pennsylvania
WORKFORCE DEVELOPMENT BOARD

Quarterly Meeting Briefing Book

Tuesday, May 5, 2020
10:00 AM to 2:00 PM

Tom Wolf
Governor

Jeff Brown
Chair

Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program

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WORKFORCE DEVELOPMENT BOARD

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WORKFORCE DEVELOPMENT BOARD

Quarterly Meeting
Tuesday, May 5, 2020
10:00 AM to 2:00 PM

Online

Agenda

10:00 AM Welcome, Introduction, and Roll Call, Chair Jeff Brown

10:10 AM Chair's Updates, Jeff Brown
- Approve February 5, 2020 Quarterly Meeting Minutes – **VOTE**
- New Member Introductions
  - Commissioner Robert J. Harvie, Jr.
  - Laura Wand

10:20 AM PA WDB Committee Updates
- Healthcare Workforce Ad Hoc, Chair Matt Yarnell
  - Professional Care Worker Crisis Statement – **VOTE**
- Youth, Chair Chekemma J. Fulmore-Townsend
- Continuous Improvement, Chair Brian Funkhouser
  - Presentation – Celeste Richie, Results for America
  - Evidence of Effectiveness Definition – **VOTE**
- Reentry Ad Hoc, Chair Jeff Brown
  - Presentation – KayLynn Hamilton, KayLynn Hamilton Consulting
- Career Pathways and Apprenticeship – Chair Richard W. Bloomingdale
- Industry Partnership and Employer Engagement – Chair John J. "Ski" Sygielski

12:00 PM Agency Updates[1]
- Office of Governor Tom Wolf
- Department of Labor and Industry
- Department of Aging
- Department of Agriculture
- Department of Community and Economic Development
- Department of Corrections
- Department of Education
- Department of Human Services
- Office of Vocational Rehabilitation

1:50 PM Public Comment Period

2:00 PM Adjourn - **VOTE**

[1]Due to unpredictable operational needs, Agency Heads may not be able to attend. If necessary, and when possible, a Secretary may need to delegate another agency official.

Pennsylvania Resources for COVID-19

Office of Governor Tom Wolf
https://www.pa.gov/guides/responding-to-covid-19/

Pennsylvania Department of Health[1]
https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx

Pennsylvania Department of Aging
https://www.aging.pa.gov/Pages/covid-guide-for-older-adults.aspx

Pennsylvania Department of Agriculture
https://www.agriculture.pa.gov/Pages/COVID-19.aspx

Pennsylvania Department of Community and Economic Development
https://dced.pa.gov/resources/

Pennsylvania Department of Corrections
https://www.cor.pa.gov/Pages/COVID-19.aspx

Pennsylvania Department of Education
https://www.education.pa.gov/Schools/safeschools/emergencyplanning/COVID-19/Pages/default.aspx

Pennsylvania Department Human Services
https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-2020.aspx

Pennsylvania Department of Labor and Industry
https://www.uc.pa.gov/COVID-19/Pages/default.aspx

[1] While the Pennsylvania Department of Health (DOH) does not have representation on the Pennsylvania Workforce Development Board (PA WDB), we wanted to ensure DOH resources are available to all PA WDB Members

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WORKFORCE DEVELOPMENT BOARD

Quarterly Meeting Agency Update

May 2020

Pennsylvania Department of Education

The Pennsylvania Department of Education (PDE) is committed to providing school communities with ongoing guidance, resources, and information on COVID-19 and related mitigation efforts. Additional information is available on the PDE COVID-19 Guidance and Resources for School Communities page.

Title II Adult Education

In March, PDE's Bureau of Postsecondary and Adult Education, Division of Adult Education held a competition for WIOA Title II Section 243 Integrated English Literacy and Civics Education funds. Review teams are currently reviewing and scoring grants. The grant contract period will be July 1, 2020-June 30, 2023.

All adult education and family literacy programs funded through the PDE Division of Adult Education have continued to provide services to their students despite the closure of physical sites due to the COVID-10 pandemic. Program staff have demonstrated flexibility and innovation in converting instruction to 100 percent distance education. Programs are using a range of models, including holding real-time remote instruction using platforms such as Zoom and assigning activities via web-based educational software. For students who do not have access to resources necessary for technology-based instruction, programs are providing paper-packets to students and conducting instruction by phone. In addition to providing regular adult education instruction, family literacy programs are helping the adults in the programs address their own children's educational needs at a time when early childhood education centers and schools are closed.

Perkins V State Plan

The Perkins V State Plan was submitted to the U.S. Department of Education (USDE) on March 13, 2020 and in April as part of the Pennsylvania Combined Workforce Innovation and Opportunity Act (WIOA) State Plan. USDE will now review and provide feedback when complete.

Industry-Recognized Credentials for Career and Technical Education Programs

In May, PDE will update the Industry-Recognized Credentials for Career and Technical Education Programs Resource Guide to reflect the addition of 35 industry credentials for the 2020-2021 academic year. The addition of credentials is based on the applications received in November 2019. The resource guide is organized by career cluster and is designed to assist schools in identifying portable, industry-recognized credentials that validate that a student successfully demonstrated skill competencies in a core set of content and performance standards in a specific set of work-related tasks. The tasks and assessment must connect to workforce demands. In 2018-19, career and technical education students earned a total of 39,235 industry credentials.

PA WDB Quarterly Board Meeting

Wednesday, February 5, 2020

10:12AM to 1:57PM

Pennsylvania School Boards Association

400 Bent Creek Boulevard, Mechanicsburg, Pennsylvania

Meeting Minutes

Attendance

Members: Chair Jeffrey Brown, Secretary Teresa Miller, Secretary Pedro Rivera, Secretary Jerry Oleksiak, Representative Morgan Cephas, Henry Nicholas, John Sygielski, Brian Funkhouser, Chekemma Fulmore-Townsend, Jessica Trybus, Peter Klein, Jodi Pace, Denise Andahazy, Matt Yarnell, Commissioner Michael Pipe, Richard Bloomingdale, Executive Director Shannon Austin, Dionne Wallace-Oakley, Timothy James, James Harper, Jr. Idayat Adewunmi, Sarah Hollister, Gregg Riefenstahl, Marguerite Kline, Tim Bean, Brad Hollabaugh, Wendie DiMatteo Holsinger, Amy Schwenk for Secretary John Wetzel, Deputy Secretary Carol Kilko for Secretary Dennis Davin, Leroy Atwater for Bob McAuliffe, Executive Deputy Secretary Michael Hanna, Jr. for Secretary Russell Redding, David Miles for Secretary Robert Torres, Dawn Cowan for Representative Morgan Cephas, Tim Griffin for Frank Sirianni, Kendra Wiederhold for Representative Ryan Mackenzie, Megan Winters for Senator Lindsey Williams

Presenters: Deputy Secretary Allison Jones; David Miles, PA Department of Aging; Executive Deputy Secretary Michael Hanna, Jr., PA Department of Agriculture; Amy Schwenk, PA Department of Corrections; Secretary Pedro Rivera, PA Department of Education; Secretary Teresa Miller, PA Department of Human Services; Secretary Jerry Oleksiak PA Department of Labor and Industry; Executive Director Shannon Austin, Office of Vocational Rehabilitation; Executive Director James Martini, PA Workforce Development Board; Chair John "Ski" Sygielski, Industry Partnerships and Employer Engagement Committee; Chair Chekemma Fulmore-Townsend, Youth Committee; Chair Jeffrey Brown, Reentry Ad Hoc Committee; Chair Brian Funkhouser, Continuous Improvement Committee; Chair Matt Yarnell, Healthcare Ad Hoc Committee; Deputy Secretary Lisa Watson, Department of Human Services; Kristen Rotz, United Way of Pennsylvania; Maggie Livelsberger, United Way of Pennsylvania

Staff: Executive Director James Martini, Deputy Director Tracey Turner, Sara Gligora, Mary Hoskins, Michelle Lengel

Welcome and Introductions

Chair Jeff Brown called the Quarterly Meeting to order at 10:12AM.

Chair's Updates

Chair Brown opened the meeting by introducing the new board members. Mr. Brad Hollabaugh introduced himself as the president of his family farm corporation. They are located in Adams County and have been in business for over 60 years. Mr. Hollabaugh commented that he knew Secretary Redding and was happy to be there. Chair Brown thanked and welcomed him.

Chairman Brown then introduced Richard Bloomingdale and Mr. Bloomingdale noted that he is the President of the Pennsylvania AFL-CIO. He stated that their commitment to training workers is paramount to what they do in representing 700,000 workers in Pennsylvania.

Chairman Brown then introduced Shannon Austin who is the Executive Director with the Office of Vocational Rehabilitation. Executive Director Shannon noted that she had been with OVR for about 14 years and that she was excited to have a seat at the table. She emphasized that that she would mainly be listening but that if there was anywhere to contribute, that she would.

Chairman Brown then noted that another new Board member was Robert Harvie, Jr. who is a Bucks County Commissioner but that he would not be in attendance at the meeting.

Chairman Brown then sought a motion to approve the minutes from November 6th, 2020.

MOTION: Mr. Yarnell moved to approve the November 6th 2020 minutes. Mr. Nicholas seconded the motion. The motion passed unanimously.

Chairman Brown then asked Deputy Secretary Allison Jones to give an update on the Governor's budget. Deputy Secretary Jones noted that the Governor gave his address to the General Assembly the day prior and highlighted his budget priorities for the coming year. She stated that the Governor had a lot of investments in early childhood, early education, and child care space including Head Start, Pre-K Counts, full-day kindergarten, as well as investments in the public education system. The Governor was also seeking a new scholarship, the Nellie Bly Scholarship program, that will provide tuition assistance for low-income and middle-class students attending PASHE universities. She remarked that they believe the program will make public higher education more affordable across the state as students graduate with an average of $34,000 of student loan debt. They also believe that the program will reduce the monthly student loan payments so that recipients would be able to invest that money into independent lives and it will encourage tuition to stay down. Deputy Secretary Jones said that they are using it as a recruitment tool as they are asking student to make a commitment to stay in Pennsylvania for as long as they receive the tuition benefit in an effort to strengthen and build the workforce in the state. The Governor also proposed to continue funding for PA Smart which funds STEM, computer science education, apprenticeship and training opportunities, Next Gen Industry Partnerships, and career and technical education. Deputy Secretary Jones noted how the Governor increased funding for the WEDnet program which provides incumbent working training for employers. The Command Center studied a lot of barriers to employment over the past year and because of that, the Governor proposed a flexible pot of about $12 million that DCED will make available to organization that are working directly address those barriers. Chairman Brown then thanked Deputy Secretary Jones and opened the floor up for questions. Dr. Sygielski asked if there was any consideration for community colleges for the scholarship. Deputy Secretary Jones said that they did consider community colleges but the Governor had a different proposal for community college students that didn't make it across the finish line. Also, the PA State System of Higher Education is going through system redesign and struggling with recruitment and retention so they felt like it was a strategic investment to support that work.

Agency Report- Department of Aging

Chairman Brown then announced that they would begin department updates starting with David Miles from the Department of Aging.

Mr. Miles noted that he did not have much to add to what was provided in the briefing notes. He did state that the Older Americans Act, which houses the Senior Community Service Employment Program, was recently reauthorized and the program would continue for the foreseeable future.

Agency Report- Department of Agriculture

Executive Deputy Secretary Mike Hanna then gave the PA Department of Agriculture's report. Executive Deputy Secretary Hanna highlighted that they were excited about continued funding for the Pennsylvania Farm Bill. He also noted that in January the Department of Agriculture approved the Ag and Youth grants which fund agriculture and youth organizations who help increase knowledge and awareness for agriculture in PA. They awarded $500,000 for 55 projects across 25 counties. Executive Deputy Secretary Hanna also noted that the CFA approved $5 million for the Dairy Investment Grants and they were able to fund 47 projects.

Agency Report- Department of Corrections

Chief of Staff Amy Schwenk from the Department of Corrections highlighted that around 67 percent of individuals coming out of institutions were finding employment. She noted that they are also continuing to work closely with different areas to host employer roundtables to tout the benefits of hiring re-entrants. Ms. Schwenk noted that they opened a correctional industries vehicle restoration plan in partnership with PennDot at SCI Forest and about a hundred inmates will be working there.

Agency Report- Department of Education

Secretary Pedro River then provided the PA Department of Education's report of things he wanted to highlight beyond the briefing book. He noted that a great partnership is between L&I and PDE's division of postsecondary and adult education where they were trying to encourage the usage of the PA CareerLink system. Secretary Rivera also noted that they approved a new career and technical education center, Adams County CTC. He also stated that for their Perkins V State Plan, they were expecting the State Board to act on the final report in the March 2020 meeting. In another partnership with L&I and under the direction of the Governor, they awarded 92 additional Teacher in the Workplace grants. They were also getting ready to kick off their Career Ready PA Coalition.

Agency Report- Department of Human Services

Secretary Teresa Miller of the Department of Human Services then presented that they had made a lot of changes to the E&T programs for TANF clients. Secretary Miller noted that they had brought together all of their workforce partners together in a meeting which included the local workforce boards, KEYS program represented, county assistance office, Work Ready partners, and the EARN partners. She also touched on the proposed federal SNAP rules and noted that of the three rules, two of the were still in the proposed form and she found them very concerning. One of the rules had already been finalized about able-bodied adults without dependents and will impact about 100,000 Pennsylvanians who historically, they were able to waive work requirements for. Under the new federal rule, they will no longer be able to do that. She noted that nearly 100,000 people may lose their benefits when the rule goes into effect in April. Secretary Miller remarked that Philadelphia itself has about 34,000 people impacted and they were doing everything they could to mitigate the impacts of the rule. She commented that one a happier note, they had just announced their Medicaid Work Supports program. She said that it was an exciting partnership working with Labor and Industry as well as managed care organizations as they were trying

to make better connections. At the beginning of the enrollment process, they are going to ask the applicant if they are interested in getting connected to Work Supports and from there someone would reach out to do a better job of connecting the population to work. Secretary Miller noted that in the Governor's budget, there was a proposal for a $1.2 million state fund investment that combined with federal funds, is a two and a half million dollar investment in training for direct care workers. Chairman Brown then asked if the Attorney General was asking for an injunction to stop the implementation of the SNAP rules and Secretary Miller responded in the affirmative.

Agency Report- Department of Labor and Industry

Secretary Jerry Oleksiak of the Department of Labor and Industry stated that the wanted to highlight that the Office of Vocational Rehabilitation was going to be working with CareerLink and the Centers for Independent Living to make sure they comply with ADA accessibility. Secretary Oleksiak noted the pages within the briefing book that contained information on the Youth Reentry Grant, which awarded $5.9 million and and the Business Education Partnerships grants, which awarded $2.4 million. Secretary Oleksiak stated that the PA CareerLink website was going through a redesign process. He stated that the previous Friday, the Independent Regulatory Review Commission, IRRC, passed the overtime regulations that the Governor and L&I worked diligently to get passed by a three to two vote. Secretary Oleksiak noted that that will raise the number of people eligible for overtime pay in Pennsylvania and said that the last time the regulations were changed, 70 percent of people were eligible but as of the meeting, only 6 percent were eligible for overtime pay and the new regulations increased the salary level. He then highlighted that 80-plus thousand Pennsylvanians will be able to earn overtime that could not before. Secretary Oleksiak stated that the regulations were then in the Attorney General's office and then the Senate and the House. He also talked about how the Office of Vocational Rehabilitation had to close their order of selection and stop taking new customers but as of February 1st, they were able to reopen the order of selection on a rolling basis. Secretary Oleksiak thanked the staff at OVR, the Governor's office, budget office, and policy office who worked to get them to that point.

Chairman Brown then asked if there was a chance that the overtime rules wouldn't get approved when they went to the House and Senate. Secretary Oleksiak responded that that the House and Senate would have to agree on a concurrent resolution saying that they didn't want the rules but that the Governor could veto it. Ms. Andahazy asked when that might happen. Secretary Oleksiak responded that there are time limits. The Attorney General's office would have them for 30 days and then the House and Senate would have either 10 session days or 30 calendar days, whichever is longer, to do what they want to do with them and then it will go to the Governor's Office. Secretary Oleksiak said that they should be out in 2021 and that it would have to be published in the Pennsylvania Bulletin so that employers and employees affected would have the information available.

Agency Report- Office of Vocational Rehabilitation

Shannon Austin, Executive Director of the Office of Vocational Rehabilitation then presented her report. She noted that they were excited about working with the PA CareerLink to do the ADA accessibility. They would be visiting their physical locations, making sure that the websites are accessible. Mr. Ralph Roach then noted that they would be doing joint training with the Bureau of Workforce Development and with Workforce Board members, CareerLink site administrators, and WIOA staff to be able to split the trainings. Ms. Austin remarked that a lot of the workforce at the CareerLink already had accessibility but they want to make sure that staff are up to speed with the assistive technology that is within the system. She stated

that they were looking at the order of selection list weekly to assess and see how they can serve individuals. They also have a few openings on the Pennsylvania Rehab Council and announced that if anyone from the PA Workforce Development Board was interested in joining to let her know. They also rolled out a disability, equity and inclusion initiative at OVR to help staff increase competency areas in working with diverse populations and underserved populations.

Chairman Brown noted for the new Board members that a large percentage of the state government leadership is represented on the Board and that they do updates to encourage interagency cooperation.

Committee Update- Industry Partnerships and Employer Engagement

He remarked that the Board has also been divided into different committees that focus on different challenges in the state. Chairman Brown then asked Dr. Sygielski , the chair of the Industry Partnership and Employer Engagement Committee to give that committee's report.

Dr. Sygielski stated that the Next Generation Industry Partnership Task Force is now fully operational and noted that it is a mobile and desktop site and that the PA WDB has received a lot of positive comments about it. Dr. Sygielski remarked that they would be hosting a summit for Next Generation Industry Partnerships, likely in the spring, and asked that if anyone had topic ideas then to share them with the Board staff. The committee has also been encouraging the use of the one-stop centers and found that many employers don't know about the PA CareerLink and one-stop centers. Dr. Sygielski remarked that he had visited the CareerLink in Harrisburg and that he was very impressed and there were employees there that he would like to hire himself. He remarked that he hopes other Board members would visit PA CareerLink because it helped inform the work that the Board does.

Committee Update- Youth

Chairman Brown then asked the chair of the Youth Committee, Chekemma Fulmore-Townsend to present. Ms. Fulmore-Townsend remarked that the Youth Committee was gaining steam and that their primary focus was to dive deeper into the WIOA Combined Plan. She commented that they see greatest opportunity in around aligning definition around best practices because different agencies are investing in young people but people define it differently so it is difficult to compare. They had also looked at how to align strategies to increased pre-apprenticeship and apprenticeship participation. They were going to meet after the quarterly Board meeting to begin to prioritize their actions and continue to move forward in strengthening the services to youth. Chairman Brown then thanked Ms. Fulmore Townsend for her report and if the new Board members were interested in joining a specific committee to let James Martini know.

Committee Update- Reentry Ad Hoc

Chairman Brown then gave the report for the Reentry Ad Hoc Committee and noted that the session that was held in Philadelphia was very well attended and they got a lot of feedback from the survey. He noted that their objective is to figure out how to accelerate returning citizens getting opportunities and being successful. They also engaged a research firm that went through contracting and asked when they would be getting the first stage report. Mr. Martini noted that they do have the first stage report and were moving into the second stage of research. Chairman Brown noted that they were planning a roundtable for Bucks County.

Committee Update- Career Pathways and Apprenticeship

Mr. Martini then gave the report for the Career Pathways and Apprenticeship Committee as he noted that Ms. Campion was unable to be there. He remarked that they had a ongoing research project and that they would use the information to inform a broader survey that goes out to a lot of workforce partners, local boards, and PA CareerLink to get a feel of where local career pathways program and system development as at. He noted that the research would be used to inform an RFP later in the year about building out career pathways systems and noted that career pathway program was used to talking about mapping or sequencing of jobs along the career ladder. He remarked that system development ultimately comes down to a fully functioning workforce development system and meeting people where they were at. It includes providing supportive services to help them address obstacles or barriers that are getting in the way of them being employed. Mr. Martini concluded with mentioning that for the RFP, they were looking to take some of their discretionary funding and using it to build out awards to group or areas that have innovative ideas of developing system improvements that allow the state to meet the needs of the customers in a more effective and efficient manner.

Ms. Trybus asked if there was overlap with the Youth Committee work when talking about career pathways. Mr. Martini said yes and Ms. Trybus asked if it was with coordinating. Mr. Martini responded that there have been efforts to make sure that the committees were connected and coordinated and noted that there has been talk over the years of combining them. He then remarked that they do want to keep them as distinct entities because big pieces sometimes get left out of the career pathways conversation looks like for workers that are older than youth. He noted that there are a number of different populations outlined in the WIOA law that are identified as a priority, whether it be homemakers, displaced workers, or older Pennsylvanians that are looking to do something different in the job market. Ms. DiMatteo-Holsinger then asked James what the RFP was specifically. Mr. Martini responded that the committee was figuring out what they wanted it to look like but that the goal was to have a competitive award for innovative ways to build out the pathways system. Ms. DiMatteo-Holsinger asked if it was a grant opportunity and Mr. Martini responded that it will be a grant opportunity for people to competitively bid on and noted that barriers identified in the Governor's Keystone Economic Development and Workforce Command Center would going to feed in the system developed. Ms. DiMatteo-Holsinger thanked Mr. Martini and noted that she was just trying to follow the direction.

Committee Update- Continuous Improvement

Brian Funkhouser, chair of the Continuous Improvement Committee, noted that that committee was kind of a catch-all. He remarked that they continue to monitor the dashboards and are looking to develop new metrics to measure within. A new initiative for the committee is developing a quarterly newsletter and the committee will be providing recommendations and suggestions. The committee has also been talking about barrier identification as they are looking at what other states are doing and bringing it to the Board. Mr. Funkhouser also noted that they also had a discussion about branding across the state.

Chairman Brown thanked Mr. Funkhouser for the presentation and noted that the next meeting would have a presentation on the upgraded website but Chairman Brown asked it the Continuous Improvement committee could look at it first. Mr. Martini responded that they could.

Committee Update- Healthcare Workforce Ad Hoc

Matt Yarnell, chair of the Healthcare Workforce Ad Hoc Committee noted that in the last session, the board spent significant time on the work of the committee. The plan was to get the draft declaration in front of the Board by the May 5th meeting and ask the group to take a vote on it. He noted that in the last meeting the group had dug into discussing caregiving and have looked at jobs that have been written out of labor rules. He remarked that the they were trying to put a very bold statement out to the Governor, the Legislature, and directly to Pennsylvanians noting that they rules have be written to get workers a living wage to be celebrated for the important work they do in the community and beyond. He concluded that once they have a crisis statement, and thanked James Martini and Tracey Turner, that they would like to think of recommendations and solutions to offer.

Chair Brown then noted to the committee chairs that he saw the purpose of the committees to craft what they learn into a recommendation to the Governor. He stated that he would like to get recommendations to the Board for review, and then if the Board approves, to pass along to Deputy Secretary Allison Jones to discuss with the Governor. He said that he hoped to see some solid recommendations in the next two meetings.

DHS Workforce Development Initiatives

Chairman Brown then welcomed Deputy Secretary Lisa Watson of the Department of Human Services to present on the employment and training redesign the Department had been working on for two plus years. Deputy Secretary Watson noted for the last two plus years, they had been looking at a lot of data and they found that participant feedback that they received about their training programs did really shed light on areas that might not have doing as well. They also had the opportunity a few years ago to pull together about 300 individuals that were receiving services and participating in the employment and training programs to ask what they were going through and if the services were useful to them. She stated that they heard some things that had already heard before but one of the things that struck them the most was that people were saying that they felt as though they weren't being treated as individuals which was disheartening for them. She noted that not everyone felt that why but for the ones that felt that way, they felt like DHS was just checking off boxes. Another piece of feedback that they got was that they needed more support than what was being provided. They have also found that the Work First philosophy has not been as effective for them as they are trying to move families into sustainable wages. She stated that they needed to take a step back and look not only at challenges and barriers, but education levels to ensure that they properly equipping individuals to be successful. The third challenge for them was Extended TANF which is for anybody that receives TANF for 1,830 days or more and the population tends to have more barriers and challenges. The requirements for the state at the moment are that the ETANF recipients cannot be more than 20 percent of the TANF population or the state will have to fund all of the services that are related to ETANF. They therefore needed to figure out with the redesign if they were providing enough services to that population. They are also working with their contracted partners like the workforce boards, EARNs, KEYS, etc. to get more information. Some of the comments received from them were that they didn't have enough opportunity to work with participants fully. Partners also noted that there was some administrative burden relating to time spent chasing paystubs, which identifies or provides verification of jobs that individuals were able to find.

Deputy Secretary Watson noted that they worked with Mathematica who had done multiple studies on the topic. They ultimately recommended using a coaching model. They see the coaching model as the system being an advocate for the client and saying, "this is what we believe you can do" and that they

would be there to champion the journey for them. Deputy Secretary Watson remarked that the way they had set up grant agreements wasn't working anymore and needed to change. She noted that the changes would become effective July 1, 2020 and they were looking at providing more flexibility within the programs. They have also been looking at intensive case management and coaching models to be able to connect clients with other services and have been really focusing on career pathways for their clients. They are also looking at barrier remediation and bringing in counseling from a licensed professional. She stated that it would not be constant therapy sessions but rather someone that could be onsite to add more insight to discussions on their lives, plans, and career goals. Deputy Secretary Watson remarked that they had been talking about credentialing via education and training activities. They were talking about changing their retention period from six months to twelve months to allow continued work with the clients. Another project that they had been working on to complement the system is the work expense deduction which will allow an individual to receive a standard deduction when they start working that will reduce their accountable income which would allow them to receive services for a longer period of time. She noted that it would help the benefits cliff that Secretary Miller would talk about in her presentation. Deputy Secretary Watson then noted that they want to have a robust assessment so they can use it in the development of an individualized employment plan. They are also allowing up to three credentials for participants in case a credential doesn't stick for an individual. They are looking for higher wage placements of looking at $2 above the minimum wage. Deputy Secretary Watson then referenced the workforce systems meeting where they had brought together all of their partners in one room and noted how they received great feedback. She remarked that they were working on allocations their workforce partners and their new referral system would be starting July 1st. Chairman Brown then asked if anyone had questions.

Ms. DiMatteo-Holsinger said that she thought the changes were great. She asked how funding and staffing was looking with the added element of intensified counseling and case management. Deputy Secretary Watson clarified that her questions was asking about the licensed counselor. Ms. DiMatteo-Holsinger responded that it was. Deputy Secretary Watson answered that they believe that the funding being reflected in the allocations will cover it. They also hope that there will be partnerships with organizations that already have licensed professionals on staff and that they are not looking to create a brand new system of service when they know those services are already there. They are looking to figure out how to bring that person onsite so that is available to the individuals. Ms. DiMatteo-Holsinger asked if they had a sense of the caseload. Deputy Secretary Watson responded that they didn't have a sense of the caseload for a particular counselor at the time. Sarah Hollister asked if Deputy Secretary Watson could give some more concrete examples of barrier remediation. Deputy Secretary Watson gave an example of if they had a client that didn't appear to be interested in working, but as an assessment would be completed, it would come to be known that they had a child that was having issues in school which their attention is focused on. She mentioned that they would working with the client to develop a plan that would allow them to address what they needed for their child. The goal would be to connect them with local resources that would provide additional services. Ms. Hollister asked to clarify if it would be taking out the necessity to work and allowing them time to work on those other things. Deputy Secretary Watson said that it is delaying it because they ultimately want the clients to still work but it is giving them time to work through those issues. She noted that the federal government imposed on the state of a 50 percent (for the most part) work participation rate. She then noted that the federal government allow for credits that can be given for the decline in caseload and based on the credits the state has compared to the work participation rate, the state had a zero work participation rate at the time of the meeting.

Chairman Brown then remarked that he was an incredibly thoughtful plan. He asked what the state human services was doing to encourage the local workforce boards to implement it and monitor how well they were doing, as well if there was a penalty or a reward. Deputy Secretary Watson remarked that part of the process has been getting the buy-in from their workforce partners. She noted that for actual incentives, it is looped into how they are executing the grant agreements and that they do have performance payments that are tied to specific benchmarks. They also removed some of the penalties they had if they didn't make sense. Matt Yarnell then asked if the training funds were a part of the thinking or support at DHS and if not, he thought that it would be a good idea to get in touch with them as they have done a lot of barrier work. Deputy Secretary Watson replied that she was not sure if they were specifically included but that if they were not, she would be interested in setting something up because they need all of the partners to help. Shannon Austin then asked where MAWD (Medical Assistance for Workers with Disabilities) fit into the equation when people are concerned about health care coverage and making it affordable as they transition out of the system. Deputy Secretary Watson responded that individuals that are on the MAWD program can still participate in DHS' employment and training programs. It depends on the extent of their disability as they do have some exemptions. She noted that they would work with OVR to figure out how to be able to get them the type of employment that they need to have and they would also loop in the Office of Development Programs. Ms. Austin followed up that they tend to find that there is often a lack of connection. She asked if that would be part of the individualized plans to help transitions. Deputy Secretary Watson responded that there is lack of communication amongst staff to communicate with clients so that they know all of the services that exist. They are building that as a training component so that DHS' employees know what is out there. Deputy Secretary Watson then added that the second part of what Ms. Austin was describing ties into the larger discussion of individuals fully understanding what it means to go to work. She noted that it is an education component and ties into the benefits cliff as people need to understand that a growing income would replace SNAP benefits.

Chairman Brown then welcomed Secretary Teresa Miller to talk about the benefits cliff. Secretary Miller noted that it is more complicated than anyone could imagine in terms of solving it. She remarked that for Deputy Secretary Watson's presentation, in the Governor's new budget, there was an additional $14.8 million for the redesign from federal dollars. There will be an additional $15 million into the programs to make all of the changes and to do a better job of serving individuals.

Secretary Miller commented that they had spent about a year studying the benefits cliff and that they wanted to understand how the benefits cliff intersects with a living wage. She commented that the ALICE presentation would put it into perspective and that the living wage is just a break-even point where people are barely getting by. She noted that the benefit that they administer that has a significant cliff is child care benefits, in comparison to SNAP where the benefits taper off as a person's income goes up. Secretary Miller remarked that the bigger issue is that they have a lot of working people on public assistance working full-time and still needing all of the benefits and still not getting to the break-even point. There is also a stagnation point for families before they even have to worry about a child care cliff. Secretary Miller than summarized the benefits that DHS administers as what would be included in the presentation. It includes TANF (Temporary Assistance to Needy Families) which is really the only cash assistance benefit and for a family of three, a mom and two kids, is $400 a month and hasn't gone up since 1990. The Supplemental Nutrition Assistance benefit, SNAP, is essentially food stamps and for a family of two, is $243 which averages to $4 per person per day. Low Income Home Energy Assistance Program, LIHEAP, helps people

pay utilities in the wintertime and the benefit for a season is a couple hundred dollars on average. Child Care Works is a major benefit as the more children someone has, the more significant the benefit. MAGI Medicaid is working age adults on Medicaid and there is also the Children's Health Insurance Program, CHIP. Secretary Miller then noted that benefit eligibility and values or how much benefit someone or a family is getting is dependent on the household demographic and child care needs. She remarked that for purposes of the slideshow, they used MIT's living wage calculator as a starting point and then made adjustment to child care and medical cost where there is Pennsylvania specific information. Secretary Miller then began referencing her visual presentation as she talked about different benefit scenarios based on family composition. She noted that for one adult there is really no cliff and that is because they don't have kids but that there was a small period of stagnation where SNAP benefits were going away and they were transitioning from Medicaid to exchange coverage. She noted that the break-even point was just over $13 an hour. She then showed a graph for one adult and one child where the adult is working full-time and the child is in a Star 1 facility. Secretary Miller then noted that facilities in PA are rated anywhere from 1 to 4 stars where 4 stars have gone above and beyond and 1 stars probably aren't the greatest facility. She then noted that the family fell off the cliff between 17 and 19 dollars an hour and that is where families reach the 235 percent of the federal poverty level. The family would be paying $76 dollars a week with subsidies but $170 to $252 a week without subsidies. Secretary Miller remarked that there was a legislative report form 2015 that highlighted that the child care cliff is an issue across the country. However, PA does do a decent job at transitioning people when compared to other states as PA is one of sixteen states that has tiered eligibility. It is when people are eligible at 200 percent of the federal poverty level but they don't lose eligibility until they get to 235 percent. PA also guarantees child care subsidy access to people within TANF to try to support that transition into work. They also have a level fixed dollar amount copayment that is based on family size and income. Secretary Miller stated that because of all of the features, she thinks that means Pennsylvania is probably a little more friendly in terms of helping people transition through the cliff. DHS also doesn't know how many people the cliff is impacting but they do have data showing that only about 9 percent of the Child Care Works families fall between the 200 percent and 235 percent of federal poverty. They also know that the average family leaves the program before they get to 200 percent of the federal poverty level. They are interested in understanding better whether there are families before the 200 percent that might be holding back in increasing their income because they don't know when the cliff is coming. They are looking at doing a survey of families that they serve and have served to try to understand how the cliff may or may not have impacted them. Secretary Miller noted that one of the things to think about is any expansion in terms of the threshold that would directly impact the wait list. She also remarked that a bigger issue is that there is a family working full-time with all of the benefits and still not able to get to the break-even point. She noted that the information makes the case for increasing the minimum wage because in all scenarios, the family is better off at $12 an hour than they are at $7.25. The department is also trying to figure out what to do with the period of stagnation and Secretary Miller believes that ties in with doing a better job of not just getting people into a job but to work with them so they can get to a place where they can make ends meet. They are going to build in incentives to their program so that vendors are incentivized to help somebody get a credential or get them into the KEYS program. She remarked that they want to get people to a place where they can support themselves and their families that they have to get them into some kind of education or training. Secretary Miller and Secretary Rivera have been working closely together on a parent pathways model. She mentioned Misericordia University's program where they support single moms and their children, up to three kids, and wrap every support around them to make sure they are

successful in getting their four-year degree. T]he program is ending the cycle of poverty for those families. She also mentioned that they would be having a procurement go out to expand those models and that she hoped the model expanded beyond the four year degrees as well. She also mentioned again that in the Governor's budget there was a proposal for work expense deduction, which is a $23.4 million item that would ease the transition for people leaving TANF and stay in connection with their supports for a longer period of time. They also have another proposal to address the cliff and it is restructuring the child care copayments and smoothing out the transition as an individual's income is going up. Secretary Miller mentioned situations where employers have told her that they wanted to give an employee a raise but they turned it down because they were afraid of falling off the cliff. From that, she believes that financial education is part of the solution so people know where they are at. CAO workers have also said that individuals are also afraid of losing their benefits because losing that can feel like a cliff to them. She remarked that if someone has never had to budget before, because of benefits being given in silos, it can be difficult. With the redesign they would be in a better position to educate people. One of the things they have talked about in partnership with the United Way was creating a tool that people could use to find when they would be impacted by cliffs.

Denise Andahazy noted that she found the explanation of the cliff versus the period of stagnation very helpful. She remarked that she thought that their point on education was very important as well because they have a partial seasonal workforce in rural Northeast PA. One of the things they did to try to help employees was to allow more part-time work opportunities and communicated with posters that said to talk to them if they were concerned about their hours. From that experience, Ms. Andahazy believes a tool would be very helpful. Secretary Miller thanked her. Ms. DiMatteo-Holsinger added that she thinks there is complexity added to the whole model in the sense of looking at minimum wage and looking at leaner industries like food and grocery industries that work on very lean margins. The impact of going to $12 would be significant in food costs and noted the increase was going to have to come from somewhere. Ms. DiMatteo-Holsinger added that she was trying to say it is complex and that if consumer goods go up and that $242 in food stamps wouldn't get as much because food prices would have gone up 20 percent to accommodate. She remarked that she wasn't advocating for no increases in the minimum wage but that she was trying to share complexities as industries are looked at.

Ms. Dionne Wallace Oakley noted that she had another comment from an employer perspective and noted that they don't have a lot of employees are making below the minimum wage but they have found that a lot of people are embarrassed or don't want to share with the employer what the circumstances are and so they encourage people to utilize resources they have on financial planning perspective. Ms. Oakley Wallace then asked to have an offline conversation with Secretary Miller to make sure she could be better educated on the topic. Mr. Hollabaugh then asked for clarification if the tables in the presentation were based on a single earner of multiple earners. Secretary Miller noted the ones in her presentation were just one adult but they had looked at households with two adults/earners. Mr. Yarnell noted that it would be helpful to see a few more models. He then asked how many of the jobs that workers are in have some benefits that are covering subsidized jobs such as health and child care. Mr. Yarnell commented that the state can't education itself out of a crisis around people who do direct care, and the answer is always to give people more skills and pay them a wage that is better.

Timothy James noted that he thought the graphs and charts were informative and that from growing up in a neighborhood where most families were below the poverty line, the cliff is a real fear. He noted that the cliff is almost exclusively based on Child Care Works running out because looking at the chart, the rest

of the benefits taper off. Secretary Miller reaffirmed that with most other benefits , they taper off but with child care, once a family hits the 235 they are done and fall of that cliff. Mr. James asked if the rest of households with children follow that similar pattern. Secretary Miller responded that they did and the more children a person has, the steeper the cliff. Mr. James asked if an increase or other subsidies to address the child care issue would be a big benefit. Secretary Miller responded that that PA's program is fairly good in terms of eligibility threshold and that in other states, the cliff will be further to the left. She also remarked that if there was a bunch of money to throw at it, the cliff could be moved over theoretically past the zero line but then they also have to think about the fact that there is a wait list for Child Care Works. She noted that if the line was moved over, they would not be serving people on the wait list who are making less income.

Chairman Brown remarked that her presentation didn't have benefits that the Department of Human Services doesn't administer. He then noted that he had heard repeatedly from disabled individuals that there is a cliff where they might lose their classification and stated that it might be nice to see other benefits. Secretary Miller responded that he may be referring to the MAWD program where people with disabilities are working and that she was less familiar with that issue but there is an issue there. Ralph Roach responded that a person who is nonblind and a Social Security beneficiary is going to get about $10,000 a year cash on that benefit, and that when they start working and are competitively employed, they are on a time clock of about nine months to demonstrate that they will be successful, retain their job and then the cash benefit tapers down. A person who is blind, low vision gets about $15,000 a year. They also face a benefits cliff in terms of the cash they receive as a disabled person who receives Social Security. Chairman Brown then asked about health insurance if they are disabled and on Medicaid. Mr. Roach responded that if they are on Medicaid there is an ability to retain that under the Work Incentives Improvement Act and if they end up getting employer-based health care and if their situation changes in the future, should they lose employment, there is a rapid reinstatement of that benefit. Mr. Miles remarked that there is a federal program for Social Security recipients where they can sit down with somebody and talk about what is going to happen at a certain point and will talk to individuals about rapid reinstatement in case they lose their job.

Chairman Brown then thanked Secretary Miller for the presentation.

United Way Asset Limited, Income Constrained, Employed (ALICE) Initiative

Ms. Rotz began her presentation by thanking the PA WDB for having them. She remarked that their contribution to the work started publicly in June when they launched the ALICE report in Pennsylvania. They then showed a video. Ms. Rotz noted that there were a couple of important themes coming together from all of the conversations happening. The first is that the federal poverty level is a completely inaccurate measure of what it takes to survive in this economy as it was a creation of the 1960s and people spent more on food and less on housing. Ms. Rotz noted that they have data specific to every county in Pennsylvania. She then commented that to be considered ALICE, an individual has to be employed and earning about the federal poverty level but they are not yet earning enough to meet their basic needs. They have a second tier to their budget which is called the sustainability budget which is more sustainable in the modern economy but it just pays for basic needs and if something unexpected occurs the family will not be able to cope. When speaking of ALICE, it is important to note that it is essential to the state's economy as it is direct care workers, bank tellers, grocery store workers. Ms. Rotz then remarked that she is the President of United Way of Pennsylvania. United Way of Pennsylvania is a statewide membership

organization and they have 52 local United Ways raising $175 million on an annual basis which gets invested into health and human services programs. A summary of key level data shows that 37 percent of the population is financially struggling, 24 percent of that is ALICE and 13 percent are people that live in poverty. The bottom line is the increase in the cost of household essential has been increasing for the last ten years at a far greater rate than the average income of PA households is increasing. Ms. Livelsberger remarked that ALICE is in every single county in PA and they have been about to break it down to zip code, municipality, census place and that 75 percent of PA's municipalities have more than 30 percent of households living at or below the ALICE threshold. Ms. Rotz then referred to a booklet that contained the top 20 occupations in PA in terms of volume of people working in them, and only 3 of the top 20 occupations are paying a wage which allows a household to achieve an ALICE survival budget. For a family of four, it would take a combined household income of $30 an hour to meet basic needs and for a single individual, it takes an hourly income of about $10.38. Many of the local United Ways have been involved in conversations with employers who are trying to achieve their workforce objectives and make sure they have a qualified workforce who sticks with them in the long run. Ms. Livelsberger then went over a graph of a survival budget and what all of the costs associated are like housing, child care, health care, transportation, and a basic phone plan, etc. She pointed out that the budget does not include savings or student loans. To reach middle class status, it is roughly $35,000 income for a single adult and $99,000 for a family of four and the budget allows for a little more than a basic standard of life like a higher quality child care program. When the stability budget is broken down a single adult needs to make roughly $17.50 and wages need to be $50 an hour for a family of four and the stability budget allows for 10 percent cost savings category but still does not allow for student loans and is still conservative. Ms. Livelsberger noted that a county breakdown is available at their website uwp.org/alice. They also have information about employment and budget breakdowns.

Ms. Rotz noted that the break-even points in the DHS analysis and the ALICE survival budget were very close to each other. She remarked that for families that are going through the stagnation, it feels like a long period because they might be working more or have a pay raising but they were not feeling more financially secure. They would also like to develop a benefit calculator in partnership with the Department of Human in order to help people and educate them about what is going on. United Way sees its role as sitting at the intersection of government and nonprofit sector and business in the space and be able to leverage their expertise to be a part of the solution. Ms. Livelsberger then talked about the Employee Resource Network that the Pocono Mountains United Way was working on that was originally developed in Michigan. A Employee Resource Network is being developed in the Pocono Mountains United Way because they had business cohorts whose HR departments didn't have enough time to handle the transportation or child care issues. From that, they brought businesses together as a cohort to buy time for a success coach. The success coach would go into the employers every week and walk the floors and talk to the employees and helping them through whatever issues they might be experiencing. They also found that some Employee Resource Networks outside of PA were going a step beyond and bringing child care facilities to a technology park or bringing in a nurse practitioner twice a month to see employee's families because they were unable to access health care. Ms. Rotz ended the presentation by noting that 211 is a resource available throughout the state where employees can reach out for help. Deputy Secretary Carol Kilko asked if the examples of the resource networks were happening in Pennsylvania. Ms. Livelsberger noted that they were not yet happening in PA yet as they were hoping to get a pilot running in the Poconos region in 2020. Deputy Secretary Kilko then remarked that there were already networks with Industry Partnerships going on across the state so that would possibly be an opportunity for

collaborative work as they have already identified a lot the issues and that she would like to talk to them about it. Ms. Livelsberger agreed. Ms. Adewunmi thanked them for the presentation and noted she would like to get in touch with the United Way in Philly. Chairman Brown said he would connect them. Ms. Adewunmi then asked if there was a community practice to develop the networks. Ms. Rotz responded that they were providing support but that they were in an incubation period for a number of people running highly localized initiatives and that they were watching some closely for potential scale on a regional or statewide level. She noted that the United Way in Philadelphia was aware of ALICE and was specifically focused on poverty issues but that they were also trying to figure out ways to serve the ALICE population. Mr. Bloomingdale asked if any of the budgets included retirement savings. Ms. Rotz responded that it didn't.

Lunch Break

Agency Report- Department of Community and Economic Development

Chairman Brown invited Deputy Secretary Kilko to give the update for the Department of Community and Economic Development. Deputy Secretary Kilko noted that they were working very closely with the Department of Labor and Industry on Industry Partnerships and remarked that they, especially Gwen Ross, provided technical support for 13 different partnerships. DCED also continues to provide for their pre-apprentice and apprenticeship grant program where the provide $3,000 for five apprentices per company. They also have Manufacturing Training to Career where they work with organizations that provide short-term training programs that are focused on those with barriers. They continue to work with WEDnet which is their incumbent work program and with the proposed budget there will be a total of $10 million in the program. She then asked Zach Reber, the Executive Director of the Command Center give a report. Mr. Reber noted that the Command Center had to continued to meet weekly, with a few exceptions, with representation from Labor and Industry, DCED, Department of Human Services, Department of Agriculture, Department of Corrections, Department of State, and Department of Transportation. The Pennsylvania Chamber of Business and Industry, AFL-CIO, Team Pennsylvania, and the Auditor General are also involved. Mr. Reber remarked that the first year of the Command Center was an opportunity for everyone around the table to learn about current workforce efforts so that they can better address the needs of Pennsylvania's workforce and the structural barriers that limit opportunities. Over the last year, they hosted four regional meetings where they heard from job seekers, employers, and workforce professionals about issues specific to their regions. Due to the Executive Order signed by Governor Wolf in February 2019, all of the information that they received over the past year was compiled into their first report which was comprised of 42 recommendations. The report also highlighted best practices around each of the barriers and the recommendations were made to Administration, the Legislature, local government, and private business to find solutions. Some of the recommendations included supporting transit-oriented development, encouraging commercial and residential development to consider access to transportation infrastructure, assisting more students applying for federal aid to make certificates, and more. The Command Center looked at the way that the government is structured to handle workforce and economic development as well as data each agency collects was reviewed, discussed and combined into a data dashboard which is available at data.pa.gov. The Command Center also provided new opportunities for inter and intra-governmental collaboration. Some examples of collaboration include the Department of State and the Department of Military and Veterans Affairs working together to review active duty service skills learned as well as crosswalk towards licensure and/or potential secondary education obtained in collaboration with PDE. The PA Department of Human Services and the PA Chamber

were exploring business-driven expansion of child care services. Also, the PA Chamber and the Department of Corrections were working together to educate businesses on benefits of hiring reentrants. Mr. Reber noted that the work of the Command Center was not finished, their new mission was to assist with implementing recommendations. Also, as Deputy Secretary Jones had noted, Governor Wolf addressed many of the recommendations in his 2020-2021 proposed budget including new grant program for projects that reduce employment barriers and an increase in funding for worker training programs such as WEDnet PA. The Command Center is also already working on Phase II of the data dashboard and welcome feedback. Mr. Reber then invited other Command Center members to add their own thoughts. Mr. Bloomingdale noted that it has been a fascinating and rewarding experience to be appoint to both the Command Center and the Workforce Development Board. He noted that serving on the Command Center has been an eyeopener about all of the opportunities that are out there to enhance the workforce. Chairman Brown thanked Mr. Reber for his great work on the Command Center and noted that he was apprehensive at first but now he sees that it has benefits.

2020 WIOA Combined State Plan Submission

Chairman Brown transitioned to review of the 2020 WIOA Combined State Plan. He asked James Martini to review the comments that the PA WDB received concerning the State Plan. Mr. Martini remarked before he jumped into the State Plan, that the Board had voted on recommendations on data transparency around the workforce system and those metrics were included in the Command Center dashboard. Mr. Martini also commented that they had received comments at the last Board meeting outside of the official public comment period beginning and they incorporated those changes as well. Among them was a recommendation to include information about the demographic challenges facing certain industries. He then transitioned to summarizing the public comments. Ms. Hollister then asked if the suggestions from the last Youth Committee meeting were included. Ms. Turner noted that they are taking those suggestions into account but that they could look to the modification process in the future to make significant changes. Mr. Martini noted that the state is required to submit a modification every two years but that the plan can be edited at any point. He also remarked that within the actual federal WIOA Law, the passage of the plan is of the utmost supremacy in the requirements of the PA WDB. Chairman Brown asked if they adopted the plan at the meeting, would they still have time to review their modifications and make adjustments. Mr. Martini responded that they plan that they would approve at the meeting would go into effect and that they would be approved the plan contingent upon the State Board of Education's approval of the Perkins V Plan which occurs in March 2020. Mr. Martini remarked they would then have a ten-day window to incorporate that plan into the WIOA Combined State Plan and get it into the federal portal for them to review for 90 days. Chairman Brown asked if in the waiting period, other changes could be considered. Mr. Martini responded that it would require the Board to take another full quorum vote under the Sunshine Act. Chairman Brown asked if it would have to be a public hearing. Mr. Martini responded that it would. Ms. Hollister asked for clarification that they had review the youth goals before they had the change to have any changes on them. Mr. Martini says that it appears that that is what happened. Ms. Hollister asked if in the future, they could review them before. Mr. Martini responded that if there were any specific changes that needed to be made, there could be a motion to approve the plan with those changes. Ms. DiMatteo-Holsinger asked if it would have to happen at the meeting. Mr. Martini responded it could happen at the meeting as it was the Board's discretion. He noted that if the plan wasn't approved at the Board meeting, they would need to call another meeting and they would need a public phone line to do that under the provisions of the Sunshine Act. Chairman Brown

asked the Youth Committee in the list of their recommended changes, if there were changes that were mission critical. Ms. Fulmore-Townsend responded that some of the changes were really about implementation and there were maybe two places were they felt really strongly. One of them was that summer employment was missing from 3.7 or 3.8 and the other was about language around what data points they would be using. Ms. Hollister remarked that she thought they were having a chance to change some of the language. Chairman Brown asked if the point about summer work was excluded or just not specifically mentioned. Ms. Fulmore-Townsend said it was not specifically mentioned. Mr. Martini noted that they had pulled up 3.7 on the screen and Ms. Fulmore-Townsend and Ms. Hollister noted that was the goal they were talking about. Ms. Fulmore-Townsend noted that that they wanted to change language in the opening of the section to acknowledge that young people have assets. Chairman Brown asked that they have a specific proposal. Ms. Hollister noted that they language she had proposed for the first paragraph in the last sentence where it says "for youth with barriers to employment", it would continue to say "early identification of the strengths and challenges and allow for better identification of supports that means smaller investment of time and resources than if supports were not identified until later in life". Ms. Hollister then asked if Ms. Fulmore-Townsend had anything different and Ms. Fulmore-Townsend said that she didn't. Deputy Secretary Jones then remarked that what she has seen previously work, that if the Board was agreeable to that and if they were clear on what the two changes were to make a friendly amendment and incorporate that into the final motion to approve the plan with those changes. Chairman Brown responded okay. Deputy Secretary Jones they said that she thought they should table it and then they could follow up with James with the exact language and then they could return to the topic and they could incorporate into the motion for the final approval. Chairman Brown asked if they just wanted the language change and adding summer work. Ms. Fulmore-Townsend said it would be for goal 3.7 for adding summer work. Chairman Brown asked if that covered the most important part of their concern. Ms. Fulmore-Townsend said that those were their two concerns related to the language of the plan. The other concerns were around the implementation and definitions. Chairman Brown asked that if they could get their words down, when they did the motion, they could go back to read them and include them in the minutes.

Mr. Martini then remarked that he would summarize the public comments the best that he could. The first comment came from Mr. Pennington who is an advocate in the OVR community and noted that a previous version of the State Plan had a specific OEO certification process which had been omitted in the plan so they added it back. The next two comments were from the Office of Vocational Rehabilitation and they were both technical corrections that they made to align the language of the OVR State Plan to make sure it was incorporated into the WIOA Combined State Plan. The next several comments came from the Alzheimer's Association on behalf of Ms. Ebersole. They asked to include the Department of Health into the interagency working group so that change was made. They also asked to include health care workforce as a core group to address in the career pathways and apprenticeship committee. He said they agreed with the recommendation and that they have representatives from the Department of Health working on the direct care worker challenges within the health care committee and career pathways. They did not make a change to the plan but noted that they agreed with it and were going to do that work. The next question was addressed by the Department of Human Services to include competency-based dementia training to all direct services, administrative, supervisory and other staff who are involved in the delivery of care for long-term facilities. They specifically called out the Long-Term Care Council Direct Care Worker Report. The DHS response noted they were very supportive of the blueprint for strengthening Pennsylvania's Direct Care Workforce and did not make a change to the plan but agreed with the

comment. The next several remarks were from Northwestern PA Job Connect on behalf of Jackie Hamilton. They suggest for goal 5.3 that training should either use technology or be provided geographically and they thanked them for the comment and noted that the goal states the training is being developed to be available online. They also commented that services should be based on quality rather than quantity. Mr. Martini said they agreed but no change was needed. They also talked about a need to engage additional stakeholders within improvements to CWDS. The state responded that they will always continue to engage relevant stakeholders in any discussions related to system development. Another comment was for all partner agencies to track where data sharing can be increased. They suggest that it should include sharing data with local areas and increasing CWDS access. The state responded that local workforce development staff can access CWDS and retrieve data through established report templates. They did not make any changes to the plan. Mr. Martini then said he would stick to the ones where they did make changes or ones that were more substantial. He remarked that the next several comments from Northwest PA were directed at PDE and involved changing language around GED to include high school equivalency testing so they made several changes throughout. Another change was that someone read the whole way through the plan and noted that there was an incorrect word on pg. 232. There were then several comments from Leading Age PA submitted by Beth Greenberg that were healthcare related and they answered them by saying they were being addressed by the Healthcare Workforce Ad Hoc committee. One specific recommendation was for nursing assistants to continue to appear on high priority occupation lists. Several comments came from Partner4Work, submitted by Earl Buford. The remarks revolved around aligning career pathways and apprenticeship with industry partnership programs. Another one was for a request for additional data sharing but the state responded that they were following all applicable regulations and laws and sharing what they could. For comment 37 on page 27, the response was that MOUs were being developed as request in the comment and they were adding additional language. Comment 38 on page 28 asked that they not track the number of new policies but rather the percentage of policies created that are data driven. Mr. Martini then remarked that comments 41 through 52 came from a group called Results for America and Mr. Martini encouraged the members to read through them as their big focus on evidence-based strategies and making sure grants are outcome focused. He noted that bringing their recommendations to the Board for consideration would be a good next step for those comments. Chairman Brown asked if Mr. Martini would get them to the various committees. Mr. Martini said he certainly would and that they were very well thought out and succinct comments. He then noted that they received comments from Philadelphia Works related to reentry programs and noted that the reentry committee would be addressing those. There was also a strong suggestion to better collaborate with the Reintegration of Ex-Offenders Grant programs. He continued that they there were a few comments from Pennsylvania Workforce Development Association. Mr. Martini said they agreed with all of those comments but felt that no changes were necessary except for comment 57 related to Memorandums of Understanding and ensuring that all of the partners across the systems were participating and contributing to the operation of the one-stop centers. Another comment came from a former employee of Labor and Industry that moved to the Department of Military and Veterans Affairs that said in addition to increasing training for front-line staff and Mr. Martini said they agreed with that. The last comment came from ABC of Pennsylvania from David Greineder and they pointed out that individuals shouldn't be punished for completing a pre-apprenticeship program and not going into a registered apprenticeship and pre-apprenticeships can be used as a career awareness activity and some people in the programs might decide that path is not for them.

Chairman Brown then opened the floor for additional comments. Ms. DiMatteo Holsinger asked how they stay responsible for the goals as she is not sure all of them make for good application. Mr. Martini responded that there was a couple of different reasons why an item would not be changed. One was that they tried to make sure the plan was solid for an entirety of the four years and for other suggestions it would be best to work it through the committee and have it voted on or addressed by the full Board. Chairman Brown asked if there was anything in the plan that would prohibit the Board from pursuing those ideas. Mr. Martini responded that there wasn't and that there were some recommendations where no changes were made that involved the recommendation or public comment being something that the state couldn't actually do. Chairman Brown then asked that the state isn't allowed to share information with everyone. Mr. Martini said that there were instances that they felt that plan addressed what the comment was. Chairman Brown asked if there were any other questions and there were none. He then asked Ms. Fulmore-Townsend what she would like added to the plan. She then noted that the Youth Committee was requesting changing the sentence beginning with "for youth with barriers to employment", to "for youth with barriers to employment, earlier identification of strengths and 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". Ms. Hollister then stated that she had something different. Her version was "in our youth with barriers to employment, early identification of those strengths and challenges allow for better identification of supports that means smaller investment of time and resources than if supports were not identified until later in life". Chairman Brown asked if that version worked for Ms. Fulmore-Townsend and she said it did. Chairman Brown then asked if anyone had a problem with the change. No one responded. Chairman Brown then asked for the second change. Ms. Fulmore-Townsend said that in goal 3.7, they were asking for the addition to be "employability skills through work-based learning opportunities, particularly through summer employment and STEM career pathways for in-school youth as a means of increasing student engagement and dropout prevention by engaging businesses". Chairman Brown if there was anybody not okay with the change. No one responded. Chairman Brown then asked if there were any public comments on the plan or if there were any public comments. There were none. Chairman Brown then sought a motion to approve the plan with the two additions/changes subject to the State Board of Education's approve of the Perkins V Plan.

MOTION: Mr. Nicholas moved to approve the plan. Mr. Yarnell seconded. The motion passed unanimously.

Chairman Brown then sought a motion to adjourn the meeting.

MOTION: Deputy Secretary Kilko moved to adjourn the meeting. Mr. Yarnell seconded.

The meeting ended at 1:57pm.

pennsylvania
WORKFORCE DEVELOPMENT BOARD

Healthcare Workforce Ad Hoc Committee

Quarterly Update
May 5, 2020

The Healthcare Workforce Ad Hoc Committee has continued its efforts to develop a crisis statement regarding the challenges facing Pennsylvania's professional care workers, which is inclusive of the following list of 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 (Preschool Teachers)
- Teacher Assistants
- Childcare Workers
- Medical Assistants
- Home Health Aides
- Nursing Assistants
- Personal Care Aides
- Psychiatric Aides
- Orderlies
- Emergency Medical Technicians (EMTs) and Paramedics

The committee's crisis statement on the shortage of professional care workers is included in the briefing book for consideration by the PA WDB membership during the May 5th quarterly meeting.

NOTE: The full impact of the COVID-19 global pandemic on Pennsylvania's professional care workforce will not be definitively known for the foreseeable future.

Matthew Yarnell, Chair
Healthcare Workforce Ad Hoc Committee

PA WDB Healthcare Workforce Ad Hoc Committee
Professional Care Worker Shortage Crisis Statement

Crisis Statement on Shortage of Professional Care Workers - for Vote by Board:

Pennsylvania is in the midst of a crisis in the form of a shortage of professional care workers.[1] These are the workers whose job it is to care for others, ranging from Pennsylvania's youngest children to its most senior citizens. This crisis need for frontline healthcare workers, in particular, has only heightened over the last few weeks as a result of the community spread of the COVID-19 virus across the commonwealth. The current high unemployment rate, combined with an industry that needs workers, makes now the most opportune time to support the many vulnerable Pennsylvanians as well as the unemployed.

While there are several factors contributing to this shortage, most can be attributed to two major challenges – an increased demand for the services that these types of workers provide, and the difficulty of retaining these individuals after they begin employment in these occupations.

Increased demand for these workers is attributable to factors including the overall demographic trends in Pennsylvania, including an increase in the numbers of older Pennsylvanians and individuals with disabilities, an increased demand for early childhood education, especially in areas considered to be childcare deserts, and increasing need for treatment of mental health and substance abuse disorders. Because of the COVID-19 global pandemic, the overall demand for and recognized value of these essential workers, particularly those in the healthcare, childcare, and education fields, is increasing at a rapid rate in Pennsylvania and nationwide.

Turnover and retention challenges are attributable to several issues, including, but not limited to, the physically demanding nature of these jobs, low wages paired with the rising cost of living, infrequent access to employer provided benefits, unpredictable schedules, and poor opportunities for advancement. These turnover and retention challenges may also reasonably be expected to rise considering the increased health risk for low-wage workers who fall under the professional caregiver umbrella, due to the current and future impacts of COVID-19.

Specific data demonstrating the crisis:

<u>Demand Factors</u>

- Employment growth in Pennsylvania for this occupational group is projected to be nearly 2.5 times the average for all occupations (13.4 percent vs. 5.5 percent) over the next ten years. More than 50,000 more workers are needed for these occupations by 2026, not including the replacement needs of those who leave these fields for other work or retirement. [2]

[1] See Table 1 for a list of occupations included as professional care workers
[2] See Table 2 for the PA Employment Outlook by Detailed Occupation

- According to PHI, the long-term care sector is expected to add an additional 1.3 million professional care worker jobs, nationally, from 2018 to 2028 to its already nearly 4.5 million workers, primarily personal care aide positions—more new jobs than any other occupation in the U.S. economy.[3]
- As of July 2018, Pennsylvania's estimated population was 12.8 million, with persons 65 years and older representing 18.2 percent of the commonwealth's population.[4]
- Pennsylvania's senior citizen population is growing at a rate 20 times faster than the commonwealth's overall population. By 2025, more than one in five PA residents will be age 65 or older, while the numbers of people below the traditional retirement age decreases.[5] Studies show that seniors want to remain in their own residences as they age, with access to necessary care and assistance. Additionally, vacant care worker positions at nursing homes is leading to less capacity to accommodate all those in need of care outside of the home.[6] Additionally, the professional caregiver staff and residents of nursing homes and other long-term care facilities are at an increased risk for COVID-19 infections and fatalities.[7]
- In Pennsylvania, 57 percent of all residents live in a child care desert, defined as an area where there are more than three times as many children as licensed child care slots. Typically, availability is especially limited for families who have infants and toddlers, work evening and night shifts, or live in rural areas.[8]
- In addition, only 39 percent of all child care in Pennsylvania currently meets high-quality standards. Among the shortcomings in quality are high rates of provider turnover, resulting in a lack of stable, consistent caregiving for young children. The economic impacts of insufficient child care on working families costs Pennsylvania 2.5 billion annually.[9]
- According to the 2014 Pennsylvania Autism Census Update, the number of individuals with autism in all age groups receiving services has increased tremendously since the original census study was released (in 2009). It also found that adults with autism were the fastest growing group in Pennsylvania. This dramatic upward trend is expected to continue.[10] This trend would reasonably be expected to increase the need for specific support services, within the classroom environment and well beyond.
- From 2015 to 2018, the number of Medicaid consumers receiving outpatient drug and alcohol treatment services from medical experts, including professional care workers, increased by nearly 40 percent.[11]

[3] https://phinational.org/wp-content/uploads/2020/01/Its-Time-to-Care-2020-PHI.pdf
[4] https://www.census.gov/quickfacts/PA
[5] https://www.inquirer.com/philly/news/pennsylvania/pennsylvanias-population-is-aging-who-is-going-to-pay-for-it-20180115.html
[6] https://phinational.org/wp-content/uploads/2017/09/phi_homecare_factsheet_2017_0.pdf
[7] https://www.health.pa.gov/topics/disease/coronavirus/Pages/Cases.aspx
[8] http://paearlylearning.com/wp-content/uploads/2019/05/2019-04-ELIC-RN-report-FINAL.pdf
[9] http://paearlylearning.com/wp-content/uploads/2019/05/2019-04-ELIC-RN-report-FINAL.pdf
[10] https://drexel.edu/now/archive/2014/November/Pennsylvania-Autism-Census/
[11] See Table 3 for the unique count of Medicaid Consumers receiving outpatient drug & alcohol treatment services

Turnover and Retention Factors[12]

- In Pennsylvania, the average cost of living (COL) for one adult with one child is $49,192 per year.[13] The average full-time professional care worker earns just $28,101 per year.[14]
- For those workers with children, the cost of infant care in a licensed childcare center in Pennsylvania, averages $11,560 per year, which represents 46 percent of the annual income of a single parent in the commonwealth. Comparatively the average annual cost of public college tuition in the state is $14,437.[15] This increases the likelihood that the increased turnover and vacancies within professional care worker occupations might be largely attributed to the lack of affordable childcare.
- Additionally, Pennsylvanians pay 26.8 percent more on average for housing than Americans elsewhere. Transportation runs 12.3 percent above average, utilities 11.8 percent above average, miscellaneous goods and services 7.6 percent above average, and groceries 6.5 percent above average.[16]
- Low wages mean that a significant portion of professional care workers and their families in the U.S. rely on public assistance, such as food stamps, cash assistance, and Medicaid. Almost half of workers (home health aides, nursing assistants, and personal care aides) in home care and 30 percent in nursing homes receive some form of public assistance. This does not include other types of assistance that these workers and their families may receive for housing, child care, energy needs, etc.[17]
- Employers are struggling to recruit and retain enough workers to fill vacant positions, while existing workers are shouldering the burden of growing demand without enough resources or support. In turn, consumers are struggling to access the care they need—piecing together support from family and friends; waiting months or even years to receive formal services; moving into nursing homes sooner than necessary; or simply doing without.[18]

Professional Care Worker Demographics

- Professional Care Workers, on average, are more likely to be women and people of color.[19] As these occupations are not as likely as others to provide the economic stability to support individuals and families as other types of occupations, they are impacting segments of the population already more likely to face challenging economic prospects.

[12] See Table 4 for a breakdown of estimated turnover rates.
[13] https://livingwage.mit.edu/
[14] See Table 5 and Table 6 for the 2018 hourly and annual wage ranges for the professional care worker occupational titles and a Wage Range Comparison, respectively.
[15] http://paearlylearning.com/wp-content/uploads/2019/05/2019-04-ELIC-RN-report-FINAL.pdf
[16] https://www.rural.palegislature.us/documents/reports/Cost-of-Living-Study-2018.pdf
[17] https://www.aging.pa.gov/organization/PennsylvaniaLongTermCareCouncil/Documents/Reports/LTCC_Blueprint%20for%20Strengthening%20Pennsylvania%E2%80%99s%20Direct%20Care%20Workforce_April2019.pdf
[18] https://phinational.org/wp-content/uploads/2020/01/Its-Time-to-Care-2020-PHI.pdf
[19] See Table 7 for PA data specific to gender and race/ethnicity.

It follows that addressing the crisis facing the professional care workforce is not only a socioeconomic necessity, but also a necessity of equity within Pennsylvania at large.

- While the overall workforce in Pennsylvania is slightly less than 50 percent female, every occupation identified as a Professional Care Worker occupation is majority female. For at least three of these occupations, nearly 9 in 10 individuals working in these occupations is female. For 7 of the 8 occupations, at least 7 in 10 individuals working are female.
- In 6 of the 8 occupations, non-white individuals account for a greater percentage of individuals working in these occupations than the average across all occupations. This is especially pronounced in the Nursing, Psychiatric, and Home Health Aides occupations, where persons of color account for nearly 3 in 10 individuals working in these occupations.
- In the coming decades, millions of older adults and people with disabilities in the U.S. will increasingly rely on professional care workers for assistance, and women of color will be critical to meeting this demand.
    - Nationally, women of color make up the largest and fastest-growing segment of this workforce (home health aide, nursing assistant, and personal care aide occupations)—from 2005 to 2015, the number of women of color in these occupations grew from 1.2 million to 1.7 million.
    - In addition, from 2016 to 2026, the number of women of color in the labor force is projected to grow by 6.3 million workers, while the number of white women in the labor force is projected to decline by 384,000 over the same timeframe. Professional care worker jobs do not provide economic stability to women of color and their families—leaving them generally more likely to live in poverty and rely on public benefits than their counterparts, and they have smaller family incomes to rely on for support.[20]

[20] https://phinational.org/wp-content/uploads/2017/11/Racial-and-Gender-Disparities-in-DCW-PHI-2017.pdf

Table 1

SOC	Professional Care Worker Occupations	Reported Job Titles[21]
21-1093	Social & Human Service Assistants	Advocate, Caseworker, Community Coordinator, Family Support Worker, Home based Assistant, Human Services Program Specialist, Mental Health Technician, Outreach Specialist, Social Services Assistant, Social Work Associate
25-2011	Preschool Teachers, except Special Education	Child Development Teacher, Early Childhood Teacher, Group Teacher, Infant Teacher, Montessori Preschool Teacher, Nursery Teacher, Pre-Kindergarten Teacher (Pre-K Teacher), Preschool Teacher, Teacher, Toddler Teacher
25-9041	Teacher Assistants	Educational Assistant, Instructional Assistant, Paraeducator, Paraprofessional, Special Education Aide, Special Education Paraprofessional, Special Education Teacher Assistant, Teacher Aide, Teacher Assistant, Teaching Assistant
29-2041	Emergency Medical Technicians and Paramedics	Emergency Medical Technician (EMT); Emergency Medical Technician, Basic (EMT, B); Emergency Medical Technician/Driver (EMT/DRIVER); EMT Intermediate (Emergency Medical Technician, Intermediate); EMT, Paramedic (Emergency Medical Technician, Paramedic); EMT/Dispatcher (Emergency Medical Technician/Dispatcher); First Responder; Flight Paramedic; Multi Care Technician (Multi Care Tech); Paramedic
31-1011	Home Health Aides	Caregiver, Certified Home Health Aide (CHHA), Certified Medical Aide (CMA), Certified Nurse Aide (CNA), Home Attendant, Home Care Aide, Home Health Aide (HHA), Home Health Provider, Hospice/Home Health Aide, In Home Caregiver
31-1013	Psychiatric Aides	Mental Health Aide (MHA), Mental Health Technician (MHT), Mental Health Worker (MHW), Patient Care Assistant (PCA), Psychiatric Aide, Psychiatric Nursing Aide, Psychiatric Nursing Assistant, Resident Care Technician, Residential Counselor, Therapeutic Program Worker (TPW)
31-1014	Nursing Assistants	Certified Medication Aide (CMA), Certified Nurse Aide (CNA), Certified Nurse Aide (CNA), Certified Nursing Assistant (CNA), Geriatric Nursing Assistant (GNA), Licensed Nursing Assistant (LNA), Nurses' Aide, Nursing Aide, Nursing Assistant, State Tested Nursing Assistant (STNA)

[21] Federal and State occupational data is categorized by the Standard Occupational Classification (SOC) system. SOC occupations often encompass many alternative job titles used by employers and workers to describe the same job.

31-1015	Orderlies	Attendant, Operating Room Assistant, Orderly, Patient Care Assistant (PCA), Patient Care Technician (PCT), Patient Escort, Patient Transporter, Radiology Transporter, Resident Assistant, Transporter
31-9092	Medical Assistants	Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Assistant, Doctor's Assistant, Medical Assistant (MA), Medical Office Assistant, Ophthalmic Technician, Optometric Assistant, Optometric Technician, Registered Medical Assistant (RMA)
39-9011	Childcare Workers	Assistant Teacher, Caregiver, Child Care Worker, Child Caregiver, Childcare Provider, Childcare Worker, Daycare Teacher, Daycare Worker, Infant Teacher, Toddler Teacher
39-9021	Personal Care Aides	Caregiver, Certified Nursing Assistant (CNA), Home Care Aide, Home Health Care Provider, Medication Aide, Patient Care Assistant (PCA), Personal Care Aide, Personal Care Assistant (PCA), Personal Care Attendant (PCA), Resident Care Assistant (RCA)

Table 2

		Estimated Employment 2016	Projected Employment 2026	Percent Change
00-0000	**Total, All Occupations**	**6,181,960**	**6,523,990**	**5.5%**
N/A	***Total, All Professional Care Workers***	***388,110***	***440,160***	***13.4%***
21-1093	Social & Human Service Assistants	21,350	23,260	8.9%
25-2011	Preschool Teachers (Early Childhood Education)	17,590	18,790	6.8%
25-9041	Teacher Assistants	45,390	48,160	6.1%
29-2041	Emergency Medical Technicians & Paramedics	12,150	13,700	12.8%
31-1011	Home Health Aides	47,040	59,670	26.8%
31-1013	Psychiatric Aides	2,240	2,230	-0.4%
31-1014	Nursing Assistants	78,610	86,510	10.0%
31-1015	Orderlies	2,520	2,660	5.6%
31-9092	Medical Assistants	26,930	32,810	21.8%
39-9011	Childcare Workers	44,830	46,220	3.1%
39-9021	Personal Care Aides	89,460	106,150	18.7%

Table 3

Year	Unique Count of Medicaid Consumers receiving outpatient drug and alcohol treatment services
2014	79,336
2015	99,761
2016	121,785
2017	134,981
2018	138,696

Source: *PA Department of Human Services (DHS)*
NOTE: The increase from 2014 to 2015 is due, in part, to DHS expanding Medicaid coverage to more individuals.

Table 4

SOC Code	Occupational Title	Estimated Turnover Rate
00-0000	**Total, All Occupations**	**11.2%**
N/A	***Total, All Professional Care Workers***	***12.6%***
21-1093	Social & Human Service Assistants	12.1%
25-2011	Preschool Teachers	10.0%
25-9041	Teacher Assistants	10.4%
29-2041	Emergency Medical Technicians & Paramedics	6.2%
31-1011	Home Health Aides	12.6%
31-1013	Psychiatric Aides	11.1%
31-1014	Nursing Assistants	11.7%
31-1015	Orderlies	11.4%
31-9092	Medical Assistants	11.7%
39-9011	Childcare Workers	14.6%
39-9021	Personal Care Aides	15.3%

Source: PA Dept of Labor & Industry's Center for Workforce Information & Analysis; Long-Term Occupational Projections (2016-2026)

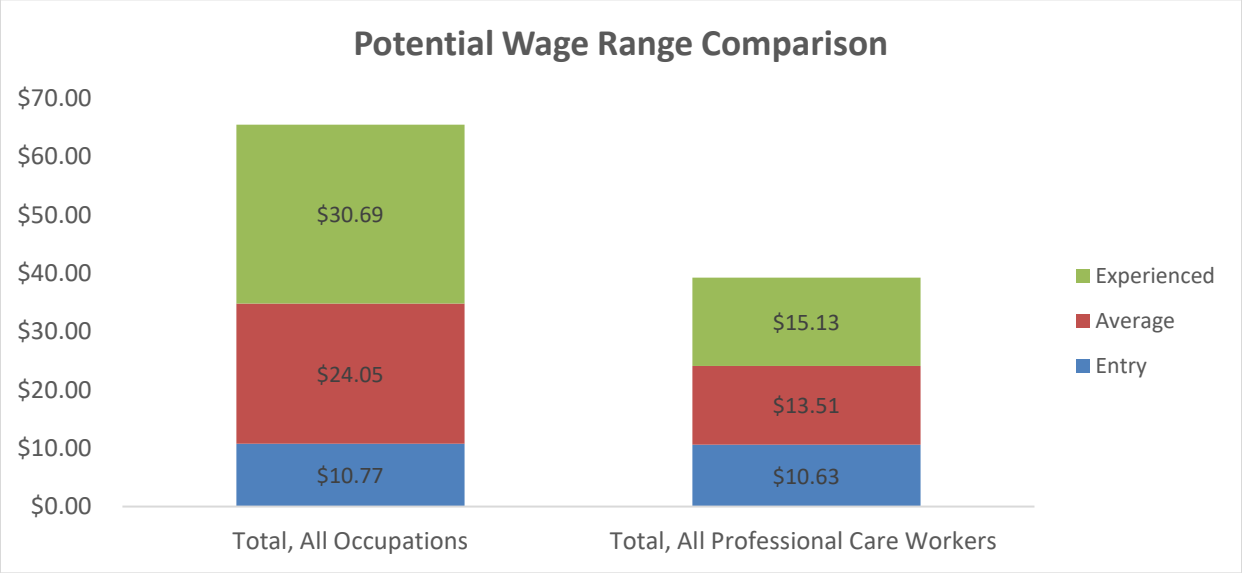
NOTE: The turnover rates provided in this table are calculated according to Bureau of Labor Statistics methodology. These capture the turnover that results from individuals leaving these occupations for work in other fields, but do not account for individuals that move from one employer to another within the same field. Therefore, this data only accounts for one aspect of the retention and turnover issues prevalent among these occupations.

Table 5

Occupational Title	Hourly Wages (2018)			Annual Wages (2018)		
	Entry	Average	Experienced	Entry	Average	Experienced
Total, All Occupations	**$10.77**	**$24.05**	**$30.69**	**$22,402**	**$50,024**	**$63,830**
Total, All Professional Care Workers	***$10.63***	***$13.51***	***$15.13***	***$22,110***	***$28,101***	***$31,470***
Social & Human Service Assistants	$12.32	$16.50	$18.59	$25,620	$34,320	$38,670
Preschool Teachers	$10.05	$14.06	$16.07	$20,910	$29,250	$33,420
Teacher Assistants	$9.33	$12.81	$14.54	$19,410	$26,640	$30,250
Childcare Workers	$8.45	$11.02	$12.30	$17,580	$22,920	$25,590
Emergency Medical Technicians & Paramedics	$11.20	$16.34	$18.90	$23,300	$33,980	$39,320
Home Health Aides	$10.26	$12.17	$13.12	$21,350	$25,310	$27,280
Psychiatric Aides	$12.33	$17.04	$19.39	$25,650	$35,450	$40,340
Nursing Assistants	$12.28	$14.73	$15.95	$25,550	$30,630	$33,170
Orderlies	$11.38	$13.83	$15.05	$23,670	$28,760	$31,300
Medical Assistants	$12.50	$15.75	$17.38	$26,010	$32,770	$36,150
Personal Care Aides	$10.12	$11.96	$12.88	$21,040	$24,880	$26,800

NOTE: The Social and Human Service Assistants title includes the following common examples of reported job titles within this occupational category: Behavioral Health Specialists, Social & Human Services entry-level staff, Peer Specialists, and Substance Abuse Support workers.

Table 6



NOTE: Table 4 (above) outlines the 2018 hourly and annual wage ranges for the professional care worker occupational titles, while Table 5 (Wage Range Comparison) illustrates the wage gap, and more significantly the wage cap, when professional care workers' wages are compared to the total wages for all occupations in the commonwealth.

Table 7

SOC	Occupational Group	Gender		Race			Hispanic / Latino	
		Male	Female	White	Black	other	Yes	No
00-0000	Total, All Occupations	51.5%	48.5%	82.8%	10.0%	7.2%	6.3%	93.7%
21-1000	Counselors, Social Workers, and Other Community and Social Service Specialists	26.4%	73.6%	69.7%	23.9%	6.3%	5.5%	94.5%
25-1000	Postsecondary Teachers	47.2%	52.8%	78.1%	4.6%	17.3%	4.4%	95.6%
25-2000	Preschool, Primary, Secondary, and Special Education School Teachers	24.6%	75.4%	91.1%	5.0%	3.9%	3.3%	96.7%
25-9000	Other Education, Training, and Library Occupations	11.8%	88.2%	86.2%	9.9%	3.9%	5.7%	94.3%
29-2000	Health Technologists and Technicians	17.9%	82.1%	81.7%	13.3%	5.0%	4.2%	95.8%
31-1000	Nursing, Psychiatric, and Home Health Aides	11.2%	88.8%	63.8%	28.3%	8.0%	5.9%	94.1%
31-9000	Other Healthcare and Support Occupations	13.1%	86.9%	79.9%	15.1%	5.0%	8.9%	91.1%
39-9000	Other Personal Care and Service Workers	20.5%	79.5%	71.5%	21.6%	6.8%	8.5%	91.5%

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WORKFORCE DEVELOPMENT BOARD

Youth Committee

Quarterly Update
May 5, 2020

The Youth Committee continues to support all youth-related sub-goals of Pennsylvania's WIOA Combined State Plan; and has already begun to shift its focus from the sub-goals within the existing state plan to prioritizing those proposed in the newly drafted WIOA Combined State Plan, which was approved by the PA WDB membership during the quarterly board meeting on February 5, 2020. The new plan will take effect on July 1, 2020, pending federal approval.

The committee has initially prioritized a key element of **new Sub-goal 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 establishing a definition of evidence-based, data-driven models, tracking the number of opportunity youth served, as well as performance outcomes for those receiving services and program evaluation. This data will be used to inform the continuous improvement of future programming.

Included in the briefing book, is the committee's endorsement of statewide evidence of effectiveness definitions submitted to the PA WDB membership for consideration during the May 5th quarterly meeting.

Youth Committee Next Steps

- Determine the next steps and priorities for implementing a common definition of "evidence-based" programming.
- Establish a workplan for the approved WIOA Combined State Plan for 2020-2024

Chekemma Fulmore-Townsend, Chair
Youth Committee

pennsylvania
WORKFORCE DEVELOPMENT BOARD

Continuous Improvement Committee

Quarterly Update
May 5, 2020

The Continuous Improvement Committee continues to support all related sub-goals of Pennsylvania's WIOA Combined State Plan.

Over the past quarter the committee has prioritized developing recommendations on increasing the ability to identify customer barriers within the Commonwealth Workforce Development System (CWDS) through the increased use of human centric design in order to assist individuals in disclosing potential barriers employment to both better collect data and to better customize services to those individuals.

Additionally, the committee has been providing feedback on the rebranding of the workforce development system in Pennsylvania to better align workforce development programs and services across the Commonwealth.

Finally, along with the Youth Committee, the Continuous Improvement Committee has engaged with Results for America to adopt a definition of evidence.

Included in the briefing book, is the committee's endorsement of statewide evidence of effectiveness definitions submitted to the PA WDB membership for consideration during the May 5th quarterly meeting.

Continuous Improvement Committee Next Steps

- Finalize recommendations on barrier identification for workforce development customers
- Continue to engage on PA CareerLink® and Workforce System branding efforts

Brian Funkhouser, Chair
Continuous Improvement Committee

RESULTS FOR AMERICA EVIDENCE IN WORKFORCE LAB

Pennsylvania Workforce Development Board

May 5, 2020

RESULTS FOR AMERICA

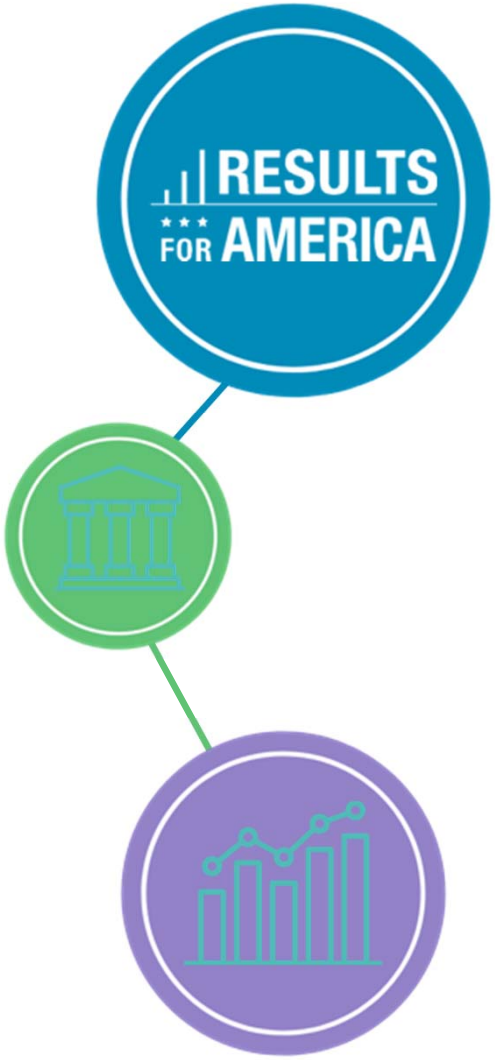
Results for America Introductions

Celeste Richie
VP Workforce Development
Celeste@results4america.org

RESULTS FOR AMERICA

RFA'S MISSION

To make investing in what works the "new normal" so that government decisionmakers will regularly and effectively use evidence and data to increase the impact of the over $1 trillion that governments spend each year to improve the lives of young people, their families and communities.

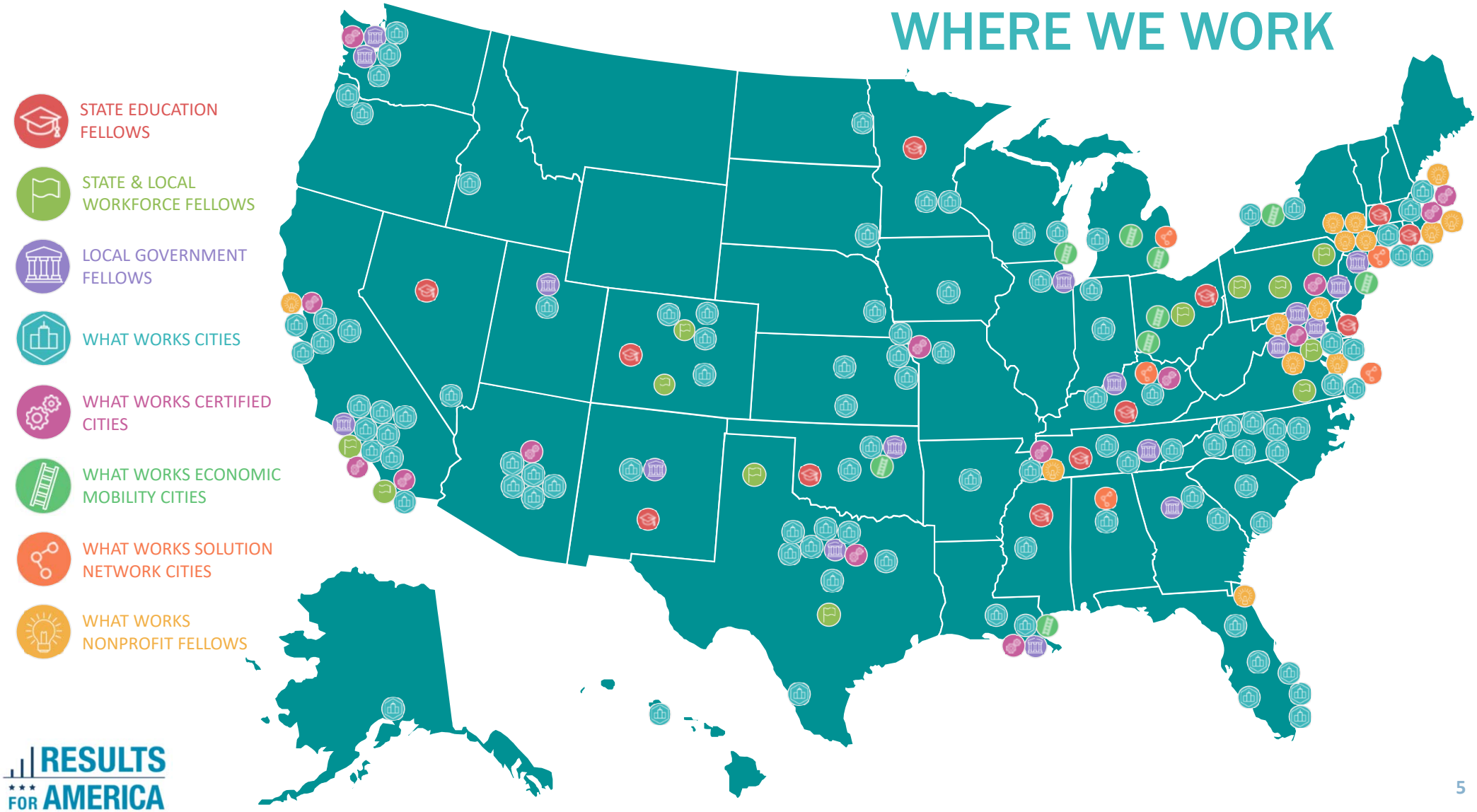


RESULTS FOR AMERICA

THREE-PART STRATEGY

RESULTS FOR AMERICA

WHERE WE WORK

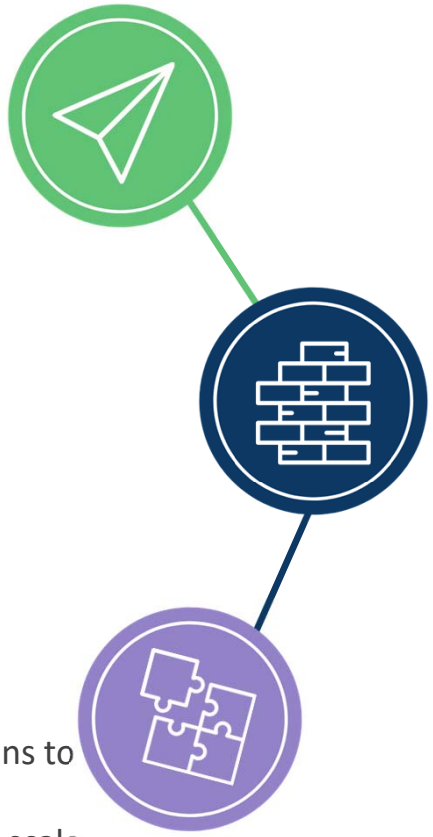


RESULTS FOR AMERICA

STATE AND LOCAL WORKFORCE FELLOWSHIP

WHAT IS IT?

- First to bring together senior workforce leaders from state and local workforce agencies into a single network to accelerate the generation and use of evidence.
- Creating new champions to invest in what works and make evidence-based policymaking the new normal in workforce development.



WHO IS INVOLVED?

- 23 Fellows from 7 states
- State Workforce Representatives: Workforce policy advisors to Governors, state workforce board executives
- Local Workforce Representatives: Policy directors for Mayors, county, and regional workforce development boards.

WHAT DO THEY DO?

- State and local teams applied together, identifying 2-3 Roadmap strategies of interest.
- Co-create learning agendas & action plans to advance chosen strategies.
- Test strategies at local level, and look to scale at state level.

RESULTS FOR AMERICA

FELLOWSHIP SUPPORTS

- Fellows consult with and support each other, offering new ideas and providing direction and courage to address challenges.
- Access to WorkLab Advisory Group, which includes nonprofit workforce service providers (i.e. Per Scholas, YearUp, Center for Employment Opportunities.

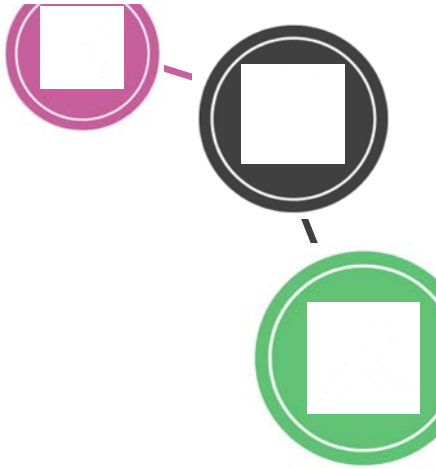
- Training to develop capacities and practices to implement their roadmaps (i.e. data integration, outcomes-based contracting) from experts (i.e. BrightHive, J-PAL, Coleridge Initiative).
- Build new evidence via assistance with performance management, low-cost evaluations, and research partnerships
- Access to action-oriented tools (i.e. sample RFPs and contracts)

- Offer one-on-one coaching calls to help with roadmap development and to discuss opportunities and challenges
- Provide expert help with contract language, policy development and WIOA plan issues.
- Participate in monthly webinars and host “virtual” convenings for peer consulting.

- Communications efforts to drive public and political support and build demand among other workforce decision-makers
- Working with key champions in pilot school districts in select states
- Providing expert advice, coaching & support to district leaders via learning network

RESULTS FOR AMERICA

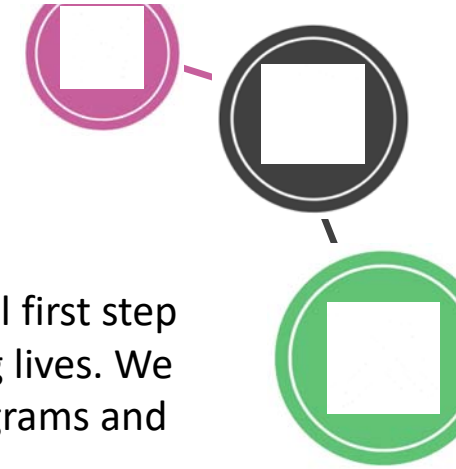
WORK LAB ROADMAP: ADVANCING SEVEN POLICY STRATEGIES



1. Link funds directly to priority outcomes through performance-based contracts.
2. Offer flexible award sizes, time periods, and performance measures.
3. Award preference points to providers offering models with high or moderate causal evidence.
4. Set aside funding for contracts that pay directly for outcomes and providers offering models with high or moderate causal evidence.
5. Build evidence by promoting, conducting, and financing external evaluations.
6. Highlight effective strategies in state and local WIOA plans.
7. Establish a policy of transparency about funding and program performance.

RESULTS FOR AMERICA

Why Define Evidence?



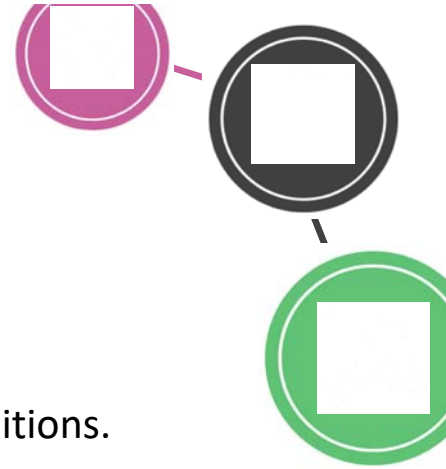
- A shared understanding of what constitutes “evidence of effectiveness” is a crucial first step in determining whether a program is achieving its goals and, ultimately, improving lives. We can then turn to improving programs and investing in scaling evidence-based programs and building evidence for programs that do not yet have rigorous evidence.

- Including a spectrum of evidence levels allows for all programs and interventions to see themselves reflected somewhere on that spectrum, while providing a goalpost and path forward.

- Once the definitions are adopted, there will be a period of learning as programs better understand their evidence of effectiveness and how to build evidence, and Pennsylvania better understands the tapestry of evidence-based programs across the state.

RESULTS FOR AMERICA

PWDB Support for Evidence Definitions



- October 2019: Pennsylvania joins RFA's State and Local Workforce Fellowship
- March/April 2020: PWDB Youth Committee discusses and approves evidence definitions.
- April 2020: PWDB Continuous Improvement Committee discusses and approves evidence definitions.

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Proposed Evidence Definitions

Components	Pre-Preliminary	Preliminary	Moderate	Strong
Evaluation Methodology	Program performance data	Pre/post-assessment w/o comparison group OR Post-assessment comparison between treatment and control groups	Experimental (RCT) OR Quasi- experimental (QED)	RCT OR QED nationally, regionally, state- level OR With different populations or locations in the same local area
Evaluation Results	Improvements for 1 or more outputs OR outcomes	Evidence of effectiveness on 1 or more outcomes	Evidence of effectiveness on 1 or more outcomes	Pattern of evaluation findings must be consistently positive on 1 or more outcomes
# of Evaluation Reports	N/A	1 or more	1 or more	2 or more
Evaluator	Internal	Internal or external	External	External

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PA's Perspective

WIOA Combined State Plan Goal 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 establishing a definition of evidence-based, data-driven models, tracking the number of opportunity youth served, as well as performance outcomes for those receiving services and program evaluation. This data will be used to inform the continuous improvement of future programming.

Other PA Considerations:

- Grant Making
- Policy Development
- Program Evaluation
- Others?

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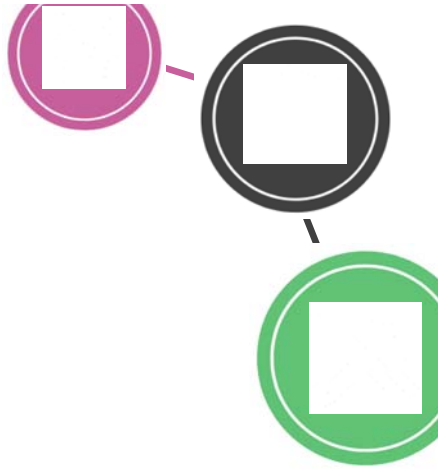
Open Discussion



Potential Topics:

- Endorsement of Evidence Definition
- Development of Narrative of Supporting Rationale for Endorsement
- Others?

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PA WDB Youth & Continuous Improvement Committees
Endorsement of Evidence of Effectiveness Definitions

Proposed PA Statewide Evidence of Effectiveness Definitions - for Vote by Board:

A. **Strong evidence:** meaning at least two evaluation reports have demonstrated that an intervention or strategy has been tested nationally, regionally, at the state- level, or with different populations or locations in the same local area using a well-designed and well-implemented experimental design evaluation (i.e., Randomized Controlled Trial (RCT)) or a quasi- experimental design evaluation (QED) with statistically matched comparison (i.e., counterfactual) and treatment groups. See CLEAR.dol.gov for full definitions of strong or moderate study design. The overall pattern of evaluation findings must be consistently positive on one or more key workforce outcomes. The evaluations should be conducted by an independent entity external to the organization implementing the intervention.

B. **Moderate evidence:** meaning at least one evaluation report has demonstrated that an intervention or strategy has been tested using a well- designed and well- implemented experimental or quasi- experimental design showing evidence of effectiveness on one or more key workforce outcomes. The evaluations should be conducted by an independent entity external to the organization implementing the intervention.

C. **Preliminary evidence:** meaning at least one evaluation report has demonstrated that an intervention or strategy has been tested using a well- designed and well- implemented pre/post-assessment without a comparison group or a post- assessment comparison between intervention and comparison groups showing evidence of effectiveness on one or more key workforce outcomes. The evaluation may be conducted either internally or externally.

D. **Pre- preliminary evidence:** meaning there is program performance data for the intervention showing improvements for one or more key workforce outputs or outcomes.

Rationales for this Endorsement:

1) Evidence guidelines provide qualitative and quantitative data in support of program structure and offerings;

2) Having specific guidelines in place will benefit individuals and program providers by offering expectations related to the additional categories that may need to be included in the development of new programs, or to improve upon existing programs;

3) Provides a basis for understanding of what constitutes an evidence-based program;

4) Beneficial to have a “gold standard” in place to “raise the bar” toward improvement of the overall quality of programs;

5) Allows potential grant applicants to understand and plan for the types of data that they will gather to illustrate the effectiveness of their proposed programs and/or services;

6) Allows for both newly established entities and veteran organizations to have equal opportunity to complete for grant offerings;

7) Offers a better idea of where the needs are in terms of program delivery and helps shape standardized capacity building and training that could be more easily and consistently deployed at all levels, particularly on the ground; and

8) Gives state and local agency leaders a solid oversight framework for evaluating program effectiveness and cost efficiency.

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WORKFORCE DEVELOPMENT BOARD

Reentry Ad Hoc Committee

Quarterly Update
May 5, 2020

Reentry remains a priority for Governor Wolf and his vision for Workforce Development in Pennsylvania. The Reentry Ad Hoc Committee of the Pennsylvania Workforce Development Board has continued to engage with several stakeholders in the reentry space, including, but not limited to, Pennsylvania's Local Workforce Development Boards, the Pennsylvania Reentry Council (PARC), the Department of Corrections (DOC), the Department of Labor and Industry (L&I), and the Pennsylvania Commission on Crime and Delinquency (PCCD).

Roundtable Listening Sessions
Hoping to build off the success of the Reentry Ad Hoc Committee's initial employer roundtable event held in Philadelphia in the Fall of 2019, several roundtables were being planned with partners across the commonwealth. Due to COVID-19 and the ensuing limitations on in-person meetings, those plans are now on hold. The committee is hopeful to find a way to move forward with those plans in the future; potentially in a virtual setting.

Reentry Research Project
KayLynn Hamilton Consulting is working to finalize the second phase of research on the reentry landscape in the Commonwealth. After surveying approximately 200 stakeholders in the initial phase of reentry research, the second phase has focused on a smaller set of comprehensive interviews. Ms. Hamilton will present on her findings at the May 5, 2020 PA WDB Quarterly Board Meeting.

Reentry Ad Hoc Committee Next Steps
- Finalize report on Reentry Research
- Determine how to move forward with Roundtable events in a post-COVID-19 world
- Develop Tool-kit for Employers looking to hire reentrants

Jeff Brown, Chair
Reentry Ad Hoc Committee

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WORKFORCE DEVELOPMENT BOARD

Industry Partnerships and Employer Engagement Committee
Quarterly Update
May 5, 2020

State Hosted Next Gen Summit
The State Hosted Next Generation Industry Partnership (Next Gen IP) Academy has been put on hold, indefinitely.

Encourage Use of and Increase Awareness of the One-Stop System (WIOA Combined Plan Goal 2.4)
Committee members participated in a survey on priorities in marketing the PA CareerLink®. The members ranked the below results from most important to least important.

1. Online recruiting and job postings
2. On-the-Job (OJT) Training Program- provides possible employer reimbursement
3. Incumbent Worker Training- training provided to employees so that they can meet the needs of an employer
4. Work Opportunity Tax Credit- federal tax credit available for employers hiring individuals with barriers to employment
5. Labor and job market data
6. Workforce and compliance resources
7. Federal Bonding

Some other ideas included Unemployment Compensation workshops, opportunities for adult basic education programs, Office of Vocational Rehabilitation services, meeting space availability, and job fair opportunities. The results are being shared with the communications office at the PA Department of Labor and Industry to inform marketing materials.

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

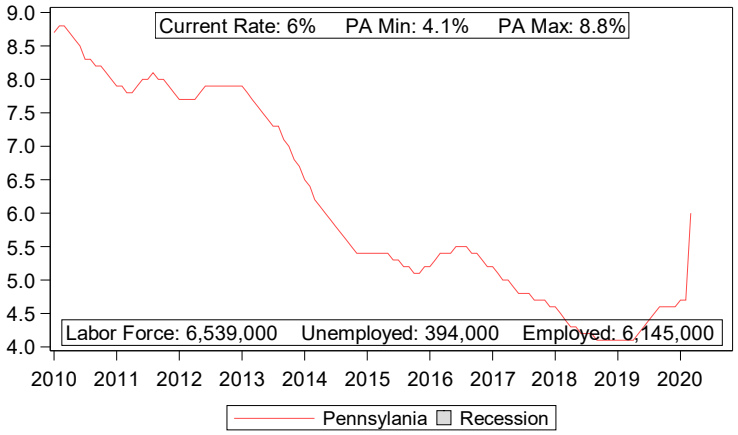
Pennsylvania Profile

April 2020

2018 Population		
Total Population	12,791,181	100.0%
Female	6,527,992	51.0%
Male	6,263,189	49.0%
Population by Race		
White	10,341,442	80.8%
Black	1,423,319	11.1%
Hispanic Ethn	905,156	7.1%
Other	1,026,420	8.0%
Population by Age		
Ages 0 to 17	2,675,330	20.9%
Ages 18 to 24	1,194,488	9.3%
Ages 25 to 34	1,667,748	13.0%
Ages 35 to 44	1,495,222	11.7%
Ages 45 to 54	1,731,294	13.5%
Ages 55 to 64	1,797,238	14.1%
Ages 65 to 74	1,236,019	9.7%
Ages 75 and Older	993,842	7.8%
Median Age	40.7	.
Educational Attainment, Ages 18 and Older		
High School Diploma or Less	4,549,755	45.0%
Some College or Associate Degree	2,669,784	26.4%
Bachelor's Degree	1,802,262	17.8%
Graduate or Professional Degree	1,094,050	10.8%

Source: U.S. Census-2018 ACS 5-Year Estimates - DP05, B01001, and B15001

Unemployment Rate, Jan 2010 to Mar 2020



Help Wanted OnLine Job Postings			
Marc 2020	Marc 2019	Volume Change	Percent Change
123,494	105,177	18,317	17.4%

Source: Burning Glass Technologies Help Wanted OnLine ™

U.S. Veterans		Median Income	
Total	Unemployment Rate	Veteran	Non-Veteran
782,682	5.1%	$37,171	$30,131

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

Income Measures			
Per Capita	Total Personal	Median Household	Median Family
$56,225	$720,073,441	$59,445	$75,477

Note: Total Personal Income is displayed in thousands.
Note: Median Incomes are in 2018 adjusted dollars.
Source: Personal Incomes - Bureau of Economic Analysis (BEA) - 2018
Source: Median Incomes - U.S. Census 2014-2018 (Tables: B19013 & B19113)

Top 25 Employers by Employment in Q3 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
United Parcel Service Inc
School District of Philadelphia
UPMC Presbyterian Shadyside
PNC Bank NA
University of Pittsburgh
The Children's Hospital of Philadelphia
Comcast Cablevision Corp (PA)
Lowe's Home Centers LLC
Amazon.com Services Inc
Weis Markets Inc
Giant Eagle Inc
PA State System of Higher Education
Home Depot USA Inc
Target Corporation
Vanguard Group Inc
Merck Sharp & Dohme Corporation
Saint Luke's Hospital
Western Penn Allegheny Health

Source: Quarterly Census of Employment and Wages

Unemployment Compensation (UC) by Pre-UC Industry	Apr 2019 to Mar 2020		Mar 2020 Initial (IC) and Continued (CC) UC Claims			
	Exhaustees	Percent	IC Total	IC Percent	CC Total	CC Percent
Natural Resources & Mining	920	1.1%	3,035	0.6%	16,821	1.9%
Construction	10,710	13.2%	52,230	9.6%	173,948	19.7%
Manufacturing	9,820	12.1%	42,772	7.9%	83,042	9.4%
Trade, Transportation & Utilities	15,570	19.2%	55,201	10.1%	142,392	16.2%
Information	1,330	1.6%	2,273	0.4%	7,430	0.8%
Financial Activities	4,570	5.6%	6,175	1.1%	23,352	2.6%
Professional & Business Services	14,530	17.9%	30,180	5.5%	126,812	14.4%
Education & Health Services	13,290	16.4%	32,450	6.0%	103,933	11.8%
Leisure & Hospitality	5,660	7.0%	39,841	7.3%	133,565	15.1%
Other Services	2,200	2.7%	8,595	1.6%	33,279	3.8%
Government	690	0.9%	1,856	0.3%	8,403	1.0%
Info Not Available	1,710	2.1%	1,367	0.3%	3,057	0.3%
Total	81,000	100%	544,507	100%	881,651	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.

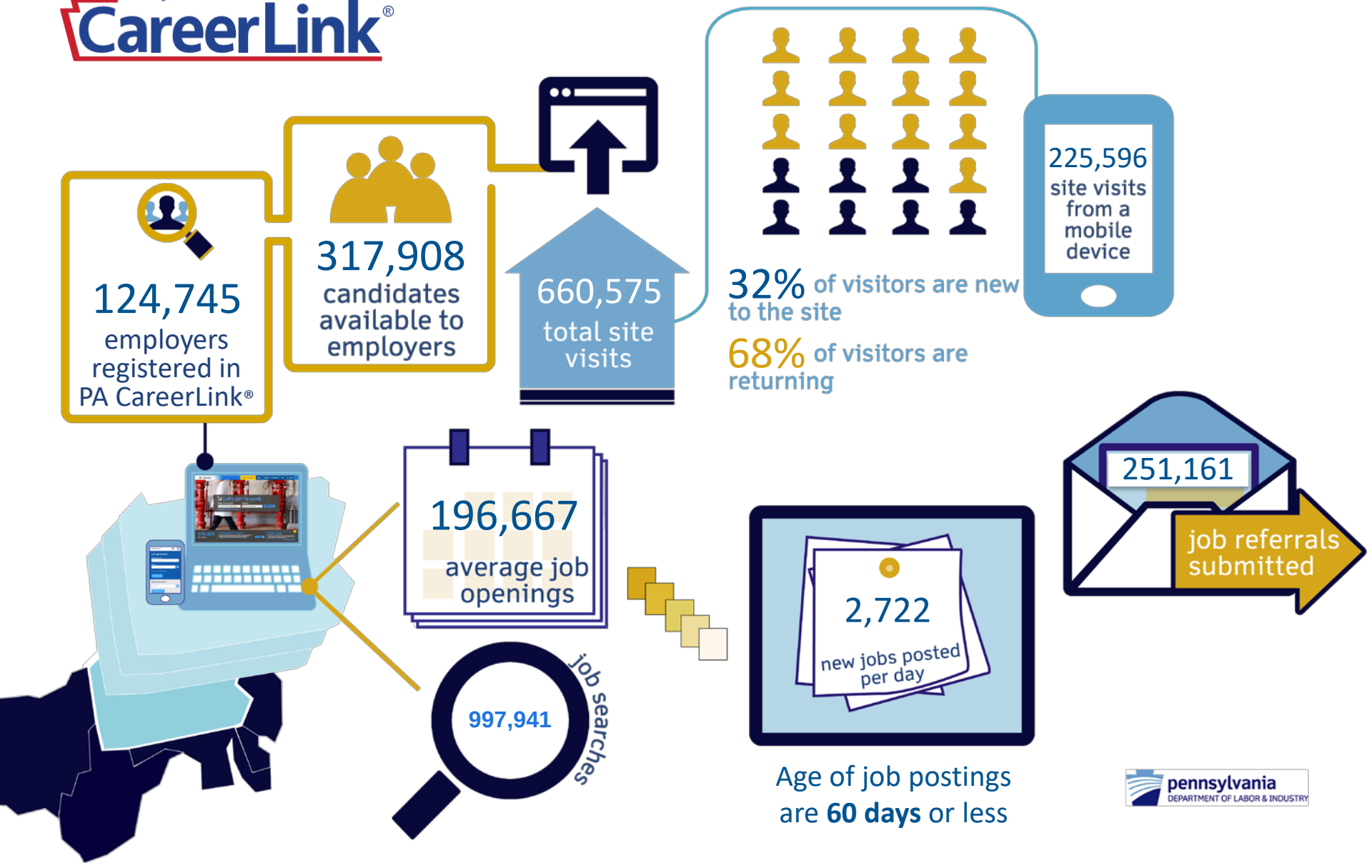
Source: Pennsylvania Unemployment Compensation System

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.

Pennsylvania CareerLink®



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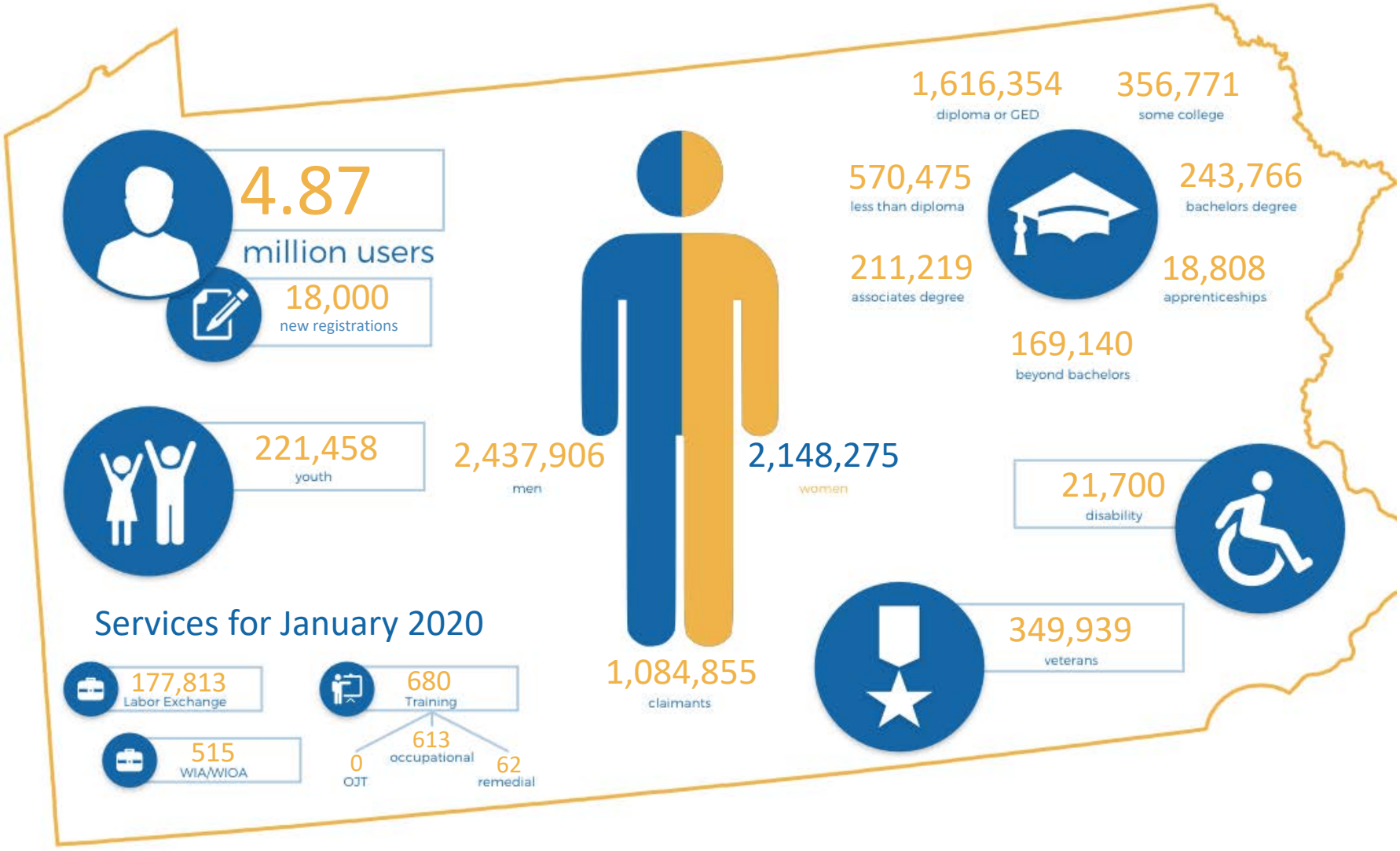
January 1, 2020 – January 31, 2020

Commonwealth Workforce Development System

CWDS/PA CareerLink® User Demographics & Services

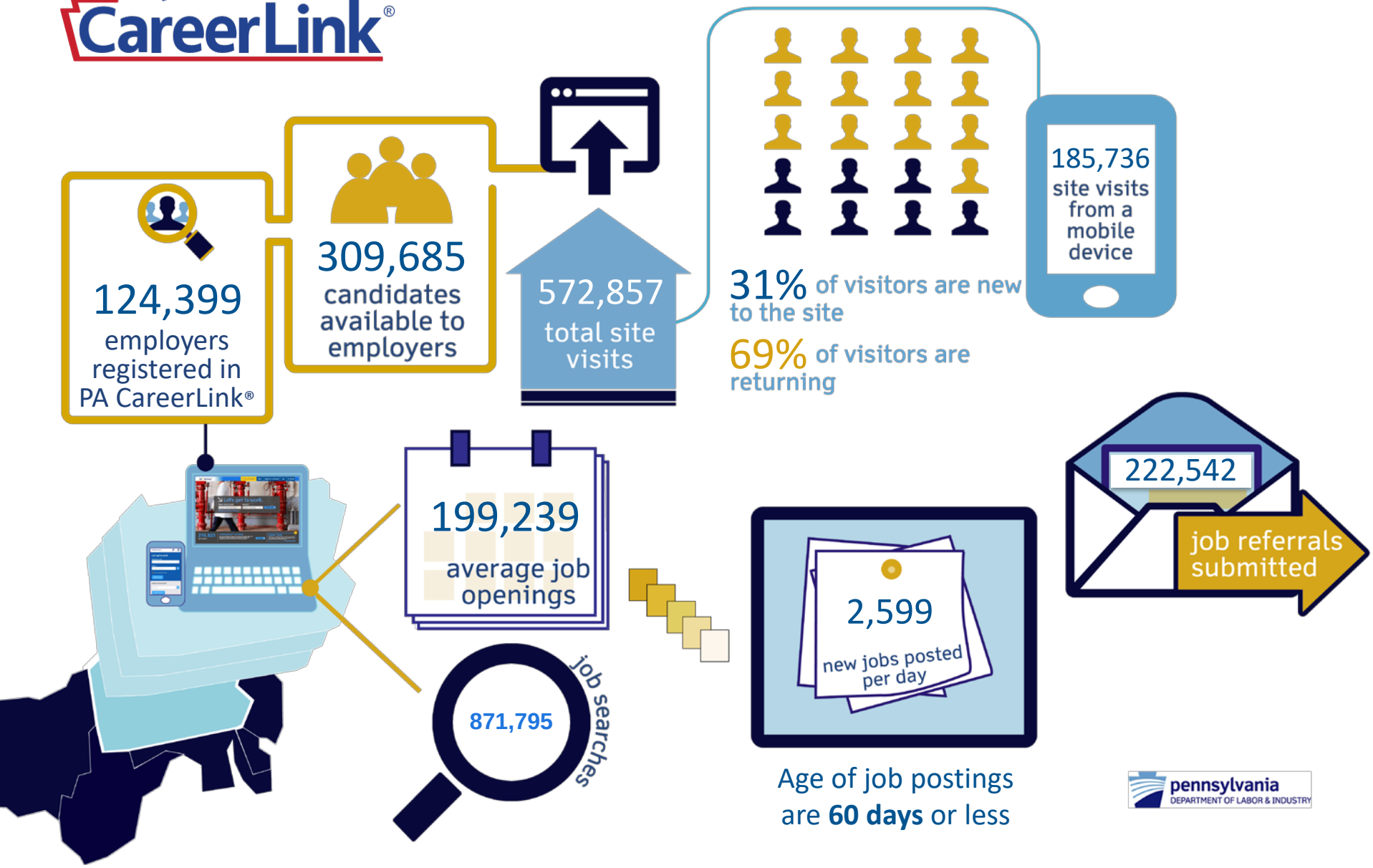


Infographic Description

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

Pennsylvania CareerLink®



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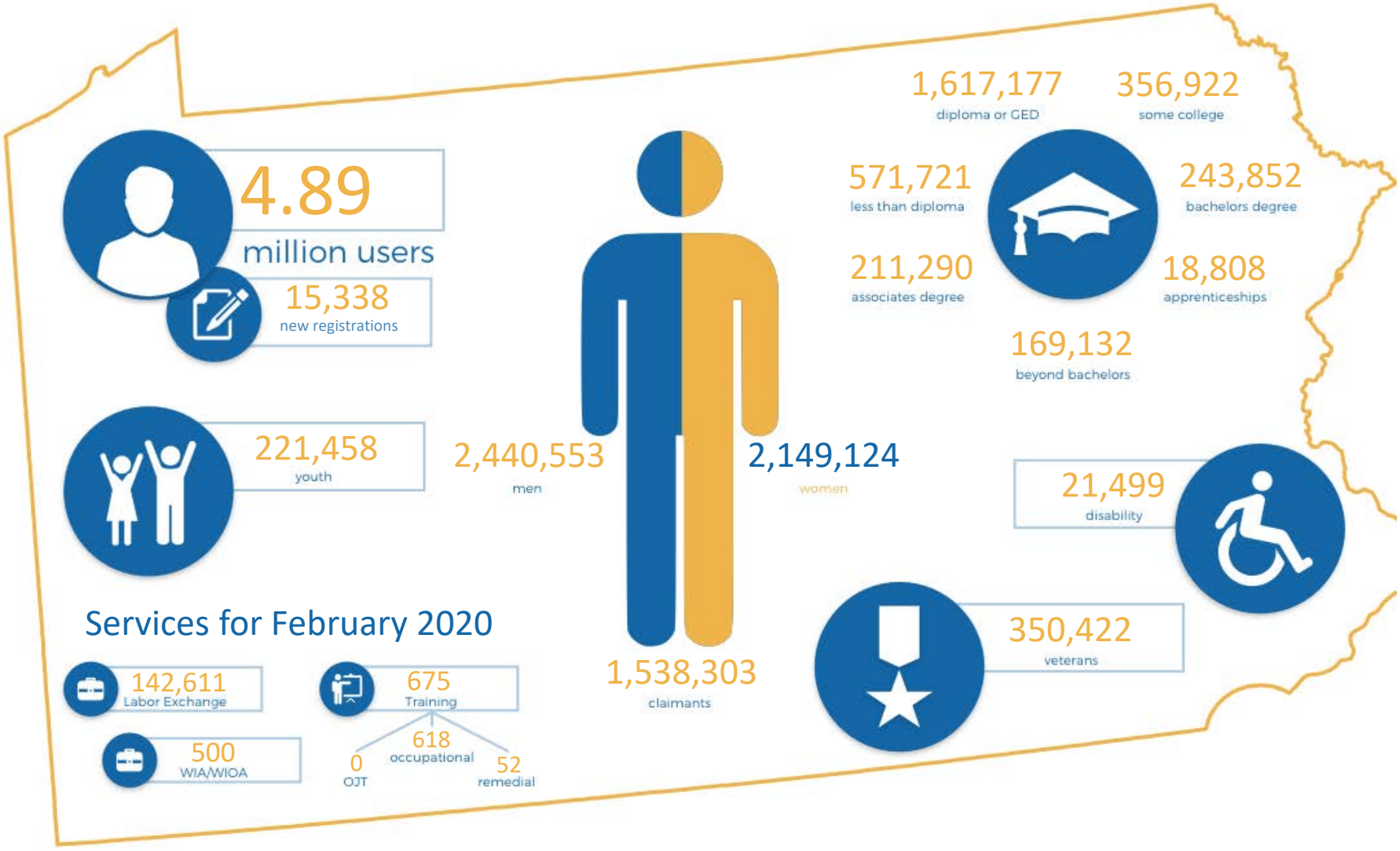
February 1, 2020 – February 29, 2020

Commonwealth Workforce Development System

CWDS/PA CareerLink® User Demographics & Services



Pennsylvania CareerLink®

124,399 employers registered in PA CareerLink®

309,685 candidates available to employers

1,183,441 total site visits

453,833 site visits from a mobile device

57% of visitors are new to the site

43% of visitors are returning

199,239 average job openings

729,577 job searches

2,144 new jobs posted per day

Age of job postings are **60 days** or less

173,632 job referrals submitted

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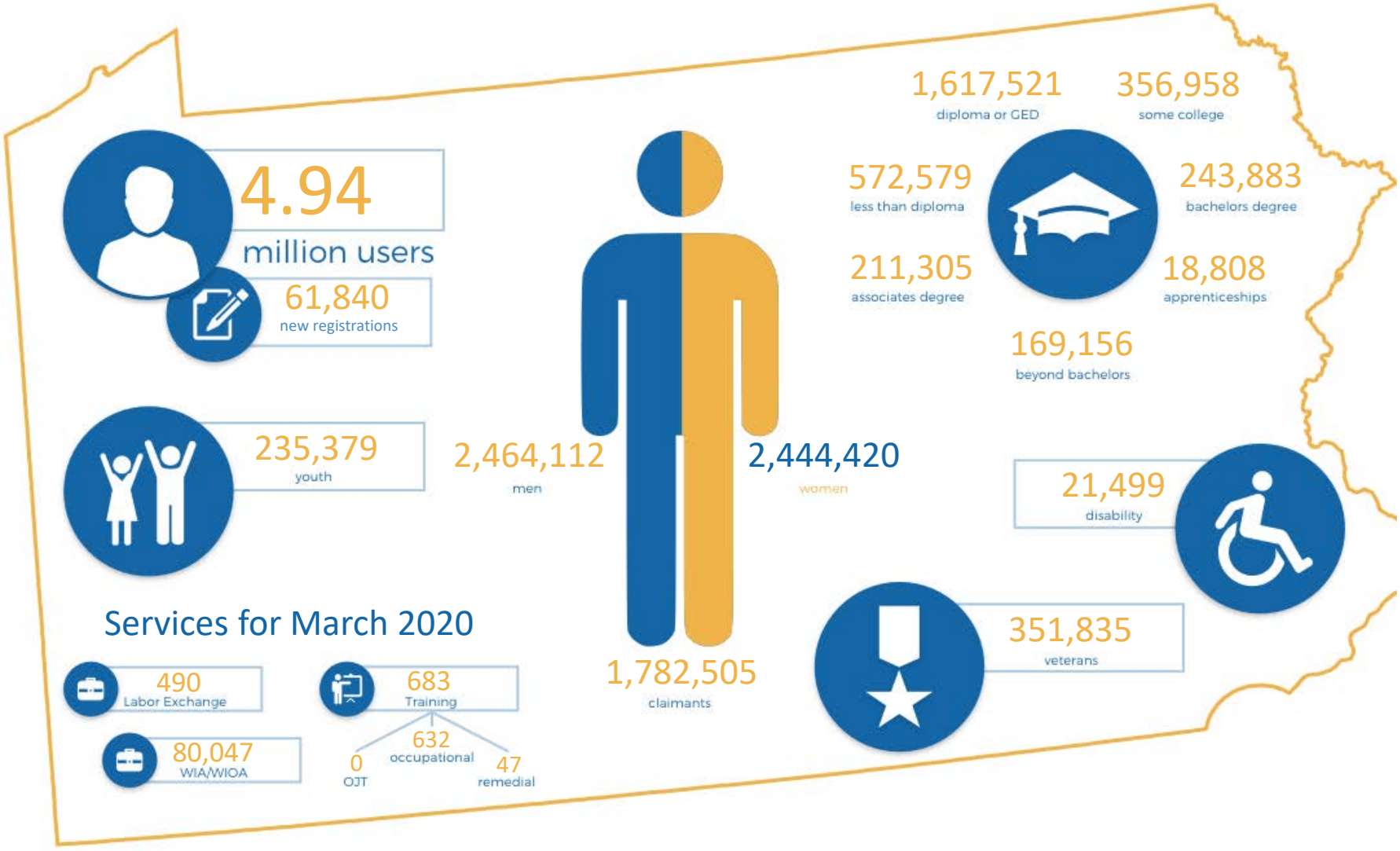
March 1, 2020 – March 31, 2020

Commonwealth Workforce Development System

CWDS/PA CareerLink® User Demographics & Services