



**Workforce Delivery System Committee
September 12, 2018 at 1:00 PM**

Members Present: Kate Brock, Chairperson, Blythe Brunner, **Via Conference Call** Bruce Jones, Greg Lezanic, Chris Palmer, Kelly Davis, Joe Williams

Guest: Mark Morelli, Operator

Staff Present: Linda Franco

Topics Discussed: Committee Restructuring, New Members; Purpose of the Committee; Operator Report; CareerLink Continuous Improvement; Site Administrator participation

Committee Restructuring/New Members: Kate Brock graciously accepted the appointment of Chairperson to this Committee and new members, Joe Williams and Blythe Brunner, were welcomed.

The composition and **Purpose of the Committee** was provided and outlined as follows: Membership: chair, board members and WIOA required partners in the workforce delivery system, as well as other members requesting to serve on the committee as approved by the board.

Responsibilities and Activities:

- To conduct oversight and continuous improvement of the PA CareerLink® System, including budgets and the memorandum of understanding
- To assist in the development of proposals and contracts between the entity selected to serve as the system Operator for the board
- To conduct oversight and guidance of the system Operator

Mark Morelli, gave his **Operator Report**, detailing his attendance at CareerLink meetings and his role in the Continuous Improvement review. Linda explained the next steps in the CareerLink Certification process includes a **Continuous Improvement** review, of which the Site Administrators were provided a Monitoring Tool well in advance of the visits.

It was agreed that **Site Administrator Participation** would be added to the beginning of every meeting agenda and they would be included in the coordination of meeting dates.

In other business, all agreed that the present organizational chart, provided by the state, is complex and difficult to understand. This Committee would like an opportunity to develop an additional “user-friendly” organizational chart that would be more relatable to CareerLink staff.

Bruce Jones offered to coordinate a visit to the region by the L&I Secretary as well as services of the L&I Marketing Department to develop video success stories.

Several Committee members want to know how CareerLink staff could be incentivized and rewarded and want to know if there is money available to do this. All agreed that meetings involving CL staff should be upbeat and positive, leading with a consistent positive message. This Committee wants to be more involved in the CareerLinks and will conduct future meetings at CareerLink sites in order to engage and support staff.

Action Items for WDB: No action items.