

# **ANNUAL REPORT TO THE SECRETARY**

**PROGRAM YEAR 2009**



Commonwealth of Pennsylvania

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Pennsylvania Department of Labor & Industry

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## **1. Pennsylvania's Workforce Investment Act Performance 2009 – Required Narrative**

Pennsylvania successfully met all nine of its performance levels for the third year in a row during Program Year 2009. In addition, the Commonwealth was able to exceed expectations in the Youth Attainment of a Degree or Certificate measure for the second year. However, the recession showed a definite impact throughout the entire program year program year as only one measure (literacy-numeracy) increased from Program Year 2008. Another factor impacting Pennsylvania's PY 2009 performance was a reporting issue. Pennsylvania did not receive one of the three data match files from the Federal Employment Data Exchange System. This file historically makes up one-fifth of all Federal Employment Data Exchange System data matches in Pennsylvania's workforce investment standard data file.

The recession affected the entered employment rate and wages more so than the retention rate. This is not surprising considering that an economic downturn, especially one as large as we have experienced, results in an "employer's market," one in which competition is fierce for every vacancy. This type of labor market provides employers the luxury to wait for the "perfect candidate" to fill their position, a person with significant experience in the workforce as well as educational background as compared to those who may have an incomplete work history or just completed training. In addition, an employer's market leads to more conservative compensation plans, as they too have been affected by the recession.

From a cost effectiveness perspective, Pennsylvania's cost to achieve positive outcomes for all nine common measures increased during PY 2009, despite a 35 percent increase in the number of participants served. Some of these increases can be attributed to the influx of the American Recovery and Reinvestment Act (ARRA) funds the Commonwealth received. In addition, a review of the participant data provides evidence that another cause of the rise in cost effectiveness could be participants opting for core services over intensive and training services. In fact, over the past three program years, those who exit after receiving only core services have had lower number of positive outcomes.

Following is a summary analysis of the cost effectiveness of each measure including services provided within each cohort of participants:

### **1.1. Cost Comparison of Services and Outcomes**

For the purposes of this cost comparison, funding stream allocations were divided by the number of total participants for the program year to derive a tentative cost per participant. Using this method, the cost per participant by funding stream for the program year is estimated as follows: Adults, \$4,793; Dislocated Workers, \$1,487; and Youth, \$5,815. To determine the cost to be successful in attaining employment, retention, and/or six-months wage earnings; the cost per participant is multiplied by the total number of individuals eligible for the performance

measure, and then divided by the number of participants who succeeded in attaining the performance level.

### **1.1.1. Adults and Dislocated Workers**

For those Adults eligible to be included in the entered employment rate, it cost the state approximately \$6,994 for entering employment; \$3,843 for retention; and \$9,630 to meet or exceed the negotiated wage level of \$12,500. Almost 50 percent (49.8%) of the Adult participants in the calculation had six-month average wage earnings that either met or exceeded the negotiated level. This performance outcome is up about one percentage point from PY 2008’s result of 49.1 percent.

For those Adults who received training services and were eligible for performance measurement, the average cost for a participant to become employed was \$6,495; and to be retained in employment, \$5,908. The average cost for a participant to achieve a wage at or above the state's negotiated level was \$8,208. The average six-month earnings for those who received training services decreased by \$563 from PY 2008's average of \$12,574.

For those Adults who received core (staff-assisted) or intensive services only, the average cost for a participant to become employed was \$7,343; to be retained, \$6,170; and to have a wage gain at or above the negotiated level, \$11,046. The average six-month earnings for those who received only core (staff-assisted) or intensive services dropped by \$900 from what was observed for PY 2008 to \$10,110.

A further breakout of Adults by highest level of service received reveals that individuals who received training services showed a greater percentage of achieving and retaining employment status as well as exceeding the state’s negotiated Adult six-month earnings of \$12,500 than individuals who only received intensive or core services (see Table 1 below). This clearly indicates the increased benefits of long-term training versus job search assistance.

However, even those who have received training are finding it harder than in years past to enter employment, as the entered employment rate declined by 5.9 percentage points from it’s PY 2008 level of 79.7 percent. This decline is not surprising given there are at least five unemployed people for every available job, according to the U.S. Department of Labor. In addition, Adults are competing with a high volume of job ready, skilled dislocated workers.

**Table 1 – Adult Participant Performance Outcome Success by Degree of Service**

Measures	Core Only	Intensive	Training
Entered Employment Rate	67.1%	61.0%	73.8%
Six Month Retention Rate	77.0%	79.7%	81.1%
Exceed State Negotiated Six-Month Earnings Level (\$12,500)	29.9%	30.5%	41.8%

With a 72 percent increase in the number of participants over PPY 2008 levels, Pennsylvania experienced the smallest increase of cost per participant for its Dislocated Worker program (13.5 percent). The state's costs for Dislocated Workers eligible to be included in the Entered Employment Rate averaged approximately: \$2,151 for employment; \$1,707 for employment retention; and \$2,821 for average six-month wage earnings that either met or exceeded the state's negotiated level. Of the Dislocated Workers included in this measure, the percentage of participants who met or exceeded the negotiated wage of \$15,750 was down slightly to 52.7 percent from 53.3 percent in PY 2009. As with Adults, the fact that Pennsylvania failed to increase the percentage of participants meeting or exceeding a lowered negotiated wage (the level in PY 2008 was \$16,250), continues to provide evidence of Pennsylvania's struggles during the economic downturn.

The Commonwealth's average cost for Dislocated Workers who received training services to enter employment was \$1,878; to retain employment, \$1,683; and to meet or exceed the state's negotiated average six-month wage earnings, \$2,666. For those Dislocated Workers who received core (staff-assisted) and intensive services only, the average cost to enter employment was \$2,420; to retain employment, \$1,736, and to have passing average wage earnings, \$3,028. Average six-month earnings decreased by \$968 over the year for those who received training, and the earnings for those who received core and intensive services decreased by \$347.

A comparison of performances based upon the degree of service provided for Dislocated Workers showed a very similar dynamic to the Adult group. However, by reviewing the raw number of participants exiting from each level of service, additional evidence of the recession's impact can be seen. More people in PY 2009 chose to exit core services and begin earning wages to support their families rather than continue on into more intensive and training services that, according to the outcomes below, would most likely result in higher wages.

The results of the *State Dislocated Worker Survey* the Commonwealth conducted in 2008 to determine whether Trade-impacted participants were being under-served in training programs corroborates the observation made above. Survey respondents who did not pursue training were asked to provide reasons for their decisions. The three most frequently cited reasons were as follows:

- 20.7% preferred to return to employment and were not interested in training
- 12.2% could not subsist on unemployment compensation alone while in training
- 12.2% could not afford to pay for health care while in training

It is logical to assume if large numbers of Trade-eligible workers, who were eligible to receive additional weeks of financial support while enrolled in training, had decided not to participate in training for these reasons, the same would be true of other dislocated workers who are provided no assurance of financial support while enrolled in training.

**Table 2 - Dislocated Worker Participant Performance Outcome Success by Degree of Service**

Measures	Core Only	Intensive	Training
Entered Employment Rate	63.4%	59.7%	80.2%
Six Months Retention Rate	84.5%	85.9%	87.4%
Exceeded State Negotiated Six-Month Earnings Level (\$15,750)	25.3%	32.6%	38.2%

**1.1.2. Youth Common Measures**

During Program Year 2009, Pennsylvania’s local workforce investment areas operated Summer Youth Employment Programs that provided ARRA-funded wages to 9,432 youth for participating in employment, work experience, and other career development activities. The wages paid were subsidized entirely by ARRA monies and are included in the total Youth expenditures used to calculate cost effectiveness. However, the participants are exempt from common performance measures unless they continued to receive services during non-summer months. Therefore, the cost effectiveness figures for each of the Youth measures is distorted and provides an inaccurate depiction of the association between costs and the outcomes achieved.

**1.1.2.1. Youth Placement**

The number of in-school youth eligible for performance measurement exceeded the out-of-school population during PY 2009. This is a direct result of the influx of younger, in-school youth Pennsylvania served with American Recovery and Reinvestment Act (ARRA) dollars outside of the summer youth employment program time parameters. In PY 2009, there were 1,541 in-school youth (up 33 percent from PY 2008) who were counted in the youth placement measure as opposed to 1,394 (a decrease of 4.1 percent) out-of-school youth. The placement rate for these in-school youth was 46.9 percent (down from 57.1 percent last program year), while out-of-school youth showed a placement rate of 54.5 percent (down by 7.3 percentage points from last year). This change can be attributed to the recession and the fact that older workers have not left their jobs and are instead working longer and retiring later. This choice by older workers triggers younger adults to being hired into positions that are typically held by youth. The state average for this measure was down considerably, 7.7 percentage points from the previous program year, to 50.5 percent. The approximate cost per person to have a successful youth placement was \$11,517, nearly doubling the cost from last year.

**1.1.2.2. Youth Attainment of Degree or Certificate**

The youth attainment measure for PY 2009 was one of Pennsylvania’s best outcomes for program year 2009. At 66.8 percent (slightly lower than last year’s level of 67.6 percent), the

Commonwealth was still able to exceed our negotiated goal of 65 percent. Looking closer at the in-school youth (53.6 percent) and the out-of-school youth (90.8 percent), the in-school cohort declined by 6.1 percentage points over PY 2008 and the out-of-school cohort performance rose by 4.0 points. It cost the state approximately \$8,710 per participant for a successful attainment, up nearly two-thirds over last year.

Youth Literacy and Numeracy. The statewide performance level for Literacy/Numeracy remained relatively unchanged from PY 2008 – up 2.2 percentage points to 46.4%. The number of youth meeting this measure increased from 642 to 741, while the total possible participants also increased – 1,452 to 1,596. For these youth to attain a literacy/numeracy gain, it cost the Commonwealth approximately \$12,525 per youth, up 56 percent from last year.

As was the case last year, 18 and 19 year-olds were the two largest age groups in terms of literacy/numeracy participants and collectively made up over half of the total youth served (53.3%). All individual age groups had similar success rates, ranging from 41.2 percent (20- and 21-year-olds) to 50 percent (17-year-olds). Comparing older youth versus younger youth, both groups had a similar number of participants (805 compared to 791 older youth). However, younger youth had a higher success rate (49.3% compared to 43.6% for older youth).

A factor affecting the literacy and numeracy measure is that nearly 48 percent of the total population of youth included in the Literacy and Numeracy measure come from three Local Workforce Investment Areas (LWIAs): Pittsburgh, Philadelphia, and Allegheny County. These three areas drive the Commonwealth's performance for this measure, and their strategies to concentrate on hard-to-serve populations have a major impact on the state's overall performance.

## **1.2. Performance Outcome Time Frames**

The U.S. Department of Labor Employment and Training Administration has mandated specific time frames for performance measure reporting. The Youth Literacy and Numeracy performance cohort time frame was discussed earlier. The remaining performance time frames, including the Table M and O participant and exiter counts, are as follows:

### **1.2.1. Participant Levels**

*Participants:* By funding stream, those WIA participants who were receiving reportable workforce development services at any time during the program year (July 1, 2009 through June 30, 2010).

*Exiters:* By funding stream, those WIA participants who exited between April 1, 2009 and March 31, 2010.

### **1.2.2. WIA Adult/Dislocated Worker**

*Entered Employment Rate.* Those WIA participants who received either Adult or Dislocated Worker funding who were determined to have finished, or exited, reportable workforce development services between October 1, 2008 and September 30, 2009.

*Six-Month Retention Rate:* Those WIA participants who received either Adult or Dislocated Worker funding who were determined to have finished, or exited, reportable workforce development services between April 1, 2008 and March 31, 2009.

*Six-Month Average Earnings:* Those WIA participants who received either Adult or Dislocated Worker funding who were determined to have finished, or exited, reportable workforce development services between April 1, 2008 and March 31, 2009.

### **1.2.3. WIA Youth**

*Placement (in Employment or Education) Rate.* Those WIA participants who received Youth funding who were determined to have finished, or exited, reportable workforce development services between October 1, 2008 and September 30, 2009.

*Attainment of Degree or Certificate Rate.* Those WIA participants who received Youth funding who were determined to have finished, or exited, reportable workforce development services between October 1, 2008 and September 30, 2009.

*Literacy Numeracy Rate.* Those WIA participants who received Youth funding, who were out of school and basic skills deficient who were determined to have finished, or exited, reportable workforce development services between July 1, 2008 and June 30, 2009.

### 1.3. Tables

The following report tables are provided as modified due to waiver requirements: tables B, C, D, E, F, G, H, L, M, N, and O. Table H.1.A has also been included, which contains subpopulation breakouts of the Youth Common Measures.

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0	68.5	2,451
			-----
			3,577
Employment Retention Rate	82.0	79.1	3,040
			-----
			3,843
Six Months Average Earnings	12,500	10,919	33,192,550
			-----
			3,040

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	66.0	458	46.1	1,267	30.0	1,069	40.3	4,558
		-----		-----		-----		-----
		694		2,747		3,566		11,321
Employment Retention Rate	89.3	25	80.1	2,469	72.3	1,529	79.2	6,113
		-----		-----		-----		-----
		28		3,084		2,116		7,720
Six Months Average Earnings	4,357	108,917	13,680	33,776,320	11,135	17,024,719	13,324	81,447,674
		-----		-----		-----		-----
		25		2,469		1,529		6,113

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	73.8	1,008	65.3	1,443
		-----		-----
		1,366		2,211
Employment Retention Rate	81.1	1,293	77.7	1,747
		-----		-----
		1,594		2,249
Six Months Average Earnings	12,011	15,529,825	10,110	17,662,726
		-----		-----
		1,293		1,747

Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	86.0	69.1	3,868	-----
			-----	5,596
			3,548	-----
Employment Retention Rate	90.0	87.1	4,074	-----
			-----	51,385,310
			3,548	-----
Six Months Average Earnings	15,750	14,483	-----	-----
			-----	-----

Table F– Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	69.8	359	66.7	66	56.7	552	58.7	27
		-----		-----		-----		-----
		514		99		974		46
Employment Retention Rate	95.3	383	85.1	74	82.8	475	95.2	20
		-----		-----		-----		-----
		402		87		574		21
Six Months Average Earnings	14,499	5,533,097	13,080	967,956	13,352	6,342,263	15,788	315,769
		-----		-----		-----		-----
		383		74		475		20

Table G– Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	79.2	1,918	61.4	1,950
		-----		-----
Employment Retention Rate	88.4	2,422	85.6	3,174
		-----		-----
Six Months Average Earnings	14,694	1,913	14,236	1,635
		-----		-----
		28,108,192		23,276,398

Table H – Youth Program Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
Placement in Employment or Education	58.0	-----	50.5	1,482
				2,935
Attainment of Degree or Certificate	65.0	-----	66.8	1,748
				2,618
Literacy or Numeracy Gains	52.0	-----	46.4	741
				1,596

Table H.1A – Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth		In-School Youth	
Placement in Employment or Education	50.8	558	48.3	399	54.5	760	46.9	722
		-----		-----		-----		-----
Attainment of Degree or Certificate	65.9	1,098	70.8	826	90.8	1,394	53.6	1,541
		-----		-----		-----		-----
Literacy or Numeracy Gains		600		577		851		890
		-----		-----		-----		-----
		910		815		937		1,659

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	79.5	3,231 ----- 4,062	3,305	13,423,128 ----- 4062	1.2	30 ----- 2,451	4,538	11,121,698 ----- 2,451	64.8	653 ----- 1,008
Dislocated Workers	86.7	3,734 ----- 4,309	87.3	54,496,386 ----- 62,457,020	1.4	56 ----- 3,868	6,842	26,463,600 ----- 3,868	55.1	1,057 ----- 1,918

Table M – Participation Levels

	Total Participants Served	Total Exitters
Total Adult Customers	198,814	167,566
Total Adults (Self-Service Only)	124,318	153,523
WIA Adults	173,735	158,950
WIA Dislocated Workers	25,382	8,743
Total Youth (14-21)	8,036	3,942
Younger Youth (14-18)	5,828	2,898
Older Youth (19-21)	2,208	1,044
Out-of-School	3,725	1,873
In-School	4,250	2,042

Table N

Program Activity		Total Federal Spending
Local Adults		\$36,045,735.00
Local Dislocated Workers		\$37,743,617.00
Local Youth		\$46,732,238.00
Rapid Response (up to 25%) Sec134 (a) (2) (A)		\$14,925,165.00
Total Statewide Expenditures		\$13,085,711.00
Statewide Required Activities (up to 15%) Sec134 (a) (2) (B)		\$5,676,710.00
Statewide Allowable Activites Sec134 (a) (3)	Miscellaneous	\$7,409,001.00
	Subtotal	\$7,409,001.00
<b>Total of All Federal Spending Listed Above</b>		<b>\$148,532,466.00</b>

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Allegheny County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	541
		<b>Dislocated Workers</b>	981
		<b>Older Youth</b>	294
		<b>Younger Youth</b>	532
<b>ETA ASSIGNED #</b> SW 005	<b>Total Exiters</b>	<b>Adults</b>	457
		<b>Dislocated Workers</b>	341
		<b>Older Youth</b>	119
		<b>Younger Youth</b>	237
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	68.0	51.2
	<b>Dislocated Workers</b>	83.0	77.7
<b>Retention Rate</b>	<b>Adults</b>	72.0	68.9
	<b>Dislocated Workers</b>	89.0	88.1
<b>Six Months Average Earnings</b>	<b>Adults</b>	9,250	8,485
	<b>Dislocated Workers</b>	17,000	15,650
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	56.0	46.0
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	56.0	72.9
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	45.0	55.6
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>EXCEEDED</b>
		X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> City of Pittsburgh Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	412
		<b>Dislocated Workers</b>	342
		<b>Older Youth</b>	73
		<b>Younger Youth</b>	145
<b>ETA ASSIGNED #</b> SW 095	<b>Total Exiters</b>	<b>Adults</b>	265
		<b>Dislocated Workers</b>	129
		<b>Older Youth</b>	77
		<b>Younger Youth</b>	112
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	68.0	64.3
	<b>Dislocated Workers</b>	83.0	64.3
<b>Retention Rate</b>	<b>Adults</b>	72.0	64.4
	<b>Dislocated Workers</b>	89.0	70.4
<b>Six Months Average Earnings</b>	<b>Adults</b>	9,250	8,700
	<b>Dislocated Workers</b>	17,000	16,485
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	56.0	58.9
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	56.0	83.3
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	45.0	32.4
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	
		<b>MET</b>	X
<b>EXCEEDED</b>			
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Berks County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	300
		<b>Dislocated Workers</b>	484
		<b>Older Youth</b>	34
		<b>Younger Youth</b>	254
<b>ETA ASSIGNED #</b> SE 015	<b>Total Exiters</b>	<b>Adults</b>	199
		<b>Dislocated Workers</b>	182
		<b>Older Youth</b>	7
		<b>Younger Youth</b>	44
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	83.0	56.7
	<b>Dislocated Workers</b>	90.0	72.1
<b>Retention Rate</b>	<b>Adults</b>	88.0	76.0
	<b>Dislocated Workers</b>	90.0	86.1
<b>Six Months Average Earnings</b>	<b>Adults</b>	13,000	9,908
	<b>Dislocated Workers</b>	15,250	12,995
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	67.0	78.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	66.0	87.1
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	55.0	50.0
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
		X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Bucks County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	495
		<b>Dislocated Workers</b>	533
		<b>Older Youth</b>	49
		<b>Younger Youth</b>	88
<b>ETA ASSIGNED #</b> SE 020	<b>Total Exiters</b>	<b>Adults</b>	461
		<b>Dislocated Workers</b>	207
		<b>Older Youth</b>	24
		<b>Younger Youth</b>	62
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	82.0	78.9
	<b>Dislocated Workers</b>	90.0	76.4
<b>Retention Rate</b>	<b>Adults</b>	86.0	95.5
	<b>Dislocated Workers</b>	92.0	84.2
<b>Six Months Average Earnings</b>	<b>Adults</b>	12,500	11,328
	<b>Dislocated Workers</b>	16,750	16,651
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	63.0	40.0
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	64.0	100.0
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	51.0	53.7
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>MET</b>
			<b>EXCEEDED</b>
<b>Comments:</b>		X	

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Central Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	3,999
		<b>Dislocated Workers</b>	3,920
		<b>Older Youth</b>	196
		<b>Younger Youth</b>	442
<b>ETA ASSIGNED #</b> CE 175	<b>Total Exitors</b>	<b>Adults</b>	3,195
		<b>Dislocated Workers</b>	1,840
		<b>Older Youth</b>	64
		<b>Younger Youth</b>	142
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	79.0	65.8
	<b>Dislocated Workers</b>	85.0	57.5
<b>Retention Rate</b>	<b>Adults</b>	87.0	81.3
	<b>Dislocated Workers</b>	90.0	85.3
<b>Six Months Average Earnings</b>	<b>Adults</b>	11,250	9,872
	<b>Dislocated Workers</b>	14,750	12,047
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	63.0	74.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	65.0	90.4
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	52.0	64.6
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>EXCEEDED</b>
		MET	X
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Chester County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	117
		<b>Dislocated Workers</b>	227
		<b>Older Youth</b>	37
		<b>Younger Youth</b>	54
<b>ETA ASSIGNED #</b> SE 030	<b>Total Exiters</b>	<b>Adults</b>	100
		<b>Dislocated Workers</b>	108
		<b>Older Youth</b>	28
		<b>Younger Youth</b>	28
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	74.0	75.0
	<b>Dislocated Workers</b>	87.0	76.1
<b>Retention Rate</b>	<b>Adults</b>	84.0	82.4
	<b>Dislocated Workers</b>	90.0	75.0
<b>Six Months Average Earnings</b>	<b>Adults</b>	13,500	12,435
	<b>Dislocated Workers</b>	16,750	20,225
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	46.0	28.0
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	52.0	100.0
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	54.0	27.3
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>MET</b>
			<b>EXCEEDED</b>
<b>Comments:</b>		X	

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Delaware County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	312
		<b>Dislocated Workers</b>	267
		<b>Older Youth</b>	20
		<b>Younger Youth</b>	160
<b>ETA ASSIGNED #</b> SE 035	<b>Total Exitters</b>	<b>Adults</b>	192
		<b>Dislocated Workers</b>	139
		<b>Older Youth</b>	20
		<b>Younger Youth</b>	110
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	79.0	55.8
	<b>Dislocated Workers</b>	86.0	48.1
<b>Retention Rate</b>	<b>Adults</b>	82.0	75.0
	<b>Dislocated Workers</b>	90.0	92.9
<b>Six Months Average Earnings</b>	<b>Adults</b>	12,250	9,980
	<b>Dislocated Workers</b>	17,500	14,856
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	48.0	37.2
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	55.0	51.4
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	52.0	84.6
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>MET</b>
			<b>EXCEEDED</b>
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Lackawanna County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	145
		<b>Dislocated Workers</b>	197
		<b>Older Youth</b>	40
		<b>Younger Youth</b>	12
<b>ETA ASSIGNED #</b> NE 055	<b>Total Exiters</b>	<b>Adults</b>	115
		<b>Dislocated Workers</b>	76
		<b>Older Youth</b>	37
		<b>Younger Youth</b>	8
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	84.0	75.0
	<b>Dislocated Workers</b>	91.0	80.6
<b>Retention Rate</b>	<b>Adults</b>	88.0	86.0
	<b>Dislocated Workers</b>	91.0	89.8
<b>Six Months Average Earnings</b>	<b>Adults</b>	14,200	13,937
	<b>Dislocated Workers</b>	14,250	14,669
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	67.0	77.8
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	60.0	86.7
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	48.0	20.0
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
	<b>MET</b>	X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

Local Area Name Lancaster County Workforce Investment Area	Total Participants Served	Adults	938
		Dislocated Workers	703
		Older Youth	67
		Younger Youth	108
ETA ASSIGNED # SE 060	Total Exiters	Adults	811
		Dislocated Workers	325
		Older Youth	30
		Younger Youth	113
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	81.0	63.0
	Dislocated Workers	89.0	82.6
Retention Rate	Adults	82.0	71.8
	Dislocated Workers	92.5	88.2
Six Months Average Earnings	Adults	12,250	11,603
	Dislocated Workers	17,250	17,100
Placement in Employment or Education	Youth (14-21)	52.0	44.6
Attainment of Degree or Certificate	Youth (14-21)	64.0	71.1
Literacy or Numeracy Gains	Youth (14-21)	44.0	58.1
Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.			
Overall Status of Local Performance	NOT MET	MET	EXCEEDED
		X	
Comments:			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Lehigh Valley Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	339
		<b>Dislocated Workers</b>	1,069
		<b>Older Youth</b>	38
		<b>Younger Youth</b>	312
<b>ETA ASSIGNED #</b> LV 070	<b>Total Exiters</b>	<b>Adults</b>	194
		<b>Dislocated Workers</b>	253
		<b>Older Youth</b>	21
		<b>Younger Youth</b>	94
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	83.0	76.3
	<b>Dislocated Workers</b>	90.0	90.4
<b>Retention Rate</b>	<b>Adults</b>	87.0	70.1
	<b>Dislocated Workers</b>	93.0	90.2
<b>Six Months Average Earnings</b>	<b>Adults</b>	13,700	11,018
	<b>Dislocated Workers</b>	16,500	14,722
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	67.0	59.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	65.0	74.6
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	53.0	60.0
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
		X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Luzerne-Schuylkill Counties Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	3,580
		<b>Dislocated Workers</b>	845
		<b>Older Youth</b>	109
		<b>Younger Youth</b>	211
<b>ETA ASSIGNED #</b> NE 075	<b>Total Exiters</b>	<b>Adults</b>	3,072
		<b>Dislocated Workers</b>	338
		<b>Older Youth</b>	64
		<b>Younger Youth</b>	136
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	77.0	59.8
	<b>Dislocated Workers</b>	89.0	79.7
<b>Retention Rate</b>	<b>Adults</b>	82.0	78.9
	<b>Dislocated Workers</b>	91.0	86.0
<b>Six Months Average Earnings</b>	<b>Adults</b>	11,500	10,135
	<b>Dislocated Workers</b>	15,250	13,427
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	61.0	49.5
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	65.0	70.2
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	51.0	23.1
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>MET</b>
			X
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Montgomery County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	190
		<b>Dislocated Workers</b>	716
		<b>Older Youth</b>	41
		<b>Younger Youth</b>	311
<b>ETA ASSIGNED #</b> SE 080	<b>Total Exiters</b>	<b>Adults</b>	101
		<b>Dislocated Workers</b>	183
		<b>Older Youth</b>	29
		<b>Younger Youth</b>	111
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	80.0	63.6
	<b>Dislocated Workers</b>	89.0	60.9
<b>Retention Rate</b>	<b>Adults</b>	84.0	83.3
	<b>Dislocated Workers</b>	92.0	87.1
<b>Six Months Average Earnings</b>	<b>Adults</b>	14,000	13,187
	<b>Dislocated Workers</b>	17,750	16,226
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	65.0	71.1
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	65.0	90.3
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	52.0	76.9
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
		<b>X</b>	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

Local Area Name North Central Workforce Investment Area	Total Participants Served	Adults	718
		Dislocated Workers	1,067
		Older Youth	79
		Younger Youth	94
ETA ASSIGNED # NC 125	Total Exiters	Adults	504
		Dislocated Workers	368
		Older Youth	24
		Younger Youth	43
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	80.0	77.6
	Dislocated Workers	88.0	84.7
Retention Rate	Adults	82.0	72.0
	Dislocated Workers	90.0	94.0
Six Months Average Earnings	Adults	11,750	12,180
	Dislocated Workers	15,500	13,602
Placement in Employment or Education	Youth (14-21)	66.0	67.9
Attainment of Degree or Certificate	Youth (14-21)	65.0	84.1
Literacy or Numeracy Gains	Youth (14-21)	50.0	88.2
Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.			
		NOT MET	MET
Overall Status of Local Performance			X
Comments:			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Northern Tier Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	301
		<b>Dislocated Workers</b>	251
		<b>Older Youth</b>	16
		<b>Younger Youth</b>	73
<b>ETA ASSIGNED #</b> NT 130	<b>Total Exitters</b>	<b>Adults</b>	217
		<b>Dislocated Workers</b>	107
		<b>Older Youth</b>	5
		<b>Younger Youth</b>	21
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	70.0	82.1
	<b>Dislocated Workers</b>	73.0	90.3
<b>Retention Rate</b>	<b>Adults</b>	79.0	79.4
	<b>Dislocated Workers</b>	91.0	86.8
<b>Six Months Average Earnings</b>	<b>Adults</b>	9,000	10,741
	<b>Dislocated Workers</b>	14,500	13,767
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	55.0	57.9
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	65.0	90.3
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	52.0	71.4
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>MET</b>
			<b>EXCEEDED</b> X
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Northwest Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	909
		<b>Dislocated Workers</b>	1,033
		<b>Older Youth</b>	125
		<b>Younger Youth</b>	195
<b>ETA ASSIGNED #</b> NW 170	<b>Total Exitters</b>	<b>Adults</b>	621
		<b>Dislocated Workers</b>	354
		<b>Older Youth</b>	43
		<b>Younger Youth</b>	50
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	80.0	58.0
	<b>Dislocated Workers</b>	87.0	83.5
<b>Retention Rate</b>	<b>Adults</b>	86.0	87.6
	<b>Dislocated Workers</b>	90.0	86.0
<b>Six Months Average Earnings</b>	<b>Adults</b>	11,500	10,807
	<b>Dislocated Workers</b>	16,000	15,656
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	65.0	67.5
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	68.0	82.1
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	50.0	38.1
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		
	<b>MET</b>	X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Philadelphia County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	3,250
		<b>Dislocated Workers</b>	4,982
		<b>Older Youth</b>	275
		<b>Younger Youth</b>	1,134
<b>ETA ASSIGNED #</b> SE 090	<b>Total Exiters</b>	<b>Adults</b>	2,913
		<b>Dislocated Workers</b>	1,802
		<b>Older Youth</b>	169
		<b>Younger Youth</b>	911
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	82.0	79.7
	<b>Dislocated Workers</b>	84.0	57.7
<b>Retention Rate</b>	<b>Adults</b>	84.0	74.5
	<b>Dislocated Workers</b>	87.0	83.0
<b>Six Months Average Earnings</b>	<b>Adults</b>	12,250	11,425
	<b>Dislocated Workers</b>	15,250	14,000
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	47.0	28.6
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	54.0	32.6
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	42.0	39.4
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
		<b>NOT MET</b>	<b>MET</b>
<b>Overall Status of Local Performance</b>			<b>EXCEEDED</b>
<b>Comments:</b>		X	

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Pocono Counties Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	374
		<b>Dislocated Workers</b>	723
		<b>Older Youth</b>	76
		<b>Younger Youth</b>	198
<b>ETA ASSIGNED #</b> NE 135	<b>Total Exiters</b>	<b>Adults</b>	227
		<b>Dislocated Workers</b>	278
		<b>Older Youth</b>	37
		<b>Younger Youth</b>	118
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	72.0	0.6
	<b>Dislocated Workers</b>	80.0	68.3
<b>Retention Rate</b>	<b>Adults</b>	81.0	0.7
	<b>Dislocated Workers</b>	87.0	84.3
<b>Six Months Average Earnings</b>	<b>Adults</b>	10,750	9,561
	<b>Dislocated Workers</b>	14,000	14,322
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	52.0	52.5
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	62.0	55.4
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	50.0	8.0
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>EXCEEDED</b>
			X
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Southern Alleghenies Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	853
		<b>Dislocated Workers</b>	1,713
		<b>Older Youth</b>	93
		<b>Younger Youth</b>	276
<b>ETA ASSIGNED #</b> SA 100	<b>Total Exiters</b>	<b>Adults</b>	524
		<b>Dislocated Workers</b>	286
		<b>Older Youth</b>	40
		<b>Younger Youth</b>	133
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	84.0	75.0
	<b>Dislocated Workers</b>	91.0	83.3
<b>Retention Rate</b>	<b>Adults</b>	90.0	85.1
	<b>Dislocated Workers</b>	93.0	90.1
<b>Six Months Average Earnings</b>	<b>Adults</b>	12,000	10,771
	<b>Dislocated Workers</b>	13,000	18,399
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	67.0	62.8
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	67.0	70.6
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	47.0	38.6
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
	<b>MET</b>	X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> South Central Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	1,960
		<b>Dislocated Workers</b>	2,212
		<b>Older Youth</b>	213
		<b>Younger Youth</b>	230
<b>ETA ASSIGNED #</b> SC 180	<b>Total Exiters</b>	<b>Adults</b>	1,225
		<b>Dislocated Workers</b>	402
		<b>Older Youth</b>	81
		<b>Younger Youth</b>	91
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	79.0	77.0
	<b>Dislocated Workers</b>	89.0	82.4
<b>Retention Rate</b>	<b>Adults</b>	86.0	90.9
	<b>Dislocated Workers</b>	91.0	89.8
<b>Six Months Average Earnings</b>	<b>Adults</b>	15,000	15,657
	<b>Dislocated Workers</b>	16,500	16,813
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	63.0	60.8
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	56.0	81.0
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	35.0	20.2
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		<b>EXCEEDED</b>
	<b>MET</b>	X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Southwest Corner Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	749
		<b>Dislocated Workers</b>	553
		<b>Older Youth</b>	84
		<b>Younger Youth</b>	226
<b>ETA ASSIGNED #</b> SW 165	<b>Total Exiters</b>	<b>Adults</b>	590
		<b>Dislocated Workers</b>	198
		<b>Older Youth</b>	30
		<b>Younger Youth</b>	92
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	85.0	76.6
	<b>Dislocated Workers</b>	90.0	95.1
<b>Retention Rate</b>	<b>Adults</b>	88.0	79.2
	<b>Dislocated Workers</b>	93.0	87.8
<b>Six Months Average Earnings</b>	<b>Adults</b>	12,500	12,442
	<b>Dislocated Workers</b>	16,250	16,114
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	65.0	69.0
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	70.0	91.8
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	54.0	59.5
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>		<b>NOT MET</b>	<b>MET</b>
			X
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
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PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Tri-County Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	500
		<b>Dislocated Workers</b>	757
		<b>Older Youth</b>	48
		<b>Younger Youth</b>	140
<b>ETA ASSIGNED #</b> SW 110	<b>Total Exitters</b>	<b>Adults</b>	310
		<b>Dislocated Workers</b>	217
		<b>Older Youth</b>	14
		<b>Younger Youth</b>	41
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	83.0	62.8
	<b>Dislocated Workers</b>	87.0	87.8
<b>Retention Rate</b>	<b>Adults</b>	81.0	86.0
	<b>Dislocated Workers</b>	91.0	91.6
<b>Six Months Average Earnings</b>	<b>Adults</b>	11,500	10,590
	<b>Dislocated Workers</b>	14,250	13,781
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	64.0	73.1
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	70.0	91.8
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	52.0	27.6
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		
	<b>MET</b>	X	
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
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PA-Modified Pilot ETA 90910

<b>Local Area Name</b> West Central Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	751
		<b>Dislocated Workers</b>	713
		<b>Older Youth</b>	67
		<b>Younger Youth</b>	219
<b>ETA ASSIGNED #</b> NW 145	<b>Total Exiters</b>	<b>Adults</b>	557
		<b>Dislocated Workers</b>	103
		<b>Older Youth</b>	27
		<b>Younger Youth</b>	75
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	84.0	56.5
	<b>Dislocated Workers</b>	86.0	77.4
<b>Retention Rate</b>	<b>Adults</b>	84.0	88.8
	<b>Dislocated Workers</b>	90.0	87.5
<b>Six Months Average Earnings</b>	<b>Adults</b>	12,500	13,214
	<b>Dislocated Workers</b>	14,500	14,326
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	67.0	67.1
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	67.0	82.1
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	51.0	70.8
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
<b>Overall Status of Local Performance</b>	<b>NOT MET</b>		
	<b>MET</b>	X	<b>EXCEEDED</b>
<b>Comments:</b>			

**WIA TITLE I ANNUAL REPORT FOR PROGRAM YEAR 2009  
TABLE O - LOCAL PERFORMANCE**

PA-Modified Pilot ETA 90910

<b>Local Area Name</b> Westmoreland and Fayette Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	755
		<b>Dislocated Workers</b>	1,094
		<b>Older Youth</b>	146
		<b>Younger Youth</b>	392
<b>ETA ASSIGNED #</b> SW 045	<b>Total Exiters</b>	<b>Adults</b>	619
		<b>Dislocated Workers</b>	507
		<b>Older Youth</b>	54
		<b>Younger Youth</b>	126
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	83.0	83.4
	<b>Dislocated Workers</b>	88.0	87.9
<b>Retention Rate</b>	<b>Adults</b>	86.0	81.7
	<b>Dislocated Workers</b>	92.0	92.4
<b>Six Months Average Earnings</b>	<b>Adults</b>	11,500	10,862
	<b>Dislocated Workers</b>	14,000	15,414
<b>Placement in Employment or Education</b>	<b>Youth (14-21)</b>	65.0	68.1
<b>Attainment of Degree or Certificate</b>	<b>Youth (14-21)</b>	69.0	81.0
<b>Literacy or Numeracy Gains</b>	<b>Youth (14-21)</b>	46.0	38.2
<b>Description of Other State Indicators of Performance (WIA "136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance.</b>			
		<b>NOT MET</b>	<b>MET</b>
<b>Overall Status of Local Performance</b>			<b>EXCEEDED</b>
<b>Comments:</b>		X	

## **2. Job Ready PA - Governor Rendell's Strategy for Building a Skilled Workforce**

Pennsylvania's workforce development system has undergone many changes and, with the help of leaders throughout the commonwealth, experienced major improvements, building upon Governor Rendell's 2005 Job Ready PA initiative with great success. The commonwealth has leveraged existing workforce dollars, better aligned services to the needs of industry, and targeted funding to programs and industries that give workers higher wage, higher skill jobs.

In 2005, Governor Rendell proposed and the General Assembly approved Job Ready PA, a \$91 million transformational investment to prepare Pennsylvania's workforce for the challenges of the fiercely competitive 21<sup>st</sup> century economy.

The governor's initiatives were based on the knowledge that Pennsylvania's economic future depends upon the development of a workforce able to compete in today's global economy. In order for the commonwealth to be economically competitive, and for our workers to acquire careers with family-sustaining wages, Pennsylvania created a workforce system that is efficient and responsive to both employer and employee needs.

Today, more than ever before, citizens need better training and education to keep pace in the knowledge-based workplace. Job Ready PA is much more than a series of independent initiatives. It is a restructuring of Pennsylvania's workforce development system that addresses four goals crucial to competing in the global marketplace:

- Increase opportunities for Pennsylvania residents
- Strengthen Pennsylvania industries and create industry-led training strategies
- Prepare our youth for the careers of tomorrow
- Implement rigorous accountability standards

The initiative began with efforts to focused on building a skilled workforce to keep Pennsylvania competitive and creating opportunities for both businesses and individuals. The bold initiative was geared toward ensuring Pennsylvania businesses access to a skilled labor force and that Pennsylvania residents had the education and training they need to succeed on the job.

To ensure coordination of a myriad of workforce development programs across five state departments: Education, Corrections, Community and Economic Development, Labor & Industry, and Public Welfare, Sandi Vito, then Deputy Secretary for Workforce Development was charged with helping to develop a more integrated, comprehensive workforce development system, and ensure more efficient use of federal and state dollars.

As a result of that philosophy, an interdepartmental group was assembled as a subcommittee of the Governor's Cabinet for Economic Development. Chaired by the Deputy Secretary for

Workforce Development at the Department of Labor & Industry, the taskforce meetings are attended by members of:

- Department of Labor & Industry
- Department of Community & Economic Development
- Department of Education
- Department of Environment Protection
- Department of Aging
- Department of Public Welfare
- Department of Health

The Human Capital taskforce meets to discuss workforce and human capital issues and to determine ways in which the departments can better coordinate their efforts. Recent topics include staffing for Marcellus Shale drilling sites in Pennsylvania, jobs resulting from investments in green energy, and ways to better serve the long-term unemployed.

### **Increasing Opportunities for Pennsylvania Residents**

Today's global economy has created the need for a workforce with strong academic, workplace, and technical skills. Job Ready Pennsylvania, a complete overhaul of the commonwealth's workforce development system, has a dual focus on businesses and jobseekers. This comprehensive strategy recognizes that to maintain its innovative edge, Pennsylvania needs a workforce with higher levels of education and marketable credentials in high-wage, high-demand occupations.

In these difficult economic times, it is important to utilize existing resources like employment and training programs and to develop new, innovative ways build the skills of the Commonwealth's workforce. This investment in Pennsylvania's labor force will help bring prosperity back to the Commonwealth. The programs are helping people, especially the unemployed and disadvantaged, to transition into careers that pay family sustaining wages and benefits.

### **Strengthen Pennsylvania industries and create industry-led training strategies**

Respond to the needs of employers and workers through Pennsylvania's industry partnerships; investing in employers current and expected skill needs; and providing services that can help avert and/or respond to layoffs.

Many of the Job Ready PA strategies have been based upon practical application of Pennsylvania's Center for Workforce Information & Analysis report *Pennsylvania's Targeted Industry Clusters*, published in 2002. The award winning document laid the groundwork for the High Priority Occupations, Industry Partnerships, and other workforce development initiatives.

As part of the statewide effort to better align workforce spending with the economic needs of the commonwealth, Pennsylvania identified Targeted Industry Clusters that have the highest potential for growth or are important to the stability of the state's economy. Each of these nine clusters and eight sub-clusters consists of a group of industries that are closely linked by common product markets, labor pools, similar technologies, supply chains, and/or other economic ties. Identification of these clusters was the first step toward strategic investments in workforce development for Pennsylvania's future.

With this information state and local workforce development agencies could develop effective workforce strategies that focused scarce training dollars on existing and projected job opportunities. Industry Partnerships have become the cornerstone of Pennsylvania's, industry-led, demand-driven workforce development strategy. As a result, Pennsylvania has captured national praise for its efforts to create an industry-led workforce investment system that integrates numerous agencies and treats economic development and workforce development as two sides of a single enterprise.

Many of the strategies Pennsylvania developed to assist families and individuals have also worked to provide much needed assistance to businesses that have been discouraged or have struggled through the economic recession. The Summer Youth Employment Program, PA Way to Work, Work Opportunity Tax Credits, and PA Employment Incentive Program tax credits provided a financial incentive to hire. Additionally, the Summer Youth Employment Program and PA Way to Work provided that incentive without any long-term commitment from the employer. As a result many of the employers hired program participants when the wage subsidies ended.

### **Prepare our youth for the careers of tomorrow**

Today's youth must have the skills they need to succeed in the 21st century workforce. Governor Rendell's workforce development initiatives deliver by helping school districts improve academic outcomes and career preparedness for students by raising academic standards and aligning curriculums with business needs.

Pennsylvania's strategies for youth are focused on preparing young people for the careers of tomorrow by helping them succeed in school; by providing high quality information about careers paying family sustaining wages and benefits; by promoting post-secondary educational experiences, especially in STEM programs; and by providing opportunities for job shadowing, internships, and employment.

The Recover Act has provided successful summer employment and work experience opportunities for youth through the Recovery Act funded Summer Youth Employment Program

and the Pennsylvania Way to Work program which was collaboratively developed and funded in coordination with the Pennsylvania Department of Public Welfare.

### **Implement rigorous accountability standards**

The commonwealth's workforce development system must guarantee efficient and effective use of taxpayer dollars and create the best possible outcomes for businesses and residents. As part of Job Ready PA, program performance is measured and methods to drive improvement are implemented. The Commonwealth Workforce Development System now provides a single platform for tracking workforce development activities and funds. Staff development training promotes the governor's vision for an integrated workforce, ensuring that all partner staff are prepared to offer consistent, quality services to customers throughout the state. PA CareerLink® Quality Reviews and awards for High Performance Workforce Investment Boards have facilitated a new approach to strategy development and benchmarking at each level of the workforce development system. The commonwealth takes an active role in the design of the local monitoring process to assure that benchmarks are achieved and improvement occurs in an agreed-upon timeframe.

#### **2.1. ARRA Strategies Aligned with Job Ready PA**

Pennsylvania believes that the infrastructure it has built as a result of the workforce focus of Job Ready Pennsylvania serves as a strong foundation for success with Recovery Act initiatives. The overarching strategy for the use of Recovery Act funding has been to align with the Job Ready Pennsylvania principles to: make the most of available resources, help workers acquire good-paying jobs and establish a workforce development culture that is efficient and responsive to worker and employer training needs.

The purpose of the Recovery Act has been as follows:

- To preserve and create jobs and promote economic recovery
- To assist those most impacted by the recession
- To provide investments needed to increase economic efficiency by spurring technological advances in science and health
- To invest in transportation, environmental protection, and other infrastructure that will provide long-term economic benefits
- To stabilize State and local government budgets, in order to minimize and avoid reductions in essential services and counterproductive state and local tax increases

With the relatively short lead time to plan for the implementation of the Recovery Act's workforce development activities, and to be certain to make the best use of the funds, the Deputy Secretary for Workforce Development, the PA Workforce Investment Board, and the Bureau of Workforce Development Partnership convened meetings with local boards,

partnering departments, bureaus and agencies and other stakeholders across Pennsylvania. The local Workforce Investment Boards held public meetings to develop and discuss strategies. These meetings provided a valuable informational exchange integral to defining the various issues, objectives, and strategies for effectively administering to the immediate and critical needs of businesses and individuals throughout the state while advancing the overarching Job Ready PA principles.

To ensure strategic investment of the ARRA funds, Labor & Industry issued a series of workforce guidance memos to provide information, interesting ideas and helpful suggestions for aligning local strategies with President Obama's stated purpose of the Recovery Act and with the Governor's overarching goals for workforce development.

**Promote Pennsylvania's long-term economic growth by improving the quality of Pennsylvania's workforce and the competitiveness of its employers**

- Prepare all Pennsylvanians with the skills and education required for jobs emerging from the stimulus investments as well as help people, especially the unemployed and disadvantaged, to transition into careers that pay family sustaining wages and benefits
- Prepare young people for the careers of tomorrow by helping them succeed in school; by providing high quality information about careers paying family sustaining wages and benefits; by promoting post-secondary educational experiences, especially in STEM programs; and by providing opportunities for job shadowing, internships, and employment
- Respond to the needs of employers and workers through Pennsylvania's industry partnerships; investing in employers current and expected skill needs; and providing services that can help avert and/or respond to layoffs

**Transform Pennsylvania's workforce development system so that all Pennsylvanians and all employers have access to a coordinated, transparent, and effective system of workforce services**

- Invest in skills assessments, skill improvement, contextualized learning, and credentials that create a rational and accessible career pathway
- Promote strong connections between academic credentialing, industry certifications and occupational learning
- Support current and new industry partnerships in key sectors

**Promote coordination, cooperation and information sharing about Recovery Act funds with all state and local agencies, education and economic development partners and community organizations**

- Use the Human Capital Subcommittee to promote information sharing among agencies and the development of joint initiatives and requests for competitive grants

- Support and document innovative projects and best practices while actively sharing this information across all stakeholders in the workforce system.

### **Require Accountability, Accurate Reporting, and Continuous Improvement**

- Communicate accurate programmatic and fiscal information to the public as well as to all required state and federal agencies
- Collect and analyze timely performance data to ensure that all investments are generating expected outcomes
- Intervene pro-actively to review, assist and/or terminate funding for programs failing to produce required outcomes
- Ensure that all necessary safeguards are in place to eliminate waste, fraud and/or misuse of funds

The result is a set of priorities for providing immediate relief to state and local economies; stimulating long- term economic growth; helping workers attain the skills identified by industry and accelerating the transformation of the workforce development system which began under the Job Ready initiative. Pennsylvania’s implementation strategies are data-driven and rooted in labor market information developed by the Department of Labor & Industry’s Center for Workforce Information and Analysis). They have been charged to analyze and research the current economic conditions and trends to:

- Identify those businesses and sectors that are still in need of workers
- Identify industries/employers that will begin to grow as the economy recovers
- Analyze the transferable skills for workers who have lost their jobs and need to transition to new careers

The greater benefit could be realized as these efforts helped to keep more Pennsylvanians working and relatively undaunted by the earliest effects of the economic recession while many in other states were already in crisis. Although there is much work yet to be done, Pennsylvania’s unemployment rate has remained at or below the national rate, for 89 of the past 92 months.

## **3. ARRA Highlights**

### **3.1. Weatherization**

Through the United States Department of Energy, ARRA provided \$252.8 million for Pennsylvania’s Weatherization Assistance Program. It was designed to help low-income households decrease energy consumption and costs. These funds are administered by the PA Department of Community and Economic Development. They are enabling the Commonwealth to:

- Achieve greater energy independence

- Put more Pennsylvanians to work by increasing demand for skilled weatherization professionals
- Help vulnerable residents by reducing their energy bills

Pennsylvania Department of Labor & Industry, with support from Department of Community and Economic Development, set out to develop the capacity to certify approximately 2,500 weatherization, energy reduction and conservation specialists. This is the first time Pennsylvania has required that its weatherization workers get certified, based on completed coursework, weatherization experience and attainment of national certifications. These individuals include employees of Weatherization Assistance Programs, their sub-contractors and individuals utilizing the PA CareerLink® system to investigate weatherization as a career. \$20 million was set aside from the Pennsylvania ARRA Weatherization Assistance Program budget to establish this training infrastructure. Funding is administered by Labor & Industry, which is responsible for the Commonwealth's Workforce Development System.

An Announcement of Grant Availability was released in September 2009 for providers of certified weatherization to train qualified applicants for positions as Installers, crew chiefs and auditors. Out of twenty-two responses, six new training providers were selected in addition to the Weatherization Training Center at the Pennsylvania College of Technology. Sites were selected using a number of criteria including location of demand, history of sound grant management, ability to deliver training quickly, existing strategies for continuous improvement and capacity for long-term sustainability.

The new training providers are:

- Johnson College in Scranton
- Lehigh Career and Technical Center in Schnecksville
- Energy Coordinating Agency in Philadelphia
- Thaddeus Stevens College in Lancaster
- Greater Johnstown Career and Technical Center in Johnstown
- Community College of Allegheny County + International Union of Operating Engineers Local 95 in West Hills

Labor & Industry partnered with Department of Community and Economic Development and the Weatherization Training Center to develop a highly effective training curriculum for the instructors, auditors, installers and crew leaders. To be certified, individuals must use a state-certified training provider and be taught using state-certified curriculum by state-certified instructors. This robust level of instruction augments existing in-house and on-the-job training to help crews meet the ARRA Weatherization Assistance Program mission and goals.

In addition to the creation of six new training providers, a sub-grant was awarded to Weatherization Training Center to provide technical assistance to these providers and to

develop a student record management system. Another sub-grant was awarded to the Philadelphia Area Labor-Management Committee for an apprenticeship program for weatherization called the Weatherization/Energy Efficiency Multi-Family Step-Up model.

Since commencing with training through the end of June:

- Activities include:
  - 1,154 applications for certification were reviewed resulting in 1,452 actions that include immediate certification, test-outs or taking coursework.
  - 175 Weatherization Orientations were conducted at PA CareerLink®
  - 527 Students Trained
  - 234 Courses offered
  - 4,471 hours of training provided at all sites
  - \$747,700 worth of training completed
  - 437 Workers certified
- 327 vouchers awarded through PA CareerLink® system, installers (277), crew chief (28) and auditors (22).
- Weatherization Training Center completed one round of technical assistance visits to each of the training providers offering advice on classroom and lab layouts, mock-up construction, equipment utilization, instruction of curriculum and instructor development. Follow-up visits to several of the providers were also performed.
- Seven trade unions have agreed to jurisdictional assignments and the sharing of curriculum for the Step-Up program. Those unions are: Insulators Local #14, Sheet Metal Workers Local #19, Electricians Local #98, Plumbers Local #690, Steam Fitters Local #420, Laborers Local #332 and Metropolitan Council of Carpenters.

### **3.2. Enhanced Profile Reemployment Program**

The allocation of ARRA funds has enabled Pennsylvania to renew the emphasis on serving both profiled and other Unemployment Compensation claimants by adding staff and enhancing services. The reemployment of Unemployment Compensation claimants is a special challenge in Pennsylvania, because the state has no active work search requirement in its Unemployment Compensation Law.

Pennsylvania's strategy for improving the quality and quantity of reemployment services for Unemployment Compensation claimants has been built on best practices. It targets the enhancement of direct service delivery to all Unemployment Compensation claimants. Research has shown that a combination of early intervention, intensive work search, staff-assisted job search assistance, and skills training speeds the transition of workers into new jobs.

In September 2009, the Bureau of Workforce Development Partnership completed the hiring of 50 additional employees using Reed Act funds. These employees received four days of classroom training designed for newly hired PA CareerLink® Specialists to assist job seekers in

finding training and employment opportunities. The PA CareerLink® Specialists received specialized Profile Reemployment Program training. Additional on-the-job training in their local PA CareerLink® was provided to supplement their classroom training.

In October 2009, enhancements were made to better serve dislocated workers by providing individualized reemployment services. The Enhanced Profile Reemployment Program was a response to goals delineated by Bureau of Workforce Development Partnership Director:

- Significantly increase participation in the Profile Reemployment Program
- Increase assessment, employment counseling, workshops and other intensive services provided to participants
- Increase the number of participants enrolled in training

This included an emphasis on increasing the number of claimants enrolled in the program and encouraging PA CareerLink® to use a case management approach when assisting claimants enrolled in the Profile Reemployment Program. During October and November, the Bureau of Workforce Development Partnership also conducted six two-hour webinars designed for PA CareerLink® Administrators, Supervisors and Specialists to review the key elements of the Profile Reemployment Program and to emphasize the newly required case management aspect of the program. The Bureau of Workforce Development Partnership also began monitoring the number of claimants enrolled in Profile Reemployment Program increased to determine if more claimants received additional reemployment services. To make sure that all Profile Reemployment Program participants receive maximum exposure to job opportunities, participants were required to enroll in the PA CareerLink® Commonwealth Workforce Development System.

In November 2009, the link between Unemployment Compensation’s internet initial claims application and the PA CareerLink® system was restored. Restoration of this link allowed applicants to enter the type of work they are seeking and the geographic area where they wish to work. The application returns up to ten job matches from the PA CareerLink® system. This encourages Unemployment Compensation initial claims applicants to begin seeking work immediately after being separated from their job.

Statewide data for the number of customers served through the Profile Reemployment Program for the last three completed program years indicates that PA CareerLink® are providing reemployment services to more Unemployment Compensation claimants:

Profile Reemployment Program	
PY07	28,861
PY08	39,550
PY09	66,446

With additional PA CareerLink® staff and a renewed emphasis on the Profile Reemployment Program, there is a steady increase of Unemployment Compensation claimants served via during each calendar quarter.

PA CareerLink® centers have also geared up to serve claimants who have exhausted their Unemployment Compensation benefits and still have not returned to work. The PA CareerLink® system now has features for PA CareerLink® staff to determine the Unemployment Compensation exhaustees in their area who are not receiving PA CareerLink® services. Call-in letters are being sent by each PA CareerLink® to invite them and schedule them for service.

PA CareerLink® centers were provided guidance to enhance Profile Reemployment Program and increase the number of Unemployment Compensation customers served. These are the goals of the revised/enhanced Profile Reemployment Program:

- Provide employment and training services to a significantly greater number of Unemployment Compensation claimants each year than are currently served
- Increase PA CareerLink® staff resources by dedicating additional Bureau of Workforce Development Partnership staff to the Profile Reemployment Program
- Provide in-depth assessments to customers and expedite career changes and/or re-employment for customers
- Require PA CareerLink® specialists to provide a higher level of case management services for Profile Reemployment Program customers
- Increase partner involvement in the delivery of case management services to Profile Reemployment Program customers
- Use the PA CareerLink® on-line web site to assign cases to individual employees (caseloads) to provide a more effective management tool for tracking and follow-up
- Require a combination of group sessions for orientation, triage and generalized job search workshops to increase the number of customers initially exposed to Profile Reemployment Program and PA CareerLink® services, followed by smaller and/or individualized assessment and follow-up
- Use WorkKeys assessments to provide in-depth assessment combined with an initial soft eligibility determination for Workforce Investment Area services
- Emphasize integration of the Workforce Investment Area Title I staff and other partners into the Profile Reemployment Program process
- Give Bureau of Workforce Development Partnership PA CareerLink® Specialists a voice in recommending Profile Reemployment Program customers for Workforce Investment Area -funded training services
- Institute follow-up and case management procedures to help achieve positive outcomes
- Enhance PA CareerLink® services by providing supportive services to Profile Reemployment Program participants
- Offer priority workforce development services to veterans and other covered persons

- Improve and/or upgrade PA CareerLink® facilities and equipment, such as with PCs and projectors to conduct workshops
- Increase feedback to Unemployment Compensation Service Centers regarding failed actions throughout the Profile Reemployment Program process.
- 
- The following are the required elements that each PA CareerLink® is to include in their Profile Reemployment Program process:
  - Presentation of Unemployment Compensation rights and responsibilities
  - Info on the services provided in the PA CareerLink® by all partners
  - An explanation of the Profile Reemployment Program process: orientation, individual assessment, services, follow-up
  - Enrollment in the PA CareerLink® Commonwealth Workforce Development System
  - Info on workshops presented in the PA CareerLink® and access to schedule for workshops while at the Profile Reemployment Program orientation
  - A formal presentation on Labor Market Information, including information on High Priority Occupations and Industry Clusters
  - The ability to schedule individual services
  - Assistance for customers to determine and develop job preferences
  - A case-management process with follow-up and case notes
  - A direct link to Workforce Investment Area -funded training
  - Referral to supportive services
  - Use of Profile Reemployment Program-4 assessment form
  - Referral to remedial training, such as GED and ESL
  - Literacy awareness and a connection to ABLÉ services
  - Feedback to the Unemployment Compensation Service Center regarding failed actions throughout the process
  - Scheduled follow-up sessions/services
  - Assessment to help customers evaluate their skills and the transferability of those skills to a new job
  - Not accepting "same or similar service" as an automatic exemption

To provide feedback and assure that the PA CareerLink® system provides consistent and comprehensive reemployment services to Unemployment Compensation claimants, the Bureau of Workforce Development Partnership Assistant Regional Directors conducted two rounds of monitoring visits to each PA CareerLink®. Monitoring focused on the following areas related to the Profile Reemployment Program:

- Staff roles and responsibilities in delivery
- How PA CareerLink® are increasing the number of participants served
- The extent to which partner agencies are integrated into the service strategy
- The sequence of services provided to customers
- How orientation and intake are handled

- How the PA CareerLink® is increasing individualized services to participants, such as assessments and case management
- How reemployment services are provided to Unemployment Compensation claimants who are not selected for the program

Monitoring reports were provided to PA CareerLink® to commend offices for best practices and to point out opportunities for improvement.

### **3.3. Increased Staffing**

Through the use of ARRA funds, the Bureau of Workforce Development Partnership hired staff in the areas of fiscal, grants, monitoring, planning, and performance management in the Central Office. These positions were necessary to ensure that the Commonwealth was meeting its requirements to administer the workforce programs. In addition, to increase the capabilities of the Rapid Response Section during these difficult economic times, four staff were added with a goal of increasing the number of layoff aversion referrals, trade petition filings and responses to non-WARN related layoffs. Ultimately these additions have resulted in increased timeliness and service delivery, primarily in the rural areas of the Commonwealth. State merit staff were also added in the PA CareerLinks® to meet the demand for services. It is hoped that with careful stewardship of all available funds and the normal attrition rate, that these new staff will be able to continue to work for BWDP.

### **3.4. WorkKeys®**

Funds from the Weatherization Assistance program were made available for the purchase of WorkKeys® leases to all PA CareerLinks® for use in to assessing the skill-levels of Weatherization training candidates and to offer standard credentialing of skills attainment. To support our goal of increased individualized services to job seekers and employers ARRA WIA discretionary funds were used to provide WorkKeys trainings for interested PA CareerLink® staffing each region of the state.

The PA CareerLinks® have worked with job seekers and employers to introduce and increase awareness of WorkKeys® assessment as a significant tool in the hiring process. It refreshes knowledge and provides job seekers with a certification of work skills. Test usage has increased employer confidence in the skill levels of employment candidates finding the test to provide reliable assessment of math and reading skills.

### **3.5. Announcements of Grant Availability**

The Commonwealth of Pennsylvania used a competitive grant process to identify innovative strategies to assist individuals impacted by the economic downturn. Announcements of Grant Availability were released to the public in October 2009 and February 2010. Sixty-three grants, totaling \$6.6 million were awarded using WIA 10% discretionary funds. Announcements of

Grant Availability were used to fund workforce development projects delivered by PA CareerLink® and Local Workforce Investment Boards, as well as other workforce-related entities offering programs that meet Labor & Industry’s workforce goals. Announcements of Grant Availability focused on

- Providing assistance to the rising ranks of the unemployed
- Developing initiatives to get workers trained and back to work as quickly as possible in family sustaining jobs
- Working closely with employers to better understand where workers are still being hired and where the effects of the ARRA will create a new demand for workers

Rather than awarding a myriad of stand-alone grants, Labor & Industry awarded organizations associated with the existing workforce development system. It also leveraged other resources such as Industry Partnerships, “green” funding from ARRA, and funds from the private sector.

Grantees were required to show that occupations for which they provided training are either on Pennsylvania’s High Priority Occupation list or in demand according to local labor market data. Grantees were also required to track participants through the Commonwealth Workforce Development System and to have a Local Workforce Investment Board as their fiscal agent. These steps not only provided oversight but also fostered a cooperative relationship between grantees and their local workforce development counterparts.

### 3.6. Summer Youth Employment Program 2009

Local Workforce Investment Areas received \$34,550,613 for the Summer Youth Employment Program 2009. By the end of September 2009, they had spent 50% of those funds and had obligated another 26%. The programs had planned to use those funds to place 8692 youth into summer employment, but exceeded those goals by 12%. In some instance these youth were the only wage earners in their households at the time.

Planned participants	8692
Actual participants	9432
Ages 14-18	6954
Ages 19-21	1892
Ages 22-24	586
In-school youth	6461
Out-of-school youth	2971
Vendors and program providers under contract	156
Total worksites	2721
Public sector and government worksites	972
For-profit worksites	617
Non-profit worksites	1134

Most youth were placed into jobs that matched their interests. Many were placed into targeted industries, including health care, construction, natural resource conservation and green energy.

A large number worked with non-profits and on projects that were of benefit to their communities. The highly visible projects helped community members to appreciate the youth and created a buy-in to the community for the youth.

Many of the youth were retained as full or part-time employees following the 2009 Summer Youth Employment Program. Others have built strong connections to mentors, a new focus on education, career goals and a real sense of accomplishment. They learned how to look at the labor market, write resumes, interview, and search for jobs, as well as gaining an understanding of the soft skills needed to keep a job or advance in the workplace.

Many success stories were shared, including:

- Youth hired at worksites following the program
- How work readiness proficiencies enabled many to find other jobs
- Completing community or environmental projects that had been put off for lack of resources
- Positive reviews of the worksite employers
- New connections with the PA CareerLink®
- Youth making informed career decisions
- Youth reconnecting with school

### **3.7. PA Way to Work 2010**

The success of the ARRA 2009 Summer Youth program was the catalyst for Pennsylvania's Secretary of Labor & Industry and the Secretary of the Department of Public Welfare to create subsidized employment for adults and paid work experience opportunities for youth under the ARRA Temporary Assistance for Needy Families Emergency Contingency Fund. The PA Way to Work Subsidized Employment Initiative operated from February 1, 2010 through September 30, 2010, when the Temporary Assistance for Needy Families Emergency funds expired.

The \$50,700,000 award was estimated to create work opportunities for 8,000 adults and 12,000 youth as a step towards unsubsidized employment. Specific focus was placed on engaging individuals receiving:

- Temporary Assistance for Needy Families
- Supplemental Nutrition Assistance Program
- Unemployment Compensation with household income less than 235% of the federal Poverty Income Guidelines

Since this fund paid only for the gross wages of participants, the state recommended using Title I, ARRA, Temporary Assistance for Needy Families, Youth Development and private foundation grants to provide case management, supportive services and overhead costs for the initiative.

PA Way to Work was designed around work experience, with the hope of transitioning those who are out of work back into the workforce, while building their skills. The program achieved several key objectives:

- Engaged unemployed or underemployed participants in work experience that kept them connected to work and maintained or built workplace skills
- Increased household income by supplementing Unemployment Compensation or part time wages
- Built and maintained valuable connections to employers for potential future unsubsidized employment

PA Way to Work utilized the 22 Local Workforce Investment Boards in the commonwealth to administer the program. The program was built on current effective and innovative practices that have already assisted thousands of Pennsylvanians with subsidized work experience.

Local Workforce Investment Boards, county assistance offices, PA CareerLink® and Title I contractor staffs collaborated in recruiting job seekers. The Departments of Public Welfare and Labor & Industry provided lists of Supplemental Nutrition Assistance Program recipients and Unemployment Compensation exhaustees to the Local Workforce Investment Boards.

Local Workforce Investment Areas, County Assistance Offices, and PA CareerLink® Business Service Teams collaborated to recruit employers. A series of press conferences and public announcements across the state was held, resulting in over 250 inquiries and expressions of desire from employers to participate in the program. Relationships developed through Industry Partnerships, Regional Career Education Partnerships, apprenticeship programs, chambers of commerce, non-profits, local government agencies, and Local Management Committees were valuable resources in identifying growing industries, occupations, and employment opportunities for participants in this program.

Work readiness assessments were performed at the beginning, during, and at the end of participation. Case management and supportive services, such as transportation and child care might have been provided, as allowed by the leveraging resources, for participants attending wrap-around activities.

Jobs paid minimum wage for youth and \$13.00 per hour for adults. Individuals worked a minimum of 20 hours to a maximum of 40 hours per week.

There was diversity in the worksites-- private, for profit, non-profit, and public sector. The types of jobs were varied: clerical and basic office work, carpentry and construction, grounds and parks maintenance, and entry level jobs that exposed the participants to green jobs, health care and human services careers.

Work Opportunity Tax Credit and HIRE Act benefits were discussed with employers. Subsidized jobs could not impact the profit margin of a company. They could not be created where an individual was on layoff from the same or substantially equivalent job, or when an employer had terminated individuals or caused an involuntary reduction in its workforce in order to fill the vacancy with a subsidized worker.

Employers were expected to provide supervision and training/orientation as in-kind match for the Temporary Assistance for Needy Families emergency funds. Some local areas also used third party entities as employer of record to provide the overhead including social security and workmen's compensation costs

PA Way to Work far exceeded its goals. 15,697 adults received a subsidized work experience and 10,883 youth received a paid work experience.

#### **4. State Set Aside Projects**

The State earmarked WIA 10% State Set Aside funds and other Federal and State funds to support a variety of projects some to demonstrate a service strategy or intervention that could be tested and shared with the larger workforce system and others to add resources to support specific populations.

##### **4.1. Examples of Announcement of Grant Availability projects:**

###### **4.1.1. Local Union 520**

Local Union 520 Plumbers & Pipefitters requested funding for current and new apprentices to train as downhill welders for work on pipelines serving the Marcellus Shale natural gas formation. This formation has only recently been tapped in Pennsylvania, and is providing thousands of jobs. However, many of these jobs have gone to out of state workers familiar with new natural gas extraction processes. Local 520 sent two of their instructors to Oklahoma to be trained in these new processes in early 2009. They used funds from their Announcement of Grant Availability award to be one of the first unions able to provide workers to companies engaged in the Marcellus Shale.

###### **4.1.2. Project Waterways**

Pennsylvania American Water, a private employer, submitted a grant proposal in cooperation with the Lackawanna County Workforce Investment Board and Keystone Utility Partnership, an existing Industry Partnership. Pennsylvania American Water created a water/wastewater operator toolkit to gauge individuals' interest in these fields. The toolkit was utilized by the Lackawanna PA CareerLink® staff to place participants in on-the-job training directly with Pennsylvania American Water.

In addition to placing out of school youth and unemployed workers in on-the-job training with Pennsylvania American Water, the toolkit and training developed by this grant served as the water/wastewater treatment curriculum base, and informed awardee decisions for water/wastewater proposals made under the State Energy Sector Partnership grant, a separate “green” grant awarded by the ETA using ARRA funding.

#### **4.2. Career Opportunity Grants**

Pennsylvania’s Career Opportunity Grants target flexible training and education opportunities. 24 grants, totaling \$5.4 million were awarded to local workforce investment boards. These grants required that the local workforce system work directly with companies involved in area Industry Partnerships to identify industries that were hiring and specific occupations that needed to be filled.

##### **4.2.1. Career Development Opportunity Grants**

Career Development Opportunity Grants were offered for individuals interested in developing skills that require long-term training. In the current labor market, laid-off workers recognized that companies were permanently downsizing and there was little, if any, chance that they would be recalled to their former position. In many cases these individuals were receiving Unemployment Compensation benefits that might permit them to begin new training. Career Development Opportunity Grants provided resources to pay for specific training.

##### **4.2.2. Upskilling and Career Pathways Grants**

Upskilling and Career Pathways Grants were offered for individuals interested in developing skills that require short-term training. Under this initiative, the Local Workforce Investment Boards identified the employers that would hire employees if they met specific skill sets. Through discussions with the employers, Local Workforce Investment Boards and Industry Partnerships determined the skill sets new hires would need. They brokered the training solutions that provided potential new employees with these skill sets. The skill-oriented training was short-term for training for job readiness (4 to 12 weeks) or medium-term training for industry/occupational credentialing (12 to 24 weeks).

##### **4.2.3. Career Building On-the-Job Training Grants**

Career Building On-the-Job Training Grants were offered for training two types of employees:

- Existing employees who could move into a higher position if provided the proper training, which served as a layoff aversion strategy for employers.
- New employees who did not yet have all the required skills for a particular job , which encouraged employers to hire.

This program was designed to fulfill the employment needs of local employers by creating a newly trained workforce while increasing productivity and profits. Employers received up to 75 percent reimbursement of hourly wages paid to a trainee.

### 4.3. Career Advancement Account Grants

The U.S. Department of Labor awarded eight Career Advancement Account Demonstration Grants of up to \$1.5 million per year. Grantees were required to identify matching amounts in leveraged resources. Among the grantees were Pennsylvania, Indiana, Wyoming, Georgia, Michigan, Minnesota, Missouri, and Ohio.

Individual Career Advancement Account Grants were provided from these funds. The individual grants provided self management accounts that enabled workers to enter, navigate, and advance in 21st century jobs. They were made available to workers entering the workforce, workers transitioning between jobs, and incumbent workers in need of new skills to remain employed or to move up the career ladder.

Choice of training was limited to education or training in High Priority Occupations, defined by industry demand, family sustaining wage, and labor force shortages. The training was required to lead to an Associate Degree or portable, industry-recognized credential.

The maximum amount for a Career Advancement Account Grant was initially \$3,000 but was later increased to \$6,000 through an approved modification of the implementation plan. Eligible individuals were workers in low-paying jobs who wished to pursue career advancement or career changes, particularly current or former Temporary Assistance for Need Families. Individuals must have had an uninterrupted work history of three months in the twelve months prior to the enrollment date in the program. However, this requirement was eliminated through the last plan modification.

Of Pennsylvania’s \$1.5 million Career Advancement Account Demonstration Grant, \$6,150 was allocated to the Bureau of Workforce Development Partnership for administration of the grant. The remaining amount was directed to Local Workforce Investment Areas.

Allegheny Workforce County Department of Human Services	\$346,500
County of Lancaster	\$315,000
Private Industry Council of Lehigh Valley, Inc., comprised of Berks County Employment and Training Office County of Carbon Montgomery County Department of Economic & Workforce Development	\$472,500
North Central PA Regional Planning & Development Commission	\$122,850
Regional Center for Workforce Excellence	\$189,000
Central PA Workforce Development Corporation	\$48,000

Initially, the Career Advancement Account Demonstration Grant funding period was July 1, 2006 to June 30, 2007. Due to slow implementation of the demonstration grant and the slow rate of expenditures, the U.S. Department of Labor extended the funding period to June 30, 2010.

The Pennsylvania Career Advancement Account Demonstration Grant resulted in the award of 424 individual Career Advancement Account Grants that lead to:

AA/AS Degrees	62
BA/BS Degrees	5
Industry Recognized Certificate/Credential (i.e., Welding Certification and LPN training)	353
Other	5

#### **4.4. Workforce Development Grants**

\$13 million in ARRA funding awarded to workforce organizations, labor organizations, and higher-education institutions to support training initiatives across the state.

#### **4.5. Labor Market Information Grant**

\$1.25 million awarded in ARRA funding to Pennsylvania to produce an in-depth report of current and future green jobs needs, employers in the green industry, and a Green Jobs Tool for use by the public, especially Youth.

#### **4.6. State Labor Market Information Improvement Grant**

\$1.25 million awarded by the USDOL, to collect, analyze, and disseminate labor market information to enhance the labor exchange infrastructure for careers within energy efficiency and renewable energy industries

### **5. Federal Grants**

#### **5.1. Trade WIA Dual Enrollment National Emergency Grant**

On May 12, 2008, Pennsylvania submitted an application for a National Emergency Grant for dislocated workers covered by the Trade Adjustment Assistance Reform Act of 2002 to the U.S. Department of Labor. As a result, a grant award of as much as \$12.4 million was made available to Pennsylvania. Of the \$5.6 million initial increment, the commonwealth expended \$2,751,559 making Workforce Investment Area wrap-around core and intensive services available to 24,351 workers.

The grant proposal grew out of research conducted by BWDP with the assistance of the Center for Workforce Information and Analysis. Trade Adjustment Assistance training funds were underutilized even though significant outreach had been done to advise trade impacted

workers of the benefits of the program. Therefore, in 2007/08 the Department of Labor & Industry conducted a survey of Trade Adjustment Assistance-affected workers in Pennsylvania, almost 25% responded that they did not access Trade Adjustment Assistance-funded training because their goal was to find a job. Over 60% of respondents took advantage of services offered at PA CareerLink® . These results confirm that these workers are in need of core and intensive services offered by enrollment in both the Trade and Workforce Investment Area programs provided by both BWDP and Workforce Investment Area PA CareerLink® staff. Pennsylvania has embraced the idea that Trade Adjustment Assistance certified workers benefit from enrollment in services offered by Wagner Peyser, Trade and Workforce Investment Programs.

The initial award was received late in the fourth quarter of PY07. However, the leadership and staff of the BWDP, Local Workforce Investment Areas, and PA CareerLink® centers immediately implemented the grant, making great strides in the provision of wrap-around services for Trade-affected dislocated workers.

All workers served under this grant had to meet both Trade Adjustment Assistance eligibility under Trade Act as amended in 2002 and Dislocated Worker program eligibility under the Workforce Investment Act. All services were documented in Commonwealth Workforce Development System. The funding was used to support both BWDP and Workforce Investment Area staff providing comprehensive services to these workers.

The numbers of Trade Act petitions filed by large manufacturers in communities throughout the Commonwealth grew exponentially. BWDP monitored Trade certification activity and submitted grant modification requests to the U.S. Department of Labor in order to add them to the grant. When additional certifications were approved the BWDP notified the PA CareerLink®. Trade Adjustment Assistance affected workers not covered under this grant continued to receive the wrap-around services funded by the Wagner-Peyser, Workforce Investment Area, and Trade funding streams. When the grant modifications were approved BWDP notified field staff of the additions.

However, nearly all of the Trade-affected Dislocated Workers began receiving services before the dislocation event, and before certification of the event was approved. Once approved, the gap between service delivery and grant participation widened by delays in the submission and approval of the grant modifications required to add individuals covered by Trade certifications to the grant. Such delays made it necessary to reach back to include participants in the grant. Concurrently, the PA CareerLink® partners chose to focus on serving the inordinate numbers of customers at hand rather than reaching into the system to change the funding assignment for services already provided to eligible participants. However, of the 24,354 participants who received at least one grant-funded core service, 5468 received intensive services, 2743 enrolled

in skills training for high Priority Occupations and 2508 entered employment during the bleakest economic climate most American workers have ever faced.

#### Dual-Enrollment National Emergency Grant Performance

	PY07	PY08	PY09	Project Total
Unduplicated Participants	2486	11992	9876	24354
Intensive Services	857	2900	1711	5468
Receiving Supportive Services	16	58	5	79
Trade Training for High Priority Occupations	409	1565	769	2743
Exiters	179	609	953	1741
Entered Employment		722	1786	2508

The Dual-Enrollment National Emergency Grant was the first of its kind in the country. For several years Pennsylvania has understood the value of rapid response and of early intervention strategies and activities to employers, workers and entire communities. The commonwealth’s workforce development partners also understand the significant impact comprehensive, wrap-around services have on successful outcomes for individuals. Pennsylvania has long been a proponent for the type of case management and wrap-around services provided by the National Emergency Grant which are now also available to all Trade-affected workers with the passage of the Trade and Globalization Adjustment Assistance Act of 2009.

#### **5.2. Regional Innovation Grant - OH-PENN**

In January 2009, Pennsylvania Governor Ed Rendell and Ohio Governor Ted Strickland jointly designated a contiguous five-county area straddling both states as the OH-PENN Interstate Region, the first interstate workforce region in the nation. The region consists of Mercer and Lawrence counties in Pennsylvania and Mahoning, Trumbull and Columbiana counties in Ohio. By making this an official region created under the authority of the Workforce Investment Act and a joint state and local initiative, the designation recognized the economic and demographic characteristics shared by the counties and the need to maximize workforce development in the overall region. The Workforce Investment Boards associated with the five counties are the Mahoning and Columbiana Training Association and the Trumbull County Workforce Investment Boards in Ohio and the West Central Job Partnership in Pennsylvania.

A \$250,000 US Department of Labor Regional Innovation Grant was awarded to the West Central Job Partnership. It was used to help establish a leadership committee which developed focus groups comprised of representatives of economic and workforce development agencies, chambers of commerce, educational institutions, and business, governmental and community leaders from throughout the five counties.

Over 200 of these participants along with state and federal officials attended a Regional Summit in April 2009. It culminated in a Regional Implementation Plan that called for the creation of an OH-PENN Competitiveness Council to coordinate workforce development activities with the economic and education sectors operating in the area. In addition, the Regional Innovation Grant leadership committee commissioned a case study of economic impacts on auto industry workers that outlines strategies for retraining workers adversely affected by downturns at the GM Lordstown complex, titled Moving From Auto Community to 21st Century Community.

In January 2010, the potential for positive economic impact on the OH-PENN Interstate Region created by the governors' joint declaration drew the interest of the Walmart Foundation, which awarded a \$550,000 grant to the Competitiveness Council. These funds facilitated two prime initiatives:

Business Resource Network - seeks to increase focused communication and targeted responses to employer needs

National Career Readiness Certification based on ACT WorkKeys® assessment system - provides job seekers with credentials exhibiting levels of achievement of skills necessary in today's workplace

That same month, the City of Hermitage in Mercer County received a \$4.2 million Federal Economic Development Administration grant for its Technology Center of Excellence/Incubator building project. This grant augmented a previously awarded \$1.2 million Pennsylvania Redevelopment Assistance Capital Program investment that funded a workforce development and training facility at the LindenPointe Technology Park.

Employer outreach, including members of the Advanced Manufacturing Diversified Materials Industry Partnership, affirmed that industrial production companies are in need of skilled workers such as machinists, maintenance repair persons and welders. Advanced Manufacturing Diversified Materials and Health Care have been designated as targeted industry cluster sectors for the OH-PENN Interstate Region.

Two major programmatic successes have been accomplished in the West Central Workforce Investment Area as a result of the Regional Innovation Grant planning process. First, PY09 Individual Training Accounts for the manufacturing sector more than doubled from the previous year, representing an increase from 10 percent to 17 percent of all Individual Training Accounts issued.

Second, the region successfully promoted the WorkKeys® National Career Readiness Certificate to both employers and job seekers as the standard for work readiness for high priority

occupations. Toward that end, 398 Lawrence and Mercer County CareerLink jobseekers were enrolled in the Worldwide Interactive Network, an online remedial assessment system with a tutorial feature calibrated to WorkKeys® test specifications. Of that number, 87 received the National Career Readiness Certificate, with 44 attaining silver level achievement and 39 gold level.

Communication is essential for success in any regional endeavor, whether the initiative is across state lines or not. OH-PENN benefits from taking advantage of the expertise each Workforce Investment Board has in different areas and sharing coordinating responsibilities.

### **5.3. Delaware Valley Innovation Network**

In 2007, the Department of Labor & Industry received a \$5,160,000 grant from the U.S. Department of Labor to support worker training and talent development within the life sciences and its supporting industries. For the Delaware Valley Innovation Network, the life science industry is defined as biotechnology, pharmaceuticals, medical equipment, medical devices, and associated research and development.

Innovation Philadelphia was designated as the Fiscal Agent. Of the 39 Workforce Innovation in Regional Economic Development initiatives established across the United States, the Delaware Valley Innovation Network was the only tri-state project. It was endorsed by Governors RuthAnn Minner (DE), James McGreevey (NJ), and Edward Rendall (PA).

Delaware Valley Innovation Network was a regional collaborative partnership among government, academia, industry and economic and workforce development organizations that served 14 counties within three states. These included New Castle county in Delaware; Burlington, Camden, Cumberland, Gloucester, Mercer and Salem counties in New Jersey; and Berks, Bucks, Chester, Delaware, Lancaster, Montgomery and Philadelphia counties in Pennsylvania. The project was governed by an Executive Committee who ensured that the initiatives were innovative, industry driven and regional in scope.

The mission was to accelerate the transformation of the life science industry in the tri-state, 14 county region into an internationally recognized center for excellence. The Delaware Valley Innovation Network attracted resources to support research, industry and human capital development.

A Talent Gap Analysis report was released in December 2008. It was the first comprehensive quantitative and qualitative study that compared workforce demands in the life science industry with the talent supply, skill levels and education and training programs in the region. The Talent Gap Analysis Report was distributed to over 1,100 Delaware Valley Innovation Network stakeholders.

The Delaware Valley Innovation Network project accomplished the following:

- Supported training activities and increased the number of graduates, incumbents and new entrants in the life science industry
- Enhanced communication between students, educators and adult workers in life science and increase their awareness of opportunities with in the life science industry.
- Increased the collaboration and information sharing among the life science industry and academic institutions.
- Developed a system to monitor and assess the impact and progress towards meeting the talent needs of the life science industry.

These accomplishments guided the allocation of Delaware Valley Innovation Network's resources for more than 30 education and outreach programs and human capital development initiatives.

Innovations Investment Grants were the most important initiative to transform the region's life science workforce. The Delaware Valley Innovation Network invested \$3.3 million, 64% of Delaware Valley Innovation Network's budget, in grants used to train and develop life science skills for approximately 11,221 participants through worker training or education outreach Innovation Grants.

The 14 county Workforce Investment Board Collaborative was a model workforce training initiative involving all Workforce Investment Boards in the Delaware Valley Innovation Network region. In 2009, the Collaborative was awarded a \$1.3 million Innovation Investment Worker Training Grant for the Worker Skills Upgrading Stimulus Initiative. The initiative demonstrated collaborative efforts among Workforce Investment Boards, economic development groups and academia that helped almost 500 unemployed workers get back to work. The Collaborative used the Delaware Valley Innovation Network Intranet to facilitate information sharing among members and met periodically to share best practices and work in concert on regional training and employment activities.

The Delaware Valley Innovation Network Newsletter was a dynamic eNewsletter that contained news and events related to talent research, education and outreach resources, training programs, funding support and collaborative opportunities. Articles showcased the work of network partners and helped to connect and to strengthen the life science community by providing information to industry, academic, workforce development and economic development stakeholders. In 2009, 10 electronic issues of the newsletter were directly distributed to nearly 2,000 members of the regional life science community.

From 2007 to 2010, unprecedented progress was made in establishing a cross-disciplinary network of collaborative partnerships and in developing and implementing 15 innovative

initiatives that fulfilled its mission of transforming the life science industry in the region into an internationally recognized center for excellence.

#### The Delaware Valley Innovation Network

- Generated data and inventories about the life sciences industry
- Trained teachers with the latest educational and scientific information to use in their classrooms
- Creatively responded to the downturn in the economy with the Delaware Valley Innovation Network Life Science Fellowship Training Program
- Developed and distributed career lattices
- Trained almost 2,000 workers
- Impacted more than 17,000 students and teachers throughout the region

Delaware Valley Innovation Network's collaborative partnerships addressed critical needs of the region's life science industry at a crucial time in the economy. Delaware Valley Innovation Network successfully contributed to sustaining regional competitiveness in life science, and increased the competitiveness of the region's life science industry on a global scale.

For a complete review of the initiative please read *Building the Region's Life Science Talent Together*.

#### **5.4. Sloan Online Collaborative**

The purpose of the Collaborative Online Workforce Education and Training Portal Demonstration Grant was provide online courses and certifications in rural parts of the Pennsylvania, to ensure current and new workers were prepared for jobs in high demand areas of employment within their local Workforce Investment Area.

Pennsylvania's participation with the U.S. Department of Labor, Employment and Training Administration, Pennsylvania State University, Sloan Foundation and State Workforce Agencies of Colorado, Mississippi, and Maine identified additional online certificate and degree training programs and opportunities for workers.

This initiative was an online education and training portal demonstration that ran from June 1, 2008 through May 30, 2010. The demonstration program created additional access to education and training by expanding online learning opportunities for incumbent workers, adult jobseekers, underemployed individuals, and veterans. The goal was to train 400 participants within Pennsylvania's identified High Priority Occupations by the end of grant period.

Efforts were focused within three Workforce Investment Areas: Central, North Central, and the Northern Tier. The Local Workforce Investment Boards oversaw the execution of the grant within their local areas, while working closely with the leadership at the PA Workforce

Investment Board to ensure project delivery within the guidelines set forth by US Department of Labor’s Employment and Training Division.

Workforce development stakeholders including manufacturers, industry associations, healthcare facilities, educational and financial institutions, business service companies, local Workforce Investment Boards, and labor unions have identified targeted training as the most immediate and critical workforce development need. Many of Pennsylvania’s rural communities are educationally underserved. Although Pennsylvania has a strong community college system, most schools are located near the larger population centers of the state. In more rural regions like those participating in the Grant, participants may have to drive up to 60 miles each way to get to a quality, certified training facility. Time and travel costs can make a commitment to education nearly impossible. Improving access to additional online certificate and degree programs enhanced the menu of education services to workers and employers.

Workers were able to access online certificate and degree program information from PA CareerLink® Centers, libraries, their homes or wherever they had access to a computer. Technology reduced or eliminated geographical barriers to accessing training and education while at the same time was the solution to securing education and skill development needed to be competitive in the job market. Online course information was customized to Pennsylvania’s High Priority Occupations through the portal.

The Commonwealth was awarded \$500,000 to pilot this project.

	Training	Admin	Total
Central	\$150,000	\$15,000	\$165,000
North Central	\$150,000	\$15,000	\$165,000
Northern Tier	\$150,000	\$15,000	\$165,000
Labor & Industry		\$5,000	\$5,000
	\$450,000	\$50,000	\$500,000

### 5.5. State Energy Sector Partnership Grant

\$6 million in ARRA funding was awarded to Pennsylvania to train 1300 individuals in emerging green jobs across the state.

### 6. Industry Partnerships

More than 6,200 companies are participating in 76 active partnerships in the following industries:

- Advanced Materials & Diversified Manufacturing
- Agriculture & Food Production
- Bio-Medical Services

- Building & Construction
- Business & Financial Services
- Education
- Energy
- Health Care
- Information & Communication
- Logistics & Transportation
- Lumber, Wood & Paper

Industry Partnerships focus commonwealth resources on industry sectors that provide competitive wages and benefits, and have the greatest potential for economic growth. Pennsylvania's economy is dependent upon the ability of its businesses and workers to compete in a new, global marketplace. Industry Partnerships help:

- Member companies and their employees become more efficient and more competitive
- Identify and train workers for the high-skill, high-demand jobs that exist and will continue to grow in this new 21st-century economy
- Pennsylvania build the highly-skilled workforce necessary for attracting and expanding economic development in Pennsylvania

Industry Partnerships are the cornerstone of Pennsylvania's new, industry-led, demand-driven workforce development strategy. This strategy is focused on creating a skilled workforce through industry-specific training and education programs developed in cooperation with business and industry leaders, with funding made possible through the support of the Pennsylvania General Assembly.

Industry Partnerships bring together multiple employers in the same industry group or cluster to identify and address common workforce needs. These partnerships provide companies with a more cost-effective way to provide training to their employees – training they may not otherwise be able to afford on their own. In addition, Industry Partnerships provide companies with access to region- and industry-specific labor market information, and allow even the smallest businesses to better compete in the global marketplace.

Industry Partnerships were designed to overcome longstanding frustrations employers had with the workforce and education systems. By bringing industry to the table in a collaborative effort, Industry Partnerships help boost the competitiveness of their individual businesses, and ultimately Pennsylvania's economy as a whole.

Since 2005, the Industry Partnership program has trained over 90,000 people in Pennsylvania. As the push to make all initiatives industry-led continues to gain momentum, the number of employers actively involved in the program has grown to over 6,500. Between allocated state dollars and matching contributions from employers, the Industry Partnership program has been

a \$146 million investment toward training unemployed, underemployed, dislocated, incumbent, and low-wage/low-skilled workers.

Since July 1st, 2007, more than 73,700 trainings have taken place that seek to either advance incumbent workers up career ladders, train incoming entry-level workers, and/or provide pre-employment skills training to out-of-work individuals. By requiring that 75% of all partnership training be consortium-based, we are helping to ensure that these programs are benefitting not just the employer, but also the employee by providing them with the skills and credentials necessary to be portable and more marketable in today's competitive economy.

Funding for the PY2009 Industry Partnerships was made available beginning very late in the 2009 calendar year, which was much later than originally anticipated. However, partnerships adapted well with several partnerships continuing to provide training programs by utilizing their sustainability funds which have become increasingly important as state funds continue to decrease annually. Seventy-six industry partnerships were funded in PY2009 despite a significant decrease in available financial resources. Funding for PY2009 was cut by nearly 50% from PY2008, making innovation and strategic planning essential for all partnerships. Annual reports from PY2009 are still being developed, but initial training reports indicate that while there was a significant drop in the number of people trained (most likely from the decrease in funding). However, partnerships were still able to create stakeholder buy-in and develop action oriented strategies to address their regional workforce challenges by utilizing leveraged resources and creating partnerships to achieve common goals.

Funding for the PY10 Industry Partnership program remained similar to that of PY09. Funding was reduced by approximately \$1 million meaning that all partnerships were forced to sustain a small funding cut. Again, there are 76 partnerships statewide that seek to develop innovative approaches to address the workforce challenges their employer partners are experiencing in this tough economy. In PY09 annual reports, partnerships stated that they intend to train approximately 17,800 people with PY10 program money. Given that partnership development and training money became available much earlier this year (August 2010), partnerships should be able to spend down more strategically and focus in on trainings that produce the most "bang for their buck."

### **6.1. Integration with other Workforce Development Grants**

The PA Workforce Investment Board has been working to better integrate projects and initiatives focused on workforce development throughout the commonwealth. There have been several types of workforce grants distributed within the last 6-9 months including two rounds of federal ARRA grants, Career Opportunity Grants, Industry Partnership grants, and Sloan online training grants. The PA Workforce Investment Board has focused on connecting these similar

projects occurring within regions in an effort to facilitate information sharing, best practices, and combine efforts and/or leverage existing resources to create continued sustainability as well as increase the capacity potential for these projects.

## **6.2. Announcement of Grant Availability Grant for Networking**

Pennsylvania Partners was recently awarded an Announcement of Grant Availability grant in the amount of \$200,000 to develop an industry partnership networking program that would seek to better connect all of the industry partnerships and their activities statewide. It will also be used to better connect all Industry Partnership activity to the PA Centers for Health Careers, Advanced Manufacturing Careers, and Green Careers. Another critical connection that must be made is that connection with the PA CareerLink® system.

To accomplish this, three regional symposia are being organized to bring together PA CareerLink® staff and administrators, Title 1 operators, Local Workforce Investment Board staff, Industry Partnership Coordinators, and Industry Partnership employers. These symposia will focus on strategies for better integrating the Industry Partnership system with the PA CareerLink® system. It is important to allow Industry Partnership employers to voice their needs from the PA CareerLink® as well as allowing the PA CareerLink® to voice their needs from the Industry Partnerships. By creating a forum for these two programs to talk to one another and identify areas where they can collaborate and feed off of one another, the workforce development system is streamlined. More workers coming out of the PA CareerLink® will be equipped with the work-ready skills that employers need.

Another aspect of the Announcement of Grant Availability Networking grant is the development of an electronic database that will act as an information and data resource to all Industry Partnerships. The grant seeks to create a networking tool where contacts, innovative strategies, best practices, curriculum, research, and other resources will be collected and made available to industry partnership coordinators and participants. The goal is to create a place where partnerships or the public can access information pertaining to a specific region or industry sector and find contacts or related data. The web portal will include curriculum for training programs, aggregated Industry Partnership annual report summaries, white papers, industry partnership press releases, news updates, labor market trends and data, as well as an interactive map that will allow visitors to identify which industry partnerships are active in their local regions.

It is intended that this tool will be a vehicle for the sharing of curriculum and best practice so that more money can be spent toward actual training activities rather than reinventing a program or strategy that has already been proven to work in another region or partnership.

## **6.3. Needs Assessment and Technical Assistance**

This project will identify aggregate training needs for industry partnerships on high-level, complex concepts such as return-on-investment and evaluation/measurement of program activities. Additionally, one-on-one technical assistance will be provided to Workforce Investment Boards on an individual basis for those struggling with specific concepts linked to that partnership or region.

All partnerships are unique and experience specific barriers and challenges. This is especially true when a partnership seeks to address a target population within a region. The Needs Assessment will require partnerships to honestly evaluate their program activities and request assistance in addressing those issues in an effort to improve overall outcomes. The electronic assessment was distributed to all Industry Partnerships and the results of that survey are being analyzed.

This project is a collaborative effort of PA Partners, the PA Association of Workforce Investment Boards, the Corporation for a Skilled Workforce, Keystone Research Center, and the PA Workforce Investment Board. A steering committee made up of Local Workforce Investment Board Directors, industry partnership coordinators, and project participants acts in an advisory capacity for the project and convenes regularly to discuss implementation strategies and prioritize roll-out activities.

## **7. Adult and Dislocated Worker Programs and Activities**

### **7.1. Rapid Response**

#### **7.1.1. “State as Petitioner” process for Trade petition filings**

In an effort to further serve dislocated workers whose employment loss is likely attributed to outsourcing or foreign competition, the Bureau of Workforce Development Partnership developed a Trade petition filing process for situations when an employer, union or group of workers is unavailable to serve as petitioner. While Trade Act legislation allows various state and local workforce development agencies to act as petitioners, the commonwealth lacked a consistent process to serve Trade-impacted dislocated workers without employer or union support. Furthermore, today’s non-traditional work environment often includes remote employees, telecommuters and others not assigned to permanent work locations that are consequently isolated from their coworkers. With input from supervisory and management representatives of the Bureau of Workforce Development Partnership Rapid Response/Trade Section, this process was developed and implemented early in 2010.

#### **7.1.2. National Meetings**

During April, 2010, Workforce Development Supervisors from the Rapid Response Section attended a two-day Roundtable in Philadelphia. It was coordinated by U.S. Department of Labor

ETA Region 2. Along with Rapid Response and workforce development system representatives from other states comprising Region 2, Pennsylvania's delegates shared best practices regarding Rapid Response principals and became more familiar with federal initiatives regarding this program. In addition to the Workforce Development Supervisors, Pennsylvania's delegation included representatives from Bureau of Workforce Development Partnership, Unemployment Compensation benefits management, Local Workforce Investment Area partners and the Steel Valley Authority.

During the Spring of 2010, a staff member from the Rapid Response Section was nominated for participation in a National Rapid Response Workgroup. Nominees were chosen on the basis of their subject matter expertise. They will help guide the workgroup toward its goal of developing consistent, innovative and high-quality Rapid Response services throughout the nation. Initiated through the U.S. Department of Labor's Division of Worker Dislocation & Special Response, this workgroup promotes the identification of systematic needs and shortcomings, to culminate in a National Rapid Response Summit.

#### **7.1.3. Worker Adjustment and Retraining Notification**

Earlier this year, Workforce Development Supervisors from the Rapid Response Section provided justification for Bureau of Workforce Development Partnership management to advocate for Commonwealth Worker Adjustment and Retraining Notification legislation. Given the shortcomings of the current federal Worker Adjustment and Retraining Notification Act, and increased national attention on workers' rights, the time was right for such an initiative. Coincidentally, Pennsylvania House Bill 2390 was introduced by a western Pennsylvania legislator during the same time period, which also advocated for the Commonwealth's own Worker Adjustment and Retraining Notification Law. At the request of the Governor's Office, the Rapid Response Section provided a detailed analysis of Pennsylvania House Bill 2390 as well as the Federal Worker Adjustment and Retraining Notification and ForeWARN legislation

#### **7.1.4. Systems Support**

In preparation for Commonwealth Workforce Development System Release 3.2 during the summer of 2010, staff from the Rapid Response Section provided guidance and oversight to the Commonwealth Workforce Development System project team regarding a new system of record for this program. Through frequent meetings, webinars, teleconferences and testing, Rapid Response staff finalized an integrated system of record to track Rapid Response activities. Replacing a legacy system database in use since 2005, the Commonwealth Workforce Development System Worker Adjustment and Retraining Notification allows easy access by Rapid Response staff and workforce development system partners to public information regarding program activity.

## 7.2. Trade

The Trade Act is a federal program which provides benefits to eligible individuals whose employment was affected by foreign imports. These benefits include:

- Training
- Income support while in training
- Job search and relocation for work outside of their commuting area
- Wage subsidy for older workers

	Certifications	Training Applications	Training Expenditures	Older Workers	Wage Subsidies
PY09	216	2,999	\$26,964,196.84	352	\$936,167.60
PY10 through 9/3/10	29	694	Not Available	228	\$286,326.94

Pennsylvania is a nationwide leader in the Trade program due to the efforts of three cross-Bureau units. In the Bureau of Workforce Development Partnership, the Trade Coordination Services unit implements the training, job search/relocation and wage subsidy portions of the program. The Rapid Response Coordination Services unit provides public assistance to participants and employers with Trade information. The Federal Programs unit in the Office of Unemployment Compensation Benefits administers the income support portion of the program, which is especially important while the participant is attending training.

The Trade Act is uniquely geared to increasing the occupational opportunities of PA residents who are eligible under the program, because it allows each state to limit the occupational programs that can be approved. In PA, the High-Priority Occupations list was established as guidance for family-sustaining occupations. The Trade Act also allows for the training to be fully-funded. It includes remedial and prerequisite courses in some cases, with very little cost to the participant, along with the income support while in training. This way the participant can concentrate on the training itself and not worry about paying for the enormous costs of training or most other living costs.

## 7.3. Veterans Employment and Training Services

Employed and unemployed veterans who enroll on the Commonwealth Workforce Development System from home or the library may never walk through the doors to hear about the varied services available to them at the local PA CareerLink® offices. They could miss training and development opportunities available to them and may not realize that they are a priority customer of the workforce system. The Commonwealth Workforce Development System provides access to lists of persons who have applied for Unemployment Compensation benefits. Veterans are identified during the intake process. The database can be used to identify cohorts of individuals by any number of identifying characteristics. The staff at PA CareerLink® centers have used reports to identify and conduct outreach to groups of veterans

and covered persons and provide group and individual services that are customized to their needs. Veterans representatives throughout the commonwealth conduct outreach with businesses, service providers, veterans and community organizations. The Veterans Representatives are visible at and often integral to Job Fairs, VA Hospitals, homeless shelters, and halfway houses,.

#### **7.4. New Directions**

In a continuing effort to return Pennsylvanians to the workplace, the Department of Labor & Industry and the Department of Public Welfare agreed through a Memorandum of Understanding to authorize PA CareerLink® to provide job search, job placement, and job retention services to welfare clients. Welfare clients receiving Supplemental Nutritional Assistance Program, General Assistance, and Diversion clients who volunteer for the New Directions program had immediate access to a PA CareerLink® representative who matched their skills, interests, and work experience with current employment.

In PY09, through the efforts of local PA CareerLink® centers, 964 welfare clients obtained sustainable employment through the New Directions program. Job placements for New Directions program participants are expected to increase substantially in PY10.

#### **7.5. Work Opportunity Tax Credit**

Federal Work Opportunity Tax Credit certifications were issued to 28,169 employers for hiring persons from one of twelve target population groups. The tax credit provides incentive to hire persons with barriers to employment or those recently separated from the armed services.

After much development and testing, Work Opportunity Tax Credit was integrated into Commonwealth Workforce Development System. This new processing system will afford quicker, electronic verification on welfare and Office of Vocational Rehabilitation target groups and allows employers to electronically submit tax credit requests as well as perform other electronic functions such as printing duplicate determinations and checking on the status of a request.

### **8. Youth**

#### **8.1. Regional Career Education Partnerships for Youth**

Pennsylvania's Regional Career Education Partnerships for Youth support and extend the commonwealth's high school reform and career preparation strategies, giving young people better opportunities to gain the knowledge and skills critical for success in college and careers. All strategies and activities are aligned with the goals of Job Ready PA, the Council for the Workforce of Tomorrow, and Local Workforce Investment Board/Youth Council strategies.

Since 2006, 22 Regional Career Education Partnerships for Youth have been supported by the Department of Labor & Industry using Workforce Investment Act 10% discretionary funds. In PY09, ARRA 10% funds were also used to continue the support of these partnerships. These funds were leveraged at the state and local levels through strong collaboration with:

- Department of Education
- Department of Public Welfare
- Local school districts
- Employers
- County assistance offices
- Youth service providers
- Community agencies
- Local Workforce Investment Boards
- Local Youth Councils
- Industry Partnerships
- Private foundations

The four strategic functions of Pennsylvania's Youth Intermediary Network of Regional Career Education Partnerships are to:

- Convene local, regional and state leaders, practitioners, and customers across sectors to ensure youth success
- Connect, broker and provide services to youth, public and private partners, families and neighborhoods
- Measure effectiveness and ensure quality and impact of youth-serving efforts
- Sustain effective practices through advocacy and progressive policies

Functional descriptions, rather than tasks or activity lists, allow local partnerships to develop their own plans. This enables the partnerships to conduct operations that are responsive to local needs and take advantage of unique opportunities. At the same time, partnerships from diverse communities facing different sets of challenges and addressing different components of the system can communicate, share promising practices, and build on each other's accomplishments by focusing on the functional aspects of the work.

From March 2006 to June 2010, Regional Career Education Partnerships for Youth connected more than 25,000 employers with more than 7,500 teachers and counselors to provide career awareness and relevant work-based learning opportunities to almost one million young people across Pennsylvania. The partnerships assisted schools with integrating the academic portion of Career Education and Work Standards with classroom curriculum. Teachers and counselors participated in Educator-in-the-Workplace programs with the opportunity to earn Act 48 credits and/or two graduate credits.

In September 2009, Pennsylvania received the State Excellence Award for Leadership from the National Association of State Workforce Agencies for a workforce-related initiative that addressed an issue or challenge and resulted in significant improvement of service or performance.

## **8.2. Pennsylvania Conservation Corps**

Through the Pennsylvania Conservation Corps, unemployed young adults between the ages of 18 and 25 are offered work experience, job training and educational opportunities as they complete conservation, recreation and historical preservation projects on the commonwealth's public lands. They also become eligible for state-funded training and additional job search resources.

During PY09, \$1.55M in ARRA 10% discretionary funds were allocated to the Pennsylvania Conservation Corps. It paid wages for 235 young adult corpsmembers to carry out work on 36 project sites across the commonwealth. These corpsmembers devoted over 184,000 hours to project work and educational activities over the course of the year.

In the course of their service, corpsmembers gained hands-on experience in carpentry, masonry, landscaping, conservation practices and many other trade skills. In addition, they were offered a wide variety of academic, technical and life skills instruction. 139 ARRA-funded corpsmembers took full advantage of these opportunities including:

- GED preparation and testing
- Certification in standard first aid
- Adult CPR and AED
- Safety courses (wildfire suppression, river rescue, chainsaw safety and OSHA 10-Hour Training)
- 24 college courses
- 257 technical-school classes (carpentry, welding, wiring, equipment operation, heating ventilation and air conditioning, small engine repair, pharmacy technician, accounting, communications, leadership development, business fundamentals, money management and others)
- 20 WorkKeys® certificates (4 gold, 14 silver, 2 bronze)

In addition, 76 corpsmembers earned AmeriCorps Education Awards totaling \$278,000. These awards, provided by the federal Corporation for National and Community Service, can be used to fund future schooling or pay off existing student loans.

Work accomplished by ARRA-funded Pennsylvania Conservation Corps crews included

- Planting of 20,000 seedlings and trees
- Improvement of 105 acres of wildlife habitat and 133 miles of trails

- Construction or renovation of 4 pavilions, 5 cabins, 5 playgrounds, 7 picnic areas, 9 bridges, 34 support buildings, and 254 wildlife nesting boxes

A total of 148 ARRA-funded corpsmembers exited the Pennsylvania Conservation Corps last year. At the time of exit, 64 percent took a new job, entered or returned to school, joined the Military, or successfully completed their terms of service. 38.8 percent moved directly into jobs paying from \$7.25 - \$27.05 per hour, with a median hourly wage of \$9.50.

### **8.2.1. Highlights from the Pennsylvania Conservation Corps**

Justin Brenner was a high school dropout, unemployed, living in a homeless shelter, and wondering how he was going to take care of his soon-to-be-born child. In July 2008, he joined the Pennsylvania Conservation Corps crew working in the York County park system. As soon as Justin came on board, his crewleader, Corey King, helped him apply for housing assistance. Within a month, he had moved out of the shelter and into an apartment. Within three months he had earned his GED. In the course of the next year, Justin and his fellow corpsmembers refurbished three historic bridges, constructed a playground, developed trails and planted trees in several county parks. Between working and caring for his new daughter, Justin managed to earn two AmeriCorps education awards and complete courses in welding and computer-aided drafting. He left the Pennsylvania Conservation Corps in January 2010 to take a job as a metal fabricator with Gichner Shelter Systems in Dallastown, PA.

### **8.3. Council for the Workforce of Tomorrow**

The Council for the Workforce of Tomorrow enhances opportunities for all youth to be ready for college and careers. It incorporates the past work of the State Youth Council, the K-16 Committee, and successes already realized through Regional Career Education Partnerships for Youth. The Council also builds on the excellent work of the Governor’s Commission on College and Career Success.

Driven by Regional Career Education Partnerships for Youth, the Council has been working through three subcommittees to achieve its goals:

- Providing high level professional development and support for teachers and counselors
- Significantly increasing internships and other work-based learning opportunities for Pennsylvania youth
- Building strategies to re-engage disconnected youth

#### **8.3.1. Professional Development**

In past years, progress has been made to:

- Establish commitment to Career Education and Work Standards in all school districts
- Address Career Education and Work Standards in school district strategic plans

- Prioritize professional education and development for teachers, school counselors and administrators
- Develop and implement effective community partnerships and supportive infrastructure
- Motivate and achieve student and parental commitment to career education

In PY09, the following achievements were made:

#### **8.3.1.1. Educator-in-the-Workplace**

Educator-in-the-Workplace models were posted January 27, 2010 in partnership with the Pennsylvania Department of Education. The models offer local areas the opportunity to develop or improve existing Educator-in-the-Workplace Programs for teachers and counselors. They can be accessed through [www.pacareerstandards.com](http://www.pacareerstandards.com).

#### **8.3.1.2. Career Education and Work Standards**

A discussion and review of tools that integrate Career Education and Work Standards with student schedules is underway. The PA School Counselor’s Association is working with the appropriate partners to complete the effort.

A paper on Key Concepts for the Implementation and Sustainability of Career Education and Work Standards was developed.

#### **8.3.1.3. Messaging**

Messaging for professional development was integrated into the statewide Communications Plan. Work continues on sharing high priority occupations and employer testimonies.

### **8.3.2. Internships and Work-based Learning**

In past years, progress has been made to:

- Engage the professional services of the Tierney Agency and move forward with the Communications Plan and timeline for work
- Support the PA Department of Education concept that creates opportunities for students to engage in work-based learning experiences, improve school performance, and strengthen collaboration with businesses
- Explore feasible ways to move forward in collaboration with key stakeholders on existing programs and possible work needed to fill important gaps
- In PY09, the following achievements were made:

#### **8.3.3. Communications**

Communications for work-based learning and Regional Career Education Partnerships was integrated into the statewide Communications Plan. A draft of the document was forwarded to

council members. Once approved by both Council for the Workforce of Tomorrow and PA Department of Labor & Industry, the strategy will be rolled out.

Past key documents were updated to incorporate success stories of Regional Career Education Partnerships. They were disseminated to local youth councils and partnership coordinators to use when talking with businesses, educators, students, parents, and other youth-focused partners.

#### **8.3.3.1. Project 720 Credentialing Pilot Program**

Project 720 Credentialing Pilot Program was introduced to twelve schools, six each from Eastern and Western Pennsylvania. Four agreed to be in the pilot.

The credential requires:

- A rigorous college and career preparation curriculum
- Aggressive performance goals
- Real-world learning experiences
- Articulation between middle grades and high school and in the transition from high school to postsecondary experiences

The credential will be tied to existing Pennsylvania workforce initiatives with work-based learning opportunities through the work of local Youth Councils, Industry Partnerships and Regional Career Education Partnerships for Youth.

#### **8.3.3.2. Industry Partnership Champions**

Champions for work-based learning opportunities were enlisted. Industry Partnership coordinators identified an employer who was willing to act as an advocate to other employers on the importance of exposing young people to careers within their industry. Exposure might be through job shadowing, company tours, spending time with teachers and students in the classroom, inviting educators to their workplaces, or through paid and unpaid experiences.

#### **8.3.4. Re-engaging Disconnected Youth**

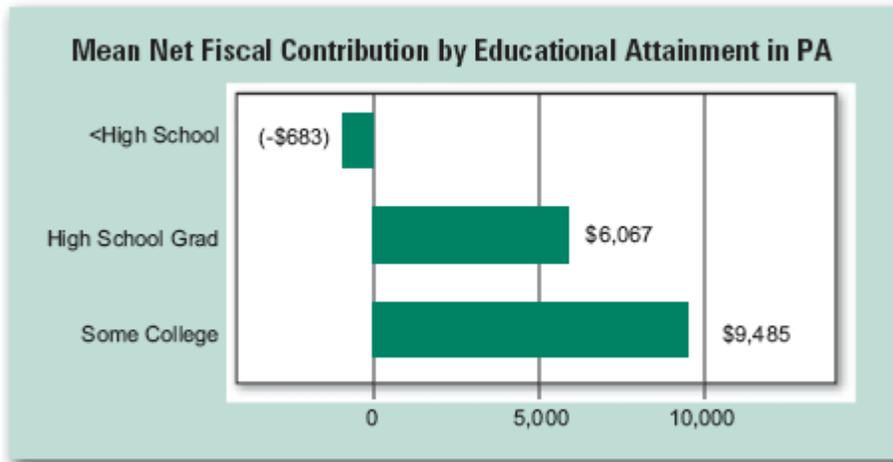
In rural, urban, and suburban Pennsylvania school districts, more than 30,000 students fail to graduate with their class. In each year's ninth-grade class, one student in five will either drop out or fail to graduate four years later. The decision to leave school could set up dropouts for lives of low earnings and government dependency as the market demands the skills that come with postsecondary education and training.

Today, nearly 120,000 Pennsylvanians ages 16 to 24 are high school dropouts. According to data from the US Census Bureau, high school dropouts in Pennsylvania:

- Earn only \$20,766 per year, compared to \$33,829 for high school graduates with some postsecondary education or associate’s degree
- Are nearly three times more likely to live in poverty than someone with a high school credential plus some college — 21.5 percent vs. 7.3 percent
- Are nearly two and a half times more likely to be unemployed than someone with a high school credential plus some college — 10.4 percent vs. 4.3 percent

Dropouts consume \$683 more in publicly funded assistance programs than they contribute in federal, state, and local taxes. By comparison, high school graduates with some postsecondary education or associate’s degree give back by contributing \$9,485 per year more than consumed in publicly funded programs.

## Educational Attainment Impacts Our Communities



Fogg, Neeta P., Harrington, Paul E., Khatiwada, Ishwar; The Tax and Transfer Fiscal Impacts of Dropping Out of High School in Pennsylvania; September 2008

Pennsylvania Partnerships for Children leads the effort to reengage youth through Operation Restart. Operation Restart developed a public policy agenda to advance the work of the subcommittee with a four-pronged approach:

- State-level agenda
- Local partnerships
- High-level education models
- Support services

### 9. Commonwealth Workforce Development System

The Commonwealth Workforce Development System is an integral component of the Commonwealth’s vision for an integrated workforce system that is data driven. Employer, Job Seekers, Training Providers and workforce staff from three State agencies and the Local Workforce Investment Areas all use the Commonwealth Workforce Development System. The employment and training staff of the Department of Public Welfare, and the counselors of

Office of Vocational Rehabilitation (OVR) record services and track the performance of their customers in Commonwealth Workforce Development System. OVR also uses the Commonwealth Workforce Development System to administer the grants and funds of the program. The Commonwealth Workforce Development System captures the job seeker's resume and the job orders of the employers for the Wagner Peyser, Veterans, Trade and WIA programs. Training providers have business folders that enable them to be considered for the State training provider list and the Trade Act provider list. Activity for each job seeker is captured by funding source. And, job seekers use the Commonwealth Workforce Development System to apply for training and job search grants under the Trade Adjustment Assistance program and the RTAA program. The original plan for the Commonwealth Workforce Development System will be completed in 2011 but the system has been developed to enable it to expand and be updated as technology and customer changes.

### **9.1. Functional Releases 3.1 and 3.2**

During PY09, Pennsylvania continued to enhance the Commonwealth Workforce Development System. Each release improves and enhances the functionality of the Department's shared system that tracks service delivery of the three workforce partnering agencies:

- Labor & Industry's Bureau of Workforce Development Partnership
- Labor & Industry's Office of Vocational Rehabilitation
- Department of Public Welfare's Bureau of Employment and Training

Functional Release 3.1 was implemented January 17, 2010. It included updates required for tracking and reporting on participants funded by ARRA.

Functional Release 3.2, was launched on July 10, 2010, staff participated in design, development and testing efforts. This PY10 release includes improved employer usability, built-in survey functionality and the incorporation of five legacy systems' functionality into the system:

- Worker Opportunity Tax Credit
- Worker Adjustment Retraining Notification
- Workforce Investment Area Financial Management System
- Trade Financial Management System
- Cost Allocation Reimbursable System

Incorporating these systems into the Commonwealth Workforce Development System has improved efficiencies for users including the upload of federal Work Opportunity Tax Credit applications online and the allocation and draw down of funds online.

In preparation for the introduction of these new functionalities, the staff conducted more than 20 statewide webinars and in-person training sessions for staff and business-partner users.

During the webinars, staff conducted live demonstrations of system functionality so that users could see exactly how to perform the new functions. The use of webinar technology allowed attendees and presenters alike to participate from the comfort of their office without the need to travel, thereby saving time and money.

During PY09, the Commonwealth Workforce Development System was used for:

Job referrals	2,087,892
New participants	281,598
New jobs	76,410
New employers	4,944
New providers	1,638

## 10. Staff Development

Staff Development Services, an operational support unit within the Bureau of Workforce Development Partnership, offers trainings that enhance the capability of staff to fulfill the Bureau’s mission effectively. Trainings with content that impacts service delivery in the PA CareerLink® offices are also open and available to non-Bureau of Workforce Development Partnership partner staff in both the PA CareerLink® and Local Workforce Investment Board offices, thus reinforcing the integrated one-stop system.

Staff Development Services develops and delivers trainings. Instructor-led and web-based trainings created by Staff Development Services include readings and assignments for attendees to complete prior to the training event and interactive activities and exercises throughout the training event itself. This approach allows Staff Development Services to effectively transfer information and knowledge to staff with different adult-learner styles/predispositions to learn through seeing/reading, to learn through hearing, and/or to learn through doing.

Staff Development Services also assists other Bureau of Workforce Development Partnership units that have specific programmatic responsibilities (e.g., Trade, Veterans) to develop coherent and consistent training materials for delivery to the units’ targeted audiences. In addition, Staff Development Services coordinates access to training (offered by other entities within and without the Department of Labor & Industry) for Bureau of Workforce Development Partnership and partner staff on topics ranging from diversity issues and harassment prevention to conflict, time, or project management to the prevention of workplace violence. During PY09 and ongoing, Staff Development Services created and delivered four classroom courses.

- CareerLink 101 (CL101)
- Effective Interviewing Skills (CL211)

- Case Management Basics (CL212)
- Introduction to Business Services (CL221)

Three webinar courses were also created and delivered.

- Labor Market Information (LMI) Concepts (CL201)
- O\*NET™ Basics (CL202)
- Labor Exchange Common Measures (CL204)

Although CareerLink 101 has been offered since PY06 on at least a quarterly basis, the course was significantly modified for PY09 because of the large number of staff hired with no previous workforce development background or experience. Also due to the influx of new hires, since July 1, 2009, it has been delivered nine times in four locations statewide. During the second half of PY10, Staff Development Services anticipates delivering four additional sessions of CareerLink 101 (September, December, January, and April). CareerLink 101 covers topics that serve as the foundation of workforce development in Pennsylvania

- Relevant legislation
- Services and programs offered through PA CareerLink® offices,
- Customer service
- Goals and measures of the one-stop system
- Job Ready PA initiative as it relates to the individual staff person

The Staff Development Services goal is to ensure that staff throughout the workforce development system in Pennsylvania acquire similar baseline knowledge about the system so that they can effectively deliver consistent information and service to all customers.

The other three classroom courses and the three webinar courses were developed in PY09 primarily to address the professional development needs of newly-hired staff in the PA CareerLink® offices. Since July 1, 2009,

- Effective Interviewing Skills has been delivered eight times in seven locations; four more sessions will be held by June 30, 2011
- Case Management Basics has been conducted seven times in seven locations; four additional sessions are scheduled through June 30, 2011
- Introduction to Business Services has been delivered four times in four locations; five more sessions will take place by June 30, 2011

The focus both in Effective Interviewing Skills (topics include informal assessment and active listening) and in Case Management Basics (topics include network maintenance and case notes) is on practical, interactive application of the skill sets – using real-customer scenarios – to enable staff to better assess and assist an ever-changing and wide variety of jobseeker customers. The Introduction to Business Services topics include community networks, marketing tools, targeting using LMI, and relationship-building. Staff Development Services ’

primary goal is to assist staff who work with employers to learn how to establish and sustain effective relationships with business customers.

With the steady increase in jobseeker traffic over the past eighteen months at the PA CareerLink® offices, Staff Development Services recognized the crucial importance of minimizing staff absences due to classroom training. The Commonwealth's purchase of licensing for a web-based conferencing/training tool in PY09 allowed Staff Development Services to deliver:

- LMI Concepts twelve times with five additional by June 30, 2011
- O\*NET Basics eleven times with six more by June 30, 2011
- Labor Exchange Common Measures four times with four additional by June 30, 2011

The LMI and O\*NET webinars focus on the information, research, and analysis that staff in the PA CareerLink® offices can provide to both their jobseeker and business customers using these tools. The Common Measures course is offered to new supervisors and managers in PA CareerLink® offices to familiarize them with the rules and formulae associated with performance measures, emphasizing the importance of ensuring that their offices enter accurate and complete data into the system of record for reporting purposes.

Five additional webinar courses are currently being developed for delivery after January 2011:

- Labor Exchange Policies
- Workforce Investment Area 1998 and Related Legislation
- WorkKeys® Assessments
- Re-Employment Program Strategies
- LMI for Business Services Teams

Although the Staff Development Services unit does not directly handle workforce programs or services, most of the staff to whom it offers training do so. Therefore, Staff Development Services works to ensure that most of the strategic qualitative measures of Job Ready PA, which are based on the underlying principles and goals of federal and state legislation, are embedded in the training approaches and content it develops:

- How well are workforce programs informed about the regional economy, targeted industry clusters, and economic trends?

The importance of this measure is a key component of the CareerLink 101 and Introduction to Business Services courses, and this measure is the underpinning of the LMI Concepts course.

- How well do programs and contractors work collaboratively with Local Workforce Investment Boards and PA CareerLink® offices? How well are resources leveraged and learning shared?

Discussion of this measure and its implication for working in a PA CareerLink® office are threaded throughout CareerLink 101.

- How well do programs provide a foundation for the continuation of learning and further acquisition of skills that can lead to economic self-sufficiency?

From different perspectives (such as employer customers and partnering organizations within a PA CareerLink® office), this measure is the basis for discussion and activities in CareerLink 101, O\*NET Basics, and Introduction to Business Services.

- How well do programs respond to the needs of those with significant barriers to employment?

Strategies and techniques for working with hard-to-serve jobseekers are topics in CareerLink 101, Effective Interviewing Skills, Case Management Basics, and O\*NET™ Basics.

Course	Number of Sessions 7/1/09 – 8/30/10	Number of Attendees	Overall Course Rating (5-pt scale; 5= Excellent)
CareerLink 101	9	163	4.6
LMI Concepts	12	303	4.8
O*NET™ Basics	11	224	4.7
Effective Interviewing	8	172	4.7
Case Management	7	136	4.7
Business Services	4	85	4.6

## 11. Layoff Aversion and Advanced Manufacturing Initiative

### 11.1. Strategic Early Warning Network

The federal Worker Adjustment and Retraining Notification Act offers protection to workers, their families, and communities by requiring employers under certain circumstances to provide notice 60 days in advance of covered plant closings and covered mass layoffs. This notice must be provided to either affected workers or their representatives (e.g., a labor union), to the Governor’s designee and to the appropriate unit of local government.

Rapid Response services are provided by Labor & Industry in the case of a permanent closure or mass layoff at a plant, facility, or enterprise. It also provides services in the case of natural or other disasters that result in mass job dislocations. The goal is to assist workers in obtaining reemployment as soon as possible after the dislocation event. State and local interagency teams provide services and resources to minimize the dislocation’s effect on businesses, workers and communities.

Through Rapid Response, an early intervention strategy is implemented that meets the needs of the employer, the employees, and the community. The customer is the focus of the delivery plan, which provides a range of services that helps people get jobs. The more quickly Rapid Response is initiated, the more time is available for businesses and workers to take advantage of these services and employment opportunities.

The Strategic Early Warning Network provides an opportunity to intervene prior to a business closing or mass layoff. In the last seventeen years, Pennsylvania's Rapid Response team and the Steel Valley Authority developed a network of mayors and council members, local unions, civic organizations, religious institutions, financial institutions, chambers, and other institutions to:

- Identify at-risk firms to develop strategies that prevent layoffs;
- Identify labor market trends to develop
- Implement economic/workforce recovery and revitalization strategies
- Identify inevitable layoffs to provide adjustment services as quickly as possible

The program implements a triage system of services to stabilize immediate risk conditions while working to identify the underlying issues and steps necessary to resolve them. The end results are practical solutions to problems that can improve a company's operations, product quality and cost structures, which provides positive outcomes for the company, the workers, and the community.

A recently completed independent evaluation of Strategic Early Warning Network (2009- 2010), showed broad improvements in service delivery. During PY09:

- Partners provided layoff aversion services to 72 manufacturing companies in potential distress, including 60 new companies, across 30 counties in PA
- Strategic Early Warning Network provided successful layoff aversion to 18 distressed firms, averting 1,071 job losses
- Strategic Early Warning Network provided extensive services to 27 distressed firms employing 1,306 people

Clients were also referred to other appropriate existing state resources, including marketing assistance, incumbent worker training, dislocated worker support, operational assistance, financing and where warranted, the Strategic Early Warning Network Program for turnaround assistance.

Pennsylvania has recently expanded the Strategic Early Warning Network services to 13 additional counties in Northeastern Pennsylvania, increasing the number of clients, businesses, and economic stakeholders being served and expanding the existing network. Services will soon be provided to an additional five counties in Southeastern Pennsylvania. Layoff aversion will be provided to all 67 counties in the Commonwealth.

The Commonwealth is also assisting other states in the Industrial Midwest and Northeast. With the Strategic Early Warning Network's technical assistance, Pennsylvania helped launch a new early warning/layoff aversion program for New York City/Downstate New York that already averted the loss of 640 jobs.

## **11.2. Layoff Aversion in the Manufacturing Sector**

### **11.2.1. PA Manufacturing Workforce Partnership**

Recognizing that manufacturing is a critical economic sector within the Commonwealth and desiring to assist this sector with economic recovery, the Pennsylvania Workforce Investment Board established the Pennsylvania Center for Advanced Manufacturing Careers in January 2010. The Center's overriding mission is to develop long-term strategies aimed at averting and reversing the decline of manufacturing jobs in Pennsylvania.

Despite Pennsylvania manufacturers employing more than 550,000 family-sustaining and community-sustaining jobs, this level of employment is now one-third less than it was ten years ago. Avoiding continued manufacturing job losses will require a successful transition from a 20th Century Rust Belt industry model to a sustainable 21st Century Advanced Manufacturing model based on sophisticated technology, world-class processes, and an adaptable, skilled workforce. To make this transition, manufacturing employers and workers will require sustained and systematic support from Pennsylvania's workforce development, economic development and educational systems.

As Pennsylvania's economic recovery accelerates, our manufacturing sector will be challenged by higher skill requirements, an aging workforce, and the lack of an effective talent pipeline. Failure to address the skills effectively will lead to declines in Pennsylvania's manufacturing production and further layoffs. Pennsylvania workers, recognizing this new reality, seek opportunities to develop new skills.

This initiative has the support of the highest levels of leadership in the Administration, including three separate agencies and the Pennsylvania Workforce Investment Board. The Center is designed to save and create PA manufacturing jobs by modernizing the workforce with in-demand skills and competencies that will allow workers to participate in and contribute to the revitalization of Pennsylvania manufacturing. This project has been launched to:

- Promote advanced manufacturing as a critical future-oriented economic sector for PA citizens and communities
- Put forth best efforts so that the manufacturing jobs base has the greatest ability to survive and revitalize

Managed by the Steel Valley Authority and located in the offices of the South Central Workforce Investment Board in Harrisburg, the PA Center for Advanced Manufacturing Careers focused their work on four key objectives for October 1, 2009 - June 30, 2010.

Implementation of the 2010 priorities established by the Center's Leadership Council

**Critical Needs** - Complete a state-wide needs assessment of key technical manufacturing occupations with known supply shortages in partnership with regional Industry Partnerships, to ensure that training for occupations that are cross-regional needs throughout the state is provided. Initial assessments indicate needs in the following occupations: Industrial Maintenance Technicians (Electrical, Mechanical, Electronics and Mechatronics) and Precision Machining (CNC Programmers and Operators, Machinists and Tool & Die Makers). The final assessment will likely add to this list. The needs assessments will provide critical current information in support of the other priorities.

**Specific Skills Pipeline** - Identify existing training programs such as community colleges, private schools or CTEs with proven track records in training, re-training, and placement into high priority manufacturing occupations that serve the geographic regions with immediate needs (the occupations that result from the assessment above).

**Image/Marketing** - Develop and implement a joint strategy with regional manufacturing Industry Partners, Industrial Resource Centers, joint labor-management committees and manufacturing associations to educate Pennsylvanians regarding the importance of advanced manufacturing to the state's economic health and the specific career opportunities that exist in this sector.

Promotion and outreach to key stakeholders

Extensive promotion and outreach during the Center's first year were critical to establishing the Center as a key resource for Pennsylvania's manufacturing employers and workers. The Center conducted extensive outreach to business, labor, education, economic development and workforce development during this period.

Completion of advanced manufacturing sector analysis for Industry Partnership/Center Interconnected Report focusing on:

- Current topics in advanced manufacturing.
- Occupational growth areas.
- Hiring trends.
- National trends and initiatives.
- Future of the advanced manufacturing industry.

Establishment of a second office location in Pittsburgh

## **12. PA Workforce Investment Board**

State WIB has served as an incubator of innovative workforce initiatives. Goal of integrating them with traditional workforce programs once they are successful. In 2004, The PA Workforce Investment Board created the PA Center for Health Careers as a result of an executive order from Governor Ed Rendell. Recently, the PA Workforce Investment Board has also created two more Centers which focus on the Energy and Advanced Manufacturing industries within Pennsylvania. The Centers were created to address statewide workforce issues related to their respective sectors. They bring together Local Workforce Investment Boards, educational institutions, associations, local government, community based organizations, and most importantly, employers that are willing to work together to solve these difficult issues. By analyzing their respective industries and developing strategic plans and committees to identify and address workforce needs, these Centers have become a valuable resource for industry partnerships looking for data, information, and other resources.

Currently, PA Workforce Investment Board staff is developing three separate comprehensive reports that summarize the statewide activities of these Centers with the regional activities of the specific Industry Partnerships. The reports will include the Centers' mission, goals, and achievements. They will include all of each industry's partnerships statewide, including the types of training those partnerships are doing, best practices, recent achievements, and contact information. They will also include models and strategies for connecting partnerships to the goals and objectives of the Centers. Finally, they will include an in-depth comprehensive industry analysis put together by the Directors of the Centers based on their industry expertise, extensive research, and anecdotal evidence they are hearing from their industry partners. These industry analyses will include hiring trends, hot issues, national and statewide trends, and what the industries can expect to experience in the next 12 months.

The finished reports will serve as an information tool for the incoming administration, legislators, Local Workforce Investment Boards, Industry Partners, Center partners, Department of Labor & Industry staff, and the general public. The reports will demonstrate how the two programs intertwine and act as a resource to one another to help drive both local and statewide initiatives. The final reports are expected to be distributed via electronic format by late September.

### **12.1. PA Center for Energy and Green Careers**

Pennsylvania is among the states with the highest number of green jobs. Advanced workforce policies and wise investments have made the state a national leader in creating and fostering a green economy.

To support the growth of the green economy, as well as providing Pennsylvanians with rewarding career opportunities, training and education programs must prepare the workforce with the skills needed in the burgeoning green industry sectors. Through ARRA, Pennsylvania was awarded \$6 million for green-career training. Subgrantees were awarded in excess of \$4,082,967 from the grant. They are responsible for training and career enhancement programs. Pennsylvania specifically targeted difficult to serve populations including veterans, unemployed and underemployed workers, dislocated workers, public assistance recipients, at-risk youth, ex-offenders, and individuals with disabilities and limited English proficiency for training.

To fully realize the strategic advantages within the commonwealth, the Department of Labor & Industry created the PA Center for Energy and Green Careers as part of the PA Workforce Investment Board in the Spring of 2010. The primary objective of the Center is to address short- and long-term energy and green workforce issues. The vision is for the Center to be the conduit for growth in the energy and green careers sectors. The Center will focus on the following initial activities:

- Enabling workers to fill available jobs
- Enabling workers to acquire skill certifications that deliver a triple benefit of quality assurance for employers, skill portability for workers and maximum environmental benefit for the commonwealth
- Providing help to low-income workers to acquire and keep entry-level jobs along with the support necessary to develop a career pathway
- Building Pennsylvania employers' capacity to participate in new green and energy markets, maximizing growth in these industries and creating export opportunities

Pennsylvania defines 'green jobs' as jobs that employ workers in producing or offering products or services that:

- Promote energy efficiency
- Contribute to the sustainable use of resources
- Prevent pollution
- Clean up the environment
- Promote the reduction of harmful emissions

Another factor that will have a tremendous effect on energy-related PA jobs is Marcellus Shale. Marcellus Shale contains the world's second largest reserve of untouched natural gas. A recent study by Penn State University estimates that the Marcellus industry could add almost 175,000 jobs to the commonwealth by 2020.

PA CareerLink® offices throughout the state will also be a focus for the Center for Energy and Green Careers. Each PA CareerLink® site will be supplied information for both staff and

jobseekers about energy and green jobs within their local area. A series of webinars are planned to disseminate this information.

The Center is creating a Statewide Leadership Council made up of representatives from private industry, unions, training providers, civic organizations, and workforce development to identify the Center's priorities and future goals. The first meeting for this group is scheduled for fall 2010. The state will be divided into six Energy Regions. Each region will have a team similar to the Statewide Leadership Council that will help guide the local and regional training and education efforts making sure the efforts of education align with the needs of industry.

#### **12.1.1. Green Labor Market Information**

Pennsylvania employers and workers will benefit from two ARRA grants recently received by the Pennsylvania Department of Labor & Industry. These grants will ensure workforce development investments are targeted to industries and occupations that are shaping the state's emerging green economy.

In November 2009, the commonwealth received a \$1.25 million competitive grant to help improve the state's green labor market information infrastructure. This grant helped Pennsylvania generate industry-level information about green jobs and document occupational demand and skill requirements necessary to target training to green industries' needs. Working in collaboration with Pennsylvania's Center for Green Careers, Labor & Industry's Center for Workforce Information & Analysis focused on generating labor market information that is being used to implement effective green workforce development strategies.

The Pennsylvania Green Jobs Report, Part 1 was released in January 2010. It defined green jobs, identified five broad industry sectors and projected the generation of more than 115,000 jobs based on \$10 billion in public and private investment in the state's green economy. While this report provided baseline information, critical questions remain unanswered. Pennsylvania's Green Labor Market Information Improvement grant will help answer these questions:

- Where are Pennsylvania's green employers now, and two years from now?
- What jobs are green, and where is the demand?
- What are the skills necessary for in-demand green occupations?
- Does Pennsylvania have the capacity to meet employer demand?
- What career pathway models link job seekers to green demand occupations?

Using the second ARRA grant, the Center for Workforce Information & Analysis, in conjunction with Pennsylvania Center for Green Careers, will engage state agencies, Local Workforce Investment Boards, employers and educators to guide the collection, analysis and dissemination of real-time green labor market data. Specific activities that will answer the

research questions stated above and culminate in the production of The Pennsylvania Green Jobs Report, Part II include:

- Conducting a Survey of Pennsylvania's Green Economy to estimate current and anticipated green jobs, critical occupations in the green economy and these occupations' unique skill needs
- Convening Listening Sessions with employers and educators to clearly define demand and training needs
- Compiling an Inventory of green education and training capacity
- Producing job tasks analyses of emerging and evolving green occupations and career pathways
- Developing a Green Career Tool, with information about wages, career paths, education and certification requirements, to assist jobseekers

All the activities described above will be in coordination with the PA Center for Green Careers. Occupational and industry-level information, gathered through the Labor Market Information Improvement Grant, will assist in the Center and Workforce Investment Act training efforts.

## **12.2. PA Center for Health Careers**

The Pennsylvania Center for Health Careers was created in 2004 by Governor Rendell as part of the Pennsylvania Workforce Investment Board. The Center was formally recognized as an entity of the Department of Labor & Industry by the passage of Act 41, signed on July 2, 2010, which assigns the Center the responsibility to address multiple workforce issues: increase direct care workers to support in-home care, grow the Commonwealth's capacity to educate nurses, respond to the demand for allied health professionals, strengthen diversity in health care professions, and retain current health care workers. To achieve these goals, the Center is organized in seven committees: Direct Care Worker, Supply and Demand, Nursing, Allied Health Occupations, Health Careers Week, Best Practices, and Retention.

The **Direct Care Worker Committee** worked toward the goal of improving quality care and patient safety through creation of uniform requirements for direct caregivers in long-term care facilities, acute care facilities, and in-home care. New policy recommendations by this committee urge consolidation of all regulatory processes for nurse aides under the purview of the Pennsylvania Department of Health. 120 hours of educational preparation for nurse aides was standardized in the recommendations. As Pennsylvania moves toward allowing aging residents to remain in their homes rather than move to long-term care facilities, the standardization will promote a robust in-home care workforce.

The Direct Care Worker Committee also recommended that Pennsylvania create a new level of direct care worker. This worker, holding the title of Personal Care Assistant, will receive 75 hours of job preparation. The pilot program for the Personal Care Assistant Curriculum was

recently implemented in Western Pennsylvania. Already, 81 employer trainers have gone through the required course so that they may begin to train their new workers. 27 online courses were also created as an adjunct for employers to provide training. This training is an OBRA-compliant bridge to the nurse aide position.

The **Supply and Demand Committee** updated the forecasts that identify areas of critical shortfalls for registered nurses and licensed practical nurses.

Health District	Registered nurses		Licensed practical nurses	
	2010 Shortage (Actual)	2014 Shortage (Projected)	2010 Shortage (Actual)	2014 Shortage (Projected)
Northwest	260	780	460	890
Southwest	930	3,000	1,500	2,740
Northcentral	200	540	390	730
Southcentral	540	1,460	1,110	2,030
Northeast	430	1,320	1,000	1,810
Southeast	1,430	4,600	2,150	4,100

The Supply and Demand Committee has been working with the Nursing Committee to develop projection models for nurse practitioners and nursing faculty and will complete these models in the upcoming year.

The **Nursing Committee** has been working to solve the statewide nursing shortage. Supply and Demand Committee projections indicate that the shortage of licensed practical nurses will increase to over 10,000 by 2014. The Pennsylvania Department of Labor & Industry has provided \$500,000 to the Center for an initiative to recruit and retain licensed practical nurses. The initiative provides tuition assistance in the amount of \$1,000 to approximately 300 students and provides continuing education to approximately 200 licensed practical nurse faculty and specialists. An additional \$100,000 is funding the education of 200 students for the prerequisite courses to be admitted to a licensed practical nurse program.

The Nursing Committee also has worked to increase nursing faculty, clinical lab availability, and student capacity. Since the Center's inception, Pennsylvania witnessed a 65-percent increase in registered nurse graduates and a 32-percent increase in licensed practical nurse graduates. Various grants provided by state government, the Pennsylvania Higher Education Assistance Agency and the private sector have contributed to these outcomes. The Consensus Model for Advanced Practice Nursing was also introduced in the Nursing Committee to quantify needs for certified registered nurse anesthetists, certified nurse midwives, clinical nurse specialists, and certified nurse practitioners.

The **Allied Health Occupations Committee** has been working to solve faculty and clinical site capacity issues for education of workers entering allied health occupations. Of the 19

occupations studied, 8 have been chosen for a pilot program: dental assistants, dental hygienists, medical and clinical laboratory technologists, medical and clinical laboratory technicians, pharmacists, physical therapists, radiologic technologists and respiratory therapists. The Center received \$500,000, of which the initial \$150,000 will be used to quantify the faculty, student, and clinical capacity needs in the schools preparing allied health professionals. The remainder will be invested in student training.

The **Health Careers Week Committee** has developed an awareness campaign designed to attract individuals into these varied, in-demand occupations. Targeting youth, the Health Careers Week campaign successfully reached more than 16,000 students in fiscal year 2009-2010, resulting in an increased awareness of and interest in health care jobs throughout Pennsylvania. A Health Careers Toolkit that provided occupation-specific information was made available to students virtually on the Center's website. Targeted jobs areas included clinical laboratory sciences, direct care workers, health information management, medical imaging, medical secretary, medical transcription, nursing, occupational therapy, pharmacy, physical therapy, respiratory therapy, and surgical technology. Curriculum guides were also available for teachers.

The **Best Practices Committee** conducted its Third Annual Best Practices Conference to promote the improvement of care delivery throughout the state. It provided Pennsylvania health care employers, educational programs, and individual practitioners the opportunity to share innovative and successful initiatives with others in the field. 325 professionals attended the 2010 conference, which included 24 presentations on Nursing, Allied Health, Direct Care Workers, Retention of Workforce, and Clinical Simulation Learning. The majority of attendees rated the conference as excellent with respect to organization and relevance of content, stimulation of thinking, and quality of speakers.

In a cooperative effort between industry and the Center, Laerdal Medical Corporation also hosted a preconference interactive simulation event. It was filled to capacity. Participants were enthusiastic and requested that the 2011 conference focus on the latest technologies.

The Best Practices Committee has been planning the Fourth Annual Best Practice Conference, to be held on April 28, 2011. It is anticipated that a Health Information Technology and Health Information Management track will be added to next year's schedule.

Research by the **Retention Committee** highlighted the need for career-specific initiatives to provide customized strategies for implementation. It is proposed that these initiatives will be incorporated into the committees for each career type in the coming year.

### **12.3. Career and Technical Center Pilot Projects**

Effort in PY09 built on the Commonwealth's past investments and made maximum use of the network of Career and Technical Education Centers. The Department of Labor & Industry allocated \$600,000 in Workforce Investment Act ARRA 10% discretionary funds to support three Career and Technical Education Center-based recovery pilots. These programs target young people between the ages of 18 and 21 who lack a secondary education credential. The goal for these pilots is to become model implementations which will be replicated across Pennsylvania and possibly across the nation.

The dropout recovery pilots feature close working relationships between local Workforce Investment Boards and Career and Technical Education Centers. Funding was awarded in April 2010. Each pilot project has \$200,000 to plan and implement this work by June 2011.

Critical elements in each required Scope of Work include:

- A clear strategy for dropout recovery and re-engagement
- Use of recognized assessments that identify academic skills/gaps and gauge occupational interests
- A strong academic component
- A strong training component
- Connections to postsecondary education
- Connections to employers and jobs, especially those in high-priority occupations
- Access to needed social services

The three pilot areas are:

- Fayette County Area Vocational Technical School in Uniontown, PA and the Westmoreland/Fayette Workforce Investment Area
- Jefferson County - DuBois Area Vocational Technical School in Reynoldsville, PA and the North Central Workforce Investment Area
- Lancaster County Career and Technology Center in Lancaster, PA and the Lancaster County Workforce Investment Area

### **13. Evaluation**

#### **13.1. PA CareerLink® Oversight Coordination Services Area**

The PA CareerLink® Oversight Coordination Services Area conducts oversight and provides technical assistance to Pennsylvania's 22 Local Workforce Investment Boards, Youth Councils, Local Workforce Investment Areas, Fiscal Agents, Title I Contractors and PA CareerLink® centers. This is accomplished through on-site visits and desk reviews of reports and documents to ensure compliance with the Workforce Investment Act and federal, commonwealth and local governments' statutory and regulatory requirements. Responsibilities include researching, developing and issuing policy clarifications requested by the Local Workforce Investment

Boards and Local Workforce Investment Area staff to support their efforts in achieving commonwealth and local workforce development goals and objectives.

In September and October 2009, the staff was joined by several other Bureau of Workforce Development Partnership employees in monitoring ARRA for all 23 Local Workforce Investment Areas. The following subjects were reviewed:

- Local ARRA point of contact
- ARRA contract and purchase order information
- Job creation and retention as a result of ARRA
- Section 1512 reporting process
- Records of Section 1512 report information
- Oversight, accountability and transparency

As required by the Workforce Investment Information Notice No. 3-00, Change 2; Local Area Monitoring Guidelines, the staff performed compliance and oversight monitoring of each Local Workforce Investment Area from October 2009 through January 2010. The visits included:

- Review of the Local Workforce Investment Board and Youth Council membership to ensure conformance to the Workforce Investment Act
- Assessment of the monitoring visits the Local Workforce Investment Boards performed for their local PA CareerLink® and subcontractors
- Appraisal of the ARRA Summer Youth Employment Program

In accordance with Workforce Investment Information Notice No. 3-03, Change 2, each Local Workforce Investment Area was required to submit an annual update of the membership list for both the Workforce Investment Board and Youth Council to PA CareerLink® Oversight Coordination Services Area in January 2010. The staff reviewed each list to ensure members were in compliance and also met any additional requirements of the Local Workforce Investment Board's by-laws. In addition, performance standards were assessed to determine if six of the nine common performance goals were met. Only Philadelphia did not meet the required standards. A corrective action plan was submitted for that area.

In March 2010, the staff began the process of monitoring the Local Workforce Investment Areas for the PY08 Fiscal/Procurement Monitoring tool. All 23 Local Workforce Investment Area fiscal agents were monitored in accordance with the Workforce Investment Information Notice 2-00, Change 2. The onsite visits were completed in June 2010.

In addition, the staff provided the Luzerne/Schuylkill Local Workforce Investment Area with technical assistance during a Workforce Investment Board reorganization. The technical assistance included guidance from Office of Management and Budget circulars, Workforce Investment Act references, and the Code of Federal Regulations. Sample monitoring tools were provided and reviewed with the Workforce Investment Board staff.

## **14. Regional and Local Highlights**

The following sections provide examples of the excellent work done by local and regional workforce development organizations in Pennsylvania.

### **14.1. Weatherization Highlights**

The **PA CareerLink® Westmoreland County** and Westmoreland County Housing Authority held a Job Fair in October of 2009 for candidates interested in the Weatherization Program, hiring more than 20 jobseekers who attended. Since they were already hired when the Weatherization Training commenced, they all received training as incumbent workers. To date, there have been 23 enrolled in the training.

### **14.2. PA Way to Work Highlights**

The **Berks County Local Workforce Investment Area** Way to Work program has proven to be highly successful. PA Way to Work focused on the public assistance customers served by the Employment, Advancement and Retention Network program and the New Directions program. The funds were used within the Employment, Advancement and Retention Network subsidized employment program. The employer community found the 100% reimbursement of wages for up to 90 days to be extremely attractive. Employers became motivated to spend a bit more time in training. This resulted in a more liberal hiring process, with the end result being a trained workforce at a fraction of normal costs.

The program served persons with barriers to employment, such as a criminal background, limited education and training, and limited language proficiencies. They were able to enter the workforce into jobs that may not have been available to them in the past.

Job retention of the Employment, Advancement and Retention Network clients in PA Way to Work is over 52%, a slight increase over the retention rate of 50% for the remaining Employment, Advancement and Retention Network population.

### **14.3. Profile Reemployment Program Highlights**

**PA CareerLink® Cambria County** is operating at 100% call-in for Profile Reemployment Program clients and Unemployment Compensation Exhaustees. Presentations include all information on PA CareerLink® services and partners plus a Community Resources Directory including housing, financial, medical and other resources.

**PA CareerLink® Butler County** has also increased Profile Reemployment Program call-ins to 100%. A PowerPoint presentation was developed to effectively provide accurate and consistent information about the Profile Reemployment Program, services available at the PA CareerLink®, and other resources. The presentation is easily updated or modified for usage with other

targeted audiences. The PA CareerLink® has expanded call-ins reaching out to 100% of all local Unemployment Compensation claimants, including those who have exhausted benefits.

Coordinators of the Butler Health Care, Butler Manufacturing and Technology consortia, and a commercial driver's license training partner were invited to provide a brief overview of their high priority occupations. Other training providers discussed programs which educate participants for careers of the future. Staffing services were invited to discuss hiring needs, many of which are in the high priority manufacturing sector.

**PA CareerLink® Greene County** created an Access database to track Profile Reemployment Program participants and other individuals permanently separated from employment. With extensions of the unemployment compensation benefits up to 99 weeks, the case manager uses the data base to conduct 30, 60, 90, 180, and 270 day follow ups with jobseekers.

**PA CareerLink® Blair and Bedford Counties** enrolled all Profile Reemployment Program customers into the Workforce Investment Act and Wagner-Peyser. Customer flow was improved by having participants complete a needs interest survey for initial assessment before leaving the orientation session. The assessment was followed up by individual or dual appointments with Wagner-Peyser and Workforce Investment Act Title I staffs to minimize the number of appointments that customers are required to attend.

In December 2009, the Eastern Regional Director brought together a team of 18 newly hired PA CareerLink® specialists from the **Southeast Region**. This team was tasked with customizing the program to meet goals, and then implementing these enhancements to increase the effective and efficient delivery of services. The team, dubbed the Profile Reemployment Program Squad, sent PA CareerLink® specialists to unfamiliar PA CareerLink® locations to observe the operations in order to:

- Determine best practices through careful observation
- Assess Profile Reemployment Program's strengths and weaknesses
- Evaluate progress in achieving the goals

The Profile Reemployment Program Squad reported on their observations and subsequently developed a revitalized Profile Reemployment Program. It included an interactive customer-focused presentation followed by one-and-one assessments to better serve each individualized customer's needs and experiences. In this manner, specialists were able to determine which services would benefit an individual customer most and to efficiently direct the customer to the appropriate resources.

This customer-driven approach has resulted in a 36% increase in participants attending Profile Reemployment Program workshop and receiving one-on-one assessments. Satisfaction surveys

have shown a dramatic increase in participants satisfied with the information and services received.

#### **14.4. Career Opportunity Grant Highlights**

The **Berks County Workforce Investment Board**, working with neighboring Workforce Investment Boards and area Industry Partnerships, identified the need for qualified machining technology candidates. Using local labor market information, they identified that their eight county region comprised 33 percent of the statewide need for machinists over the next five years.

Working with PA CareerLink® staff, 49 dislocated workers received two-month training to become a Computerized Numerical Control operator. The workers had the opportunity to take the industry-recognized National Institute for Metalworking Skills Computerized Numerical Control operator certification exam at the end of the training. In addition, the Berks Workforce Investment Board identified other ARRA funding to provide on-the-job training for many of the individuals completing training.

#### **14.5. Industry Relationship Highlights**

The **Lancaster PA CareerLink®** Business Service Team was instrumental in recruiting over 80 employers to participate in PA's Way to Work program. Three meet and greet sessions were held where over 100 jobseekers met, interviewed and accepted job opportunities.

The **PA CareerLink® Clinton County** Business Service Team was invited to attend a tour of Hilex Poly in Milesburg, PA. The administrator and specialist visited with plant manager and human relations manager for an onsite tour and employer outreach session. The result of this outreach effort was the establishment of rapport between the Hilex Poly and the PA CareerLink®. The human relations manager then visited the PA CareerLink®. A virtual tour presentation and question and answer session was set up between Hilex management and the full PA CareerLink® staff. The final result was a Hilex Poly customized recruitment event scheduled at the PA CareerLink® -Clinton County on September 14th during non-traditional hours between 3:00 and 6:00 pm. This created new job opportunities paying good wages for residents in Clinton County.

The **PA CareerLink® Huntingdon County** Business Services Team developed a strategy to secure employer endorsements for the WorkKeys® Career Readiness Certificate Program. As of July 2008, 150 employers in Huntingdon/Fulton County endorsed the program. To achieve this, the team developed a targeted list of employers. They utilized the Top 50 Employer list, Industry Partnerships, CWIA Employer Database, Job Orders, and Employers participating in the Summer Youth Program. Presentations were given to local service organizations, chambers and

economic development organizations. Once the top employers signed the endorsement, they were placed on a list. This list was then used as a marketing tool to attract other employers. The local employers recognized that in today's competitive workplace, individuals must possess a wide range of skills. Employers believe the ability to measure real world skills that are critical to job success is beneficial to their bottom line.

The Southern Alleghenies Workforce Investment Board provided \$12,000 to the **PA CareerLink® Huntingdon/Fulton** for employer workshops to ensure that the incumbent and emerging workforce is adequately prepared to respond to the challenges of today's complex marketplace. The PA CareerLink® formed an educational partnership with the Huntingdon County Chamber of Commerce, Huntingdon Business and Industry, Juniata College and the Huntingdon County Career and Technology Center. Through this partnership, quality training was provided at no charge to the employer.

Many resources were leveraged, including rooms and refreshments provided free of charge by community partners. Marketing strategies included free ads in the local paper and church bulletins. The importance to the community was clear from the number of attendees at each session. The Huntingdon Career and Technology Center offered their front lobby to accommodate two of the sessions that had very large attendance. Juniata College set-up additional laptops for the computer training. In PY09, 364 individuals attended the training sessions. Over 100 different employers were represented. Some companies rented vans to transport staff.

Training included:

- Workplace Etiquette
- Intermediate Excel
- Advance Excel
- Access Database
- Microsoft Outlook
- Time Management
- Safety
- QuickBooks for Small Businesses
- Customer Oriented Communications
- Listening Skills
- Computer Troubleshooting

**PA CareerLink® Clearfield County** at Clearfield and DuBois partnered with BioEnergy International, LLC for a two day job fair in August 2009. The job fair was held at Lawrence Hall in Clearfield, PA. Approximately 250 applicants attended the job fair. The majority of applicants came from people in Clearfield County or the surrounding area. It is estimated over 3200

applications and resumes have been received since August when recruitment began. Job offerings for Bionol Clearfield were posted on the BioEnergy website, [www.bioenergyllc.com](http://www.bioenergyllc.com) and the PA CareerLink® website, [www.cwds.state.pa.us](http://www.cwds.state.pa.us).

Bionol Clearfield, LLC is a subsidiary of BioEnergy International, LLC, a privately-held, science and technology company leading in the development and commercialization of next generation biorefineries. Bionol developed Pennsylvania's first ethanol plant. In February 2008, after receiving financial assistance and support from the Commonwealth of Pennsylvania through the offices of Governor and State Representative George of Clearfield County; BioEnergy broke ground for the \$270 million biorefinery. Over 300 construction jobs utilizing multiple Clearfield-area companies were created at the site. Roughly 60 new full-time jobs are necessary to operate the plant. The biorefinery is one of the nation's largest.

The **PA CareerLink® Clinton County** administrator has networked with local elected officials in order to be included on the new Clinton County Natural Gas Task Force. This has led to the administrator being nominated for the Public Education and Economic Development committees. Through the Leadership Clinton County program and the Natural Gas Task Force the administrator has been able to construct a very strong informal network of business and economic development contacts. The network laid the groundwork for employer recruitment.

The administrator worked with the CEO of the Clinton County Economic Partnership to meet with leaders from TRICAN Well Services, a large natural gas drilling company based in Alberta, Canada, that is relocating to Clinton County. Through this impromptu meeting, the administrator heard the company's needs and brokered a lease agreement between TRICAN and the landlord for the PA CareerLink®. TRICAN leased space and will share a roof with the PA CareerLink®-Clinton County.

TRICAN has opened a new business folder on Commonwealth Workforce Development System. The first job posting was for drivers. More types of positions will be posted over the next several months. TRICAN also reserved the PA CareerLink® large conference room to conduct trainings for new hires from August 30 to September 3rd.

The strong partnership with a large player in the natural gas industry created instant credibility with jobseekers and employers within the natural gas industry. The PA CareerLink® plans to build on this relationship to gain more job postings from ancillary businesses.

The **PA CareerLink® Lycoming County** was a vital component to the success of the local natural gas industry's growth. It was involved in offering assistance and services at every juncture of the industry's establishment and expansion.

In response to the industry's demands, the region established a Foundational Industry Training program. The Northern Tier and Central Region Pennsylvania PA CareerLink®, using funding from the Pennsylvania Department of Labor & Industry, implemented the program to provide training for individuals interested in pursuing entry level positions within the natural gas industry. The program included:

- WorkKeys® Career Readiness Certificate
- Defensive driving
- OSHA forklift operation
- Oilfield heavy equipment operation and excavation
- Oilfield terminology
- Technical drilling skills training

Personalized career coaching and job readiness training were also used to help participants achieve their career goals. Upon successful completion of all components of the program, participants had the opportunity to meet with representatives from PA CareerLink® -partnered employers at an exclusive networking fair and industry event.

PA CareerLink® staff assisted in the successful recruitment of more than 60 hires for Weatherford Fracturing. Newalta worked closely with PA CareerLink® to hire more than 20 new employees, of which a significant number were veterans. Saxon Drilling also worked closely with the staff in the hiring of 12 new employees. Weir Oil & Gas interviewed 38 jobseekers for their first on-site recruitment. McJunkin Red Man's first on-site recruitment had 98 jobseekers attending with 20 expected hires. Sooner Pipe and Prentice Knuckleboom also utilized PA CareerLink® services in their recruiting. Each job posting received more than 100 referrals on the Commonwealth Workforce Development System.

Depending on the level of assistance desired by employers, PA CareerLink® provides services such as

- Recruitment
- On-the-Job training
- Business support
- Customized training
- Outplacement

Through communication with the **PA CareerLink® Lycoming County, PA CareerLink® Blair and Bedford Counties** learned that there are not enough suitable applicants in the Lycoming area to fill the demand for employees posed by the gas industry employers. They now work together to inform jobseekers of possible employment with the gas industry. This is done through advertising job fairs, orientation information, and job referrals from career planners. To date

many residents of Blair and Bedford counties have been able to apply for and obtain employment with these companies.

PA CareerLink® Blair and Bedford Counties is an active participant in Industry Consortia including the local and regional Manufacturing Consortia and local and regional Healthcare Consortia. The PA Workforce Investment Board has effectively used Industry Partnership funds to train incumbent workers for companies who participate in the consortia.

**PA CareerLink® Butler** works with over 1100 of the 4800 employers in the county It has created email distribution lists that have enabled targeting specific Industry Partnership groups with information, surveys, and invitations to seminars and job fairs. The lists are also used to solicit information needed for the Industry Partnerships. A quarterly one page newsletter is emailed to employers containing tax credit information, PA CareerLink® events, labor market demographics, and other valuable information. Employers are provided a flyer of Business Services and the fee for service options. Every team member has developed a two-minute “elevator speech” about PA CareerLink® Butler Business Services.

The PA CareerLink® maintains annual memberships in the Butler County Chamber of Commerce, The CHAMBER of Commerce, Inc. which serves Southern Butler and Northern Allegheny Counties, and the Butler Human Resources Association. By attending at least one networking meeting a month at each of the Chambers, participating in the monthly BHRA lunch meetings, and becoming involved in initiatives directly affecting employment, the PA CareerLink® has quickly grown in visibility and credibility. The Butler Chamber is a regular sponsor at job fairs. A southern Butler County job fair is being developed with The CHAMBER to help meet the needs of the employers in the rapidly growing Cranberry Township area.

The PA CareerLink® administrator is the Business Service Team leader as well as the Treasurer of the Butler A M Rotary, President of both the Butler County Community Action and Salvation Army Advisory Boards, Second VP of the Blind Association Board of Directors, member of the Butler County Children’s Center Board, and past President of the Center for Community Resources. Those affiliations have helped to greatly expand the PA CareerLink® presence because many local business and community agency executives are involved with these boards. Community visibility and involvement enabled the PA CareerLink® to transition from being an unknown entity after opening in 2002 into being a major force in the county. Employer penetration continues to increase. Business, media, and community cheerleaders talk about the value of PA CareerLink® Butler County services and encourage their colleagues to work with the center.

The mining industry in Greene County has stated that in the next three to four years they will need an additional 1100 new mines for their operations. The **PA CareerLink® Greene County**

and the Greene County Educational Opportunity Center of Westmoreland Community College have collaborated to add the 40 Hour new miner training to the curriculum at the Greene County Center. Many coal mines and mining construction companies require the course prior to hire. This addressed the needs of jobseekers searching for a place to take the course. It had the additional benefit that Workforce Investment Area funds could be used to assist workers because the training is offered through a Department of Education entity. Using ARRA training funds, Westmoreland Community College was able to offer new miner training in conjunction with Emergency Medical Certification, making jobseekers more employable.

The administrator of the PA CareerLink® Greene County represents the PA CareerLink® on the Mining Industry Partnership. In April of 2010, a statewide webinar was conducted for the employers who are part of the partnership. It covered what the PA CareerLink® is, how to avail themselves of the services, tax credits and other basic services offered to the employer and the jobseeker.

**PA CareerLink® Indiana County** works closely with manufacturing, information technology and communications, health care and oil and gas industries. Manufacturing and health care hold their partnership meetings in the PA CareerLink® building. Staff attend the meetings to keep informed about the industry needs and workforce issues and to act as resource to the companies involved. The consortia members often sponsor and attend the annual job fair.

PA CareerLink® Indiana County has formed a relationship with Halliburton, which is located in Indiana County. Halliburton has held recruitments at the PA CareerLink® for the past two years.

The PA CareerLink® staffed a booth at the PA Oil and Gas Expo Organized by Renda Broadcasting. The event had representation from over 100 companies in the industry.

The PA CareerLink® administrator attends webinars about Marcellus Shale. The webinars are sponsored by the Indiana County Chamber of Commerce and Indiana County Development Corporation. The PA CareerLink® provides ongoing recruitment assistance for employers involved in the Marcellus Shale exploration, including job postings and onsite recruitments. this industry, as there are several deep well drillers already located in Indiana County.

#### **14.6. Veterans Employment and Training Highlights**

In March 2010, **PA CareerLink® Alle-Kiski** staff implemented a new outreach effort with a local resource guide called The Ironclad. This publication effectively and inexpensively reaches over 2000 veterans in the Alle-Kiski area. The initial distribution was to the vets and other area affiliates. The Ironclad was forwarded to our area active and reserve components as well as to regional Veteran Service Organizations and federal offices. The Ironclad continued publication with increasing positive results and feedback. The Alle-Kiski PA CareerLink® has realized an

increase in the number of veterans reporting to the facility and an increase in veterans requesting services citing The Ironclad as the impetus for their requests.

An additional emailing titled The Work-Ready Veteran was developed for veterans and employers. Each distribution features veterans' professional profiles citing skills, experience, and abilities in a condensed format. When employers click on the link in a profile, an email is sent to the Alle-Kiski Disabled Veteran Outreach Program for further development.

PA CareerLink® Alle-Kiski staff has a continuing relationship with the VA Aspinwall Domiciliary. Outreach includes services such as:

- Initial Commonwealth Workforce Development System enrollment
- Resume writing
- Job search
- Ex-offender issues

VA staff are trained to use the Commonwealth Workforce Development System for employment search capabilities and to provide additional jobseeker sources. As a result of our efforts, an average of three rehabilitated veterans per week gain employment. To facilitate employment and social reintegration of veteran ex-offenders, the PA CareerLink® staff has also established a rapport with the Alle-Kiski Pavilion, an area halfway house.

The **PA CareerLink® Butler County** is working with a focus group of The Chamber of Commerce serving Southern Butler/Northern Allegheny Counties. It is driven by a core group of veteran business owners who believe that veterans need support in their efforts to re-enter civilian life. The group is working with the Chamber to identify veteran-owned businesses and create a pipeline for veterans seeking employment to apply to these companies. Veterans

The **PA CareerLink® Washington County** conducts a Veterans Job Club and Benefits Workshop for two hours every week. Over 50 Veterans have participated in this initiative since it started in January 2010. The workshop includes:

- Job search assistance
- Resume preparation
- Job matches and referrals
- PA CareerLink® services
- Current employer recruitments
- GI Jobs magazine
- VA medical and disability benefits
- GI Bill education and training
- Civil Service

State (Pennsylvania and West Virginia) and Federal Civil Service information and applications are provided. Veteran’s preference and priority for these positions is discussed

Am-Gard, Inc. was nominated for the American Legion Employer of Veterans Award by PA CareerLink® Washington County Local Veterans Employment Representative. In February 2010, Am-Gard was selected as a winner Am-Gard has a workforce that includes 23% Veterans. Of the 434 total hires during PY 2008/2009, 82 were Veterans. Am-Gard actively recruits Veterans based on their previous military security experience. The award was presented in Harrisburg at the Pennsylvania American Legion State Convention.

**14.7. New Directions Highlights**

PA CareerLink® Butler County determined that individual seated interviews most effectively served customers referred by the local County Assistance Office. They provided a better working relationship between the PA CareerLink® specialist and the client. The staff and the County Assistance Office workers encourage Supplemental Nutrition Assistance Program clients to participate in the weekly scheduled presentation. Case management is provided for each of those Supplemental Nutrition Assistance Program individuals as needed.

	PY08	PY09	PY10
Received from County Assistance Office	554	644	533
Participating status	207	272	213
Not job ready	6	25	11
Employed	29	106	62
Refused to cooperate	84	67	95
Reported	112	262	198
Placed	5	7	8
Obtained Employment	39	24	1

**14.8. Youth Highlights**

Berks County’s drop-out rate of over 50% drives the need to serve its multi-cultural and diverse youth population. The unemployment rate for young people between the ages of 16 and 22 far exceeds the adult rate. There are efforts to work closely with the school districts and the local business community to abate both issues.

The In-School Youth Program works with high school seniors identified as at-risk of not completing their secondary education. It assists them with graduating and transitioning to higher education and/or employment. For the school year ending June 2010, 90 youth completed the program. Over 90% graduated high school. Over 50% of the graduates went on to higher education.

The Out-of-School Youth Program assists students that did not complete their secondary education to acquire their GED and move on to higher education or employment. In PY09, the

program served over 65 Workforce Investment Act-eligible youth, 20 of whom acquired their GED and went on to employment or post secondary education. 45 participants are still active in the program. 75 percent are projected to acquire their GED and move on to employment or higher education.

Work experience opportunities were provided for nearly 900 youth during PY09. Opportunities included a wide range of career paths, including health care, manufacturing, banking, retail, and service industries. Wages paid to youth over this period exceeded one million dollars, and those funds found their way back into the community. The work-readiness skills that youth acquired enhanced their ability to pursue employment in the future

A variety of services are provided to the school districts and the youth of the community to effectively communicate and promote career preparation. One staff member is dedicated to serve as an active liaison between the local PA CareerLink®, the school districts of Berks County, and other youth-based community organizations.

Work readiness workshops are delivered to junior high and high school students as requested by the schools. They include topics such as:

- Completing job applications
- Interviewing techniques
- Resume writing
- Cover letter writing
- Career-decision making
- Labor market information

Presentations to students and school personnel about PA CareerLink® services and the Commonwealth Workforce Development System expanded the relationship between schools and the workforce. They also increased career awareness among students. Teachers and students were instructed on how to register and navigate through the Commonwealth Workforce Development System tools in order to facilitate their search for employment, and/or career and training exploration.

This initiative also promoted job skills assessments such as the WorkKeys® Career Readiness Certificate among the schools and other community youth organizations. These assessments measure student skills that employers believe are critical to job success.

The youth services liaison continues to collaborate with the schools and other educational entities, including:

- Berks County Intermediate Transition Council Committee
- Berks Business Education Coalition

- Berks County Youth Council
- Children’s Home of Reading
- Berks County Goodwill GoodGuides™ Youth Mentoring Program

These connections help promote career awareness in the high schools, middle schools, and other educational organizations that involve students and youth in the community. Activities include:

- Speaking at Career Day and Career Fair events
- Promoting job fairs and summer employment opportunities for youth
- Coordinating and promoting Health Careers Week events
- Participating in mock interview programs
- Arranging school group tours to the local PA CareerLink®

The Philadelphia Workforce Investment Board, software from Economic Modeling Specialists, and staff from the **PA CareerLink® Philadelphia** have developed new tools for those seeking employment.

A workshop called Job Finder helps jobseekers target careers with family-sustaining wages, get a handle on the job market, and explore local employment opportunities. The two-hour workshop is delivered by PA CareerLink® staff every week. Staff help the jobseeker generate data and information to gauge and explore potential careers. Essential data on the jobseekers is collected to help serve them better.

The workshop has a simple interface and quick workflow that helps connect jobseekers to employment and training. To help jobseekers understand the relative earning potential of different careers, Job Finder shows the regional wage for each occupation. It also displays the total number of jobs and recent trends for different occupations. It shows what skills are needed to transfer to other occupations. Information is linked to regional training providers so jobseekers can see training programs for occupations that interest them.

The workshop explores websites that show up-to-the-minute job postings in the region. This information provides a sense of which companies are hiring for the occupations being considered. Jobs can be identified right away and resumes can be sent to employers.

The **Lehigh Valley** supports many initiatives designed to prepare youth for 21<sup>st</sup> century careers. The PA CareerLinking Academy has been conducted in schools, private sector employers, and community based organizations throughout Pennsylvania. It is a week-long program geared to high school students and tailored to local and industry needs. Youth gain knowledge about jobs, the labor market, career planning and career exploration. To date nearly 2000 high school students have participated.

The program, aligned to the PA Career Education and Work Standards, utilizes the expertise of the Society for Human Resource Managers and Industry Partnerships to provide information and workshops on applications, resume writing, interviewing techniques, company tours, job shadowing opportunities and more.

Career Cruising is a web-based career resource tool designed for people of all ages, but targeted to middle and high school students. It helps them explore career options and plan future education and training. With assessment tools for students, teachers, guidance counselors and parents, Career Cruising provides:

- Detailed occupation profiles
- Comprehensive post-secondary education information
- Career interest surveys
- Video streaming for occupations

This interactive resource is accessible both at school and at home. It allows students to move seamlessly through the career exploration and planning process. At the same time, educators have access to real-time information and statistics to track students' progress and achievement. All school districts within Lehigh and Northampton counties utilize the Career Cruising software within their curriculum.

The Career Cruising Network is an add-on module that ties industry to career exploration. Already, 68 local employers have joined the network. As students research career choices, they also research local companies that employ people in those careers. Guidance Counselors can also access business and industry for job shadows, guest speaking, and industry tours.

The Lehigh Valley Business/Education Partnership is a wholly-owned subsidiary of the Lehigh Valley Workforce Investment Board, Inc. This collaboration supports the alignment of education with career preparation and workforce development. It allows a mechanism for education and industry to promote citizenship, lifelong learning, and economic development initiatives.

Through a U.S. Department of Labor-funded Workforce Innovation in Regional Economic Development initiative called Wall Street West, six business/education partnerships share best practices for youth. They continue to develop a regional presence to make students aware of career opportunities in northeast Pennsylvania.

The partnership between B. Braun Medical Inc. and Catasauqua Area School District is piloting a career awareness program for the freshman class. This class follows the PA Career Education and Work Standards and is aligned with the Lehigh Valley's Career Pathways model. B. Braun employees will come into the classroom and lead discussions about their own careers. They will describe how traditional high school classes such as English and math are used in the workforce. The program culminates with a tour of B. Braun's manufacturing center. The goal is

to provide students with an awareness of careers, career pathways and education requirements. Projected outcomes include students with a well-defined career plan and a pipeline of employees ready for employment in the 21st century.

A satellite PA CareerLink® office is housed at the Lehigh Career and Technical Institute. Students have on-site access to a case manager and receive the same services offered in PA CareerLink® Centers. The workforce presence in the school provides additional resources for educators and students. The satellite office is located within the same office space as the co-op coordinators, providing opportunities for industry input into education.

Students have the opportunity to discuss careers and career acquisition. They benefit from early intervention of services.

The Lehigh Valley sponsors Career Gates, an educational media series geared towards high school students. The Mid-Atlantic Emmy and National Educational Telecommunications Association award winner provides students with a glimpse of life at work in short segments. The goal of the series is to show students that they can find success in Pennsylvania. All segments are available in hard copy and through Lehigh Valley Workforce Investment Board You Tube Channel.

Every Career Gates segment is accompanied by a lesson plan for teachers, featuring activities and discussion questions that link the segments to PA Academic Standards for Career Education and Work. The first series featured local Lehigh Valley Employers and Good Frankie Bad Frankie, an interviewing techniques segment. The next series took students to business and industry across the commonwealth and featured three employers from the 22 Workforce Investment Areas. Career Gates then ventured into drop-out prevention and challenged students to Take One Step to stay in school. The latest installment, Victory, includes seven two-minute segments focusing on employability skills. Local business and industry representatives identify skills that the students need to be successful in the workplace.

In PY09, the 2009 and 2010 Summer Youth Employment Programs in the **Central Region** provided work experience employment for approximately 175 youth, ages 16-24. These youth were employed at public, non-profit and private sector worksites.

Through the Teens in Innovative Educational Structures Grant, Central Susquehanna Opportunities, Inc. partnered with the Central Susquehanna Intermediate Unit to provide students with job shadowing opportunities throughout the summer. Students were asked to list three interest areas and then connected with employers in their fields of choice. 30 students were placed in fields such as aviation, nursing, green jobs, and pharmacy. Business and education instructors monitored the job shadowing events.

Youth Build is a six-month paid training program where trainees alternate their time between an alternate classroom and construction jobsite. The initial class began with twenty-one participants and ended with fourteen graduates. All trainees worked diligently toward their goals. Thirteen of the trainees obtained their GED's, ten obtained P.A.C.T. certifications and five obtained WorkKeys® Certification.

Currently 18 young adults are participating in the second six month session that started in June 2010. One more session is planned for January 2011.

Year-Round Youth programs served approximately 153 central-region youth, ages 16-21, in PY09. 29 received Career Readiness Certificates, 43 participated in a work experience, 24 attended post secondary schooling, 13 attained High School Diplomas, and 21 attained their GED. 54 youth were exited during PY09 with placement into employment or post secondary education.

In the **Southern Alleghenies**, youth service providers took an innovative approach by hiring dislocated workers to serve as crew leaders and youth supervisors. The experience proved invaluable for all concerned. The adults conveyed the importance of acquiring good work skills and habits. They spoke first hand about what employers are looking for and the value of an education. In turn, the dislocated workers were re-engaged with the workplace, had the chance to improve their supervisory skills, and had a direct impact on helping to shape the future workforce. One dislocated worker proved so valuable that he was hired permanently by a provider.

Community Renewal and Enrichment Workgroups were available to municipalities and local non-profit organizations in **Northumberland**, Montour, and Columbia Counties. They provided no-cost labor for a variety of community projects including construction, repair, and clean up.

Each workgroup was made up of an experienced team leader and seven youth. The youth were full-time employees of Central Susquehanna Opportunities, Inc., which was responsible for wages, worker's compensation, benefits, and supervision. There was no labor cost to the host organization. Completed projects included:

- Sunbury YMCA
- Washingtonville Fire House
- Danville Sewage Treatment Plant
- Gate House
- Shamokin Elementary
- Forrest Hill Fire Company
- Fairview Gun Club
- Luzerne County Community College

- Lourdes Regional High School
- Sunbury Water Treatment Plant

96 youth from **Blair County** and 45 youth **Bedford County** participated in the summer youth program. The local PA CareerLink® partnered with private and public organizations in Blair and Bedford counties to serve as host worksites. The worksites represented several industries such as healthcare, hospitality, education, housing, entertainment, public works, and childcare. 43 worksites were located in Blair County and 26 worksites were in Bedford County.

Career Quest was a career exploration component that included topics such as communication, leadership, employer expectations, interviewing, resumes, and more. Guest speakers included representatives from businesses as well as a trooper that discussed choices and consequences.

The Youth Entrepreneurship Program was a week long business simulation program that taught the basics of starting and operating a business. It used a combination of classroom lessons, interactive computer software business modules, and hands-on experience planning and operating a small business. Participants visited and toured the following entrepreneurial businesses:

- Gardner's Candy in Tyrone, PA
- MDL Manufacturing in Bedford, PA
- Stel-tek Graphics in Bedford, PA

Twelve youth earned five gold and seven silver WorkKeys® Certifications.

Surveys for participating youth and employers were designed to gather feedback for enhancing future programs. Both Blair and Bedford summer youth programs met the standard for work-readiness goal achievement.

The Youth and Young Adult programs in Bedford and Blair Counties are designed to meet both the academic and employment needs of eligible participants ages 14-21 or ages 14-24 for 2009 ARRA programs. Program elements are developed and implemented as needed, whether provided by Workforce Investment Area Staff; a PA CareerLink® partner or a community service provider.

Youth Program participants were assessed to determine the activities that best met their individual needs. The programs offered a variety effective strategies and activities to improve educational achievement, and to prepare for successfully securing and holding employment. This included, but was not limited to:

- Job shadowing
- Work experience
- Career planning

- Goal setting
- Drop-out prevention
- Literacy and remediation services
- Employment matching
- Mentoring

Career Readiness certification through WorkKeys® is an integral part of services for older youth, and several have attained silver and gold certifications since the program's inception. Developing leadership potential is also an overarching goal.

One of the top priorities of the program is to help youth stay in school and attain their high school diploma or to complete the work necessary to obtain their GED. Whenever possible, PA CareerLink® staff explore and offer support to individuals interested in going into post-secondary training and utilize Individual Training Accounts as appropriate. Linkages between academic and occupational learning are also provided.

PA CareerLink® Blair and Bedford Counties actively engage with local educational and community based organizations which focus on youth services. PA CareerLink® Blair and Bedford Counties participates on boards and committees and conducts presentations to educate the public and other service providers. Staff represents the PA CareerLink® Blair and Bedford Counties through Job Fairs, Career Fairs and other special events.

Outreach is provided to all the schools with **PA CareerLink® Cambria County** youth staff on their advisory councils. Youth are also invited to the annual Job Fair held every May for Cambria County and Somerset County residents. Employers and vendors attend this annual event with the opportunity to hire new employees.

PA CareerLink® Cambria County operated a summer youth program from June 14 to September 30, 2010 under Workforce Investment Act, ARRA and Temporary Assistance for Needy Families funding. It included participating in an orientation to the program, working in a paid-work experience at businesses and organizations in the area, participating in high-demand jobs area such as medical and bio-science, and attending a closing ceremony that included team-building, youth presentations and employer presentations. Youth also received awards and certificates for perfect attendance, safety (no accidents), earning WorkKeys® Certification, attaining Work Readiness Certificates and increasing Educational Functional Level.

In PY09, Year-Round Youth programs served in-school and out-of-school youth, ages 16-21. They attended weekly workshops on career development, career expectation, life and social skills, budgeting and portfolio development. If possible, youth also participated in a paid work experience in a field conducive to their career goals.

The Careers In Demand Showcase is a job fair event for all schools in the Cambria County. Employers and other vendors present career opportunities, educational needs for careers and wage and salary information. 2200 youth were served in 2009. The next Showcase is scheduled for November 9, 10 and 12, 2010.

In **Alle-Kiski**, New Kensington-area school districts, municipalities, and boroughs participated in the Summer Youth Employment Program. 29 participants gained clerical and maintenance skills while improving their work ethic.

The Eden Center Year-Round Youth Program had 15 participants in the 2009-2010 and 2010-2011 school years. It promoted school retention at Valley High School in New Kensington. Participants received help with creating a resume, job searching, and navigating through the PA CareerLink® website

Job Training for **Beaver County** received Workforce Investment Act, ARRA, Temporary Assistance to Needy Families, and Industry Partnership funds which were targeted for youth career awareness and job readiness activities. The Summer Youth Employment Program teamed up with area companies, colleges, and agencies to offer 247 youth, ages 14-24, hands-on work and career exploration opportunities. They participated in Industry Partnership camps, the Summer Youth Employment Program, and paid internship experiences.

Summer Industry Partnership camps introduced youth to PA's high priority careers in the building trades and the transportation and logistics industries. Beaver County's Career and Technical Center provided job training for Beaver County's youth with hands-on carpentry projects and exposure to electrical and plumbing activities in Camp I. An important outcome of the experience was construction of picnic tables and benches for Penn State's Master Gardeners Society Senior Gardens in Brighton Township, PA.

An additional group of youth participated in hands-on activities in drafting and design, machine technology, and welding in Camp II. The Community College of Beaver County highlighted occupations and work environments related to rail, water, air, and ground transportation careers. Several field trips such as visiting business operations at American Eagle's warehouse facility in Cranberry Township, PA, were planned.

For youth seeking summer paid work and internship opportunities, Job Training for Beaver County partnered with private and nonprofit worksites to provide job and career experiences. Youth were placed in clerical, maintenance, childcare, cosmetology, and landscaping jobs, while youth studying business, certified nursing assistance, communications, and social work honed their knowledge and skills in paid internships. Habitat for Humanity, Job Training for Beaver County's newest youth summer employment partner, provided a crew of youth with hands-on building trades experience at several homes in Beaver County.

The 2010 Regional Science, Technology, Engineering, and Math Conference was held on February 3, 2010 at Penn State Beaver in the Student Union Building. Approximately 180 educational professionals and students were in attendance. Speakers came from:

- Pennsylvania State University
- California University of PA
- Carnegie Science Center
- Pittsburgh Tissue Engineering Initiative
- Allegheny County Office of the Medical Examiner
- Evil Genius Designs

They presented on:

- K-20 science literacy
- Robotics
- Nanotechnology
- Forensic science
- Video gaming as a learning tool
- Regenerative medicine and the life sciences
- Technological literacy
- Engineering programs
- Global perspectives on math education

A best practices forum included Intermediate Unit 1 Center for Science, Technology, Engineering and Math Education and the Canon McMillan, Freedom Area, and Central Valley school districts. Projects from Central Valley school district, Freedom Area school district, Riverside High School and Beaver County Career and Technology Center were displayed. Students and instructors from these schools were on hand to discuss implementation of these projects in the classroom.

A T-shirt logo challenge was promoted to all middle and high school students in Beaver, Washington and Greene Counties. Students were asked to create a t-shirt logo that would promote Science, Technology, Engineering and Math Education in the region's schools. All entries were displayed at the conference. The winning logo designer and 1<sup>st</sup> and 2<sup>nd</sup> honorable mention entrants were special guests at the conference luncheon where an awards ceremony took place to honor them.

This Regional Career Education Partnership for Youth event was cosponsored by Job Training for Beaver County and Southwest Training Services in cooperation with Penn State Beaver. The Beaver County Career and Technology Center, Catalyst Connection, and the Community College of Beaver County served on the Science, Technology, Engineering and Math Conference Advisory Committee.

**Goodwill** - YouthLINK was created as a collaboration of South Pittsburgh service providers and the PA CareerLink® system with the goal of providing information and resources to South Pittsburgh youth. In the last 7 years, the YouthLINK program, with continued funding from the Pittsburgh Partnership, has been able to help young people, ages 14-24, look for employment, fill out applications, write a resume and review their education and career options.

YouthLINK recognized that younger jobseekers around the region were looking to learn about employment and education opportunities. In April 2010, over 200 entry level workers attended the 4th Youth Career Fair which featured more than 50 vendors. Employers had the opportunity to meet with high school juniors and seniors, freshmen and sophomore college students, and other entry-level workers who were in attendance. Younger jobseekers had the ability to learn about current job opportunities, career paths, education and training, and other services.

The YouthLINK project has served over 2000 youth, and has developed innovative methods for youth recruitment practices while continuing to assist the PA CareerLink® system in its efforts to meet the needs of area young people.

In June 2009, PA CareerLink® Pittsburgh/Allegheny County and the Family Division of the Court of Common Pleas of Allegheny County partnered to implement a job search program that aims to assist people who are in contempt of court for failure to pay child support.

The program requires participating defendants to report to PA CareerLink® three times a week for three hours each visit. They must attend PA CareerLink® workshops and report to the Family Division every other Friday for a review of attendance and job search activity. The PA CareerLink® and Family Division jointly developed a sign-in/sign-out process to validate the defendant's participation in the program.

The strict job search requirements encourage participants to seek legitimate employment. The first year of the program was very successful. The program's outcomes from June 2009 to May 2010 are as follows:

- 340 defendants were referred to the Work Search Program
- 40% of defendants reported that they obtained employment with a new employer
- 28% are currently paying child support by wage attachment
- 33% had warrants issued, some which have new employers with wage attachment payments being received
- 16% of defendants are making child support payments on their own
- 22% of defendants were scheduled for court and/or had their cases closed

The PA CareerLink® and the Family Division are impressed by the promising results and plan to continue the program through 2011. Work Search program participants have been successfully

using PA CareerLink® for workshops and job searching. Additionally, some participants have been identified as needing further training to gain meaningful employment. They have taken advantage of training opportunities with the support of the Workforce Investment Act.

In **Green and Washington Counties**, Building and Construction Career Camps were held at Western Area Career & Technology Center, Mon Valley Career & Technology Center, and Greene County Career & Technology Center. The local Career and Technical Education Centers donated their space to host these 2-week camps and the Southwest Corner Building and Construction Industry Partnership provided funds to the Workforce Investment Area provider for youth pipeline activities. Certified instructors provide youth with hands-on projects including construction of:

- tool boxes
- bird houses
- large playhouses
- dog houses
- cat boxes

All dog houses and cat boxes were donated to the local Humane Societies as a community service project.

Mining Technology Camp was held in collaboration with Westmoreland County Community College-Greene County, Penn State-Fayette and Southwest Training Services, Inc. The camp was sponsored by the Mining Industry Partnership through donations of employers. Students interested in Mining, Engineering and Technology received a week of instruction, heard from guest speakers from the industry, and took field trips (National Institute for Occupational Safety and Health). All students received certificates at the end of the training.

Transportation and Logistics Camp was a collaboration of Southwest Training Services, Inc., Community College of Beaver County and Western Area Career & Technology Center. The week long camp focused on careers in transportation and logistics. Field trips and simulations were provided by:

- The Aviation Science Center
- OK Grocery (logistics)
- Stone and Company
- Charleroi Locks and Dam
- Norfolk Southern Railroad

Community College of Beaver County conducted pre and post tests and provided instruction throughout the week.

CSI Camp Southwest Training Services, Inc. utilized PA Alliance for Security and Preparedness Industry Partnership funds for several students to attend a week long-overnight camps held at Waynesburg University. The students were selected for their interest in criminal justice and forensics fields of study and were referred to the program by their teachers. Industry experts provided hand-on experiences including a mock investigation, fingerprinting, computer forensics, and mock trials.

Workforce Investment Act /ARRA eligible youth that completed at least one year of college or post-secondary training were able to work in an internship position that was related to their field of study. Students were placed with local employers including:

- Bucyrus America
- Alpha Natural Resources
- Katsur Dental
- Washington Co. Adult Probation
- Mel Blount Youth Home
- Work Certified Academy
- 84 Lumber-Marketing Department

Youth were monitored and also completed internship forms. Several received college credits in addition to the salary. Response from employers was very positive.

Several youth Community Renewal and Enrichment Workgroups were also formed this year A Crew Leader was hired and a van was rented to pick up the youth and transport them to their project sites which included:

- The PA Trolley Museum
- Washington Co. Historical Society
- Washington Co. Mental Health Association
- County of Greene
- Canonsburg Borough
- Donora Borough
- Mingo Park

Mingo Park's work crew had a full page article in the Observer Reporter newspaper. This crew constructed 3 large playgrounds with Washington County Parks and Recreation staff. The playgrounds were funded by a Growing Greener grant that the County received.

Year-Round Youth programs -The National Retail Federation customer service certification program is offered on-site at the PA CareerLink® office. Out-of-school youth that are enrolled in this program can receive retail industry-recognized credentials.

Workforce Investment Area youth staff developed a Life After High School program which is presented to juniors and seniors at Washington and Greene County schools. Program presenters discuss their personal career development along with the importance of making good educational decisions upon high school graduation. One venue hosted the following speakers:

- Bob Griffin, economic development director, Washington Redevelopment Authority
- Georgette Minnick, assistant vice president and branch manager, Washington Federal Bank
- Clyde Fragapane, PA CareerLink® specialist, PA CareerLink® Washington County
- an Air Force veteran
- James McDonough, admissions representative, Penn Commercial Business & Technical School

Southwest Training Services, Inc. collaborates with Junior Achievement of Western PA to conduct the Junior Achievement Mon Valley Titan Business Challenge at the Mon Valley Career & Technology Center. The tournament attracted 90 students this year. Teams used the Junior Achievement Titan program, an online business simulation, to operate a business and perform the duties of a company's management team.

The youth staff has developed a career awareness presentation that incorporates information on interviewing skills, resumes, cover letters, employment applications, and career decision making. Presentations were given to juniors and seniors at Washington and Greene County High Schools, as well as the Career and Technology Centers.

In **Indiana County**, the mission of the Alliance for Business and Educational Leadership is to link education with business so that all students are better prepared to succeed in the evolving workplace. The PA CareerLink® administrator serves on the board. Through this organization, the PA CareerLink® Indiana County was able to connect with school administrators, guidance counselors, school site facilitators, employers and other local leaders. This allowed PA CareerLink® Indiana County to conduct yearly school visits to local school districts. Information on PA CareerLink® services was presented with a demonstration of how to access information on the Commonwealth Workforce Development System, PA Workforce, and other websites. Students explored how demand, occupational projection and occupational wage information is utilized during a career search to make informed career decisions.

PA CareerLink® Indiana County is also part of the Transitions Council Board for the Armstrong-Indiana Intermediate Unit 28. In 2009, the Armstrong-Indiana Center for Education became a PA CareerLink® Partner and is housed in the PA CareerLink® site.

The PA CareerLink® administrator also serves on the advisory board for the Indiana County Branch of the Westmoreland County Community College.

The **Tri-County Workforce Investment Board** provider of youth services, Career T.R.A.C.K., provides year-round internship opportunities for youth participants. This program combines worksite employment, academic enrichment, career exploration, vocational screening assessments and GED attainment if needed. This multi-faceted program provides intensive services that at-risk youth need to start on a career path leading to future success.

Career T.R.A.C.K also administers a summer youth program. Combining work experience with basic education remediation, this program prepares youth for the future. By introducing them to the PA CareerLink® and workforce opportunities, youth get a head start on a career path.

In addition to joint programs with Green County, **Washington County** participated in the Washington Hospital Teen Outreach Ambassador for Respect Program. This week-long “respectful behavior” program was conducted with Washington County public school students in grades 4-12.

Each year, Workforce Investment Area provider, Southwest Training Services, Inc. collaborates with Washington County Drug and Alcohol Commission and Washington County District Attorney Steve Toprani’s office on Project Sticker Shock. The project is implemented statewide by the Pennsylvania Liquor Control Board to combat underage drinking. Youth participate in community service events where they put stickers on alcohol cases to remind consumers that it is against the law to provide minors with alcohol.

All **Youngwood** youth are eligible for assessment and testing to assist in establishing career goals. If interested in post secondary training, they are referred to Workforce Investment Area staff for Individual Training Accounts to assist them with training cost. Based on their skill level, work experience and general knowledge, they may also be candidates for on-the-job training. Finally, all participants receive core and intensive job search assistance.

Out-of-School Youth Programs are case managed by PA CareerLink® staff. Intensive services are designed to increase participants’ academic levels and assist them in obtaining their GED.

PA CareerLink® staff are also involved with the school districts in presenting a “Health Careers Day” program to in school youth, as well as visiting schools and giving presentations on job search and careers.

This summer 75 Westmoreland County youth, age 16-24, were placed into work experience. Youth age 18-24 and not in school were referred back to the PA CareerLink® for additional adult services to secure full-time employment or post-secondary training.

#### **14.9. Regional Career Education Partnerships for Youth Highlights**

The **Northeast PA Regional Career Education Partnership for Youth** is implemented by Luzerne County Community College and the Luzerne/Schuylkill Workforce Investment Board. In PY09, Educator-in-the-Workplace summer externships offered teachers in the northeast region hands-on experience in careers related to the subject matter they teach. In addition to two days of classroom instruction, each teacher was assigned to a workplace to shadow a worker for three days, gaining true insight into that career. As part of the experience, each teacher wrote a company profile and identified specific skills within the job to use as examples in classroom lessons. To earn Act 48 hours and/or graduate credit, teachers submitted two lesson plans that illustrated how this experience will be used in the classroom. These lessons are required to be taught by October. Once they are taught, program leaders solicit feedback from teachers to evaluate the externship's success.

The program expanded significantly since its inception four years ago, and is so popular among teachers that a waiting list for participation now exists. The change in mindset of hundreds of teachers who have participated has impacted thousands of students. Nearly every teacher has changed classroom methodologies to an environment that more closely resembles the workplace. They are incorporating more problem-based lessons and setting student expectations higher. Several secondary school administrators are moving towards adding Educator-in-the-Workplace as a component of new teacher induction.

The **Berks County Regional Career Education Partnership for Youth** is implemented by the Berks Business Education Coalition and the Berks County Workforce Investment Board. In PY09, more than 15,000 in-school and out-of-school youth were served through its programs. Youth participated in comprehensive career development programs focused on the research and development of a career major through a County-wide Career Pathways program including:

- Development of a portfolio
- County-wide facilitation of internships
- Work-based learning experiences through the BerksWorks program

BerksWorks includes over 3,000 participating employers and Berks Workforce Investment Board resources including PA CareerLink® office staff. In PY09, tours and presentations of college campuses were conducted for over 2000 students. The internship and work-based learning program provided services to all 18 public school districts and five colleges and universities throughout Berks County. The partnership developed a basic education/higher education standing taskforce charged with identifying strategies to improve the transition of youth from high school to further education, with a focus on career development. Meetings were conducted between high school and college faculty.

The Berks County Regional Career Education Partnership for Youth also facilitated the development of resources to support the integration of Pennsylvania’s Career Education and Work Standards into the curriculum of each school. Examples include development of a Middle School Planner, deployment and training for Career Cruising software for all school districts, utilization of the Berks Career Pathways website portal for college, and career development tools on the web.

The **Lehigh Valley Regional Career Education Partnership for Youth** brings industry leaders into the classroom, allowing students to hear exactly what is required in the workplace directly from employers. During evening activities at the high school for parents and community, employers share:

- What and where jobs are
- How to get those jobs
- What education is required for the jobs
- How much those jobs pay

During PY09, this program brought more than 276 employers into 17 school districts and three career and technical schools, speaking to more than 111 educators and 4473 students.

In April 2010, the **Central Pennsylvania Workforce Development Corporation** used funding through the Regional Career Education Partnership for Youth to award grants to local school districts and other organizations whose planned projects and activities promoted science, technology, engineering and math education and occupations for middle school and high school students. Regional Career Education Partnership funding plus leveraged resources from the grantees supported five summer camp experiences during June 2010. These camps ranged in length from one to two weeks. In total, 115 students participated in the camps, which offered opportunities for hands-on activities and career exploration in health science, biology, engineering, math and computer science. The grantees included a local Career and Technical Center, a local school district, two universities and a multi-county Intermediate Unit.

#### **14.10. Accountability Highlights**

In 2007, **PA CareerLink® Beaver County** implemented a process for setting and achieving rigorous accountability standards for staff and programs through the strategic planning process. Teams were realigned and expanded to include:

- • Management
- • Business Services
- • Job Seeker Services
- • Special Events
- • Safety and Health

These teams were required to meet monthly with targeted agendas and meeting minutes. Teams were required to create action steps for ensuring the completion of Opportunities for Improvement identified through the Quality Review process. Teams reported progress and outcomes to Site Administrator monthly and weekly during staff meetings.

The 2-Year Strategic Plan was launched in September 2007. For each area, goals, action steps and objectives were compiled to document the responsibilities, time frames, persons responsible, and desired outcomes. Objectives were designed to drive a clearly focused organizational effort. In 2009, the Strategic Plan was revised. It aligned local, regional and state-wide goals to respond to Job Ready PA Initiatives, the local Workforce Investment Board's Strategic Plan, and investing partners.

Several accountability activities were implemented:

- Conducted on-going evaluation of the Commonwealth Workforce Development System impact on participants and actions required for continuous improvement
- Developed a comprehensive measurement system to use for continuous improvement
- Evaluated quality customer service in terms of satisfaction levels and reported quarterly results to the Workforce Investment Board
- Developed a strategic budgetary process
- Created and implemented an electronic "triage" sign-in system to track customer demographics and activity data

The **Central Pennsylvania Workforce Investment Area** region covers an area of over 5,000 square miles and has a workforce of approximately 280,000 people. According to the common measures results, the area serves more individuals in their Workforce Investment Act adult and dislocated worker programs than any other Workforce Investment Area. While numbers continued to climb, Central Pennsylvania Workforce Development Corporation was able to meet or exceed all performance measures.

**PA CareerLink® Cambria County** strives for continuous improvement. It is responsible for its yearly strategic and action plan and held accountable for benchmarks covering its PA CareerLink® partner services. Additionally, it undergoes a yearly quality review by the Local Workforce Investment Board and a regional representative from the Bureau of Workforce Development Partnership.

PA CareerLink® Cambria County had 24,497 customers in PY09. Of these, 3972 were Unemployment Compensation customers specifically for Unemployment Compensation services. The Career Resource Area had 12,735 utilizing equipment and resources. Other customers were referred directly to Partner services, core services, intensive services, and workshops.

**Youngwood** increased attainment of Workforce Investment Area performance standards for the last quarter. All nine common measures were exceeded after the 4th quarter of PY09. Job placement for Workforce Investment Area intensive and training services increased from 131 job placements in PY08 to 251 job placements in PY09.

Youngwood now uses a single, standardized placement form. An in-house database was developed to track placements. Additionally, a locally developed database assists staff with case management and follow up of trade clients, leading to increased job placement.

#### **14.11. Job Fair Highlights**

**PA CareerLink® Cambria County** holds Job Fairs throughout the year at the PA CareerLink® site. This year an Education Fair, a Senior Job Fair, Employer recruitments, and Seasonal Hiring Job Fairs were organized. Careers in Demand Week is held in November with tours of businesses for students and high school administrators to further their understanding of the necessary job skills and available openings in High Priority Occupations.

US Energy in NY State, expanded their Bradford, PA operations this spring. **PA CareerLink® McKean County** staff posted the openings online, screened, and referred qualified candidate resumes in advance to the company. The company interviewed 107 prequalified applicants during the two-day event. US Energy was pleased with the volume and quality of the applicants.

The annual **PA CareerLink® Alle-Kiski** Job Fair continues to be a successful venture for jobseekers, employers, and providers. With a consortium of business leaders, Chambers of Commerce, and Penn State-New Kensington, this has become a successful event with 50-60 vendors and over 600 jobseekers.

**PA CareerLink® Lehigh Valley** held its annual job fair with 68 employers and 5,287 jobseekers.

#### **14.12. Labor Exchange Initiative Highlights**

Alpha Natural Resources and the **PA CareerLink® Greene County** have collaborated in a pilot project to recruit and screen applicants for the mining industry. In the past two years a total of 1156 applicants were recruited and 691 individuals were tested using the Test of Adult Basic Education and System for Assessment and Group Evaluation. 32 of these individuals received remediation services and were retested. A total of 1156 applicants were referred on job orders. 184 were hired by Alpha Natural Resources received \$9.1 million yearly income.

Alpha Natural Resources worked with the following partners in the PA CareerLink® Greene County:

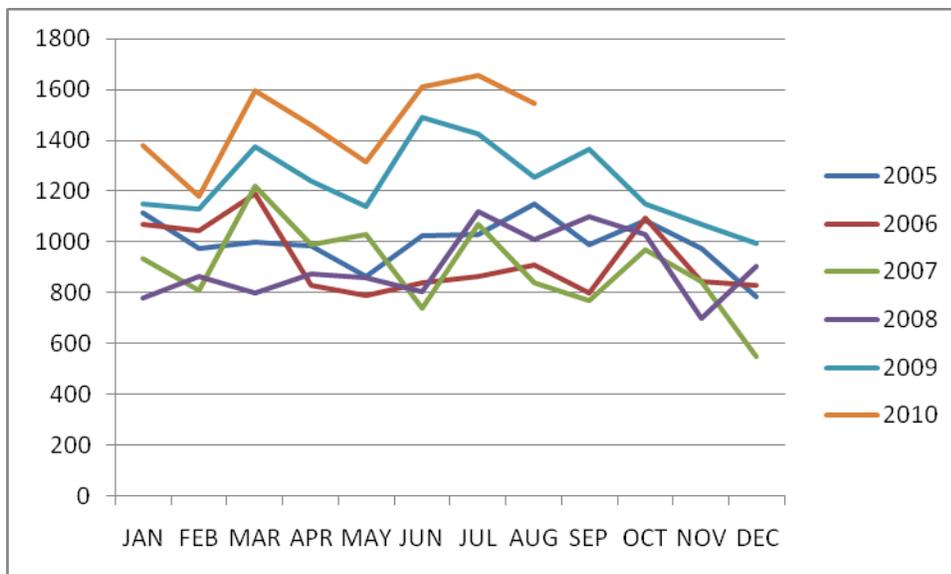
- Southwest Training Services, Inc. - testing
- Bureau of Workforce Development Partnership -recruitment and referral

- Intermediate Unit I - remediation
- Community Action Southwest - remediation
- Westmoreland Community College – Workforce and Economic Development Network and customized job training

This project is on-going.

The **PA CareerLink® Mercer County** serviced 25,813 people in PY09 . The office has been very active in providing resources and assistance to the large numbers of individuals who have found themselves victims of the economic downturn in the last year.

The number of people requiring the services of **PA CareerLink® Indiana County** has increased walk-in traffic by 2811 people from 2005 to 2009, as displayed below:.



The **OH-PENN Interstate Rapid Response** teams were formed to provide assistance to Ohio and Pennsylvania residents affected by the closing and layoffs at businesses. Teams included both the West Central Workforce Investment Area Bureau of Workforce Development Partnership staff and the Workforce Investment Area staffs from Pennsylvania and Ohio’s One Stops in Trumbull and Mahoning, Columbiana counties. The Trade Act Trade Adjustment Assistance training has been very active in Mercer County with many of the participants coming from Ohio businesses that experienced mass layoffs. During PY09 in Mercer County alone, a total of 147 approved TAA Training programs totaled \$3,312,684.00 and 16 RTAA wage reimbursements were approved for a project cost of \$192,000.00. This was the highest in Pennsylvania.

#### 14.13. Workshop Highlights

**PA CareerLink® Cambria County** offers Jobseeker Workshops which include

- Interview skills
- Worldwide Interactive Network Lab as preparation for WorkKeys® testing
- Informational hours
- Civil Service
- Cover letters and resumes
- Job clubs
- Job application tips
- Stress management
- Time management
- Finances

The Computer Lab offers

- Basic Computer Skills
- Intro to the Internet
- Intro to Excel Part 1 and 2
- Word 2007

Classes average 17 individuals per session.

**PA CareerLink® Franklin County** conducted a Resume Boot camp. Local employers, business leaders, and staff from the University Relations Office at Shippensburg University critiqued resumes, providing one-to-one feedback on resumes for professional positions, manufacturing positions, and operations/distribution positions and other positions in Franklin County.

**PA CareerLink® Lehigh Valley** has partnered with organizations like Money Management International who provide financial management workshops designed to provide people with the information and tools to deal with the economic uncertainty they currently face.

Entrepreneurship is important in the Lehigh Valley. Each quarter, PA CareerLink® Lehigh Valley hosts an entrepreneurial information session where organizations throughout the area are brought together to provide information on how their programs can assist individuals interested in starting their own business.

In 2010, the **PA CareerLink® Washington County** created an intensive job search called Career Cooperative.

- Preparation Participants receive instructions to jump-start the process
- Workshop 1: Resume Intensive/Cover Letter Intro (2 ½ hours classroom instruction)
- Independent Study Homework: Review and practice skills from Workshop 1
- Workshop 2: Interviews/Job Search Success (2 ½ hours classroom instruction)
- Electronic Follow-up: Resume and job search skills via two-way electronic communication with session leaders

#### 14.14. Career Readiness Initiative Highlights

The **PA CareerLink® Mercer County** has expanded literacy activities to more rural areas of the county. The Grove City Library offers a workshop to help people enroll in the PA CareerLink® system and also offers the use of their computers for the Worldwide Interactive Network online tutorial. The Literacy Council of Mercer County provides literacy services to all dislocated workers in the Northern Tier of Mercer County. The Literacy Council provides Move-Up classes at the PA CareerLink® for Employment, Advancement and Retention Network clients.

The **PA CareerLink® Washington County** Work Certified Academy is sponsored by the Washington Greene County Job Training Agency. Using local share funds from Meadows Casino revenue, this program is free-to-jobseekers. It includes instruction on:

- Customer service
- Computer skills
- Business communications
- Resume writing
- Interviewing skills

The two-week long Work Certified Academy gives jobseekers a competitive edge and the credentials needed to succeed. Designed for employers by employers, students learn the right skills and the right attitudes for career success.

Since 2009, the **North Central Workforce Investment Area** has worked with e PA CareerLink® centers across the region to offer Foundational Industry Training that enhances entry-level employment and post-secondary opportunities in advanced manufacturing, building and construction and health care. Nine Foundational Industry Training 4 Careers sessions were offered, each having at least three employers endorsing them and offering graduates an opportunity to meet with them at the completion of the training.

	Participants
Building & Construction	61
Manufacturing Programs	31
Health Care Programs.	28

The North Central Workforce Investment Area Soft Skills Certificate of Completion program was developed to offer a comprehensive tool for marketing jobseeker skills. The program is offered across all seven PA CareerLink® facilities It combines classroom instruction on key soft skills with the ACT Personal Skills Assessments, mandatory attendance requirements and an emphasis on behavioral interviewing. The workshop curricula have been modified to support a 10-part series of Employment Essentials Seminars offered monthly at each of the region's local PA CareerLink® offices.

#### **14.15. On-the-Job Training Highlights**

Weekly job-matching meetings are held for all **PA CareerLink® Youngwood** staff in an effort to increase jobseeker placement activities. Business Services Team members present specific job order information and employer needs. The jobseeker staff present client-resumes and discuss skills, abilities, interests, limitations and job needs. This enables staff to generate leads needed for job development activities. After this job-matching meeting, Business Service Team account-representatives work in the office to meet with jobseeker staff to address specific job development questions, provide placement assistance or to meet with employers to discuss additional business-services/employment opportunities. These changes to the process have resulted in increased placements and On-the-Job training.

The **PA CareerLink® Westmoreland** has been working with New Horizons to assess and refer candidates for manufacturing programs where for On-the-Job training, Incumbent Worker training or pre-Employment Training.

Since September 2009 **PA CareerLink® Berks County** has written 27 On-the-Job training contracts and saved companies \$93,212. Employers have been very happy to receive this assistance. In April 2010, Berks County employers wrote letters to support the National Emergency Grant On-the-Job Training Grant because they were so pleased with the program and the process.

#### **14.16. Individual Training Account Highlights**

Many individuals seek to retrain or upgrade their existing skills, but cannot afford to do it on their own. The **Berks County Workforce Investment Board** takes a tiered approach to setting maximums for training. Those maximums are based on the earnings potential in the new occupational area. The three tiers range from \$6,000 for occupational training leading to annual salary below \$36,000; \$8,000 for occupational training leading to annual salary \$36,000 - \$50,000; and \$10,000 for occupational training leading to annual salary greater than \$50,000. During PY09 a process that enabled the staff to request amounts beyond the tiered maximums in certain circumstances was continued. Some customers were able to enroll in training for high priority occupations that may not have been sustainable for them without this process, including:

- Advanced manufacturing – 11
- Heavy equipment operation – 7
- Respiratory Care - 2

#### **14.17. Here to Help Highlights**

The Lehigh Valley Workforce Investment Board, Inc., **PA CareerLink® Lehigh Valley**, 12 employers, six educational partners, and all community partners came out to support people in

need of assistance and to showcase the Lehigh Valley's community resources. More than 1600 people attended the daylong event. Eleven workshops provided information on issues ranging from unemployment compensation to economic stress management. Over 200 participants had their resumes critiqued by representatives of the Society for Human Resource Management, Lehigh Valley Chapter.

**PA CareerLink® Lebanon County** decided to combine Here to Help with a Job Fair to provide the broadest array of resources to the people of Lebanon County. The Mayor and City of Lebanon County Commissioners, and Harrisburg Area Community College supported the collaborative effort with contributions to the opening ceremony and an easement on parking restrictions to ensure that persons in need of assistance could easily participate. Workshops well attended by jobseekers and employers. The event received very positive feedback and several employers, finding quality candidates, immediately hired persons during the event.

Since many residents have exhausted all unemployment compensation benefits to which they were entitled, the **PA CareerLink® Berks County** invited more than 1,000 former claimants to a combination job fair and community services fair. It was sponsored by Berks Community Action Program with ARRA funds. The mailing included information about the job/community fair, the PA CareerLink® office, the Governor's HereToHelp initiative, and local HelpLink agencies. HelpLink agencies have dedicated trained staff to assist residents to apply for public assistance benefits without having to visit the County Assistance Office. More than 500 individuals attended the event, which received excellent coverage in the local print media. Information continues to be provided to former claimants each week.

#### **14.18. Assessment Highlights**

During the last four years, the **Central Workforce Investment Area** has taken a statewide leadership role in implementing the use of WorkKeys Career Readiness Certificates to promote the work ready skills of each certificate holder to employers. To date, more than 3,500 people have obtained a Career Readiness Certificate and over 400 employers endorse the product in the nine counties of Central Pennsylvania. The Central Pennsylvania Workforce Development Corporation has worked with each of the seven PA CareerLink® facilities to ensure that individualized and group instruction is available for anyone who needs assistance to prepare for the assessments.

Pennsylvania's Center for Workforce Information and Analysis assisted in analysis of the effectiveness of the WorkKeys Career Readiness Certificate by preparing a report using aggregate wage record data to show a clear delineation of progressively higher wages depending on the level of certificate obtained; bronze, silver, gold or platinum.

Throughout PY09, the Bedford County Literacy Council in collaboration with the **Southern Alleghenies Workforce Investment Board** and the Adult Basic and Literacy Education Coalition ran a 45 hour Career Focus Course that helped dislocated workers prepare for WorkKeys® as well as for training and employment. Over 80% of the clients who took the course received a WorkKeys® credential.

**PA CareerLink® Blair and Bedford Counties** used the Worldwide Interactive Network to prepare for and accurately predict jobseekers' success in achieving certification when taking WorkKeys. Worldwide Interactive Network is administered weekly by PA CareerLink® partners in each county - Altoona Area School District Community Education and the Bedford County Literacy Council.

The **Southern Alleghenies Workforce Investment Area** participated in the Dislocated Worker Literacy Program, a pilot program for PY09. Of 51 total participants for Blair and Bedford PA CareerLink®, 29% transitioned into post-secondary education, 47% received a WorkKeys® credential, and 33% transitioned into employment.

**PA CareerLink® Clinton County** has been working in partnership with Central Intermediate Unit #10 and the Development Center for Adults, the in-house Title II provider, to build "pipelines" for adults in need of both a GED and Employment. By utilizing a cross referral system, participants can move between GED services, Worldwide Interactive Network tutorial training, WorkKeys® Assessment Career Readiness Certification Credential, Job Development, Workforce Investment Act training and labor exchange services. PA CareerLink® Clinton County verified that 142 of the 251 clients possessing the WorkKeys® Career Readiness Certification have found employment, a 57% success rate.

## **15. Waivers**

### **15.1. Strategy, Usage & Impact**

#### **15.1.1. Waiver & Pennsylvania's Strategic Approach: The Past**

Pennsylvania's approach to workforce program innovation is to apply flexibility in the development of workforce system strategy. WIA allows flexibility to customize state and local implementation of workforce program components to address local conditions and Pennsylvania has sought to maximize flexibility through waivers.

On the local level, a key component of such flexibility has been availability of a *strategic toolkit* - one with a variety of tools that may be selectively chosen and used when designing/redesigning local workforce strategy to gain improved effectiveness. An advantage to having a well-stocked toolkit is that a LWIB may find a tool that generates ideas for improving local strategic approaches or operational efficiency.

For these reasons, Pennsylvania requested approval of waivers that were designed for both the immediate use in current workforce strategies; and for contingent use - as an option to incorporate in state or local strategies as the need may arise.

#### **15.1.1.1. Waiver Usage & Impact: Research**

The requests for waiver of WIA provisions that the Commonwealth submitted to USDOL for consideration of approval included proposed ways to monitor progress in waiver implementation.

#### **15.1.1.2. Waiver Research Strategy: PY 2008**

Pennsylvania's Annual Report to the Secretary for PY 2008 included tentative waiver implementation findings gathered through various means. The experience from PY 2008 and early PY 2009 was valuable in determining the effectiveness of that strategy and the methodology used to implement it.

Pennsylvania's strategy was to use a combination of reporting from the local level; state oversight; and evaluation.

Strategy: Evaluate Performance using available data: The collection of data from local reporting specific to certain waivers was relatively effortless in some cases and more difficult in others. LWIA telephone surveys were conducted out of necessity to supplement system reporting information because, in some cases, the Commonwealth Workforce Development System's captured information was insufficient to identify waiver use.

Examples:

- Waiver usage from performance data was easy to collect for waivers such as ITAs for youth. Commonwealth Workforce Development System records readily identified youth whose training was paid using an ITA.
- ITAs for youth, used by 12 of the 23 LWIAs, totaled 129 in PY 2009 for WIA formula funds, and 4 of ARRA.
- Waiver usage for requested and approved transfers of funding between WIA Adult and Dislocated Worker funding streams is easily determined from state-level records indicating the percentage of requested transfer amounts within the funding stream, and through electronic records in Financial Management System/Commonwealth Workforce Development System.
- Waiver usage and related performance data was complicated to collect for waivers such as those allowing use of an OJT or CT sliding scale. Systems of record provide data indicating if OJT/CT was a service activity, but differentiating OJTs/CTs *using* the waiver for those *not* using the waiver was not possible from the systems' data.

According to Commonwealth Workforce Development System records for PY 2009, participants served through OJT totaled 923 for WIA and 465 for ARRA. Participants served through CT totaled 1168 for WIA and 824 for ARRA. Anecdotal data collected from the WIB Directors is that the percentage of wage reimbursement is not the determinant factor in an employer's decision to participate in an OJT. The caliber of the job seeker is key. The Commonwealth is including the flexible wage reimbursement rate in the OJT NEG recently awarded and will monitor the usage of the flexibility in that grant project.

Strategy: Complete a quarterly evaluation of LWIA Performance levels to determine the impact of the waiver approval. Gather information through discussion on:

- the progress of the implementation of the waiver,
- performance data, and
- obstacles encountered, if any.

Results were mixed, ARRA implementation and reporting had a considerable impact on state workforce resource capacity.

Strategy: Review applicable policies and procedures and modify them accordingly.

This strategy is ongoing, and the experience of PY 2008's efforts to determine waiver impact was instrumental in the state's determination to experiment with alternative approaches for improved effectiveness.

#### **15.1.1.3. PY 2009 Research Methodology**

In an attempt to find ways to more effectively gather information to evaluate waiver impact, the Commonwealth decided to try a fresh approach. Waiver-related questions were included in the state's fiscal monitoring tool used to monitor LWIAs from January through June 2009. The period covered in monitoring was 10/01/09 - 3/31/10. Responses were intended to cover only waivers effective during this time period.

The monitoring questions are provided below. Available responses were YES, NO, and N/A. A COMMENTS section could be used as appropriate.

1. Is the LWIB utilizing the waiver of program design and common measures requirements for 18-24 year old youths participating in ARRA-funded work experience only (applicable from 10/1/09 - 3/31/10)
  - A. Are participants served though this waiver involved in activities other than work readiness? (Describe in Comments)

- B. Are these participants receiving needs-related payments and/or supportive services? (Explain in Comments) If no, why?
  - C. Does the LWIB have a strategy for transitioning 18-24 year olds served under this waiver after 3/31/10? (Describe under Comments)
2. Is the LWIB utilizing the waiver of ITAs for older and out-of-school youth for both WIA Title I and ARRA funds? If not, explain.
  3. Is the LWIB utilizing the waiver of the 50% employer contribution for Customized Training for both formula and ARRA funds? If yes, list the company(ies), number of employees( in the local branch/plant only, if the company has other branches/plants) and the percentage of wage match by the employer. If no, please explain.
    - A. Does the LWIB plan to use customized training at all this PY?
  4. Is the LWIB utilizing the waiver to increase the employer reimbursement for OJT for both formula and ARRA funds? If yes, List the company(ies), number of employees (in the local branch/plant only); and the percentage of wage-match by the employer.
    - A. Does the LWIB plan to use OJT training at all this PY?
  5. Has the LWIB used waivers to increase the allowable transfer amount between Adult and DW funding streams? If yes, in Comment section, identify whether the funds are WIA Title I or ARRA; from and to what program; amount, or percent of the total allocation for the particular source program; and reason for the transfer
    - A. Was the request approved?

#### **15.1.1.4. Evaluating Research Results**

Evaluation of local responses to waiver-related questions obtained during LWIA fiscal monitoring January-June 2009 is still in the early stages.

#### **Technical observations on research methodology**

This first attempt to gather waiver impact data through the monitoring tool was useful and the monitors are refining their questions to produce more in depth responses in the next round of visits.

The monitoring questions were effective in assessing compliance with ARRA requirements, they were less effective in determining the waiver impact. Aside from the common measures youth waiver (*Waiver of program design requirements and performance measures for youth in*

*Recovery Act-funded work experience activities only*), four other waivers were addressed in the monitoring tool:

- ITAs for youth (Waiver of the prohibition to allow use of Individual Training Accounts for older and out-of-school youth) - The question in the monitoring tool asked for an explanation if the LWIA was not using the waiver allowing ITAs for youth.
- CT sliding scale (Waiver of the required 50 percent employer contribution for customized training at 101(8)(c)) - A "Yes" response to this question required the LWIA to provide the following information: a list of the relevant company(ies), number of employees( in the local branch/plant only, if the company has other branches/plants) and the percentage of wage match by the employer. Evaluation of waiver impact in regards to this data will be forthcoming. A narrative by the LWIA elaborating on the waiver's use with regards to local strategy, economy, etc., putting the data in context, usage would have greatly aided in waiver impact evaluation; however no such narrative was requested. "No" responses were accompanied by a required "explanation". An additional, related monitoring tool question asked if the LWIA plans to use customized training in the program year. No narrative comment was required for this question.
- OJT sliding scale (Waiver to increase the employer reimbursement for on-the-job training (OJT) – WIA Section 101(31)(B)) - As with the preceding CT sliding scale monitoring tool question, a "yes" response to this OJT sliding scale question required the LWIA to provide a list of the relevant *company(ies), number of employees( in the local branch/plant only, [although "if the company has other branches/plants" was inadvertently dropped]) and the percentage of wage match by the employer*. Evaluation of waiver impact in regards to this data will be forthcoming. "No" responses did not require a narrative comment however some LWIA provided one.
- Adult-DW funding transfer (Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between WIA Adult and DW funding streams allocated to a local area) - The monitoring tool question specifically refers to transfers using the Adult-DW funding transfer waiver. State-level financial records of LWIA requests to transfer funding, and through electronic data from Financial Management System/Commonwealth Workforce Development System revealed that no transferred amounts requested or implemented were greater than allowable without use of the waiver.

### **Qualitative insights into local waiver implementation/use**

Qualitative insights have been identified to-date derived from responses to CT or OJT waiver questions:

- For questions asking if a LWIA had used the CT waiver, and/or plans to use CT at all in the Program Year, multiple LWIAs responded that "no employer requests were received for CTs." Two other responses implied that the LWIA had done outreach, however an employer's qualifications were found to be inadequate and/or, again, there was no employer interest: the LWIA "could not find any qualified or interested employers;" and

"the LWIB has not found an employer who wants to participate." A related response was that "employers were not interested in CT." Even if outreach were indicated.

- For questions asking if a LWIA had used the OJT waiver, and/or plans to use OJT at all in the PY, multiple LWIAs' responses were related to limited funding and strategic use of OJT. The concept was presented best in the following comment: The strategy is to optimize the number of employer[s] with whom an OJT can be established[,] and increasing the reimbursement amount would reduce the number of employers that can be engaged. Multiple LWIAs responded that the LWIB elected to use only the 50% reimbursement. Reasons provided were, for example, "to avoid an issue later with employers when ARRA funds end;" and: Did not want to deal with the discontinuance of the rate when ARRA funds are exhausted. Kept them the same as other WIA funded programs.
- For questions asking if a LWIA had used the OJT waiver, two LWIAs responded that: "There is no need to change from 50% at the moment;" and "the current 50% reimbursement is acceptable."

### **15.1.2. Waivers & Pennsylvania's Strategic Approach: The Present**

#### **15.1.2.1. Shift in Strategic Approach for Waivers**

Pennsylvania is in the process of transitioning to a new strategic approach with regards to WIA waivers. Factors influencing this review include:

- Experience from PY 2008 and PY 2009 waiver impact research - qualitative insights regarding waiver strategy; and technical insights relating to research methodology, as well as fundamental assumptions that form the basis of program evaluation.
- The need to align with ETA's new waiver impact reporting requirements.

In addition to state-level reporting changes with regards to waivers, USDOL waiver guidance communicated that there had been significant changes in criteria used to determine whether approval would be granted for states strategic approach to, and intended use of, waivers. Pennsylvania's "Strategic Toolkit" approach to waiver requests and implementation was no longer acceptable in the revised Federal waiver approval criteria.

These are the current circumstances. One of the initial steps toward state-level review of waiver strategy is reorienting the Commonwealth's waiver research approach to provide a solid basis for executive decisions.

#### **15.1.2.2. Reevaluating Waiver Impact Research Approach**

Reevaluation of the Commonwealth's approach to research to determine waiver impact is currently in the beginning stages. The scope includes:

- Technical. This encompasses progress of waiver implementation and extent of usage/non-usage of narrow-scope evaluation, with additional contingent goals.

- Strategic. If LWIAs assessed the pros and cons of waiver usage, what did that process entail? What were the factors identified with which possible waiver use was weighed, and in what framework were those factors considered? (Strategic? Logistical? Etc.) What was the reasoning process? Who was involved? What were the conclusions reached relative to using a waiver or not?

The Commonwealth has begun to consider issues such as these in detail. It is likely that development and execution of a waiver impact evaluation on a broad scope would necessarily be a collaborative effort with stakeholders such as LWIBs, USDOL, and other workforce entities; and the strategic approach of Pennsylvania's new Governor to economic and workforce development, and subsequent alignment of policy direction.

### **15.1.3. Waivers and Pennsylvania's Strategic Approach: The Future**

The state anticipates taking a fresh look at reasons for requesting WIA waivers, as well as evaluating currently-approved waivers in terms of alignment with specific state and local strategic goals.

Much more lies ahead for Pennsylvania in its ongoing efforts to examine the role of WIA waivers in the Commonwealth's workforce development strategy. Next steps are being formed, lines of inquiry emerging from research and evaluation, though a coherent plan is yet to come together.

As transition to the new administration progresses, Pennsylvania will modify the infrastructure as necessary in support of the new policy direction. USDOL is expected to continue to have a principal role in that process as a partner. And on a narrower theme, USDOL will be a significant partner in Pennsylvania's pursuit of more effective ways to evaluate waiver impact.

**15.2. Summary of Pennsylvania's Active Waivers - 7/1/2010-6/30/2011 as of 10/5/2010**

	Waiver	Current Status Date of USDOL Approval/Denial		What does the waiver allow?
1.	Performance Measures for Workforce Investment Act Title I; Wagner-Peyser Act (Labor Exchange); Jobs for Veterans Act of 2002 (Title 38 USC); and Trade Act.	Approved	6-24-2010	Allows Pennsylvania to implement Common Measures in accordance with provisions of the waiver and USDOL approval.
2.	Allow ITAs for Older & Out-of-School Youth.	Approved	6-24-2010	Provides local flexibility by opening the approved training provider list to Older & Out-of-School Youth, and allowing ITAs to be used, as appropriate.
3.	Allow up to 50% transfer between WIA Adult and Dislocated Worker funding streams	Approved	6-24-2010	<u>WIA</u> : a maximum of 50% may be transferred <u>ARRA</u> : The waiver does not apply, but a maximum of 30% transfer is allowable under WIA provisions and FY 2009 Omnibus Appropriations Act.
4.	Permit use of LWIA formula funds and Statewide Rapid Response funds for Statewide Activities, including incumbent worker training as part of a layoff aversion strategy			
	LWIA formula funds	Approved*	6-24-2010	*USDOL "partially granted" this waiver: <u>Approved</u> - use of up to 10% of local DW & Adult funds for incumbent worker training "only as part of a lay-off aversion strategy." Use of local Adult funds for this purpose is restricted to serving low-income adults. All training is restricted to skill attainment activities. Local Areas must continue to conduct the required local employment & training activities at WIA sec 134(d). Performance outcomes for individuals served must be reported in WIASRD. <u>Denied</u> - use of local formula funds for statewide activities other than incumbent worker training, as outlined in USDOL's approval of that use.
	Statewide Rapid Response (RR) funds	Approved	6-24-2010	The waiver permits use of up to 20% of RR funds for statewide activities as follows: - incumbent worker training "only as part of a lay-off aversion strategy" - to enhance services to DWs as outlined in the waiver: "grants that invest in skills assessments, remediation, contextualized learning, and credentials that create an accessible career pathway for DWs; and projects that promote strong connections between academic credentialing, industry certifications and occupational learning." The waiver applies to WIA funds only. Re: ARRA. ".ETA believes that use of [ARRA] funds for incumbent worker training would be inappropriate, and these funds should be devoted to serving those participants without jobs. Therefore, this waiver does not apply to [ARRA] funds."

	Waiver	Current Status Date of USDOL Approval/Denial		What does the waiver allow?
5.	Customized Training - Replace the required 50 percent customized training employer match with a match using a sliding scale from 10 percent to 50 percent (amount determined by established criteria)	Approved	6-24-2010	<p>The waiver restricts** employer match flexibility in the sliding scale as follows: 1) no less than 10% for employers with 50 or fewer employees; and 2) no less than 25% match for employers with 51-250 employees. For employers with more than 250 employees, the current statutory requirements (50% match) continue to apply. Use of local Adult funds for this purpose is restricted to serving low-income adults.</p> <p>** Although PA's waiver request did not delineate the specifics of the sliding scale, USDOL's 6-24-2010 letter approving extension of the waiver through 6-30-2011, specified the criteria to be used in the sliding scale.</p>
6.	On-The-Job-Training - Replace the 50 percent maximum employer reimbursement of the wage rate with a graduated scale based on the size of the business	Approved	6-24-2010	<p>The waiver permits match 1) up to 90 percent for employers with 50 or fewer employees; and 2) up to 75 percent for employers with 51-250 employees. For employers with more than 250 employees, the current statutory requirements (50% reimbursement) continue to apply.</p> <p>NOTE: USDOL's 6-24-2010 letter approving extension of the waiver through 6-30-2011 changed the specifics of the sliding scale proposed in PA's original waiver request. The approved sliding scale is current the same for both the OJT waiver and the CT waiver.</p>

### 15.3. Pennsylvania's Recently Expired Waivers - 5/1/2010-9/30/2010

3.	Waiver of program design requirements and performance measures for youth participants in subsidized summer youth employment activities and co-enrolled in TANF and WIA Programs			
	Program Design requirements	Approved	6-2-2010	For youth who participate in subsidized summer youth employment activities and are co-enrolled in TANF and WIA Programs, the waiver allows local flexibility to determine appropriate objective assessment and Individual Service Strategy during the May 1-September 30, 2010 period of Pennsylvania's summer youth program.
	Performance Measures requirements	Approved	6-2-2010	For youth who participate in subsidized summer youth employment activities and are co-enrolled in TANF and WIA Programs, the waiver allows tracking of only the work readiness performance indicator during the May 1-September 30, 2010 period of Pennsylvania's summer youth program.