

PA PARTNERS WELFARE TECHNICAL WORKGROUP AUGUST 21, 2008 MEETING MINUTES

I. STATE UPDATE – RUTH ANN VAN DYKE

Self-Monitoring

Ms. Van Dyke noted that the Contractor Self-Monitoring would commence with a review of records for the month of September with submission due date of October 15, 2008. Deputy Secretary Linda Blanchette made suggestion for the self-monitoring with the thought that it would be helpful to the contractors. State-wide conference calls will be conducted to review procedures. Note: only 29 phone lines will be made available per call. Individuals should make register through the Inspiritec web-site. Sample size is set at 5% (special consideration for larger contractors may be consider-please forward request to the attention of Ms. Van Dyke.) If contractor for multi-county area, percentage levels may be proportionately adjusted to reflect actual number of records. Contractors for small counties/areas may use same record if inadequate number of records.

Tech group members voiced concern about number of reports due on the 15th. Suggestion was made for PA Partners to submit a request for alternate date. PA Partners will draft letter to Dr. Noon request end of month for submission of self-monitoring.

Annual Monitoring

Annual State conducted monitoring for PY07 is starting with expectations to be completed more timely. PY06 monitoring was prolonged due to CWDS implementation trainings.

Targeted Technical Assistance

State Program Advisors will provide targeted technical assistance giving contractors immediate feedback regarding various issues/problems. Contractors will be expected to complete and submit corrective action that will be reaffirmed during annual monitoring. Note: Will scrutinize client sign in/sign out process. A first round of monitoring will be conducted with Northwest WIA which may result in adjustment to this monitoring protocol.

Time and Attendance Monitoring

No changes to monitoring protocol. A 3 month review will be focus of monitoring. State still concerned about work participation rate (State falling below 50% requirement.) Letter has been issued to local areas noting location/date/time.

Self-Initiated Client Referrals

State will now be referring TANF applicants who have self-initiated into vocational-educational training activity to EARN (either Work Support/Career Development/Work Ready as determined by CAO so that contractors will be responsible for tracking hours. Move to KEYS if appropriate. Contractors should work with local CAO to provide clients with welcome letter/brochure to introduce vendor program. Note: For Work Support clients, hours will have to be tracked manually-currently no code 24 available on CWDS. Also, for clients enrolled in courses not consistent with LMI, allowances should be given if client has already made payment arrangements. Vendors should also not put clients in jeopardy of losing credits if transferring client to less costly learning institution. Contact R. Van Dyke via email if you have any questionable situation.

Referral to Enrollment Percentage

Currently not a performance measure. LMC should determine percentage. R. Van Dyke will check on parameters to determine. C. Lundy will submit local stats demonstrating referral errors to Ms. Van Dyke.

Environmental Analysis

To date, R. Van Dyke has not received any feedback about local submissions.

II. Client Retention

Question posed by vendor about using termination code 8 or 1 instead of 3 for client not meeting retention. Vendor should not get negative if client ends participation while in retention? R. Van Dyke will research.

CAO re-referring clients who have lost employment during retention phase. With client in retention, CAO can not reopen case unless vendor has closed. CIS does not allow to reopen in certain circumstances. Note on cum record as code 3 so this does not appear as negative for vendor. Explain to Program Advisor during annual monitoring.

Areas cited use of incentives and frequent contact to clients necessary to meet performance requirements.

III. CWDS

Vendor noted that CAO can not see info on CIS that was inputted on CWDS. S. Cacciavillano (Delaware County) will forward examples to R. Van Dyke. Also, activities/hours not transferring over from CWDS to CIS.

Concern was voiced about new staff not be allowed access based on job title. What levels of access is allowed for different job titles?

Suspension list difficult to track. Can be large number of cases in larger areas.

When canceling activity, vendors should be aware that this activity will still accept hours, thus potential for creating errors.

In some instances participation hours for clients in Code 33 (Unsubsidized Employment) not being accepted.

Code 42 is time limited. With vendors required to wait 6 days to term absent individual-some instances may appear to have exceeded 4 week limit. Can close project prior to term date. Attention should be given to projected end date.

No exceptions will be made for P codes. If extenuating circumstances exist (client domestic violence), forward email to R. Van Dyke.

Request was made for State to conduct regional CWDS training sessions. S. Martin (Westmoreland/Fayette) submitting request.

IV. Work Participation Rate

With State under pressure to meet work participation rate, looking for every possible way to boost. Vendors should be diligent in completing timely data entry.

V. Employer Verification

With delays in Work Number, calls to employers should be limited to verify employment. If vendor has relationship with employer, calls still can be made.

VI. Training

Bill Lantham will be developing new schedule for BETP 101 training. Efforts will be made to have local CAO staff attend so that they better understand programming. Requests have been made for LMC training. This training will be conducted locally. Tech group requested Ad Hoc Report Training to be scheduled.

VII. Inspiritec

Performance Reports are available on Inspirtec. R. Van Dyke will contact staff member to request information be updated.

VIII. Credential Programs

Work Certified not formatted for 3rd or 4th client grade levels. Southwest Corner referring clients with 6th grade level. Need to work closely with instructors to see what abilities students have. For students not having high school diploma, completion of Work Certified provided confidence to succeed with GED.

Central Area has had success with employers to recognize Work Keys. Nearly 170 employers have signed off noting recognition and/or hiring preference.

IX. Supportive Services

CWDS does not accept amounts that exceed supportive service allowance.

Best practice cited for car purchase:

Vendor has contracted with local mechanic to inspect cars prior to client purchase.

Ways to Work Pilot Program (funded by Family Services in Western PA) matches what vendors provide for car purchase.

Next meeting will be conducted through conference call –tentatively scheduled for 3rd week of November.