

## Welfare Technical Workgroup Meeting Notes

10/23/2007

Pennsylvania Partners, Camp Hill

- Deb Newton welcomed 21 people to the Welfare Technical Workgroup meeting. Dennis Rhen also welcomed everyone to the PA Partners offices. The group introduced themselves and provided emails and contact information.
- Time and Attendance
  1. Deb Lovejoy will be coordinating time and attendance this year. There was mention that nothing had been heard yet but that there usually was a good amount of lead time before Time and Attendance monitoring occurred.
  2. Ruth Ann clarified that Time and Attendance will be occurring between November and January and that an announcement would be forthcoming.
  3. It was mentioned that the focus will be on excused absences and five day terminations as part of the Time and Attendance Monitoring.
- Work Support to Career Development Component and program issues
  1. There is confusion on clients coming in already enrolled and there needs to be some clarification.
  2. CAO's are not interviewing clients as well as they could be and this interviewing is crucial to determining which component the clients should be enrolled in.
  3. Work Support enrollments are increasing for some areas and not for others.
  4. These discussions lead to comments on clients "churning" through the system. One area will not take a client back after a 6<sup>th</sup> time terminating negatively from the program.
  5. Some areas are attempting to combat negative terms and gaining the neutral "P" code by having a form for the CAO to sign off on.
  6. The group was not clear on Work Ready in terms of what it does and how it works. There are many different interpretations and answers on what this program does.
  7. There was concern expressed about MPP and how difficult it is to access for clients
  8. It was suggested that areas should try to partner with Mental Health/Drug and Alcohol and Educational Resources to work with clients with a need. This is sometimes made more difficult because these agencies really want clients who will follow through.
- CWDS
  1. It was suggested that the group request a meeting with Cheryl Davis to express frustration with the technical errors, time demands and other frustrations with CWDS.
  2. The group shared all the issues that they have been having with CWDS.
  3. It was expressed that Deloitte was not as helpful with the help desk and trainers as it could have been and BETP is more responsive because of being "program oriented".
  4. The BETP Desk Guides have been very helpful.

5. It was expressed that WPR may suffer and a waiver may be appropriate as well as extended relief from late data entry fees.
- Secure Email Access
    1. It was mentioned that secure email is not useable with Microsoft 2007.
    2. The group decided to ask for contractor to contractor access for Secure Email to ease communication of secure data.
    3. It was also mentioned that it would be easier to password protect over regular email than use the secure email.
  - Skill Credential Programs
    1. Implementation was discussed and Terri Cooley-Taylor will coordinate a committee to share best practices.
    2. Work Certified and WorkKeys as well as other software programs were discussed.
  - Ruth Ann Van Dyke
    1. Ruth Ann discussed CWDS and the commitment of BETP to provide ongoing training starting in December.
    2. Cheryl Davis is committed to making fewer steps to CWDS.
    3. Everyone shared specific issues with Ruth Ann and she encouraged emails to her or contacts with the help desk.
    4. BETP is worried about the WPR as well and encouraged the group to email Cheryl Davis with reasons for relief from requirements relating to CWDS.
    5. Ruth Ann encouraged an email about the secure email to go to Cheryl Davis.
    6. There will be a policy clarification on the Work Ready program released soon.
    7. Ruth Ann related that the day after Thanksgiving and the week between Christmas and New Years for post secondary individuals will no longer be holidays.
    8. It was asked about storing files on CD for 4 years rather than the whole file being kept. Ruth Ann asked that the question be sent to Bryon Noon.

The next meeting is tentatively to be a conference call in February 2008