



Pennsylvania Rehabilitation Council

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CareerLink/WIOA Committee Meeting Written Review Draft Minutes for January 11, 2022

Members Present (P) Not Present (NP)

Rob Wallington (P) Passle Helminski (P) Juliet Marsala (P)
Sue Soderberg (NP) Kara Donatucci Pham (P)

Office of Vocational Rehabilitation (OVR) Staff Present: Cheryl Novak, Lee Ann Stewart, Robert Hodapp

State Workforce Development Board (SWDB) Staff Present: James Martini, Tracey Turner

Guests Present: Daniel Kuba, Director of the Department of Labor & Industry's Bureau of Workforce Development Administration and Bureau of Workforce Partnership and Operations

PaRC Staff Present: Chris Todd

CALL TO ORDER

- This meeting was conducted through Zoom. Mr. Rob Wallington called the meeting to order at 10:00 AM

ADDITIONS TO THE AGENDA

There were no additions to the agenda today.

APPROVAL OF AGENDA AND PAST MINUTES

Ms. Passle Helminski made a motion to approve today's agenda and past meeting minutes. Ms. Kara Donatucci Pham seconded the motion. All were in favor.

Discussion and possible action items:

OVR Updates

- Mr. Rob Hodapp, OVR Business Services, reported on the OVR ADA Accessibility evaluations of CareerLink sites which were paused in 2020 due to the pandemic. The process begins with an assessment of the physical components of the location starting with the parking lots to ensure accessible parking is well marked and is continued throughout the interior of the location. After that, a report is generated

and provided to the landlord that will include any corrections that need to be made to ensure the facility is fully accessible. OVR staff then follow up to make sure the recommended corrections were made. A big focus has been made to ensure the technology within each CareerLink is accessible. New computers have been purchased/ordered that have accessible hardware and software such as large monitors, large print keyboards, headsets, roller ball mice, other accessibility hardware, Zoom Text magnification software, and Job Access With Speech (JAWS). The Fusion Program was recently purchased that allows both Zoom text and JAWS to be used in tandem under one license. Closed Caption televisions and phones with updated TTY were also recommended/ purchased in locations where it was necessary.

- Mr. Rob Wallington asked when the final conversion will be completed for all CareerLink sites to have the new accessibility technology put in place and if the staff will be reporting the completed conversion to OVR.
- Mr. Rob Hodapp reported that some sites have begun to order and install the new accessible technology, sites are not required to report to OVR, and that sites might request a re-evaluation as needed.

OVR current involvement regarding accessibility at CareerLink physical locations and how recent COVID-19 variant/concerns have affected that process

- This agenda item is covered in the previous section.

Discussion of Certifications at each of the 62 Physical CareerLink locations within the Commonwealth by PA State Workforce Development Board (SWDB), Local Workforce Boards, and the Office of Equal Employment Opportunity (EEO) and how recent COVID-19 variant/concerns have affected that process/ start date

- Mr. Rob Wallington inquired about the Accessibility Certifications for CareerLink sites, how that process has been affected by COVID-19, and their anticipated start date.
- Mr. Rob Hodapp reported that due to COVID-19 the certifications have only been completed for a third of the locations, but staff have returned to completing that process recently using the 2010 accessibility standards. These reviews include inspection of signage, restrooms, entrance and exits of each facility. New COVID-19 variant has created new roadblocks.
- Mr. Rob Wallington asked how many locations have been certified.
- Mr. Dan Kuba, Director of Bureau of Workforce Development Administration (BWPA) and Bureau of Workforce Partnership and Operations (BWPO), with the Department of Labor and Industry, reported that 22 out of 62 locations have completed their certification.
- Mr. Rob Wallington asked when they will be completing certifications for the Philadelphia area.
- Mr. Rob Hodapp informed members he will be planning with his supervisor, Mr. Doug Rand certifications for Philadelphia as there is not currently a staff in that area and will contact PaRC members if they would be interested in attending those reviews.
- Ms. Passle Helminski asked about being informed about reviews for Erie, PA.
- Mr. Rob Hodapp informed members those reviews were just completed.

- Mr. Dan Kuba stated that a strategic plan was put in place at each local area on how to deliver services during the pandemic. BWPA and BWPO have continued to provide services to local areas and have seen increased requests for adaptive and virtual services to be able to continue to provide support services for their clients. These strategic plans/ priorities vary in each local area based on needs and the BWPA and BWPO plans on coming up with a best practices review to determine results of those investments and what would be useful to implement statewide. There are currently no plans to shut down CareerLinks due to COVID-19 as they have already put in place safety measures to keep each location operational and also will put further mitigation efforts in place where necessary through virtual and scheduled appointments.
- Mr. Rob Wallington inquired about phone services being put back in place for Unemployment Compensation (UC).
- Mr. Dan Kuba reported that those UC phone services have not yet been put back in place, some local areas have requested returning those services, main area of focus has been to clean up the backlog of UC requests and cleaning up attacks on the system through fraudulent cases that were submitted. BWPO continues to provide support with UC using “ID ME” that requires a lot of work along with identification verification at locations to eliminate fraudulent cases.

CareerLink location’s installation of accessibility TV’s with Closed Captioning, telephones with TTY and date of completion as related to recent COVID-19 variant/concerns

- Mr. Dan Kuba reported that his unit is responsible for ordering/purchasing the assistive technology, collects and keeps active inventory of new purchased materials and locations. New equipment is also being purchased for their staff in a 3 to 5-year window and this equipment will be part of their normal rotation of purchases. BWPA has been involved with the continued effort to assess, provide support, and provide the money necessary to upgrade all of the CareerLink systems. In addition to assistive already reported upon they are also working on the procurement of new Phone with updated TTY for each of the CareerLink sites which will require additional analog phone lines. Also, in discussion to purchase braille phones and this will require a second analog phone line.
- Mr. Rob Wallington inquired what the timeline will be for this process/updates and how that has been affected by COVID-19.
- Mr. Dan Kuba reported that they continue to take advantage of the emergency procurement put in place at the start of the pandemic and reported some difficulty in procurement due to global supply shortages. Staff has been increased at CareerLinks, excited about the work OVR is doing, and working to assist local areas with updates. Performance review kits for accessibility have been wonderful resource, ordered for all local CareerLink Boards, and Regional Director staff for all of their reviews. This also involves training for their staff in local areas.
- Mr. Chris Todd (staff) informed attendees that the next PaRC CareerLink / WIOA Committee meeting is scheduled for Tuesday, April 12, 2022 from 10:00 AM to 11:00 AM.
- Members agreed that it was a very informative meeting and thanked guests for their attendance and input.

- Mr. Dan Kuba informed members he hopes to have another update at the next Committee meeting regarding purchasing of accessibility equipment and related services.

Adjourn

Ms. Juliet Marsala made a motion to adjourn the meeting. Ms. Passle Helminski seconded the motion. All were in favor.

The meeting was adjourned.

The Pennsylvania Rehabilitation Council (PaRC) is in search of a person or agency who can create an engaging and interactive website that attracts an audience seeking valuable and useful content related to the employment of people with disabilities.

The mission of the Pennsylvania Rehabilitation Council (PaRC) is to inform and advise the Office of Vocational Rehabilitation, the State Board of Vocational Rehabilitation, the Legislature, and the Governor on the diverse issue affecting employment of people with disabilities. All members of the Council are appointed by the Governor.

This project must fulfill a number of important duties and responsibilities including but not limited to:

- A website within \$3000 - \$4500 budget
- Build an informative and engaging website that increases visitor numbers, time spent on the site, and return visits
- Ability to track website visitors
- Design the site's layout and organize the information in a way that is visually pleasing and easy to use
- Encompass all disabilities by creating a fully accessible site where all people can perceive, understand, navigate, and interact
- Integrate social media platforms to help drive traffic and a greater awareness of the mission of the PaRC
- Knowledge and creating a SEO (Search Engine Optimization) system
- Storage area for weekly newsletters on website with public accessible link
- Responds well to client's requests
- Possess excellent communication skills
- Strong portfolio and experience preferred

Please send serious inquiries with 3 portfolio examples to Michelle Gerrick at michelle.gerrick@parehabilitationcouncil.org