



425 Old Kersey Road
Kersey, PA 15846
Office: 814-245-1835
WorkforceSolutionsPA.com

**North Central Workforce Development Board
Continuous Improvement Committee Meeting Summary
December 12, 2018, 8:00 AM
Meeting/Conference Call**

Members via Conference Call:	Sharon Engle and Robert Cardamone
Staff Present:	Susie Snelick
Agenda Items Included:	Performance Metrics for ResCare Updated; ResCare File Review; and PA CareerLink® Reviews

Meeting Summary: The meeting was called to order at 8:00 AM.

The first item on the agenda was review of the performance metrics for ResCare. Susie met with Blythe, Project Director for ResCare, and they reviewed/negotiated a couple of the measures. The following changes were made and approved by the committee (**Action Item**):

- *Market Penetration was removed and replaced with Employer Outreach at 75 per quarter

- *All Staff Hired, Trained, and Retained was reduced to 80% for the first quarter. In addition, the committee recommended pulling retention out as a separate measure. Retention will be at 85% for the second thru fourth quarters. Staff Hired and Trained will be at 100% for the second thru fourth quarters

- *Employee Satisfaction was reduced from 100% to 85% - a more realistic goal

- *Youth MOAs was reduced from 12 per quarter to 6 per quarter since many youth organizations are regional 24 per year was more realistic than 48

The next item on the agenda was the ResCare File Review that was completed at the end of October under our MOA with Central WDB. The monitor saw many improvements in comparison to the previous provider. A couple of things to note: no issues with eligibility documents; follow-up after exit is happening; case notes were titled; and no major issues identified. This report was shared with ResCare fyi and no corrective action plan was needed.

The final item on the agenda was our PA CareerLink® Reviews. Workforce Solutions staff, Linda Franco along with our Operator, Mark Morelli, completed the reviews at each of our

comprehensive PA CareerLink® centers. They noted many strengths in their report including: good customer flow; strong Business Service Representatives; good workshop instructor and workshops well attended; tracking referrals in CWDS; and two committees were combined and are using a customer centered design approach. In addition, a couple of concerns were noted: some centers aren't capturing referrals or co-enrollments; confidentiality is an issue in smaller offices; some centers are short-staffed; and some have empty space that could be occupied by other partners. Workforce Solutions staff and the Operator will continue to work with the PA CareerLink Site Administrators on resolving any issues.

The meeting adjourned at approximately 8:30 AM.

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