



**LCWDB HYBRID Board Meeting**  
1046 Manheim Pike, Lancaster PA 17601  
Thursday, February 20<sup>th</sup>, 2025, 7:30 a.m.

**Minutes**

Members Present (In person):	Jean Martin, Francis Miliano, Jodi Pace, Thomas Neely, Susan Richeson, Tim Shenk, Brad Shulenberg.
Members Present (Virtually):	Keith Baker, Marlyn Barbosa, Todd Burgard, Suzi Meyer, Daniel Pick, Kurt Stillwagon, Erin Treese.
Members Not Present:	John Biemiller, Salena Coachman, William Troutman, Heather Valudes, Keith White.
Staff and Guests (In person):	Anna Ramos, Carrie McCullough, Brie Becker, Kim Lam, John Moser, Stephen Samaan, Danielle Shockley, Christine Roggenbaum, Todd Truntz, Ivy Berry, Rachel Ostrander, Chris Torres, David Genaro, Sarah LeTourneau, Elena Taylor.
Staff and Guests (Virtually):	Ana Hernandez, Larry Melf, Tiffany Osbourne.

**I. Welcome/Roll Call and Request for Public Comment**

At 7:33 a.m., Chairperson Thomas Neely called the meeting of the Lancaster County Workforce Development Board (“LCWDB”) to order and made a request for public comment. No public comment was presented.

**II. Consent Agenda**

Chairperson Thomas Neely presented the Consent Agenda, which included the minutes of the December 19<sup>th</sup>, 2024 Board meeting. No changes were noted.

After discussion and upon motion duly made by Jodi Pace, and seconded by Brad Shulenberg, it is:

**RESOLVED**, that the Consent Agenda is hereby approved.

(Motion carried unanimously. There were no abstentions.)

### III. Financial Update

Fiscal Director Stephen Samaan presented the Finance Committee Executive Summary that summarized the financial reports.

After discussion and on motion duly made by Francis Miliano, and seconded by Brad Shulenberger, it is:

**RESOLVED**, that the financial reports presented by the Fiscal Director are hereby accepted and approved, subject to any minor adjustments that may be necessary as a result of an audit.

(Motion carried unanimously. There were no abstentions.)

### IV. Action Items

#### A. **Approval of Hybrid Work Policy**

LCWDB staff requested approval of a new Hybrid Work Policy, which would update and replace the Remote Work Policy contained within the LCWDB Employee Handbook. This Employee Handbook modification was approved by the Executive Committee at its January 7, 2025 meeting.

After discussion, on motion duly made by Francis Miliano, and seconded by Jodi Pace, it is:

**RESOLVED**, that the Hybrid Work Policy as previously approved by the Executive Committee is hereby ratified and approved.

(Motion carried unanimously. There were no abstentions.)

#### B. **Approval of Attendance Policy**

LCWDB staff requested approval of a revised Attendance Policy as a modification to the LCWDB Employee Handbook. The proposed policy was presented to the Executive Committee at its meeting held on February 4<sup>th</sup>, 2025, when the proposed policy was discussed and approved by the Committee.

After discussion, on motion duly made by Brad Shulenberger, and seconded by Francis Miliano, it is:

**RESOLVED**, that the Attendance Policy as previously approved by the Executive Committee is hereby ratified and approved.

(Motion carried unanimously. There were no abstentions.)

### **C. Approval of Modified Board Calendar**

LCWDB staff requested approval to amend the 2025 meeting calendar to incorporate the observance of the federal holiday, Juneteenth.

After discussion, on motion duly made by Brad Shulenberger, and seconded by Jodi Pace, it is:

**RESOLVED**, that a modification of the LCWDB 2025 annual meeting calendar to include observance of the Juneteenth federal holiday is hereby approved.

(Motion carried unanimously. There were no abstentions.)

### **D. Approval of FrameWorks Agreement**

LCWDB staff requested approval of an agreement with FrameWorks Consulting, LLC to continue providing Career Pathways Workshops for businesses. The Career Pathways Workshops demonstrated success in 2024, with 26 participants representing 22 businesses and had a waitlist for each session. As a result of this success, LCWDB secured a grant to continue and expand these workshops.

After discussion, on motion duly made by Jean Martin, and seconded by Francis Miliano, it is:

**RESOLVED**, that an agreement with FrameWorks Consulting, LLC for the provision of Career Pathways Workshops in the amount of \$12,500.00 is hereby approved.

(Motion carried unanimously. There were no abstentions.)

### **E. Approval of Updated RFP Grievance Policy**

Program Monitor and Compliance Coordinator John Moser presented an updated grievance and hearing procedure for submitters responding to requests for proposals, which is a required component of LCWDB's procurement policy. The need for an updated grievance procedure was identified by the Pennsylvania Department of Labor and Industry, Bureau of Workforce Development Administration ("BWDA") and promptly addressed by staff.

After discussion, on motion duly made by Jodi Pace, and seconded by Brad Shulenberger, it is:

**RESOLVED**, that the revised that the Request for Proposal Grievance and Hearing Procedure as presented by LCWDB staff is hereby approved.

(Motion carried unanimously. There were no abstentions.)

#### **F. Approval of IU13 Agreement – Industry Tours**

This item was to approve an agreement with Lancaster-Lebanon IU13 to facilitate the 2025 Educators Industry Tours. Funding for this initiative has been allocated and budgeted under the program year 2024 Business-Education Partnership (BEP) grant fund.

After discussion, on motion duly made by Francis Miliano, and seconded by Jean Martin, it is:

**RESOLVED**, that an agreement with the Lancaster-Lebanon Intermediate Unit 13 to facilitate 2025 Educators Industry Tours in the amount of \$4,601.60, is hereby approved.

(Motion carried unanimously. Tim Shenk and Suzi Meyer abstained from deliberation and voting on this item)

#### **V. Programs Presentations**

##### **A. EARN Program: Rachel Ostrander**

Rachel Ostrander, Employer Assistance Resource Network (“EARN”) Program Manager for EARN program provider Eckerd Connects, gave a presentation about the impact they have made throughout the years serving clients of the PA CareerLink® Lancaster County (CareerLink®). Ms. Ostrander explained that the Supplemental Nutrition Assistance Program (SNAP) in Pennsylvania offers employment and training programs to help recipients gain skills and find jobs. Participation is generally voluntary, but certain individuals, like able-bodied adults without dependents, may need to engage in work or training activities to continue receiving benefits.

Ms. Ostrander highlighted the following key programs:

- EARN: Provides assistance to individuals with a work history and at least a high school diploma or GED in securing and maintaining employment.
- Work Ready program: Supports those facing barriers to employment, such as lack of a high school diploma, by offering resources like GED preparation and referrals to community services.

- Keystone Education Yields Success (KEYS) program: Aids SNAP recipients attending community colleges by providing support services to help them complete degrees or certificates.
- SNAP 50/50: Partners with third-party organizations to provide additional training and employment opportunities, with costs shared between the State and Federal governments.

Ms. Ostrander noted that eligible participants may receive supportive services, including assistance with transportation, childcare, and educational materials, to achieve employment through these programs.

Since the start of the program year in July 2024, Ms. Ostrander and her team have enrolled 289 participants across the EARN, Work Ready, SNAP EARN, and refugee programs—including 180 from EARN, 26 from Work Ready, 5 from SNAP EARN, and 78 from refugee programs. 61 out of 78 refugees are employed.

In addition to providing career guidance, Ms. Ostrander's team has been addressing other critical challenges faced by participants, including childcare, transportation, and especially housing barriers. They have been actively collaborating with the Lancaster County Assistance Office, strengthening partnerships to ensure consistent communication, better understanding of clients' needs, and improving processes for more efficient delivery of services.

The team also works closely with local community-based organizations to provide tailored information and support services based on clients' specific needs. Additionally, they have been organizing "employer spotlight" events to connect businesses with jobseekers, offering accurate and timely information on-site, and often enabling participants to apply for jobs immediately after these events. Internally, Ms. Ostrander's team is made up predominantly of multilingual staff, allowing them to effectively serve a diverse client base—especially refugees who may have limited English language proficiency. One of Ms. Ostrander's most recent success stories highlights how her team supported a Haitian family in securing stable employment and significantly improving their living conditions, which had previously been unsafe and posed serious risks to their well-being.

#### B. Reentry Program: Elena Taylor

Sarah Le Tourneau, WIOA Supervisor; Elena Taylor, Reentry Career Navigator; and Jennifer Griffith, Behavioral Health Advocate, each of program provider EDSI, delivered a presentation on the Reentry Program and services offered through the CareerLink®. In addition to providing career development and job search assistance, the team regularly facilitates sessions designed to help individuals reintegrating into society after incarceration. Each week, they host a reentry support group (RSG), which offers guidance on employment opportunities, mental health resources, and access to essential community

services such as housing, childcare, and transportation. These sessions foster a supportive environment where participants not only benefit from the team's expertise, but also gain real-life insights and encouragement from their peers.

The team also promoted an upcoming "Meet the Author" event featuring Armand King and Jonas Royster, co-authors of *The Cheat Code*. Both speakers, who have firsthand experience with incarceration, have successfully rebuilt their lives and become passionate advocates for reentry programs and youth mentorship. Traveling from San Diego, California, they will share their stories and practical advice with attendees.

The event, which is open to the public with registration, will be held at the LCWDB offices at 2:00 P.M. on March 12, 2025, and is expected to welcome approximately 50 guests.

## **VI. Executive Director Report**

Executive Director Anna Ramos provided a summary of recent staff changes, noting that the new team members are bringing fresh perspectives that positively impact strategic planning, enhance the Board's presence in the community, and support its continued growth as a leader in local workforce development.

She also shared that the Executive Director of the Pennsylvania Workforce Development Association (PWDA) has stepped down from her role. The organization, along with its Executive Committee, is actively seeking qualified candidates to fill the vacancy.

Anna reported that the local plan as required by the Workforce Innovation and Opportunity Act (WIOA) has been reviewed by the County Commissioners. An updated version, reflecting their feedback, has been submitted to BWDA for further review and revisions before being released for a 30-day public comment period. Any feedback received will be considered for final adjustments prior to presenting the plan to the Board for approval.

Additionally, Board staff have begun budget planning for program year 2025, with a draft expected to be presented at the next Board meeting in April.

Ms. Ramos concluded her report with an engaging SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis exercise involving all attendees, fostering collaborative reflection and strategic thinking.

## **VII. Organizational Reports**

### **A. Quarterly Monitoring Report**

Program Monitor and Compliance Coordinator John Moser presented a Quarterly Monitoring Report for the second quarter of the program year to the Board. He has been actively collaborating with partners to closely track program performance. Recently, Board staff conducted mid-year performance reviews with teams from the WIOA Adult/Dislocated Worker, WIOA Youth, TANF Youth, and EARN programs to ensure progress toward meeting performance goals.

### **B. Operations Report**

Assistant Director Carrie McCullough provided the Board with an update on the hiring process for the new Programs Coordinator position. This role will replace the former Youth Program Coordinator position and include expanded responsibilities.

She also shared updates on the Youth Committee's activities. Planning for the upcoming Youth Conference has officially begun, and development of a comprehensive Youth Directory is progressing into its next phase.

On the operations side, Carrie noted that policy and handbook updates are finalized and ready for implementation. In addition, Board staff are actively transitioning the recordkeeping process from paper-based systems to digital formats.

Regarding professional development, staff are currently engaged in various training opportunities, including workforce development programs and participation in industry events to further enhance their skills and expertise.

### **C. PA CareerLink® Report**

One-Stop Operator/Site Administrator Christine Roggenbaum presented the PA CareerLink® operations report. She shared that the current jobs4lanaster.com website is outdated, prompting the release of an RFQ for a full redesign. Christine expressed optimism about the revamp, with the new website expected to launch by the end of the program year in June.

PA CareerLink® continues to deliver employment support and services to businesses and community partners, including during rapid response sessions. Outreach efforts remain strong, with continued engagement from organizations such as MANTEC, Lancaster-Lebanon IU13, and others.

The highlight of Christine's report was the launch of "Alice's Kitchen," a collaborative initiative between CareerLink® staff and the Junior League of

Lancaster. The kitchen provides clients in need with free access to food and beverages, offering additional support as they navigate employment challenges.

**VIII. Discussion Items**

A. Statement of Financial Interest Forms for the new year

Ms. McCullough distributed the Statement of Financial Interest form to Board members, staff, and partners in attendance, requesting that each complete and return the form as required.

**IX. Adjournment**

There being no further business before the Board, Chairperson Thomas Neely adjourned the meeting at 9:12 a.m. without objection.