

## WELFARE TECHNICAL WORKGROUP JULY 14, 2008 CONFERENCE CALL MINUTES

Conference call commenced with PA Partners Assistant Director Dennis Rhen conducting a roll call of Workforce Investment Areas. Workgroup Chair Deb Newton noted that PA Dept. of Public Welfare Bureau of Employment Training Programs Director Cheryl Davis had requested the call to discuss changes regarding Data Entry of Client Terminations and changes in Monitoring and Technical Assistance (draft information previously forwarded in email dated 07/03/08).

In order to avoid and overpayments in supportive services and any negative impact of client flow (clients transitioning from EARN to Work Keys) and achievement of Work Participation Rate, Ms. Davis requested input from the local areas regarding turnaround time for data entry of client termination dates. Large volume areas noted that one day turnaround time after decision to term is made is extremely difficult. BETP will consider 3 or 5 business days for completing data entry after termination decision is made. If DST recommends a client termination, data is to be inputted within BETP designated time frame. BETP will make final decision regarding time allowance (3 or 5 business days) and forwarded to locals by weeks end. Guideline changes to 15 day data entry after end of month will be made for Client Terminations only. All other data entry requirements should be completed within 15 days after end of the month.

BETP Director of Division of Policy & Implementation Ruth Ann Van Dyke reviewed Monitoring & Technical Assistance changes. In the past, annual monitoring took place well into succeeding program year. To provide real time feedback & ensure quality programming, monitoring changes will include:

- Targeted Technical Assistance will be provided throughout current program year. Program Advisors will complete one-page check lists during normal technical assistance visits. Concerns will be indicated in annual monitoring review/report with acknowledgement of corrective action/results.
- Time & Attendance Monitoring will be conducted following past procedures. BETP is considering possibility of providing an Incentive Program for exceeding program performance with stipulation that financial incentive to be made available to staff completing work. Will be dependent upon State Budget.
- Monthly Self-Monitoring focused on designated topics will be required. Contractors will complete Self-Monitoring using monitoring tool provided by BETP. Contractors may customize tool adding questions if needed. Report is to be submitted to LMC for discussion at monthly meetings. Suggestion to submit to Harrisburg with monthly minutes will be taken into consideration. Questions concerning Sampling Size particularly for large volume areas were made. BETP will take concern under consideration. Areas that already have a monitoring tool in place were encouraged to forward to Ms. Van Dyke for BETP review and approval. Ms. Van Dyke will work to finalize Monitoring Tool noting sampling size and have available by week's end. New conference call (to take place at end of July) dates to review information with staff will be forwarded ASAP. Self-Monitoring will commence in August with implementation of Case Management/Job Development/Job Retention Tool and submission to the State by September 15, 2008.
- Sharing of best practices (Program Design Networking) will be implemented in late winter/early spring (after areas visited by Jodi Sue Kelly). Possibility of creating a newsletter or posting information through Inspiritec was discussed. More information to follow.

In addition to the two areas noted above, Ms. Davis indicated that BETP is also very much interested in how areas may be providing Transportation Incentives. In light of higher gas prices and low CAO reimbursement (12 cent/mile—request to change amount to 25 cent/mile has been made but will take time to work through State approval process) that CAO provides, Deputy Secretary Linda Blanchette would like to see areas consider providing transportation incentives. During the conference call, some contractors noted that incentives are currently being made. At the request of Ms. Davis – if your area is providing a transportation incentive, **please submit to the attention of Marie Zigerelli [jobtraining@jtbc.org](mailto:jobtraining@jtbc.org) an outline of your policy by Friday, July 18<sup>th</sup>.**

**NEXT WELFARE TECHNICAL WORKGROUP MEETING IS SCHEDULED FOR AUGUST 21, 2008 – FROM 10:30 2:30 – TO BE HELD AT STATE COLLEGE PA CAREERLINK. MS. VAN DYKE WILL BE JOINING THE GROUP FOR MORNING SESSION. LUNCH WILL BE PROVIDED.**

**SHOULD YOU HAVE ANY AGENDA ITEMS, PLEASE SUBMIT TO MARIE ZIGERELLI (EMAIL ADDRESS NOTED ABOVE).**