

Quality Assurance Committee Minutes

November 25, 2008

Present: Michael Cassidy, Ray Filippone, Kim Weiss, Diane Cook, Steve Wilson.

Guests and Staff: Mavis McGetrick, Donna Chaput, Christine Grieco, Carlos Ribeiro, and Gail DuPont.

Absent: Diane Karcz and Paul Harden

With a quorum present, Chair Michael Cassidy called the meeting to order at approximately 8:40 a.m. He asked everyone to review the minutes for the meetings on March 25, 2008 and May 27, 2008.

VOTE: Kim Weiss motion to accept the minutes from the meeting on March 25, 2008. Ray Filippone seconded. The motion passed unanimously.

As no quorum was present at the May 27, 2008 meeting, the minutes were reviewed and the votes taken at that meeting were ratified. Ray Filippone motioned and Mike Cassidy seconded.

Performance Update

Mike stated the Executive Committee requested a report on Performance Service Levels due to the large number of retirements from DLT, status of the netWORKri offices and whether to shift

money from Dislocated Workers to Adult Workers.

Christine referred to copies of the Quarterly Performance Report and the Rolling Four Quarterly Report enclosed in the packets. In the Quarterly Report there are four failing marks in the youth sections which are: entered employment rate, credential rate, average 6-month earnings change, and retention rate. However, in the Rolling Four Quarterly Report, the numbers are passing for the older youth entered employment rate. Although because of these failures, a Technical Assistance Plan which is enclosed in the packets must be put into place. This plan requires monthly reports in writing to Donna Treglia, SWIO Performance Coordinator, outlining the status of actions identified in the plan timeline. Carlos Ribeiro, WIA Youth Program Manager, acknowledged in the past measures have suffered from the result of past, poor-performing contracts that remain eligible for performance measures. A new service model has allowed the Youth Centers to increase the number of WIA eligible participants with focus on building capacity, increasing the quality of programs and building a skilled workforce to ensure both efficient and effective outcomes. A new RFP was designed and issued in November that will focus on milestones and benchmarks with specific timelines versus the traditional scope or work description model.

RECOMMENDATION: This committee recommends the Executive Committee approve allowing Christine Grieco and Steven Kitchin to sign the Technical Assistance Plan letter.

Local Office Core, Intensive, Training Goals

Christine discussed the possibility of moving 20% of money from Dislocated Workers to Adult Workers based on the local office numbers for core enrollments, intensive enrollments and training enrollments. Bob Garafano, financial manager on loan to WPGRI recommended not transferring the money now but waiting until the February numbers come in. Kim Weiss said she is concerned about the enrollment numbers as Dislocated Workers goals are significantly higher than the Adult. Adult core enrollment is 63% above goal while Dislocated Worker is only at 39% and should be at 50% by the end of December. For this reason, she would also recommend moving Dislocated Worker money to the Adult category. Kim stated she would like to discuss amending the ITA Supportive Services policy so clients would have access to reimbursement funds when they begin training. Christine agrees with the exception of reimbursement for travel. This item will be discussed at the next meeting.

netWORKri System Monitoring

Christine stated detailed monitoring of the One-Stop Centers has not been conducted for several years due to lack of staff. Mike said it would be a good idea to monitor and see what is going on especially with the current staff shortages. Kim said they are aware of the problem and have implemented measures to help the One-Stop centers.

**VOTE: Ray Filippone motioned to adjourn at approximately 9:20 a.m.
Kim Weiss seconded. The motion passed unanimously.**

**Respectfully submitted,
Gail DuPont
Administrative Assistant**