

# **Workforce Partnership of Greater Rhode Island**

## **Quality Assurance Committee Meeting Minutes**

**May 19, 2009**

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

**Guests and Staff: Christine Grieco, Helder Videira, Jen Cornwell, Donna Chaput, and Lisa Rose.**

**With a quorum present, Chair Michael Cassidy called the meeting to order at 10:10 AM. He asked everyone to review the minutes from the meeting held on March 24, 2009.**

**VOTE: Ray Filippone motioned to accept the minutes from the March 24, 2009 meeting. Steve Wilson seconded. The motion passed unanimously.**

### **Performance Update**

**Christine Grieco reported that there is an updated ETPL list included in the committee meeting packets. There are many new programs and we fund individuals who participate in these WIA programs.**

**Michael Cassidy would like to see the statistics that show program use: which programs, and whether each program is used or not used.**

**It was not possible to closely monitor these programs until now due to lack of staffing. Now that WPGRI has the ability to monitor these programs, Michael Cassidy would like to receive a report of the results of this monitoring by July or August of 2009. In turn, he will distribute that information.**

**There is network system monitoring to be done at the netWorkri offices. There are three full-time offices in Woonsocket, Pawtucket and West Warwick and one part-time in Newport. The Newport office is not a full-service center but a re-employment office with limited WIA services. There is a staffing issue to consider in the monitoring of these offices. The difference in the number of employees in 2007 vs 2008 will be considered. Present hiring is almost finished for the netWORKri Centers.**

**Michael Cassidy will assemble a package of survey materials and invite the Board members to assist with committee members each going to a few different sites. The scheduling is a consideration. The present fiscal year will end soon and then there is a question about whether this process would be best done toward the end of summer in August or after Labor Day in September.**

**All programs for the Summer Youth Program will end by September 30th, 2009. There will then be staff possibly available from that program. Michael Cassidy will find some dates either at the end of August or early September to bring before the Board when requesting**

**assistance for the netWorkri system monitoring.**

**There is a desire to provide netWORKri awards for excellent service and in recognition of all the individuals who have stayed on and also do double duty in their work. Christine Grieco is bringing the names of staff who have been nominated for awards for outstanding service. Kim Weiss stated that given the dramatic changes of the past program year: the increasing unemployment rate; early employee retirement; and huge changes in the traffic flow in the netWORKri offices, the AOS activity report does not fully reflect the seriousness of the actual situation. Enrollment in PY08 has increased by 98% compared to PY07. ITAs have increased by 144% and expenditures have increased by 200%. Staffing has only increased by 25%. Many netWORKri employees are working late nights and weekends.**

**There is normally very little ability to reward staff unless managers use their own money to do so. Although this is not the norm, it will give the DLT a chance to reward those who have served in their positions above and beyond expectations. Kim Weiss will also acknowledge certain partners who have worked closely with the netWORKri offices during these times. Michael Cassidy told about the extensive work he has witnessed at the Pawtucket netWORKri office this past year. Ray Filippone suggested that recognition be given to employees in all four of the offices. There will also be plaques given in recognition of the service of the managers and all employees at each office.**

**Two partners will be recognized with special awards. One of these is Barbara Quirk who works with seniors. She provides front desk coverage in the West Warwick office. She has had fresh ideas for streamlining the process. The second partner to be recognized is Sandy Lupovitz of RIBI Security who has been nominated by manager Vincent Rossi. Sandy has partnered closely with the DLT for 10 years and has done fine work. Christine Grieco suggested that Kim Weiss and Donna Chaput be available at netWORKri staff meetings to observe staff, partners and employers.**

**GEOSOL is moving quickly and all staff are being trained. GEOSOL will replace the AOSOS system. Both WIBs have also privately contracted GEOSOL to train new hires/monitors.**

**The Youth Contracts are being put into place. Carlos Ribeiro will be able to provide a list of vendors providing youth services. The vendors will provide a seven week summer program for participating youth.**

**VOTE: Ray Filippone motioned to adjourn at 11:00 AM. Kim Weiss seconded. The motion passed unanimously.**

**Respectfully submitted,  
Lisa Rose  
Administrative Assistant**