



Capital Workforce Partners
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One-Stop Services Committee

January 21, 2010

Attendees: William Putt, Chair; John Simoneau, Sheldon Bustow, Susan Pierson, Jonathan Richmond, Lindy Lee Gold, John Boyd, Ken Flanagan, and Evelyn Tousignant

Staff: Alex Johnson, Pamela Nabors, Julie Watson, and Vivian Rivera

Guest: Kimberly Staley and Don Scott, KRA Corporation

Call to Order

Bill Putt called the meeting to order at 8:30 a.m.

Consent Item

Bill entertained a motion to approve the minutes from November 19, 2009. Lindy Lee G. moved to approve the motion and Jonathan R. seconded the motion. Motion was carried.

Ongoing Business

a. KRA Contract Status – *Kim Staley and Don Scott*

KRA is very excited about the partnership with Capital Workforce Partners. Their management has good insight regarding the current status of each One-Stop site and are taking a more regional approach to make these sites and services more professional by increasing the standards and expectations. Renovations have been made and visitors and other partners have stopped by and been well received. Kim went over the projected successes and reported that there are 70 qualified staff members who are currently employed. Staff development is being emphasized heavily and 100% of staff will be certified in Dynamic Works (a core certification that educates employees in the 10 competency areas). Out of the new hires, there is a 50/50 ratio of new and incumbent workers. Staff issues are addressed quickly and staff is provided with tools and performance accountability that allows them to be informed and move forward. KRA is aiming at increasing OJT for customers. Over 1000 customers have been enrolled thus far and we are working closely with the Hartford Adult Education Center to advance some of these customers academically. Staff also reported that KRA has done a great job engaging in the community with businesses and other organizations.

New Business

a. One-Stop Reports – *Julie Watson*

i. WIA

Julie reviewed the One Stop WIA activity reports. The ARRA funding supported Individual Training Accounts (ITAs) for approximately 1700 participants, more than double the number supported last program year. CT Works has served more people than we anticipated. Sheldon asked about what skill and education backgrounds participants come in with, and Pam responded that we will be able to look at that information in more depth through a new software program –Performance Matters. Julie also reported that there is a targeted dislocated worker program, Rapid Employment Services (RES) that provides in-depth job search assistance for professionals. Julie also reported that we will have more outcomes in the third quarter since many of the participants who enrolled last quarter will finish training by the next quarter. Alex stated that the ARRA resource allocation is on track to achieving the goals set forth in the plan.

Lindy Lee G. asked about the level of preparation that people actually acquire by the time they leave our programs and asked if they find real job opportunities. Pam responded that CWP continually monitors placements and training credentials. John S. asked if CWP surveys customers to determine if there is a connection between the types of individuals who are

acquiring the jobs and whether the services they received were perceived as valuable. Alex stated that in a past survey, conducted 3 years ago, both core and intensive service participants showed that the satisfaction level of customers decreases with the length of their service, even though their wage and placement outcomes increased with the length of service. So participants who had short service durations had greater satisfaction, but poorer outcomes, and participants who had longer duration of services expressed less satisfaction, but had better wages and employment rates. CWP may consider issuing a new satisfaction survey once the Performance Administrator comes on board.

ii. JFES – Julie Watson

Julie reported that although the Jobs First Employment Program (JFES) had been suspended in July due to the state budget crisis, KRA has been successful in rebuilding the program and engaging participants. Julie stated that given that we are starting from scratch, we are doing very well with over 1,000 participants engaged in only 4 months. The challenge will continue with getting support through Department of Social Services (DSS) mandating participation of clients and following up on sanctions. Due to state retirements, DSS is backlogged with follow up on cases referred for sanctioning.

b. State WIA Performance Reports – Alex Johnson

- i. 2008 WIA Performance** -Alex called the Committee’s attention to the previously issued WIA performance report that showed CWP was meeting and exceeding all WIA benchmarks for last year. All categories were met, but not all had averages at 100%.
- ii. CTDOL Desk Review** – Alex reviewed the CTDOL desk review issued to CWP in December that stated that we are meeting all contractual requirements, performance requirements and have no monitoring findings.
- iii. CTDOL WIA Incentive Award** – Alex reviewed the state policy for awarding WIA Incentives for performance. Although we met performance and all contractual requirements, the state policy is such that we did not exceed benchmarks enough to meet the threshold for any incentive award. Because we did not achieve 100% of all WIA benchmarks, we did not meet the gate for incentives. Alex emphasized that although we did not receive incentive funds, it does not mean that we are not doing what is required and meeting performance. The incentive policy was formulated prior to the current economic recession and doesn’t reflect the size and demographic differences in WIB regions.

c. Follow up on Program Evaluation – *postponed discussion until February meeting.*

Other Business

- John Boyd announced that he is resigning from the One Stop Committee due to potential perceived conflict of interest. He will not be present at future meetings, but will seek to serve on an alternate CWP committee. Bill Putt thanked John for his engagement, enthusiasm and input to the One Stop Committee.

Next Meeting/Adjournment

The next meeting will be on February 18, 2010 from 8:30-10:00 a.m. at the CTWorks center at 3580 Main Street in Hartford. More information including directions and parking passes will be emailed to all members prior to the meeting.

Meeting was adjourned at 10:00 a.m.