



425 Old Kersey Road • Kersey PA 15846

**Workforce Delivery System Committee Meeting
December 23, 2020 – 8:30 AM**

Members/Guests Present: Kate Brock, Bruce Jones, Blythe Brunner, Chris Palmer, Tom Bogacki, Todd Vandereburgh, Ron Hammersley, Sharon Engel

Board Staff: Linda Franco

Absent: Kelly Davis, Jenna Witherite

Topics Discussed: Site Administrator Reports, Partner Updates, CareerLink® certifications, Staff Return to Centers Date (from telework), Outside WiFi opportunity

Site Administrator Reported that the transition to teleworking the week of November 23rd went smoothly. The call volume has remained steady with most calls still being related to UC. Todd reported that he is receiving new postage machines that require WiFi and that partners should consider sharing the postage machine costs. Tom discussed the new process regarding RESEA and the virtual services that will be provided. Letters will be going out to customers beginning 1/18 and staff are currently participating in training. Ron reported he same, with a slightly higher call volume, indicating staff are highly engaged and communicating well.

Partner Updates: Bruce discussed that BWPO staff have received Elite books with SIM cards for cellular technology which should help those struggling with good connections. He also discussed the state's initiative to bring internet to all customers by installing expanded WiFi to the outside areas of CLs; and future discussion and organization of local areas process for outreach to the long term unemployed.

Sharon discussed the Navigators and concurred that most calls coming into the centers are related to UC benefits and questions but that all is going smoothly. Chris reported that OVR continues to telework until June, 2021, she further discussed OVR's strategic priorities, and then a discussion ensued regarding staff training on scam job orders.

Blythe reported that Title I staff, although not physical in the centers are still working out in the field, meeting with employers, etc. They've processed 9 new ITAs and OJTs, and 11 new WEX since 11/23.

CareerLink® certifications: Linda thanked the committee for their guidance and participation in the certification process, and as previously agreed through email, partners approved the certifications for all 6 comprehensive centers and 1 affiliate. Kate called for a motion to approve the CareerLink® certifications for three more years and to recommend to the WDB that they certify all the centers in the north central workforce development area. Bruce made the motion and Chris seconded, all were in favor.

The WDSC agreed to set a tentative date for **staff to return to the centers** and phase in opening to the public on January 25, 2021, contingent on actions by the Governor and President-elect. It was also determined that partner staff received December 24th as a holiday so the SAs will publically announce that CareerLink@s will be closed and staff unavailable December 24, 25, and January 1.

The group also discussed the opportunity offered by L&I to all PACLs to fund **expansion of the centers' WiFi to parking areas** and recommends we move forward with collecting information and securing quotes to do so.

Action Items for the Workforce Development Board: The WDSC is requesting that the WDB certify all North Central PA CareerLink® centers and affiliate sites for three years, retroactive to December 31, 2020, with no requests for corrective action and ongoing technical support from board staff