



Pennsylvania Rehabilitation Council (PaRC)

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CareerLink/WIOA Committee Meeting Written Review Draft Minutes for April 12, 2022

Members Present (P)

Rob Wallington (P)
Sue Soderberg (NP)

Not Present (NP)

Passle Helminski (P) Juliet Marsala (P)
Kara Donatucci Pham (P)

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

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 10:10 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. Juliet Marsala seconded the motion. All were in favor.

Discussion and possible action items:

Discussion for Committee Chair and Vice Chair Nominations

- Mr. Rob Wallington informed members he would be willing to remain as Committee Chair and encouraged others to express interest for Chair/Vice Chair.

- Ms. Juliet Marsala stated that she is excited to hear of Mr. Rob Wallington's continued willingness to Chair and encourages other members to take part as Chair/Vice Chair to support the Committee.

Ms. Passle Helminski motioned to approve Rob Wallington as Chair of the Committee. Ms. Kara Donatucci Pham seconded the motion. All were in favor.

Discussion and Review of Committee Goals and Budget for Fiscal Year 2022-2023

- Mr. Rob Wallington reviewed budget and goals with attendees. Ensured that the budget of \$1000.00 for the next year will be enough to continue to fulfil Committee goals, will invite Office of Equal Opportunity (OEO) to Committee meetings, and will attend future SWDB meetings. Thanked staff and attendees for continued fulfilment of goals to increase participation with SWDB and inform the Council on SWDB quarterly reports and WIOA related issues.
- Ms. Passle Helminski stated that her local CAC reviews happenings of their local CareerLinks. Also, local CILs are involved with local outreach with CareerLinks. Suggested adding a section that states increased involvement with local CAC and local CILs that would expand accessibility for Goal #1
- Mr. James Martini reported for Goal #1 that OVR and WDB are continuing to provide work related to ensuring physical and technological accessibility at CareerLink locations. A presentation will be provided about this work at the May 3rd Workforce Development Board meeting. Recommends PaRC and OVR State Board members attend.
- Ms. Juliet Marsala inquired about Goal #2, if data received from CareerLink and OEO would also require feedback to identify trends, provide recommendations, and to educate, inform, and advocate PaRC members of these trends and issues observed.
- Mr. Rob Wallington stated to add to the Goal #2 to keep the Full Council informed of this particular information.
- Mr. James Martini stated that this data is public and inquired if there is data outside of the WIOA performance measures that members would like to receive. Stated it may be helpful to request specific data. Described the Digital Intake Project and Common Intake Project for CareerLink Offices. A few years ago, included in the Combined State Plan a Common Intake Form for all 62 CareerLinks and digital intake. After reviewing it was determined that all 62 CareerLinks do intake differently. There will be a pilot program for the intake form to determine barriers and demographic information. This project will assist with improvement to referral process and better understanding of who is receiving services, what types of services are being provided, and who is not receiving desired services.
- Mr. Dan Kuba stated the intake form project will also make updating information for each customer a much easier and helpful process, digital intake format will help to learn more about customers, and how to cater to programs and services. Stated this will also help to learn where to invest money and streamline services. In addition, stated that they will be hiring interns to be on location to assist with intake process. Interns will also be fully trained about programs, services, and accessibility.
- Ms. Juliet Marsala stated that members would like to receive more information regarding what CareerLink and OEO are seeing for issues and barriers regarding employment for persons with disabilities that are not included in data that is received.
- Ms. Passle Helminski inquired if the form will be accessible to everybody and if CareerLink staff will continue to have issues with not providing services or referring persons with

disabilities to OVR. Informed attendees of issues with high turnover rate of CareerLink staff and lack of training to assist persons with disabilities.

- Mr. Dan Kuba stated that the process is intended to fix a lot of those issues. Recently completed surveys to recognize issues and bottlenecks for services which is being used to support the Statement of Work to ensure proper training which will include a well-developed curriculum and routine training for staff to understand how to work with customers and embed within the training system problem solving for different situations and scenarios that have caused issues in the past.
- Mr. James Martini stated that there was a lot of effort to ensure the forms are fully accessible, implement the use of assistive technology and provide options to use other languages for those who do not use English. Form provides an option to request help that will inform staff and interns to provide assistance. Provided a link to the webpage which includes links to all of the Briefing Books and Quarterly Reports; <https://www.dli.pa.gov/Businesses/Workforce-Development/wdb/Pages/default.aspx> for the SWDB.

Ms. Passle Helminski motioned to approve the 2022-2023 Budget and Goals which include two additions. Ms. Juliet Marsala seconded the motion. All were in favor.

OVR Updates

- Mr. Rob Hodapp reported that the ADA reviews are going really well at CareerLink sites, most of the reviews at locations in Western PA are now complete. Reviews include physical accessibility and electronic accessibility with Computers, Closed Caption TVs, TTY phones, and other assistive technology. After reviews are completed OVR will generate a report, send it to the CareerLink site administrator, OVR District Office, and Workforce Development Supervisor.

Discussion Regarding Continued Effects of the COVID-19 Pandemic on Delivering CareerLink Services, Operations, Strategic Planning, and Implementation of Best Practices

- Mr. Rob Wallington stated that this information was included in previous meetings and thanked attendees for their continued efforts, reporting, and diligent work.

Updates on Certifications of the 62 Physical CareerLink locations within the Commonwealth by PA State Workforce Development Board (SWDB), Local Workforce Boards, and the Office of Equal Opportunity (OEO)

- Mr. Rob Hodapp stated that they are about a third of the way through with Certifications after having completed about 30 of the 62 location reviews and expect to finish the rest of the Certifications by the end of the Calendar Year.

Updates on Purchases of Accessibility Equipment, Assistive Technology, and Related Services at CareerLink Sites

- Mr. Rob Wallington stated that Mr. Rob Hodapp had provided a plethora of information regarding Accessibility Equipment, Assistive Technology, and Related Services at CareerLink Sites at a previous meeting. Inquired if there was a reporting mechanism in place after

review/updates to ensure that each CareerLink has the support and equipment they need per their requirements.

- Mr. Rob Hodapp reported that there are no requirements regarding reporting and that OVR includes this information following a review within their report. OVR also provides recommendations regarding CC TVs from their AT experts, TTY from their deaf and hard of hearing expert. Assisted Technology used for CareerLink computers is typically JAWS and Zoom Tech. Recently Fusion was recommended as a better option as it combines both into one license and is easier to use. Some CareerLink locations have already updated technology based upon what they have heard from other locations.
- Mr. Rob Wallington inquired how individual recommendations are completed to ensure each location has completed their updates following a review.
- Mr. Rob Hodapp stated that this information is included in their individual reports, communication and follow up with CareerLink sites is maintained after review and follow up with site administrators is a routine practice. Stated that CareerLink has been a pleasure to work with because they want to make their services accessible to everybody.
- Mr. Dan Kuba, Director Bureau of Workforce Development Administration, reported that he is now overseeing all 62 CareerLink offices, all Commonwealth staff that work in those offices, and is currently working on a couple major projects. Working on the improvement of overall strategy for external and internal customers and the other project is overall activities, programs, and investments. Currently working on Statement of Works that will be detailing opportunities in training for all case managers that work at One Stop CareerLink locations. There are currently 1100 to 1700 staff that work and collaborate with the public. Highlighted a contract that works to train all case managers in CareerLink system around Free Application for Federal Student Aid (FAFSA) to assist staff and customers with that application process. Continue to invest in digital literacy training to ensure access to the internet and different programs that are available through fully accessible web technology and assistive technology.

Schedule next Quarterly PaRC CareerLink / WIOA Committee meetings for Fiscal Year 2022-2023 (Beginning July 2022)

- Mr. Rob Wallington requested staff to poll for the next Quarterly Meetings dates via email.

Adjourn

Ms. Juliet Marsala motioned to adjourn the meeting. Ms. Passle Helminski seconded the motion. The meeting was adjourned.