback. She suggested that in the new program year, we could look at approaching the surveys differently, since the Legacy in Action survey does not measure satisfaction.

MOTION

It was **moved** by Jim Decker and **seconded** by Brad Tisdale to recommend the satisfaction surveys. All were in favor. There were no abstentions. **Motion passed and carried.**

ACTION ITEM

Board staff will consider approaching the customer surveys differently in the new program year, since there is such a low number of responses and the Legacy in Action survey does not specifically measure satisfaction.

Andrea MacArthur left the meeting at 10:44 a.m. but there was still quorum for conducting the meeting.

STAFFING UPDATE, TITLE I

Lisa Miller gave an update on the staffing issues of the Title I contractor at PA CareerLink®. Out of approximately 38 budgeted workers, they currently have 8 -10 vacancies. Most of those left one month ago, but there may have not been any more resignations in the last two weeks. Management is working on filling these vacancies as quickly as possible, as well as implementing a quality improvement plan to address staff turnover. The board has asked to be kept apprised on this issue. Exit interviews were conducted by Equus and one of their Vice Presidents and Christine Grigsby will report on this at the next board meeting.

Lisa Miller stated that we are meeting frequently with Title I staff and are concerned with the number of staff exits. The cause of this exodus has yet to be determined and we await the Equus report on this issue.

WEBSITE UPDATE

Lisa Miller reported she and Emily Cozzens, the new Information and Communications Specialist have been working with the web developer in drafting the first pages of the new website. We have been working with the Communications Committee to get feedback and insight into the development of the site. The developer feels confident that the website will be completed by the June 30th deadline when the grant expires.

Travis Crytzer stated that the Communications Committee has gone through several iterations of the webpage design and feel that we are close to what we envisioned for the new website. He welcomed any feedback from the group. Bobbie Jones commented that it is visually appealing and appears more user-friendly.

Lisa Miller invited any interested members of this committee and CLEOs to join the Communications Committee.

MOTION

It was moved by Jim Decker and seconded by Brad Tisdale to recommend that the Communications Committee be given the ability to approve all website design. All were in favor. There were no abstentions. Motion passed and carried.

REVIEW BOARD MEETING AGENDA

Lisa Miller stated that Archie Graham has resigned from the board, and his replacement, Brandon Schmitt, has been appointed by Venango County. Completed reappointments include Bobbie Jones, Jill Foys and Juanice Vega. Karen Thomas from Warren County will also be leaving the board at the end of her term on June 30. We are looking into getting representation from financial institutions. Erie County Executive Brenton Davis has not decided on reappointments for Andrea MacArthur or TJ Sandell. Their appointments expire on June 30, 2024. Chip Abramovic from Venango County is now the Chair of the CLEOs.

A slate of officers of the board has been developed and will go to the full board for vote. The slate includes the same members currently on Executive Committee with a change in the board chair.

The monitoring report has been separated out from the consent agenda so that it can be open for discussion. Brad Williams from Equus will be available to answer questions about Title I staffing concerns.

The letter from the Executive Committee's recent grievance hearing will be presented to the board for ratification.

Jessica Hansford's presentation will be moved to the May board meeting due to time constraints.

REVIEW PY 24 MEETING SCHEDULE DRAFT

Lisa Miller stated that the meeting schedule for next program year is being drafted and is included in this agenda. There will likely be some scheduling conflicts due to Labor Day, Election Day, Thanksgiving and Christmas. There were no objections to moving the schedule as needed to accommodate these conflicts. Lisa Miller noted that we would like to recommend changes to the committee meetings including scheduling Governance as needed, rather than on a regular schedule; alternate Workforce Solutions and Business Solutions by having Workforce Solutions in one committee meeting cycle and then Business Solutions in the next committee meeting cycle. Also, we are recommending that we may need to move some of the committee members from Workforce Solutions, Business Solutions, and Governance committees and onto planned recurring committees such as the RFP Committee and SOW Committee. She asked the group for input. Jim Decker suggested that we could ask committee members and identify to them where our needs are, to get the best support on those committees by moving the members where needed.

ACTION ITEM

Board staff to request input from committee members on shifting some members to new committee assignments based on how best to manage the needs of those committees, as well as any proposed new committees.

IMPLEMENTING AN ANNUAL RFP REVIEW

Lisa Miller stated that the process of running an RFP for the Title I or Operator contracts can be complicated and typically only occurs every four years. We are recommending that we conduct an annual RFP review to maintain familiarity with the process. She noted that this will keep the board apprised of the RFP process and will assist the RFP Committee in better understanding the RFP scoring process, resulting in an overall more effective RFP process for the board. An agenda item will be added to the full board meeting agenda to charge the Ad Hoc RFP Committee with annual review of the Title I and Operator RFP and scoring process.

ACTION ITEM

An agenda item will be added to the full board meeting agenda to charge the Ad Hoc RFP Committee with annual review of the Title I and Operator RFP and scoring process.

OTHER BUSINESS

There was no other business to discuss.

EXECUTIVE SESSION

No Executive Session was needed.

REVIEW OF NEW ACTION ITEMS

Lisa Miller stated that the new action items are taking the recommended items from today's meeting to the board.

ADJOURNMENT

MOTION

It was **moved** by Jim Decker and **seconded** by Travis Crytzer to adjourn the meeting. All were in favor. There were no abstentions. **Motion passed and carried.**

The next meeting has been scheduled for Friday, April 26, 2024, at 10:00 am.

The meeting adjourned at 11:09 AM.

This meeting was advertised in the The Derrick		
Minutes Submitted	Nancy Wisgirda	3/5/24
Minutes Approved	NWPA Job Connect Executive Committee	Date
Minutes Posted	Link	Date