



LMC Meeting

Wednesday, April 13, 2022, at 9:00 a.m.

Virtual: [Click here to join the meeting](#)

Minutes

I. Welcome and Roll Call

- **In Attendance:** Angela Mayo, Heather Scheid, Marjorie Cahoon, Christina Dimitriou, Melissa Arslan, Delsie Dyer, Judy Santiago, Raquel Resto

II. LMC Survey

- <https://forms.gle/iTspBTgKc9NVU91z5>
- Attendees were asked to complete the survey at their earliest convenience

III. Updates

- *Angela Mayo* – provided updated on Interim Executive Director, John Moser; Informed attendees of launched One-Stop RFP; provided an update on Interim Site Administrator, Tracy Kleban
- *Melissa Arslan* – HACC employees are still mostly working remote with some in-person courses and services taking place; most KEYS students prefer virtual, but there are few that would like in-person services; staff are trying to come up with ways to move forward with virtual, in-person and hybrid services to keep participants engaged; looking for more referrals; enrollments are down, but workload is increasing
- *Heather Scheid/Christina Dimitriou, Marjorie Cahoon* – ELECT/IU is continuing to offer in-person services; COVID screening is still taking place, and they are able to move to virtual if needed; offering in-person to help meet grant requirements; also struggling with finding the right balance of virtual, in-person and hybrid services; 50% of students are graduating; accepting referrals
- *Delsie Dyer* – Recently received the highest number of referrals they have seen in a while; still looking for more referrals; struggling with getting people to come in person for services
- *Judy Santiago* – Continues to struggle with client participation; virtual option to meet hours is a benefit to clients, but there are some that still are not meeting their hours due to barriers like childcare; some clients are communicating with their Career Navigator, but this is not enough for participation; some clients are

pushing back about hours; the team has seen a small increase in participants coming into the office; offering orientation in a hybrid model has been beneficial (one week they saw 2 clients attend virtually and 2 in person); 21 clients enrolled in March with 9 placed into employment; average hourly wage in March was \$15.78

- *Raquel Resto* – Received some referrals last month; looking for more referrals

IV. Questions/Other Comments

- Melissa recommended having a conversation regarding the influx in refugees requesting services
 - HACC ESL enrollees must, at minimum, know the English alphabet
 - Case managers are spending up to 10 hours per week with participants to help them with the intake process
 - ELECT has also seen some refugees coming to them
 - Recommendation: Church World Services, IU's Refugee Center, and Propio

Next Meeting

Wednesday, July 13, 2022
9:00 a.m.

Mission - The Lancaster County Workforce Development Board seeks to align fiscal resources and provide strategic direction for Lancaster County jobseekers and employers.

Vision - The Lancaster County Workforce Development environment is characterized by innovative opportunities for job seekers, employers, and community partners to achieve their maximum potential.