



## Quarterly Meeting Briefing Book

Wednesday, November 6, 2019  
10:00 AM to 2:00 PM

Pennsylvania School Boards Association  
Mechanicsburg, Pennsylvania

**Tom Wolf**  
Governor

**Jeff Brown**  
Chair



# Quarterly Meeting Briefing Book

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**Quarterly Meeting**  
Wednesday, November 6, 2019  
10:00 AM to 2:00 PM

Pennsylvania School Boards  
Association  
400 Bent Creek Boulevard, Mechanicsburg, Pennsylvania

**Agenda**

- 10:00 AM Welcome, Introductions, and Roll Call, Chair Jeff Brown
- 10:05 AM Chair's Updates, Jeff Brown
- Approve May 1, 2019 Quarterly Meeting Minutes – **VOTE**
- 10:15 AM PA WDB Agency Updates – PA Departments of:
- Aging
  - Agriculture
  - Community and Economic Development
  - Corrections
  - Education
  - Human Services
  - Labor & Industry
  - Office of Vocational Rehabilitation
- 10:35 AM Update on Workforce Innovation and Opportunity Act (WIOA) Combined State Plan
- 10:45 AM Public Comment Period on WIOA Combined State Plan
- 11:00 AM Local Workforce Development Board Partner Updates – Presenters:
- Bradley R. Burger, President/CEO, Goodwill of the Southern Alleghenies
  - Jeff Dick, Site Administrator, Somerset and Cambria Counties
  - Gwen Fisher, Site Administrator, Bedford and Blair Counties
  - Susan Whisler, Director, Southern Alleghenies Workforce Development Board
- 11:45 AM Committee Updates: Presenters
- Industry Partnership and Employer Engagement, Chair John "Ski" Sygielski
  - Youth, Chair Chekemma J. Fulmore-Townsend
  - Reentry Ad Hoc, Chair Jeff Brown
  - Career Pathways and Apprenticeship, Chair Julene Campion
  - Continuous Improvement, Chair Brian Funkhouser
    - **VOTE** – Recommendation on Workforce Performance Transparency
  - Healthcare Workforce Ad Hoc, Chair Matt Yarnell
    - Discussion – Draft Direct Care Worker Crisis Statement

12:30 PM Working Lunch

1:00 PM Presentation – Pennsylvania’s Educate4Opportunity – Presenters:

- Abby Smith, Director of Education and Workforce Development, Team Pennsylvania Foundation
- Sarah Bauder, Chief Transformation Officer, Pennsylvania’s State System of Higher Education

1:45 PM Public Comment

2:00 PM Adjourn – **VOTE**

**Next Meeting:** February 5, 2019 at the Pennsylvania School Boards Association

## **Quarterly Board Meeting**

Tuesday, August 13, 2019

10:00AM to 1:45PM

Pennsylvania School Boards Association  
400 Bent Creek Boulevard, Mechanicsburg, Pennsylvania

### **Meeting Minutes**

#### **Attendance**

**Members:** Jeffrey Brown, Chair; Secretary Teresa Miller; Matt Yarnell; Denise Andahazy; Jodi Pace; Henry Nicholas; Dionne Wallace-Oakley; Robert Scaer; Sarah Hollister; Patrick Eiding; Wendie DiMatteo-Holsinger; Nick Gilson; Timothy Bean; Marguerite Kline; Senator John Blake; Gregg Riefenstahl; Representative Ryan Mackenzie; Timothy James; Christopher Hackett; John “Ski” Sygielski; Deputy Secretary Eileen Cipriani; Deputy Secretary Allison Jones, for Governor Tom Wolf; Margie McKeivitt, for Diane Ellis-Marseglia; Deputy Secretary Kelly Evans, for Secretary John Wetzel; Deputy Secretary Carol Kilko, for Secretary Dennis Davin; Dawn Cowan, for Representative Morgan Cephas; Scott Sheely, for Secretary Russell Redding; Glenda Ebersole, for Secretary Robert Torres; Joe Lee, for Secretary Jerry Oleksiak; Tim Griffin, for Frank Sirianni

**Presenters:** Deputy Secretary of Policy and Planning Allison Jones; Staff of the Workforce Board Lehigh Valley: Nancy Dischinat, Gina Kormanik, Cindy Evans, and Michelle Young; Scott Sheely, PA Department of Agriculture; Glenda Ebersole, PA Department of Aging; Deputy Secretary Carol Kilko, Department of Community and Economic Development; Deputy Secretary Kelly Evans, PA Department of Corrections; Secretary Teresa Miller, PA Department of Human Services; Deputy Secretary Eileen Cipriani, PA Department of Labor and Industry; Ralph Roach, PA Department of Labor and Industry, Office of Vocational Rehabilitation; Co-Chair Jeffrey Abramowitz, Reentry Ad Hoc Committee; Chair John “Ski” Sygielski, Industry Partners and Employer Engagement Committee; Chair Matt Yarnell, Healthcare Workforce Ad Hoc Committee; Amanda Harrison, PA Department of Education, Division of Adult Education

**Staff:** Executive Director James Martini, Sara Gligora, Mary Hoskins, Michelle Lengel, Tayleigh Trussell

#### **Welcome and Introductions**

Chair Brown called the Quarterly Meeting to order at 10:05.

#### **Chair’s Updates**

Chair Brown sought a motion to approve the minutes from May 1<sup>st</sup>, 2019.

**MOTION:** Mr. Nicholas moved to approve the May 1, 2019 minutes. Mr. Eiding seconded the motion. The motion passed unanimously.

#### **Governor’s Budget Update**

Allison Jones provided a brief update as to the budget that was enacted in June and the Keystone Economic Development and Workforce Command Center. She noted that at the last quarterly board meeting, an overview was provided for the Governor's budget recommendations for education and workforce development, and several of those initiatives were included in the budget which became law. Ms. Jones also commented that the State Board worked on the PA Smart initiative last year by guiding how the resources were spent in a framework of priorities and recommendations. The Legislature increased funding for PAsmart by \$10 million. PAsmart now has \$40 million for advancing apprenticeship and pre-apprenticeship, computer science and STEM education, and Next Generation Industry Partnerships. She remarked that the new investment of \$10 million is to support career and technical education and that she is glad to see a difference across the Commonwealth from this money.

For education, Ms. Jones noted that the General Assembly took the Governor's recommendation to update the Compulsory Attendance Law. It was updated from being in school by the age of 8 and leaving by the age of 17 to being in the school by the age of 6 and staying in school until the age of 18. That recommendation was made with the hope of improving the graduation rate. Also, for education, the Legislature included funding initiatives for early education and child care home visiting and early intervention.

Ms. Jones also stated that as part of the Governor's budget, he announced the creation of the Keystone Command Center. She noted that the Command Center had been convening weekly since April and that the first couple of months were information gathering and sharing across state and private partners like the Chamber, the AFL-CIO and Team Pennsylvania Foundation. The Command Center also developed a committee structure that will allow it to dive into interests of the members such as barriers to employment and barriers for employers. The Command Center would also be engaging in regional listening sessions and would publicize them. The purpose of those would be to directly hear from the community about barriers and will be similarly structure to the Middle-Class Task Force. Ms. Jones then asked other Command Center members to chime in if they had anything to add.

Secretary Teresa Miller commented that she thought that the Command Center had been a really great opportunity so far for a lot of agencies. It was being seen as a good chance to hear what everyone is working on in a space to encourage better collaboration. Secretary Miller said that one of the things that happened because of the Command Center was a meeting with DHS and the Chamber of Commerce to talk about barriers, particularly child care and transportation. DHS has also been working closely with the Department of Agriculture to develop a SNAP 50/50 program aimed at gaps in the agriculture industry in terms of training.

Chairman Brown asked if anyone had any other comments or questions and Ms. Denise Andahazy asked if the Command Center was going to be addressing the benefit cliff issues. Secretary Miller responded that the issue has come up in the Command Center and that they hope to present ideas and solutions soon. She also remarked that in Pennsylvania, that child care subsidies are where there is there is a benefits cliff but that other states have a worse one because they drop off the subsidies before a person is at 235 percent of the federal poverty level.

Chairman Brown then introduced Timothy James, a new board member and asked him to introduce himself. Mr. James stated that he is an engineering manager at Google and that he is a K-12 volunteer outreach coordinator and an instructor at the University of Pittsburgh working with computer science education.

Chairman Brown then asked James Martini to go over the 2020 WIOA combined State Plan timeline and process. Mr. Martini then introduced the new Board staff; including summer intern Tayleigh Trussell, Sara Gligora, and Michelle Lengel. Mr. Martini explained that the first step in working on the plan was to convene an interagency working group of 12 different agencies that all touch workforce and there have also been committees around all of the Governor's proposed goals. That work became draft goals and then the PA WDB hosted four stakeholder engagement sessions (listening sessions) around the Commonwealth in Philadelphia, Allentown, near State College, and Canonsburg. Mr. Martini remarked that great feedback came from that effort. Mr. Martini also thanked the board members that attended the sessions for their engagement. He continued that the next steps would be to put together 300 pages of prompt responses guaranteeing the federal government of compliance and that would be presented at the November 6<sup>th</sup> board meeting. It will be brought up to a vote for the Board and then be put out to public comment for 30 days and after that needed adjustments will be made. Mr. Martini mentioned that at the February board meeting, the board will do a final vote and it would be submitted to the federal government and take effect on July 1, 2020. Mr. Martini thanked everyone that helped with the plan to that point.

Chairman Brown then asked if anyone had questions on the 2020 plan and there were none.

#### **Local Workforce Development Board Partner Updates**

Chairman Brown then introduced Nancy Dischinat, Gina Kormanik, Cindy Evans, and Michelle Young with the Workforce Board Lehigh Valley to present about their area.

Ms. Dischinat started off the presentation by giving unemployment statistics. She summarized that the unemployment rate is 3.9 percent in the Lehigh Valley, 3.8 percent in PA, and 3.7 percent in the USA. Ms. Dischinat also noted that because people do have jobs because of how good the economy is, people are using the supportive system to establish their job readiness. She also stressed that they are not a program, they are a workforce system. She stressed that everyone is involved and engaged in their workforce system. Ms. Dischinat iterated that the first customer of the system is the employer so that they can help them understand their role in the community and all of the stakeholders. From that, they contracted with the Chamber of Commerce to serve as their intermediary.

Michelle Young then noted that she works for the Lehigh Valley Chamber of Commerce and while they cover Northampton and Lehigh Counties with the board, they also cover Monroe and Carbon counties and Warren County in NJ. She thanked Senator Blake and Representative Mackenzie for their commitment to the area. Ms. Young noted that there are 30 councils within the Lehigh Valley Chamber of Commerce. Ms. Dischinat added that the Workforce Board Lehigh Valley is invited to all of those councils to talk about jobs, skills, education requirements, etc. Ms. Young continued by saying that she works part-time for the Chamber of Commerce and part time for the workforce board and for the chamber she runs public policy to follow legislation. The Chamber runs legislative orientations for the workforce board every year. She noted that transportation is one of the key industries in the Lehigh Valley and they are seeking skilled employees for it.

Ms. Dischinat announced that they have a veteran's council and it brings all veterans reps to the table to meet with the employers. She stated that they work to ensure that veterans have priority of service and that the chamber has increased the number by tenfold of employers that come to the table to talk to veterans.

Ms. Young also noted that the Chamber does a localized regional statewide report in which the data comes from CWIA and Ms. Dischinat presents it to the employers every year. Ms. Dischinat then added that they are lucky to have two community colleges and three career and technical schools in the area because the pathway to a gold collar job is through career and technical education and on to a community college. She noted that they spend dollar collectively together to put people into training programs. Ms. Dischinat also remarked that they do not do anything without economic development and then continued in saying that if a company entered they area, they made sure they had people prepared for the jobs that are coming in. She said that they are doing a \$100,000 study on talent supply and that they are also trying to explain to employers about raising wages because of people moving around for better pay. Ms. Dischinat also stated that there are 13,602 unemployed people in the Lehigh Valley and that they know what services and programs those people are using the system for, as most of those people are trying to upskill themselves or do something a little bit different. Gina Kormanik then added that employers are using wage data to do strategic planning. Ms. Dischinat continued that they make sure that all of the information is available to everyone so that they can understand the community. Cindy Evans added that it is not just about knowing the adult population, it is about knowing the youth population too. Ms. Kormanik chimed in that the most innovative partnership that they are working on was with the Lehigh Valley Planning Commission and their Lehigh Valley transportation study. They are helping the board with their local plan and the board has been helping them with their planning process. Ms. Dischinat added that they are working on hiring a joint person with the Lehigh Valley Planning Commission.

Workforce Board Lehigh Valley then transitioned to talking about employer services and how they have them personalized. Ms. Dischinat commented that they partner with every employer that they can, 15,500 of them in the Lehigh Valley. She then remarked about how FedEx Ground opened a brand-new mega distribution hub and worked with the board to hire 1,500 people and after they were showed data, raised wages for their geographic managers. They also helped iHerb filter applicants to hire. Ms. Young added that all 5,000 employers are asked to use the PA CareerLink® system. Ms. Kormanik contributed that they have been convening employers especially in the Next Generation Transportation Warehousing Logistics group where they were having issues with transportation. They then had them communication with LANTA, the Lehigh Northampton Transportation Authority and are investing in a brand-new bus route.

Ms. Dischinat stated that she is not opposed to hustling employers as they have rooms for sale in the workforce system and they see their guiding principle as being relevant. She then briefly outlined all of their centers including one in a major hospital. Ms. Kormanik commented that they do resumes, cover letters, job fairs, apprenticeships, internships, and more. Ms. Evans stated they do career pathways, career exploration, and referrals to early resource centers. They want to make sure that their job seekers can say I am job ready.

Ms. Dischinat then discussed how she has had a hard time of explaining the workforce system, but they made it into the analogy of a cupcake. They consider the legislators the cherry on the top because they provide the ability to move the system forward. The customers are then the waffle cracker and they can serve the universal population. She commented that some people just need icing and look at jobs and get a job themselves, but some people need more services. The crust of the cupcake is if someone needs training or GED classes. Ms. Dischinat commented that other groups and people come in to study their system and they are very proud of it.



Ms. Kormanik then stated that they had 266 job fairs in one year and through a Strategic Innovation Grant from the Department of Labor and Industry, they have an employer and education center where employers and educators can interact with the Chamber.

Ms. Young remarked that there had been a stigma about the workforce area that people didn't want to go there but now the space is professional and businesses want to use the space. Ms. Dischinat added that they are finding is that employers are becoming the new training vendor and using onsite training with help from community college and career technical schools. The Workforce Board Lehigh Valley also participates on every guidance plan committee in the Lehigh Valley and they developed an employability skills curriculum and gave it to every school district. Ms. Evans stated that they are working with youth, educators, and parents to help them understand what career pathways look like in workforce and went through the chamber to understand what people need to do to get from Point A to the end of their career. An example that they shared was employers using a resource directory from businesses, so workforce efforts would have a record of how they would be willing to participate in programs.

Ms. Evans shared that because they feel strongly about career and technical education being the pathway to a gold collar career that they do signing days for career and technical education students to sign onto their workplace or education provider and they got county executives and legislators involved.

Ms. Dischinat then moved onto talking about the Teacher in the Workplace grant and expressed that it has been extremely successful. They also created a film called Lehigh Valley, The Best of Education about the good things that education does. They even had a PA CareerLink® partner with the Northampton County jail and the recidivism rate dropped and they have created a pathway in the system for people with criminal backgrounds. She also stated that there is a LANTA bus that goes to every center that they have and that they go for discretionary grants.

Ms. Dischinat finished her remarks by saying that they are a system of workforce development leading people to say that they are job ready.

Chairman Brown then asked if anybody had any questions.

Representative Ryan Mackenzie thanked them for everything that the workforce development system and the Chamber do in the Lehigh Valley. He said that what they are doing in the community is paying off. Ms. Dischinat thanked him.

Mr. Nick Gilson then asked if they work with the Ben Franklin Technology Partners. Ms. Dischinat replied that they do as they do workshops together. They also do entrepreneurship workshops for young adults that have an interest in it. Mr. Gilson then followed up asking if they see them playing a crucial role in start-up businesses in the Lehigh Valley. Ms. Dischinat replied yes, they are in charge of the team in economic development. Mr. Gilson finished his remark by saying fantastic presentation.

Ms. Wendy DiMatteo Holsinger then asked of how to take the best practices from WIBS that are doing fantastically and then spreading the best of work and making sure it gets out to workforce boards. Chairman Brown asked if there is an inventory of what everyone is doing. Mr. Martini responded in the negative and Ms. DiMatteo Holsinger added that that was probably a rhetorical question.

Chairman Brown then thanked the Lehigh Valley for their presentation and announced that they would move onto agency reports so that it would help in understanding what everyone is working on.

### **Agency Reports- Agriculture**

Mr. Scott Sheely, the Special Assistant for Workforce Development at the Pennsylvania Department of Agriculture, commented that he would give quick highlights of his report in the briefing book. Mr. Sheely then continued by saying that there are three buckets that they have been working on for at least the last six months. One of them is that they have been trying to be supportive to the agriculture and food industry in a variety of ways including providing worker training and employer training so that people can more fully participate in the food system. They also have a number of initiatives in the Pennsylvania Farm Bill that was passed recently that support the growth of meat processors and will bring new kind of employer opportunities. Mr. Sheely also said that they keep hearing from employers that there are not enough people. After talking to an employer in Bedford County, the employer had concluded that there was nobody left to go into the agriculture industry. Mr. Sheely commented that they see part of the problem as if people want to do the job. From that idea, they have been doing career pathway work and engaged in four active apprenticeships in the industry. He continued that the Pennsylvania Commission on Agriculture Education, a joint commission with the Department of Education, has been working on issues related to the agriculture education system. Mr. Sheely also said that he appreciates what the Workforce Command Center has been doing and the collaborations going on.

Chairman Brown then asked if anyone had questions.

Mr. Eiding then asked if Mr. Sheely could expand on the certain areas where it has been hard to fill in jobs like day labor or more technical work. Mr. Sheely said that it has been both and that there is a big gap in the technical aspect because a lot of jobs have been reinvented by technology and there is not the training capacity for it. They have been working with CT systems and other various community colleges to try to get that going. Mr. Sheely also remarked that the workforce is largely comprised of immigrants and the industry is dependent on that labor. Mr. Eiding further commented that a lot of city folks don't understand the technical aspect to the agriculture industry and that attending the meeting expanded his knowledge on the issue. Mr. Sheely responded that it is always something they are working on in terms of expanding awareness about career information because it is not all low skill, low wage jobs.

### **Agency Reports- Aging**

Ms. Glenda Ebersole of the Pennsylvania Department of Aging remarked that she did not have anything to add beyond what was included in the briefing book.

### **Agency Reports- Community and Economic Development**

Deputy Secretary for Business Financing, Ms. Carol Kilko noted that DCED works with L&I on the Next Generation Industry Partnerships and that funding has been released for them. They have been seeing that in the partnerships that they are assigned to, they have been addressing the things that the Board is talking about and that in Bedford, they were conversing about how they need more people to train. Another push of the partnerships is working together and figuring out ways to promote their areas so that people will stay and that will attract people to live and work there. The other thing that Deputy Secretary Kilko mentioned was that Pennsylvania applied to join the State Science Technology Institute (SSTI) and were accepted.

Chairman Brown asked if there were any questions. There were none.

### **Agency Reports- Corrections**

Deputy Secretary for Office of Reentry PBPP, Ms. Kelly Evans that in addition to the report in the briefing book, the webinars for PA CareerLink® staff, OVR were beginning on how to sell reentrants to employers and they had 85 people signed up. She also reported that an employer went to them saying that they need employees and that the Department of Corrections is going to look into a work release program for inmates to fill in the gap. The DOC also noted that compared to statewide national statistics, the unemployment rate of able-bodied parolees was very high in certain counties and the DOC workforce development administrator, Dorenda Hamarlund, is going to look into it. Chairman Brown asked what the obstacles there was to having a work release program. Deputy Secretary Evans responded that she hasn't asked their chief legal yet, so they do not know if it requires a legislative update. She said that safety is also a consideration because they haven't done it before so there would be a lot of barriers but nothing they could not overcome.

Chairman Brown asked if there were any other questions and Ms. Denise Andahazy responded that she is the employer that the DOC met with and they have done a similar program in Alabama and that she appreciates the consideration and that there are pros and cons. Chairman Brown said that it is an interesting idea especially if the inmates are developing a skills and that the Board stay informed on the idea.

### **Agency Reports- Education**

Chairman Brown announced that Pennsylvania Department of Education Secretary Pedro Rivera could not be in attendance and that their report was in the briefing book.

### **Agency Reports- Human Services**

Secretary Miller commented that she wanted to highlight a couple of things in the report. Secretary Miller noted that per the Governor's announcement in January about redesigning the Department of Human Services employer and training programs that focus on SNAP and TANF clients, they are trying to do a better job at individualizing services so that people can get longer lasting jobs. From that, they wanted to break down barriers that customers would be facing, and they have decided to delay their competitive procurement to really look at changes that can be made in existing contracts and then look at data to help inform a competitive procurement in the future. Secretary Miller noted that they planned on bringing their workforce partners together in September to talk about the redesign and the approach.

Secretary Miller continued in saying that they are also looking at the Medicaid program in working with managed care organizations to identify people who are prime for workforce supports. Secretary Miller said that her final comment is about their SNAP E&T. They have been working on their 2020 E&T plan to address goal assisting SNAP participants and one of their main concerns is that many areas around the state have been waived for work requirements for SNAP because of the economy but they believe that the federal government may be changing the waivers. She commented that they are working to expand and grow programming for skills training because people are facing losing their access to SNAP if they are not engaged in the workforce.

Chairman Brown then asked for questions and when no one answered he asked if there will be progress reports on whether they are contracting with the workforce system and how it is going. Secretary Miller responded that the goal is to collect as much data, so they can see how it is going and then they would be

happy to share it publicly. Chairman Brown then asked if there was anything more specific to allow people to continue to get their SNAP and for clarification on how it works. Secretary Miller responded that there are specific requirements about looking for work or being in the workforce. She continued in saying that their concern was the federal government indicating that they plan to change the ability of the state to waive those requirements. Secretary Miller said that a lot of the policies coming out of Washington, they are pushing back on but that they are still having to implement that policies that are hurting people across the board. She remarked that they will also be commenting on the public charge rule but are still concerned because access to SNAP is access to food on people's tables.

Ms. DiMatteo Holsinger then added that the counterpoint to that is that her HR team reports that sometimes people don't want to upwardly advance because they don't want to lose their benefits. She said that she wishes that it was that people get still some support as they move up and don't lose 100 percent of their benefits.

Mr. Eiding jumped in that he is glad to see the research and if the Department of Human Services knew if they would entertain discussion with just the board or if they would have general sessions. Secretary Miller commented that they have talked about bringing in the boards for discussions and they have started reaching out with their community action agencies because of the fact that they most administer the Work Ready program. She said that she didn't know if they had thought about a general public session, but she will continue to update the Board.

#### **Agency Reports- Labor and Industry**

PA Department of Labor and Industry Deputy Secretary of Workforce Development Eileen Cipriani noted that the Labor and Industry report is in the briefing book but that that wanted to highlight a few things. She said that they were wrapping up the summer local internship program and that they had over 1,100 students and 618 businesses involved. Along with the help of board members and business, they put together a summer internship media day and reached almost a quarter of a million people in one day through social media to talk about the benefits of internships. The rebranding campaign was also completed at the end of June and they are waiting for final numbers from Commonwealth media Services to let them know how it went but they are happy with the preliminary numbers. A Notice of Grant Availability was put out to the local boards for \$2.5 million for youth reentry projects. The Department also was wrapping up the first year of Teacher in the Workplace and they served over 1,200 teachers in the first one with a really positive response. Dep. Secretary Cipriani noted that they would like to open it up next year to postsecondary teachers and community colleges so that they can also see what is happening in their community. She also commented that there were two events coming up, The Apprenticeship and Training Office having its second annual summit on October 30<sup>th</sup> and 31<sup>st</sup> and two labor market summits on both sides of the state with the first being November 20<sup>th</sup> and 21<sup>st</sup>. Chairman Brown asked if there were questions and there was none.

#### **Workforce Innovation and Opportunity Act (WIOA) Refresher: Title IV- Vocational Rehabilitation**

Mr. Ralph Roach, the Business Services and Outreach Division Chief for OVR began his presentation by bringing greetings from the new Executive Director, Shannon Austin. He remarked that the goal of OVR as a workforce partner was to help Pennsylvanians with disabilities to obtain a career, to secure and maintain employment, and as an end result to achieve greater independence. He emphasized that they enjoy working with everyone at the local workforce level. Mr. Roach then continued with the history of

VR the program. He remarked that in 1919, the Commonwealth of Pennsylvania was inspired by the work being done at national and local levels to develop and help veterans returning from World War 1, decided to launch its own state public VR program and from that, the Smith-Fess Act of 1920, the national public VR program was created. There are 78 public VR units across the US and all territories. There are approximately 25,000 public VR counselors who deliver direct services to persons with disabilities who understand each person's impairments to working, who then assist customers to become gainfully employed in a career of choice and to become a self-sufficient citizen. Nationally the VR program annually achieves approximately 250,000 to 300,000 outcomes of citizens achieving competitive integrative employment. Mr. Roach continued saying that current authority of public VR is derived from the Rehabilitation Act of 1973 and was amended by the Workforce Innovation and Opportunity Act of 2014. He remarked that Workforce Board Lehigh Valley raised innovation to a new standard in their presentation today. Mr. Roach continued that OVR is regulated at the federal level by the Rehab Services Administration of the US Department of Education. OVR receives about 80 percent of annual funding from them and there is a state match and in Pennsylvania our legislative branch and the Governor fully fund the state match for the program. OVR in PA is housed within the PA Department of Labor and Industry and is PA's Title IV partner under WIOA. There are four bureaus. There is the general VR program which is called the Bureau of Vocational Rehabilitation Services (BVRS). BVRS serves people with disabilities other than those blind or having a visual impairment. There is the Bureau of Blindness and Visual Services (BBVS) that services anyone who is legally blind or has low vision. There is also our state-operated comprehensive vocational rehabilitation facility in Johnstown known as the Hiram G. Andres Center (HGAC). There are 15 district offices in the general VR program, 6 Blindness and Visual Services co-located offices, and the stand-alone Hiram G. Andrews Center in Johnstown, PA.

Mr. Roach continued his presentation by saying that individuals seek OVR on a voluntary basis. Depending on the type of service and the individuals combined gross income, they might make a financial contribution. Vocational Rehabilitation Services are provided by approximately 440 VR counselors working on a case-by-case basis to develop an individualized plan to achieve a career and greater self-sufficiency. Mr. Roach then addressed how OVR is now operating on a wait list basis and continues to accept applications but if they determine that someone is not significantly enough impaired, that they will refer those individuals, and all wait list eligible customers, based on guidelines from the federal government, to other workforce partners. Once the wait list is reopened, OVR will serve eligible customers on a first come first serve basis.

Mr. Roach then elaborated on the actual services of the programs. For students with disabilities, OVR uses several approaches including staff participating in school districts to discuss what OVR is and what services OVR provides. Also, based on legislation from WIOA, all public VR programs are required to provide pre-employment-transition that includes five mandated services. The idea is that there may be students with disabilities who are in secondary education or entering postsecondary institutions who may benefit from the VR program. WIOA legislation allows VR programs to provide these services without students becoming a regular VR eligible customer. All state public VR programs, including OVR must set aside at least 15% of their annual budget to provide pre-employment transition services.

Mr. Roach continued that once someone applies to and is determined eligible for OVR, a OVR counselor and customer determine an appropriate individual plan for employment that considers limitations and work capacities. Together they evaluate needed skill sets to achieve an employment outcome. VR counselors provide counseling and guidance to determine and authorize services and supports that move customers towards employment goals and career outcomes. This is the same process for blindness and visual service customers. OVR also operates a Business Enterprise Program (BEP) which is

a state set-aside system where a state office that has a cafeteria vender, can train an individual who is blind to be the operator. OVR like workforce partners, serve a dual customer. OVR has a talent pipeline preparing persons with a disability for jobs in the commonwealth and OVR provides outreach to help employers access that talent pipeline. Mr. Roach expressed that WIOA emphasizes four areas for public VR programs including; working more intensely with students with disabilities with local educational authorities (LEA's), being engaged with businesses/employers, participating in cross-agency collaboration, use of assisted technology to level the playing field for people with disabilities in the workforce, and to have a sole focus on achieving competitive integrated employment as an outcome of the VR process. The public VR specialty niche is in providing disability talent and consultation on disability topics that employers may need to know about. OVR is committed to working as a partner in cross system collaboration to bring VR talent that meets a business's workforce needs, while looking at how technology has leveled the playing field in allowing people with disabilities to access highly skilled IT careers. OVR also emphasizes that they want employment outcomes to be competitive and integrated so that people with disabilities are not segregated and are fully included in an employer's workforce. Mr. Roach also added that they are working with the Dept. of Human Services (DHS), Bureau of Juvenile Justice Systems (BJJS), jointly providing services to adjudicated students with disabilities, in residential treatment facilities to create paid work experiences and career exploration academies for these students over the summer. This was started in the Erie region in 2017 and is being expanded to other areas of PA.

Mr. Roach then added that the other part of the VR program is focused on business/employer engagement to better understand and respond to their needs. OVR is also pursuing this through cross-agency collaboration. After WIOA was enacted in 2014, OVR is now part of a Combined State WF Plan and are working on common measures of business engagement. OVR, in a response to an employer's demand side needs, can suggest a talent recruitment process of qualified people with disabilities. This is important because in a state with 12.7 million individuals, there are about 1.4 to 1.5 million with disabilities and about 70 percent of these individuals between the ages of 18 to 65 are not working. Mr. Roach commented that qualified persons with disability maybe the talent solution that businesses need who are strapped to find workers and talent. OVR works with customers to make sure that they have the right skill sets each employer needs. VR also has about 40 embedded business service reps across district offices that reach out locally to businesses/employers who function as a single point of contact. OVR is part of a national talent network through the Council of State Administrators of Vocational Rehab called the VR National Employment Team. The VR-NET introduces many national corporate business customers to PA OVR.

WIOA identified six indicators of Title I-WF, Title III-American Job Center/CareerLink's and Title IV public VR business engagement including: employment information support services, workforce recruitment assistance, strategic planning and economic development activities, untapped labor pool activities, training services, rapid response and layoff response. OVR is currently working to collect and report these common measures as indicators of business engagement. Mr. Roach continued that the goals of WIOA common measures are to improve accountability and transparency within the workforce system, to measure key employment and educational outcomes for their talent pipeline, to measure the VR program's effectiveness using a variety of approaches to achieve an employment outcome that meets the needs of an employer, and to ensure WIOA core partners are customer focused and support an integrated service delivery model. Mr. Roach then talked about how they worked with Syncreon, a Cumberland Valley PA logistics company to employ individuals with disabilities. OVR engaged the South-Central PA Workforce Board, the Office of Apprenticeship, and Goodwill Industries to develop a pre-apprenticeship program called the Talent Academy. All graduates of the academy if hired at Syncreon

could participate in a linked registered ATO warehouse apprentice or pursue employment in another logistics operation having achieved a transferable micro credential. Since the start of the program approximately 30 percent of the workforce at Syncreon now include qualified persons with disabilities. Mr. Roach gave credit to Jesse McCree of the South-Central Pennsylvania Workforce Board, Mike Barber, Sue Casto, Carol Kilko from DCED, DHS Secretary Miller and staff from ODP and OLTL whose agencies all participate in the success of recruiting qualified candidates for the Talent Academy. OVR hopes to replicate the model across different industries sectors.

Recent state legislation impacting OVR includes Act 26. This requires OVR to track participation in IEP meetings of students with a disability. OVR collaboration with the Department of Education collects and reports data about special education students and provides public website reports on OVR staff attendance at IEP meetings of special education students at the end of each quarter. There are over 105,000 students with IEPs in the commonwealth and OVR is working to build capacity to meet this requirement. Also impacting OVR is Act 36, Employment First, (EF) that promotes policies to increase opportunities for competitive integrated employment as the preferred choice for people with disabilities across Commonwealth agencies and programs. The EF act, created a Governor's cabinet to help implement the law as well as an Employment First Oversight Commission to provide measurement and review of progress with implementation.

Mr. Roach then once again touched on the Order of Section and elaborated as to how a waiting list works for individuals that apply for OVR services. Following creation of the waiting list, OVR staff reached out to all PA CareerLink's® to offer training about disability etiquette and information on disability communication strategies for CL staff, and that could also be offered as best practices to employers working with each CL office. Mr. Roach said that OVR is currently serving approximately 54,000 individuals.

Chairman Brown then opened the presentation for questions and Mr. Yarnell asked how many people were on the wait list. Mr. Roach replied that he didn't know the current number noting it had just closed on July 1<sup>st</sup>, however, before it did, OVR counselors worked aggressively to get everyone into a plan status who were determined eligible. He believed that the wait list maybe under 1,000 people.

Chairman Brown then announced the break for lunch.

### **Committee Updates- Reentry Ad Hoc Committee**

Chairman Brown asked co-chair of the Reentry Ad Hoc Committee, Mr. Jeff Abramowitz to report on the work of the group. Mr. Abramowitz remarked that he also sits on the Pennsylvania Reentry Council and chairs the employment subcommittee for that. He reported that the committee has been very active and that they have come up with some action items to pursue. The first is that the group decided to move forward with the roundtable employer discussions across the Commonwealth. They planned on four sessions possibly five where employers would come to the table and be educated about what it was like to hire a returning citizen, what they should know, and best practices. The committee also engaged in a reentry inventory survey of the Commonwealth. The purpose of that project was to look at all workforce development boards, the reentry coalitions, and Chamber of Commerce to try and identify what is happening in the reentry space in the Commonwealth. The committee was also reportedly working on an

employer toolkit that would be launched within the next year. Mr. Abramowitz said that they are excited about the work that is being done.

Chairman Brown asked for questions and Ms. Dionne Wallace-Oakley asked if there was dates for the sessions. Mr. Abramowitz replied that there was and that the date for Philadelphia was October 2<sup>nd</sup> and the other areas would also be within that week. Ms. Wallace Oakley asked if the locations and times would be public. Mr. Abramowitz said that they would be advertised through partners in the event like SHRM, Chambers of Commerce, and local workforce development boards. Mr. “Ski” Sygielski asked where the Lancaster Hershey event would be, and Mr. Abramowitz said that he wasn’t sure yet. Mr. Sygielski said that HACC had a Lancaster campus and would like to host the event. Mr. Abramowitz said that that would be great. Mr. Martini added that similar to the advertising for the WIOA listening session that it would be blasted out to everybody and additional stakeholders. Mr. Abramowitz added that that kind of roundtable is not something that happens very often. Chairman Brown thanked Mr. Abramowitz for the report.

#### **Committee Updates- Industry Partnerships and Employer Engagement Committee**

Chair Mr. John “Ski” Sygielski began his report by thanking Mr. Martini and the team at the board for the work and support they provide the board. He continued on to highlight several things in the report. Regarding employer engagement surveys, they got a good response thanks to their industry partnership conveners. Mr. Sygielski continued that a second area was their dashboard as the committee recommended that the information be mobile friendly. The last highlight was that they have started to look at goal two of the WIOA State Plan and that they have provided insightful information to the goal two committee, according to Mr. Martini. Finally, Mr. Sygielski said that they will continually reevaluate the purpose and mission of the committee. Chairman Brown asked if there were questions and there was none.

#### **Committee Updates- Healthcare Workforce Ad Hoc Committee**

Chair Mr. Matt Yarnell reported that he was going to give highlights of the report in the briefing book. The committee was going to be meeting right after the board meeting to explore areas including expanding the scope into child development and early learning as another area of caregiving or development. He also remarked that the committee was initially created to talk about home care, nursing care, personal care, adult day care, but they also want to look into mental health techs and work. From that they were looking into bringing the board a broad crisis statement to get approval and then give to the Governor’s office. He also added that they need to add that caregivers needed to earn a living wage so that they could stay in the caregiving realm. Chairman Brown asked if there were any questions and there were none.

Chairman Brown then asked Mr. Martini to summarize the reports of the Youth, Continuous Improvement, and Career Pathways and Apprenticeship committees as the chairs of those committees were unable to attend.

#### **Committee Updates- Youth Committee**

Mr. Martini noted that at the beginning of the year, the committee put forth a definition of career readiness and has been working through the Combined State Plan goals. He continued that one of the big priorities for the Youth Committee in the future is focusing on strategies to properly engage and serve opportunity youth or out-of-school youth. The Youth Committee has also talked about coordinating with



the Career Pathways and Apprenticeship Committee about engaging with youth as there is a lot of overlap of work.

#### **Committee Updates- Career Pathways and Apprenticeship Committee**

Mr. Martini stated that for this committee, besides coordinating with the Youth Committee, and working through all of the sub goals related to career pathway and apprenticeship, they had contracted with a private vendor to do research on career pathways and work around the state. Mr. Martini continued that they were going to reach out to all of the local boards and partners to ask them for their opinions on career pathways and members of both Career Pathways and Youth agreed to also be interviewed.

#### **Committee Updates- Continuous Improvement Committee**

Mr. Martini commented that the committee had two primary efforts. The first one was to make sure that the state was doing a better job at publicly displaying outcomes for the workforce system. The other possible priority of the committee was possibly looking into the information gap on how best to handle medical marijuana for employers.

Chairman Brown then asked if anyone had questions. Mr. Sygielski stated that he would be interested in the conversation as they have nursing students being turned away from hospitals and there was a possible lawsuit in regard to the whole situation. Chairman Brown then commented that the body's purpose is to advise the Governor on policy and that he would like to see all subcommittees and ad hoc committees plan to have a date for giving their recommendations.

Mr. Eiding then commented that he had a question about the Youth Committee's work. He asked if there had been coordination between Education and the Youth Committee about addressing pathways in the education system at a much younger age. Mr. Martini responded that all committees try to have multiagency representation on every committee and that people from education are participating on youth and career pathways and are working to ensure that those efforts are happening.

#### **WIOA Refresher: Title II- Adult Basic Education**

Chairman Brown then introduced Ms. Amanda Harrison to give the WIOA Refresher on Adult Basic Education.

Ms. Amanda Harrison began her presentation as introducing herself as the Chief of the Division of Adult Education in the Pennsylvania Department of Education, Office of Postsecondary and Higher Education. She commented that at the last Board meeting in May, Secretary Rivera gave an overview of the education programs in Pennsylvania for workforce development, but her presentation would specifically be about the adult basic and family literacy programming. She stressed that there are many programs across the state that provide services regarding adult basic education but she that she would only be talking about programs that specifically got funding from the state for the programs. Ms. Harrison then continued that adult basic education in Pennsylvania is funded through two funding streams, federal and state and federal rules most guide all of the work that the funded programs do. Their funded is through Title II of the Workforce innovation and Opportunity Act. Unlike the previous law, Workforce Investment Act, adult basic education and the five other core programs all have the same six performance outcome measures. The state law that authorizes them is Pennsylvania Act 143 of 1986. It outlines that adult basic education services assist adults in acquiring the basic academic knowledge and skills. The emphasis is educating

adults and ensuring that they have the skills necessary to gain employment and retain it and progress into family sustaining wages and take advantage of training or educational opportunities so that they can move along a career pathway.

Ms. Harrison stated that a total of 54 grants go to 43 grantees and that the grants total about \$26.8 million. There is at least one funded program in each local workforce area. She also noted that the assumption of adult basic education is that is teaching people to read and helping them get their GED. She expressed that that is not the totality of their services and they can help people develop skills if they are strong in reading but struggle with math, for example. Also, in areas of English language learners, the programs provide English as a second language services called English language acquisition. The purpose of those is to help individuals get beyond basic English and earn high school equivalency credential or move onto postsecondary education and training. Ms. Harrison also called attention to the fact that a lot of immigrants come to the US with significant employment and education so part of the purpose of the English Language Acquisition programs is to help them with the academic skills so that they can back to a career that was similar to what they had before. All programs also have to teach employability skills. Another unique aspect to the program is a statewide distance learning project for people that cannot participate in face-to-face instruction. Ms. Harrison also stressed that one of the key components of WIOA is collaboration across the system. Ms. Harrison also noted that about 28 percent of participants in adult basic education programs were between age 16 to 24. She also stated that she was excited about the accessibility of the programs whether they be in a PA CareerLink® or out in the community, or even in the evening. She also thanked people that scored the grants for funding and the local board staff that committed to review applications for alignment with the local plan.

Ms. Harrison also commented that the state is still working to break down silos between agencies but that she feels like progress has been made in the area of professional development and training. There will cross-training opportunities to ensure that everyone in the workforce development system knows what is available and what they can share with clients. Another offering of adult basic education is that there is workplace adult education where places take classes at workplaces to assist people in the context of their job. There is also integrated education and training where adult basic education services, workforce preparation activities, and occupational training occur concurrently which is taking off in the pre-apprenticeship area. Employers also support adult basic education program through attending programs to help students understand interviewing skills and giving the employer perspective on how students will use the skills they are learning. Ms. Harrison also recommended expanding Teacher in the Workplace to adult basic education programs because about 40 percent of the individuals in programs are currently employed.

Ms. Harrison noted that eligibility for services begins at 16 or 17 years old and not enrolled in secondary school and have to have a basic skill need. Ms. Harrison also explained the two ways to earn the Commonwealth Secondary School Diploma. They are passing a high school equivalency test or to get 30 semester hours of postsecondary level education and submit a transcript and application.

Chairman Brown then asked if anyone had questions. Ms. Sarah Hollister commented that she supports what Ms. Harrison said about expanding Teacher in the Workplace but she also wanted to ask if there had been any conversation about alignment in the 30-credit option. She noted that Gateway to College had been wonderful for the youth pathway and if TANF participants could do the same. Ms. Harrison responded that she had a meeting scheduled to talk about working together.

Chairman Brown thanked Ms. Harrison for the presentation.

### **Other Announcements and Ideas**

Chairman Brown asked that Mr. Robert Scaer talk about an effort that he has been involved in to address the lack of transportation for workers. Mr. Scaer commented that he is with Gannett Fleming, an engineering firm. They had reached out to Representative Patty Kim and got Secretary of Transportation Richards and Rep. Greg Rothman and created a common idea of what transportation innovations could mean. The mission is to use mobility as a service to make safe, alternative transportation solutions available. Specific goals include providing safe, reliable, and affordable multigoal transportation options to get to work, access healthcare and education. They also hope to develop a mobility transportation ecosystem that make sit easy for safe transportation innovators to do business, support existing employers, and support the Governor's workforce development initiative, among creating a model for transportation innovation. The ideas revolve around autonomous vehicles and House Bill 1078 allows for autonomous buses to run on roads. He said that there would be a hearing on October 28<sup>th</sup>.

Chairman Brown thanked him for the update and mentioned that Board members have talked about transportation as a barrier to employment.

Chairman Brown then announced that there were no public commenters.

Mr. Martini then announced that due to overflow, there would be another WIOA Listening session on August 16<sup>th</sup> at Reading Area Community College. Mr. Martini also announced that he would reach out to the presenters and get their presentations on the PA Workforce Development Board website for internet link purposes.

### **Adjournment**

Chairman Brown announced that he was looking for motion to adjourn.

**MOTION:** Mr. Nicholas moved to adjourn, and Mr. Yarnell seconded.

The meeting concluded at 1:45pm.

## **PA Department of Aging**

The Department of Aging and the Senior Community Service Program (SCSEP) is conducting the annual SCSEP training in November. During this two-day training, the SCSEP program manager will be providing technical assistance to all the PDA SCSEP sub-grantees and some national SCSEP sponsors that operate in Pennsylvania. It's an opportunity for all SCSEP staff to share success stories, best practices, and brainstorm program challenges. There will also be a presentation by the PA Department of Labor and Industry centered SCSEP engagement in the workforce system on the local level.

The new Grant Performance Management System (GPMS) is scheduled to be rolled out to the SCSEP program in January 2020. Although we have not received much direction from US Department of Labor on the functionality of the new management system, we are preparing to roll out technical training to all the sub-grantees as soon as it is available. This program should be a large upgrade to current SPARQ system as it will include many additional functions that SPARQ lacks.

## PA Department of Agriculture

During the third quarter of 2019, the PA Department of Agriculture was involved in the following workforce-related activities...

- Staff from PDA and PDE for the PA Commission for Agriculture Education Excellence continued to meet over the summer to discuss issues of program certification, licensure, and alignment with the needs of business in preparation for the first Commission meeting of the year on November 6, 2019. PDA attended the NOCTI Credentials conference on October 2-3, 2019 to present and learn about micro-credentials.
- PDA spent considerable time planning for Farm City Day during the Keystone International Livestock Exposition on October 4, 2019. This year, more than 2,500 young people and 600 adult chaperones attended from 30 schools in eight counties along with 31 exhibitors from many PDA stakeholders.
- Throughout the quarter, staff worked to finish the curriculum design needed to implement the apprenticeship for Agriculture Equipment Service Technicians as well as completing a task list for the Horticulture Technician apprenticeship. The sponsor did considerable work on the website and the application for the Service Technician apprenticeship.
- From its food systems work in western PA, the staff assisted the Tri-State Region Food Shed Project in completing its research agenda with a grant from the Hillman Foundation which funded the work of Downstream Strategies in completing and updating key indicators for the food shed. PDA staff attended the Smart Cities and Communities Expo in Washington, DC from July 10-12, 2019.
- From the Workforce Command Center, PDA worked with the PA Department of Insurance to introduce a new medical insurance product to seasonal workers with initial focus on south central PA. That product was presented at the Adams County Health Care Access Committee on September 25 and will also be presented at the PA Fruit and Vegetable Growers meeting in early 2020. PDA staff also served on the five committees of the Workforce Command Center.
- Special Assistant Scott Sheely continues to be the staff representative to the newly-reformed Pennsylvania Environmental Education Advisory Council, a joint project of PDE, PDA, DCNR, and DEP as well as liaison to the PA Department of Military and Veterans Affairs regarding the Veterans, Active Military, and Their Families Day at the 104<sup>th</sup> PA Farm Show on January 9, 2020. Sheely presented at the Poultry Workforce Summit at PSU on September 11 and the NE Regional Workforce Conference at Cornell University sponsored by USDA Rural Development on September 13.
- Participate nearly every Friday in a nation conference call of the Ag Labor Coalition which tracks happenings in federal legislation related to the employment of foreign-born workers in the US.

## **PA Department of Community and Economic Development**

### **Keystone Economic Development and Workforce Command Center (Command Center)**

The Command Center continues to meet every Tuesday from 9-10:30 AM in the Keystone Building. There continues to be presentations from agencies and outside organizations regarding what they are doing regarding workforce development and best practices they are using in their region to help with challenging workforce issues.

The Command Center established five committees that worked on developing 3-5 deliverables to accomplish the goals of the Executive Order. The work of the committees will lay the groundwork for the development of the annual report.

Starting in September, the Command Center began hosting regional meetings where members had the opportunity to hear from local communities about the impediments they are facing to filling jobs, how are they preparing individuals with the necessary skills to secure employment, and the innovative practices they are using to tackle barriers.

### **Next Generation Sector Partnerships**

The partnerships are all hosting quarterly full partnership meetings with work being done by the action teams in-between. DCED began hosting peer calls among the six regions they provide technical assistance to help build a peer network across the state to create a place where the regions can share information and best practices amongst partnerships.

### **Pre-Apprentice and Apprentice Grant Program**

DCED continues to promote apprenticeship and award grants through claw backs collected by the department. DCED has begun a marketing campaign to highlight apprenticeship programs the department awarded grant funds to across the state as well as encourage grant applications.

### **Manufacturing Training to Career**

The Manufacturing PA Training-to-Career Grant program continues to award grants for short-term training programs to help those with barriers to employment gain the skills necessary to obtain employment in the manufacturing industry. Fiscal year 18/19 saw some great success stories of participants in the program who have had their lives changed by having the opportunity to enroll in this short-term training. These stories and testimonials will be highlighted through a marketing campaign to promote the program. Training to Career was awarded \$4.7 million in funding for FY19-20. The program expended all of its FY18/19 funds.

### **Workforce & Economic Development Network of Pennsylvania (WEDnet)**

In the third quarter (July-September) of 2019, 1,560 employees trained, at 108 unique FEINs with \$325,808.57 invoiced.

### **Interagency Collaborations**

- **PA BizWorks:** DCED, L&I, Education and DHS worked this summer on editing on the PA BizWorks guide. The guide will include all workforce employer services offered by state agencies and serve as an overview of resources available to meet Pennsylvania employer workforce development and growth needs. The final draft of the guide will be completed by September.

- **SSTI:** As reported last quarter Pennsylvania was selected to participate with nine other states in a Policy Academy on Strengthening Your State's Manufacturers. DCED held the first 'home team' meeting which included L&I and representatives from economic development, higher education and the private sector. Four working groups were developed to address the following four goals: (1) Ensure relevancy and alignment of programs, funding, and departments/organizations to create a statewide manufacturing community that makes it easier for people to do business; (2) Support and grow manufacturing base by accelerating opportunities to use Pennsylvania-derived energy and natural resources; (3) Leverage innovation to grow output and productivity of manufacturers; (4) Strengthen the workforce.

## **PA Department of Corrections**

### **1.1 Develop Career Pathways Programs Meeting the Requirements of WIOA & 1.3 Mainstream Job Seekers with Barriers to Employment to the Maximum Extent Possible**

The DOC Career Pathways program has been fully implemented since the fall of 2018. This program ensures that inmates are provided an opportunity to become job ready through the use of education, vocational programming, inmate employment, Correction Industries, and reentry. This program also includes a 60-hour curriculum entitled Pathways to Success. This class helps inmates discover a career they have the aptitude and interest to excel and also to better prepare them for workplace success upon release.

To date, Pathways to Success has completed a total of nine (9) semesters with 6,163 inmates successfully enrolled. This is an increase of 765 inmates from our last quarterly report. Of those enrolled, 3,931 have completed the program (an increase of 516) for a 63.78% completion rate (an increase of 0.52%). Thirteen (13) institutions have exceed the overall completion rate with an average of 74%.

#### **Partnerships with Other Agencies**

In August, the DOC contracted with a consultant to develop a training for L&I business service teams. This training provided the service teams information on how to discuss the benefits on hiring reentrants to employers. There were five (5) webinars in the series with a great turnout for each.

- Webinar #1 (Selling Reentrants to Employers with Confidence) = 99
- Webinar #2 (Benefits of Hiring People with Criminal Backgrounds) = 104
- Webinar #3 (Reentrant Hired, Now What?) = 91
- Webinar #4 (How to Read a Background Check) = 62
- Webinar #5 (Limitations of Hiring Reentrants ) = 53

The webinars were recorded and have PowerPoint presentations for each one. As part of the contract, the DOC retains all right to the webinars and materials. The DOC is working on a plan on how to proceed and share the webinars with other workforce staff and employers.

Through a multi-year agreement with the Department of Banking and Securities, Becky MacDicken has provided multiple workshops and presentations on financial education to inmates inside the SCIs and reentrants at Community Correctional Centers. On October 15, 2019, Becky MacDicken along with Lacosta Mussoline, DOC Regional Reentry Administrator, hosted three (3) video conferences for reentrants living at our Community Corrections Centers. There were 336 reentrants who participated and went over Banking and Credit Basics to include the importance of having a bank account, credit reports and scores and how credit can affect their ability to secure housing, jobs and overall success of their reentry.

#### **Articulation Agreements**

We are partnering with the Community College of Allegheny County for welding and culinary arts programs. Once an inmate successfully completes one of these vocational programs within a State Correctional Institution, they can enroll in a partner community college and be excused from that particular course. The DOC has worked with the Bureau of Career and Technical Education within PDE to



accomplish this task. The DOC is still in discussions with CCAC and hope to have an agreement in place around summer 2020.

#### **PennDOT tour of SCI Mahanoy**

The DOC was pleased to host staff from PennDOT at both SCI Mahanoy for tours of our existing vocational and educational programs. The Department was able to showcase a warehouse for forklift and warehouse certifications, CDL training, and Auto Trades that the Department utilizes to assist inmates in reentering the community. PennDOT reached out to the DOC on future hiring needs, which inmates who go through these programs can fulfill.

#### **Reentry Programs**

The DOC/BCC/PBPP staff have attended various community job and reentry fairs throughout the Commonwealth. Participation at these fairs range; however, the community partners and employers are eager to provide the information. DOC/BCC/PBPP will work in the future to ensure more reentrants attend these free fairs.

A new position, Workforce Development Specialist, has been created to triage incoming employer, training partners, and union requests for hiring reentrants. This position then develops a plan with SCI, BCC, and Parole staff on how to assist with the request on employer, training, and union needs. The position also attends various reentry coalition meetings, sits on multiple Workforce/Employment committees, and attends employer forums on the benefits of hiring reentrants.

#### **Provided Reentry Employment Specialist Training**

The Reentry Employment Specialist (RES) training is designed for those who work with justice-involved individuals in securing and retaining employment. It specifically targets those who work in prisons, jails, probation, parole, career resource centers, government agencies and faith-based and Community Organizations.

The curriculum is designed to improve employment outcomes for persons with criminal histories through strategies of enhanced collaboration, employment assessments, and job development.

The registration is free for this event. Participants must attend both days to receive certificate of completion. Participants will receive the RES Manual and other resources at no cost to the participant.

In October 2019, the latest RES training was held in Mifflin County. Over 30 participants from various federal, state, and county agencies took part in this training.

## PA Department of Education

### Perkins V State Plan

Pennsylvania has until March 2020 to develop a 4-year plan that outlines how the state will implement regulations required under Perkins V and use federal Perkins funding to support career and technical education (CTE) through June 30, 2025.

The PA Department of Education (PDE) Bureau of Career and Technical Education held three hearings in October to provide the public and interested organizations and groups an opportunity to present views and make recommendations on the Perkins V 4-year plan.

- October 15– Chester County Technical College High School-Pennocks Bridge Campus
- October 16 –Harrisburg Area Community College
- October 17 – Westmoreland County Community College

The draft plan will be provided to the State Board for Vocational Education in January 2020 and acted on at the March 2020 meeting. The final State Plan will be submitted as part of the WIOA Combined Plan in March 2020.

### CTE Equipment Grants

State Equipment Grants support school districts with eight or more PDE-approved CTE Programs and Career and Technical Centers (CTCs) by providing funding to update or purchase new equipment to train students (i.e., student hands-on use of the equipment) in CTE programs aligned to the needs of employers.

- The 2019-20 Competitive Equipment grant opened October 9 and closed November 8; awardees will be announced in late November. Maximum grant award is \$50,000 per applicant.
- The 2019-2020 Supplemental Equipment Grants are pending release. Awards are based on a legislated funding formula.

### Teacher in the Workplace Grants

PDE and PA Department of Labor & Industry (L&I) are now accepting applications from local education agencies (LEAs) and Local Workforce Development Boards (LWDBs) to implement Teacher in the Workplace (TIW) programs that connect the classroom to the workplace for K-12 educators across Pennsylvania. This year, \$2.5 million in federal funding through the Workforce Innovation and Opportunity Act (WIOA) will be matched by \$2.5 million in federal funding through Title II, Part A, Every Student Succeeds Act to help all students to have the information and tools needed to gain awareness of college and career pathways to make informed decisions regarding their postsecondary future

Two TIW grant opportunities are available for 2019-20:

- **Targeted Grants** (led by PDE) meet the needs of LEAs and their schools that have not participated in TIW professional development experiences and/or have limited career readiness experiences available to educators and students. LEAs may request up to \$25,000 to begin and/or expand programs. The application deadline is November 20, 2019.
- **Advancing Grants** (led by L&I) promote sustained business partnerships with educators and transform instruction for students through systemic changes in programs of study. LWDBs may

request up to \$125,000 to partner with an underserved or disadvantaged LEA or up to \$50,000 to partner with any other LEA. The application deadline is December 23, 2019.

### **PAsmart Computer Science & STEM Grants**

PDE will release the 2019-20 PAsmart Computer Science and STEM guidelines and grant applications at the beginning of November. For a second year, two competitive grant programs are available to eligible applicants, each with a different audience and purpose:

- 1. Targeted PreK-12 Computer Science and STEM Education Grants** meet the needs of LEAs and their schools with few or no computer science (CS) offerings. The purpose of these grants is to build educator capacity and expand student access, opportunity, and inclusion in CS from pre-kindergarten through grade 12. These grants have a low-risk entry point for applicants and aim to help schools build the infrastructure to establish strong CS/STEM pathways.
- 2. Advancing Computer Science and STEM Education Grants** are high-level comprehensive grants that support regional collaborations to expand CS/STEM education and experiences.

### **Career Ready PA Coalition**

In October, PDE launch the statewide Career Ready PA Coalition with a series of regional stakeholder forums held at postsecondary institutions statewide. Representatives from education, advocacy and non-profit organizations, business and industry, STEM Ecosystems, workforce development, military, libraries, and state and local governments met to network and discuss resources and opportunities for student career exploration and work-based learning.

<b>DATE</b>	<b>LOCATION</b>
10/04/19	Clarion University – Venango Campus
10/08/19	Lebanon Valley College
10/11/19	Lackawanna College
10/14/19	Northampton Community College
10/15/19	Reading Area Community College
10/16/19	Mansfield University
10/18/19	Pennsylvania College of Technology
10/24/19	Penn State - Dubois
10/25/19	Community College of Beaver County
11/01/19	Pennsylvania Highlands Community College

## **PA Department of Human Services**

### **TANF Employment & Training Redesign – Identification of changes needed for July 2020**

Over the past three months, DHS met with workforce partners and TANF experts to help identify the core changes needed to better support recipients of Temporary Assistance for Needy Families in the redesign of the EARN and Work Ready programs. DHS:

- Reviewed participant feedback from townhalls held last year;
- Contracted with Mathematica to complete a literature review and survey of 8 other states regarding best practices in TANF Employment & Training;
- Connected with the Local Workforce Development Boards through a meeting held in Harrisburg with board directors and workforce staff, a report compiled by the PA Workforce Development Association (PWDA), and a follow up meeting at the PWDA symposium;
- Obtained results from a survey conducted with Work Ready providers;
- Held calls and meetings with state and federal TANF advocates.

Several areas were identified to target for initial policy changes to the programs beginning in July 2020. These include:

- Flexibility to take time to address participant barriers to employment
- Structure that allows and encourages access to training opportunities
- Individualized services including assessment and planning
- Focused services for people who have needed TANF the longest
- Program evaluation measures that better incentivize and measure long-term outcomes.

The Department is working with our legal and budget offices to finalize changes by the end of this year, and we will continue to work with our workforce partners to ensure effective implementation of initial changes.

### **Parent Pathways - RFA anticipated late fall**

In conjunction with the PA Department of Education, DHS plans to issue a Request for Applications later this Fall to support the development of Parent Pathways models in the state. Parent Pathways models include the integration of three core components to support low-income single parents in achieving long term stability for both the parent and the child: 1) postsecondary education and training, 2) housing support, and 3) two-generational programming. Successful applicants will be awarded technical assistance and start-up funding from \$2.5m in the 2019-2020 budget. Additional information and resources can be found on the padlet site: <https://padlet.com/eita/ParentPathways>

### **SNAP 50/50 – Investment in the Health Enterprise Zone**

The Health Enterprise Zone in Philadelphia is a geographic area experiencing significant health disparities. For example, the life expectancy of children in the HEZ zip codes is 20 years less than those in wealthier zip codes. Several initiatives are focusing on this area, and the department is now expanding its focus to include employment efforts directed towards the HEZ. The Bureau of Employment Programs is evaluating options for investment in SNAP 50/50 models to maximize funding opportunities and provide more options for SNAP recipients, especially as we anticipate federal changes that will require more people to have to meet work requirements.

## PA Department of Labor & Industry (L&I)

### Rebranding Campaign

To showcase workforce collaboration and customer service, the department undertook a second phase of rebranding to highlight PA CareerLink® as a proud partner of the American Job Center. The campaign, which ran from 4/22/19 to 6/30/19, offered messaging to job seekers and employers that PA CareerLink® is unique in the services it provides. A mix of digital and traditional media tactics were used, including paid Social Media, Google Ad words, TV, Outdoor and Radio. The campaign has been very successful and metrics have been delivered to the department. A third campaign will be scheduled in 2020.

#### Metrics:

- 32.5 million digital impressions
- Over 186,000 clicks to the landing page
- Nearly 3 million completed video views
- An overall \$1.23 CPC and an efficient \$0.08 CPV
- TV and Radio delivered over \$155,000 in added value
- Out-of-Home delivered over \$62,000 in added value
- PulsePoint and Google Responsive Display delivered 72% of total impressions and 50% of website traffic.
- Video performance was dominated by connected TV (Hulu, Comcast, Spectrum)
- AdWords delivered a 10% CTR, well above the industry average
- Over 2.1 million digital impressions delivered as added value

### State/Local Internship Program

The Department of Labor & Industry announced making approximately \$3.5 million of WIOA Statewide Set-Aside Funding available as a demonstration project to support the 2020 State/Local Internship Program, or SLIP.

The 2020 SLIP will operate for 8 weeks anywhere between May 1 - August 30, 2020; and will again target young adults between the ages of 16 - 24 years. This year's demonstration not only aims to increase the total number of youth served statewide, via paid work experience placements with for-profit and/or non-profit employers but will require employers to support and extend this initiative by expanding upon the Commonwealth's funding support up to at least 30 percent. Additionally, the commonwealth hopes to increase the number of participants who are WIOA eligible to 50% and coordinate SLIP with the Teacher in the Workplace, or TIW, initiative and TANF Youth Development Program, or TANF YDP. Coordination between the two programs will allow local workforce development boards, or LWDBs, to target underserved schools, where teachers would be a resource to help recruit at-risk lower-income students. Funding consideration will be given to LWDBs who demonstrate that their local business partners have a willingness to invest in its future through this program, as well as the level of WIOA eligibility and synchronization with TIW and TANF YDP.

### PA CareerLink® moves into Altoona Library

Department of Labor & Industry (L&I) Deputy Secretaries Jennifer Berrier and Eileen Cipriani, and Pennsylvania Department of Education Deputy Secretary & Commissioner for Libraries Glenn Miller joined

local officials and legislators at the grand opening of the new PA CareerLink® Blair County, which recently relocated to the Altoona Area Public Library.

The partnership between the PA CareerLink® and the library provides a more central location for clients and increases access to the library's existing job search resources to better serve Blair County residents. PA CareerLink® has a customer-centered approach that helps prepare job seekers to meet the needs of the global economy, and matches employers with qualified and skilled candidates. PA CareerLink® Blair County provides workforce services to more than 9,000 job seekers annually. In addition, over 200 employers post more than 1,900 jobs a year with PA CareerLink® and access a range of free services, including customized job training programs and talent matching.

### **Governor Wolf Announces \$5 Million Available for Workforce Program Linking Teachers with Local Employers**

Governor Tom Wolf announced that \$5 million in grants is available to enable teachers to visit local employers and learn the skills and industry trends that will enhance their classroom instruction, student learning, and career readiness. The investment achieves the governor's budget goal of nearly doubling funding for the Teacher in the Workplace (TIW) program this year.

Education agencies and local workforce development boards are eligible to apply for the Teacher in the Workplace grants. Two types of grants are available.

Teacher in the Workplace Targeted Grants, administered by the Department of Education, provide up to \$25,000 to local education agencies to expand career readiness and work-based learning experiences. The application deadline is November 20, 2019.

Teacher in the Workplace Advancing Grants, administered by the Department of Labor & Industry, encourage educators to develop partnerships with businesses with up to \$50,000 for local workforce development boards, as well as up to \$125,000 for schools and school districts that focus on underserved communities. The application deadline is December 23, 2019.

Earlier this year, Governor Wolf announced nearly \$2.6 million in Teacher in the Workplace grants supporting 59 programs in Pennsylvania.

The Teacher in the Workplace grants from L&I are funded at 100 percent through federal money made available from the Workforce Innovation and Opportunities Act and from PDE through Title II, Part A, Every Student Succeeds Act to help all students to have the information and tools needed to gain awareness of college and career pathways to make informed decisions regarding their postsecondary future.

## **Section I – WIOA STATE PLAN TYPE and EXECUTIVE SUMMARY**

**DRAFT**

### **WIOA State Plan Type:**

Pennsylvania has chosen to submit a Combined State Plan including the following required and optional elements:

#### Required:

- Adult
- Dislocated Worker
- Youth
- Wagner-Peyser Act
- Adult Education and Family Literacy Act
- Vocational Rehabilitation Programs

#### Optional:

- Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.)
- Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.)
- Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))
- Jobs for Veterans State Grants program (programs authorized under 38, U.S.C. 4100 et. seq.)
- Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
- Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.))
- Reintegration of Ex-Offenders program<sup>3</sup> (programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532))

### **Plan Introduction or Executive Summary: (optional)**

## Section II – STRATEGIC ELEMENTS

*The Unified or Combined State Plan must include a Strategic Planning Elements section that analyzes the State's current economic environment and identifies the State's overall vision for its workforce development system. The required elements in this section allow the State to develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Unless otherwise noted, all Strategic Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs.*

**Economic, Workforce, and Workforce Development Activities Analysis.** The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.

**Economic and Workforce Analysis.** *The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.*

***Economic Analysis.*** *The Unified or Combined State Plan must include an analysis of the economic conditions and trends in the State, including sub-State regions and any specific economic areas identified by the State. This must include—*

The Commonwealth of Pennsylvania's economic future depends on a strong, skilled workforce able to compete in today's global economy. To remain economically competitive, Pennsylvania must inform its workforce development policies, strategies, and goals using current labor market information and an understanding of the future workforce needs of employers.

The commonwealth has a diversified economy with numerous competitive industry clusters, and strives to develop a skilled workforce that aligns to employer needs. The commonwealth's capacity to provide an educated workforce is evidenced by approximately 375 postsecondary educational institutions which collectively enrolled more than 740,000 students in 2017-18. Pennsylvania is an ideal location for families and businesses given its mix of urban, suburban, and rural areas, its proximity to nearly one-half of the nation's population, and strong job markets. While these characteristics of the commonwealth's labor market contribute to its economic strength, they also create an opportunity to develop an increasingly skilled workforce to meet the demands of employers, the career goals of workers, and the needs of our evolving economy.

The availability and analysis of labor market information and trends are essential to the creation of effective workforce and economic development strategies and policies. By utilizing information about the population, labor force, industry mix and employment outlook, the state can enhance its existing sector strategies and ensure they align with the current and expected labor market demands. This approach will support the Governor's goal of building the strongest workforce in the nation.



*(i) Existing Demand Industry Sectors and Occupations. Provide an analysis of the industries and occupations for which there is existing demand.*

To remain economically competitive, Pennsylvania must identify and meet the diverse workforce needs of existing industries and occupations. Understanding the differences in the commonwealth's urban (like Philadelphia and Pittsburgh), suburban (like South Central, Lehigh Valley, and Erie), and rural (like Northern PA and the Appalachian region) labor markets is also critical in developing workforce and economic strategies.

From December 2017 to December 2018, Pennsylvania's seasonally adjusted non-farm jobs increased by 57,500 (1.0 percent). During the same timeframe, U.S. nonfarm jobs increased 2.68 million jobs (1.8 percent) to 150.3 million. The chart below shows that Pennsylvania is currently in a job expansion period, following the job recovery period which began in early 2010. The job recovery and expansion in the state, as well as the nation, has occurred primarily in private sector jobs. Government jobs decreased marginally in Pennsylvania but grew slightly in the nation. Over the past five years, government jobs in Pennsylvania have decreased, while nationally they have increased by a much smaller percentage than private sector jobs.

	PA Jobs in Dec. 2018	PA Volume Change in Jobs from Dec. 2017	PA Volume Change in Jobs from Dec. 2013	PA Percent Change in Jobs from Dec. 2013	U.S. Percent Change in Jobs from Dec. 2013
Total Nonfarm Jobs	6,030,700	57,500	282,900	4.9%	9.4%
Total Private Jobs	5,329,300	58,100	297,800	5.9%	10.6%
Government	701,400	-600	-14,900	-2.1%	3.0%

Sources: Pennsylvania and U.S. Current Employment Statistics, Seasonally Adjusted

In December 2018, seasonally adjusted goods-producing jobs in the commonwealth were up 12,200 from December 2017. All three of the goods-producing super-sectors grew over the last year with the biggest percentage increase in Mining & Logging (5.0 percent), followed by Construction (2.2 percent), and Manufacturing (0.9 percent). Over the last 10 years, goods-producing jobs in Pennsylvania fell by 3.2 percent despite increasing by 4.7 percent over the last five years. Mining & Logging, the smallest of the three goods producing super-sectors, had the largest percentage gain in jobs over the last 10 years (27.9 percent) despite suffering an 18.8 percent decrease in jobs over the last five years. Manufacturing, the super-sector with the most goods-producing jobs, decreased by 8.5 percent over the last 10 years, while modestly increasing by 0.7 percent over the most recent five-year period.

Despite goods-producing job gains (in percentage terms) exceeding those from service-providing industries over the last year, the longer trend is that Pennsylvania's economy continues to shift from goods-producing to service-providing. Service-providing jobs in December 2018 were up 45,300 from one year prior, but grew by 6.6 percent over the last 10 years. Over the last year, Pennsylvania's best performing service-providing super-sectors (measured by percent increase) were Real Estate & Rental and Leasing (4.4 percent), Transportation, Warehousing, & Utilities (3.9 percent) and Health Care & Social Assistance (3.0 percent). Over the last decade, jobs in Transportation, Warehousing, & Utilities grew by 24.4 percent and those in Health Care & Social Assistance grew by 19.1 percent.

Many of the occupations employed in the commonwealth's dominant industries are also found on Pennsylvania's In-Demand Occupation List (PA IDOL), which highlights occupations with the most

significant workforce needs. The PA IDOL includes more than 250 occupations of today, tomorrow, and the future that are currently in greatest demand by businesses. However, not all occupations with a lot of demand are attractive targets for workforce development. Some high demand occupations experience high turnover, as opposed to growth in new openings, so it's possible these occupations would benefit from strategies to reduce turnover rather than train more workers to fill the available openings.

*(ii) Emerging Demand Industry Sectors and Occupations. Provide an analysis of the industries and occupations for which demand is emerging.*

Pennsylvania's demographics are a key factor in how industry and occupational employment will change in the coming years. Technological advancements will also play a key role in how the commonwealth's economy will evolve. From 2016-2026, Pennsylvania's total employment is expected to increase by 342,000 (5.5 percent) to a level in excess of 6.5 million. The projected growth rate is down slightly from the previous set of projections (5.7 percent) and less than the current U.S. rate (7.4 percent).

Employment activity in all sectors highlight the dynamics of an aging population's need for more health care, transition of baby-boomers from worker to retiree, constant technological changes, and continued transformation of the state's economy from that of a goods-producer to a service-provider. Growth will be greatest in the Construction, Education & Health Services, and Professional & Business Services sectors. With an increase of almost 147,000, Education & Health Services is projected to add the most employment through 2026. Employment levels in Professional & Business Services is expected to increase by just over 73,500. It is also important to look at growth rates in addition to volume growth. Construction will continue to experience very robust growth rates in the state (12.6 percent) and is already starting to reach some pre-recession numbers with most sectors projected to return to pre-recession employment by 2026. This growth can be seen across all three segments of construction: heavy & civil engineering (15.3percent), construction of buildings (14.3percent), and specialty trade (11.4percent). Conversely, driven largely by the contraction of publishing and telecommunications, Information is expected to decrease employment by more than 5,600 (-6.7percent). Both Manufacturing and Government sectors are also projected to see an employment decrease for 2016-2026. Manufacturing is projected to decline more than the past round of projections but significantly less than the U.S. (-6.0 percent). Largest declines are in apparel manufacturing, and printing & related support activities. Government continues to show a slight decline in this round of projections but much less than previous (-0.7 percent versus -3.5 percent). Slower employment declines are projected for Federal postal workers. Local government is also showing projected gains for 2026. State government employment continues to remain steady.

Modest economic growth coupled with an aging workforce will create opportunities for job seekers in all major occupational groups. Eight of the 12 occupational groups are projected to have growth rates above the statewide overall growth rate of 5.5 percent. Healthcare Practitioners, Technicians & Support Workers will increase employment the fastest at a rate of 13.3 percent (just over 79,000 workers). The Computer, Engineering & Science group will add less employment, about 29,000, but at the second-fastest rate (9.2 percent). Only two occupational groups – Office & Administration and Production – are projected to experience a measurable employment decline through 2026 with total employment losses of 18,220 (-1.9 percent) and 7,540 (-1.9 percent) respectively.

Employment growth is only one component in determining the annual need, or demand, for workers in any occupation. Each year, Pennsylvania is expected to have a demand for almost 727,000 workers across all occupational groups. In reality, only 5.0 percent of all annual demand is due to growth. About nine out of every 10 openings exist to replace workers who leave the occupation and/or retire. Some groups with low growth rates (Sales & Related) have high levels of demand. These occupations tend to require less education or specific skills sets, and workers don't stay long in these positions. It is important to note that the overall need for workers in occupational groups with slower-than-average growth or even decline, such as Office & Administrative Support (demand of 104,974), can still outpace the overall need for workers in other groups with strong growth, such as Computer, Engineering & Science (demand of 26,095) or Construction & Extraction (demand of 29,018).

To fully understand Pennsylvania's emerging workforce needs, it is important to consider the information from several angles. Occupations with the largest employment growth by volume are often traditional occupations with a large employment base and a consistent need for workers, while occupations with the fastest employment growth rates are often emerging. From another angle, occupations with the largest annual demand are primarily entry-level jobs that have a sizable need to replace workers regularly but often do not pay family-sustaining wages.

Employment Growth by Volume	Employment Growth by Percent	Largest Annual Demand
Combined Food Prep & Serving Workers	Statisticians	Combined Food Prep & Serving Workers
Registered Nurses	Physician Assistants	Cashiers
Personal Care Aides	Nurse Practitioners	Retail Salespersons
Laborers & Material Movers	Home Health Aides	Laborers & Material Movers
Home Health Aides	Software Developers, Applications	Waiters & Waitresses
Nursing Assistants	Information Security Analysts	Office Clerks, General
Waiters & Waitresses	Physical Therapist Aides	Personal Care Aides
Heavy & Tractor-Trailer Truck Drivers	Physical Therapist Assistants	Customer Service Representatives
Janitors & Cleaners	Operations Research Analysts	Janitors & Cleaners
Software Developers, Applications	Respiratory Therapists	Stock Clerks & Order Fillers

Source: Center for Workforce Information & Analysis, Long-Term Employment Projections (2016-26)

*(iii) 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.*

For more than a decade, Pennsylvania has been engaged in sector-driven workforce activities. This approach, featuring the identification of industry clusters and the establishment of employer/worker consortiums as described below, has enabled workforce development policies to be data-driven and employer-focused, while also meeting the career goals of workers. Industry credentials, postsecondary education, and college degrees will become more important throughout the next decade, as will a shift to life-long learning along a career pathway. Educational requirements of occupations will shift away from short-term and moderate-term on-the-job training lasting no more than one year towards long-term training and some amount of formal education. Pennsylvania has set a credential attainment goal of 60 percent. Pennsylvania, with approximately 375 postsecondary educational institutions, is well positioned to effectively meet the needs of the future workforce.

When analyzing employment needs in the commonwealth, industry clusters can take on strategic importance because activities that benefit one group member will generally have positive effects on other members of the cluster. An industry cluster consists of a group of industries that are closely linked by common product markets, labor pools, similar technologies, supplier chains, and/or other economic ties. They are used to:

- Create a consistent definition that allows for workforce comparison across regions;
- Identify major employers for building Industry Partnerships;
- Provide a basis for occupational and skills analysis of shared workforce needs; and/or
- Direct resource allocation for jobs in demand that will offer career pathways leading to family-sustaining wages.

Currently, Pennsylvania concentrates workforce strategies around 12 industry clusters. These clusters account for nearly 83 percent of all employment in the commonwealth. Along with employment trends and average wages, the strength of a cluster is often evaluated using a location quotient (LQ) which compares a cluster's share of local employment with its share of national employment. A LQ greater than one implies a competitive advantage in an area. While the table looks at statewide LQs, many industries are highly regionalized and are even more competitive than the statewide LQ suggests. Regional and local plans will pick up on this fact as partners develop local and regional priorities.

Cluster (or sub-cluster) Name	Employment (2018)	National LQ (2018)	Wages (2018)
Advanced Manufacturing (AM)	437,654	1.00	\$59,696
AM - Chemicals, Rubber & Plastics (AM - CRP)	79,288	1.20	\$59,766
AM - Electronics (AM - E)	63,810	0.78	\$67,817
AM - Metals (AM - M)	132,461	1.44	\$64,450
AM - Vehicles & Vehicle Equipment (AM - VVE)	162,095	0.83	\$52,579
Agriculture & Food Productions (AFP)	179,083	0.84	\$46,911
Bio-Medical (BM)	82,779	1.22	\$111,562
Building & Construction (BC)	368,522	0.92	\$59,820
Business Services (BSV)	732,994	0.99	\$87,462
BSV - Media, Advertising & Marketing (BSV - MAM)	129,389	0.93	\$88,378
BSV - Operational Services (BSV - OPER)	227,637	0.95	\$53,217
BSV - Professional & Consulting Services (BSV - P&C)	375,968	1.03	\$107,881
Education (ED)	560,960	1.01	\$52,508
Energy (ENGY)	139,836	1.16	\$83,648
Health Care (HC)	1,078,570	1.23	\$54,904
Hospitality, Leisure & Entertainment (HLE)	620,559	0.86	\$21,523
Logistics & Transportation (LT)	255,644	1.15	\$51,417
Real Estate, Finance & Insurance (REFI)	302,665	0.94	\$88,467
Wood, Wood Products & Publishing (WWP)	101,143	1.23	\$53,526

Source: Center for Workforce Information & Analysis, Quarterly Census of Employment and Wages (2018 Annual Average)

Industry clusters have also served as the basis for the creation of Industry Partnerships (IPs) – employer/worker consortiums that bring together companies with similar products, markets, and human resource, and workforce development needs. The intent of IPs, through prudent investments, is for

Pennsylvania to develop the human capital necessary for greater productivity, thereby helping these industries flourish while creating career opportunities for its workforce.

Pennsylvania was among the first states to extend training and career-building efforts beyond individual companies to networks of companies in specific industries. IPs foster industry collaboration on incumbent worker training, school-to-career and other workforce pipeline initiatives, career pathways, recruitment and retention, and other human resource challenges. These types of collaboration can help strengthen skill alignment, increase entry-level employment opportunities, enhance recruitment and retention of talent, and lead to the creation of more high-paying jobs. In recent years, Pennsylvania has expanded its Industry Partnership work through the Next Generation Industry Partnership (Next Gen IP) model.

**Workforce Analysis.** *The Unified or Combined State Plan must include an analysis of the current workforce, including individuals with barriers to employment, as defined in section 3 of WIOA. This population must include individuals with disabilities among other groups in the State and across regions identified by the State. This includes—*

*(i) Employment and Unemployment. Provide an analysis of current employment and unemployment data, including labor force participation rates, and trends in the State.*

It has been nearly 10 years since the end of the last recession (June 2009), as determined by the National Bureau of Economic Research (NBER). Since 2010, when Pennsylvania's average unemployment rate peaked at 8.5 percent, the average unemployment rate has been trending down except for 2016 when it ticked up by one-tenth of one percent. The 2018 average rate of 4.3 percent was slightly above half of the peak rate of 2010 and was down six-tenths of one percent from the 2017 rate. This is further evidence that the economy and labor market continued to experience positive trends.

In addition to the improvement in the unemployment rate, Pennsylvania's labor market has displayed other positive indicators. The state's average employment level rose to a new record high of 6,148,600 in 2018, an increase of 38,100 from the previous record high in 2017. The average unemployment count was down 38,300 from the previous year, falling to 275,800. This was the lowest unemployment level since 2000. Effective workforce and economic development strategies are needed to ensure continued progress and the attainment of sustainable employment for the state's unemployed.

The following table provides a summary of Pennsylvania's labor force for 2018 including data for veterans and persons with disabilities. For comparison, similar data is provided for the U.S.

	Total for PA	Persons with Disabilities in PA	Veterans in PA	Total for U.S.	Persons with Disabilities in the U.S.	Veterans in the U.S.
Labor Force (LF)*	6,424.4	329.9	355.6	162,075.0	6,266.0	9,453.0
Employed*	6,148.6	300.3	337.4	155,761.0	5,767.0	9,127.0
Unemployed*	275.8	29.6	18.2	6,314.0	499.0	326.0
Unemployment Rate	4.3%	9.0%	5.1%	3.9%	8.0%	3.5%
LF Participation Rate	62.6%	22.7%	45.2%	62.9%	20.8%	49.2%

\* Reported in thousands

Source: Local Area Unemployment Statistics (LAUS); Current Population Survey (CPS)

Among the unemployed, the hardest to serve are the long-term unemployed (those unemployed 27 weeks or more). The number of the long-term unemployed in Pennsylvania (64,500 in 2018) continued

declining both over the past year (down 10,200 or 13.7 percent) and the past five years (down 129,600 or 66.8 percent) at a faster rate than its volume of unemployed fell. In 2018, the share of those unemployed long term dropped to 23.4 percent of the total unemployed population, a decline of 16.6 percentage points from 2013. By comparison, the U.S. long-term unemployment level decreased 68.7 percent over the past five years to 1,350,000 and constituted 21.4 percent of the nation's unemployed.

Another indicator of an economy's strength is the employment to population ratio (a measurement of the number of individuals working divided by the total population), which is affected by demographic and secular trends as well as the economic environment. In 2018, Pennsylvania's average employment/population ratio, as shown in the table below, was 59.9 percent as compared to 58.6 percent five years earlier. Overall, the nation experienced a slightly bigger increase in this ratio over this period, rising from 58.6 percent in 2013 to 60.4 percent in 2018. In Pennsylvania, the ratio was constant for White non-Hispanics over that period, while increasing for all the other race/ethnic cohorts. The largest percentage point gain was by other non-Hispanic females. Among educational categories the ratio increased for those with lower educational attainment and decreased for those with at least some college. The ratio for females with at least a bachelor's degree increased and were the lone exception to that trend.

	Total (2013)	Males (2013)	Females (2013)	Total (2018)	Males (2018)	Females (2018)
Overall	58.6%	63.9%	52.9%	59.2%	63.7%	55.0%
White non-Hispanic	60.0%	65.6%	54.8%	60.0%	65.7%	54.7%
Black non-Hispanic	52.3%	50.9%	53.4%	57.5%	59.8%	55.6%
Other non-Hispanic	52.8%	63.6%	43.9%	64.1%	67.3%	61.3%
Hispanic	53.9%	61.8%	46.4%	58.7%	66.9%	51.1%
Less than a HS diploma	30.0%	36.2%	23.9%	36.3%	41.7%	31.2%
HS graduate, no college	53.8%	60.7%	47.1%	54.5%	62.8%	46.1%
Some college or Associate degree	64.6%	68.2%	61.4%	62.0%	66.7%	58.0%
Bachelor's degree and higher	74.0%	78.9%	69.7%	73.8%	77.0%	70.8%

Source: Current Population Survey

*(ii) Labor Market Trends. Provide an analysis of key labor market trends, including across existing industries and occupations.*

According to IHS Global Insight's Population Projections, Pennsylvania's population is projected to grow by only 1.1 percent over the next 10 years. In comparison, the nation's population growth is projected to be 6.9 percent over the same period. While the state's overall population growth will be relatively low in the years to come, the change in age distribution will be more dramatic. Pennsylvania's population is growing older. The number of Pennsylvanians age 65 and over exceeded 2.3 million in 2018. The state's percentage of those aged 65 and over (18.5 percent) is the sixth highest in the nation. This is largely a by-product of the aging of the population born during the Baby Boom period after World War II.

While the overall population will increase modestly, the labor force will shrink barring a substantial immigration of workers. Inevitably, baby boomers will leave the workforce in large numbers taking with them key skills and knowledge that that supported industry growth and prosperity. Unfortunately, based on Pennsylvania's demographics, far fewer youth are available to enter the labor market to replace those who will be leaving. While technology and global competition will help alleviate some of the need for



workers, there will still be a shortage of workers, which will force greater efficiencies and competition for key skills.

With an inevitable shortage of workers expected, Pennsylvania's workforce strategies also must focus on the skills and abilities of individuals with barriers to employment, including individuals with disabilities, veterans, individuals transitioning into the community from the criminal justice system, Temporary Assistance for Needy Families (TANF) recipients, and those who do not speak English well or at all, among other populations, to meet present workforce needs and future demand. In 2018, there were about 1.5 million working age individuals with disabilities living in Pennsylvania. They accounted for 14.4 percent of the state's working age population compared to 11.7 percent nationally. Pennsylvania's veterans numbered almost 800,000 in 2018 or 7.8 percent of the working age population. On average, almost 34,000 adult TANF recipients were served each month in 2018. Lastly, in 2017, there were almost 210,000 individuals who did not speak English well or at all. Additional efforts will be made to support ex-offenders looking to re-enter the workforce, at-risk youth, and older workers who wish to remain employed. According to Current Population Survey (CPS) figures from 2018, 35.7 percent of Pennsylvanians ages 65 to 69 are currently in the workforce (employed or looking for work). In addition, studies have shown that current and future retirees have remained in or plan to stay in the workforce in some capacity.

*(iii) Education and Skill Levels of the Workforce. Provide an analysis of the educational and skill levels of the workforce.*

Education must play a vital role in preparing the workforce for the future demands of the commonwealth's economy. According to the American Community Survey, during the 2013-2017 period, Pennsylvania ranked 43<sup>rd</sup> among states in the share of adults (age 25 and up) with more than a high school diploma. Currently, 54.3 percent of such Pennsylvanians have participated in some level of postsecondary education. Another 35.5 percent are high school graduates with no postsecondary experience and 10.2 percent have less than a high school diploma. Strategies focused on these individuals are paramount to meeting the future demands of employers and achieving Governor Wolf's goal of 60 percent of Pennsylvanians holding a college or industry-recognized credential by 2025.

Most employment in the state is found in occupations that fall into the on-the-job training category (3.4 million) but that category will have the slowest growth rate (3.8 percent). Conversely, occupations requiring an advanced degree have the highest growth rate through 2026 (11.0 percent) but only employ about 373,000. This growth is primarily driven by an increasing need for Physician Assistants, Physical Therapists, Nurse Practitioners, and Statisticians.

The shift from on-the-job training to some postsecondary education or an Associate degree is strongly connected with growth in Healthcare, Information Technology, and Construction jobs such as Plumbers, Pipefitters & Steamfitters; Carpenters; Physical & Occupational Therapy Assistants; Medical Assistants; Respiratory Therapists; Computer User Support Specialists; and Web Developers.

The most significant change from the previous set of projections occurred in the long-term training group, with a current growth rate of 5.7 percent. This decrease is driven primarily by the reclassification of Maintenance & Repair Workers to moderate-term on-the-job training (7.1 percent growth).

*(iv) Skill Gaps. Describe apparent 'skill gaps'.*

An equally important phase of Pennsylvania's workforce strategy is the identification of occupations that are critical to the success of local economies and the existence of a process that enables Pennsylvanians to acquire the necessary skills for those careers. The High Priority Occupation (HPO) process identifies those occupations that are in demand by local employers, pay a family-sustaining wage, and have higher skill requirements. Entry-level jobs that serve as an "on-ramp" to high-quality occupations may be considered as HPOs if the career pathway to existing HPOs is clearly documented. This innovative approach combines labor market data with regional stakeholder input allowing for a more complete picture of the actual workforce needs across the commonwealth. HPOs guide the allocation of training dollars for WIOA programs.

Pennsylvania's HPO process and Next Generation Industry Partnership (Next Gen IP) efforts also have served as a method of evaluating occupational workforce needs. The HPO process itself is a basic skills gap analysis by Workforce Development Area (WDA). Employer input received through regional stakeholders provides real-world verification of any gaps as well as insight into potential skills mismatches. Some employers continue to struggle to fill critical workforce positions while some individuals remain unemployed for extended periods of time or have difficulty finding employment. Many of the skills today's workers need are expected to be obtained through advanced education and training, resulting in relevant credentials that are valued by employers. However, feedback from many employers suggests that candidates lack basic employability skills necessary to gain and/or maintain employment.

**Workforce Development, Education and Training Activities Analysis.** *The Unified or Combined State Plan must include an analysis of the workforce development activities, including education and training in the State, to address the education and skill needs of the workforce, as identified in (a)(1)(B)(iii) above, and the employment needs of employers, as identified in (a)(1)(A)(iii) above. This must include an analysis of—*

*(A) The State's Workforce Development Activities. Provide an analysis of the State's workforce development activities, including education and training activities of the core programs, Combined State Plan partner programs included in this plan, and required and optional one-stop delivery system partners.*

The Pennsylvania WIOA Combined State Plan includes the six core WIOA programs and the following optional programs: Career and Technical Education Programs Authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins); the Temporary Assistance for Needy Families (TANF) Program; the Trade Adjustment Assistance (TAA) Program; programs under the Jobs for Veterans State Grant (JVSG); the Senior Community Service Employment Program (SCSEP); the Community Services Block Grant (CSBG); and the Reintegration of Ex-Offenders (REO) Program. Collectively, the thirteen programs included in the Combined State Plan work to serve target populations, including individuals with barriers to employment and incumbent workers, in finding and maintaining employment, while concurrently meeting the talent needs of employers, as follows:

**WIOA Title I Adult:** This program serves participants age 18 or older in need of employment or career advancement, with priority of service given to participants who are recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Veterans and covered veteran spouses who are eligible for the WIOA Title I Adult program receive veterans' priority of service. Individuals assessed as ready for work are provided career services to assist them in finding existing employment opportunities. Individuals not ready for employment or looking for employment in a new field receive training to prepare them with the skills necessary to meet the needs of employers.



WIOA Title I Dislocated Worker: This program assists workers before or after a layoff to help facilitate rapid reemployment. Dislocated workers with requisite skills may be directly referred to employers with hiring needs. Other dislocated workers may require training and other services to meet the skill requirements of employers.

WIOA Title I Youth: This program serves eligible youth and young adults through high-quality case management support toward educational attainment, including career guidance and exploration, summer and/or year-round work experience opportunities, and skills training along a career pathway for in-demand industries and occupations.

WIOA Title II Adult Basic Education: This program establishes career pathways for adults who lack basic skills. Services include beginning level literacy through high adult secondary; transition activities to support college and career readiness; and English language acquisition activities when needed. Other services support persistence and success, and they connect students to partner programs and entities in the workforce development system. Integrated education and training activities continue to be aligned with local workforce needs, to prepare students for realistic, existing employment opportunities, and to be developed in consultation with Local Workforce Development Boards, employers, and training providers.

WIOA Title III Wagner-Peyser: This program serves all jobseekers and employers – the universal customers – through both PA CareerLink® offices and PA CareerLink® Online with the twin goals of assisting individuals with placement in employment and assisting employers with workforce recruitment. Services range from job search and career counseling for jobseekers to customized labor market information and job fairs for employers.

WIOA Title IV Vocational Rehabilitation: This program helps persons with disabilities prepare for, obtain, and/or maintain employment. Its single-point-of-contact model helps any employer hire and on-board talented individuals with disabilities by connecting the employer with one staff member who coordinates all program support.

Perkins: This program funds career and technical education programs at the secondary and postsecondary levels. Perkins programs work with businesses to identify relevant technical standards, including national industry standards and credentialing opportunities, to ensure that program completers have the technical skills employers need.

Temporary Assistance for Needy Families (TANF): This program supports TANF recipients through a range of activities based on individual needs as they pursue employment plans leading to long-term stability. The type and duration of the activity depends on the customer's work experience, education/training, and/or employment barrier(s). All activities aim to increase the skills and employability of TANF recipients. The commonwealth requires each adult, minor head of household, or minor child ages 16 or 17 who is not in school to engage in work or an approved employment and training activity.

Trade Adjustment Assistance (TAA): This program provides eligible workers with services and training to assist them in returning to the workforce following a layoff impacted by global trade. The services and training ensure that TAA recipients have the skills needed to find reemployment within the industry from which they were separated or to enter a new industry where employment opportunities exist.

Jobs for Veterans State Grants (JVSG): This program funds Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) staff in PA CareerLink® offices. DVOPs work with veterans with significant barriers to employment, and LVERs work with employers to showcase qualified veterans for job openings.

Senior Community Service Employment Program (SCSEP): This program promotes part-time employment opportunities in community service activities for unemployed low-income persons who are age 55 or older and who have poor employment prospects. SCSEP utilizes Labor Market Information (LMI) to identify occupations most likely to hire older workers and prepares participants for those jobs. Some SCSEP grantees already work with PA CareerLink® Business Service Teams (BSTs) to develop employment opportunities for older workers. Employers recognize the benefit of hiring older workers, who are generally viewed as reliable, loyal, and ethical with well-established critical thinking, leadership, teamwork, and communication skills.

Community Service Block Grant (CSBG): This program funds programs that provide opportunities for participants to attain basic employability skills, occupation-specific skills, and work experience necessary to meet employer talent needs.

Reentry Employment Opportunities (REO): This program supports increased collaboration and alignment of reentry planning and service activities among system partners to improve the justice-involved individual's ability to attain and retain a job along a career pathway that pays family-sustaining wages. Efforts described in the Combined State Plan will allow for greater coordination of services and activities provided by REO grantees with the workforce development system. Activities seek to not only get the justice-involved individual employed, but to provide the necessary supports to allow employment retention, thus reducing turnover and costs for employers providing job opportunities to justice-involved individuals.

The commonwealth coordinates and integrates service delivery among core and other partner programs in several ways. One integration method is partnerships within PA CareerLink® offices. PA CareerLink® offices designated as comprehensive are the physical locations where, at a minimum, the services associated with all WIOA-mandated Core Programs are provided. In addition, many partner program recipients may be able to receive services required under Pennsylvania's Perkins or TANF programs, to name two partner programs, through the PA CareerLink® offices. Integration of PA CareerLink® service delivery is critical for effective, efficient, and comprehensive services to customers. To that end, all partners have itemized the types and availability of services to be provided, and how program will work in partnership, in a Memorandum of Understanding (MOU) with the PA CareerLink®.

Within PA CareerLink® offices, program staff are aligned functionally, rather than by program, as appropriate for staffing capacity and customer volume. Aligned functions may include: initial customer intake and assessment; career and training services for workers; and workforce services to businesses, including through Next Gen IPs. Functional alignment offers direct access to a broader range of services that may be adapted and leveraged to address a customer's unique needs. Individuals seeking assistance, either workers or businesses, may access services in person at PA CareerLink® offices or virtually through PA CareerLink® online system. Staff are available to provide direct assistance to customers in both group and individual settings, and self-service resources are available in a Career Resource Room or Area.

Career pathways are another method that the commonwealth uses to coordinate service delivery. Local Workforce Development Boards lead career pathway development, in partnership with employers,

workforce partnerships, secondary and post-secondary education providers, Titles I, II, and IV providers, and other programs, such as TANF. This model connects workers with a career path that will lead to a family-sustaining wage, in an in-demand career, while comprehensively addressing barriers to employment. This approach supports both workers and employers, through collaboration across Core and partner programs, and external partners.

Because the workforce development must be responsive to the needs of employers, Next Generation IPs are also a method of identifying and responding to employer needs. They address common workforce challenges and other, shared competitiveness needs of an industry. Relatedly, Pennsylvania emphasizes establishing new and expanding existing Registered Apprenticeship program and pre-apprenticeship standards as part of relevant career pathway models.

PA CareerLink® staff serving on a Business Service Team (BST) work with area employers to identify their talent needs and refer qualified candidates to fill those positions. This includes referring candidates for on-the-job or customized training when the referred individual is not immediately ready to take on the position's full duties. BSTs also have access to labor market information (LMI) that can help employers set wages and benefits that will attract high-quality candidates. BSTs communicate and collaborate with local organizations, state and federal agencies, and other entities with economic and workforce development interests to ensure coordination of services. This also includes coordination and connection with school districts, career and technical centers, and post-secondary providers who can serve as a source of talent for employers.

*(B) The Strengths and Weaknesses of Workforce Development Activities. Provide an analysis of the strengths and weaknesses of the workforce development activities identified in (A), directly above.*

The commonwealth strives to consistently provide excellent service to its workforce development customers in the 23 Local Workforce Development Areas across the state, led by 22 Local Workforce Development Boards. Consistency in service delivery also supports alignment of services across programs. Memoranda of Understanding (MOUs) among Core and partner programs help ensure defined roles, accountability, responsibility, and opportunities for collaboration and partnership. Further, the commonwealth supports staff training and development, as a well-trained staff increases program knowledge and understanding and promotes better service delivery. Identified areas of strength include:

- Strong relationships among agency executive leadership allowing for collaboration on numerous initiatives and grant applications, and frequent sharing of information and best practices.
- Diverse secondary and postsecondary education and training opportunities in the state.
- A decade of experience working with sector strategies through programs like the Industry Partnership program and Next Generation Industry Partnerships, which has supported thousands of employers and trained over 100,000 employees since its inception and has been modeled by other states.
- A history of successfully applying for and implementing competitive federal grants.
- Ample Labor Market Information (LMI) through the Center for Workforce Information and Analysis (CWIA) and other sources to inform decisions and strategies.

Identified areas for improvement include:

- Increasing the share of working-age adults who have postsecondary education or industry-

recognized credentials.

- More effectively and comprehensively assisting customers with addressing their barriers to employment.
- Strengthening cross-training for front-line staff engaging with customers, including workers and businesses, across all workforce development programs and initiatives.
- Increasing the quantity and quality of online, self-service PA CareerLink® options, along with direct customer access to live-person assistance via phone; Internet coaches and access points in recognition of an increasingly tech-savvy society; and limited funding which makes it difficult to maintain the existing physical one-stop presence.
- Refining the Commonwealth Workforce Development System (CWDS), the system of record used by the commonwealth to collect participant data and report performance outcomes, to allow for more effective case management and information sharing for job seekers, employers, agency, and partner staff, including integrating CWDS with the case management systems of other partner programs or bringing partner programs into CWDS.
- Integration and alignment of educational services, especially Adult Basic Education and TANF services, with the workforce development system, including through co-enrollment of participants in Titles I, II, and TANF. Development and utilization of contextualized literacy programs are crucial to helping TANF/SNAP Able Bodied Adults without Dependents (ABAWD) clients and will be a component of alignment of educational services.
- Integration and alignment of workforce programs designed to serve specific populations and administered by other state agencies (e.g., programs for TANF and SNAP recipients operated by the Department of Human Services) with workforce programs administered by the Department of Labor and Industry.
- Making Labor Market Information (LMI) accessible and user-friendly for all customers of the workforce development system to inform their decision making, including workers, businesses, students, parents, educators, economic development professionals, and other partners.

The state will make significant investments in technology to improve service delivery and allow for collection and sharing of information necessary to support WIOA implementation. The commonwealth is currently conducting multiple focus groups to drive technology investment decisions.

*(C) State Workforce Development Capacity. Provide an analysis of the capacity of State entities to provide the workforce development activities identified in (A), above.*

The core programs – Adult, Dislocated Worker, Youth, Adult Basic Education, Wagner-Peyser, and Vocational Rehabilitation – work collaboratively and in partnership to effectively serve workforce development customers across the commonwealth. CWIA and other sources gather, analyze, and provide labor market information (LMI) to inform workforce development strategies. While each program has clearly defined activities, as defined by law, the commonwealth leverages services and resources to best serve customers and meet its workforce development goals.

The commonwealth's alignment of core programs will include establishing effective career pathways that combine guidance, education, training, and support services that prepare individuals for careers. The pathway system will include coaches who help guide individuals to appropriate programs and services given their needs and career goals. The commonwealth will promote co-enrollment to align complementary services to comprehensively serve customers, and will encourage shared roles for guidance and support services within each career pathway program to prevent duplication of services.

**State Strategic Vision and Goals. *The Unified or Combined State Plan must include the State’s strategic vision and goals for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency. This must include—***

*(1) Vision. Describe the State’s strategic vision for its workforce development system.*

In Governor Wolf’s first term, the focus of his administration revolved around creating “Jobs That Pay,” “Schools That Teach,” and “Government That Works.” These goals continue to be a priority in this second term, along with specific workforce development goals around credential attainment, including increasing the credential attainment rate of working-age Pennsylvanians to 60 percent by 2025. In addition to the requirements of WIOA, Pennsylvania is committed to a workforce system built on the foundation of increased alignment and coordination, innovative strategies, and enhanced accountability.

Pennsylvania is focused on providing the highest level of service to all workforce development customers, including workers, businesses, students, parents, educators, economic development professionals, and other partners, through collaborative efforts of all state and local partners. The commonwealth remains committed to increasing access to all customers, with increased attention to meeting customers where they are at. Barrier remediation and supportive services are of a particular importance for Pennsylvania’s workforce development system, as comprehensively addressing the challenges many of our customers face will allow them to not only get a job, but also help them develop the skills and credentials necessary to embark on career pathways leading to self-supporting and family-sustaining careers.

*(2) Goals. Describe the goals for achieving this vision based on the analysis in (a) above of the State’s economic conditions, workforce, and workforce development activities. This must include—*

*(A) Goals for preparing an educated and skilled workforce, including preparing youth and individuals with barriers to employment<sup>8</sup> and other populations.*

*(B) Goals for meeting the skilled workforce needs of employers.*

Pennsylvania has prioritized five broad goals for the workforce development system:

1. **Career Pathways and Apprenticeship:** Develop a comprehensive career pathways system in PA and expand career pathways as the primary model for skill, credential, degree attainment, with an emphasis on assisting individuals to address barriers to employment, earn a family-sustaining wage, and advance their career.
2. **Sector Strategies and Employer Engagement:** Engage employers and industry clusters through innovative strategies to improve the connection and responsiveness of workforce programs and services to labor market demand, including recruiting, training, and retaining talent.

3. **Youth:** Increase opportunities for all youth to experience work-based learning through summer employment, pre-apprenticeship, Registered Apprenticeship, internships, job shadowing, mentoring, and other experiences in the workplace.
4. **Continuous Improvement of the Workforce Development System:** Identify and enact system changes and improvements that enhance the collaboration and partnership between agencies and partners in the workforce development system.
5. **Strengthening the One-Stop Delivery System:** Implement improvements to one-stop service delivery to better serve all customers, including job seekers and employers.

The overriding theme throughout these five goals is the coordination across all systems and partners, both within state government agencies, and throughout the state and local systems devoted to developing Pennsylvania's workforce and economy. Prioritizing and achieving these goals will allow Pennsylvania's workforce development system to serve workers and businesses in the most effective ways possible.

### **Goal 1: Career Pathways and Apprenticeship**

It is of the utmost importance to serve individuals in manner that meets those individuals where they are at, in order to help them develop the knowledge, skills, and abilities to meet the needs of an ever-evolving economy. This means working to address any and all barriers to employment that individuals face, and offering them multiple entry and exit points to progress in their personal careers. Apprenticeship is a key vehicle in career pathway systems, as it allows individuals to learn on-the-job while also earning a paycheck. The value of the apprenticeship model has led Governor Wolf to prioritize doubling the number of apprentices in the Commonwealth by 2025.

#### **1.1 The commonwealth will increase the creation of registered pre-apprenticeship and apprenticeship programs, particularly in non-traditional occupations, as part of its career pathway system building efforts.**

The Departments of Labor & Industry and Community & Economic Development will collaboratively work to assist employers in developing new registered apprenticeship and pre-apprenticeship programs. The commonwealth will measure progress by tracking the number of new registered apprenticeship and pre-apprenticeship programs created, and the increase in the types of occupations where registered apprenticeships and pre-apprenticeships are available to job seekers.

#### **1.2 The commonwealth will increase recruitment efforts of registered pre-apprenticeship and apprenticeship programs to increase the number of individuals from non-traditional populations, such as women, minorities, re-entrants, and persons with disabilities, into these programs, while also ensuring opportunities are available to both youth and adults.**

The Departments of Labor & Industry and Community & Economic Development will collaboratively work make registered apprenticeship and pre-apprenticeship opportunities available to these populations and recruit under-represented populations into these

opportunities. The commonwealth will measure progress by tracking the increase in the percentage of non-traditional populations participating in these programs, across existing registered apprenticeship and pre-apprenticeship programs, the programs that are being newly developed.

**1.3 The commonwealth will promote Pre-Employment Transition Services (PETS) for all transition-age youth with disabilities.**

The Departments of Labor & Industry, through the Office of Vocational Rehabilitation, Human Services, and Education will prioritize making these opportunities available to transition-age youth. The commonwealth will measure progress by tracking the number of individuals receiving PETS services and the number of these individuals that are provided career awareness education, specifically The Career Index Plus (TCI+) Plus and labor market information (LMI).

**1.4 The commonwealth will increase public awareness of the career pathways model and program design, in an effort to build a career pathways system.**

All partner agencies and programs will prioritize educating customers about career pathways in Pennsylvania and creating opportunities to develop new career pathways programs. The commonwealth will measure progress by tracking the educational programming available to customers, including workshops, LMI training, and through the utilization of online resources, and tracking the work of Local Workforce Development Boards in developing career pathways programs.

**1.5 Increase exposure to career awareness and exploration activities for K-12 and postsecondary students, as well as adult learners, as a strategy related, but not limited to, dropout prevention, increased knowledge of career opportunities, and exposure to business and industry in students' communities.**

The Departments of Labor & Industry and Education will focus on increasing career awareness and exposure activities. The commonwealth will measure progress by tracking the number of these types events will be tracked, as will the number of individuals that participate in these events.

**1.6 The Pennsylvania Workforce Development Board will continue to maintain a standing Career Pathways and Apprenticeship Committee, charged with developing policy recommendations related to interagency cooperation and coordination around career pathway and apprenticeship programs and priorities, and implementing the career pathways and apprenticeship related goals set forth in the WIOA Combined State Plan. The committee will update the full board on goal progress and execution.**

The Career Pathways and Apprenticeship Committee will meet regularly and update the Pennsylvania Workforce Development Board at its quarterly meetings.

## **Goal 2: Sector Strategies and Employer Engagement**

Pennsylvania recognizes that it is imperative to work with the business community to ensure training programs and resources are aligned with the workforce development and human capital needs of businesses. By strategically engaging with businesses, the commonwealth will be best positioned to make sure employers have the opportunity to collaboratively work with training providers and educational institutions as they develop curriculum and help to prioritize the types of training and educational in an environment where resources are limited. Pennsylvania's Next Generation Industry Partnership (Next Gen IP) program supports this work by convening employers within the same industry cluster to collectively address issues facing those companies and enhance their economic competitiveness.

### **2.1 The commonwealth will promote Next Gen Industry Partnerships funded through Industry Partnership grants, with a focus on business-identified priorities.**

The Pennsylvania Workforce Development Board, in coordination with the Department of Community and Economic Development, will administer the grant program for Pennsylvania's Industry Partnership program. The commonwealth will measure the impact of this program in several ways. For workers training through Industry Partnership funds, Pennsylvania will track increases in wages, credentials, and retention. For businesses participating in these partnerships, Pennsylvania will track the number of jobs created and retained, and their economic impact. The commonwealth will also track career awareness activities, in terms of both the number of events and the number of individuals participating, and partnerships will be measured in terms of their ability to braid and leverage resources, the number of employers participating, and the number of events these partnerships engage in.

### **2.2 The commonwealth will increase coordination between business engagement staff at each agency through the Engage! Program to more effectively provide businesses with both workforce and economic development services.**

The Departments of Labor & Industry and Community & Economic Development will utilize the Engage! Program to better coordinate when working with the employer community to more efficiently communicate with businesses and to minimize employer fatigue. The commonwealth will measure this goal by the number of companies in the Engage! Program and the number of Departments utilizing the program.

### **2.3 The commonwealth will expand access to online education and training programs that result in a credential or certification.**

All partner agencies and programs will make this a priority. The commonwealth will measure progress in meeting this goal by the number of individuals served in online training, including



those that receive a credential or certificate, and by tracking the performance outcomes of those served online.

- 2.4 The commonwealth will encourage employers, including those that receive state funds from economic development and other programs, to utilize the public workforce system. The commonwealth will increase employer awareness and use of the one-stop system to recruit and retain talent, to diversify their workforce by hiring Pennsylvanians with barriers to employment, and provide information of other benefits of using the one-stop system.**

The Departments of Labor & Industry, Education, and Community & Economic Development will lead efforts on this goal. The commonwealth will measure progress in meeting this goal by tracking the increase in the number of companies registered with Pennsylvania CareerLink®.

- 2.5 The commonwealth will increase engagement with the business community on issues related to accessibility standards, disability talent recruitment, Americans with Disabilities Act Accessibility Guidelines compliance, and disability etiquette.**

The Office of Vocational Rehabilitation, within the Department of Labor & Industry, in partnership with the Department of Community and Economic Development, will lead efforts on engaging the business community on this priority. The commonwealth will measure progress in meeting this goal by tracking the number of ADAAG consultations, no-cost reviews of employer's workplace and public area accessibility, number of employer requests for OVR talent, and the number of disability etiquette trainings.

- 2.6 The commonwealth will increase collaboration and coordination between the OVR and local workforce development systems when using on-the-job training models.**

The Office of Vocational Rehabilitation, within the Department of Labor & Industry, will lead this effort. The commonwealth will measure progress in meeting this goal by tracking the number of OVR customers enrolled in on-the-job training.

- 2.7 The commonwealth will increase inter-agency career readiness engagement activities and partnerships for students and educators by engaging with business and industry.**

The Departments of Labor & Industry and Education will work collaboratively to address this priority. The commonwealth will measure progress in meeting this goal by tracking the number of these activities.

- 2.8 The commonwealth, led by the Pennsylvania Workforce Development Board, will continue to maintain a standing Sector Strategies and Employer Engagement Committee, charged with developing policy recommendations related to interagency cooperation and coordination around sector strategy and employer engagement programs, and priorities and implementing**

**the sector strategy and employer engagement goals set forth in the WIOA Combined State Plan. The committee will update the full board on goal progress and execution.**

The Sector Strategies and Employer Engagement Committee will meet regularly and update the Pennsylvania Workforce Development Board at its quarterly meetings.

### **Goal 3: Youth**

Pennsylvania recognizes the priority that WIOA places on serving Youth, and commits to prioritizing services to these individuals. By engaging young people early in their lifelong career journey, there is a strong opportunity to help them find a successful career pathway. For individuals with barriers, early identification of those challenges can allow for remediation efforts, often with a considerably smaller investment of time and resources, than if those barriers remain unaddressed until later in life.

#### **3.1 The commonwealth will identify and promote evidence-based models and effective practices for engaging opportunity youth.**

The Pennsylvania Workforce Development Board and all partner agencies will coordinate efforts on this priority. The commonwealth will measure progress toward meeting this goal by tracking the number of opportunity youth served, as well as performance outcomes for those receiving services.

#### **3.2 The commonwealth will increase co-enrollment of opportunity youth in WIOA core and partner programs, when relevant, to ensure that appropriate funds are leveraged to provide necessary services to these individuals. The commonwealth will also encourage the use of Individual Training Accounts when serving opportunity youth.**

All partner agencies will work together to ensure that opportunity youth have the opportunity to co-enroll when it helps support their overall career goals. The commonwealth will measure the increase in the number of opportunity youth successfully enrolled for multiple services across programs including, but not limited to, ABE, TANF, and OVR, and the number ITAs these individuals are provided with.

#### **3.3 The commonwealth will increase opportunities for youth in registered pre-apprenticeship and apprenticeship programs, and establish new partnerships with secondary and postsecondary institutions to achieve this goal.**

The Departments of Labor & Industry and Education will coordinate on this priority. The commonwealth will measure the increase in the number of youth entering registered apprenticeship and pre-apprenticeship programs, the performance outcomes for those individuals, and the number of new registered programs created at secondary and post-secondary schools.

- 3.4 The commonwealth, via PennSERVE, will promote and encourage service opportunities with AmeriCorps and require all WIOA regional and local plans to include AmeriCorps, when available, as a referral option for young people, particularly opportunity youth.**

The Department of Labor & Industry, in partnership with PennSERVE, will focus on this goal. The commonwealth will track the increase in the number of youth, and specifically opportunity youth, enrolled in AmeriCorps State programs. Pennsylvania will also require the inclusion of AmeriCorps programs in WIOA regional and local plans, where AmeriCorps programs are available.

- 3.5 The Commonwealth will promote and encourage opportunities in YouthBuild and Job Corps programs and require that these priorities be included within all WIOA regional and local plans, when available.**

The Department of Labor & Industry will prioritize opportunities for these programs and measure the number of youth, and specifically opportunity youth, enrolled in these programs. Pennsylvania will require these programs to be part of WIOA regional and local plans.

- 3.6 The commonwealth will support youth with disabilities in the attainment of competitive, integrated employment by increasing paid work experience opportunities and other career exposure experiences, such as job shadowing, mentoring, and employer mock interviews, in addition to supported employment services.**

The Office of Vocational Rehabilitation, within the Department of Labor & Industry, will collaborate with Local Education Agencies to achieve this goal. The commonwealth will track the number of youth with disabilities places in work-based learning experiences and the number of youth with disabilities served who obtain competitive, integrated employment.

- 3.7 The commonwealth will promote early career exposure and exploration, as well as the development of employability skills through work-based learning opportunities, particularly through STEM career pathways, for in-school youth, as a means of increasing student engagement and drop-out prevention, by engaging businesses.**

The Departments of Labor & Industry, Education, and Human Services will coordinate efforts on this goal. The commonwealth will track career readiness and work-based learning opportunities through the Future Ready PA Index.

- 3.8 The commonwealth will promote awareness of the 14 required WIOA youth program elements including financial literacy, adult mentoring, leadership development opportunities, entrepreneurial skills training, etc.**

The Departments of Labor & Industry and Human Services will coordinate on this goal. The commonwealth will measure the increase in the number of services rendered related to the 14 youth programs elements.

- 3.9 The Pennsylvania Workforce Development Board will continue to maintain a standing Youth Committee, charged with developing policy recommendations related to interagency cooperation and coordination around youth programs and priorities and implementing the youth-related goals set forth in the WIOA combined state plan. The committee will update the full board on goal progress and execution.**

The Youth Committee will meet regularly and update the Pennsylvania Workforce Development Board at its quarterly meetings.

**Goal 4: Continuous Improvement of the Workforce Development System**

Pennsylvania recognizes that the workforce development system requires constant evaluation in order to learn and adapt to an ever-changing labor market and economy. By focusing on continuous improvement, the commonwealth recognizes that there are always opportunities for improvement. Better communication and coordination related to the sharing of data, policy development, and overall system operations will help to eliminate silos within the system, duplication of efforts, and increase efficiency.

- 4.1 Share data across partner programs to assist in the ability to coordinate services to participants and to track participant outcomes, to maximize the positive impact of limited financial resources.**

All partner agencies and programs will track where data sharing can be increased. The accomplishments realized through the better sharing of data will be tracked and highlighted.

- 4.2 The commonwealth will prioritize issuing joint guidance when two or more agencies have policies that impact the function of multiple agencies, or collaborate on implementing an initiative.**

All partner agencies will prioritize issuing joint-guidance whenever a policy impacts two or more programs. The commonwealth will track the increase in the issuance of joint guidance-.

- 4.3 Ensure program planning and policy development are demand-driven, built on sound socio-economic and labor market information, recognize trends related to programmatic data and outcomes, and prioritize evidence-based models. The commonwealth will also use program evaluation as a tool to evaluate the effectiveness of workforce development programs, initiatives, and strategies.**

The commonwealth will track the number of policies developed through evidence-based models, with the goal of ensuring all policy is data-driven.

**4.4 The commonwealth will streamline the occupational licensing process by removing barriers preventing qualified individuals from receiving occupational licensure.**

The Department of State will lead the effort on this goal. The commonwealth will track occupations where licensing process has been made more efficient through the removal of barriers, as well as process improvements related to reciprocity for veterans and spouses and licensing improvements for additional targeted populations.

**4.5 The commonwealth will develop a dashboard to track all key performance indicators related to the workforce development system and implementation of the Combined State Plan, including developing state-driven metrics and elevating promising practices across the system.**

The Pennsylvania Workforce Development Board will coordinate tracking all key performance indicators related to the workforce development system across agencies, and develop and maintain the dashboard. The dashboard will be updated on a timely basis, as new data becomes available.

**4.6 The Commonwealth will encourage employers and educational institutions to accept work-based learning experiences as provisional credits and certifications, including military experience and training.**

The Departments of Labor & Industry, Education, and Military & Veterans Affairs will coordinate on these efforts. The commonwealth will track the number of employers and educational institutions utilizing this model.

**4.7 The Pennsylvania Workforce Development Board will continue to maintain a standing Continuous Improvement Committee, charged with developing policy recommendations related to interagency cooperation and coordination around continuous improvement programs and priorities and implementing the continuous improvement related goals set forth in the WIOA Combined State Plan. The committee will update the full board on goal progress and execution.**

The Continuous Improvement Committee will meet regularly and update the Pennsylvania Workforce Development Board at its quarterly meetings.

**4.8 The PA Workforce Development Board will continue convening the Interagency Workgroup beyond the submission of the WIOA Combined State Plan to ensure the continuous improvement of Pennsylvania's workforce system, and maintain collaboration between agencies and programs.**

The Interagency Workgroup will meet on a regular basis to help ensure ongoing collaboration related to the implementation of the Combined State Plan and improvements to the workforce development system. Updates from these meetings will be provided to the PA Workforce Development Board as appropriate.

#### **Goal 5. Strengthening the One-Stop Service Delivery System**

The One-Stop system, known in Pennsylvania as the PA CareerLink® is the primary touch point for the vast majority of customers, including job seekers, individuals looking to advance in their careers, and employers. Increasing the coordination among system partners, identifying efficiencies, eliminating duplication, and improving customer service are all essential functions of improving service delivery.

**5.1 The commonwealth will prioritize increasing online resources, utilizing shared space models, and enhance coordination across programs and services.**

All partner agencies will strive to highlight any efficiencies that are identified within the CareerLink® system. The commonwealth will measure cost savings and additional financial resources that result from these efficiencies.

**5.2 The commonwealth will expand customer access and services across the One-Stop system to engage new customers and increase the number of individuals being served by the workforce system through better partner relationships including, but not limited to, local libraries and community-based resources and programs.**

The Department of Labor & Industry will work with all partner agencies and programs to document system improvements including, but not limited to, increased hours when services are available and additional locations where services are available. The additional number of individuals being served will also be tracked.

**5.3 The commonwealth will increase training to all front-line staff on all available program offerings to allow for informed internal and external referrals to additional services and facilitate serving the holistic needs of the customer.**

The Department of Labor & Industry will work with all partner agencies and programs to track the number of training hours staff receive and the increase in the number and types of trainings available. Staff will also be surveyed to measure increases in job related knowledge and identify where additional training opportunities would be valuable.

**5.4 The commonwealth will promote innovative strategies for serving customers with barriers, including better customer engagement and support, as well as a focus on increasing awareness of community partners and available resources.**

All partner agencies and programs will coordinate to track increases in the number of referrals made, including populations that are being referred and where they are being referred to. The commonwealth will also track the number of individuals with barriers, including those with multiple barriers, and the percentage of services that are provided to individuals with barriers.

- 5.5 Business Service Teams will focus on collaborative efforts across programs to increase engagement with employers in a more coordinated way, especially as it relates to barrier remediation and worker recruitment.**

The Department of Labor & Industry will coordinate these activities, in partnership with the Department of Community and Economic Development. The commonwealth will track the number of business services events and measure the increase in the employer penetration rate and the number of repeat business customers will also be measured.

- 5.6 The commonwealth will prioritize high-level customer service in facilitating more personal and customer-focused/customer-centered referrals and program design.**

This will be a priority for all partner agencies and programs. The commonwealth will measure the increase in the percentage of referrals that result in a successful connection and track all process improvements.

- 5.7 Increase the number of individuals co-enrolled in all WIOA core programs, when relevant, and other partner programs to allow increased access to additional programmatic and supportive services.**

This will be a priority for all partner agencies and programs. The commonwealth will measure the increase in the percentage of customers that are co-enrolled.

- 5.8 The commonwealth will continue to increase the capacity of the Commonwealth Workforce Development System, the workforce development system of record, to include additional partners, programs, and resources, and to increase system communications and referral capabilities.**

The Department of Labor & Industry will lead efforts on this priority. The commonwealth will track and document all system improvements.

- 5.9 The Pennsylvania Workforce Development Board will establish and maintain a standing One-Stop Service Delivery System Committee, charged with developing policy recommendations related to interagency cooperation and coordination around the one-stop system and implementing the one-stop system related goals set forth in the WIOA combined state plan. The committee will update the full board on goal progress and execution.**

The One-Stop Service Delivery Committee will meet regularly and update the Pennsylvania Workforce Development Board at its quarterly meetings.

*(3) Performance Goals. Using the table provided in Appendix 1, include the State's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. (This Strategic Planning element only applies to core programs.)*

**Title I - Adult**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter after Exit)	73.0%		73.0%	
Employment (Fourth Quarter after Exit)	70.0%		70.0%	
Median Earnings (Second Quarter after Exit)	\$5,300		\$5,300	
Credential Attainment Rate	55.0%		55.0%	
Measurable Skill Gains	38.0%		38.0%	

**Title I – Dislocated Worker**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter after Exit)	75.0%		75.0%	
Employment (Fourth Quarter after Exit)	76.0%		76.0%	
Median Earnings (Second Quarter after Exit)	\$7,300		\$7,300	
Credential Attainment Rate	57.0%		57.0%	
Measurable Skill Gains	30.0%		30.0%	

**Title I - Youth**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter after Exit)	65.0%		65.0%	
Employment (Fourth Quarter after Exit)	58.0%		58.0%	
Median Earnings (Second Quarter after Exit)	\$2,750		\$2,750	



Credential Attainment Rate	72.0%		72.0%	
Measurable Skill Gains	57.0%		57.0%	

#### **Title II – Adult Education and Family Literacy Act Program**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter after Exit)				
Employment (Fourth Quarter after Exit)				
Median Earnings (Second Quarter after Exit)				
Credential Attainment Rate				
Measurable Skill Gains				

#### **Wagner-Peyser Act Employment Services Program**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter after Exit)	62.0%		62.0%	
Employment (Fourth Quarter after Exit)	62.0%		62.0%	
Median Earnings (Second Quarter after Exit)	\$5,000		\$5,000	
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable

#### **Vocational Rehabilitation Program**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment (Second Quarter after Exit)	Baseline	Baseline	Baseline	Baseline
Employment (Fourth Quarter after Exit)	Baseline	Baseline	Baseline	Baseline
Median Earnings (Second Quarter after Exit)	Baseline	Baseline	Baseline	Baseline
Credential Attainment Rate	Baseline	Baseline	Baseline	Baseline
Measurable Skill Gains				

#### **All WIOA Core Programs**

	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Effectiveness in Serving Employers	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Additional Indicators of Performance

1.
2.
3.
4.
5.
6.

*(4) Assessment. Describe how the State will assess the overall effectiveness of the workforce development system in the State in relation to the strategic vision and goals stated above in sections (b)(1), (2), and (3) and how it will use the results of this assessment and other feedback to make continuous or quality improvements.*

All applicable content related to this prompt is provided in the answer to (2) above.

**State Strategy. The Unified or Combined State Plan must include the State's strategies to achieve its strategic vision and goals. These strategies must take into account the State's economic, workforce, and workforce development, education and training activities and analysis provided in Section (a) above. Include discussion of specific strategies to address the needs of populations provided in Section (a).**

*(1) Describe the strategies the State will implement, including industry or sector partnerships related to in-demand industry sectors and occupations and career pathways, as required by WIOA section 101(d)(3)(B), (D). "Career pathway" is defined at WIOA section 3(7) and includes registered apprenticeship. "In-demand industry sector or occupation" is defined at WIOA section 3(23).*

Pennsylvania has a strong infrastructure in place to address both sector strategies and career pathways.

Pennsylvania has long been a national leader in pursuing sector strategies to support the workforce development system. Beginning in 2005, and enacted into law in 2011, Pennsylvania's Industry Partnership Program focuses on convening businesses operating in the same industry cluster, on a regional basis, in order to facilitate the identification of shared challenges and opportunities faced across the industry sector. Pennsylvania has since embraced the Next Gen Industry Partnership model to expand

on this foundation. Pennsylvania provides financial support to the partnerships, in the form of a competitive grants, to help enable these partnerships to collectively address their identified challenges and leverage opportunities. Businesses participating in these partnerships have used these resources for many things, including, but not limited to, training workers in high-priority occupations from several companies on a cohort basis, addressing economic development priorities, developing curriculum for training providers and educational institutions, and promoting career opportunities and their regions generally.

The priority Pennsylvania places on career pathways is most clearly articulated in the PA Workforce Development Board maintaining a standing committee focused on Career Pathways and Apprenticeship. The state goals of this committee include increasing diversity in registered apprenticeship and pre-apprenticeships, increasing the types of occupations where apprenticeships are available beyond those traditionally available in the building trades, and increasing career awareness activities for all Pennsylvanians.

The Commonwealth is keenly focused on providing supportive services as a means of barrier remediation to assist workforce development system customers as they move along their career pathways. Many of Pennsylvania's goals in this WIOA combined state plan speak directly to the need to meet customers where they are, in order to assist those individuals in their pursuit of satisfying employment in jobs that provide self-sufficient and family sustaining wages.

*(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 in regard to weaknesses identified in section II(a)(2).*

Pennsylvania has committed to five standing committees of the PA Workforce Development Board aligned to each of the five broad goals identified in this plan. These committees include: (1) Career Pathways & Apprenticeship, (2) Sector Strategies & Employer Engagement, (3) Youth, (4) Continuous Improvement, and (5) One-Stop Service Delivery. Each of these committees is focused on increasing alignment among the core and partner programs to achieve a fully integrated One-Stop system that delivers unparalleled customer service to all workers and businesses in Pennsylvania.

Pennsylvania also routinely convenes interagency meetings to ensure all partner agencies and programs are coordinating their efforts and identifying any duplicative efforts, so as to make the system as efficient as possible. The interagency convening provides a forum to share best practices and was instrumental in developing the goals set forth in this plan.

Pennsylvania utilizes both the State Workforce Board's committees and the interagency group as tools to address the identified weaknesses in section II(a)(2), including:

- Governor Wolf has a goal of increasing the share of working-age adults who have a postsecondary education or industry-recognized credential to 60 percent by 2025. Through increased investment in registered apprenticeship programs, STEM education, and other related strategies, Pennsylvania is well positioned to achieve this goal.
- The Pennsylvania Workforce Development Board's Career Pathways and Apprenticeship Committee is currently researching successful career pathway work across the commonwealth and will use this research to inform additional career pathway system development in the form of increased state guidance and by providing state resources for additional system building.
- The One-Stop Service Delivery committee of the State Workforce Development Board is focused on addressing the level of customer service and customer options within the Pennsylvania CareerLink® system.
- Improvements to the system of record, the Commonwealth Workforce Development System (CWDS), are an ongoing priority. Of particular focus is increasing the ability of partners to be able to make referrals to each other through the system, and for partners to collaboratively serve customers.
- The integration and alignment of Adult Basic Education services through co-enrollment and contextualized learning is prioritized to comprehensively serve customers in a more efficient manner.
- Pennsylvania is developing strategies to serve priority populations in a coordinated manner, by developing policies and programs collaboratively across agencies.

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# **Increasing PA CareerLink® Market Share Through Strategic Colocation**

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A Presentation to the PA Workforce Development Board  
November 6, 2019

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## **Presenters:**

Bradley R. Burger, President/CEO, Goodwill of the Southern Alleghenies

Jeff Dick, Site Administrator, Somerset and Cambria Counties

Gwen Fisher, Site Administrator, Bedford and Blair Counties

Susan Whisler, Director, Southern Alleghenies Workforce Development Board

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## Our Region



## Our Approach

*"There's an undeniable acceleration in consumer expectations for assistive experiences. This transcends device or context. Throughout daily life, people just expect relevant, frictionless, and useful experiences, whenever and wherever they ask for it. And sometimes even before they ask for it."*



Sridhar Ramaswamy  
SVP, Ads & Commerce at Google

Google  
Marketing  
Next 2017



## Our Approach

### **Wildly Important Goals (WIGS)** (McChesney, Huling, Covey, 2012)

1. Modernize services and facilities to attract diverse customers
2. Market services to attract those customers
3. Treat all customers with dignity and respect

## Our Timeline

**July 2017**-Goodwill awarded lead operator role along with partners: Tableland Services and Employment and Training

**February 2018**-Market survey completed

**June 2018**-First meeting with Cambria County Public Library

**July 2018**-Cambria County agreement approved

**October 2018**-Cambria Grand Opening

**November 2018**-First Meeting with Altoona Public Library

**July 2019**- PA CareerLink® begins operations at Altoona Public Library

## Market Survey

### Chance for \$50 Goodwill Gift Certificate for Taking 1-Minute Survey

**1. The best way to look for a job is: (check 1)**

- ☐ Google   ☐ Facebook  
☐ PA CareerLink® Blair County   ☐ Newspaper   ☐ Indeed

**2. The job search assistance center I would use is: (check 1)**

- ☐ Blair County Public Library   ☐ PA CareerLink® Blair County  
☐ Career Services at School   ☐ Manpower  
☐ Veterans Affairs Office.

**3. I needed job search assistance: (check 1)**

- ☐ Now   ☐ In last 90 days   ☐ In last 6 months  
☐ Last year   ☐ Never

Winner of gift certificate will be drawn February 1, 2018

Your contact info if you win: (Bl-Sur)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## Market Survey Findings

Cambria County

### 2) The job search assistance center I would use is:

Hiram G. Andrews	15	5%
PA CareerLink Cambria County	185	67%
JARI	6	2%
Cambria County Public Library	39	14%
WorkLink Staffing	30	11%





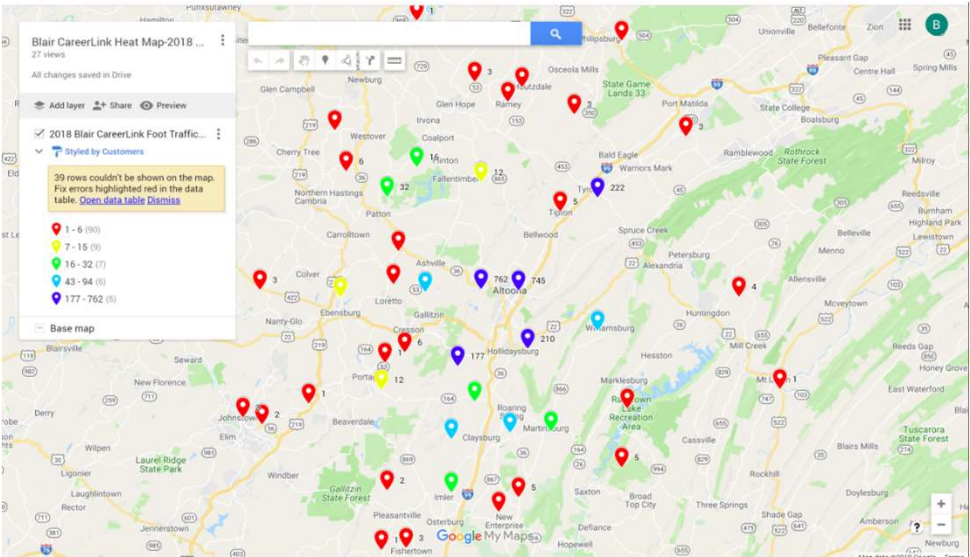
# Market Survey Findings

Blair County

2) The job search assistance center I would use is:		
Blair County Public Library	28	13%
PA CareerLink Blair County	133	64%
Career Services at School	15	7%
Manpower	24	12%
Veterans Affairs Office	8	4%



# Heat Maps



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# Cambria County Model

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## Welcome to Johnstown PA

### **Noted For:**

Floods 1889, 1936 & 1977  
Steel Industry  
Hockey fans - Slap Shot

### **Demographics:**

Two hours East of Pittsburgh  
1920 Population – 67,327  
2010 Population – 20,978

Photo By Darthgriz98 at en.wikipedia, CC  
BY-SA 3.0,  
<https://commons.wikimedia.org/w/index.php?curid=17980255>



## Being Accessible?

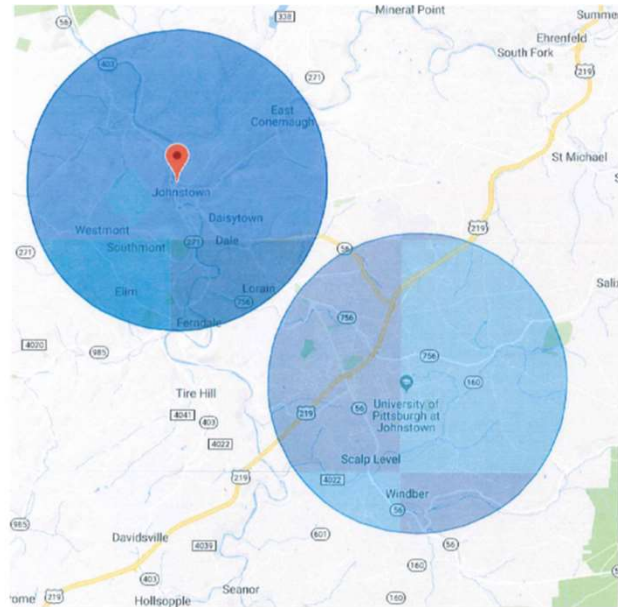
### Accessibility Road Blocks

Located in a High School  
Career & Technology Center  
Security/Raptor System  
Average Bus Ride – 2 hours

### Analysis of 2017 Foot Traffic

3 Mile Radius of Johnstown:  
48%

3 Mile Radius of Richland: 21%  
Center & North of the County:  
4%



## PA CareerLink® Cambria County & Cambria County Library Colocation

Located in the City of  
Johnstown  
City Population - 20,978  
County Population - 135,871  
Annual Library Visits - 160,611  
3 Floors – Total sq/ft 43,000





## Joining Forces

Under 10% of total building square footage became CareerLink space  
Planning and implementation of colocation occurred in less than four months  
Challenges included relocation, weeding of books, noise levels, parking  
Library staff can now focus on other topics for programming  
Rent supports capital improvements for building



## PA CareerLink® Cambria County & Cambria County Library Colocation

Occupy 3200 sq/ft on the 1<sup>st</sup> floor  
PA CareerLink® Foot Traffic over 1,000/month  
Career Resource Center:  
8 computers and 2 laptops for job search. UC Phone, ADA computer  
Classroom  
Paggers – For UC customers waiting  
Computer Lab and Community Room available to reserve



## PA CareerLink® Cambria County & Cambria County Library Colocation

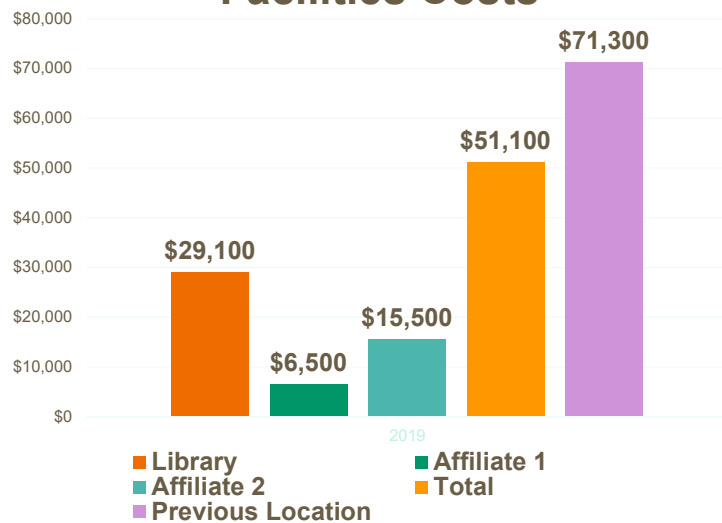
CareerLink Staff Area:  
BWPO  
Goodwill Adult and Youth  
Veterans  
OVR  
Manpower  
Adult Literacy (Shared  
Classroom)



## Analysis of Facility Costs

Three locations for a total cost of  
\$51,100  
Previous location costs were  
increasing to \$71,300  
Total Savings \$20,200  
Relocations costs kept under  
\$30,000 – Cubicles donated,  
YouthBuild assisted with the  
move and renovations  
In-kind donation for staff parking

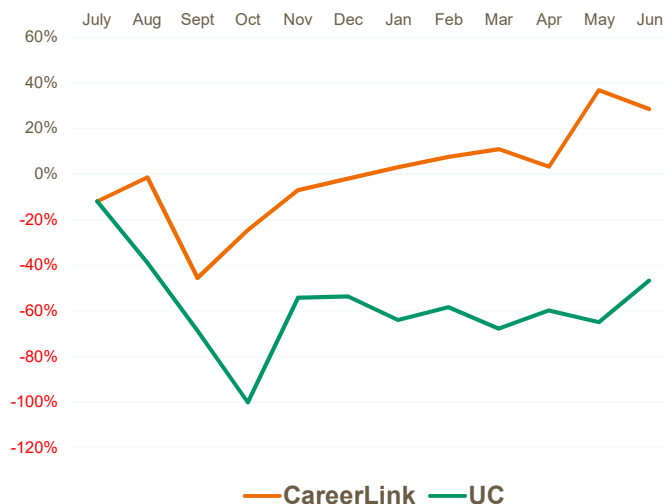
### Facilities Costs



## Trend to UC Numbers

Generally we trend similar to UC traffic  
 2018 - 18% of Foot Traffic was UC Traffic compared to 36% in 2017  
 UC Traffic is down 55% to LY  
 July's increase was 78% to LY

2018 Cambria CL Foot Traffic/UC Foot Traffic % to LY



## Being Accessible?

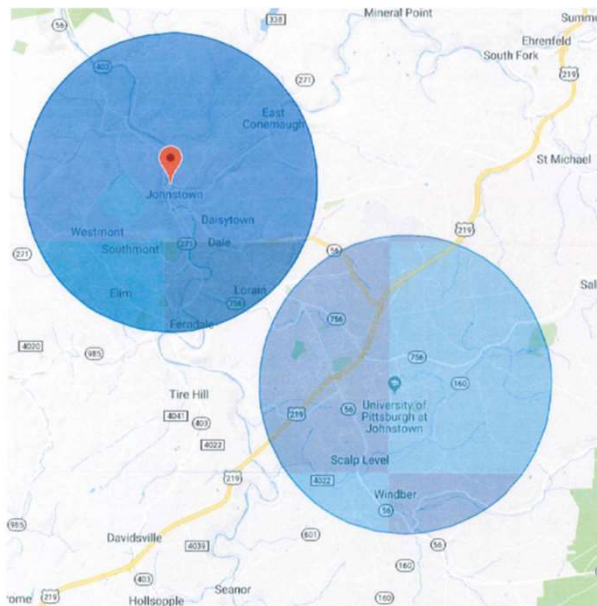
### Analysis of 2019 Foot Traffic:

3-Mile Radius of Johnstown  
 59%

Ebensburg & North: 8%  
 Main Bus Depot is 3 blocks from CareerLink

### Embracing Technology:

Staff Laptops with SIMS Cards  
 Cell Phones  
 Virtual Workshops between locations (ZOOM)



# PA CareerLink® In Your Community

## Additional Access Points:

Northern Cambria  
Business Alliance Building  
Greater Johnstown  
Career & Technology  
Center  
Portage Public Library  
JARI (Economic  
Development Agency)

Pennsylvania  
**CareerLink**™



**Come Visit us at One of Our Three Locations**

**Comprehensive Center**

Monday-Thursday 8am-4pm/Friday 9am-4pm

**Johnstown**

(Located in the Cambria County Library)

248 Main Street, Suite 100

Johnstown, PA 15901

814-534-2500

**Affiliate Sites**

Monday-Thursday 9am-3pm

**Ebensburg**

(Located in the Goodwill Community Center)

300 Prave Street

Ebensburg, PA 15931

814-419-8646

**Moxham**

(Located in the Goodwill Career Center)

540 Central Avenue

Johnstown, PA 15902

814-536-3536 ext. 323



## Growing Our Partnership

Digital Literacy classes  
NorthStar Digital Literacy  
Assessments  
Free Legal Aid Clinic  
Community Resource Fair  
PA State Parole Orientation  
PA Senate Satellite Office

**NORTHSTAR**  
DIGITAL LITERACY ASSESSMENT

Improve your computer skills  
Show employers what you know

### What it is

The NorthStar Digital Literacy Certificate program is a free self-paced online test of computer skills that allows users to compare their computer skills. Users receive a certificate in each of three areas:

- Essential Computer Skills
- Essential Software Skills
- Essential Internet Skills

### How to use it

To get started, ask your instructor or contact person at this site. You can also take each test online by yourself or with a computer companion. At the end of each assessment, you will receive your results. You'll get a list of the skills you've mastered and the skills you need to learn.

### To earn a certificate

For a certificate, each assessment must be taken in a supervised setting. You can take any of the six tests at this site. For more

Please call the PA CareerLink  
in Cambria County for more  
details: (814) 534-2500



### FOR IMMEDIATE RELEASE

Learn more about the Cambria County CareerLink Center, Pennsylvania's first satellite office in Cambria County. The center is located at 248 Main Street, Suite 100, Johnstown, PA 15901.

The center will provide a variety of services, including: digital literacy assessments, job training, and career counseling. The center is open to all residents of Cambria County, regardless of income or education level.

The center is a partnership between the Cambria County Library and the Pennsylvania Department of Labor & Industry. The center is a free service to the community.



## Contact Us

- **Jeff Dick | Site Administrator**
- Labor & Industry | Workforce Partnership & Operations
- PA CareerLink - Cambria County
- 248 Main St. Suite 100 Johnstown, PA 15901
- Phone: 814.248.6433 | Fax: 814.534.2512
- and
- PA CareerLink - Somerset County
- 6022 Glades Pike Suite 100 Somerset, PA 15501
- 814.248.6433 | Fax: 814.445.3913
- [jedick@pa.gov](mailto:jedick@pa.gov)
- [www.dli.pa.gov](http://www.dli.pa.gov)

- **Ashley N. Flynn**
- Library Director | Cambria County Library
- System Administrator | Cambria County Library System
- District Administrator | Johnstown District
- 248 Main Street, Johnstown, PA 15901
- 814.536.5131 ext 201
- [flynna@cclsys.org](mailto:flynna@cclsys.org)
- [www.cclsys.org](http://www.cclsys.org)

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## Blair County Model

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## PA CareerLink® Blair County and Altoona Public Library: A Partnership

Altoona noted for:

- Railroad Town & Horseshoe Curve
- Penn State Altoona

Demographics:

- 2 ½ hours East of Pittsburgh
- 1920 Population: 60,331
- 2010 Population: 46,320
- 4.1% Unemployment

Industries providing employment:

- Healthcare
- Manufacturing
- Retail



New Pig



## PA CareerLink® & Altoona Library Joining Forces: It's About Location

### Previous Site Challenges

- Not on public transportation route
- Larger than needed square footage driving operational costs

### New Site Selection

- In the middle of the client heat map
- On the public transportation route
- Middle of school district property
- Next door to CTC



## CareerLink® & Altoona Library Joining Forces: It's About Expense

### Previous location

- 10,350 sq.ft. at \$10.49/sq. ft.

### New library location

- 4175 sq. ft. (40% of prior space) at \$10.50/sq. ft.
- \$64,705 Annual Savings

### Savings enabled a new satellite location in Duncansville PA

- 1045 sq. ft. at 11.00/sq.ft.

**Net annual savings after library move and opening a staffed satellite site = \$53,210**



### Move Challenges

Time & resources needed by staff

- ▶ Project planning
- ▶ Equipment inventory catalog/new
- ▶ File/cubicle clean out
- ▶ Move day labor
- ▶ Closed site for 3 days
- ▶ RESEA shut down for 12 weeks

Cost estimates low

- ▶ Architecture plans
- ▶ IT, electrical, construction expense

Cost offsets

- ▶ Logistics/planning – OSO
- ▶ Moving day trucks/help – OSO
- ▶ Cubicle donations – community
- ▶ School district – carpeting, painting



### New Space Challenges

- ▶ Reduced sq.ft. = reduced permanent onsite partner space
- ▶ Library meeting rooms available for partners
- ▶ Open floor plan reduced privacy
- ▶ Parking space limitations requires off site parking by staff



## Library & Partner Synergies

### Awareness efforts

- Library referrals – warm handoffs
- Social media collaboration

### Shared classes & workshops

- Library: Digital Literacy Classes
- PACareerLink® Northstar assessments

### Youth Engagement

- Library school tours
- Evening youth classes

### Future:

- Resource Fair
- Chamber event co-hosting
- Joint career readiness classes



**NORTHSTAR**  
DIGITAL LITERACY ASSESSMENT



**facebook**



## Community Benefits

- Increased community visibility
- Significant media engagement
- School district partnership
- Easy public access
- Opportunity for evening hours



## Lessons Learned

- Keep the needs of the customer in the forefront
- Use data to help drive your decisions
- Involve your PA CareerLink® partners and related community partners/stakeholders throughout the process
- Stay flexible and don't be afraid of change



## **Career Pathways and Apprenticeships Committee**

### **Quarterly Update**

November 6, 2019

The Career Pathways and Apprenticeship Committee continues to support Goal 1 of the WIOA Combined State Plan.

#### **Career Pathways Research**

The committee agreed on a list of career pathway questions to inform the research along with the career pathways definition developed by the committee membership. A vendor has been secured and has begun to research various career pathway opportunities across the commonwealth. Several of the committee members have offered to be part of the research and be interviewed by the vendor. In addition, members of the Youth Committee have also been invited to take part in these interviews.

The research will be informed by interviews with committee members, national experts, the PA Governor's Office, and the 22 Local Workforce Development Boards. These interviews will focus on how each local board defines career pathways, engagement with higher education regarding career pathways, how pre-apprenticeship and apprenticeship programs are incorporated into career pathways, and more.

The research findings will be presented to the committee and the Board in a detailed report and will be used to inform the work of the committee going forward. Updates on the research will be provided to the committee monthly.

#### **WIOA State Plan Development**

##### **Broad Goal 1: Career Pathways and Apprenticeship**

The committee has been engaged in development of the WIOA State Plan and has provided feedback on broad goal 1 of the state plan.

#### **Career Pathways and Apprenticeship Committee- Goals for 2020**

The committee is in the process of planning for 2020. This involves aligning the committee with the goals of the WIOA State plan, specifically broad goal 1. The committee will also rely on the results from the Career Pathways research to inform these goals and the various projects and action items of the committee going forward.

#### **Career Pathways and Apprenticeship Committee Next Steps**

The committee will use the next monthly meeting to identify sub-committees and/or committee members that will be focused on the agreed upon deliverables. The committee will continuously re-evaluate the goals and work of the committee.

Julene Campion, Chair  
Career Pathways and Apprenticeships Committee

## Continuous Improvement Committee

### Quarterly Update

November 6, 2019

The Continuous Improvement Committee continues to support the goals of the WIOA Combined State Plan, specifically those goals related to the overall improvement of Pennsylvania's Workforce Development system.

#### WIOA Combined State Plan Goal Development

The committee continues to evaluate and provide feedback to sub-goals related to Pennsylvania's WIOA Combined State Plan proposed broad goal on continuous improvement to the workforce development system.

#### Next Generation Industry Partnership Dashboard

The committee has incorporated feedback from multiple stakeholders, including the industry partnership conveners. One specific item identified during this process was the need for the dashboard to be accessible from mobile devices. Both the desktop and mobile versions are expected to go live prior to 2020.

#### WIOA Combined State Plan Implementation Dashboard

The committee continues to evaluate other state's dashboards measuring progress on activities related to WIOA implementation and more general workforce system indicators. ***Based on this evaluation, and priorities identified by the committee, we recommend the following:***

Pennsylvania should publish available information, on the Workforce Development web page, about the performance of the Commonwealth's Workforce Development System, including, but not limited to:

1. Performance Data reported to the Federal Government (including both actual performance and negotiated level) for WIOA programs, for both the state and local workforce development areas, including:
  - a. Employment Rate – 2nd quarter after program exit
  - b. Employment Rate – 4th quarter after program exit
  - c. Median Earnings – 2nd quarter after program exit
  - d. Credential Attainment Rate
  - e. Measurable Skills Gains Rate
  - f. Effectiveness in Serving Employers
2. Information on Discretionary Grants Awarded by Pennsylvania including:
  - a. Award Recipients
  - b. Award Amounts
  - c. Grant Outcomes
3. Any state developed performance data

#### Continuous Improvement Committee Next Steps

- Identify additional metrics for WIOA Combined State Plan implementation dashboard
- Go Live with Next Generation Industry Partnerships dashboard

Brian Funkhouser, Chair  
Continuous Improvement Committee

## **Industry Partnerships and Employer Engagement Committee**

### **Quarterly Update**

November 5, 2019

#### **Employer Engagement Surveys**

The employer engagement surveys were distributed and open for feedback from 6/10 – 6/28. The convener survey was very successful, with a majority of the Industry Partnership conveners participating. The business member survey, however, had a very low response rate. The committee membership agreed to reopen the business member survey in attempt to get a better response.

The business member survey was reopened for two weeks and has now closed. The business member survey saw an additional 39 responses, a great increase from the initial survey. Survey results were shared with the committee members and more detailed overview will be shared before the committee's November meeting.

#### **Next Generation Industry Partnership Dashboard**

The Dashboard is in the final stages of development. A mobile and desktop version of the dashboard has been created and will be embedded onto the State Board's website. The final version should go 'live' by mid-November.

#### **Convener/Partnership Presentation**

The committee invited a Next Gen IP Convener to present on their partnerships, best practices, and challenges. The convener identified areas where the committee can be of assistance and helped identified action items going forward. The committee has proposed having similar presentation from other conveners going forward.

#### **Committee Goals Moving Forward**

**WIOA Combined Plan Goal 2.1- The commonwealth will promote Next Gen Sector Partnerships funded through Industry Partnership grants, with a focus on business identified priorities.**

The committee membership has discussed aligning the goals of the committee with the goals of the WIOA State Plan. Goal 2.1 of the plan, to promote Next Gen Sector Partnerships, has been identified as a starting point.

The committee membership has determined that hosting a summit or conference focused on Next Gen Partnerships would help promote partnerships across the commonwealth and would allow participants to share best practices and successes as well as challenges that the committee could help address. Board staff will compile more information on what this may look like and will present it to the committee in November for further discussion.

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



## Youth Committee

### Quarterly Update

November 6, 2019

The Youth Committee recently welcomed its new chair **Chekemma Fulmore-Townsend**.

*Chekemma (pronounced shu-KEE-muh) is an energetic thought-leader focused on driving transformation in poverty and inequity for youth and young adults. This year, she was named as a Promise of America Awardee by America's Promise Alliance. In 2017, she was featured in The Chronicle of Philanthropy's special report, The Influencers: People Quietly Changing the Nonprofit World. In 2016, the Obama Administration honored her as a White House Champion of Change. Chekemma has shared her insight and expertise with a range of international audiences, including recent appearances at the United Nations as well as statewide and national summits across the country. Chekemma serves on the Boards of Bethanna and the Community College of Philadelphia. As President and CEO of Philadelphia Youth Network (PYN), she draws on her experience in research, social work, and systems change to lead the creation of coordinated systems that promote academic achievement, economic opportunity, and personal success.*

#### Youth Committee Next Steps:

- The committee will continue to support all youth-related goals outlined in Pennsylvania's WIOA Combined State Plan.
- The committee membership will discuss and establish its priorities for 2020.

## Healthcare Workforce Ad Hoc Committee

### Quarterly Update

November 6, 2019

The Healthcare Workforce Ad Hoc Committee is continuing its efforts to develop a crisis statement regarding the challenges facing the direct care workforce in Pennsylvania. While the committee originally focused only on occupations in the healthcare sector, it was determined that sectors outside of healthcare operate heavily in the caregiving space and share many of the same challenges.

Accordingly, the committee is defining the direct care workforce as inclusive of the following occupations:

- Social and Human Service Assistants (Behavioral Health Specialists, Social & Human Services entry-level staff, Peer Specialists, and Substance Abuse Support)
- Early Childhood Education Workers
- Teacher Assistants
- EMTs and Paramedics
- Home Health Aides
- Nurse Aides
- Psychiatric Aides
- Orderlies
- Childcare Workers
- Personal Care Aides

#### Current Draft of Crisis Statement:

*Pennsylvania's caregiving economy is facing significant challenges, including a crisis among the commonwealth's workforce of professional caregivers; the workers whose job it is to care for others, ranging from the commonwealth's youngest children to our most senior citizens.*

*Wages for these workers are typically low and employer-provided benefits are often not offered, which leads to a high rate of turnover during a time of increasing demand for their services.*

The committee is collecting data to provide evidenced-based support for the crisis statement, including:

- Low wages with little to no employer-provided benefits relative to both:
  - The average of all occupations across the commonwealth
  - Cost of living in Pennsylvania
- High rate of turnover relative to other occupations
- Increasing demand for services directly related to:
  - Pennsylvania's growing senior citizen population
  - Increase in the number of Pennsylvania youth with an Individualized Education Program (IEP)
- Challenges disproportionately impacting women and people of color, who compose most of this workforce

**Next Steps:**

The committee will continue to gather and compile relevant data to illustrate and amplify the crisis statement, including continued consultation with the Department of Labor & Industry's Center for Workforce Information and Analysis (CWIA), as well as any relevant state agency partners.

Matthew Yarnell, Chair  
Healthcare Workforce Ad Hoc Committee

**Reentry Ad Hoc Committee**  
**Quarterly Update**  
November 6, 2019

The Pennsylvania Workforce Development Board's Reentry Committee is focusing its efforts on identifying strategies to address barriers to employment for justice involved individuals, and engaging employers around issues related to hiring reentrants. The Reentry Ad Hoc Committee approved the following Mission Statement on September 21, 2019:

"Identify strategies to support reentrants and those with criminal history records in obtaining successful workforce outcomes by addressing barriers to employment and identify strategies to engage employer to increase workforce opportunities for returning citizens".

**Reentry Research Project**

The PAWDB Reentry procured KayLynn Hamilton Consulting Firm for reentry research. They will be responsible for developing an inventory of reentry initiatives conducted across Pennsylvania. This research will highlight best practices and identify where there are either gaps or duplications of reentry services across the Commonwealth.

**Roundtable Listening Sessions**

The committee, in collaboration with the Pennsylvania Attorney General's Office and Pennsylvania Reentry Council (PARC), in an employer reentry roundtable on October 22, 2019. During the event employers from Philadelphia and surrounding counties discussed key issues and concerns around hiring returning citizens. The Committee will use the information collected to create a toolkit identifying resources and strategies to support Employers looking to hire returning citizens.

**Next Steps:**

- Additional employer roundtables
- Reentry inventory

Jeff Brown, Chair  
Reentry Ad Hoc Committee

# Pennsylvania's Educate4Opportunity

November 6, 2019

## Relevant Background Information about PA

- 3rd highest number of higher education institutions in the nation
- 46% of Pennsylvania residents between the ages of 25 and 64 hold a postsecondary degree or industry-recognized credential
- By 2025, 63% of jobs in the state will require a postsecondary credential
- 820,000 postsecondary credentialed workers still needed by 2025
- 1.4 million Pennsylvania residents ages 25+ have “some college, no degree”

## Key Grant Details

PA is one of six states to receive a \$100,000 Planning Grant over 2+ years from the National Governors Association (NGA) & Strada Education Network



## Key Grant Details

Goal: 1) **Reduce the number of near/partial completers** by 2) **connecting near/partial completers with relevant postsecondary educational opportunities** in order to 3) **close existing workforce gaps.**

Target Population: 1.4 million adults in PA with some postsecondary education but no degree (aka near/partial completers)

## The Plan

Part 1: Paint a more complete picture of this “some college, no degree” population

- Dive into Commonwealth Data
- Connect Commonwealth and PASSHE Data
- Incorporate Strada and Other National Partner Data

Part 2: Develop a state-level policy strategy around adult near/partial completers, coordinated across agencies

Part 3: Target resources accordingly

## Critical Questions for Discussion

2017 Population		
Total Population	12,790,505	100.0%
Female	6,530,345	51.1%
Male	6,260,160	48.9%
Population by Race		
White	10,378,174	81.1%
Black	1,417,611	11.1%
Hispanic Ethn	874,833	6.8%
Other	994,720	7.8%
Population by Age		
Ages 0 to 17	2,688,917	21.0%
Ages 18 to 24	1,215,635	9.5%
Ages 25 to 34	1,649,488	12.9%
Ages 35 to 44	1,501,781	11.7%
Ages 45 to 54	1,770,235	13.8%
Ages 55 to 64	1,783,427	13.9%
Ages 65 to 74	1,195,873	9.3%
Ages 75 and Older	985,149	7.7%
Median Age	40.7	
Educational Attainment, Ages 18 and Older		
High School Diploma or Less	4,605,814	45.6%
Some College or Associate Degree	2,674,621	26.5%
Bachelor's Degree	1,759,082	17.4%
Graduate or Professional Degree	1,062,071	10.5%

Source: U.S. Census-2017 ACS 5-Year Estimates - DP05, B01001, and B15001

Help Wanted OnLine Job Postings			
Sept 2019	Sept 2018	Volume Change	Percent Change
293,519	300,494	-6,975	-2.3%

Source: The Conference Board Help Wanted OnLine™

U.S. Veterans		Median Income	
Total	Unemployment Rate	Veteran	Non-Veteran
803,420	6.4%	\$35,981	\$28,833

Source: U.S. Census 5-Year Estimate 2012-2016 (Table: S2101)

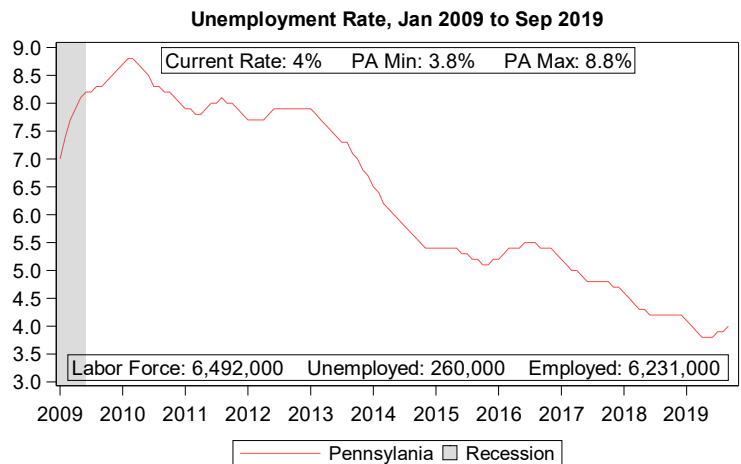
Income Measures			
Per Capita	Total Personal	Median Household	Median Family
\$53,300	\$682,533,744	\$56,951	\$72,692

Note: Total Personal Income is displayed in thousands.

Note: Median Incomes are in 2017 adjusted dollars.

Source: Personal Incomes - Bureau of Economic Analysis (BEA) - 2017

Source: Median Incomes - U.S. Census 2013-2017 (Tables: B19013 & B19113)



## Top 25 Employers by Employment in Q1 of 2019

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

Source: Quarterly Census of Employment and Wages

Unemployment Compensation (UC) by Pre-UC Industry	Oct 2018 to Sep 2019		Sep 2019 Initial (IC) and Continued (CC) UC Claims			
	Exhaustees	Percent	IC Total	IC Percent	CC Total	CC Percent
Natural Resources & Mining	760	0.9%	561	1.3%	4,949	1.1%
Construction	9,660	11.8%	7,959	17.8%	46,393	10.7%
Manufacturing	9,200	11.2%	5,764	12.9%	55,317	12.7%
Trade, Transportation & Utilities	16,380	20.0%	5,446	12.2%	90,759	20.9%
Information	1,390	1.7%	409	0.9%	6,441	1.5%
Financial Activities	4,750	5.8%	857	1.9%	19,577	4.5%
Professional & Business Services	15,250	18.6%	5,018	11.2%	73,507	16.9%
Education & Health Services	13,750	16.8%	4,060	9.1%	75,929	17.5%
Leisure & Hospitality	6,000	7.3%	2,982	6.7%	33,733	7.8%
Other Services	2,340	2.9%	739	1.7%	10,578	2.4%
Government	840	1.0%	255	0.6%	4,057	0.9%
Info Not Available	1,680	2.0%	316	0.7%	2,656	0.6%
Total	82,000	100%	44,688	100%	433,866	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

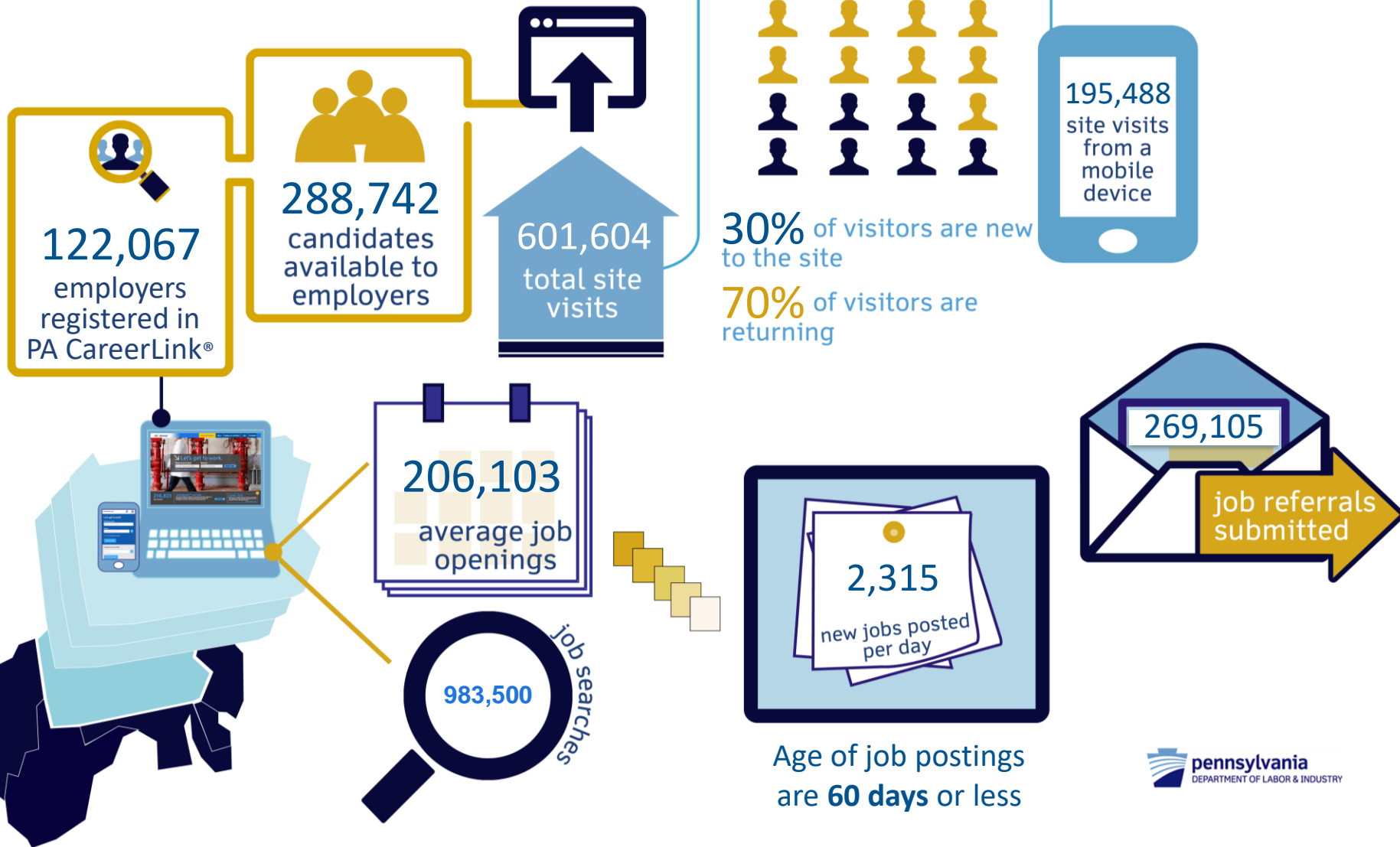


Quarterly Census of Employment and Wages, 2018 Annual Averages					
NAICS	NAICS Description	Establishments	Employment	Employment %	Average Wage
	Total, All Industries	355,796	5,867,775	100.0%	\$55,627
11	Agriculture, Forestry, Fishing and Hunting	2,301	24,721	0.4%	\$36,189
21	Mining, Quarrying, and Oil & Gas	1,293	27,953	0.5%	\$86,498
22	Utilities	1,392	34,980	0.6%	\$100,610
23	Construction	28,912	264,074	4.5%	\$66,387
31-33	Manufacturing	14,410	570,471	9.7%	\$62,583
42	Wholesale Trade	23,558	217,396	3.7%	\$80,059
44-45	Retail Trade	41,289	624,326	10.6%	\$29,152
48-49	Transportation and Warehousing	11,230	304,978	5.2%	\$49,372
51	Information	4,987	89,398	1.5%	\$85,613
52	Finance and Insurance	18,239	263,286	4.5%	\$95,386
53	Real Estate and Rental and Leasing	10,630	65,006	1.1%	\$60,967
54	Professional and Technical Services	41,013	360,717	6.1%	\$94,552
55	Management of Companies and Enterprises	4,572	136,817	2.3%	\$129,285
56	Administrative and Waste Services	18,061	318,673	5.4%	\$36,818
61	Educational Services	8,989	484,589	8.3%	\$57,039
62	Health Care and Social Assistance	53,598	1,068,610	18.2%	\$50,744
71	Arts, Entertainment, and Recreation	5,234	100,475	1.7%	\$32,709
72	Accommodation and Food Services	28,419	474,698	8.1%	\$18,747
81	Other Services (Except Public Administration)	32,570	201,392	3.4%	\$34,098
92	Public Administration	5,100	235,216	4.0%	\$61,665

Company Ownership					
Total, All Ownership		355,796	5,867,775	100.0%	\$55,627
Private Ownership		342,486	5,193,970	88.5%	\$55,294
Federal Ownership		2,707	96,947	1.7%	\$76,983
State Ownership		1,451	130,700	2.2%	\$62,352
Local Ownership		9,153	446,157	7.6%	\$52,896

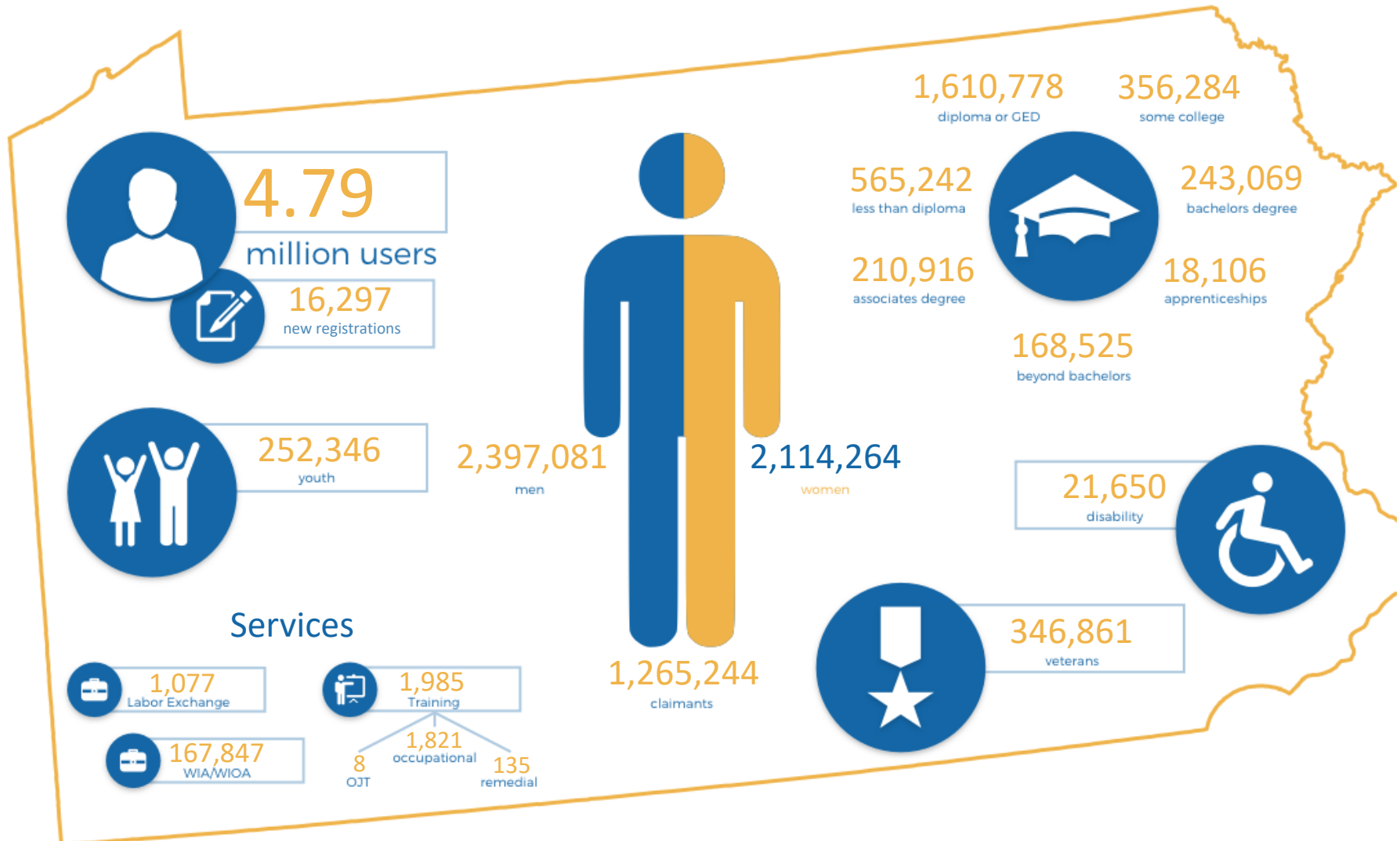
Occupational Employment (2016) and Wages (2018)					
SOC Code	Major Occupational Group	Employment	Entry Wage	Average Wage	Experienced Wage
	Total, All Occupations	6,181,960	\$22,410	\$50,030	\$63,830
11-0000	Management	296,550	\$62,560	\$125,800	\$157,430
13-0000	Business & Financial Operations	292,690	\$44,670	\$74,800	\$89,870
15-0000	Computer & Mathematical	158,430	\$50,440	\$84,800	\$101,980
17-0000	Architecture & Engineering	102,530	\$47,870	\$80,040	\$96,130
19-0000	Life, Physical & Social Science	52,740	\$40,530	\$76,930	\$95,130
21-0000	Community & Social Services	142,280	\$29,490	\$45,440	\$53,410
23-0000	Legal	49,600	\$41,880	\$102,750	\$133,190
25-0000	Education, Training & Library	341,210	\$27,340	\$59,870	\$76,140
27-0000	Arts, Design, Entertainment, Sports & Media	81,900	\$23,560	\$51,080	\$64,840
29-0000	Healthcare Practitioners & Technical	395,930	\$39,010	\$75,860	\$94,280
31-0000	Healthcare Support	198,080	\$23,760	\$31,910	\$35,980
33-0000	Protective Service	126,170	\$22,480	\$45,870	\$57,570
35-0000	Food Preparation & Serving Related	498,670	\$17,510	\$24,400	\$27,840
37-0000	Building & Grounds Cleaning & Maintenance	209,280	\$19,920	\$29,260	\$33,930
39-0000	Personal Care & Service	279,300	\$18,910	\$26,320	\$30,030
41-0000	Sales & Related	601,030	\$18,820	\$41,670	\$53,100
43-0000	Office & Administrative Support	965,560	\$23,710	\$38,190	\$45,420
45-0000	Farming, Fishing & Forestry	35,670	\$19,190	\$33,200	\$40,200
47-0000	Construction & Extraction	254,290	\$31,770	\$53,070	\$63,730
49-0000	Installation, Maintenance & Repair	239,150	\$29,360	\$48,770	\$58,470
51-0000	Production	400,560	\$24,950	\$39,950	\$47,460
53-0000	Transportation & Material Moving	460,360	\$22,430	\$37,040	\$44,350

Note: 'ND' represents Non-Disclosable information.





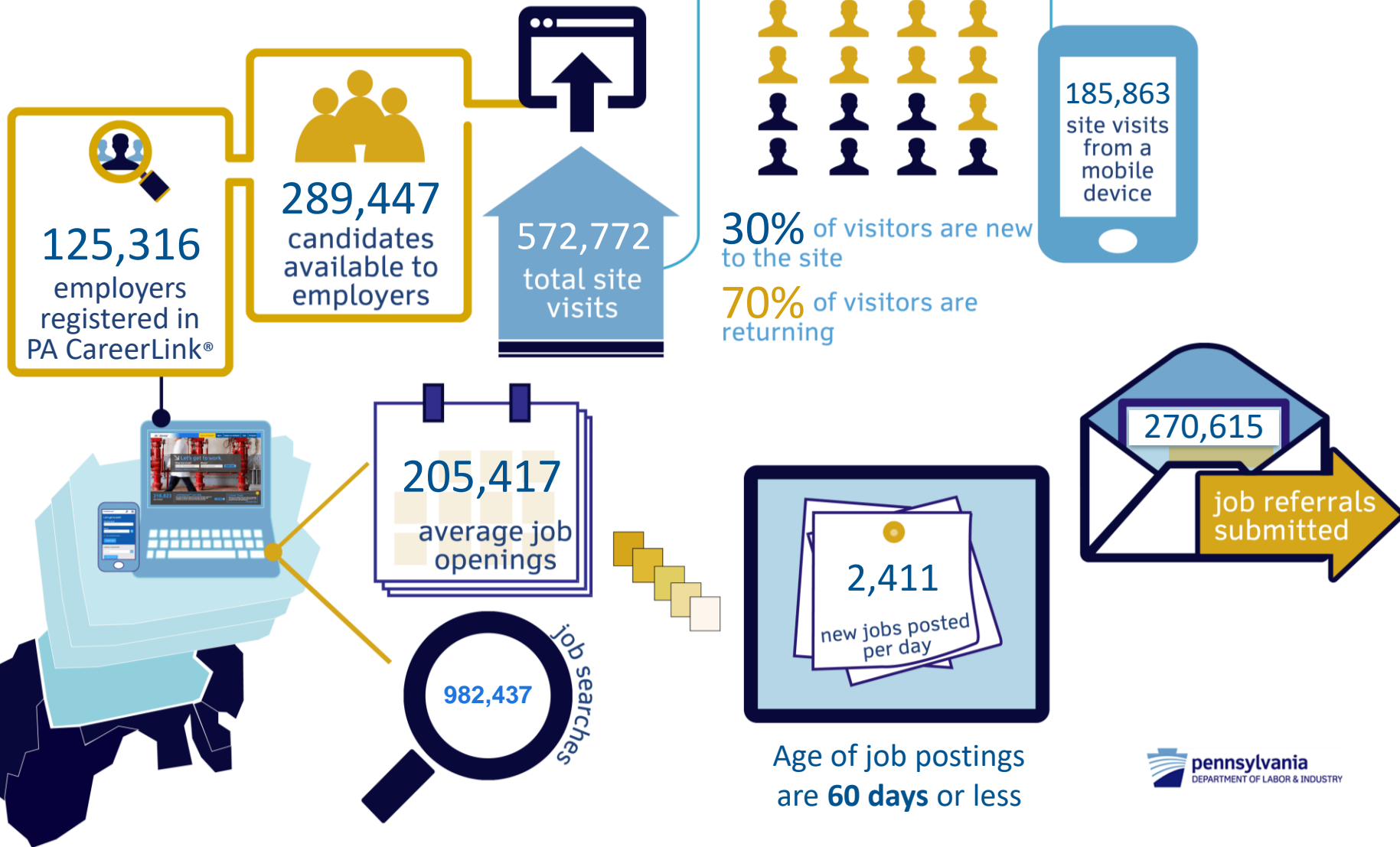
# CWDS/PA CareerLink® User Demographics & Services



## Infographic Description

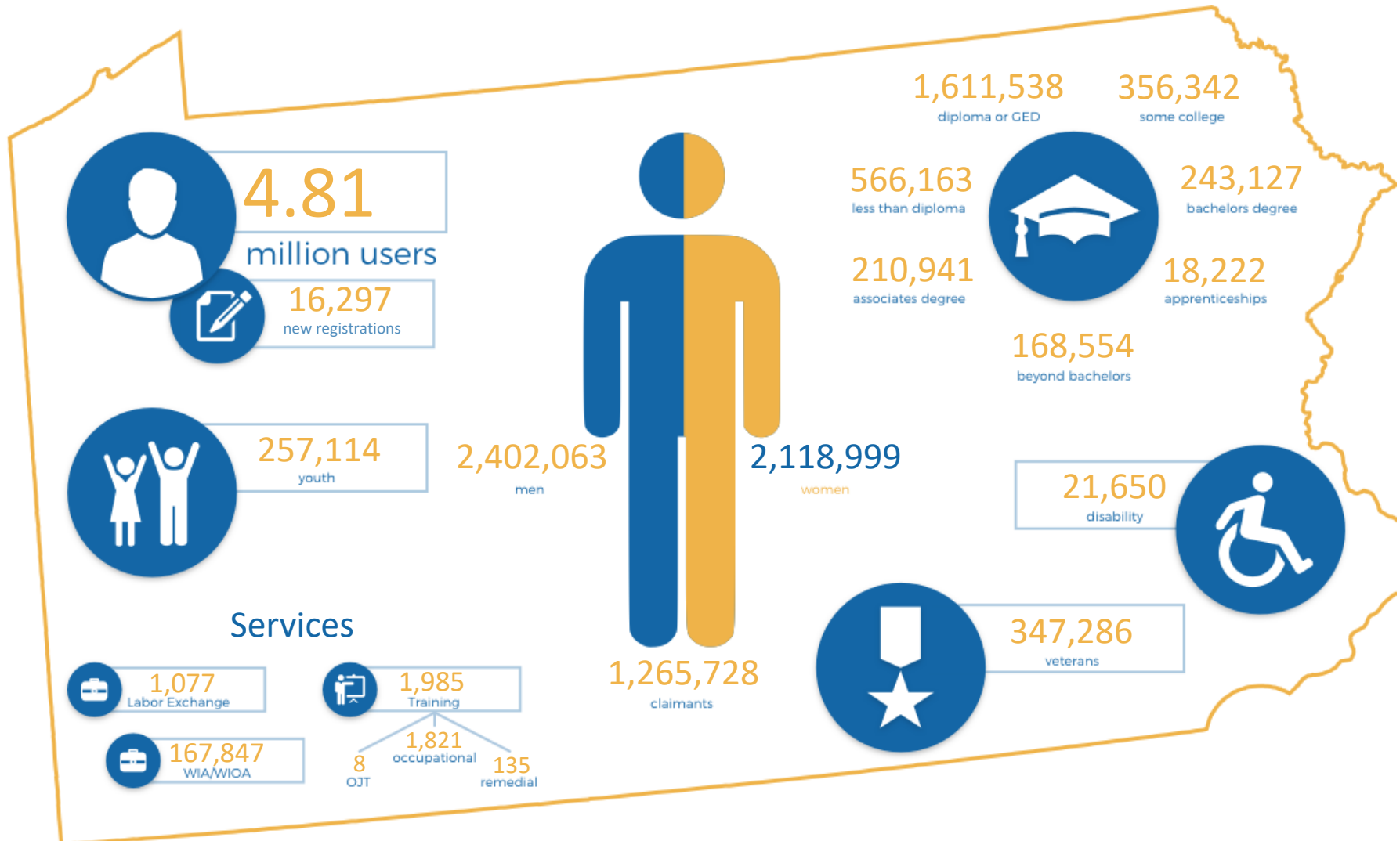
#	Metric	Description	Notes	Source	Source Detail
1	Employers registered in PA CareerLink®	Total Employer Profiles based on FEIN	Cumulative (Based on FEINs and SSNs)	CWDS Business Report	Employer #7: Employers -Total - TOTAL COUNT
2	Candidates available to PA employers	Job Seekers with "Want Employers 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	JobGateway: Dashboards: Private: JobGateway InfoGraphic Data: Visits
4	Visitors new to the site	New visitors to PA CareerLink®	Per month	Google Analytics	JobGateway: Dashboards: Private: JobGateway InfoGraphic Data: New Visitor
5	Visitors are returning at least each month	Returning visitors to PA CareerLink®	Per month	Google Analytics	JobGateway: Dashboards: Private: JobGateway InfoGraphic Data: Returning Visitor
6	Total mobile site visits	Number of times PA CareerLink® mobile was visited (includes new and return visits)	Per month	Google Analytics	JobGateway Mobile for Job Seekers: All Web Site Data: Dashboards: Private: JobGateway 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	JobGateway: Dashboards: Private: JobGateway InfoGraphic Data: Pageviews by Page Title: JobGateway - 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 Business Report: [http://lihbg000dvbs/Reports/Pages/Report.aspx?ItemPath=/CWDS\\_DASHBOARD\\_RPRT/CWDS+Business+Report](http://lihbg000dvbs/Reports/Pages/Report.aspx?ItemPath=/CWDS_DASHBOARD_RPRT/CWDS+Business+Report)





# CWDS/PA CareerLink® User Demographics & Services



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CWDS Business Report: [http://lihbg000dvbs/Reports/Pages/Report.aspx?ItemPath=/CWDS\\_DASHBOARD\\_RPRT/CWDS+Business+Report](http://lihbg000dvbs/Reports/Pages/Report.aspx?ItemPath=/CWDS_DASHBOARD_RPRT/CWDS+Business+Report)



**Tom Wolf**  
Governor

**Jeff Brown**  
Chair