

**North Central Workforce Development Board
Continuous Improvement Committee Meeting Summary
September 20, 2018, 3:00 PM
Meeting/Conference Call**

Members via Conference Call:	Sharon Engle, Robert Cardamone, and Dave Steele
Staff Present:	Susie Snelick
Agenda Items Included:	Committee Purpose, Local Oversight Plan and Scoring Risk Assessment, Workforce Solutions Performance Measures, and Performance Metrics for ResCare

Meeting Summary: The meeting was called to order at 3:00 PM.

The first item on the agenda was review of the committee purpose. Susie reviewed the changes to the committee responsibilities including the addition of the following: to perform an annual evaluation of the oversight function to determine its effectiveness, and to develop/update the written oversight process/plan to be used. Everyone was okay with the changes.

The next item on the agenda was in regard to the Local Oversight Plan. This policy is required by Pennsylvania Department of Labor and Industry. During the state's PY 2017 review we had indicated that this policy needed updated. It was noted in their review. We've updated the policy to reflect the state's requirements. Susie reviewed the policy. In addition, Susie explained the need to do a Risk Assessment each year to determine the frequency and type of review needed for each of our providers. Discussion ensued. Dave moved to approve the Local Oversight Plan; Sharon seconded it; motion passed. Susie recommended that since our contract with ResCare is new that we treat them as a "Middle Risk" provider and follow the monitoring schedule in the plan. Everyone agreed.

The next item reviewed was the Performance Measures we negotiated with Pennsylvania Department of Labor and Industry. Susie explained the process for negotiating.

The committee then reviewed the performance metrics drafted for ResCare. These measures will be linked to performance funds (their profit/management fee). Three categories were developed for review: Services to Job Seekers, Services to Employers, and Quality. Susie explained that we have to easily be able to measure performance in order that this system does not become cumbersome. She also mentioned that not all boards attach performance metrics to the receipt of profit. The reporting will need to be refined a bit as the qualitative measures can be a bit subjective. Sharon recommended providing additional definition to the measures. Susie will work on this. Bob also recommended reaching out to ResCare to request what metrics other boards have required of them. Susie indicate that this would be a fluid process as we further refine our metrics. Dave moved to approve the metrics as presented, Bob seconded it, motion passed.

The final item on the agenda was an MOA with Central Workforce Development Board. We have worked with them for over a year on assisting us with our monitoring. This helps us with capacity within monitoring that other staff wouldn't have the time to commit. Most boards employ a full-time monitor. We are trying to keep our costs down by sharing in the work and contracting the more intensive file review with Central. The cost per review is now at \$3,500. Bob asked if this agreement met our procurement standards. Susie said it was a bit unique in that the state has encouraged this collaboration amongst boards to keep costs low. It wasn't something we had planned to procure for because Central has the expertise we need. She will check into this and let the committee know the outcome. This will also go to the full board for approval.

The meeting adjourned at approximately 3:40 PM.

Action Item: The Continuous Improvement Committee recommends approval of the action items as identified above.

