



425 Old Kersey Road • Kersey PA 15846

**Workforce Delivery System Committee Meeting
June 23, 2021, 8:00 AM**

Members/Guests Present: Kate Brock, Bruce Jones, Blythe Brunner, Chris Palmer, Kelly Davis, Jenna Witherite, Tom Bogacki, Ron Hammersley, Sharon Engel
Board Staff: Linda Franco

Topics Discussed: Site Administrator Reports, Partner Updates; Operator Report; Masking/COVID Procedures in centers; CAO re-opening; PACL Complaint Procedures; Executive Director position

Site Administrator (Tom and Ron) Reported that all is going fairly smoothly in their centers. The number of people coming to the centers is steadily increasing. Approximately 50% of the people coming in are coming in because of issues with UC and not necessarily interested in other services. There have been a couple of occasions where staff had calm an irate customer. The McKean center has had to deal with some structural issues and the corner of the building had to be strengthened. Also, new carpet will be installed the week of July 19th and therefore closed to the public. Staff will telework.

Partner Updates: Adult Ed reported an increase in customer referrals. OVR reported that more information regarding staff's return to the centers should be received this week. Title I reported 154 OJTs, 216 ITAs, and 156 WEX have been written and that over \$49,000 of the \$60,000 in supportive service dollars has been spent to assist customers. BWPO reported that all UC issues arising in centers are being reported to the state and that pandemic mandates for state employees will most likely be lifted on June 28th.

Operator Report: Sharon discussed plans for answering the phone by the Navigator in McKean County when the carpet is installed and OEO training that is scheduled in July, as well as advertising.

It was agreed by all committee members that **Masking/COVID Procedures** in our centers will be discontinued, effective June 28th, barring any contrary announcements by the Governor.

Linda announced to the group that the local **County Assistance Offices (CAOs)** are scheduled to re-open to the public on July 12, 2021.

Linda inquired about the recent training of BWPO staff regarding new **Complaint Procedures** and the impact to other staff in the centers. Bruce recommended that all staff review the training and requested Site Administrators provide names of BWPO assigned to received complaints as well as their back-ups.

Executive Director: Linda informed the Committee that the Executive Committee of the Board appointed Pam Streich Executive Director of Workforce Solutions.

Action Items for the Workforce Development Board: None

