



Quarterly Meeting Briefing Book

February 9, 2022
10:30 AM to 2:00 PM

Tom Wolf
Governor

Jeff Brown
Chair



Quarterly Meeting Briefing Book

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Quarterly Meeting
Wednesday, February 9, 2022
10:30 AM to 2:00 PM

Agenda

- | | |
|----------|--|
| 10:30 AM | Welcome, Introductions, and Roll Call, Chair Jeff Brown |
| 10:40 AM | Chair's Updates, Jeff Brown <ul style="list-style-type: none">• Approve November 9, 2021, Quarterly Meeting Minutes – VOTE |
| 10:50 AM | PA WDB Agency Updates <ul style="list-style-type: none">• Governor's Office• Labor & Industry• Office of Vocational Rehabilitation• Human Services• Aging• Community and Economic Development• Corrections• Agriculture• Education |
| 11:30 AM | PA WDB Committee Updates <ul style="list-style-type: none">• Industry Partnership and Employer Engagement, Chair John "Ski" Sygielski• Career Pathways and Apprenticeship, Chair Richard Bloomingdale• One-Stop Service Delivery System, Chair Sarah Hollister• Youth, Chair Chekemma J. Fulmore-Townsend• Healthcare Workforce Ad Hoc, Chair Matt Yarnell• Reentry Ad Hoc, Chair Jeff Brown• Continuous Improvement, Chair Brian Funkhouser |
| 12:00 AM | 10-Minute Break |
| 12:10 PM | Presentation – PA CareerLink® Common Digital Intake Project <ul style="list-style-type: none">• Matt Flinner – Labor & Industry, Director of Transformation |
| 12:50 PM | Presentation – PA WIOA Combined State Plan Modification & Public Comments <ul style="list-style-type: none">• James Martini – Executive Director, PA Workforce Development Board |
| 1:20 PM | Public Comment on PA WIOA Combined State Plan Modification |
| 1:30 PM | Approve PA WIOA Combined State Plan Modification – VOTE |
| 2:00 PM | Adjourn – VOTE |

Next Meeting: May 3, 2022 – 10AM to 2PM

PA WDB Quarterly Board Meeting

Tuesday November 9th, 2021

10:00AM to 2:00PM

Zoom

Meeting Minutes

Attendance

Members:

- | | | |
|---------------------|------------------------|-----------------------|
| • Governor Tom Wolf | • Commissioner | • Matt Yarnell |
| • Chair Jeff Brown | Robert J. Harvie, Jr. | • Executive Deputy |
| • Idayat Adewunmi | • Brad Hollabaugh | Secretary Bill Trusky |
| • Shannon Austin | • Sarah Hollister | for Secretary Berrier |
| • Denise Andahazy | • Secretary Allison | • Deputy Secretary |
| • Senator Camera | Jones | Carol Kilko for |
| Bartolotta | • Marguerite Kline | Secretary Dennis |
| • Tim Bean | • Representative Ryan | Davin |
| • Richard | Mackenzie | • Amy Schwenk for |
| Bloomingtondale | • Bob McAuliffe | Acting Secretary |
| • Julene Champion | • Henry Nicholas | George Little |
| • Representative | • Jodi Pace | • Deputy Secretary |
| Morgan Cephas | • Commissioner | Tanya Garcia for |
| • Wendie DiMatteo- | Michael Pipe | Secretary Noe |
| Holsinger | • Tom Redden | Ortega |
| • Chekemma Fulmore- | • Secretary Russell | • Carl Feldman for |
| Townsend | Redding | Acting Secretary Meg |
| • Brian Funkhouser | • Gregg Riefenstahl | Snead |
| • Justin Genzlinger | • John "Ski" Sygielski | • David Miles for |
| • James Harper, Jr. | • Jessica Trybus | Secretary Robert |
| | • Laura Wand | Torres |

Presenters:

- | | |
|---|--|
| • Governor Tom Wolf | • Secretary Russell Redding, PA |
| • Anne Gemmell, The Future Works | Department of Agriculture |
| AlliancePHL | • Deputy Secretary Tanya Garcia, PA |
| • Deputy Secretary Tara Williams, | Department of Education |
| Governor's Office | • Julie Kane, PA Department of Education |
| • Executive Deputy Secretary Bill Trusky, | • Dr. Brian Troop, Ephrata School District |
| PA Department of Labor and Industry | • Executive Director Shannon Austin, |
| • Director Dan Kuba, PA Department of | Office of Vocational Rehabilitation |
| Labor and Industry | • Sarah Hollister, One-Stop Service |
| • Carl Feldman, PA Department of Human | Delivery System Committee |
| Services | • Jeffrey Abramowitz, Reentry Ad Hoc |
| • Dave Miles, PA Department of Aging | Committee |
| • Deputy Secretary Carol Kilko, PA | • John "Ski" Sygielski, Industry |
| Department of Community and | Partnership and Employer Engagement |
| Economic Development | Committee |
| • Amy Schwenk, PA Department of | • Rick Bloomingtondale, Career Pathways |
| Corrections | and Apprenticeship Committee |

- Chekemma Fulmore-Townsend, Youth Committee
- Brian Funkhouser, Continuous Improvement Committee
- Eliza Arentz, PA Department of Labor and Industry
- Matt Yarnell, Healthcare Workforce Ad Hoc Committee
- Ryan Hyde, PA Department of Labor and Industry
- Executive Director James Martini, PA Workforce Development Board

Staff: Executive Director James Martini, Deputy Director Tracey Turner, Shuana Davis, Mary Hoskins, Michelle Lengel

Welcome and Introductions

Chair Jeff Brown welcomed everyone to the meeting and introduced Governor Wolf to give opening remarks. Chair Brown noted that he thinks that Governor Wolf has been the workforce governor.

Governor Wolf began by thanking each of the Board members for their support of workforce development in Pennsylvania. He noted that the Board bridges business, workforce, education, and political leaders and it makes a difference in terms of policies. He then remarked about some of the job's numbers and how in August a record 4.3 million Americans left their jobs. He noted that the last two years have done a lot to throw a wrench into the economy and worsened existing disparities and inequities while revealing some new ones. Governor Wolf then talked about the swift adjustment to technology and how remote jobs are becoming more common. In a survey they did of the commonwealth, in the Harrisburg area alone, there are 12,500 commonwealth workers who can spend at least part of their time working from home and that is going to make a big difference in the square footage needed and things like parking spaces.

They have also been seeing people reassess their career and trying to figure out what they are getting out of work. It is a transformative moment where the workforce has choices, so the state needs to support and respond to the changing inclinations of the workforce and as public policy makers, the state needs to make sure that they are nudging workers in the direction that helps Pennsylvania and helps the commonwealth's economy. Governor Wolf signed an executive order in October to take action to improve workplace safety, provide fair benefits, and raise wages. He noted that that the executive action can only go so far, which is why it is important that the Board and the legislature work to enshrine some of those things in laws that can actually change the plight of workers for good. They also need to support equitable access to post-secondary education options and quality employment.

Another thing that the commonwealth has learned is how important childcare care is. There are a lot of people who cannot hold a job if they have to be home when their children are home. Children are home because there is no good Pre-K childcare. They are also home because their child is in school but sick and home for a couple of days. It is not a good way to build a career and so they need to do what they can in the workplace to make sure that they are making childcare reliable, accessible, and affordable. Governor Wolf then touched on the direct care worker crisis and the recommendations that the Board has made about reentrants going back to their community after prison. They are making sure that they are successful in connecting to resources. He then talked about the gap that reentrants go through in healthcare when they leave prison. Instead of terminating Medicaid when reentrants leave prison, they extended it and it will likely help with recidivism.

Governor Wolf then summarized that the pandemic highlighted the challenges that they were already facing. He then thanked Chair Brown for his leadership and everyone on the Board for what they are doing.

Chair Brown thanked the Governor for his time.

Chair's Updates

Chair Brown then introduced the new Board member, Justin Genzlinger from Settlers Hospitality. Mr. Genzlinger was having technical difficulties.

Chair Brown said he was seeking a motion to approve the August 11, 2021, quarterly board meeting minutes.

MOTION: Matt Yarnell made the motion. Brad Hollabaugh seconded the motion. The motion passed unanimously.

Future of Workers 5-Year Strategy for the Commonwealth of Pennsylvania

Chair Brown introduced Anne Gemmell from The Future Works AlliancePHL. Ms. Gemmell noted that they were going to review the process and data that emerged from the process and discussion. She said that back in March and April, they started discussing with the Department of Labor and Industry the definition and the parameters of the future of work since the pandemic hit. The buzz word, future of work, has been around for a number of years but it has really taken off in dialogue in the media since the pandemic hit. It was well-known among a certain class of researchers and thinkers tracking what is known as the fourth Industrial Revolution that once a recession hit, companies would look to their use of the automate CI and labor saving devices. She then talked about using the Aspen Institute's framework around developing and identifying solutions to reimagine protections and benefits for workers as they see that more people are becoming 1099 and independent contract workers. There are people all across education and skills levels that are opting into making their own schedule, determining the flexibility of how they earn a living. From that, they wanted to make sure that it was not just a project about the robot apocalypse because that is not even accurate. There are a lot of benefits to emerging technology that can be used by the systems that support workers in career and job transitions. Also, they want to leverage the collective knowledge to inform education and training. She mentioned how people like Elon Musk are at the very front edge of their field and investing in new things. It is creating a warp speed loop of innovation. However, public sector systems and large institutions do not move at that speed. Democracy is slower. As a result, there is a widening gap between what is out there and viable and what the public sector may or may not know about.

Anne Gemmell commented that in March or April they had talked to about 35 to 40 people participating and from word of mouth more people wanted to participate. It is an amazing sign about how so many people care about the future of Pennsylvania and by the end of the preplanning they had almost 90 people on the invitation list. Some questions that arose in the project were: What should the goals of the five-year future workers strategy be? What are the unintended consequences? What are the potential barriers? Also is it a methodology that is protected by a nondisclosure agreement that allows people to be totally honest? The third step was then a convergence form and quite a high percentage of the original participants completed the form. The purpose of the first four steps was to pinpoint where to spend time on. She said the beauty of the process is that it is very time efficient because it pinpoints exactly where the deeper discussions need to happen. She said that they need to focus on alignment because if

misalignment is not sufficiently resolved, key stakeholders may not act in the implementation phase and that can hinder the success of the program. She then highlighted the methodology around assumptions. She noted that they discussed what the goals should be and how they will meet those goals.

She noted that they had 121 unique and relevant opinions expressed in the first step. They then examined how like-minded the group was. She provided information on the different opinions that individuals had and how they fit in with the like-mindedness of the group. She noted that the participants were assured that the process was anonymous and private, so they were more comfortable providing their honest opinion. Ms. Gemmell then moved on and remarked that one of the major headlines and it was evident in the data, was that regionalism is key. She noted that that they need to have regional strategies and that there is a divide between credentials and skills, and careers. She highlighted that an important point that came through was that they need to decide what is important to measure and start measuring it.

Ms. Gemmell then finished her presentation and noted that it was pleasure to work on the project. Chair Brown asked if there were any questions and there were none.

Governor's Office Updates

Deputy Secretary Tara Williams then provided updates from the Governor's Office. Deputy Secretary Williams thanked Ms. Gemmell for leading the future of work project. She then shared that Secretary Allison Jones had returned from parental leave to resume her duties as Secretary of Policy and Planning. She remarked that Pennsylvania was recently selected as an awardee and participant in the National Governor's Association Workforce Innovation Network. The grant includes \$100,000 and technical assistance to develop a state plan around advancing digital skills. She noted that addressing the digital divide was important before the pandemic, but it has become such a key component of workforce development going forward. They have seen the rapid acceleration of technology, which will require basic digital skills to be a foundational skill set for so many jobs, while advance technology skills will become even more important. They have also seen the evolution of remote work that is requiring more people to have the skill set. In alignment with the National Skills Coalition, they see that digital access is really made up of three components: broadband access, adequate devices, and digital literacy. If they are not addressed, they are leaving Pennsylvanians behind which exacerbates equity gaps. Many of the PA agencies have taken on work to address those areas before and during the pandemic and they know there will be substantial additional investments in broadband through the recently passed infrastructure act. The grant award will allow them to look at data to understand where continued gaps exist, to map resources and create more awareness of resources and how to access them. Team PA also has a focus on this work.

Deputy Secretary Williams then followed up on some Healthcare Committee recommendations. The Department of Education was planning to provide an update on the implementation of Act 138 pertaining to career pathways for temporary nurse aides and that work was being done in collaboration with Health and Human Services to find a path forward to meet the intention of the act while still being in alignment with the federal requirement. Also, recently the National Governor's Association had a webinar pertaining to the direct care worker concerns. They had a good conversation with NGA and would be getting materials representing training models, particularly around states that are trying to use apprenticeship and also SNAP Implemented training resources. Deputy Secretary Williams then remarked that was the end of her report.

Agency Report- Department of Labor and Industry

Executive Deputy Secretary Bill Trusky then introduced himself as he would be participating on behalf of Secretary Berrier. He then provided unemployment numbers and remarked that since March 15th of 2020, the department had paid out close to \$52 billion dollars in unemployment compensation. That is 89 million individual payments. Since they went live with the new system on June 8th, they paid a total of 560,000 claimants to the tune of \$3.2 billion. He said that the new system had some hiccups, but things were going relatively well on that end. He then thanked Dan Kuba who was helping UC provide in-person identity verification at the PA CareerLink®. That was an ask from both the legislature and all of their stakeholders. Unfortunately, due to the amount of fraud that they were seeing in the UI systems across the county, the Department of Labor was asking that they provide identity verification to make sure they were paying out to the proper claimants. He then thanked all of the L & I staff for their hard work over the last 20 months. Executive Deputy Secretary Trusky then asked Dan Kuba to present the workforce development update as Deputy Secretary Ireland also had other commitments during the meeting.

Dan Kuba then highlighted that the department recently received a \$3 million grant for the Career National Dislocated Worker Grant. He noted that Ryan Hyde would be talking about it in further depth. He then remarked that they have designated state employee staff throughout each of the PA CareerLink® offices to oversee the ID.me and the employment verification process that UC has developed to help streamline that process and reduce the number of fraud cases that they are dealing with. With the SkillUp program, one of the key things that the Governor and Secretary wanted them to accomplish was making sure that claimants coming off of benefits had additional opportunities. He noted that the Department's efforts to advertise the program had been very robust and over 2.5 million UC claimants received information on the program. Mr. Kuba then talked about the Business Education Partnership grants. He noted that that grant was currently out, and they were looking forward to supporting it. They also have another grant out. It is digital literacy and round two has been made available for about \$1.5 million. They were looking to support grants and awards of up to \$45,000 to support effective programs that enhance foundational digital literacy skills. He then remarked on the comprehensive update that the Apprenticeship and Training Office had provided.

Mr. Kuba then remarked that at the last board meeting, they had talked about a statement of work that they had put out on the street to find a vendor that would take on the role of putting together a white paper around the FAFSA application process. As part of the state plan, they have a goal of trying to help achieve the 60% post-secondary training certification in the Commonwealth. As part of that, one of the things that they were really looking at was between the 1,400 and 1,700 workforce case managers in Pennsylvania that help everyday citizens. The statement of work and contract was put out and given to PWDA. They are currently working through putting together the survey gathering a lot of data regarding the current training opportunities that exist out there and making sure that they know and understand what the needs are of the current workforce to make sure that they can enhance their knowledge and understanding. As part of the training dollars and other departmental and agency dollars, it is critical that people fill out the FAFSA applications and get those dollars because a lot of times, the federal dollars that they have are the last dollar available to be used to support training opportunity. There are a number of white papers out there talking about how Pennsylvanians leave billions of dollars on the table by not accurately filling out those applications. This training will hopefully be a step forward in helping the overall citizen gain access to those critical dollars for training.

Agency Report- Department of Human Services

Carl Feldman then provided the update for the Department of Human Services. He remarked that the employment and training procurement was still being anticipated for release in the fourth quarter of 2021. Then he added that they were expecting approval on their home and community based services funding plan that week and were hoping to have more information to share about how it will be used. DHS received \$1.2 billion for childcare through the American Rescue Plan and as of October 28th, 67% of eligible providers had been approved for \$442.8 million in payments. They were using some of the funds to increase base rates for childcare providers and also to provide incentive payments for non-traditional care hours.

Agency Report- Department of Aging

David Miles then remarked that he did not have anything additional to add to his report than what was already in the book.

Agency Report- Department of Community and Economic Development

Deputy Secretary Carol Kilko then provided the report for DCED. She noted that DCED and L&I continue to collaborate on a number of projects together. She then mentioned that they were curious to see if training during the pandemic would continue to be a top priority for many companies as it relates to WEDnet and it was. Two of the main sectors utilizing that funding are healthcare and manufacturing.

Agency Report- Department of Corrections

Amy Schwenk then provided the report for DOC. She noted that Dorenda Hamarlund, their workforce specialist continued to pound the pavement and talk about the benefits of hiring reentrants in the community. She remarked that she appreciated Governor Wolf mentioning the medical assistance program for inmates. She said it is a challenge for them when someone is incarcerated, particularly a parole violator, once they come back into prison, those benefits are suspended, and it has become easier for them to help those reentrants once they depart the SCI in reactivating those benefits. One of the challenges they experience is that if they are the primary benefit holder for some reason for children, then those children can also have benefits suspended. She noted that they were continuing to emphasize their reentry assistance for inmates. They were also continuing to partner with PENNDOT on IDs and driver's licenses as they depart the institution.

They were also specifically working on two larger initiatives. One was with the First Lady on the benefits and the needs of female reentrants and the specific needs that they have when they exit an institution surrounding their families and childcare. The second initiative is around their hard to place inmates. They have had a significant increase in the age of their population although the population is down. She said that as they exit the SCI, they are having a hard time finding jobs that they can do at that advanced age, and they are also coming out with some mental health challenges.

Agency Report- Department of Agriculture

Secretary Russel Redding then provided the report for the Department of Agriculture. Secretary Redding began by thanking Secretary Berrier, Deputy Secretary Ireland, and the entire Labor and Industry team for their collaboration with Agriculture on apprenticeship. He noted that they have seven approved apprenticeships, three in development, and two pre-apprenticeships. He said that was a credit to the department and Sara Gligora, their workforce specialist. He then talked about H2A and H2B workers and

their significance. He also noted that the week after the November 2021 Board meeting was National Apprenticeship week where they were going to go on the road and talk about apprenticeships and highlight where they are, and who was doing them. He then talked about the work that the Commission on Ag Education and Excellence was doing. Finally, he noted about the challenges that agricultural employers were going through with talent acquisition.

Agency Report- Department of Education

Deputy Secretary Tanya Garcia then noted that she had several exciting updates, and they are all examples of cross agency and cross sector collaboration which the Wolf Administration is known for. She began with the excellent work of the adult education division and how they are trying to cross pollinate all of the important services and training that are available to the commonwealth employees doing that important work. She then transitioned to the CareerReady PA Coalitions and how they just had the launch of the school year led by Laura Fridirici. She said there has been a lot of work across every single CareerReady PA region on best practices and how to connect education and their first priorities. She said the Board would soon be hearing from Dr. Brian Troop on how they have been engaging in the work to prepare young people. Also, the career counseling and career technical education division has been putting together a lot of work around preparing students to be able to choose the careers of their future and to get acquainted with what they might explore and figure out what career they want to pursue. Finally, she remarked that the Teacher in the Workplace grants, are federally funded grants that have concluded earlier in the year and local education implemented virtual and in-person experiences to connect the classroom to the workplace across Pennsylvania. They were able to engage with over 300 industries, a thousand educators, and over 8,000 student outcomes, and career readiness experiences as part of the Future Ready PA index. Julie Kane, Policy Director at the Department of Education, then added a quick update on the temporary nurse aide initiative. Their effort has been underway under Act 138 of 2020. The act provided a pathway for nurse aides that were hired at the beginning of the pandemic and were not able to complete their certification because maybe their school program was closed. They know it is really important that they continue to have a pathway to certification and that they not lose them from the workforce. She said that thanks to the help of folks at L&I, DHS, and DOH, as well as the PA Healthcare Association and Matt Yarnell, they had someone to help them think through all of the different avenues. They were pleased to say that at the beginning of October, they published new guidance on the PDE website that lays out a process by which the TNAs can now have a direct path to certification that they need to be on the Certified Nurse Aide Registry. The Bureau of Career and Technical Education run by Dr. Burkett and her team have been reviewing the forms that have been coming in. She believed at last count that there were about 80 or 90 of those forms that had been submitted and were being reviewed. When the emergency ends, then the TNAs who have not yet been certified still have 120 days after that emergency declaration ends to complete the process. Dr. Tanya Garcia then introduced Dr. Brian Troop, superintendent of the Ephrata School District. She noted that two of his post-secondary credentials come from post-secondary institutions here in the commonwealth, Millersville University, and Immaculata University.

Dr. Troop then thanked the Board for having him to share some of the work their team was doing. About five years ago, they had created a portrait of a graduate that outlines the knowledge, skills, and dispositions needed for what they thought was a rapidly changing world, back prior to the pandemic. They were making the case that there are some skills and dispositions that have a long shelf life and are extremely valuable in facing the rate of change that they were experiencing due to technology. The pandemic has done nothing but accelerate that. They call it their life ready graduate profile. It serves as their north star for everything they do for K to 12. They have a long list of local businesses and partners

within their community who recognize that the skills and dispositions are maybe better aligned to what they need in their workforce and what is needed in society more so than traditional academic only themed curriculum. At the high school they are certainly aggressively trying to blur the lines between school and the real world so that their students can see the connections. No matter what their plans are after graduation, whether it be going right into industry, employment, a two-year technical degree, or a four-year college, they believe there are certain skills and dispositions that are valued, like resilience and grit, adaptability, flexibility. They want their students to have an opportunity to demonstrate that they have some level of mastery of those skills before they leave them.

The Teacher in the Workplace Grant was designed to help them blur the lines between what is happening in the real world and what is happening in their academic classroom. They were really excited about getting their teachers en masse out into the workforce to see how their content and their skills that they were promoting within the classroom are valued out in the workplace. Last spring, they came to the realization that they were not going to have enough interested teachers after the exhausting year that they experienced interested in doing the program over the summer, as well as the limitations on a lot of employers to host anybody outside of their work. Because of that they had to pivot. They had to be adaptable and flexible with how they were going to implement the grant. Through the great relationships with employers and workplaces within their district and surrounding areas, they pitched the idea to pivot their grant to go out and film people from all of those different organizations, talking about how important some the traits are in the real world, ranging from the CEOs and presidents of organizations. They now have the collections of videos that provide evidence to their students about how important they are not just from a teacher saying about skills and dispositions. They want to see it from the authentic real-world people that work at Barnstormers baseball facility for example. He then played an example video. Dr. Troop then continued saying that they have a collection of eight videos that highlight a pair of traits or teams they think are valued in the workplace. Dr. Troop thanked the commonwealth for the grant opportunity to capture these videos since they pivoted to having a real experience and now the videos are being imbedded in instructional settings to help them see how the values, the skills, and dispositions that they are prioritizing are valued in the workplace. Brad Hollabaugh then asked Dr. Troop if they were sharing the project with other school districts in the state. Dr. Troop replied that they were in the process of building the instructional design and the curriculum to embed it in. They were working locally first with Career Ready Lancaster and efforts there, but they are posted publicly on their website for anyone that wants to use them. Chair Brown then asked for him to share the link.

Agency Report- Office of Vocational Rehabilitation

Executive Director Shannon Austin then provided the update for OVR. She noted that they were rolling out a summer employment internship program. They took a hiatus from it last summer because of the pandemic but were going to be redoing it this upcoming summer. They were doing a ten-week summer internship for college students with disabilities. They were going to be placing students in Harrisburg, Pittsburgh, and Philadelphia. They were still looking for bureaus or agencies that still wanted to be a site for an internship. The internships are fully funded, and they would be paying about \$12 an hour for the students to be placed. They were taking applications from the meeting time until the middle of December for students that were interested in the program. The second thing that she talked about was the rollout of the MOU with the Bureau of Special Education that they rolled out back in March. They were working on another MOU to finalize soon. It could potentially mean that they would have 29 navigators throughout the state, and they were going to have two navigators that are Spanish speaking. They were looking to fund those positions over a 4-year period. They were also going to be rolling out special education technical assistant programs and were working with special education to introduce youth ambassador

positions. They are for high school students 14 to 21 years of age. She finally then mentioned about their business services team. They were working on a marketing strategy and potentially working to get employers in their system and talking about on the job training.

Chair Brown then called for a break.

Committee Update- One-Stop Service Delivery System

Chair Sarah Hollister highlighted that they had a wonderful presentation from Matthew Flinner, the Director of the Office of Transformation at the Department of Labor and Industry. He talked about the various training platforms that available to PA staff. She said that the information was really helpful and speaks to the wonderful work that has been going on to focus in on the career pathways of career advisors and career specialists at the one-stop. She remarked that at their next committee meeting, they were going to be hearing from several older workers who are seeking employment in Lancaster County and the difficulties they have had. They have heard a lot about the shortage of workers, but they are also hearing from the mismatch between being employed and where those shortages are.

Committee Update- Reentry Ad Hoc

Co-chair Jeffrey Abramowitz thanked the First Lady and her chief of staff as they met with them regarding the initiative of helping women that are returning home. He then commented that the employer tip sheet that the board had approved several months ago was out and being circulated and their reentry employer toolkit was also being finalized. The main purpose for the committee during the meeting was to present a recommendation to the board. The recommendation was that the commonwealth should take all requisite steps including, if necessary, promulgating new regulations to ensure the prompt review within one year by the Board of Pardons of all applications for pardon from Pennsylvanians who have completed their sentences five or more years ago on convictions that did not include crimes of violence and have remained arrest free ever since. In August of 2020, the Board approved unanimously a recommendation to increase the capacity of the Board of Pardons to decrease the amount of time for an applicant to be considered to increase the number of individuals who have been granted their pardons. With that recommendation that they had made was to increase additional staff so that the vetting process could take place more efficiently and give them more capacity. What has happened over the course of the year and past few months is that the number of applications and individuals seeking commutations has gone through the roof. Because of that, the amount of time it takes for investigation to take place for the pardons to go through has increased dramatically. They know that there is a direct correlation, the number of pardons that are given to the number of individuals that have an opportunity to get back into the workforce. The Economy League did a study in April of 2020 that really documented the economic impact of pardons for those men and women that are coming home that have had a criminal background. They are asking that they accelerate the review process, which is kind of already in place at the state level, be formalized and make it a priority so that individuals that are trying to seek a pardon can do it in a timelier fashion.

Chair Brown then asked if there were any questions. Amy Schwenk from the Department of Corrections noted that she was supportive of the request. She was curious to know how many more resources would be required in order to make the step reasonable because she knows that there are a lot of pending applications. Co-chair Abramowitz said that it was a difficult question. He said that there are some individuals that are really kind of no-brainer decisions that should be pushed through the system in a more

efficient way. He wants to make sure that the accelerated review process becomes more formalized so that they can imbed it in the system.

Amy Schwenk responded that in addition, a lot of that review involves a background check, a criminal investigation, and things like that. Mr. Abramowitz said that he had talked with Secretary Flood, and they were looking to have regional districts review those applications, but he thinks that is a little bit further down the road. Ms. Schwenk asked if there was any conversation around expungement. She said that a person can get a pardon in PA but it does not expunge the case from the records and that is really what most people are looking for. Mr. Abramowitz said that the committee has a number of organizations doing expungement clinics and they have given them a litany of suggestions.

Anne Gemmell then asked if they had considered or looked into any robotics processes or automation tools? She said that RPA could automate a lot of the repetitive things, so she was curious if there was any interest. Co-chair Abramowitz replied that he had met with Secretary Flood, and they have had extensive discussions to make the process more efficient.

Chair Brown added that the Board advises the governor on policy. He thinks that the previous conversation falls in the secondary step that is not in the Board's scope of work. He said that the recommendation says all of the requisite steps, which to him recognizes the authority of the governor to figure out the best way to implement the policy.

Chair Brown then said he was looking for a motion to approve the recommendation.

MOTION: Dr. John "Ski" Sygielski made the motion. Chekemma Fulmore-Townsend seconded the motion. The motion passed unanimously.

Committee Update- Industry Partnerships and Employer Engagement

Chair John "Ski" Sygielski then gave his report. He thanked Chair Brown for all his leadership and his work promoting workforce and working with all disadvantaged people within his communities. He noted that their report in the briefing book had a summary of their interviews with high demand sectors. He said they started with agriculture and that they would soon be having their healthcare industry sector focus group. Later on, they would talk with business and hospitality, IT, manufacturing, and construction. He remarked that in looking at all industries, are they looking at how they are going to continue to create those talent pipelines. Also, recruitment and retaining talent has become quite a pressure point. Chair Sygielski noted that the committee is hard at work in interviewing and working with different sector organizations, companies to get their input.

Committee Update- Career Pathways and Apprenticeship

Chair Rick Bloomingdale then provided his report for the Career Pathways and Apprenticeship committee. He remarked that Tara Lowe of the Apprenticeship and Training Office has been doing a spectacular job of building out that office. He then remarked on the opportunities that Pennsylvanians will have with the scope of the infrastructure bill from the federal government. He said that President Biden will assign the state the amount of money and that he appreciated what the Department of Education was doing in terms of making sure that students are aware of all of the opportunities that are going to be out there. He then noted that the rest of their report was in the book.

Chair Brown thanked Chair Bloomingdale and said that he agreed with him. He said that the infrastructure bill is very exciting, but he is still nervous about where they are going to get workers. Chair Bloomingdale said that was right in and they still need them for the home care industries and for work in stores that are essential.

Committee Update- Youth

Chair Chekemba Townsend reported that they have spent the last quarter focusing on learning a lot about STEM education and options. She thanked Jeff Remington and also Heather Sherman and Juan-Carlos Aguilar as they both gave presentations on the working being done in Ohio and Georgia related to STEM designations and how business schools and services providers are working to ensure the next generation of workers has access to high quality STEM education. She noted that as a committee, they are invested in ensuring not only that they explore promising practices but that they look at the implications before they make recommendations to the committee. She noted that because they wanted to learn so much more about how STEM was unfolding that they did not have a recommendation yet.

Committee Update- Continuous Improvement

Chair Brian Funkhouser noted that their entire report was in the briefing book, but he wanted to provide a quick update on digital intake. He said that that pilot program would be completed next year. He then noted that the committee would like to update the bylaws in line with three primary updates. They revolved around board responsibility for the laws, removing the in-person requirement, and creating a development feedback loop for processes after the Workforce Development Board makes recommendations. He remarked that the actual language was in the briefing book. Mr. Martini said that he did not have anything to add to that summary.

Chair Brown then announced he was looking for a motion to approve the recommendation.

MOTION: John “Ski” Sygielski made the motion. Wendie DiMatteo-Holsinger seconded the motion. The motion passed unanimously.

PA Workforce System Performance Presentation

Eliza Arentz of the Center for Workforce Information and Analysis then began her presentation. She remarked that she manages the production of the performance accountability reports and she works with the Bureau of Workforce Partnership Operations and Bureau of Workforce Development Administration to ensure data integrity with the workforce performance data. She said her performance would be about WIOA performance but only as it pertains to the workforce development programs administered with the Department of Labor and Industry. WIOA does address the administration of six core programs of which four of them fall within the Department of Labor and Industry. They are WIOA Title I, adult dislocated worker, youth, and the Title III Wagner-Peyser program. That program is also known as labor exchange.

Ms. Arentz then began with the history and noted that in July of 2014, WIOA was enacted. It was not until July of 2015 where participants began to receive services under the new law, and it was not until July of 2016 that the performance accountability portions of the law became effective. The ramifications of that one-year delay allow for a build of data. The first outcome data became available in November of 2017, but they did not even begin to see data though until October 1, 2018. That was just three years ago. That is the reason that while WIOA has been around for so many years, the performance accountability just

finished the freeze. They only have outcome data available for program years 2018, 2019, and 2020. Program year 2020 just ended in June and that data was recorded to the U.S. Department of Labor in October. She then summarized that performance accountability is a set of five metrics focused on identifying how well the programs are able to adjust customers in succeeding in the labor markets, whether that be helping them with finding family sustainable employment or skills and credentials through training to help them succeed. The employment related measures are determined for all individuals who receive services while the training related measures evaluate achievements of only those who were in training or education while they were receiving services.

The employment measures are based on wage record data submitted by employers as part of the unemployment compensation system. That data is submitted to the Department of Labor and Industry. The credential attainment rate evaluates the number of participants who were in training and ends a credential after completion of training. While the measurable skill gain gauges a participant's interim progress toward a credential or employment.

Ms. Arentz then continued that they put together aggregate level data across all four programs administered by the Department of Labor and Industry for their review. That means that the trends are influenced by the largest of the programs, which happens to be the Wagner-Peyser program. Wagner-Peyser serves up to three times as many individuals as the adult dislocated worker and youth programs combined. Another point she made is that the trends used data for each distinct quarter of the program years for illustration purposes. However, the U.S. Departments of Labor and Education evaluate performance once a year based on an average of all four quarters within the program year.

She began with the participant and exit trends and remarked that as the pandemic shut down began in March of 2020, there was an immediate drop in the participation level that was mirrored by significant increase in exiters at the same time due to the initial closing of PA CareerLink®, followed by a decline of exiters after virtual services began to be implemented. Those trends continued through the next two quarters when participation levels began to improve, and it is anticipated that the exiter trends will soon begin to follow. She then asked what was the overall impact of those trends on performance? The skill gain measure, the credential attainment rate, and the median earnings either remained level or increased since the pandemic began. However, as expected, the employment measures did decline and the declines came a few quarters later after the shutdown began as this was due to the time lag between individuals completing services and the time of measurement. As far as employment rate measures are made, they look at two quarters after they complete services, and then again at four quarters after they have completed services so there is always a delay in the data that they see.

She then pointed out that performance was not as bad as one would expect as a result of the pandemic and shared annual trends for each individual programs for program years 2018 through 2020.

She finished with saying that while COVID has definitely had an impact on performance, Pennsylvania is meeting or exceeding performance goals for all the programs and the performance metrics. In fact, they have exceeded negotiated levels for a majority of the measures, especially for adult and dislocated worker programs. The anticipation is that the downward trends experienced over the last year with the employment related metrics has ceased, and while performance is not expected to be recouped to prior levels immediately, slight improvement is project over the coming program year.

Chair Brown asked if there has been any thought about how to get the number of participants back to historical levels? Ms. Arentz said that would be a question for workforce program offices as she just

handles reports on the data. Dan Kuba jumped and said that they were doing multiple campaigns and outreach efforts. They have expanded the trade program for those companies affected. They were creating a series of videos and informational sessions that will help educate the commonwealth citizens who are eligible for that program.

Committee Update- Healthcare Workforce Ad Hoc

Chair Matt Yarnell then gave the committee's report. He noted that the committee was continuing to dig in around caregiving issues and they had a subcommittee exploring and talking specifically about medication technicians and how they might be able to be used in skilled nursing. He then transitioned to the recommendation that they were putting forth before the board. He remarked that the PA Workforce Development Board would like to express appreciation to the Pennsylvania Department of Education for their efforts and determination in developing guidance and finalizing a pathway for temporary nurse aides (TNAs) to transition to certified nursing assistants. The PAWDB is now encouraging all stakeholders to invest in encouraging the success of over 900 current TNAs and any future ones, particularly through funding and offering of hands-on skills training and exam preparation. In addition, they were asking the state government to explore openings to make grants available to training and education providers to assist with the overall effort.

Chair Brown asked if there were any questions for Chair Yarnell.

Chair Brown announced that he was looking for a motion to approve the recommendation.

MOTION: John "Ski" Sygielski made the motion to approve the recommendation. James Harper, Jr. seconded the motion. The motion passed unanimously.

SkillUp PA Presentation

Ryan Hyde then presented on the SkillUp PA initiative. He noted that he is the Deputy Director for the Bureau of Workforce Development Administration and the presentation that he was about to give was given a few weeks prior to NASWA. Mr. Hyde then continued and said that in the summer they had entered into a contract to purchase the Metrix online learning portal and have branded it as SkillUp PA. SkillUp PA is an online learning portal that is available 24/7 and is fully online and mobile friendly. It allows anyone, regardless of their program eligibility to participate within the portal. The only thing that someone must do is register with the PA CareerLink®. Mr. Hyde then proceeded to give a quick tutorial of the website. He noted that the software curates the catalogs, tracks the users, and there are 6,000 learning modules. There are 130 plus career pathways and a skill gap assessment. Some of the courses include soft skills, communication skills, all the Microsoft Office packages, leadership, accounting, and IT. The site is pretty comprehensive. The content created not by Metrix but is contracted through Skillsoft, a national recognized content creator that works with a lot of Fortune 500 companies.

Mr. Hyde then continued that SkillUp PA tracks the users' utilization and offers milestone badges. It offers certificates of completion if the user passes the knowledge check at the end of the course. It also offers users the ability to take an industry recognized credential exam through a third-party at an additional cost. They also have an assessment that if somebody really does not know where to start, they can do a self-based skills gap analysis that would tell the individual where their skills gaps are and what courses they maybe out to take to address those. Mr. Hyde then talked about some of the certifications offered. He also offered that the service is completely self-based and self-serviced. Customers do not have to interact

with the PA CareerLink® staff and register within PA CareerLink® online. They have been getting comments about it is the ease of use. It is WIOA centric. Lancaster County has had the Metrix online learning tool for about five years now and has really liked the outcomes they have had with the program.

Mr. Hyde commented that they had done a lot of training sessions for both staff and administrators. They also encouraged their own staff to register and take some courses so that they are familiar with the tool. He then moved onto what is next for the program. They were working on expanding their integration and reported. They were trying to target UC recipients and industry groups to try to get underserved and unserved customers to be aware of the program. Another thing that they are excited about with the program is that they were creating a local SkillUp PA portal for each local workforce development board where they can bring in partners to curate custom content and meet local and regional workforce needs. Once the portal is created, the local workforce development board can enroll their partners into the portal, all online, so they can connect with their schools, nonprofits, community services agencies, employers, and chambers.

Mr. Hyde noted that the program went live on August 13th, and they had had over 4,000 users and 1,400 hours of training completed and 1,200 specific courses completed. His team was able to obtain a Career National Dislocated Worker grant from USDOL and would be using a significant portion of that funding to pay for the licensing for the software and to do additional outreach and update the CWDS systems so that they talk to each other.

Chair Brown then asked if anyone had any questions. Denise Andahazy said that she thought it was awesome, everything that they are doing. She originally had a question which was to clarify that gainfully employed people in PA could use it but he answered it. She then asked Mr. Martini to send out the slides by themselves so that the Board could look at them further.

Mr. Hyde then encouraged people to reach out to him if they have any questions.

Chair Brown then shared his enthusiasm for the program. He then asked for clarification on how to gain access to the program. Mr. Hyde clarified that the person has to register with the PA CareerLink® online and then navigate to the SkillUp PA page. Chair Brown asked if everyone in the state can use it if they set up an ID and password. Mr. Hyde responded in the affirmative. Chair Brown said that it is fantastic, and they should think about how to communicate it to the citizens. He knows that Mr. Hyde had mentioned a few things, but it seems like it warrants a bigger communication. Mr. Hyde responded that there were press releases when it went live, and he knows that L&I's press office was working on additional communications. They have also sent out millions of emails to former and current CWDS users to inform them of it.

Workforce Innovation and Opportunity Act Public Engagement

Mr. James Martini then presented. He noted that around two years ago, they did the initial submission of the WIOA Combined state plan. He noted that every state is required to have a workforce development board. Every workforce development board is required to coordinate among core and partner programs to formulate a combined state plan for workforce development. It includes the programs that Ms. Arentz had talked about earlier plus additional programs like the Perkins programs, Temporary Assistance for Needy Families, and SNAP programs. He also listed several others. He noted that Pennsylvania's plan was currently at 304 pages long. He noted that the vetted Vocational Rehabilitation Services plan or the Temporary Assistance for Needy Families plan was not included yet as both of those were going through

their own processes and public comment periods. Mr. Martini then mentioned that the plan included goals around the five standing committees of the Board. The biggest new thing for the plan this time around is the inclusion of the SNAP program. Mr. Martini then remarked on two changes that had been made since the briefing book was sent out and the meeting. The first was the demographics of the long term unemployed. He said that he thought that the workforce system needs to address it or at least account for it. He noted that for the long term unemployed over 24% were black and in PA only 11.2% of the population is black so they are disproportionately represented in the long term unemployed and that accounts for being unemployed for half a year or longer. It also happens to individuals of Hispanic ethnicity as they make up for 16% of the long term unemployed population even though they only make up 7% of the population. The other thing that was changed within the plan was looking at the disparate impacts are for men and women as far as labor force participation rate because of childcare.

Mr. Martini then moved onto the three biggest changes they made to the state plan for the modification. He noted about the inclusion of the SNAP Employment and Training programs into the PA WIOA Combined State Plan. The second major change that was made to the state plan was a focus around racial justice and issues of equity, inclusion, and accessibility. The plan was changed to be more intentional about where they set goals around those issues and how the programs are designed to make sure that everybody has the opportunity to utilize them and be successful. The last piece where there was some changes was about having virtual services. He noted that a lot more people were taking advantage of virtual services because of the pandemic. The two pieces to that puzzle include needing the infrastructure to deliver the services but they also need people to utilize the services in that way. They have noticed that a lot of people that come into the PA CareerLink® to take advantage of workforce development opportunities have some barriers around digital literacy for a number of reasons.

Chair Brown then asked what the next step of the plan was. Mr. Martini remarked that they were hoping for the Board to vote to move it into public comment, but it would not begin until mid-December and then would run until mid-January. There would still be some opportunity to make some tweaks to the plan. Once it is out for public comment, they would collect all of them and put together some responses. He noted that with the initial plan they received about 50 to 60 comments. Mr. Martini would then do a walkthrough of the comments at the February 9th Board meeting. After they would walk through the public comments and changes made to the plan then the Board would have one more time to review it and then take a vote to finalize the plan. He noted that himself and the Board staff would start putting it into the federal portal after that along with some of the partners. Between April and June, the feds review it. If they want more information or clarification the state will provide it and the modified plan will take effect on July 1, 2022.

Chair Brown then announced that he was seeking a motion to put the PA WIOA Combined State Plan Modification out for public comment.

MOTION: Matt Yarnell made the motion. Henry Nicholas seconded the motion. The motion passed unanimously.

Public Comments

Chair Brown then asked if there were any public comments. Mr. Martini replied that no one had signed up to talk.

Dan Kuba then thanked Chair Brown and the rest of the Board. A little over three years ago, they had a presentation on the Metrix program from Cathy Rychalsky of the Lancaster County Workforce Development Board. The comments and reaction from that presentation to the Board led to BWPO and BWDA to spend years exploring option with the service and the PA has the program operational. He noted that from the bureaucratic standpoint, they pay attention, they listen, they read, and they take in and implement the things that the Board discusses. He is proud of the work that the Board is doing and how it has helped the state implement change in their own system.

Chair Brown thanked Mr. Kuba and said that it was good to hear from him and Governor Wolf in recognition of their advice being utilized.

Chair Brown then asked if new member Justin Genzlinger could introduce himself. Mr. Martini then noted that he had to leave the call but would like to introduce himself at the February Board meeting.

The meeting then adjourned.

Pennsylvania Workforce Development Board – Quarterly Update

February 2022

Pennsylvania Department of Labor and Industry – Workforce Deputate
Deputy Secretary Sheila Ireland

Bureau of Workforce Development Administration (BWDA)

Acting Director: Brenda Dupstadt

Business Education Partnership Grant

On October 4, 2021, the Pennsylvania Department of Labor & Industry (L&I) announced the availability of \$3.3M for the Business Education Partnership (BEP) Grant. The purpose of the Notice of Grant Availability (NGA) is to solicit grant applications to implement BEP programs that allow school districts to collaborate with local business and local workforce development boards (LWDB) to educate students (future workforce), parents and guardians regarding high-priority occupations and career pathways. These programs create partnerships with educators, employers, parents/guardians, and students to provide career-related experiences, exposure to different workplace opportunities and knowledge regarding opportunities in the Commonwealth of Pennsylvania. Applications were due by November 18, 2021 and all local workforce development boards were awarded funding.

Clean Energy Grant

On January 31, 2022, the Pennsylvania Department of Labor & Industry announced a new grant program designed to boost Pennsylvania's competitive edge in the clean-energy sector by promoting workforce development and overall industry recovery from the COVID-19 pandemic. L&I is inviting local workforce development boards to submit project proposals that would support at least 25 local or regional clean-energy businesses. Five Clean Energy Workforce Development Grants of up to \$500,000 each are available, for a total of \$2.5 million committed statewide. Proposals are due to the department March 14, 2022. The workforce development projects will kick off in July and continue through June 2025.

Digital Literacy Grants Evaluator

BWDA has procured an evaluator for round 1 of the Digital Literacy and Workforce Development Grant (DLWDG). The goal of this project is to evaluate the effectiveness and return on investment of the DLWDG to promote high-level performance with-in and high-level outcomes from the workforce development system. This will be accomplished through a review of each of the 32 Digital Literacy grant awards to determine if the grant was effective in addressing the digital literacy skills of the target population and to determine what additional needs remain to address for the coverage areas and unserved or underserved populations.

Evaluation of Business Services Provided to Employer Customers

After completing a Request for Information (RFI), the department received responses from various vendors on evaluation methodology, data points, and the identification of possible key performance indicators (KPIs) to monitor the effectiveness of business service delivery across the commonwealth. BWDA staff used the results of the RFI to develop a statement of work to issue a Request for Proposal (RFP). The RFP has been posted for bids. BWDA anticipates the review of the proposals during the second

half of February. Our partners from the PA Department of Community and Economic Development will join L&I in the review and vendor selection process once all proposals are received.

PA CareerLink® ADA-Accessibility Reviews by the Office of Vocational Rehabilitation Staff

Staff from the Office of Vocational Rehabilitation (OVR) have resumed the reviews of each center and developed a schedule to complete all reviews before the end of this calendar year. BWDA recently provided the funding for each local workforce development board (LWDB) to purchase an ADA-CAT Toolkit, which will allow the monitors for each LWDB to continue these evaluations after OVR staff have completed their initial reviews. OVR staff will train the local monitors to use the toolkit as they wrap up their portion of the project. BWDA has received copies of the reviews conducted so far and will work with LWDB staff to resolve identified issues. Finally, BWDA also recently provided funds to LWDBs to purchase software updates for all ADA-Accessible computers.

Policy on Policies

This policy establishes the workforce deputation standards for developing, approving, managing, and decommissioning workforce system policies issued in support of the department's workforce development mission, either independently or in concert with workforce system partners at the state, regional, and local levels. This policy and its related guidance are drafted and being reviewed by department leadership in preparation for public comment. Staff estimate that the policy will be published by the end of Q2 2022.

Priority of Service Policy

WIOA provides a focus on serving individuals with barriers to employment and ensures access on a priority basis regardless of funding levels. WIOA requires priority be given to public assistance recipients, low-income individuals, and individuals who are basic skills deficient (including English language learners) when providing individualized career services and training services using WIOA Title I Adult program funds. These priorities are in addition to the requirements in the regulations of WIOA to provide priority of service to veterans and their eligible spouses for all Department of Labor (DOL) funded job training programs. Priority of service assists individuals in need that can most benefit from the public workforce system and help to place them on a pathway to self-sufficiency. Public comment for this draft policy has ended, and it is now in review by L&I's Office of Chief Counsel in preparation for publication online.

Results Driven Grant Fellowship

BWDA will be kicking off a Government Performance Lab project led by fellow, Andrea Barnes. The goal of this project is to develop inviting, efficient, and transparent solicitations for grants and procurements while expanding access to various entities.

SkillUp™ PA

Launched in August of 2021, SkillUp™ PA offers anyone registered in PA CareerLink® Online access to over 6,000 learning modules across a variety of topics including soft skills, communication, Microsoft Office applications, accounting, IT, leadership, etc. Since inception, over 6,200 users have registered for SkillUp™ PA and have completed over 3,200 courses. In the fall of 2021, the department applied for and received a National Dislocated Worker CAREER Grant totaling \$3M. The CAREER grant will be used to cover costs associated to the licensure of SkillUp™ PA, connecting SkillUp™ PA with the CWDS system to enhance federal reporting, and to conduct outreach activities to unserved and underserved populations. The department is presently working on all these initiatives and is planning multiple outreach activities to

reach unserved and underserved populations and to inform the broader population about the benefits of SkillUp™ PA.

Title I Eligibility Policies

BWDA Policy & Planning Coordination Services is drafting a suite of policies that will ensure uniform eligibility determination practices across local workforce development areas statewide. These policies for WIOA Title I Adult, Youth, and Dislocated Worker programs are in late draft and being prepared for review by workforce development deputate leadership. Staff estimate that they will be published by the end of Q2 2022.

Trade Act and WIOA Title I Dislocated Worker Co-Enrollment Policy

BWDA Policy & Planning Coordination Services, writing in concert with BWPO's Trade Coordination Services unit, has completed a policy that establishes uniform practices for co-enrolling TAA recipients with WIOA Title I Dislocated Worker program services in accordance with federal requirements. Public comment for this draft policy has ended, and it is now in review by L&I's Office of Chief Counsel in preparation for publication online.

Veterans Employment Program Grant

On November 15, 2022, L&I announced the availability of \$800,000 of funding for a Veterans Employment Program (VEP) Grant. The Notice of Grant Availability (NGA) sought applications to support initiatives across the commonwealth that innovatively and creatively address barriers to employment facing veterans. Pennsylvania has 759,474 veterans, representing 7.5% of the adult population of the state. 6.5% of PA veterans are living in poverty and 16% have a service-connected disability. Pennsylvania's median household income is \$61,744, for veterans the number drops to \$55,490 Pennsylvania continues to seek ways to assist our most honorable citizens. Ensuring access to employment supports is one piece of PA's strategic initiative. VEP funding provides Pennsylvania Veterans with flexible resources to support innovative solutions to address veteran specific barriers to employment. Many government programs and community initiatives already partner collaboratively to work with veterans, however, VEP funding can provide resources for new, innovative concepts, fill funding gaps, or supplement existing initiatives to provide more comprehensive services for veterans to improve their employment outcomes. Applications were due on December 30, 2021. Scoring is scheduled to be completed on February 4, 2022.

Bureau of Workforce Partnership & Operations (BWPO)

Acting Director: Steve Wolf

Career Advisor Assessment Project

The Career Advisor Assessment project is designed to assess the training need of all career counselors who currently work in a PA CareerLink® office. This includes commonwealth and partner staff members. An electronic survey has been distributed and results will be used to develop a training series for commonwealth and partner staff who interact with PA CareerLink® customers.

Digital Intake Form Project

Screen mock-ups of the digital intake form were provided to the local office Change Champions. Change Champions and the Design Team facilitated virtual, and in-person focus groups with customers and staff. That feedback has been incorporated into the design. The Design Team met with the workforce management team to review the results. Finally, the PA CareerLink® offices have been assessed for

technology (tablets) for use in this triage process. A pilot program will be implemented in the summer of 2022.

TAA Video Production

The Trade Act Services Unit in conjunction with Commonwealth Media Services and the L&I Digital Team has completed the production of seven videos centered on the TAA program. Topics of these videos include an overview of TAA program, filing a petition, training services, additional services, etc. These videos are available on the DLI website [TAA Resource Videos \(pa.gov\)](https://www.dli.pa.gov/TAA-Resource-Videos) and will be used to help inform potential customers, as well as informing staff of the benefits of the TAA program. These videos will also be used by Rapid Response during Benefit Rights Interviews.

Center for Workforce Information Analysis (CWIA)

Director: Ed Legge

Economic Review of Pennsylvania

Released in Fall 2021, the report examines the demographic, economic, and labor market developments unfolding in Pennsylvania in 2020. Included in this publication is an analysis of Pennsylvania's workforce composition that focuses on future trends of the commonwealth's economy, industries, and occupations. Understanding the potential obstacles, the future workforce will have to overcome is important in developing policies and strategies for Pennsylvania to remain economically competitive.

Labor Market Information (LMI) Forum

Building on the success of its inaugural LMI Forum, CWIA is working with the Southwest Corner Workforce Development Board to host a similar event April 13th and 14th. The Forum, targeted to workforce staff, economic developers, and educators, will focus on base LMI data and the application of this data in serving customers. Additional details regarding registration and specific agenda topics will be released in the coming weeks.

Apprenticeship and Training Office

Director: Tara Loew

The Pennsylvania Apprenticeship and Training Office (ATO) continues to accelerate its work guiding and promoting the expansion of apprenticeship programs across the state. The Department is also working to align itself and the PA Apprenticeship and Training Council more closely with the Advisory Committee on Apprenticeship (ACA)'s recommendations on ways to better utilize the apprenticeship training model to provide equitable career pathways that advance the dignity of work for everyone and place emphasis on the following three strategic areas:

- The expansion, modernization, and diversification of the National Apprenticeship model.
- The expansion of apprenticeships into new industries and sectors including, but not limited to, cybersecurity, clean energy, advanced manufacturing, information technology, and healthcare.
- Equitable access for all workers to participate and succeed in the National Apprenticeship system.

ATO highlights from the past year include a comprehensive update to the Standards and Registrations Paperwork for Apprenticeship and Pre-Apprenticeship, continuous knowledge product creation, a webpage and digital footprint enhancement, and the continued distribution of Apprenticeship State

Expansion (ASE) Funding aimed at supporting at least 800 apprentices from traditionally underserved populations. ATO also released the PAsmart 2020/2021 Notice of Grant Availability, with focuses on building diverse talent pipelines and serving underserved populations, expanding non-traditional occupations in Registered Apprenticeship, strategic alignment with the career pathways system, and expanding group sponsored programs with a wider reach in the state. This grant opportunity will support the expansion of the statewide ambassador of apprenticeship networks with funding encouraging the development of local and/or regional apprenticeship ambassador networks.

Apprenticeship Integration into the Workforce System

In addition to regularly presenting Apprenticeship 101 webinars and providing additional resources to workforce staff, the ATO also supports the Registered Apprenticeship Navigator program, an apprenticeship program that trains professionals to start and manage apprenticeship programs. Through the 2020/2021 Governor's PAsmart Growing Registered Apprenticeship and Pre-apprenticeships funding, \$1 million is available for intermediaries to support the statewide Apprenticeship Ambassador Network by creating new or supporting existing local and/or regional apprenticeship ambassador networks. It is a requirement of grantees to partner with PA CareerLink® or One Stop Centers with a concentration on training or supporting Title One staff or other workforce development professionals who act as Ambassadors of Apprenticeship and grow this work. Starting in 2022, the ATO hopes to offer strategic training for workforce development staff regarding serving clients through Registered Apprenticeship and Pre-Apprenticeship, launching our Desk Guide for those working in our PA CareerLink® on how to link jobseekers to apprenticeship and workforce funding.

ATO Staffing Increases

The ATO continues to increase its staffing contingent. In addition to actively filling its past complement, the department has assessed, identified a need for and created ten additional positions to add to the complement. The positions include an additional regional Apprenticeship and Training Representative covering the northern region of the state, three additional Apprenticeship and Training Representatives concentrating on building programs in specific sectors and special projects, two representatives dedicated to upholding the integrity of Registered Apprenticeship and conducting compliance reviews/audits, two data specialists, one job seeker liaison, and an additional clerk offering administrative support. The Department's goal is that by the end of 2022, all positions will have been posted and filled.

Partnership with Career and Technology Centers Statewide

ATO forged a relationship with the Pennsylvania Association of Career & Technical Administrators (PACTA) in hopes of encouraging more Career and Technology Education Centers to invest in the apprenticeship framework and either build Registered Apprenticeship Programs or register their existing vocational programs as Pre-Apprenticeships where and when appropriate. PACTA has offered ATO full access to all the state's CTC directors and appropriate staff members.

OVR UPDATE & STATISTICS

COVID-19 PANDEMIC

With the continued easing of COVID restrictions in mind, OVR staff continue to work full-time in all locations, including district offices, with most OVR employees having the option of part-time telework. OVR staff continue to engage with customers within COVID protocol to provide a full range of vocational rehabilitation services.

EMPLOYMENT OUTCOME STATISTICS

Successful Closures Across OVR

The COVID-19 pandemic continues impact the labor market and delivery and direct management of services. OVR Executive Team, regional management, local District Administrators, and direct staff continued to provide services leading to competitive integrative employment. In consideration of continuing recovery from the previously closed Order of Selection (OOS) and the impact of COVID, the following outcomes were achieved as of December 2021:

Program	Goal for the Program Year (PY)	# of Successful Closures to Date	% of Goal Achieved for the PY
BVRS	5,414	1,851	34%
BBVS VR Program	363	27	7%

During the last quarter, OVR's Business Services & Outreach Division (BSOD) staff worked with all offices to recruit 1,167 referrals to 1,033 employers including Walmart, Giant Eagle, Giant, Taco Bell, Burger King, Acme, Sheetz, Excel Home Care, Lowes, and Weis Markets as the top ten employers.

ORDER OF SELECTION (OOS)

In 2019, RSA approved OVR's request to temporarily close the OOS. A wait list was implemented on July 1, 2019, and the OOS was reopened on July 1, 2021 for customers who are Most Significantly Disabled (MSD) and intend to release Significantly Disabled (SD) and Non-Significantly Disabled (NSD) customers bi-monthly.

WIOA COMMON PERFORMANCE INDICATORS

OVR continues to document customer progress on Measurable Skills Gains (MSG) that lead to successful credential attainment, in collaboration with Workforce partners, Titles I-III.

COMBINED STATE PLAN

There were some late additions to the 2-year modification to the VR Services Portion of the State Plan that included new cooperative agreements with other Commonwealth agencies as well as other projects OVR has planned within the next two years. As a result, OVR held an additional 30-day public comment period during the planned public comment for the Combined State Plan, and also held an additional virtual public meeting during this time frame.

BUREAU OF CENTRAL OPERATIONS (BCO)

GENERAL UPDATE

The Bureau of Central Operations (BCO) is focused on the monitoring and refinement of the implementation of WIOA. As one of the state VR agencies to be monitored by the Rehabilitation Services Administration (RSA) in FFY 2019, we are currently in the process of responding to RSA's monitoring report, with ongoing assistance from our RSA liaison and staff from the Monitoring Technical Assistance Center (MTAC).

BUSINESS SERVICES & OUTREACH DIVISION (BSOD)

During the last quarter, BSOD continued its partnership with InspiriTec by referring qualified candidates to positions offering full- or part-time employment, benefits, and opportunities to build work experience in the customer service IT help desk field. Specifically, OVR continues its support for the Customer Service Representative (CSR) for Unemployment Compensation call center positions (remote work starting at \$15 per hour). As of December 2021, and since the CSR for UC initiative began in late March 2021, OVR has referred at least 695 customers. Of those, at least 476 customers have applied for the CSR for UC position and approximately 330 customers have been hired.

CareerLink Accessibility Reviews

Discussions with the Bureau of Workforce Development Programs (BWDP) regarding ADA accessibility reviews at all PA CareerLink offices continue, and these reviews have resumed.

Focus on the Expansion and Development of Apprenticeship Pathways and Internships

The OVR Business Services Team is participating in the Apprenticeship Navigator Cohort offered by KDP Group, leading toward a certificate in Apprenticeship Development.

TRANSITION SERVICES

OVR Services to Students with Disabilities

OVR and the Bureau of Special Education (BSE) continue to meet with the National Technical Assistance Center for Transition Collaborative (NTACT-C), parents, and youth to continue to work toward a goal of ensuring the seamless transition of students with disabilities from school to work. The group is working to develop a fund sharing agreement to pay for positions within each Intermediate Unit (IU) for TEAM Navigators, who will work to implement the recent OVR BSE Memorandum of Understanding in the field. Additionally, a provider agreement to hire Youth Ambassadors (YAs) at each of the Intermediate Units (IUs) is also in development. The YAs will

assist with social media, act as mentors in their community, and assist with getting student satisfaction surveys returned to OVR.

The new Project SEARCH provider agreement is in place for this school year, and everything has gone smoothly. Many students will now have the ability to receive a paid stipend for their work at Project SEARCH. The new agreement has also streamlined the process to start a new program, and we expect at least two additional programs in the coming years.

OVR is in the process of relaunching *Experience the Employment Connection*, a partnership between OVR, Office of Developmental Programs and the Bureau of Special Education.

BUREAU OF BLINDNESS & VISUAL SERVICES (BBVS)

OVR's Bureau of Blindness & Visual Services (BBVS) provides specialized services to individuals who are blind and visually impaired. These services are designed to increase an individual's independence and employability. BBVS currently serves over 1,800 customers across Pennsylvania in their Vocational Rehabilitation program.

BUREAU OF VOCATIONAL REHABILITATION SERVICES (BVRS)

OVR's Bureau of Vocational Rehabilitation Services (BVRS) provides vocational rehabilitation services to adults, students and youth with disabilities. BVRS currently serves over 33,000 customers across Pennsylvania.

HIRAM G. ANDREWS CENTER (HGAC)

The Hiram G. Andrews Center (HGAC) is a comprehensive training center offering quality, individualized post-secondary education, pre-employment transition and support services to customers as they pursue goals of employment and independence. There are currently 83 students enrolled in training programs at HGAC.

Quarterly Meeting Agency Update February 9, 2022

Agency: Department of Human Services

Medical Assistance for Workers with Disabilities (MAWD)

Act 69 of 2021 expands earned income eligibility for the MAWD program to qualifying recipients earning in excess of 250% of the FPIG. This enables workers with disabilities that increase their earnings over time to not have to turn down promotions and raises for fear of losing their Medicaid benefits.

DHS is in the process of planning for necessary system changes to make this new category available to recipients that were eligible by the Act's effective date of 12/28/21. An FAQ document is available on the [DHS website](#) for interested consumers.

E&T Redesign

Over the last several years DHS has been in the process of evaluating its employment and training contracts for EARN and Work Ready, serving TANF and SNAP clients, with the goal of a competitive procurement. After further discussion, DHS will not be proceeding with a competitive procurement and will enter into a sole source agreement with the department's existing providers.

In 2019, DHS proposed a series of initial program changes. Since that time:

- The department held a series of meetings and convenings with partners to gather feedback on proposed changes and outcome measures.
- Contract changes were implemented in July 2020, and the department has been consistently working with providers and collecting detailed monthly reports to understand the impact of changes and to inform the long-term direction of programming.
- The department introduced an expanded use of the Commonwealth Workforce Development System (CWDS) to record and document the services and supports issued to TANF recipients to ensure a holistic approach is applied to participants' circumstances.
- The department issued current providers the full amount of yearly funding instead of performance-based funding to allow for flexibility in implementing changes.

Preliminary data indicates that outcomes continue to be a long way from the goals that we all are striving towards as partners in the workforce system. We believe this calls for looking at the data together, reviewing the impact of program changes over the past year, and collectively seeking ways to ensure participants with barriers have full access to the range of partner services within the workforce system.

DHS asks for continued partnership in resolving barriers facing TANF families that have been exacerbated by the pandemic. We are confident that for EARN to be successful, we must come together under a model of transparency and accountability, including a better understanding of infrastructure funding across the system, and we will be asking for partners to join us in that approach.

It is important to note that DHS has never indicated an intention to remove services from PA CareerLink facilities. As a required partner, we continue to review ways to strengthen and create additional PA CareerLink® partnerships. Our expectation continues to be that all of our partners make continuous improvements in service delivery in 2022 and beyond. We look forward to partnering with all providers

to achieve these goals. Additional changes will be necessary over time to ensure that outcomes improve to meet our shared standards for Pennsylvanians most in need.

Direct Care Workforce Support

The passage of the American Rescue Plan Act of 2021 included a 10% increase to the federal match rate for payments made by the state in the Medicaid program for Home and Community Based Services (HCBS). These funds are to be used for activities to enhance, expand, or strengthen Medicaid HCBS, supplement and not supplant existing programs and expenditures, and are available from April 1, 2021 through March 31, 2022.

[DHS's spending plan](#) for these funds includes efforts to enhance HCBS provider payment rates and benefits, protect the health and well-being of direct care workers and direct support professionals through the provision of supplies and equipment, and improve recruitment and retention efforts to support the workforce and support caregivers.

With CMS' conditional approval of DHS' ARPA HCBS Plan, ODP published an announcement for all stakeholders related to a one-time supplemental payment to address recruitment, retention, and COVID-19 related staff expenses. Providers interested in receiving the one-time payment were required to submit an attestation form prior to January 31. As of January 26, 530 of 1000 eligible providers requested funding, totaling \$139M.

DHS also is in the process of issuing funds for OLTL providers:

- Grant applications for HCBS providers to offer remote support technologies and enhancing quality of services and social determinants of health (SDOH) will soon be available.
- Rate increases for Personal Assistance Services back to 1/1/22 are anticipated to be active in Q1 of 2022.
- DHS is collecting attestations from Direct Care Workers, Personal Assistance Services Agencies, and ResHab and Community Integration providers in order to make one-time payments based on previous services rendered. Payments are anticipated in Q1 of 2022.
- DHS is collecting attestations from Adult Daily Living Services Providers in order to make one-time payments based on previous services rendered. Payments are anticipated in Q1 of 2022.

DHS also intends to do the following with the ARPA HCBS funds:

- Create an online education and training portal for shift care nursing to strengthen supports to nursing professionals.
- Expand current training initiatives to include trauma-informed care, wellness, and other self-directed trainings that enhance service delivery.
- Provide orientation for pediatric shift care to staff cases for children who have complex medical conditions, as well as significant behavioral health needs.
- Enhance the comprehensive training program for direct care workers in the participant directed model of service to bolster the quality of services for participants.
- Enhance quality of care by funding a nurse's ability to shadow the current nurse for private duty nursing cases.
- Address workforce shortages within behavioral health by providing funding for recruitment and retention incentives for behavioral health providers who offer rehabilitative services.

Childcare Workforce Support

DHS through the Office of Child Development and Early Learning (OCDEL) received nearly \$1.2 billion from ARPA that is intended to support low-income working families and child care providers. Of this amount, close to \$683 million was set aside to offer eligible child care providers grants. These grants were intended to offset the impacts on child care enrollment and subsequently revenue, increased cost of continued COVID-19 mitigation, and recruitment and retention of staff. As of January 31, over 92% of eligible providers submitted an application and nearly \$630 million in Stabilization Funds have been obligated. The deadline to submit an application was January 31, 2022.

The Stabilization Grants are issued in six monthly installments. One of the allowable uses of funds is personnel costs. This is timely as child care as a sector is experiencing challenges ramping back up to full enrollment due to the inability to recruit staff. Stabilization funds can be used to temporarily increase wages, offer hiring incentives, support the preservice training, or offer retention incentives.

On October 18, 2021, the Governor announced the further use of ARPA funds authorized for Child Care Development Fund Activities. There are three initiatives that will support child care and working families. The first is the address family copays for families participating in Child Care Works (CCW), Pennsylvania's subsidized child care program. Currently the range of family copays ranges from 3-11% of a family's income. Effective January 1, 2022, the copay structure will be modified to 3-7% to align with federal recommendations that co-pays should not exceed 7% of a family's income. No family will experience an increase of copays with the change to the structure.

A second use of funds effective January 1, 2022 was to increase the CCW base payment rates or Maximum Child Care Allowance (MCCA) will increase from the current 40th percentile to the 60th percentile of private pay rated in each of Pennsylvania's 19 regions. This effort builds on the March 2021 increase where the MCCA was moved from around the 25th percentile to the 40th percentile. OCDEL will continue to strategize ways to move the MCCA rates to the 75th percentile, which is the recommended benchmark issued by the federal Office of Child Care.

Finally, as of January 1, 2022, child care providers participating in CCW and offering families two or more hours of care between the hours of 6 PM and 6 AM, are receiving an add-on incentive of 25% to the MCCA. Non-traditional care hours are often cited as a primary barrier for workforce.

Quarterly Meeting Agency Update

February 9, 2022

Agency: Department of Aging

The Department of Aging and the Senior Community Service Program (SCSEP) has just finished the second quarter of the 2021 program year. Currently we are at 90% capacity, having 401 active participants out of 443 total slots. This year we have already seen 56 participants exit our program because of unsubsidized employment and enrolled 150 new participants. Enrollment in our program has been slow, as shortages in the labor market has allowed many potential enrollees to find employment without additional skills training and many of the remaining potential enrollees are hesitant to return to workforce.

In the second quarter we have initiated monthly call with all sub-grantees to discuss best business practices and program updates. This process has improved communication between the Department and all the sub-grantees. We are also currently in the process of our data validation review of all sub-grantees, and our equitable distribution process for the state wide SCSEP program.

SCSEP is the only employment and training program specifically servicing adults 55 years old and older. To find out more about this program, or to find out which organizations operate a SCSEP program in your workforce development area please contact David Miles at davimiles@pa.gov or 717-783-0178.

Quarterly Meeting Agency Update
February 9, 2022
Department of Community and Economic Development

Pennsylvania Broadband Authority: While the implementation of Pennsylvania House Bill 2071, establishing the Pennsylvania Broadband Authority, is still new, all board members have been appointed. We are actively seeking to fill the role for the Executive Director of our Broadband Initiatives Office, please find information about the job posting [here](#). This office will provide administrative support to the Authority. The Authority will act as the sole entity for all broadband activity within the Commonwealth. The Authority's first meeting will be held in mid-February.

Pennsylvania Manufacturing Advisory Council (MAC): *PA MAC 's goal is to engage manufacturing leaders and gain industry knowledge sufficient to develop a long-term playbook for PA manufacturing. PA MAC will be in place through June 2023 to assist with developing the playbook and then educating key policymakers about the need to implement policies that will help manufacturing prosper in Pennsylvania.*

The Industry Engagement Working Group conducted 12 focus group meetings with focused discussions around workforce, technology and innovation, business environment, and supply chain. There were three meetings on each topic. The notes from the meetings are being compiled into themes and will be presented at the next MAC meeting on February 16th. Manufacturing Associations, Industry Partnerships and Economic Development groups hosted the meetings and there was representation from across the commonwealth.

NGA Workforce Innovation Fund & Workforce Innovation Network: Pennsylvania applied for and was awarded a \$100,000 grant from NGA to support the progression of current and future digital literacy skill development across the state. Pennsylvania's team includes the Governor's Policy Office; the Departments of Labor & Industry, Community and Economic Development and Education; and the Office of Commonwealth Libraries. Through this grant, Pennsylvania will define what digital literacy means to/for the commonwealth, get a better understanding of where the most significant digital gaps in the state exist, identify available resources, and build a sustainable action plan that supports advancing digital skills through a holistic approach. In the end, a playbook will be developed to roll out the plan.

Workforce & Economic Development Network of Pennsylvania (WEDnet): There continues to be a significant demand for training. WEDnet currently has an additional \$6 million in company requests for training plans in the pipeline. The manufacturing and healthcare industries make up a majority of the requests.

4th Quarter 2021 Training Figures

- 2,140 employees trained
- 149 unique FEINs trained
- \$637,784.85 invoices paid

Manufacturing Training to Career: For fiscal year 2021-22, Manufacturing Training to Career was awarded \$4.7 million in grant funds, of which approximately \$1 million has been granted to projects that are both awareness and training based.

Awareness – Projects supporting the advancement of the manufacturing industry through the engagement of youth or those with barriers to employment in awareness building activities related to career opportunities in manufacturing.

Training – Projects resulting in short-term work-readiness training that lead to entry-level job placement for individuals with barriers to employment. These projects work collaboratively with local manufacturers to identify and teach missing essential skills for entry level applicants for existing or near future open positions.

Pre-Apprentice and Apprenticeship Grant Program: The Pre-Apprentice and Apprenticeship Grant Program (Apprenticeship Program) is a statewide program which offers assistance to registered apprenticeship programs. The program's goal is to increase apprenticeship availability to Pennsylvania employers to assist them with their talent recruitment and development. Funding is provided to eligible applicants for the purpose of reaching the goal of increasing apprenticeship accessibility across the state. Eligible uses of funds are expenses related to instruction that complements on-the-job learning. To date in FY2021-22, \$3,183,485 in funds were awarded to 16 registered apprenticeship programs.

Industry Partnerships (IPs): DCED continues to partner with L&I on IPs. DCED participates on a bi-weekly interagency IP calls with L&I, Team PA, PDE, and DHS, as well as participates on the monthly Community of Practice calls with the IPs across the commonwealth. DCED is participating with L&I on check in calls with the current partnerships, as well as the newly awarded partnerships.

Outreach Calls with Industry: Secretary Davin has hosted over 90 listening session calls with industry and partner organizations to hear firsthand what is happening at the local level and to hear how the state can help with recovery efforts.

- **Industries:** Hospitality/Travel/Tourism; Construction; Small Business/Direct to Consumer Business; PREP (LDDs, SBDCs and IRCs); Medical/Technology & Innovation; Food Chain; Team PA Foundation; Warehousing/Distribution/Logistics; Minority/Diverse Business; PEDAs Executive Committee; The Trades; Workforce Development; Finance; Utilities & Energy; and Manufacturing.
 - Reoccurring Hot Topics: economic recovery, workforce development, supply chain issues, broadband/IT infrastructure.

WIOA State Plan-Goal 2 Sector Strategies and Employer Engagement: DCED continues to serve as the lead agency for Goal 2 of the WIOA State Plan and hosts monthly interagency committee meetings to review the sub-goals and update the progress made towards the sub-goals. DCED is also a member of the Industry Partnership and Employer Engagement Committee of the Board.

Keystone Economic Development and Workforce Command Center: The Command Center continues its focus on Child Care/Family Support, Licensure, Reentry, Training, and Government Infrastructure. Each committee meets monthly to work on the recommendations of the Command Center Annual Report from 2020 and the whole Command Center will start to meet quarterly beginning March 2022.

DCED serves as the lead agency for the government infrastructure committee, with the work of the committee focusing on three recommendations:

- **Create shared commonwealth education, workforce and economic development metrics.** The group will use the Command Center's dashboard to house this information and continues to meet monthly to work out the best way to present the metrics and include all agencies who touch workforce development.
- **Create a commonwealth-wide education, workforce and economic development email distribution system and website for grant opportunities and other resources.** The subcommittee has completed all background data gathering to stand up a grants.pa.gov website and email distribution list including creating a list of all commonwealth funding and feedback from grant seekers on how to ensure the system is accessible. To move forward, funding must be secured for both initial site development (estimated to be about \$250,000 based on California's Grants Portal creation) and ongoing site maintenance and staffing for the program area hosting the single grant site.
- **Explore ways to make the commonwealth a model employer.** Working with OA on this sub-goal. OA gave a presentation in October to the full Command Center group outlining ways they are working to make the commonwealth a model employer.

Quarterly Meeting Agency Update

February 9, 2022

Agency: Corrections

Partnerships with Other Agencies

On December 15, 2021, the Workforce Development Specialist was a panelist on a virtual webinar hosted by Pennsylvania's First Lady, Frances Wolf, on "Women in Reentry: Employment". It was a conversation focused on the ways employment can impact reentrants, specifically focusing on females. Other panelists included Senator Camera Bartolotta, Becky MacDicken (Banking & Securities), and Jen Strobel (Flagger Force).

On January 20, 2022, staff had a call with the PA Turnpike Commission on how to develop a transitional workforce program by hiring reentrants. The positions are Equipment Operators and Automotive Mechanics. Discussions will continue on how we can set up an apprenticeship or pre-apprenticeship program with the Commission. This would also be a great "feeder" from the DOC CDL vocational program.

Throughout the quarter, the Workforce Development Specialist continues to speak with employers to assist in filling their workforce needs.

Corrections/Parole continues to participate in various Labor & Industry committees on Employment and Reentry.

Corrections/Parole continues to assist with the WIOA State Plan by sitting on the committee headed up by Labor & Industry and Workforce Development Board.

Reentry Services

Each State Correctional Institution (SCI) has a school, with counselors, principals, and various teachers. In addition, multiple vocational programs are available with nationally accredited certifications. In December 2021, the DOC received the Second Chance Act: Adult Reentry Education, Employment, Treatment and Recovery Program Grant through the US Department of Justice for \$899,994. The grant funds will be used to improve and expand vocational programs within DOC. Examples include additional CDL simulators, expanding culinary programs, and upgrading/expanding curriculum statewide. In addition, the DOC will establish hydroponics and diesel mechanics programs. Establishing pre-apprenticeship programs in building trades, culinary, and welding will also be conducted.

Each SCI also has a Reentry Services Office (RSO). The RSOs have staff available for inmates to learn about reentry opportunities prior to release with materials and workshops offered. The Workforce Development Specialist went to SCIs Frackville and Mahanoy and provided an employment workshop for inmates. The inmates participating are 18 months or less to release in various counties. Additional workshops offered include financial education and digital literacy.

Corrections and Office of Vocational Rehabilitation staff facilitated Reentry Employment Specialist training, virtually, on December 2-3, 2021. The training was for New Jersey OVR, community providers, and Alaska DOC for 25 participants. On January 25th and 26th, 2022- PA DOC and OVR facilitated a training

at the Philadelphia OVR office that was comprised of OVR staff, BCC staff, and community partners. There were approximately 10 trained at this event (had to keep the class size small to allow for social distancing). This was our first in-person training that we have facilitated since 2020. We are holding another in-person training in Norristown in February and hoping to add more in-person trainings this year for OVR, CareerLink, Community Partners, and DOC staff. Please visit: [Reentry Employment Specialist Training \(pa.gov\)](https://pa.gov) for future training events and how to register.

Quarterly Meeting Agency Update

February 9, 2022

Agency: PA Department of Agriculture

Agriculture Apprenticeships and Pre-Apprenticeships

- There are currently 7 agricultural related apprenticeship programs and 2 pre-apprenticeship programs registered with the state.
- There are three new ag related programs currently in development which plan to register with the Apprenticeship and Training council in the next few months.
- The department worked with various agricultural apprenticeship and pre-apprenticeship programs interested in L&I's PA Smart grant opportunity. At least 7 agricultural groups applied for the grants.

National Apprenticeship Week

- The Department celebrated National Apprenticeship Week, November 15th- 19th, which included numerous in-person events across the state and a virtual panel all focused on the State's Agricultural apprenticeship and pre-apprenticeship programs.

Agricultural Industry Partnerships

- Two agricultural related Industry Partnerships were awarded PASmart Industry Partnership funds. These include the AgConnect Partnership in Southeast PA and the South-Central PA Agribusiness Industry and Education Collaborative.

PA Commission for Agricultural Education Excellence

- The Commission will be leading the charge in revitalizing the PA Ag Ed Network. All initiatives that involve school-based ag education will be passed through this network to obtain feedback from their specific groups before sent to the commission to review and then passed to the secretaries.
- In an effort to align diversity, equity and inclusion goals across stakeholders, the Commission will be developing 5-8 value statements that can be adopted and integrated into personal and professional spaces to ensure the Commission is doing their part to remain conscious of the importance of creating a diverse, inclusive, equitable and supportive ag ed system.

Data and Demographics

- The Department has contracted with E-Consult Solutions to collect data on H2A and seasonal farm labor. This data will include information on demographics and will allow us to determine labor and workforce needs in the industry.

Farm Show

- The 106th Pennsylvania Farm Show took place in January and honored the PA farmers and producers who demonstrate what it means to be Harvesting more. The Farm Show gave children and adults the opportunity to interact with growers, producers, and animals and raise awareness about the various opportunities within agriculture.

Farm Bill

- \$520,000 in funding was awarded last week to 23 projects through the PA Farm Bill's Urban Agriculture Infrastructure Grant Program.
- The 2021-22 Urban Agriculture grants funded nine microgrants and 14 collaboration grants for projects that improve agriculture infrastructure in urban areas, the aggregation of product, sharing of resources, and support for community development efforts.

Quarterly Meeting Agency Update

February 9, 2022

Pennsylvania Department of Education (PDE)

Approved Career and Technical Education (CTE) Career Pathways

PDE continues to support opportunities for local educational agencies (LEAs) to develop Career Pathways as approved CTE programs. Career Pathways include Programs of Study that fall within the same cluster, e.g., Carpentry, HVAC, and Electrical Power and Transmission Installers. An approved CTE Career Pathway offers the same foundational curriculum during the first year with students selecting a specialized area to pursue for the remainder of high school, and it must be articulated to a postsecondary program, so that participating students may pursue a postsecondary option upon graduation. To date, four LEAs have implemented 23 approved programs as the pathway model.

Industry Recognized Credentials in CTE

PDE has established an application process for schools to request that new industry credentials or providers be added to the CTE approved industry recognized credential list in the following academic year. Applications for 2022-23 closed November 30, 2021, and PDE received approximately 50 applications.

Career Ready PA Coalition

The Career Ready PA Coalition shares best practices and strategies from stakeholder champions. Its December 2021 meeting highlighted SkillUp PA and the Metrix Learning platform from the Department of Labor & Industry. Freeport Area School District shared how it has implemented the PA Career Ready Skills and used SkillUp PA and Metrix Learning in collaboration with the Tri-County Workforce Investment Board to recognize four industry credentials for non-CTE students. The Coalition has identified Employability Skills and Industry Credentials as the education and workforce priorities for 2022. Future webinars will focus on environmental education and green careers.

Temporary Nurse Aides – Implementation of Act 138 of 2020

In November 2020, the state enacted Act 138 of 2020 to provide Temporary Nurse Aides (TNA) working under the federal emergency blanket waiver with a pathway to become a Nurse Aide on the PA Nurse Aide Registry. PDE has implemented the law, and the pathway became available in October 2021. As of January 19, 2022, 692 applications were submitted. Of those, 441 (64%) were processed for testing through Credentia, and 251 are in returned status to make corrections or supply missing information.

Licensed Practical Nurses as Instructors in Postsecondary PDE-Approved NATCEP

Like much of the country, the commonwealth needs more nurse aides in its nursing homes and needs more nurse aide trainers. Following a request from Senator Judy Ward and Representative Curt Sonney, PDE is currently revising a policy that will allow licensed practical nurses (LPN) to teach most or all the content in a PDE-approved Nurse Aide Training and Competency Evaluation Program (NATCEP). The current policy requires primary instructors to be registered nurses and allows LPNs to teach up to 49% of the total program hours. The policy change will enable the commonwealth to address the need for more trainers by allowing LPNs, under the supervision of an on-site Registered Nurse, to teach all the course content in postsecondary nurse aide training programs. The policy change is expected to become effective July 1, 2022.

Industry Partnerships and Employer Engagement Committee
Quarterly Update
February 9, 2022

The committee membership continues to align its priorities with **WIOA Combined Goal Plan 2.4** and the **Priority of Focus**. In addition to **WIOA Combined Goal Plan 2.4**, the committee plans to align its membership to strategically collaborating with the work of **Industry Partnerships** statewide, regionally, and locally.

During the fourth quarter of 2021, the committee conducted focus groups with employers in the agriculture and healthcare industry sectors. A summary of their recommendations follows:

- Agriculture
 1. Worker Retention
 2. Talent Pipeline
 3. Supply Chain Issues
 4. H-2A Temporary Agriculture Workers Visa
- Healthcare
 1. Streamlining the licensure and certification renewal process
 2. Developing and promoting a healthcare apprenticeship program
 3. Review of Act 153
 4. Provide childcare support for healthcare workers (e.g., tax credits)
 5. Support legislation House Bill 2293 oversight of contracted healthcare services agencies

The committee is currently investigating the challenges expressed and will provide responses and guidance soon.

The committee membership will engage with the following high-demand industries and learn (in real time) their current and future workforce challenges and potential ways the Commonwealth can assist with these concerns.

Industry	Month
Business and IT	February 2022
Hospitality	April 2022
Construction	June 2022
Manufacturing	August 2022

John J. “Ski” Sygielski, Ed.D., Chair
Industry Partnership and Employer Engagement Committee

Career Pathways & Apprenticeship Committee
Quarterly Update
February 9, 2022

The committee continues to align its priorities with **WIOA Combined State Plan Goal 1** and the **Career Pathways Grant Program**. In addition, to **WIOA Combined State Plan Goal 1**, the committee has been defining its **Strategic Process** and direction for decisions making on allocating its resources to pursue set priorities and guiding mechanisms to control implementation of the committee's strategies.

The committee went through an Apprenticeship 101 training done by The Pennsylvania Apprenticeship and Training Office, in efforts to work collaboratively with ATO. Coming out of the training the committee will continue to work on career pathways and apprenticeship programs and recommendations.

In this last quarter the committee heard from the Office of Apprenticeship and recommendations have been incorporated into many of the upcoming apprenticeship grants. The committee will be collaborating with the Office of Apprenticeship as they continue to prioritize recommendations from the Keystone's Career Pathways Research Report.

PASmart 2020/2021 New NGA

The ATO released the next PASmart NGA which encompasses 2020 and 2021 funding. This grant will focus on building, supporting and expanding registered apprenticeship and pre-apprenticeship programs with focuses on diverse talent pipeline and underserved populations, non-traditional occupations, career pathways, and expedited growth and wider reach in the state. Additionally, the grant will offer a continuation of the Network Ambassador program with a goal to encourage the development of local and/or regional apprenticeship ambassador networks which are designed to support the expansion of Registered Apprenticeship and Pre-Apprenticeship and extend the reach of the ATO by providing technical assistance to regional consortiums of apprenticeship and pre-apprenticeship stakeholders, including employers, intermediaries, training providers, and other partners.

Rick Bloomingdale, Chair
Career Pathways and Apprenticeship Committee

One-Stop Service Delivery System Committee
Quarterly Update
February 9, 2022

The One-Stop Service Delivery System Committee continues to support the goals of the WIOA Combined State Plan, specifically those goals related to the strengthening the system and the PA CareerLink®.

Main Goals of the Committee

- Every meeting the committee receives an update on what actions are being taken related to the Board's May 2021 recommendation to invest in sustainable training for PA CareerLink® staff. The most recent update summarized that the vendor tasked with the career advisor evaluation wrapped up at the end of November. Jim Nichols' team within BWPO is now working to formulate recommendations based on the report. The committee will be kept apprised of their work.
- The BWDA Policy and Planning Coordination unit is coordinating a revision to the Memorandum of Understanding between local workforce development boards, chief elected officials, and partners that make up the one-stop service delivery system. There is a recommendation for the new MOU to include an element requiring a joint training plan.
- The committee is looking forward to supporting the work of L&I and the Governor's office as they recently received a \$100,000 grant from the National Governor's Association to create a plan to address digital foundational skills for Pennsylvanians. A key piece of this will be Digital Skills training for CareerLink staff as well as customers.
- At the Committee's November meeting, several older workers from Lancaster County talked to the committee about their difficulties getting a job even though they are qualified and have experience. From that discussion the committee is pursuing data in partnership with CWIA to explore the issue.

One-Stop Service Delivery System Committee Next Steps

- The committee is pursuing data in partnership with the Center for Workforce Information and Analysis to better understand the older worker job difficulties.
- The Committee will be working with BWDA to convene local workforce boards and One-Stop Providers to gather input on this recommendation.

Sarah Hollister, Chair
One-Stop Service Delivery System Committee

Youth Committee

Quarterly Update

February 9, 2022

The Youth Committee continues to support all youth-related sub-goals of the current WIOA Combined State Plan.

Over the last quarter, the committee has continued its research and discussion into promising practices to further inform the development of innovative strategies to expand equity in youth access to Science, Technology, Engineering, and Mathematics (STEM) education opportunities in Pennsylvania, leading to the increased pursuit of careers in computer science (related to key elements of sub-goal 3.7 of the plan).

Youth Committee Next Steps:

- Attend a presentation on the National Equity Atlas; and use that discussion to determine potential next steps and priorities related to data, evidence, and evaluation; as well as diversity, equity, inclusion, and accessibility.
- Continue to ascertain youth-related impacts of the COVID-19 pandemic and promising practices for mitigation, including exploration of potential policy recommendations to ensure that workforce preparation is expanded and integrated as a part of K-12 academic curriculum.

Chekemma Fulmore-Townsend, Chair
Youth Committee

Healthcare Workforce Ad Hoc Committee

Quarterly Update

February 9, 2022

The Healthcare Workforce Ad Hoc Committee is continuing with the development of additional recommendations to address the crisis shortage of professional care workers in Pennsylvania.

Additionally, the Med Tech/LPN Sub-Committee continues to delve more deeply into topics related to the possible scope of practice for Medication Technicians (Med Techs) in the commonwealth's skilled nursing facilities, as well as the potential benefits and considerations of Licensed Practical Nurses (LPNs) having a role in Certified Nurse Aide (CNA) training programs.

Matthew Yarnell, Chair
Healthcare Workforce Ad Hoc Committee

Reentry Ad Hoc Committee
Quarterly Update
February 9, 2022

The PA Workforce Development Board Reentry Ad Hoc Committee and PARC has worked diligently in 2021 to identify new and previously discussed recommendations e.g., regional reentry roundtables, toolkit development, policy recommendations, educate employers and strengthen our workforce for returning citizens through partnerships and collaborations. The list below efficiently and effectively exemplifies the committee's accomplishments this past year.

Pardon Standard Operating Procedure Initiative

The Pardon Standard Operating Procedure Initiative proposes that all organizations receiving funding from the Department of Labor and Industry be trained in criminal records and pardons.

Virtual Roundtable Listening Sessions

The committee, collaborated with Allegheny County Anchor Reentry, and PARC to support ACAR virtual roundtable. The information collected was used to identify resources and strategies to support employers.

Employer One-pager Tip Sheet

The Employer One-pager Tip Sheet was designed to educate and explain to employers why importance of hiring individuals with a criminal history and what employers should consider in the hiring process.

First Lady Frances Wolf, 'Women in Reentry Initiative'

The Reentry AD Hoc Committee fully supports First Lady Frances Wolf, '*Women in Reentry Initiative*' which supports the challenges surrounding women returning from prison, and how to better serve them.

2021 Reentry Community Priority List and Recommendations

The Committee made the following recommendations to help address the needs of Returning Citizens as they work to reenter the workforce.

Recommendation 1: The Commonwealth should encourage the usage of the Work Opportunity Tax Credit and the Federal Bonding Program for employers hiring returning citizens.

Recommendation 2: The PA Department of L&I should dedicate funds and programming for returning citizens, and those who are unemployed or underemployed.

Recommendation 3: The Commonwealth of Pennsylvania should dedicate funds from the Federal Infrastructure to support returning citizens that are seeking training and gainful employment.

Recommendation 4: The Pennsylvania Workforce Development Board supporting the usages of PA WDB landing page to promote the Reentry Employer Took Kit and hiring returning citizens.

Recommendation 5: The Commonwealth should take the requisite steps, to ensure the prompt review (within one year) by the Board of Pardons of all applications.

2022 Priorities and Focus

- 1- Review accountability standards and key performance indicators for employers providing career opportunities for justice-involved individuals.
- 2- Initiative on Background Checks, and modifying the criminal background look back criteria.
- 3- Employer Roundtables across the Commonwealth.
- 4- Looking at obtaining/securing data to support the economic impact of hiring and retaining justice-involved individuals in the workforce through our CareerLink and Dept. of L&I

- 5- Investigate hiring incentives for employers engaging justice-involved individuals
- 6- Assist with barrier removal of identification, motor vehicle licensing, and transportation.
- 7- Consider ways to direct federal infrastructure funding and career opportunities to justice-involved individuals through employment training and education programming.

Jeff Brown, Chair
Reentry Committee

Continuous Improvement Committee Meeting Summary

Quarterly Update

February 9, 2022

The Continuous Improvement Committee Continued to engage with the development team working on the Common Digital Intake Project.

The Committee received a presentation from Matt Flinner, Director of Transformation at the Department of Labor & Industry, covering updates and next steps in the project.

Goals of the project include:

- Modernizing the intake process for customers
- Ensuring consistent information is collected from all customers
- Increasing efficiency and ease of connecting customers to services

Committee member questions, with feedback, included, but were not limited to:

- Concerns about wait times for customers entering the CareerLink® office. Steps to address this include:
 - An option for customers to complete digital intake at home
 - An option to fill out a paper form if tablets/computers were in use (to be entered into the system at a later time by staff)
 - Potentially using computers in the resource room to complete the intake
- Non-English or Limited English customers
 - Translation services will be available in over 50 languages
- Customers with limited digital literacy
 - Customers will be able to request staff assistance when completing the form
 - Customers will be able to request discussing the question with staff rather than answering on the form
- Barrier identification
 - Forms were designed to encourage disclosure through use of human centered language
 - Barriers will be noted in the system so staff are aware of these (currently, many customers note they are required to provide this information multiple times)

Next Steps

- PA CareerLink Branding Update
- Performance Management for Workforce Development Update
- 2022 Priorities

Next Meeting: TBD as the next meeting is scheduled for Presidents Day

Commonwealth Workforce Development System (CWDS)

CR 29: Executive Technical Assistance Phase 5

CWDS Common Digital Intake Initiative Review

1/25/2022

CWDS Digital Intake Form Design Initiative Overview



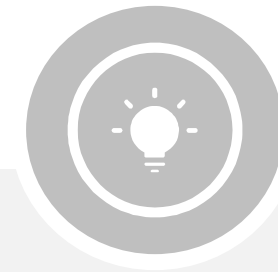
CHALLENGE

The Department of Labor and Industry and PA State Workforce Board are seeking to better understand the demographics and barriers of individuals (job seekers) that walk into their PA CareerLink® offices or engage with their offices looking for career related support - regardless of if the individual registers and receives services.



SOLUTION

The workgroup team will create a CWDS digital intake form for all PA CareerLink® offices to use in collecting information to get a better snapshot of the barriers and demographics of the customers coming into each office.



IMPACT

The new CWDS digital intake form will help offices increase access and provide equity in service delivery to the diverse needs of their customers. Creating a standardized intake process helps ensure all customers are provided a valuable, high-quality experience regardless of the PA CareerLink® office.

The following slides outline the approach and strategy to support the Department of Labor and Industry, PA State Workforce Board, and Keystone Economic Development and Workforce Command Center 2020 report in improving the intake process of PA CareerLink® offices.

Priorities for Common CWDS Digital Intake Initiative

The following outlines the priorities and goals supporting the Department of Labor and Industry, PA State Workforce Board, and Keystone Economic Development and Workforce Command Center 2020 report.



Ensure diversity and equity are key components in intake form design and lobby management process



Improve the process for transferring barrier information; Minimize job seekers repeating sensitive information to answer similar questions



Gain insight into the demographics of job seekers that engage with the PA CareerLink® whether or not individuals register and receive services

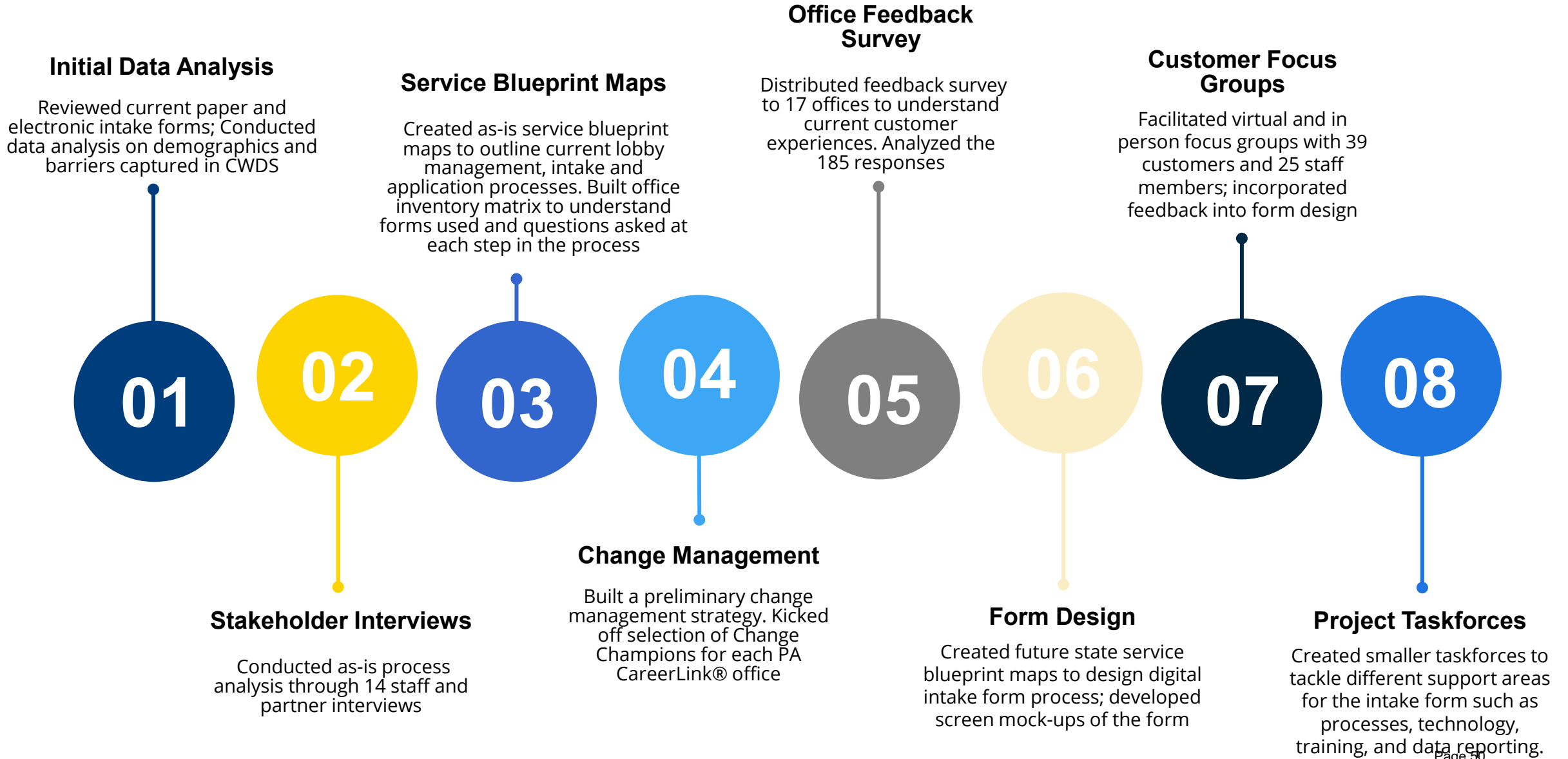


Understand the experience of job seekers that engage with the PA CareerLink staff during the lobby management process before receiving services



Improve how DLI and the LWDAs support individuals in remediation of barriers

What have we done so far?



What do we have planned?

What do we have planned?



Change Champion Network (CCN) Engagement:

Facilitate ongoing CCN sessions and provide communications/tools to support CCN members



Additional Customer Focus Groups: Facilitate additional customer focus groups to evaluate the new intake form processes



Pilot Planning: Develop the Pilot Rollout Strategy and select Pilot Offices



Form Development: Submit final design of CWDS Digital Intake Form to application team for development phase to start

What is the Digital Intake Form?

- ✓ The CWDS Digital Intake Form will be used in all PA CareerLink® (PACL) offices to collect information and get a better snapshot of the demographics and barriers of customers.
- ✓ This will be the official intake process for all PACL offices to adopt and replace the current paper intake processes.

** A paper version of the new intake form will be available in offices. The digital version will be the recommended, primary intake process.*

How Do You Benefit?

- **Provides a snapshot of all job seekers** that engage with the PA CareerLink®, not just the ones that register for services
- **Makes intake / sign-in process easier** for offices during busy times
- **Improves the process for transferring barrier information** between partners and staff

Why Are We Changing the Intake Process?

Minimize job seekers repeating sensitive information to answer similar questions.

Help offices increase access and provide equity in service delivery to the diverse needs of their customers.

Create a standardized intake process to help all customers receive a valuable, high-quality experience across all PACL offices.

Understand the experience of job seekers that engage with the PACL staff during the lobby management process before receiving services.

Who Is Impacted?



PACL customers
who visit their office
(traditional and mobile) for
workforce services and / or
support



PACL staff (traditional and mobile)
who will use the information collected
in the new, digital intake form to help
align customers to PACL services

Overview of CWDS Digital Intake Form

30 data capture questions total

2 sections of questions for customers to fill out;
section 1 **demographics**;
section 2 **barriers to employment**

Intake questions specific to **customers who identify as a Veteran**

The digital intake form includes...

PA CareerLink® registration process for customers without a PACL account

Customer service question to collect feedback on the intake form live

Business logic for intake form to ask or remove questions based on info a customer has provided

Digital Intake Form Customer Engagement Process

The following shows a preview of how a customer will engage with the new digital intake form when they enter a PA CareerLink® office. The next slide outlines the customer journey in more detail.

When would I interact with the form?

A customer will visit their PACL office for employment / career services and support.

The customer will be greeted by a staff member at the front desk and be asked to complete the intake form as part of the sign-in process.



Customer Facing Intake Form Screens

Draft screenshots of the customer facing intake screens are below. These are current drafts; the final design may be slightly different based on customer and staff feedback.

Step 1

Job seeker enters the office and starts PA CareerLink® visit with the Digital Intake Form

Step 2

Job seeker logs in with PA CareerLink® Account or creates a new registration

Step 3

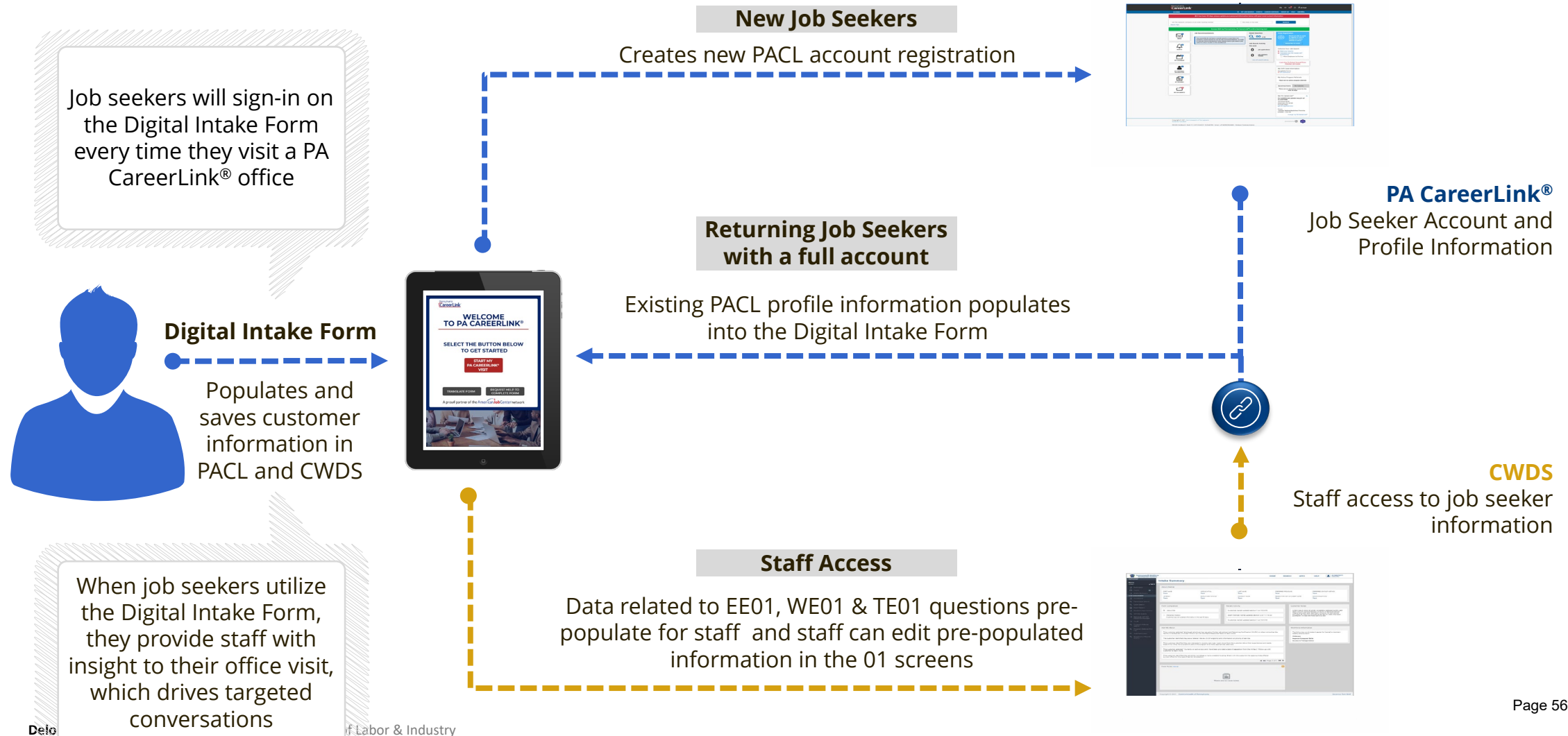
Job seeker completes demographics and personal information questions in the form

Step 4

Job seeker completes additional personal history questions

Staying connected in CWDS with the Digital Intake Form

The CWDS Digital Intake Form is an **online, web-based tool** that customers will use to provide information relevant to their visit to a PA CareerLink® office

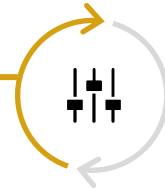


Change Champion Partnership

Change Champions will drive adoption of the digital intake form in their office by augmenting the efforts and materials provided by the project workgroup team.

Project Workgroup Team

- Comprised of BWPO Leadership, State Workforce Development Board representatives, ARDs, and PA CareerLink® Staff
- Provides materials, messaging, support to the Change Champions and hold routine meetings
- **Primary role:** Lead the Change Champions, drive change activities, and proactively respond to Change Champions' feedback to drive adoption efforts; Maintain ongoing alignment with change and communication efforts



Members will work together to support employee readiness

Change Champions

- Comprised of PA CareerLink® office staff; does not hold a leadership role
- Chosen based on both willingness and ability to serve as a peer champion within their office
- **Primary role:** Drive readiness actions in their office to encourage adoption of the digital intake form – by promoting the new form through communications
- **Anticipated Time commitment:** between 4-6 hours per month initially, with increased responsibility leading to launch dates (due to additional training and pre-go-live needs)

Each PA CareerLink® Office will have at least one Change Champion selected in partnership by LWDB Leaders, ARDs, and PA CareerLink® Operators. Offices may choose to include Change Champions to represent partners.

Change Champion Network (CCN) Overview

The Change Champion Network is a group of staff across offices who are empowered to increase awareness and drive adoption of the new digital intake form.

A Change Champion is...



- A formal **network of advocates** for digital intake form
- A group that can influence positive change and assist with **strengthening ownership of digital intake form**
- A **two-way, locally-driven communications channel** to drive adoption
- A **feedback mechanism** for colleagues to voice concerns and questions

A Change Champion is NOT...



- A **substitute for existing leadership** engagement and accountability
- A governance forum/**decision-making body**
- A **replacement for training** for impacted stakeholders

Change Champion Network Tools

In addition to this initiative overview presentation, the following outlines additional tools provided to the CCN to grow their knowledge of the digital intake form and share with their office.

Myth vs Fact Sheet

CWDS Common Digital Intake Form

Myth vs Fact

<p>MYTH</p> <p>The intake form stores Personally Identifiable Information.</p> <p>The intake form is only available in English.</p>	<p>FACTS</p> <p>No, the intake form is designed to protect the privacy of customers by storing the information in CWDS, the secure case management system for workforce development programs. Customers who prefer not to answer private questions on the form may opt to discuss them live with a staff member.</p> <p>Actually, the intake form will be accessible to all customers, including those with limited English proficiency and will include a button for customers to translate the form into a variety of languages.</p>
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Please refer to CWDS Digital Intake Form FAQs for more information.



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Digital Intake Form Overview Infographic

What is the Digital Intake Form?

- The CWDS Digital Intake Form will be used in all PA CareerLink® (PACL) offices to collect information and get a better snapshot of the demographics and barriers of customers.
- This will be the official intake process for all PAACL offices to adopt and replace the current paper intake process.
- A paper version of the new intake form will be available in offices. The digital version will be the recommended, primary intake process.

Why Are We Changing the Intake Process?

- Minimize job seekers repeating sensitive information to answer similar questions.
- Help offices increase access and provide equity in service delivery to the diverse needs of their customers.
- Create a standardized intake process to help all customers receive a valuable, high-quality experience across all PAACL offices.
- Understand the experience of job seekers that engage with the PAACL staff during the lobby management process before receiving services.

How Do You Benefit?

- Provides a snapshot of all job seekers that engage with the PA CareerLink® , not just the ones that register for services.
- Makes intake / sign-in process easier for offices during busy times.
- Improves the process for transferring barrier information between partner and staff.

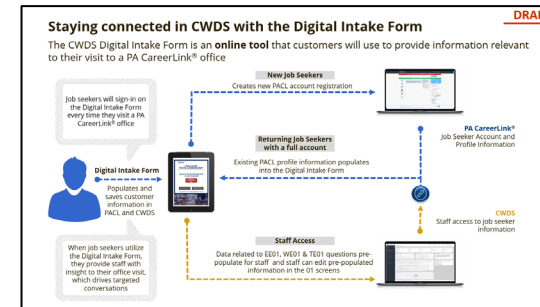
Who Is Impacted?

- PAACL customers who visit their office (traditional and mobile) for workforce services and / or support.
- PAACL staff (traditional and mobile) who will use the information collected in the new, digital intake form to help align customers to PAACL services.



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Document

Digital Intake Form Data Infographic



Adobe Acrobat
Document

FAQ Guide

CWDS Digital Intake Form

Frequently Asked Questions

What is the CWDS Digital Intake Form?

The CWDS Digital Intake Form is an online tool that customers will use to provide information relevant to their visit to a PA CareerLink® office. It will be a straightforward, easy-to-use online questionnaire accessible to customers via tablets provided by PAACL staff.

The CWDS Digital Intake Form will help to provide a consistent, targeted way to gather pertinent customer information for PAACL staff to utilize as the customer can have an effective, productive experience when they visit any PA CareerLink® office.

What happens if a customer is not willing or able to use a tablet to complete the CWDS Digital Intake Form?

The CWDS Digital Intake Form is accounting for these situations and will provide PAACL staff with ways to help all customers, no matter what their comfort level or ability to use a tablet is. The customer agrees to use the tablet to make the process easier, the form's first page has an option for language translation and an option to request accommodations.

When do we use the CWDS Digital Intake Form? Do we start when someone walks in the door?

Yes, the time to start to use the CWDS Digital Intake Form will be the moment a customer enters a PA CareerLink® office until the moment they meet with a PAACL staff or take advantage of other services. The CWDS Digital Intake Form is capturing the best ways to simplify and speed up data collection, office flow, program enrollment and service delivery.

How will staff be able to use the information entered in the CWDS Digital Intake Form?

After a customer enters information into the CWDS Digital Intake Form, the information will appear immediately in a new intake summary screen in CWDS. Not only will this screen summarize in a dashboard view the information the customer provided, it will also display the customer's completed CWDS Digital Intake Form or PAACL staff can review exactly what they entered. PAACL staff will be able to update the customer's information, especially if the customer indicated on the form that they would rather discuss a topic with staff instead of entering information into the form.

How will the CWDS Digital Intake Form change for first time customers and returning customers?

One of the primary goals of the project, is asking customers each question, once and only once. On one of the first pages of the digital intake form, customers indicate if they are new or returning. If new, they will start a customer profile. If returning, they do not have to re-enter their information, but they can change it if needed. For security reasons, only returning customers that provide their social security number during the registration process will be able to see previously entered information.

For more information, contact your office's CWDS Digital Intake Form Change Champion

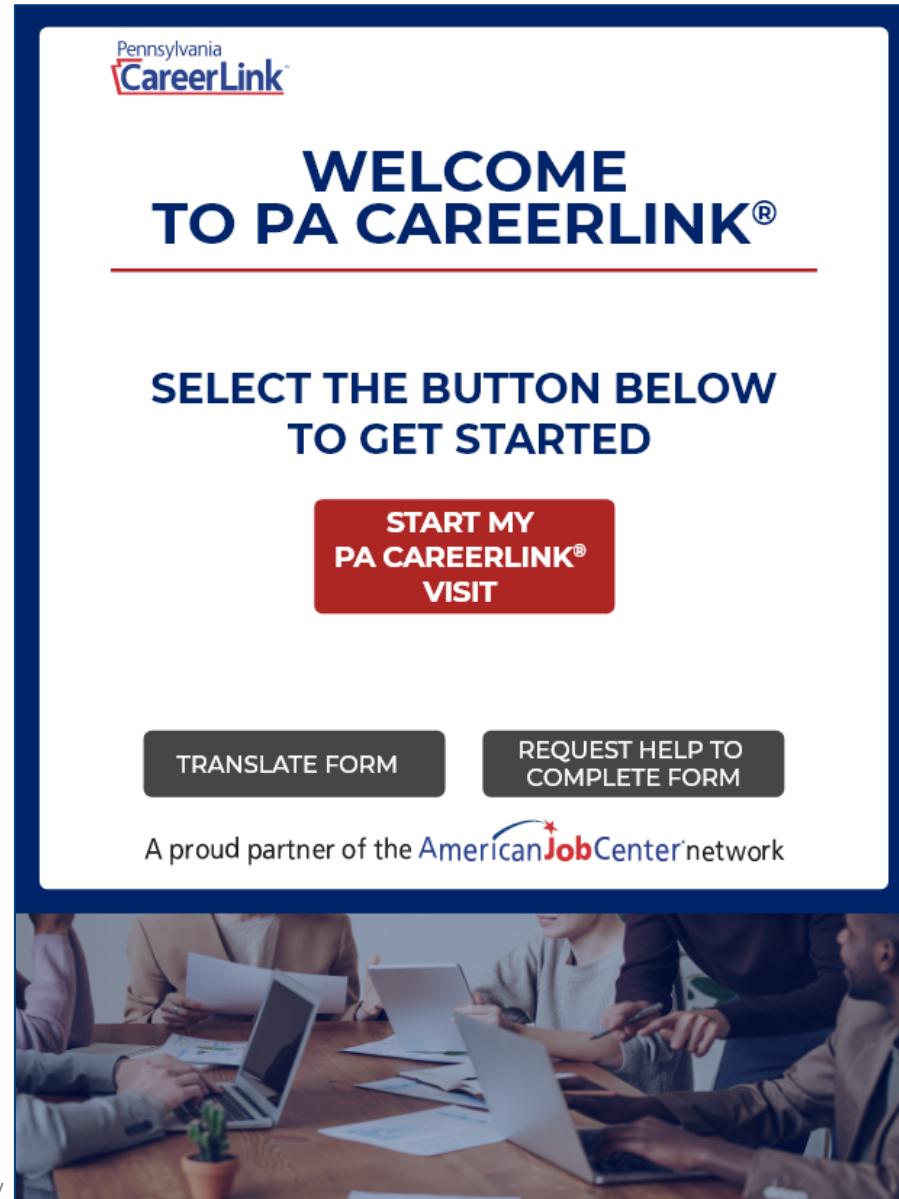
Page 1 of 5



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| Intake Form Mock-ups

Digital Intake Form Mock-Ups Review > Landing Page



Digital Intake Form Mock-Ups Review > Reason for Visit

What can we help you with today?(required)

Please select all that apply

- ☐ Seeking employment; I don't have an appointment
- ☐ Seeking employment; I have an appointment
- ☐ Attending an event, workshop, or information session to connect to employment
- ☐ Interested in getting further training to advance my career
- ☐ Requesting supportive services
- ☐ Requesting to use a computer or fax machine for job search purposes
- ☐ Other

What can we help you with today?(required)

Please select all that apply

- ☐ Seeking employment; I don't have an appointment
- ☐ Seeking employment; I have an appointment
- ☐ Attending an event, workshop, or information session to connect to employment
- ☐ Interested in getting further training to advance my career
- ☐ Requesting supportive services
- ☐ Requesting to use a computer or fax machine for job search purposes
- ☐ Other

Is this your first visit to a PA CareerLink® office?(required)

Yes

No

How did you learn about PA CareerLink®?(required)

Word of Mouth
Social Media
PAsmart Website
Mandated Letter
Public Service Announcement
PA Unemployment Services
Referral
Other

Click **SAVE & CONTINUE** to Get Started

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SAVE &
CONTINUE



Digital Intake Form Mock-Ups Review > Account Registration


**DO YOU HAVE A
PA CAREERLINK® ACCOUNT?**


YES


NO

NOT SURE

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**WE ASK ALL GUESTS WHO ARE VISITING
ONE OF OUR PA CAREERLINK® OFFICES TO
CREATE A PA CAREERLINK® ACCOUNT.**


**THIS ACCOUNT REGISTRATION WILL BE A
ONE TIME REQUEST AND ANY INFORMATION
YOU PROVIDE WILL BE SAVED FOR FUTURE VISITS.**


**ONCE YOU ARE FINISHED WITH THE
REGISTRATION, OUR TEAM WILL HELP
GET YOU TO THE RIGHT PLACE.**

**CLICK HERE
TO REGISTER**

PREVIOUS
PAGE

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**Pennsylvania
CareerLinkSM**

KEYSTONE ID (required)

PASSWORD (required)

SIGN IN

Forgot your Keystone ID / Password? Click [Here](#)

CREATE ACCOUNT

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Digital Intake Form Mock-Ups Review > Representative Data Capture Screens

TRANSLATE FORM
REQUEST HELP TO COMPLETE FORM
SAVE & EXIT

2/9

I am currently in school. (required) ⓘ

Yes No

My highest level of education is: (required) ⓘ

Within Compulsory Age, but not Attending
Attained a High School Diploma
Attained a High School Equivalency or GED
Associates Degree
Bachelors' Degree
Master's Degree
Doctorate
Attained a Certificate of Attendance / Completion of an Individualized Education Program
Attained Postsecondary Certification, License, or Non-Degree Educational Certificate
Technical Diploma

My current school status is: (required) ⓘ

High School or less
Alternative High School
Postsecondary

My highest level of grade school completed is: (required) ⓘ

No formal schooling
Grade 01
Grade 02
Grade 03
Grade 04
Grade 05
Grade 06
Grade 07
Grade 08
Grade 09
Grade 10
Grade 11
Completed 12 grades; no High School Diploma


My employment status is: (required) ⓘ

☐ Employed
☐ Employed and has received a notice of termination of employment
☐ Employed; employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close
☐ Not employed
☐ Temporary layoff or furlough
☐ Currently on active duty and have been provided a date of separation from the military

The following would make it easier for me to maintain steady employment: (required) ⓘ

Please select all that apply

<p><u>Support Services</u></p> <p><input type="checkbox"/> Childcare</p> <p><input type="checkbox"/> Adequate Food</p> <p><input type="checkbox"/> Stable Housing</p> <p><u>Education & Training</u></p> <p><input type="checkbox"/> Go Back to School (i.e. GED)</p> <p><input type="checkbox"/> Improve Computer Skills</p> <p><input type="checkbox"/> Improve Technical Skills</p> <p><input type="checkbox"/> Improve Language Skills (ESL / Literacy)</p> <p><u>Credentials</u></p> <p><input type="checkbox"/> Birth Certificate</p> <p><input type="checkbox"/> Photo ID</p> <p><input type="checkbox"/> Social Security Card</p>	<p><u>Job Support</u></p> <p><input type="checkbox"/> Job Application Assistance</p> <p><input type="checkbox"/> Update Resume/Cover Letter</p> <p><input type="checkbox"/> Business Clothes/Attire</p> <p><input type="checkbox"/> Workplace Tools/Supplies</p> <p><input type="checkbox"/> Improve Interviewing Skills</p> <p><input type="checkbox"/> Incarceration Re-entry Support Programs</p> <p><u>Transportation</u></p> <p><input type="checkbox"/> Access to Transportation</p> <p><input type="checkbox"/> Obtain a Pa Drivers License</p> <p><u>Other</u></p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> None of the Above</p>
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 [View our Privacy Policy](#)

PREVIOUS PAGE

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SAVE & CONTINUE

Digital Intake Form Mock-Ups Review > Representative Data Capture Screens > Veteran Questions

TRANSLATE FORM
REQUEST HELP TO COMPLETE FORM
SAVE & EXIT

3/9

I served in the U.S. military. (required) ⓘ

Yes No

I am the spouse of a veteran. (required) ⓘ

Yes No

[Click here to view spouse eligibility](#)

I am a caregiver for a wounded, ill, or injured service member receiving care at a Military Treatment Facility or Warrior Transition Unit. (required) ⓘ

Yes No

PREVIOUS PAGE

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SAVE & CONTINUE

I served in the U.S. military. (required) ⓘ

Yes No

I am the spouse of a veteran. (required) ⓘ

Yes No

[Click here to view spouse eligibility](#)

I am a caregiver for a wounded, ill, or injured service member receiving care at a Military Treatment Facility or Warrior Transition Unit. (required) ⓘ

Yes No

These questions are used to ensure veterans receive priority of service. Veterans with significant barriers to employment may be eligible for additional services.

I entered active duty on: (required) ⓘ

mm/dd/yy

I was discharged on: (required) ⓘ

mm/dd/yy

☐ I have not been discharged

Type of discharge: (required) ⓘ

▼

Honorable

Dishonorable

Medical

Sole Survivorship

Other

I served on active duty in the National Guard or Reserves for other than training purposes. (required) ⓘ

Yes No

I served at least one day in the active military, naval, or air service. (required) ⓘ

Yes No

While on active duty, I received the following: (required) ⓘ

Please select all that apply

☐ Armed Forces Service Medal (AFSM)

☐ Campaign or Expedition Badge

☐ None of the Above

I have a service-connected disability. (required) ⓘ

Yes No

Service-connected disability %

I am a transitioning service member and in need of employment services. (required) ⓘ

Yes No

I served in the Vietnam War between Feb. 28, 1961 and May 7, 1975. (required) ⓘ

Yes No

PA CareerLink® offers re-entry employment support for veterans with a misdemeanor or felony.

Do you have a criminal background that would make you eligible? (required) ⓘ

Yes No

PREVIOUS PAGE

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SAVE & CONTINUE

Page 65

Digital Intake Form Mock-Ups Review > Representative Data Capture Screens > Barrier Questions

TRANSLATE FORM

REQUEST HELP TO COMPLETE FORM

SAVE & EXIT

8/9

I am interested in learning more about mental health services. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am homeless or otherwise do not have a permanent residence. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am interested in employment services and / or accommodations for individuals with a disability. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

English is not my first language. I would like to improve my abilities in speaking, reading and / or writing English. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am interested in improving my reading, writing, and / or math skills that impact how I perform at work or in the community. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am a migrant / seasonal farm worker. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am a single and expecting parent. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am a single parent with a child under 18. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

I am currently in foster care or I have aged out of the foster care system. (required) ⓘ

Yes

No

☐ Prefer to discuss with a staff member

PREVIOUS PAGE

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SAVE & CONTINUE

Digital Intake Form Mock-Ups Review > Representative Data Capture Screens

**Thank you for completing
the intake form!**

Tell us how we did:

How easy was the intake form to use? (required)

1

2

3

4

5

Too Hard Very Easy

Please tell us more about your experience.

Do not share any personal information below.
Your feedback will be used for continuous improvement.

0/500

**Click SUBMIT below once finished.
A staff member at the front desk will assist you.**

SUBMIT

PA CareerLink® is an equal opportunity
employer/program. Auxiliary aids and services are
available upon request to individuals with disabilities.

Digital Intake Form Mock-Ups Review > Returning Customer View

TRANSLATE FORM
REQUEST HELP TO COMPLETE FORM
SAVE & EXIT

Before our staff point you in the right direction, please confirm your information is up to date on the following screens.

Please confirm the following information:

First Name:

MI:

Last Name:

Suffix:

Type of Phone:

Primary Phone Number:

Email Address:

What is the best method to contact you?

The following would make it easier for me to maintain steady employment: (required) ⓘ

Please select all that apply

Support Services	Job Support
<input type="checkbox"/> Childcare	<input type="checkbox"/> Job Application Assistance
<input checked="" type="checkbox"/> Adequate Food	<input type="checkbox"/> Update Resume/Cover Letter
<input type="checkbox"/> Stable Housing	<input type="checkbox"/> Business Clothes/Attire
Education & Training	<input type="checkbox"/> Workplace Tools/Supplies
<input type="checkbox"/> Go Back to School (i.e. GED)	<input type="checkbox"/> Improve Interviewing Skills
<input type="checkbox"/> Improve Computer Skills	<input type="checkbox"/> Incarceration Re-entry Support Programs
<input type="checkbox"/> Improve Technical Skills	Transportation
<input type="checkbox"/> Improve Language Skills (ESL / Literacy)	<input type="checkbox"/> Access to Transportation
Credentials	<input type="checkbox"/> Obtain a Pa Drivers License
<input type="checkbox"/> Birth Certificate	Other
<input type="checkbox"/> Photo ID	<input type="checkbox"/> Other
<input type="checkbox"/> Social Security Card	<input type="checkbox"/> None of the Above

If you would like to review the rest of your personal information, click [here](#)

Or click **SAVE & CONTINUE** to exit form

PREVIOUS PAGE
SAVE & CONTINUE

PA CareerLink® is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

TRANSLATE FORM
REQUEST HELP TO COMPLETE FORM
EXIT INTAKE FORM

Biological Sex: (required) ⓘ

My preferred pronouns are: (required) ⓘ

I am Hispanic, Latinx, or of Spanish origin. (required) ⓘ

☐ I prefer not to say

I would describe myself as: (required) ⓘ

Please select all that apply

☐ Native American / Alaskan Native

☐ Asian

☒ Native Hawaiian / Other Pacific Islander

☐ Black or African American

☐ White

☐ Prefer not to say

I served in the U.S. military. (required) ⓘ

I am the spouse of a veteran. (required) ⓘ

[Click here](#) to view spouse eligibility

I am a caregiver for a wounded, ill, or injured service member receiving care at a Military Treatment Facility or Warrior Transition Unit. (required) ⓘ


I am currently in school. (required) ⓘ

My highest level of education is: (required) ⓘ

Pennsylvania
CareerLink®

EVENTS CAREER SERVICES ABOUT US HELP ESPAÑOL

Personal Information

I am currently receiving services/benefits 

The information requested below is used to help customize your job search experience or is required by law.

PARTICIPANT ID: XXXXXXXX

Personal History

I have received the following benefits within the last 6 months: *(required)*

Please select all that apply

☐ TANF (Temporary Assistance for Needy Families) / Cash Assistance

☐ Food Stamps / SNAP (Supplemental Nutrition Assistance Program)

☐ Refugee Assistance

☐ SSI (Supplemental Security Income)

☐ SSDI (Supplemental Security Disability Insurance)

☐ None of the Above

☐ I prefer to discuss with a staff member

I am interested in learning more about mental health services. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I am interested in employment services and / or accommodations for individuals with a disability. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I am interested in improving my reading, writing, and / or math skills that impact how I perform at work or in the community. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I am a single and expecting parent. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I am currently in foster care or I have aged out of the foster care system. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I am currently receiving the following assistance: *(required)*

Please select all that apply

☐ Free / Reduced-Price Lunch

☐ Unemployment Compensation

☐ Earn Program Assistance (Employment, Advancement and Retention Network) Program Assistance

☐ Medical Assistance

☐ None of the Above

☐ I prefer to discuss with a staff member

I am homeless or otherwise do not have a permanent residence. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

English is not my first language. I would like to improve my abilities in speaking, reading and / or writing English. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I am a migrant / seasonal farm worker. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

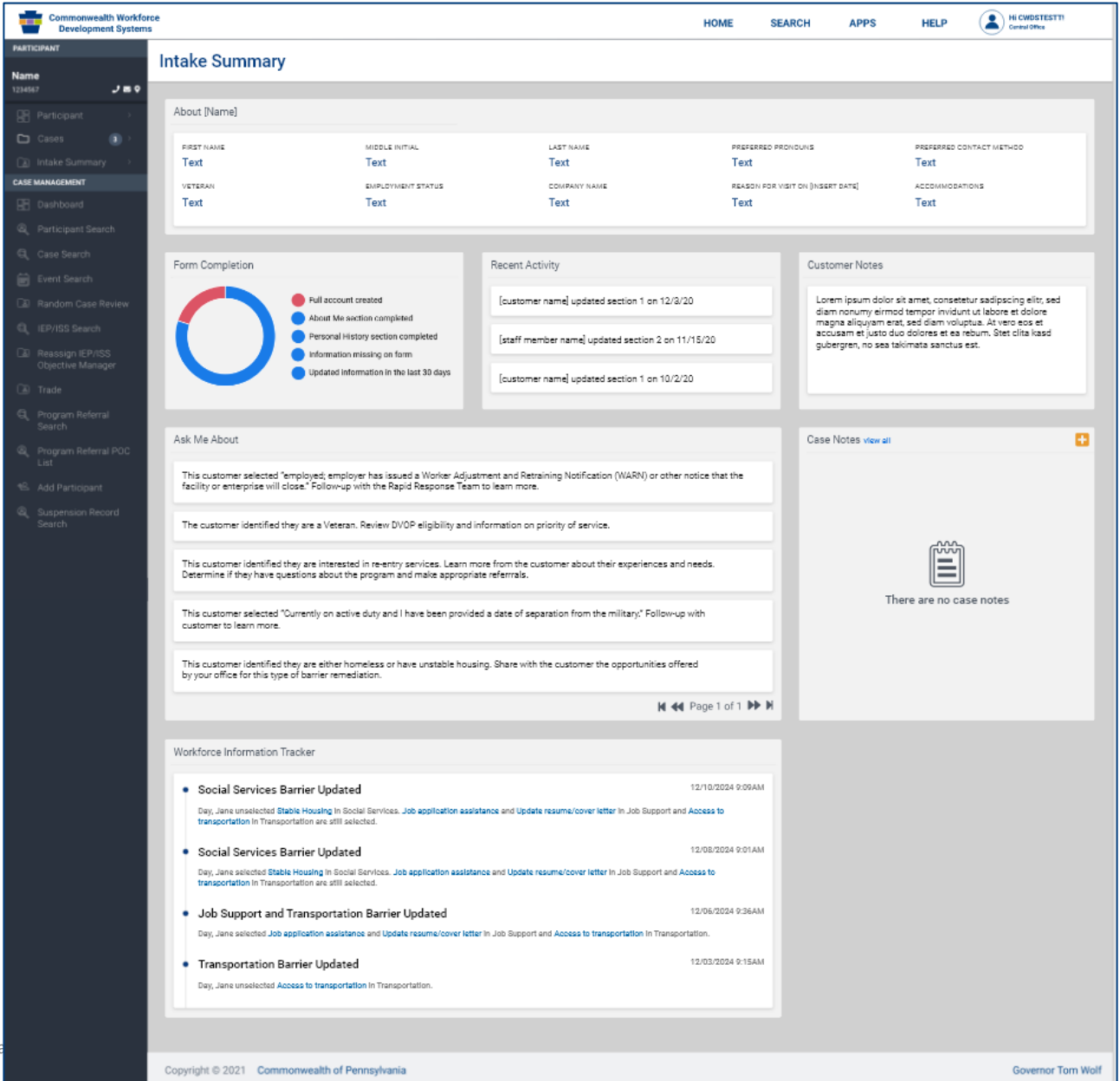
I am a single parent with a child under 18. *(required)*

☐ Yes ☒ No ☐ Prefer to discuss with a staff member

BACK

CONTINUE

Digital Intake Form Mock-Ups Review > PA CareerLink® Staff Screens



Digital Intake Form Mock-Ups Review > PA CareerLink® Staff Screens Continued

Commonwealth Workforce Development Systems

HOME SEARCH APPS HELP HI CWDSSTEST1 Central Office

Intake Form

Participant
Name: 1234567

Case Management
Participant
Cases
Intake Summary
Dashboard
Participant Search
Case Search
Event Search
Random Case Review
EP/ISS Search
Reasoning EP/ISS Objective Manager
Trade
Program Referral Search
Program Referral POC List
Add Participant
Suspension Record Search

About Me

WHAT CAN WE HELP YOU WITH TODAY? (required)
☒ Seeking employment; I don't have an appointment
☐ Seeking employment; I have an appointment
☐ Attending an event, workshop, or information session to connect to employment
☐ Interested in getting further training to advance my career
☐ Requesting supportive services
☐ Requesting to use a computer or fax machine for job search purposes
☐ Other (please specify)

IS THIS YOUR FIRST VISIT TO A PA CAREERLINK® OFFICE? (required)
☒ Yes ☐ No

HOW DID YOU LEARN ABOUT PA CAREERLINK®? (required)

BIOLOGICAL SEX: (required)

MY PREFERRED PRONOUNS ARE: (required)

I WOULD DESCRIBE MYSELF AS: (required)
☒ Native American/Alaskan Native
☐ Asian
☐ Native Hawaiian/Other Pacific Islander
☐ Black or African American
☐ White
☐ Prefer not to say

I AM CURRENTLY IN SCHOOL: (required)
☐ Yes ☒ No

MY HIGHEST LEVEL OF EDUCATION IS: (required)

MY EMPLOYMENT STATUS IS: (required)
☒ Employed
☐ Employed and I have received a notice of termination of employment
☐ Employed; employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close
☐ Not employed
☐ Temporary layoff or furlough
☐ Currently on active duty and I have been provided a date of separation from the military

THE FOLLOWING WILL MAKE IT EASIER FOR ME TO MAINTAIN STEADY EMPLOYMENT: (required)

Social Services	Job Support
<input type="checkbox"/> Childcare	<input type="checkbox"/> Job application assistance
<input type="checkbox"/> Adequate food	<input type="checkbox"/> Update resume/cover letter
<input checked="" type="checkbox"/> Stable housing	<input type="checkbox"/> Business clothes/attire
Education & Training	<input type="checkbox"/> Workplace tools/supplies
<input type="checkbox"/> Go back to school (i.e. GED)	<input type="checkbox"/> Improve interviewing skills
<input type="checkbox"/> Improve computer skills	<input type="checkbox"/> Incarceration Re-entry Support Programs
<input type="checkbox"/> Improve Technical Skills	Transportation
<input type="checkbox"/> Improve language skills (ESL/Literacy)	<input type="checkbox"/> Access to transportation
Credentials	<input type="checkbox"/> Obtain a Pa drivers license
<input type="checkbox"/> Birth certificate	Other
<input type="checkbox"/> Photo ID	<input type="checkbox"/> Other
<input type="checkbox"/> Social Security Card	<input type="checkbox"/> None of the above

PA CAREERLINK® OFFERS MANY EMPLOYMENT SERVICES. I AM INTERESTED IN LEARNING MORE ABOUT THE FOLLOWING: (required)
☒ Adult Basic Education
☐ Career Counseling & Resources
☐ Disability Employment Services
☐ English as Second Language (ESL)
☐ Job Search Assistance
☐ Resume Building & Interview Preparation
☐ Skill Assessment & Aptitude Testing
☐ Training Programs & Workshops
☐ Veteran Services
☐ Youth Programs
☐ None of the Above

VETERAN DISCHARGED FROM ACTIVE-DUTY SERVICE WITHIN THE LAST THREE YEARS. (required)
☐ Yes ☒ No

SERVED ON ACTIVE DUTY FOR A PERIOD OF MORE THAN 180 CONSECUTIVE DAYS. (required)
☐ Yes ☒ No

VETERAN WHO HAS BEEN UNEMPLOYED FOR 27+ WEEKS WITHIN THE LAST 12 MONTHS. (required)
☐ Yes ☒ No

VETERAN WITHIN 1 YEAR OF DISCHARGE OR RELEASE FROM ACTIVE DUTY. (required)
☐ Yes ☒ No

ACTIVE SERVICE AFTER 9/11/01. (required)
☐ Yes ☒ No

VETERAN AGE 18-24. (required)
☐ Yes ☒ No

Personal History

IS THERE ANY ADDITIONAL INFORMATION YOU FEEL OUR STAFF SHOULD KNOW TO ASSIST YOU IN YOUR EMPLOYMENT JOURNEY?

4 Character of 500

LAST JOBS COMPANY NAME: (required)

LAST JOBS OCCUPATION/JOB TITLE: (required)

LAST JOB START DATE: (required)

LAST JOB END DATE: (required)

I HAVE RECEIVED THE FOLLOWING BENEFITS WITHIN THE LAST 6 MONTHS: (required)
☐ TANF (Temporary Assistance for Needy Families)/Cash Assistance
☒ Food stamps/SNAP (Supplemental Nutrition Assistance Program)
☐ Refugee assistance
☐ SSI (Supplemental Security Income)
☐ SSDI (Supplemental Security Disability Insurance)
☐ None of the Above
☐ I Prefer to Discuss with a Staff Member

I AM CURRENTLY RECEIVING THE FOLLOWING ASSISTANCE: (required)
☒ Free/reduced-price lunch
☐ Unemployment compensation
☐ EARN (Employment, Advancement and Retention Network) program assistance
☐ Medical assistance
☐ None of the Above
☐ I Prefer to Discuss with a Staff Member

HAVE YOU BEEN LONG-TERM UNEMPLOYMENT (UNEMPLOYED FOR MORE THAN 27 CONSECUTIVE WEEKS)? (required)
☐ Yes ☒ No

I AM HOMELESS OR OTHERWISE DO NOT HAVE A PERMANENT RESIDENCE. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

ENGLISH IS NOT MY FIRST LANGUAGE. I WOULD LIKE TO IMPROVE MY ABILITIES IN SPEAKING, READING AND / OR WRITING ENGLISH. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM A MIGRANT/SEASONAL FARM WORKER. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM SINGLE PARENT WITH A CHILD UNDER 18. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM INTERESTED IN LEARNING MORE ABOUT MENTAL HEALTH SERVICES. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM INTERESTED IN EMPLOYMENT SERVICES AND / OR ACCOMMODATIONS FOR INDIVIDUALS WITH A DISABILITY. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM INTERESTED IN IMPROVING MY READING, WRITING, AND/OR MATH SKILLS THAT IMPACT HOW I PERFORM AT WORK OR IN THE COMMUNITY. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM A SINGLE AND EXPECTING PARENT. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

I AM CURRENTLY IN FOSTER CARE OR I HAVE AGED OUT OF THE FOSTER CARE SYSTEM. (required)
☐ Yes ☒ No ☐ Prefer to discuss with a staff member

SAVE

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Questions?
Thank you!

Comment #	Commenting Organization	Comment	Response
1	UniqueSource Products and Services	<p>UniqueSource Products and Services appreciates the opportunity to submit comments on Pennsylvania's 2020-24 WIOA Combined State Plan Modification draft. UniqueSource commends the Administration for the thoughtful goals and strategies contained in the Plan Modification document focused on providing services to help remove barriers to employment.</p> <p>UniqueSource supports and aligns with PA's Employment First focus as we promote our mission to advance employment opportunities for Pennsylvanians with disabilities.</p> <p>UniqueSource and our member network of affirmative employers who, through creating mission focused management and operational structures, prioritize providing adaptive technologies, effective accommodations, and support, strive to not only meet, but also exceed the requirements of the ADA in order to maximize the employment potential and productivity of persons with disabilities.</p> <p>We hope that the Administration and supporting Agencies like Labor and Industry and DHS will continue to consider UniqueSource as reliable partner program agency and resource we all continue to improve, evolve, and expand upon the work we do to support inclusion and independence for Pennsylvanians with disabilities through employment.</p>	<p>Thank you for your comment.</p> <p>We continue to prioritize positive employment outcomes in alignment with Employment First policy for individuals with disabilities.</p>
2	PWDA	<p>(pg. 8) Employers' Employment Needs With regard to the industry sectors and occupations identified in (A)(i) and (ii), provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses</p> <p>Comment: We are encouraged by the PWDB's updated analysis and labor market information, including those indicative of competitive industry sectors across Pennsylvania. We ask the PWDB to outline its</p>	<p>Thank you for your comment.</p> <p>We plan to publish updated industry clusters, as well as identify targeted industry clusters, by July 1, 2022. Current industry clusters are identified on pages 9 and 10 of</p>

		intention in the Plan to guide an updated identification of industry clusters, establish a schedule for its ongoing evaluation, as well as an annual publication of the targeted industry clusters as outlined in Section 1302 of the PA Workforce Development Act.	the current WIOA Combined State Plan modification.
3	PWDA	<p><i>(page 31) Section II-Strategic Elements-State Strategy (2) Describe the strategies the State will use to align the core programs, any Combined State Plan partner programs included in this Plan, required and optional one-stop partner programs, and any other resources available to the State to achieve fully integrated customer services consistent with the strategic vision and goals described above. Also describe strategies to strengthen workforce development activities regarding weaknesses identified in section II(a)(2).</i></p> <p>Comment: The modified plan does not effectively express the critical need to leverage resources through integration of services whenever possible.</p> <p>The LWDBs agree that the workforce development system (both statewide and locally) extends beyond the core programs as indicated on page 38 which states <i>“Core and partner programs will collaborate to ensure that resources are leveraged, and services are not duplicated.”</i> However, this statement, along with references throughout the draft to service integration, underestimates the significant disruption to local systems when workforce resources are not effectively leveraged or are removed altogether. The far-reaching implications of significant changes that have an impact on customer flow, funding levels or one-stop service delivery are not addressed.</p> <p>As each local workforce development area strives to “Build Back Better” from unprecedented shifts in local workforce and economic development systems, long-term planning must include the full range of</p>	<p>Thank you for your comment.</p> <p>The TANF section of the plan has now been included in the WIOA Combined State Plan Modification that will be considered for approval by the PA WDB on February 9, 2022. While the VR Services portion of the plan is not currently included, it will be included in the submission to the WIOA Combined State Plan portal. The VR services portion of the Plan will be subject to its own additional public comment period, which was requested by the Rehabilitative Services Administration, US Department of Education, due to substantive changes to that portion of the Plan.</p> <p>Pennsylvania understands the critical value of each partner to the success of the workforce development system and will</p>

		<p>available resources and services for Pennsylvania’s jobseekers, workers, and employers. Never has a fully integrated system been more important – not only to maximize resources but also to ensure service delivery is equitable.</p> <p>This is stated but not necessarily emphasized in the modified plan as drafted. As example, the statement explaining the exclusion of the Temporary Assistance for Needy Families (TANF) plan in the draft should, at the very least, address the potential impact of that plan on the PA CareerLink® one-stop centers’ infrastructure and service delivery to both job seekers and employers.</p> <p>An interagency work group, coordinated by the PWDB, in addition to a One-Stop Service Delivery Committee are promising. However, it is essential that both groups receive a thorough overview of the implication of any partner agency changes that would alter customer flow, funding levels or one-stop service delivery in each PA CareerLink®.</p> <p>The lack of plan content from the TANF partner (pg. 242) and the OVR core program (pg. 127) depicts a parallel, but fragmented approach to planning a <i>Combined</i> plan. We ask the PWDB to incorporate within the plan its approach to support and develop an aligned and integrated system encompassing the six core programs and additional combined state plan partner programs as outlined in 20 CFR § 676.100.</p>	<p>work to continuously improve how these programs and services are integrated and coordinated to ensure the best and most comprehensive services for all customers.</p> <p>Additionally, the PA WDB One-Stop committee will ensure that all core and partner programs have the opportunity to share any proposed changes to program operation that could impact PA CareerLink® operations in the commonwealth. This is now reflected in goal 5.9 on page 30 of the WIOA Combined State Plan modification.</p>
4	PWDA	<p><i>(page 91) (D) Provide the appeals process referred to in section 121(h)(2)(E) of WIOA relating to determinations for infrastructure funding.</i></p> <p>Comment: We welcome a thorough examination of the inputs required to properly fund an effective and customer-centered PA CareerLink® system across Pennsylvania. All too often, evaluation of PA CareerLink® focuses on outcomes and outputs without respect of the necessary inputs to serve the workforce system customer base.</p>	<p>Thank you for your comment.</p> <p>An updated MOU Infrastructure Funding Policy is currently being developed and is scheduled to accept public comments in May 2022. This policy will also be reviewed by agency leadership representing all core and partner programs.</p>

		Based on widespread reports, core and mandated partners including but not limited to the Unemployment Compensation system are not adequately investing in the local service delivery system based on the proportionate share requirements and reasonable benefit or utilization by the customer base. We encourage the PWDB to engage with LWBDs and PA CareerLink® providers, as well as engage in a data-informed and customer centric approach to crafting the State Funding mechanism policy and welcome further discussion with PWDB to identify ways PWDA could assist where appropriate.	We recommend providing specific comments to this policy during that public comment period. We will also share these comments with the policy development team.
5	PWDA	<p><i>(page 107) (4) Describe how the State will implement and monitor the priority for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient in accordance with the requirements of WIOA sec. 134(c)(3)(E), which applies to individualized career services and training services funded by the Adult Formula program.</i></p> <p>Comment: We support the Employment Program Committee’s comment on the priority of service provisions and ask the PWDB to simply re-insert the definitions and examples from prior approved WIOA plans into the plan. Note that the EPC is not proposing new language, but rather that language from the 2016-20 and 2020-24 WIOA Combined State Plan be restored virtually verbatim.</p>	<p>Thank you for your comment.</p> <p>We agree with the importance of the Priority of Service policy to ensure services are provided to Pennsylvanians who most need them.</p> <p>By referencing the policy and link in the WIOA Combined State Plan, this allows e updates to the policy to be made without having to submit a new modification to the WIOA Combined State Plan.</p> <p>An updated Priority of Service Policy is currently being developed and is scheduled to accept public comments in February 2022. This policy will also be reviewed by agency leadership representing all core and partner programs. We recommend providing specific</p>

			comments to this policy during that public comment period. We will also share these comments with the policy development team.
6	PSU	<p>In contrast to previous National HIV/AIDS Strategies, the revised National HIV/AIDS Strategy 2022 to 2025, includes a whole government approach including representation from the Department of Labor on the Federal HIV Strategic Planning Taskforce. At the state level, the PA Statewide HIV planning group recently added a goal to <i>increase capacity and implementation of activities for greater access to vocational development and employment services and evaluation of these services on HIV health and prevention outcomes.</i></p> <p>Although existing biomedical interventions provide a pathway to end the HIV epidemic, unemployment, insecure work, and/or precarious work conditions can interfere with positive HIV health and prevention outcomes. Advancements in HIV medicine have led to improved health and more restrictive access to Social Security and/or disability benefits creating an increased desire and/or need to work for many people living with HIV (PLWH). Transitions into or out of the workforce, can increase the risk of poor health associated with stress and potential disruptions or loss of access to income support and health insurance. When PLWH have undetectable viral loads they no longer are at risk of transmitting HIV to others.</p> <p>Poor health outcomes and lack of access to HIV care can lead to disruptions in medication adherence increased viral load and increased risk of forward HIV transmission.</p> <p>Changes of employment status associated with COVID-19, with a disparate increase in unemployment among low income, ethnic minority, and female workers with HIV, have underscored the urgency to better serve this population. The Center for Diseases Control's HIV Medical</p>	<p>Thank you for your comment related to the two-year modification of the 2020-2024 Pennsylvania Combined State Plan specific to the employment challenges of people living with HIV (PLWH). The PA Office of Vocational Rehabilitation (OVR) remains committed to meeting the vocational needs of all Pennsylvanians who have a disability that presents a barrier to successful employment planning. OVR is planning to further evaluate the vocational and employment needs of PLWH through the next three-year Comprehensive Statewide Needs Assessment.</p> <p>Thank you for sharing your comments and thoughts with us.</p>

		<p>Monitoring Project MMP collects data on a representative sample of PLWH in the US and estimates that 41% of PLWH are unemployed. Yet in 2021 only 84 of the 36,494 PLWH in PA were receiving vocational rehabilitation services.</p> <p>Lack of access to vocational services can limit the capacity to make informed decisions about changing employment status and increase the risk for negative economic and health outcomes associated with employment transitions. Employment transitions effect health equity as it contributes to key factors related to health such as income, quality of life, HIV stigma, social networks, self-esteem, and safety. Despite the importance of work, little attention has been devoted to providing employment services to PLWH in PA. Even less attention has considered the impact of disparate access to vocational resources that impact economic opportunities as well as individual and public health outcomes.</p> <p>In light of these factors, I urge you to devote specific attention and resources to addressing the unmet employment needs of PLWH and to help to contribute to ending the HIV epidemic in PA.</p>	
7*	<p>Community Legal Services</p> <p>Employment Program Committee</p> <p>Community Justice</p> <p>Coalition for Low-Income Pennsylvanians</p>	<p>While the proposed provisions on priority of service in the modified 2020-24 WIOA state plan are basically true to the original provisions on this topic in the 2016-20 and 2020-24 Combined WIOA State Plans, they omit language from the original state plans that are important to ensure a clear understanding of the meaning of priority of service, as well as its proper implementation. More specifically, the proposed modified state plan omits definitions of key priority of service terms and several examples of how priority of service works in practice. What we propose is simply that these definitions and examples be inserted back into the plan. We emphasize here that we are not proposing new language, but rather that language from the 2016-20 and 2020-24 WIOA Combined State Plan be restored virtually verbatim. We have attached the priority of service provisions on pages 107-109 in the proposed modified state</p>	<p>Thank you for your comment.</p> <p>By referencing the policy and link in the WIOA Combined State Plan, this allows e updates to the policy to be made without having to submit a new modification to the WIOA Combined State Plan.</p> <p>An updated Priority of Service Policy is currently being developed and is scheduled to</p>

		plan with the omitted language inserted in track change so that it can be easily identified.	accept public comments in February 2022. This policy will also be reviewed by agency leadership representing all core and partner programs. We recommend providing specific comments to this policy during that public comment period. We will also share these comments with the policy development team.
8*	Community Legal Services Employment Program Committee Community Justice Coalition for Low-Income Pennsylvanians	We note also that the 2020-24 WIOA Combined WIOA State Plan made reference, at the end of the priority of service section, to a stand-alone statement of Priority of Service policy dated 2015 (identified as <i>WORKFORCE SYSTEM POLICY (WSP) No. 05-2015, December 23, 2015, entitled, "Priority of Service – Initial Implementation of the Workforce Innovation and Opportunity Act"</i>), noting that this "initial" statement of policy was going to be updated to "align with the State Plan and federal regulations." The proposed modified state plan also refers to this stand-alone policy, but our research suggests to us that it has not, in fact, been revised since 2015. We recommend that the stand-alone statement of priority of service policy be updated to align with the current WIOA State Plan priority of service provisions and that notice and opportunity for comment be provided to stakeholders, such as EPC.	Thank you for your comment. An updated Priority of Service Policy is currently being developed and is scheduled to accept public comments in February 2022. This policy will also be reviewed by agency leadership representing all core and partner programs. We recommend providing specific comments to this policy during that public comment period. We will also share these comments with the policy development team.

* Proposed language to be reinserted was provided

Pennsylvania Profile

January 2022

2019 Population		
Total Population	12,791,530	100.0%
Female	6,526,417	51.0%
Male	6,265,113	49.0%
Population by Race		
White	10,300,602	80.5%
Black	1,430,664	11.2%
Other	1,060,264	8.3%
Hispanic Ethnicity (All Races)	935,216	7.3%
Population by Age		
Ages 0 to 17	2,662,391	20.8%
Ages 18 to 24	1,174,907	9.2%
Ages 25 to 34	1,680,907	13.1%
Ages 35 to 44	1,493,904	11.7%
Ages 45 to 54	1,692,870	13.2%
Ages 55 to 64	1,804,831	14.1%
Ages 65 to 74	1,276,690	10.0%
Ages 75 and Older	1,005,030	7.9%
Median Age	40.8	
Educational Attainment, Ages 18 and Older		
High School Diploma or Less	4,495,797	44.4%
Some College or Associate Degree	2,668,721	26.3%
Bachelor's Degree	1,841,510	18.2%
Graduate or Professional Degree	1,123,111	11.1%

Source: U.S. Census ACS 2015-2019 - DP05, B01001, and B15001

Help Wanted OnLine Job Postings			
Dec 2021	Dec 2020	Volume Change	Percent Change
109,835	92,207	17,628	19.1%

Source: Burning Glass Technologies Help Wanted OnLine™

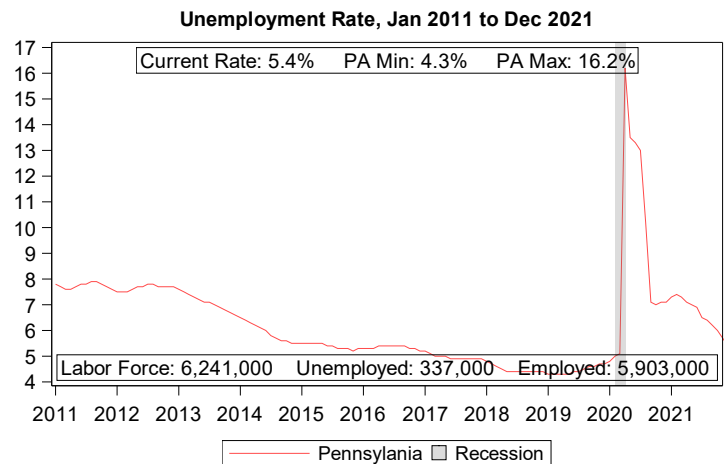
U.S. Veterans			Non-Veterans	
Total	Unemployment Rate	Median Income	Unemployment Rate	Median Income
759,474	4.6%	\$38,725	5.3%	\$31,116

Source: U.S. Census ACS 2015-2019 (Table: S2101)

Resident Income				
Per Capita	Total Income	Earnings	Dividends-Interest-Rent	Transfer Payments
\$58,032	\$742,924,296	\$467,779,834	\$131,208,117	\$143,936,345

Note: All income (excluding Per Capita) is displayed in thousands.

Source: Bureau of Economic Analysis (BEA) - 2019



Top 25 Employers by Employment in Q2 of 2021

Federal Government
 State Government
 Wal-Mart Associates Inc
 Trustees of the University of PA
 City of Philadelphia
 Giant Food Stores LLC
 Pennsylvania State University
 United Parcel Service Inc
 UPMC Presbyterian Shadyside
 School District of Philadelphia
 Amazon.com Services Inc
 PNC Bank NA
 Lowe's Home Centers LLC
 Home Depot USA Inc
 University of Pittsburgh
 Target Corporation
 The Children's Hospital of Philadelphia
 Weis Markets Inc
 Giant Eagle Inc
 Comcast Cablevision Corp (PA)
 Vanguard Group Inc
 Saint Luke's Hospital
 Merck Sharp & Dohme Corporation
 Wawa Inc
 Sheetz Inc

Source: Quarterly Census of Employment and Wages

Unemployment Compensation (UC) by Pre-UC Industry	Jan 2021 to Dec 2021		Dec 2021 Initial (IC) and Continued (CC) UC Claims			
	Exhaustees	Percent	IC Total	IC Percent	CC Total	CC Percent
Natural Resources & Mining	1,760	1.0%	1,119	2.0%	5,492	1.5%
Construction	14,880	8.2%	13,602	24.4%	65,871	18.1%
Manufacturing	17,190	9.4%	5,412	9.7%	36,545	10.1%
Trade, Transportation & Utilities	35,360	19.4%	10,258	18.4%	63,802	17.6%
Information	2,040	1.1%	316	0.6%	3,576	1.0%
Financial Activities	6,440	3.5%	993	1.8%	12,756	3.5%
Professional & Business Services	27,310	15.0%	8,314	14.9%	53,429	14.7%
Education & Health Services	32,910	18.1%	5,455	9.8%	66,598	18.3%
Leisure & Hospitality	29,880	16.4%	5,749	10.3%	31,068	8.6%
Other Services	6,730	3.7%	832	1.5%	8,599	2.4%
Government	6,160	3.4%	694	1.2%	6,853	1.9%
Info Not Available	1,340	0.7%	0	0.0%	0	0.0%
Total	182,000	100%	55,690	100%	363,050	100%

Notes: Percentages less than 0.5% will be displayed as 0.0%. Percentages may not sum to 100% due to rounding. Claims data are not comparable to claims data released in any other report.

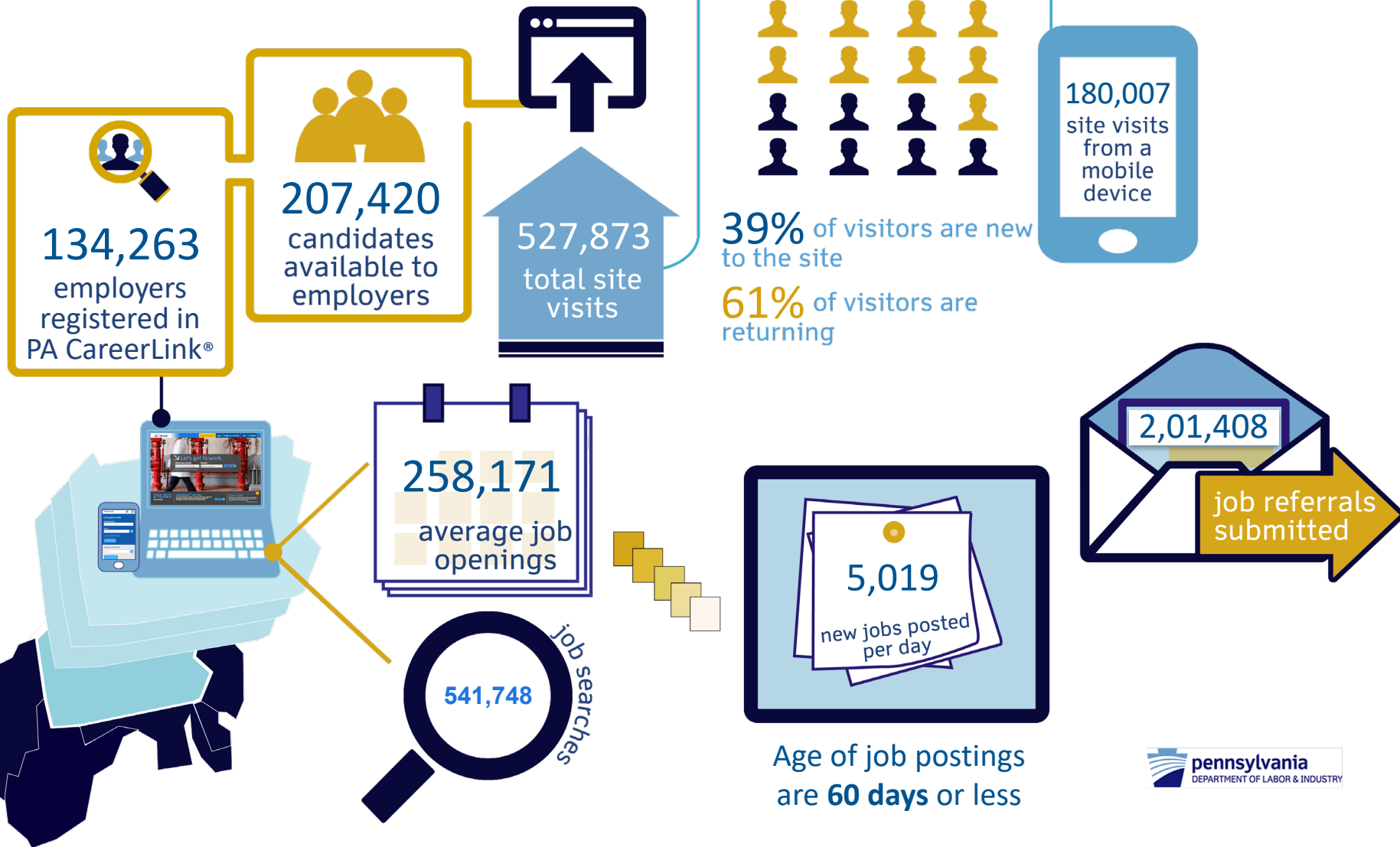
Source: Pennsylvania Unemployment Compensation System

Quarterly Census of Employment and Wages, 2020 Annual Averages					
NAICS	NAICS Description	Establishments	Employment	Employment %	Average Wage
	Total, All Industries	361,557	5,489,656	100.0%	\$62,071
11	Agriculture, Forestry, Fishing and Hunting	2,408	25,441	0.5%	\$38,500
21	Mining, Quarrying, and Oil & Gas	1,232	22,505	0.4%	\$88,369
22	Utilities	1,393	34,019	0.6%	\$102,137
23	Construction	29,533	249,632	4.5%	\$70,075
31-33	Manufacturing	14,378	538,188	9.8%	\$66,967
42	Wholesale Trade	22,947	204,302	3.7%	\$86,362
44-45	Retail Trade	40,474	569,847	10.4%	\$33,162
48-49	Transportation and Warehousing	11,852	309,513	5.6%	\$52,554
51	Information	5,982	86,364	1.6%	\$105,107
52	Finance and Insurance	18,545	266,895	4.9%	\$103,588
53	Real Estate and Rental and Leasing	11,221	61,911	1.1%	\$68,118
54	Professional and Technical Services	42,948	361,637	6.6%	\$103,752
55	Management of Companies and Enterprises	5,047	126,974	2.3%	\$139,607
56	Administrative and Waste Services	18,475	286,444	5.2%	\$42,122
61	Educational Services	9,111	463,106	8.4%	\$62,215
62	Health Care and Social Assistance	53,457	1,050,527	19.1%	\$55,974
71	Arts, Entertainment, and Recreation	5,441	69,616	1.3%	\$40,214
72	Accommodation and Food Services	28,299	357,118	6.5%	\$19,732
81	Other Services (Except Public Administration)	33,687	171,263	3.1%	\$39,485
92	Public Administration	5,130	234,354	4.3%	\$66,086

Company Ownership					
Total, All Ownership		361,557	5,489,656	100.0%	\$62,071
Private Ownership		348,449	4,830,414	88.0%	\$61,976
Federal Ownership		2,741	101,283	1.8%	\$78,719
State Ownership		1,454	128,526	2.3%	\$66,625
Local Ownership		8,913	429,433	7.8%	\$57,854

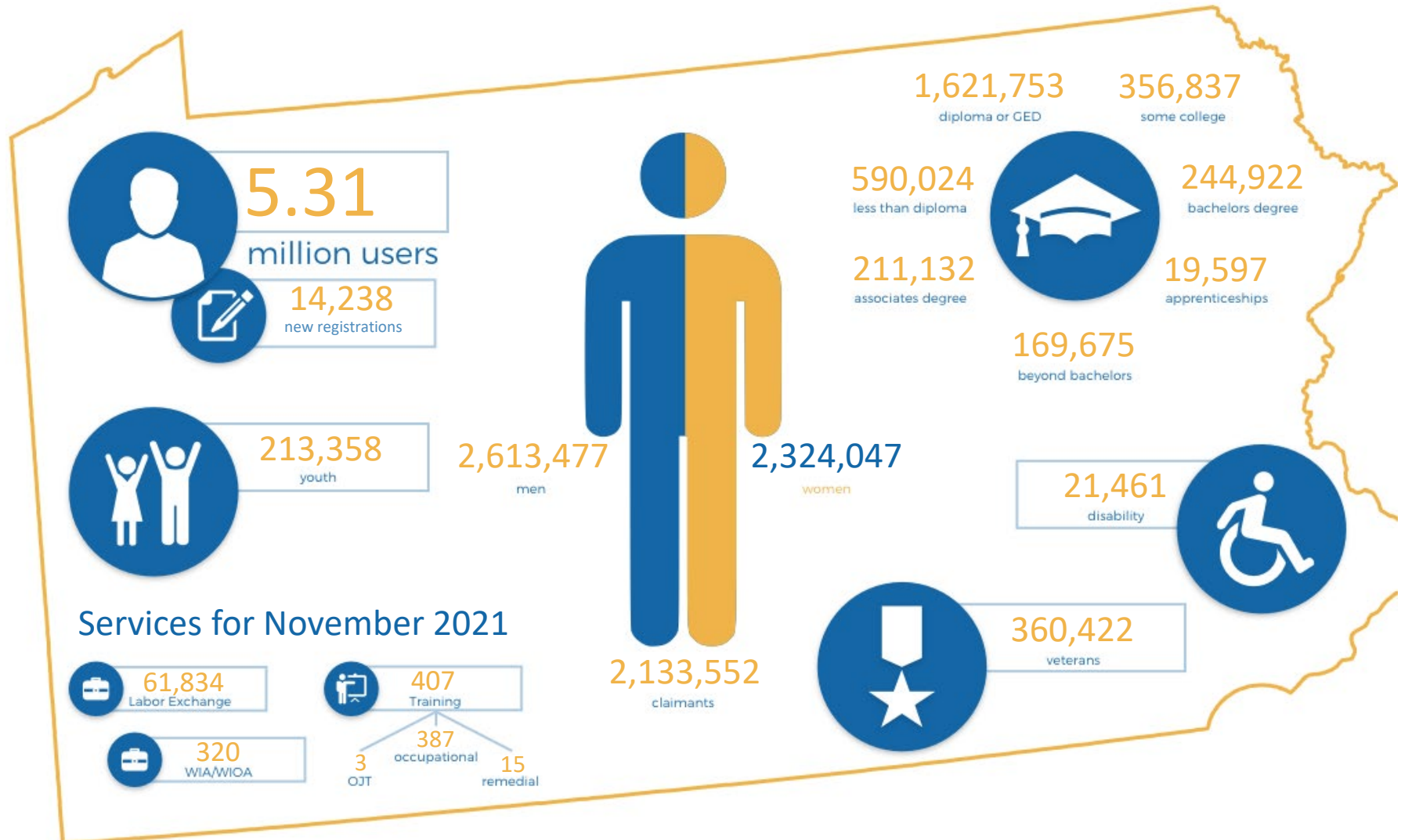
Occupational Employment (2018) and Wages (2020)					
SOC Code	Major Occupational Group	Employment	Entry Wage	Average Wage	Experienced Wage
	Total, All Occupations	6,329,070	\$24,250	\$53,950	\$68,790
11-0000	Management	322,280	\$64,660	\$127,660	\$159,160
13-0000	Business & Financial Operations	302,930	\$46,690	\$78,750	\$94,780
15-0000	Computer & Mathematical	164,370	\$52,000	\$87,970	\$105,950
17-0000	Architecture & Engineering	110,120	\$50,300	\$83,300	\$99,800
19-0000	Life, Physical & Social Science	54,250	\$41,190	\$75,530	\$92,690
21-0000	Community & Social Services	139,080	\$30,970	\$48,360	\$57,050
23-0000	Legal	50,520	\$45,780	\$105,870	\$135,910
25-0000	Education, Training & Library	341,820	\$30,440	\$63,960	\$80,730
27-0000	Arts, Design, Entertainment, Sports & Media	83,130	\$26,650	\$55,550	\$70,000
29-0000	Healthcare Practitioners & Technical	421,720	\$41,350	\$80,640	\$100,290
31-0000	Healthcare Support	200,560	\$22,730	\$30,250	\$34,000
33-0000	Protective Service	128,960	\$24,850	\$50,080	\$62,690
35-0000	Food Preparation & Serving Related	505,660	\$18,060	\$26,130	\$30,170
37-0000	Building & Grounds Cleaning & Maintenance	208,360	\$21,440	\$31,770	\$36,940
39-0000	Personal Care & Service	321,070	\$18,610	\$30,030	\$35,730
41-0000	Sales & Related	591,150	\$20,570	\$45,270	\$57,620
43-0000	Office & Administrative Support	957,620	\$26,560	\$41,890	\$49,550
45-0000	Farming, Fishing & Forestry	39,530	\$21,760	\$36,120	\$43,290
47-0000	Construction & Extraction	260,640	\$33,540	\$55,570	\$66,580
49-0000	Installation, Maintenance & Repair	251,580	\$31,590	\$52,270	\$62,600
51-0000	Production	391,230	\$26,500	\$42,010	\$49,770
53-0000	Transportation & Material Moving	482,490	\$23,770	\$37,870	\$44,910

Note: 'ND' represents Non-Disclosable information.



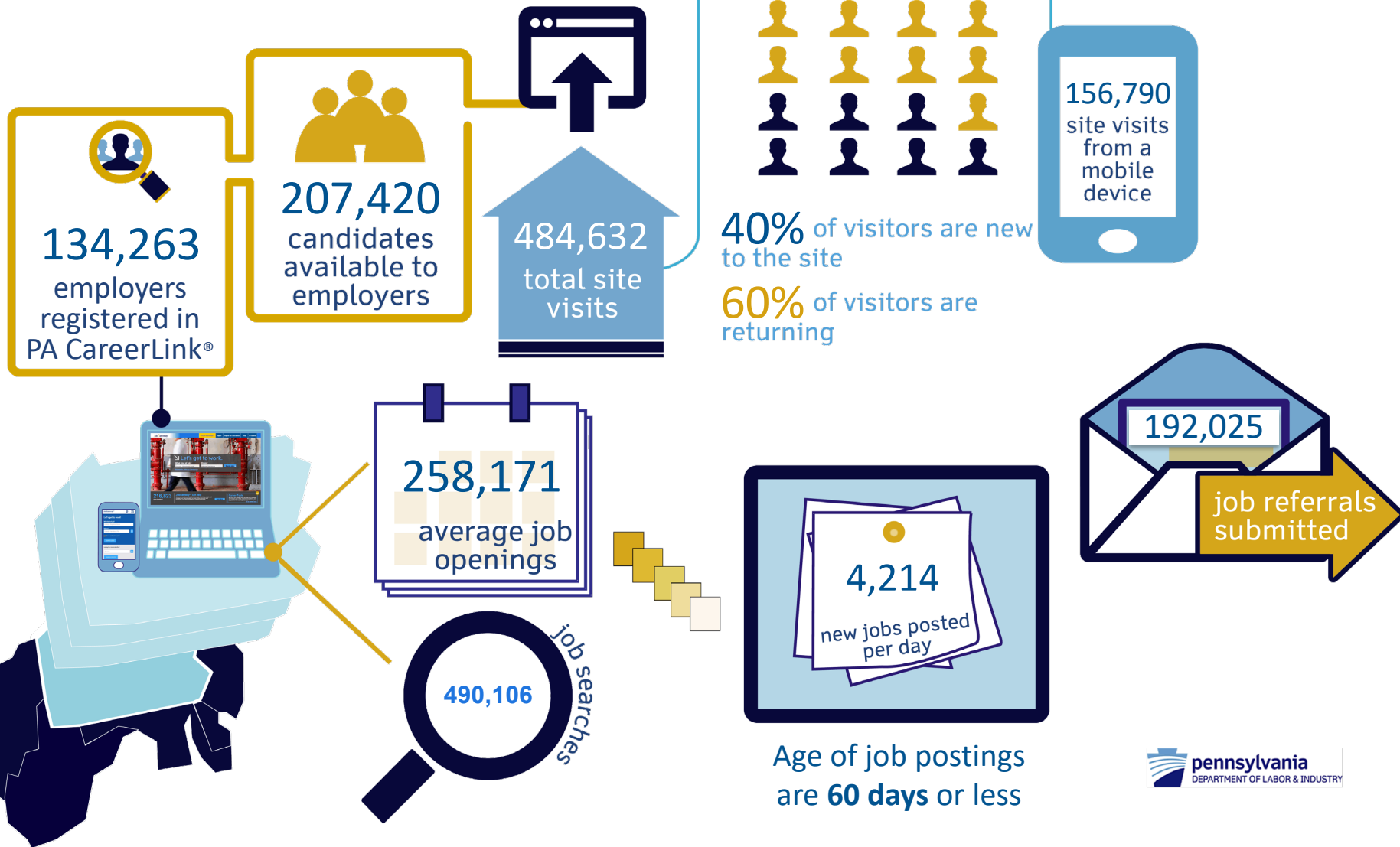


CWDS/PA CareerLink® User Demographics & Services



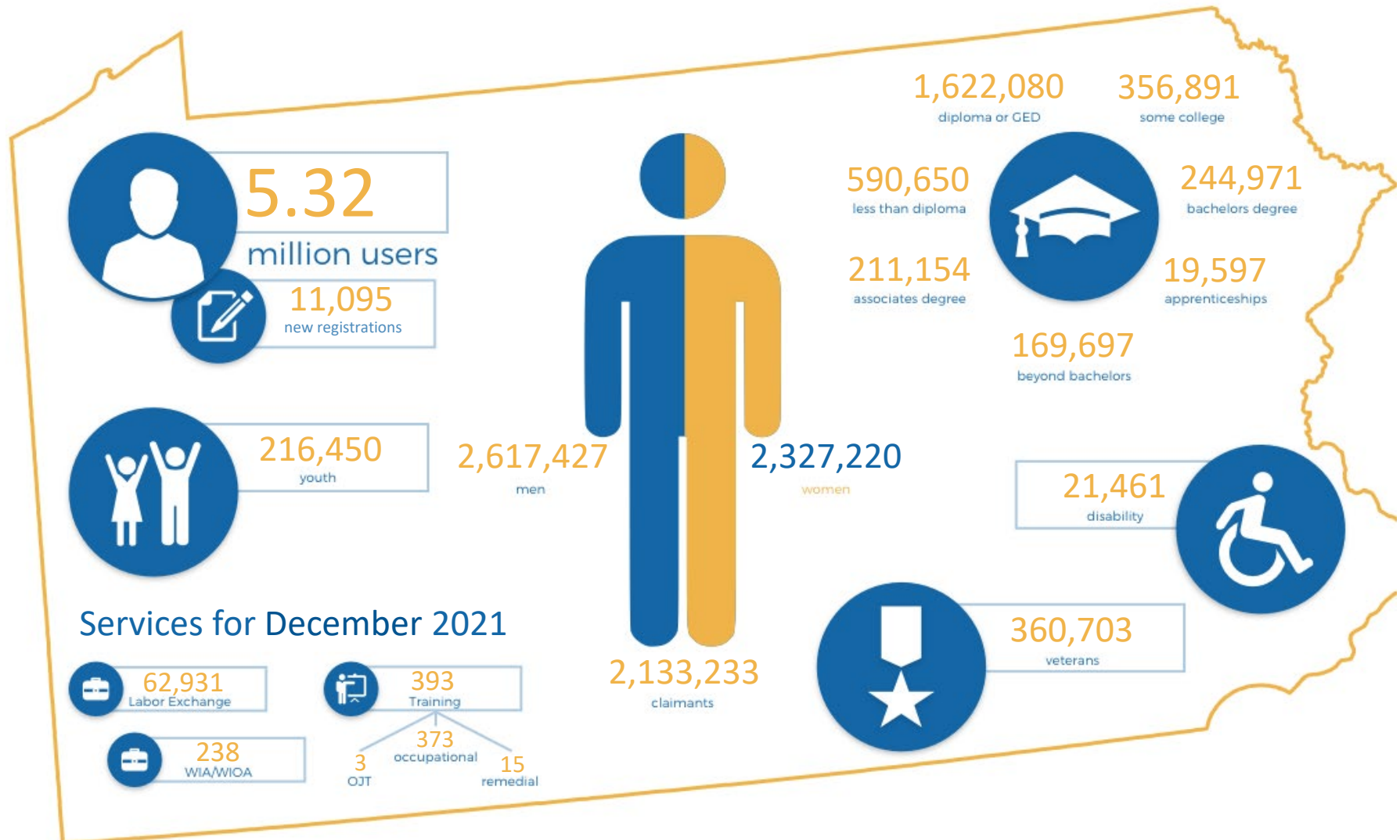
Infographic Description

#	Metric	Description	Notes	Source	Source Detail
1	Employers registered in PA CareerLink®	Total Employer Profiles based on FEIN	Cumulative (Based on FEINs and SSNs)	CWDS Business Report	Employer #7: Employers -Total - TOTAL COUNT
2	Candidates available to PA employers	Job Seekers with "Want Employers to Find You" marked as "Yes"	Job seekers with job preferences enabled (cumulative)	CWDS Business Report	Participant #13: Participants with Job Preferences Enabled - TOTAL COUNT
3	Total site visits	Number of times PA CareerLink® was visited (includes new and return visits)	Per month	Google Analytics	PA CareerLink®: Customization: Dashboards: PA CareerLink InfoGraphic: Visits
4	Visitors new to the site	New visitors to PA CareerLink®	Per month	Google Analytics	PA CareerLink®: Customization: Dashboards: PA CareerLink InfoGraphic: New Visitor
5	Visitors are returning at least each month	Returning visitors to PA CareerLink®	Per month	Google Analytics	PA CareerLink®: Customization: Dashboards: PA CareerLink InfoGraphic: Returning Visitor
6	Total mobile site visits	Number of times PA CareerLink® mobile was visited (includes new and return visits)	Per month	Google Analytics	PA CareerLink®: Customization: Dashboards: PA CareerLink InfoGraphic: Private: PA CareerLink® Mobile Analytics: Visits
7	Average job openings	Current number of job openings based on the "Open Positions" value of job postings which are in open status	Current number of openings (Note: The average can be calculated by recording this number at the start, middle, and end of the month)	CWDS Business Report	Job Postings: Open Positions (Total openings for jobs in open status)
8	New jobs posted per day	New job postings based on posting date	Sum of Registered Employer and Job Feed Job postings posted (i.e. in "open" status) within the month	CWDS Business Report	Job Postings #6: All Jobs - Posted - AVG ON RPT DATES
9	Age of job posting	Length of time jobs are in open status (Note: There are variations based on type of job)	Job Feed Jobs and Registered Employer Unassisted are 60 days; Registered Employer Staff Assisted are 180 days	NA	NA
10	Number of job searches	Total number of times the Search Jobs screen is visited	Total number of times the job search screen is visited	Google Analytics	PA CareerLink®: Dashboards: Private: PA CareerLink® InfoGraphic Data: Pageviews by Page Title: PA CareerLink® - Search Jobs
11	Job referrals submitted	Number of job referrals created by either applying to a registered employer job or visiting the web site of a job feed job	Per month	CWDS Business Report	Referrals #1 - COUNT ON RPT DATES



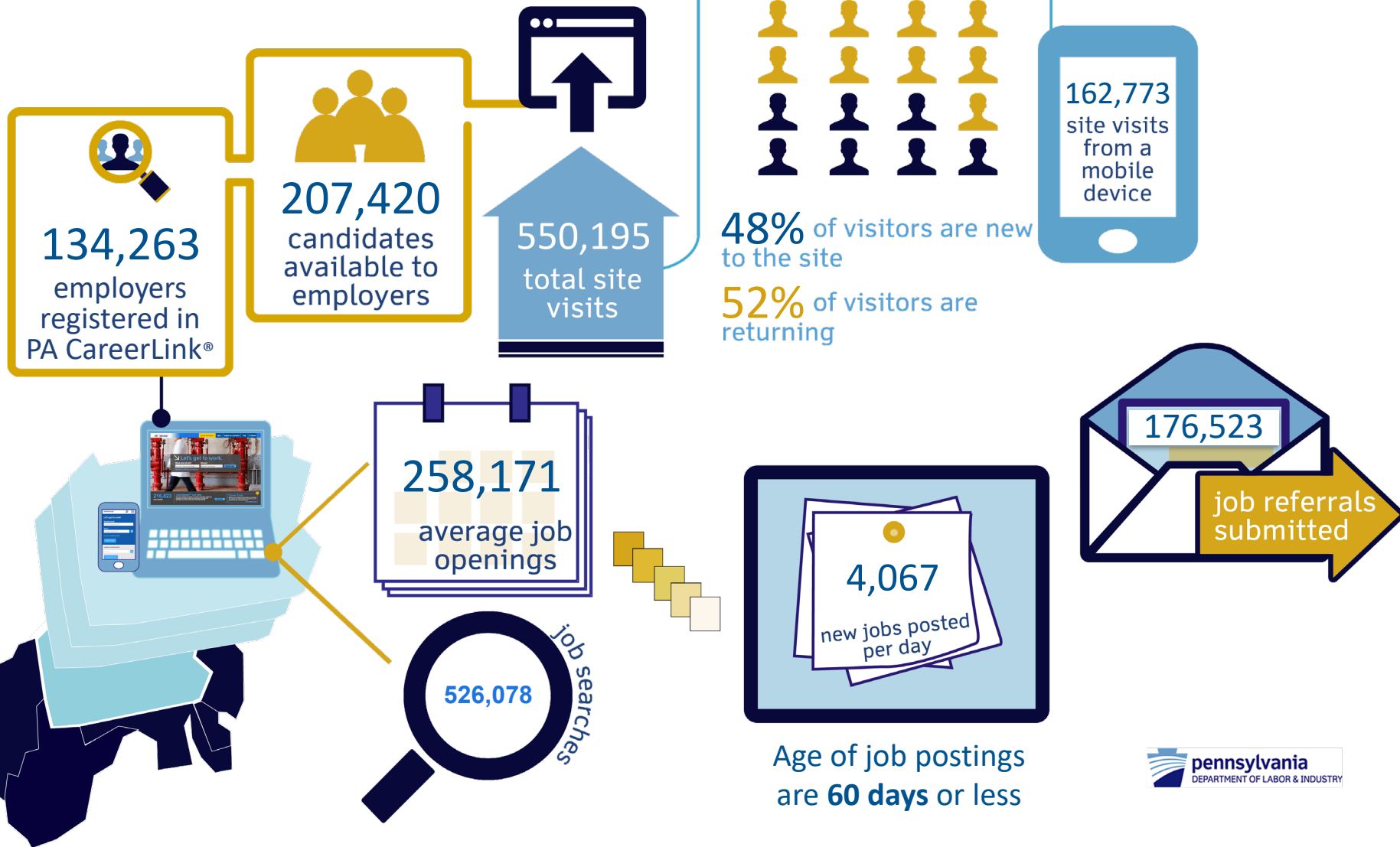


CWDS/PA CareerLink® User Demographics & Services



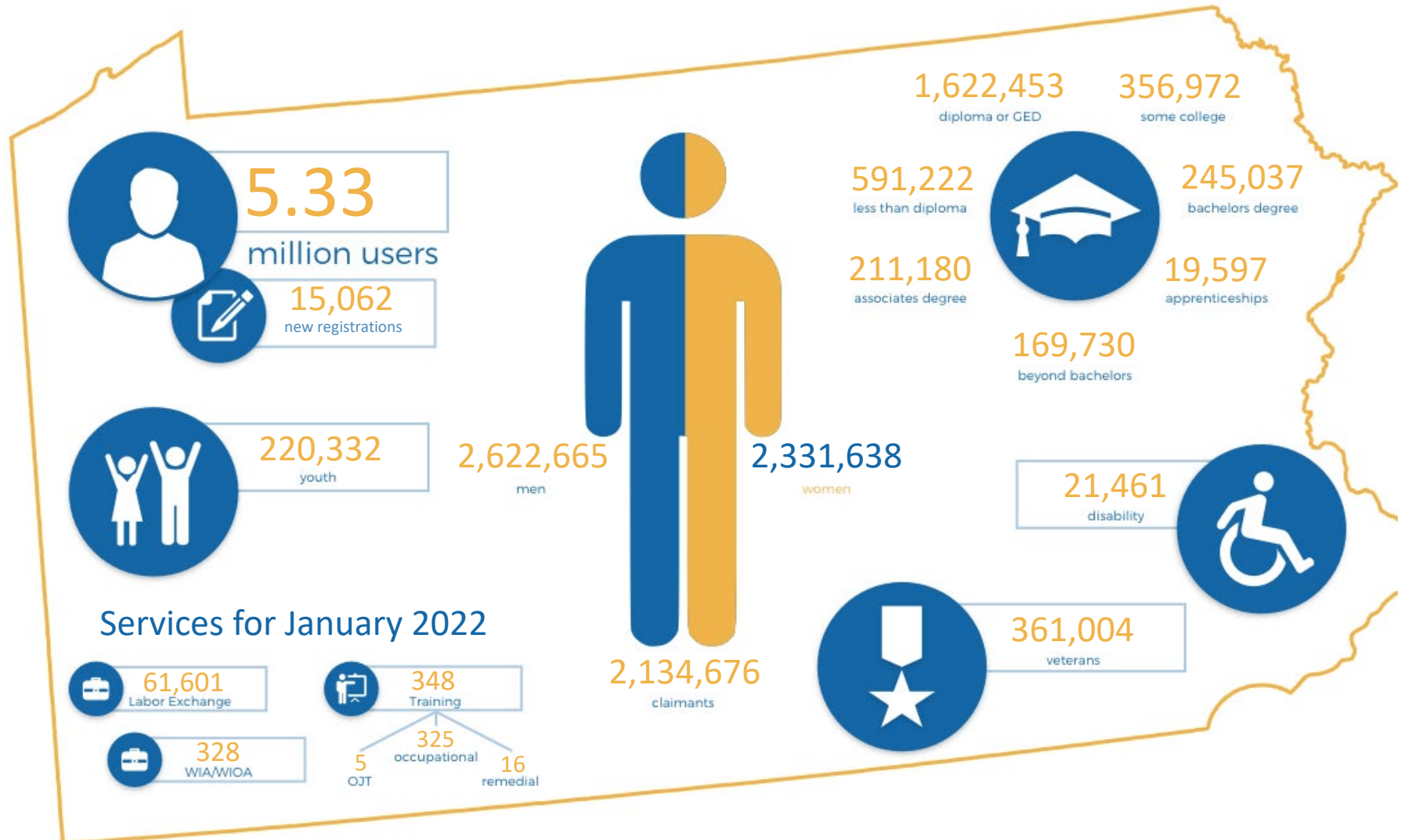
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CWDS/PA CareerLink® User Demographics & Services



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WIOA Title I and Title III Workforce Performance Outcome Progress

Program Year 2021 (Through 2nd Quarter)

Statewide

The Workforce Innovation and Opportunity Act assesses statewide performance at the end of the program year using a three-tier method for all core programs:

- The Overall Program Score for all programs must be at or above 90 percent. These represent the margin by which the state is currently achieving the adjusted negotiated goals for all outcome metrics within a given program.
- The Overall Indicator Score for all indicators must be at or above 90 percent. These represent the margin by which the state is currently achieving adjusted negotiated goals for each performance outcome metric across all core WIOA programs.
- The Individual Indicator Score for all performance outcome metrics must be at or above 50 percent of the adjusted negotiated level of performance.

The information below evaluates Pennsylvania's current scores, rather than raw performance, and is based on Program Year 2021 Second Quarter performance results compared to our unadjusted negotiated level of performance for the Title I and Title III programs only. Adjusted negotiated levels will be available in January 2023.

Overall Program Scores

Not Meeting	Meeting	Exceeding
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Overall Indicator Scores

106.1%	117.1%	95.6%	102.5%
Title I Adult	Title I Dislocated Worker	Title I Youth	Title III Wagner-Peyser

93.7%	92.0%	118.7%	109.4%	118.5%
Employed 2 nd Quarter	Employed 4 th Quarter	Median Earnings 2 nd Quarter	Credential Attainment	Measurable Skill Gain

Individual Indicator Scores (actual performance/negotiated level)

	Employed 2 nd Quarter	Employed 4 th Quarter	Median Earnings 2 nd Quarter	Credential Attainment	Measurable Skill Gain
Title I Adult	90.0% (67.5% / 75.0%)	89.4% (63.5% / 71.0%)	118.3% (\$6863 / \$5800)	117.8% (68.3% / 58.0%)	114.7% (43.6% / 38.0%)
Title I Dislocated Worker	95.8% (74.7% / 78.0%)	93.8% (73.2% / 78.0%)	109.5% (\$8756 / \$8000)	126.1% (74.4% / 59.0%)	160.3% (52.9% / 33.0%)
Title I Youth	92.7% (61.2% / 66.0%)	100.0% (60.0% / 60.0%)	120.6% (\$3316 / \$2750)	84.3% (60.7% / 72.0%)	80.4% (45.8% / 57.0%)
Title III Wagner-Peyser	96.3% (62.6% / 65.0%)	84.8% (56.0% / 66.0%)	126.4% (\$6953 / \$5500)		

WIOA Title I and Title III Workforce Performance Outcome Progress Through 2nd Quarter Program Year 2021 Local Workforce Development Areas

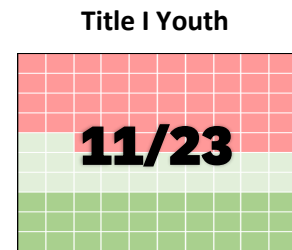
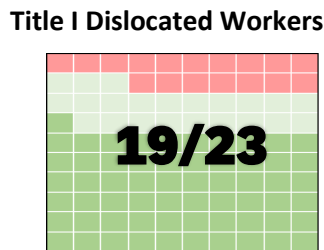
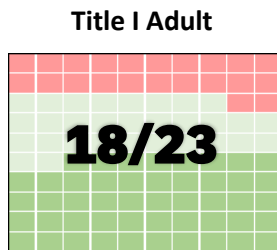
WIOA allows for the creation of local workforce development areas to oversee the provision of Title I workforce programs within their region. Twenty-three such areas have been designated in Pennsylvania and are overseen by twenty-two local workforce development boards – the Three Rivers Workforce Development Board (Partner4Work) directs Title I program activities within the City of Pittsburgh and the Balance of Allegheny County local workforce development areas.

Local performance is evaluated only on outcomes for the Title I programs. States, under authority from WIOA, establish their own methods by which to assess performance outcomes of each local workforce development area. The Department of Labor & Industry has chosen to mirror the WIOA methodology, which is described in the WIOA performance reporting workforce system policy released in August 2020.

Graphics below indicate the number of local areas currently exceeding, meeting, or not meeting unadjusted negotiated levels of performance. Adjusted negotiated levels will be available in January 2023.

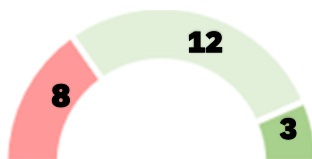
Overall Program Scores

Not Meeting	Meeting	Exceeding
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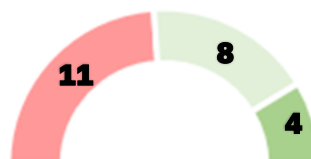


Overall Indicator Scores

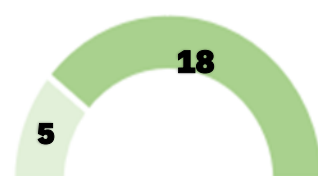
Employment Rate 2nd Quarter



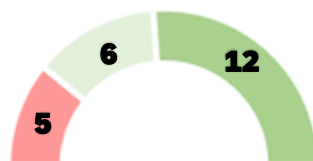
Employment Rate 4th Quarter



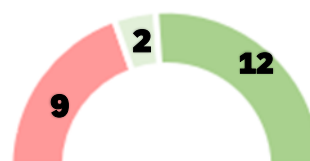
Median Earnings 2nd Quarter



Credential Attainment



Measurable Skill Gain



Individual Indicator Scores

	Title I Adult			Title I Dislocated Workers			Title I Youth		
Employment Rate 2 nd Quarter	0	20	3	0	18	5	1	17	5
Employment Rate 4 th Quarter	0	21	2	0	20	3	0	14	9
Median Earnings 2 nd Quarter	0	5	18	1	4	18	1	8	14
Credential Attainment	0	9	14	0	9	14	3	13	7
Measurable Skill Gain	3	9	11	1	7	15	8	7	8

WIOA Title I and Title III Workforce Performance Outcome Progress Through 2nd Quarter Program Year 2021

Definitions

Performance Measures

Employment Rate (2nd Quarter) - % of program participants in unsubsidized employment in the 2nd quarter after exit

Note: Outcomes for the Youth program also include those who were in education or training during the 2nd quarter after exit.

Employment Rate (4th Quarter) - % of program participants in unsubsidized employment in the 4th quarter after exit

Note: Outcomes for the Youth program also include those who were in education or training during the 4th quarter after exit.

Median Earnings - Median earnings of program participants who have unsubsidized employment during the 2nd quarter after exit

Credential Attainment - % of program participants who during participation or within one year from exit: 1) attain a high school diploma/equivalent along with employment or enrollment in postsecondary training or 2) attained a postsecondary credential

Measurable Skill Gain - % of program participants in an education or training program who achieve milestone skill gains including but not limited to an increase in basic skills or completion of an OJT within the program year

Reporting Cohorts

Performance for the first five measures is determined at a point in time after exit – either 2nd quarter or 4th quarter. Therefore, performance results for these measures are based on participants who completed services at some point in the past. The exception to this is the last performance measure, measurable skill gain, which is evaluated while a participant is actively receiving program services. The chart below provides the timeframes of participants, or participant cohorts, that were measured for the provided results.

Performance Measure	Reporting Cohort
Employment Rate 2 nd Quarter	July 1, 2020 through December 31, 2020
Employment Rate 4 th Quarter	January 1, 2020 through June 30, 2020
Median Earnings 2 nd Quarter	July 1, 2020 through December 31, 2020
Credential Attainment	January 1, 2020 through June 30, 2020
Measurable Skill Gain	July 1, 2021 through December 31, 2021

Footnotes

Performance results based on partial year results can fluctuate dramatically due to the cyclical nature of both program enrollments and availability of outcome documentation. This is especially relevant to the Youth program, where some local areas may enroll participants in cohorts at specific times of the year rather than individually throughout the year. The credential attainment and measurable skill gain outcomes see increases that align to the natural breaks in educational cycles.