

Berks-Schuylkill CAC

3/12/2024 held virtually

Attendance: 5 members, 2 OVR staff

Meeting was called to order at 1:05 PM

Introductions: Angel Torres, Brian D'Amico, Andrew Pennington, Sally Kneipp, Helen Konnick, Kim Baskett, Jim Whitonis

New member; Helen Konnick was introduced to the group. Helen works for EDSI Solutions in workforce development and is the former Administrator for the Berks County CareerLink.

Brian D'Amico noted that an updated members list is needed. Andrew Pennington agreed and stated that inactive members should be removed from the list.

Minutes from 12/12/2023 committee meeting were not approved today in order to allow absent members who attended the December meeting to review. Motion tabled until June meeting.

Revised by-laws review was tabled until June meeting to allow time for all members to review.

Sally Kneipp stated that the CAC Brochure also be reviewed and updated as needed.

Andrew/Angel/Jim Whitonis provided background and details on the initiative to have all CAC Chairs/Co-chairs statewide meet to discuss a variety of topics including recruitment, youth involvement, and in-common issues. Chris Harbert is coordinating the scheduling and agenda for this meeting anticipated to take place in July.

Today is Angel Torres' last day as CAC Chairperson. Andrew Pennington nominated Brian D'Amico for the Chairperson. Angel moved to approve and was seconded by Sally and Kim. All were in agreement. Brian accepted this appointment.

Sally motioned to nominate Angel as Co-Chair. Motion was moved to approve by Andrew with Kim Baskett and Brian agreeing to second. All were in agreement. Angel accepted this appointment.

Kim Baskett delivered the OVR report.

- For the program year 7/1/2023 and runs to 6/30/2024:
  - Numbers reported are valid 7/1/2023 – 2/29/2024
    - 911 referrals (exceeds # of 726 for same period in 2022-2023). Referrals are increasing each month.
    - VRC's receiving high # of referrals monthly; 13 – 15 avg. Should be 8 – 10.
    - 527 initial interviews / intake appointments successfully held (473 same period last program year 2022/23)
      - This number reflects cases moved to status 02 to date, not the total number of initial interviews conducted. The discrepancy is due to case processing delays and successful return of Rights & Responsibilities document (OVR-11).
    - 578 eligibilities determined (430 same period in 2022/23 PY)

- Total of 810 IPE's were developed (457 same period 2022/23 PY)
  - 528 initial IPEs completed
  - 282 IPE amendments
  - 88 successful Status 26 closures – goal is 174 (78 same period 2022/23 PY)
  - Current # of cases in Status 06 added to minutes per request by Andrew Pennington – 10 cases
- Staffing:
  - 12 – VR Counselor positions filled
    - 6 of 12 are less than 2 years (1 is less than 1 year)
    - 5 of those 6 are not yet at full caseload capacity
  - 3 – Open VRC positions, 1 approved to be filled, 2 pending approval
  - VR Supervisor – 2 filled, 1 vacancy (currently interviewing)
  - 1 – ADA position not yet approved to be filled
  - 1 Business Services Representative position not yet posted
  - 1 DA position filled
  - 2 Clerical positions vacant, 1 position approved for posting
- Rapid Engagement/Status 02 & 10 Compliance
  - Referrals assigned to VRCs within 5 days
  - Contact with customers to schedule intake appointment initiated and scheduled within 15 days of referral
  - Starting late April, applications will be initiated within 5 days of assignment
  - Most intake appointments taking place within 15 business days of referral assignment; delays beyond 15 days are most often due to customer availability or request to postpone scheduling.
    - Question from Andrew P. “How is status 06 being used and how many cases are in that status? CAC receives calls from customers whose cases have been in status 06 for extended period of time”.
      - – Kim’s response: Status 06 is rarely used in the Reading DO. Typically 06 is used for customers referred from ODP whose employment readiness is in question and who need comprehensive assessments completed to determine if they can benefit from services. The lack of Discovery and Customized Employment providers has also had an impact on waiting time for CBWA’s and counselor’s ability to obtain meaningful assessment data. Currently, the Reading DO has 10 customers in status 06. These are reviewed quarterly by counselors to track assessment progress.
    - Question from Brian D.: “What are caseload sizes and how many people are waiting for counselor assignment?
      - - Kim’s response: Average caseload size is approximately 150 with a wide variance due to the range of staff tenure. Senior counselors with over 2 years of experience have full caseloads which can range between 130 and 170. Transition counselors have higher caseloads as expected with many in the high 100’s to over 200 cases. Counselors with less than 2 years experience build their caseloads over time. During a counselor’s

first 6 months of employment, their probationary period, they are limited to carry only 75 cases. After that, their caseloads build rapidly. Currently, there are 106 cases on vacant caseloads with only 24 of those uncovered by overtime staff. Vacant, uncovered cases are assigned to overtime counselors approximately every two weeks.

- Outreach – Connie Moonen runs OVR social media accounts. Can PaRC have job posting link? Kim will check with Connie.
- CAC recruitment:
  - CAC handbook, by-laws, and brochure will be sent with the next meeting invitation for all to review.
  - Helen K. offered to help with outreach and suggested forming a sub-committee to work on a recruitment plan.

Next CAC meeting to be held 6/11/2024 at 1:00 PM

Upcoming meetings in 2024: Sept 10, Dec 10 (1:00 – 3:00 PM)

Motion to adjourn made at 3:02 PM by Andrew, Seconded by Sally