



Capital Workforce Partners
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One-Stop Services Committee

February 18, 2010

Attendees: William Putt, Chair; Sheldon Bustow, Lindy Lee Gold, Ken Flanagan and Cindy Scoville

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

Call to Order

The meeting was held at the Hartford CT Works One-Stop Center. Bill Putt called the meeting to order at 8:30 a.m.

Consent Item: Approval of Minutes

Bill entertained a motion to approve the minutes from January 21, 2010. Ken F. moved to approve the motion and Cindy S. seconded. Motion was carried.

Ongoing Business

a. Status of Program Evaluation

Alex presented the One-Stop and Contracted Evaluation Criteria document which derived from the review conducted by Ron Schack on available data. This matrix will give the committee an idea of what measures will be tracked monthly, quarterly and/or annually.

b. LIFE Evaluation

Pam gave an overview of the LIFE program. CWP is evaluating the LIFE program to determine which practices can be integrated into our WIA system to improve service to low-income workers. In this evaluation, Ron Schack is handling the quantitative reviews and Michael Bangser is handling the qualitative review. In the previous Bristol pilot, an initial review showed that participants engaged in the program achieved significant monthly earnings increases upon completion. This evaluation will help CWP to determine if reduced case loads, and the associated cost is worthwhile, as opposed to the current caseload ratio within the regular WIA Low-income Adult program. A question was asked about contaminated data from multiple programs; how can we be sure LIFE is creating the outcome? Staff will touch base with Ron Schack and determine if we can look at only LIFE program elements to avoid data contamination.

Julie briefed the committee on the "Connecticut Performs" software program that analyzes WIA performance. CWP is not able to get direct performance data from the state and so CWP is purchasing the software to analyze the data from a 3rd party. The committee discussed the issue about the WIA data and raised some concerns regarding duplication of costs at the state and local level. Lindy G. asked who collects the data and how the analysis is handled with this particular data product. Alex stated that in the long run, the information will pay for itself. Some of the other CT Boards have a historical relationship with this company and have recommended its adoption statewide. Alex stated that this committee will have access to viewing the reports. The new reporting should be available by the end of the first quarter of 2010 (July-Sept. 2010). The report will allow CWP to look at what programs are providing the highest rate of success including employment, retention and credentials. The committee agreed to have a follow-up discussion on this matter upon receiving the data report.

c. KRA Follow up

Pam stated that staff have completed the KRA review and found that the contractor is meeting our expectations. CWP staff is concerned, however, that career agents have very high caseloads given the needs in this economy (120+ per career agent). CWP staff is also concerned that due to the economy, it will take longer to place individuals and KRA needs to ensure that career agents can retain customers and

ensure that those customers get the support they need. CWP has requested that KRA provide a plan that keeps people engaged and leads to placement. KRA is planning to hire 4 temporary staff to maintain customer engagement. Bill asked if there was an additional cost. Alex responded that the cost, due to other staffing changes, will not exceed the 10% contract modification threshold.

New Business

a. One-Stop Reports – Julie Watson

Julie presented the One Stop activity report, noting that the system has reached capacity in terms of serving individuals. Ken asked if we could serve more individuals if there were more resources. Julie responded that the Centers would need to expand hours of operation to be able to assist more individuals. Alex added that our system has seen a 50% increase in needs and at the same time a 50% reduction in resources. The committee talked about the state cuts and transitions and the impacts.

Cindy brought up the concern that with the closing of the Bristol CT Works Center, many needs are going unmet in the Bristol Region. She suggested that CWP engage with their United Way Community Partnership Committee. Pam clarified that Bristol residents are still being serviced in other regions, and that KRA is holding orientations at the Bristol Chamber.

b. Status of Computer Training at CTWorks

Pam discussed the status of the computer literacy training through the community colleges. CWP has an MOU in place with the four community colleges to provide computer training at the CT Works Centers or at their locations. Average attendance at the workshops has been low – averaging 5 participants or less. Over the past year, despite many attempts to increase participation, the situation has not improved and is costly. CWP staff met with the colleges and would like this committee to consider putting an RFQ out for computer training. It would be more cost effective to have the classes/services at the center by dedicated staff that can deliver weekly trainings and also provide tutoring. CWP expects that the colleges will submit a counter proposal for consideration prior to the decision about procurement.

Other Business

a. WIA Reauthorization

WIA reauthorization principles are going to the CT Employment and Training Commission (CETC) Planning committee for discussion and statewide adoption. CWP feels strongly regarding the need to have local control to establish our regional priorities, increase flexibility with the use of dollars, and set aside funding for the One-Stop infrastructure.

Next Meeting/Adjournment

The next meeting will be on March 18, 2010 @ 8:30 a.m. at Capital Workforce Partners offices on Union Station.

Meeting was adjourned at 10:00 a.m.