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**North Central Workforce Development Board
Continuous Improvement Committee Meeting Summary
September 24, 2019, 1:00 PM
Meeting/Conference Call**

Members via Conference Call:	Robert Cardamone
Staff Present:	Susie Snelick
Agenda Items Included:	Performance Metrics for ResCare; ResCare File Review; and BWDA Review – Local Board Certification

Meeting Summary: The meeting was called to order at 1:00 PM.

The first item on the agenda was review of the performance metrics for ResCare. These metrics were already discussed and agreed upon – but some of the information was updated. Dollars were added to each metric for potential award based on performance. In addition, the committee discussed the board expectation regarding an acceptable percentage of the goal to be achieved. PA Department of Labor and Industry considers the goal achieved if you are at 80% of the goal. After some discussion it was agreed that we would hold our provider to 90% of the goal in order to meet 100% of the dollars available. A scale for payment based on goals accomplished was approved.

In addition, the committee discussed the potential metrics for EARN. Performance is currently paid to the WDB based on 10 measures. Everyone agreed that less measures to pay performance was acceptable and agreed on the three placement measures as well as the six-month retention.

The next item on the agenda was the ResCare File Review that was completed at the end of June 2019 under our MOA with Central WDB. Susie noted from the report that many of the areas that were issues a few years ago appeared much improved. Some of the files were documented well. There were, however, many data entry and documentation errors. This report was shared with ResCare with a corrective action plan due by October 7, 2019.

The final item on the agenda was regarding the BWDA review of our board certification. Based on this review our board is in compliance and remains certified until January 2021.

The meeting adjourned at approximately 1:30 PM.

Action Item: There were no action items but rather recommendations for moving forward.