



# Quarterly Meeting Briefing Book

November 9, 2021  
10:00 AM to 2:00 PM

**Tom Wolf**  
Governor

**Jeff Brown**  
Chair



**Quarterly Meeting Briefing Book**  
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**Quarterly Meeting**  
Tuesday, November 9, 2021  
10:00 AM to 2:00 PM  
Zoom

**Agenda**

- 10:00 AM Welcome, Introductions, and Roll Call, Chair Jeff Brown
- 10:05 AM Governor Tom Wolf – Opening Remarks
- 10:20 AM Chair’s Updates, Jeff Brown
- Approve August 11, 2021, Quarterly Meeting Minutes – **VOTE**
- 10:25 AM Future of Workers 5-Year Strategy for the Commonwealth of Pennsylvania
- Presentation – Anne Gemmell, The Future Works Alliance PHL
- 10:50 AM PA WDB Agency Updates
- Governor’s Office
  - Labor & Industry
  - Office of Vocational Rehabilitation
  - Human Services
  - Aging
  - Community and Economic Development
  - Corrections
  - Agriculture
  - Education
- 11:30 AM Life Ready Graduate
- Presentation – Dr. Brian M. Troop, Ed.D., Superintendent Ephrata Area School District
- 11:50 AM **10-Minute Break**
- 12:00 PM PA WDB Committee Updates
- Industry Partnership and Employer Engagement, Chair John “Ski” Sygielski
  - Career Pathways and Apprenticeship, Chair Richard Bloomingdale
  - One-Stop Service Delivery System, Chair Sarah Hollister
  - Youth, Chair Chekemma J. Fulmore-Townsend
  - Healthcare Workforce Ad Hoc, Chair Matt Yarnell
    - Recommendation: Crisis Shortage of Professional Care Workers - **VOTE**
  - Reentry Ad Hoc, Chair Jeff Brown
    - Recommendation: Pardon Review Process – **VOTE**
  - Continuous Improvement, Chair Brian Funkhouser
    - Recommendation: Bylaws Update - **VOTE**

- 12:50 PM      Pennsylvania Workforce System Performance
- Presentation – Eliza Arentz, Performance Manager, Center for Workforce Information & Analysis
- 1:10 PM      SkillUp™ PA/Metrix Online Learning
- Presentation – Ryan Hyde, Deputy Director, Workforce Development Administration
- 1:30 PM      Workforce Innovation and Opportunity Act Combined State Plan Modification
- Presentation & Discussion – James Martini, Executive Director, Pennsylvania Workforce Development Board
  - Recommendation to move WIOA Combined State Plan Modification to Public Comment Period - **VOTE**
- 2:00 PM      Adjourn – **VOTE**

**Next Meeting:** February 9, 2022 – 10AM to 2PM

#### **2022 Meeting Dates**

Wednesday, February 9<sup>th</sup>  
Tuesday, May 3<sup>rd</sup>  
Wednesday, August 3<sup>rd</sup>  
Tuesday, November 15<sup>th</sup>

## PA WDB Quarterly Board Meeting

Wednesday August 11, 2021

10:00AM to 2:00PM

Zoom

### Meeting Minutes

#### Attendance

##### Members:

- Chair Jeff Brown
- Idayat Adewunmi
- Shannon Austin
- Senator Camera Bartolotta
- Tim Bean
- Secretary Jennifer Berrier
- Richard Bloomingdale
- Julene Champion
- Representative Morgan Cephas
- Jessica Eberley
- Chekemba Fulmore-Townsend
- Brian Funkhouser
- Nick Gilson
- Commissioner Robert J. Harvie, Jr.
- Sarah Hollister
- Gerardo Interiano
- Timothy James
- Marguerite Kline
- Representative Ryan Mackenzie
- Henry Nicholas
- Jodi Pace
- Commissioner Michael Pipe
- Tom Redden
- Gregg Riefenstahl
- Representative Melissa Shusterman
- Frank Sirianni
- Jessica Trybus
- Laura Wand
- Deputy Secretary Tara Williams for Governor Tom Wolf
- Deputy Secretary Carol Kilko for Secretary Dennis Davin
- Tim Griffin for Bob McAuliffe
- Erin Donohoe for Secretary Noe Ortega
- Eryn Spangler for Secretary Russell Redding
- Carl Feldman for Acting Secretary Meg Snead
- David Miles for Secretary Robert Torres
- Amy Schwenk for Secretary John Wetzel

##### Presenters:

- Ed Legge, Center for Workforce Information and Analysis
- Deputy Secretary Tara Williams, Governor's Office
- Acting Secretary Berrier, PA Department of Labor and Industry
- Deputy Secretary Shelia Ireland, PA Department of Labor and Industry
- Executive Director Shannon Austin, Office of Vocational Rehabilitation
- Dave Miles, PA Department of Aging
- Deputy Secretary Carol Kilko, PA Department of Community and Economic Development
- Amy Schwenk, PA Department of Corrections
- Erin Donohoe, PA Department of Education
- Eryn Spangler, PA Department of Agriculture
- Carl Feldman, PA Department of Human Services
- Kelly Kundratic, Team Pennsylvania
- James Martini, Industry Partnership and Employer Engagement Committee, Career Pathways and Apprenticeship Committee, Healthcare Workforce Ad Hoc Committee, WIOA Combined State Plan Modification
- Brian Funkhouser, Continuous Improvement Committee

- Sarah Hollister, One-Stop Service Delivery System Committee
- Jeffrey Abramowitz, Reentry Ad Hoc Committee
- Chekemma Fulmore-Townsend, Youth Committee

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

### **Welcome and Introductions**

Chair Jeff Brown welcomed everyone to the meeting.

### **Chair's Updates**

Chair Brown said he was seeking a motion to approve the May 4, 2021 quarterly board meeting minutes.

**MOTION:** Chekemma Fulmore-Townsend made the motion. Senator Camera Bartolotta seconded the motion. The motion passed unanimously.

Chair Brown the congratulated Secretary Jennifer Berrier and Secretary Noe Ortega as they were both confirmed as secretary of their respective departments. Chair Brown then introduced Ed Legge of the Center of Workforce and Analysis to give a presentation on gauging the pandemic impact.

Ed Legge thanked the Board for giving him the opportunity to talk to the Board today and give a high level look at how the pandemic has impacted the labor market in Pennsylvania. He said that he would show information showing where they were as far as the economy and labor market. He would also illustrate some data that show how the effects of the pandemic on the labor market and talk about tools that they developed to aid in the effort. He noted that the Center of Workforce Information and Analysis was part of the workforce development deputation at the Department of Labor and Industry. Their major role is to collect, compile, and produce estimates on Pennsylvania's labor market as it relates to the jobs in Pennsylvania, the labor force, the employed and unemployed. They do that by looking at data by various industries and occupations. Each state in the nation has an organization like CWIA. They are funded by the federal Bureau of Labor Statistics based on the same methodology so the information is comparable across states and the information can roll up into national labor market statistics. Most of the data that they produce comes from employer surveys. He said they rely on the data from business surveys to produce quality and accurate information. It is critical that they have high response rates from employers so they can get down to the lowest level possible from a geographic perspective. They also use data from administrative records from the unemployment compensation system. In addition to recent data on the labor market, they also calculate performance metrics for the workforce system to gauge how effective the workforce system is in preparing people for jobs and getting them placed in employment. They also do all of the federally mandated reporting for the unemployment compensation system. They do various analyses on what is impacting the unemployment compensation system from a benefit perspective and tax perspective.

Mr. Legge said they have done a lot of customized data over the past year and a half. There are many questions regarding the impact of the pandemic that are still unanswered though. While there is anecdotal information and a lot of special studies done by various groups, there is a lot of gray area. A big question on the minds of everyone is why there are so many unfilled jobs and why are there so many people unemployed. He said there are a lot of factors being tossed around, questioning why people are not coming back to work. What is the impact of the prolonged unemployment compensation period? What is the impact of the extra \$300 being added to the weekly unemployment compensation checks? What is the impact of adding back work search requirements? They are continuing to research ways to

potentially provide some answers to some of those questions. He then remarked that they developed three dashboards over the last year and a half. They are mainly to meet the demand of customized requests that they are being asked. One of the reasons they went that route is to gauge the economy and mainly account of jobs and look at the labor force of employed and unemployed. The data was insufficient during the time of the pandemic mainly because the most detailed data set that they have that shows jobs by industry is lagged by about six or seven months. Compiling the data takes upwards of six months to get a clear picture of what the jobs are doing across Pennsylvania. While they do produce a monthly jobs report to show the impact of increased and decreased jobs in Pennsylvania, the data is based on a survey. It does not provide the industry detail or the sub-region detail. They also do produce monthly estimates on the labor force, the employed and unemployed. That only has a one month lag. A lot of people look at the unemployment rate as a major gauge of what is happening in the labor market. The demographic information is not available a reliable level to provide a good look at what is or was happening during the pandemic. Because of that they had to rely on the unemployment compensation claims data. The data is real time and it updated weekly to give them a look at what industries are impacted, where the most claims are filed, and what individuals are filing them. They have them in various demographics such as race, gender, and age. He said they have been inundated with requests for the information from all walks of government, the general public, and the press. They developed the dashboard so people could get a better understanding of the data without having to contact them directly. Another real-time data set they have is the online job postings. It gives them a look at the jobs that are being posted online and it gives the public a look by industry, occupation, and by employer. It is another real-time look at what is happening in the labor market. Some of the limitations of the job postings are that not all employers and industries use online job postings so it is an incomplete picture. It relies on the vendor to accurately align the jobs postings to industries and occupations. They always let people know that this is a good indicator of age, looking and trending over time, makes it very helpful. The second dashboard is showing Pennsylvania's economic portrait. That came a little later when they had some data on jobs that painted a good look at what is happening.

Mr. Legge then showed the Board the pre-pandemic data compared to the most recent data in June 2021. Just looking at jobs, pre-pandemic they were at 6.1 million jobs and they were currently at 5.7 million jobs. While they were slowing moving back to pre-pandemic levels, they still had a way to go. He said they actually reached a low of 4.96 million jobs back in April 2020. The labor market has improved as far as job counts go. Claims are currently at a level of 765,000. Obviously up from the pre-pandemic levels but the peak week of claims was 1.3 million. The unemployment rate of 6.9% is nothing to brag about. During the height of the pandemic the unemployment rate was 16.2%. Wages have also increased over this time period. That is in part due to the fact that employers are raising wages but also, most of those affected by the pandemic were lower wage jobs. This could be an artificial inflation of arrays in average weekly wage. They are not 100% sure what is driving the wage increase but they are sure there are multiple factors involved. Online jobs postings are starting to increase as well. He noted that the Pennsylvania profile included also added more detail to some of the items. The do that for the state and each county and workforce development area. They are updated monthly.

Mr. Legge then remarked that while there were declines in the restaurant industry and other leisure and hospitality industries, there were actually industries that benefited from the pandemic. Those industries deal in e-commerce, delivery of goods and services, and obviously grocery stores. He commented that during of the peak of the pandemic, the industries that have the highest concentration of claims were trade, transportation, and utilities, education, health services, and leisure and hospitality. Hospitality made up the bulk of the claims. He noted that leisure and hospitality fell out of the top three and as of July, the percentage of total claims has fallen below 10% . He then gave more details about each industry.

He noted that the unemployment compensation dashboard gives accounts of those people that have exhausted their benefits. From the workforce development perspective, it can help them target those that are most in need of services. They also look at exhaustees. They look at the statistics by gender, by industry, as well as race and ethnicity. The data is available for the state, each county, and each workforce development area. There is a wealth of information within that dashboard to get an idea of those people that are impacted and collecting unemployment ready to exhaust. Mr. Legge then went over their capability to produce maps or data and their capability to project an impact on various scenarios. He estimated that 46,000 jobs were either created or saved from the \$300 a week added to unemployment claims. \$4 billion of that was pumped back into the economy of Pennsylvania. Another tool that they have is to do some scenarios or impact analysis on potential economic scenarios.

Chair Brown then asked Mr. Legge if there was any way to understand how many people are discouraged from working because of the \$300. He asked if they had any estimates on the workers that it would put back in the workforce. Mr. Legge said he did not. He said that he saw studies that support the fact that the extra \$300 was keeping people from going back to the workforce but he also saw studies that said it had absolutely no impact and that it is not a driving force on whether or not people go back to the workforce. He said that he thought there were some different reasons that people were not returning. Chair Brown then asked how many workers in Pennsylvania will have exhausted their benefits by September or the end of the year. Mr. Legge said he did not have that answer readily available but that he could get it. He said that he thought a number of individuals exhausting benefits was not huge at the time but it was going to be huge at some point if there was no longer any extension.

Tim Bean then asked if they anticipated any type of requirement for those unemployed going forward to go back to where they have to go out and seek employment. He also asked if there was data on the reasons of why people were not going back to work. Mr. Legge said they did not have anything like that but they have studies going on to find out why people were not going back to work. He also said that he believed the work search requirements were back in place. Claimants were required to search for work if they are collecting unemployment benefits.

Senator Bartolotta then said that the work search requirement is back. She asked Mr. Legge if they had data from other states where they refused to extend the federal subsidy and what their unemployment rate looks like compared with Pennsylvania's unemployment rate. Mr. Legge said he did not have that information with him but he was sure they could research that information. Senator Bartolotta said that she knows at least 17 states discontinued the subsidy and a lot of those folks were going back to work. She noted that she was hearing from constituents that have businesses that they were grateful that they survived the pandemic but now their staff is getting burnout and people are staying at home so they can get the subsidy. Chair Brown said he was hearing that from businesses that they were not getting the application flow. He asked what seems to be the friction for workers going back to work. Senator Bartolotta said it seems to be a ripple effect. Mr. Legge said they have seen studies on that. It seems the \$300 and people still being tentative about going back to work because of the virus. He said there is no empirical data on it but with all the stimulus money and the extra benefits, he thinks a lot of people have paid off debt and there may be families where they do not need a second income anymore. He said he thinks there are so many factors driving it that they do not know if they will be able to nail it down to specifics. Senator Bartolotta said she was curious about the comparison. Mr. Legge said that they would look at the 17 states and compare the labor market and unemployment situation.

Representative Melissa Schusterman made a comment that daycare is not fully up. People are still waiting on some resources to get back into the job market or they are looking at a complete change of women

leaving the workforce and not willing to go back . Chair Brown asked if Mr. Legge had anything else to add. Mr. Legge said that it falls in line with the comments he had made earlier. He said that people still have childcare issues and another big issue is going to be what happens when schools starts in September. He thinks that a lot of people may be holding out and not making definite plans to go back to work until they find out whether or not their kids will be in school full-time, learning from home, or doing a hybrid schedule.

Chair Brown thanked Mr. Legge for his presentation. He asked that any follow-up be sent to the Board and that they appreciated the presentation.

### **Governor's Office Updates**

Tara Williams than shared that in addition to the good news about Secretary Ortega and Secretary Berrier, Secretary Allison Jones recently had her baby and everyone is doing well. She is on parental leave and in the meantime, Erin Smith has stepped into the Policy Secretary role. She then introduced Eric Haggerty who is the Deputy Chief of Staff in the Governor's Office. He has oversight over the Department of Education and several other agencies related to infrastructure. His portfolio now includes the Department of Labor and Industry. She also said that after listening to Ed Legge's presentation that she echoes everything that was said. They are hearing a lot of the concerns of the various reasons why people might not be coming back to work the same way. She wanted to thank the board members who have been participating in the future work project. She thinks the work will help them understand the shared priorities. They are seeing shifts in the workforce now so the project is incredibly timely. They are now in step three of the project. She then highlighted a few relevant points focusing on the new and historic investment in education from the budget. \$460 million which included \$30 million for early childhood education with a focus on supporting access to quality education for low-income families. They also saw \$200 million added to the fair funding formula for K-12 schools. This means an increase in the amount of funds that are more equitably distributed across the state. This is accompanied by a new investment called Level Up which is \$100 million that goes to the 100 most underfunded school districts to keep working toward the goal of all schools having the resources they need. In addition to the state investment, \$350 million in federal relief funding was allocated to support school entities in addressing things like learning loss and addressing social, emotional, and mental health of students. That should be helpful in schools returning this fall. The last part is that \$50 million was allocated as an investment to the PA State System of Higher Education to support the PASSHE system redesign. In July the PASSHE Board did vote to move forward with the plan. She then noted that the Senate passed a bipartisan infrastructure support bill which was going to the house for consideration. It includes record investments in roads, highways, bridges, transit, energy, and broadband. Much of the funding is formula based but there will also be some that will be competitive. They also passed a budget resolution to craft a budget reconciliation in the big items included which are universal Pre-K, Medicare expansion, free community college, and climate investments. She then noted that at the afternoon session of the State Plan modification that it would be a great time to hear Board member's questions and thoughts on any changes to the plan for the next two years.

### **Agency Report- Department of Labor and Industry**

Secretary Berrier noted that the summer was extremely busy for the Department of Labor and Industry. They decommissioned the old unemployment compensation legacy system in the beginning of June and debuted the modernized benefits systems. As they had anticipated, there were some glitches that occurred with the rollout, However, they were able to resolve them fairly quickly and she was happy to report that after nearly two months, they ironed out the system glitches and are focusing on system enhancements. During the past two months, they put out nearly \$2 billion in UC benefits to individuals on

traditional UC and the Pandemic Emergency Unemployment Compensation. Another major thing that occurred over the summer was an unanticipated large-scale fraud attack on the modernized benefits system. This has been a national issue. There were some fraudulent claims paid out and it gained a lot of attention. Notices were provided to individuals whose identities were stolen and also notice is being provided to employers. The fraudulent filings caused a lot of panic which is completely understandable. They are continuing to work with individuals and employers who have been the victim of identity theft along with the Treasury Department, the FBI, the Attorney General's Office, and also local law enforcement. As a result of the fraud, they worked with their vendor to implement identity verification for all initial claims filed that are filed through the modernized system. That went into effect on July 15. After the implementation, they had an 80% decrease in initial claim filings. A week after they committed to that, they also implemented identity verification for all continuing claims for the initial filings made after March 1, 2021 to ensure that they captured any fraud that may have slipped through their system measures. As a result, they still continue to experience a high volume of calls as they continue to investigate and appropriately manage the fraudulent claims. At the beginning of July, individuals were expected to begin engaging in work search activities. They are receiving reports from employers for refusal of work and are conducting investigations as a result of those. They were also preparing for the expiration of the federal unemployment pandemic benefits. They were anticipating approximately 560,000 individuals will reach a benefits cliff on September 4. The department was actively engaging the individuals anticipating outreach services so they know about PA CareerLink® services or other services offered by sister agencies.

Deputy Secretary Shelia Ireland then noted that in the briefing book, there was a fairly lengthy report on what they have been doing over the last quarter so she focused on the five specific strategic priorities that they were focused on. They are: expanding digital access, literacy and equity; leveraging the power of institutions of higher education; focusing on the apprenticeship as their flagship vehicle for reskilling and upskilling Pennsylvanians; upgrading the capacity of PA CareerLink®; and providing the tools for stakeholders, jobseekers, and employers to navigate the emerging labor market. On expanding digital access, literacy, and equity, they awarded 32 grants across the state for a total of \$1.33 million to bring in PC computing labs specifically focused on digital deserts across the state. That is in conjunction with community-based organizations as they try to figure out the new labor market, and how do they bring access, literacy, and equity into the digital space and connect them specifically to workforce development. Labs will be up and running so what they are envision is the 62 PA CareerLink® team up with the 32 public computing centers. They are also in talks with libraires to expand their digital footprint in ways that jobseekers and employers can utilize so they can effectively connect. Secondly, they finished the first phase of their project on digital literacy. They want to make an assessment of the customer base to see literacy levels to effectively connect to the virtual service that they put into place to see if staff internally can leverage those spaces as well. She said that they should keep in mind that the digital divide is still real. They are also leveraging the power of their institutes of higher education. They have awarded \$8.2 million in their near completers grant. The grant is focused on developing effective strategies to connect students and adults who are within one semester of completing a degree or certificate. The goal is to find ways to connect people to the skills that they need for opportunities that pay family sustaining wages of \$15 an hour or higher. They are also leveraging their workforce staff and are training them to utilize financial aid forms. It helps them broaden the footprint of what they are able to do. They are also focusing on apprenticeship as their flagship model. The School to Work grant was released and \$2.8 million went to 12 grantees across the Commonwealth. They will use the funds to develop partnership between schools, employers, organizations, and associations to create employment and training pathways. They would also soon see the release of \$12.5 million for the apprenticeship NGA. The specific offering will have a focus on diverse talent pipelines and underserved populations. They are trying to bring a broader footprint to

their apprenticeship network. They are also upgrading the capacity of both hard and soft skills within the PA CareerLink®. Their contract for the career advisor assessment has begun work. There are approximately 1,400 career advisors in the PA CareerLink® across the state. They are making sure that they will have the requisite skills to deal with the current level of trauma that the customers are exhibiting and they want to make sure that they have the tools they need to effectively connect them to work. The PA Rapid Hire portal for immediate placement of jobs was launched on April 16 and there has been an employer assistance forum added. It defines the services that business services teams provide. With that form they will be contacted by the local business service team within 48 hours and be engaged by the PA CareerLink® closest to them to give them the support they need. The last point is about providing tools for their stakeholders, job seekers, and employers to navigate the emerging labor market. They were pleased to announce that on August 14 the SkillUp PA platform will launch. It is a free opportunity for every job seeker in PA to connect to their virtual learning platform. They released the 2021 HPO list. The ATO has done great work on providing guides on pre-apprenticeship, registered apprenticeships, and toolkits to help people to navigate the system. That concluded Deputy Secretary Ireland's report.

#### **Agency Report- Office of Vocational Rehabilitation**

Executive Director Shannon Austin noted that they had closed the order of selection in July 2019 but they were pleased to announce the order of selection was reopened July 2021. The individuals that were on the waiting list are now being served and there is outreach by staff in order to get services throughout their various locations throughout the state. She noted that they still had the ability as an agency to put individuals into competitive integrated employment. They were able to place over 5680 individuals into employment throughout the state. They recently launched their diversity, equity, and inclusion employee resource groups throughout their agency. They currently have 134 students enrolled in training programs at the Hiram G. Andrews Center. They are also in the process of putting together a labor-management workgroup to establish and have discussions on updating things about certification, short-term training programs, and apprenticeships. They are also looking at ways to increase enrollment. In the fourth quarter of the last fiscal year from April to June, they were able to work with over 4005 students with disabilities to receive free employment transition services. They also have the ability to make referrals for the students to get work-based learning experience with employers. They also recently rolled out several provider agreements for programming within OVR. Some of it has to do with pre-employment transition services with the "My Work" initiative which is out of Pittsburgh and went to various locations throughout the state. They are also rolling out summer postsecondary experience. It allows students to get paid work experience. She then had updates with ODHH. They currently have an RFP out for a supportive employment provider for the deaf and blind. They are also heavily involved with several partnerships and statewide initiatives to ensure that walk-in vaccination clinics are accessible to the deaf and hard of hearing. This has allowed them to have interpreters on site.

#### **Agency Report- Department of Aging**

David Miles remarked that he did not have anything to report other than what was written in the update.

#### **Agency Report- Department of Community and Economic Development**

Deputy Secretary Carol Kilko noted about their WEDnet program. She said that the number one issue that they are hearing from the companies they work with is actually finding people for the jobs. In WEDnet, they do train incumbent workers to increase their skills so they are able to earn more money, move into better positions within the company and open up some entry-level positions in the company. WEDnet reported that they had a record year this past year. They were able to invest a higher percentage of all available training dollars that they had for them than they ever had before and the program was

operational for over 20 years. She noted that there are companies out there that are doing incumbent worker training and trying to move their employees up within their company.

#### **Agency Report- Department of Corrections**

Amy Schwenk commented that she appreciated the presentation from earlier and it really catches everything they have been experiencing with their population. She said they know some people are struggling not only the non-incarcerated population but the incarcerated population as well. She also appreciated the discussion surrounding females in the workforce and childcare issues. They are experiencing the same issues on their side, particularly with the female reentry population. They are just starting to reach out and gather some additional data surrounding the specifics around what some of their female reentrants are experiencing on the street. Their challenges are sometimes different. They were going to start working with the First Lady on some of those challenges. She then remarked that every quarter she touted their workforce development specialist, Dorenda Hamarlund, who continues to provide updates and pound the pavement with employers on the benefits of hiring reentrants and the skills they possess. During the pandemic, they were restricted in terms of vocational and education abilities. They continued those programs in different settings. She was happy to report that as of the meeting, all of their SCI's are officially demobilized. One of the big things that happened for them that quarter was that they were able to do a virtual reentry fair. It was a big success for them. They had about 3100 inmates participating across all 24 of their SCI's. They had about 60 employers, community partners, and Commonwealth agencies that were able to share their services and employment opportunities. They also opened and reactivated all of their reentry service offices within the SCI's which help the population connect to employers on the outside as well as receive all the documentation needed to connect to employment. They continue to partner with PennDOT successfully to get IDs to their inmates upon release if not shortly thereafter. She noted that the employment rate in the parolee population has continued to stabilize.

#### **Agency Report- Department of Education**

Erin Donohoe then presented on behalf of PDE. She noted that adult education has provided an online on-demand education program for staff. They have been available since April and so far hundreds of workforce development staff had signed up and taken the first course in the series. The next course is in development. While the first course focuses on introduction to workforce development, the second is going to focus on the PA CareerLink® system, on case management, and supporting customer needs. They are free online course modules and the link to enroll is included in the briefing book. She noted that the Perkins grant is underway again. They were welcoming Erie County Community College to the community college community. She then wanted to provide some updates as they were working on getting more educators certified to teach computer science. Those updates are in the briefing book. There was also updates from the CareerReady PA coalition.

#### **Agency Report- Department of Agriculture**

Eryn Spangler noted that PDA and L&I were working together to gather stakeholder feedback about workforce needs within agriculture. They were working to analyze the data from various listening sessions and surveys to put together a final report. The initial findings show a desire and need for more training opportunities including a focus on apprenticeship. To address the interest in apprenticeship, the Department of Agriculture recently partnered with the Apprenticeship and Training Office in hosting an agricultural apprenticeship 101 training. It focused on what sponsoring apprenticeships entails and the training was well received. The next note is on the PA Commission for Agricultural Education Excellence. The Commission has begun a diversity, equity, and inclusion assessment of the state's agricultural education system. The commission is working with a contractor who has completed an initial audit and is

now moving onto focus groups, interviews, and surveys of stakeholders within the ag system. The results of the assessment will lead to a report and action plan to address DEI within agricultural education. Regarding H2A, temporary agricultural worker programs, the Farmworker Modernization Act is a bill to revise the programming that passed the House in March and was in the Senate. The Department is in support of the act as they believe it will address critical workforce shortages as well make important reforms to the H2A program that protects essential workers in agriculture.

#### **Agency Report- Department of Human Services**

Carl Feldman said they were very excited that Act 69 of 2021 will expand the mod program to individuals who are earning a greater amount of income that they earn over time. That will take some time for them to set up but the Act's effective date is December of 2021 so that is the timeframe they are shooting for to make the benefit available to recipients at a higher income threshold. DHS continues to work on its employment and training redesign and although they can say that they do anticipate having a procurement released in the fall of 2021. The American Rescue Plan of 2021 included a 10% increase in the federal match rate for home and community-based services. The funds available from that increase match would be available until 2022. DHS went through a process of seeking input on their initial spending plan. It has been partially approved by the Center for Medicare and Medicaid services and they were working with CMS to receive full approval of the items included. In addition to that, in the American Rescue Plan, there is also a substantial investment in the childcare workforce. They were intending to release grants for the childcare workforce in September of this year. There was \$1.2 billion received for low income working families. They will have more details on the use of those funds in the near future.

#### **Team PA Agricultural Report Presentation**

Kelly Kundratic began her presentation. She noted that Team Pennsylvania is a nonprofit nonpartisan organization founded in 1997. Their mission is to improve Pennsylvania's competitiveness and economic prosperity. They work that they engage in is for the benefit of the Commonwealth that embraces their core values of nonpartisanship, collaboration, entrepreneurial, and open and transparent. All of the work they do is around the core values. As a public-private partnership, they are cochaired by the governor, whoever it is at the time, and a private sector CEO. They are also governed by public sector leadership with representation from all four caucuses of the legislature as well as select Department secretaries. The remainder of the Board is made up of private sector leadership across a number of industries in Pennsylvania and different sectors and geographies across the state. They also realized they would have benefits from input from an agricultural advisory board. It is composed of CEOs that are representative of the diversity of agriculture, the geographies and all the different sectors and industries within the larger sector. That group is currently cochaired by Secretary Reading and Scott Sechler of Bell and Evans. It provides them with a pretty solid feedback loop between private sector and public sector leadership to really know what is going on and get a feel for what is going on in the industries. The first initial charge of the advisory board five years ago was to put together an economic impact report to better understand all of what was going on in agriculture. First up was defining what it is in the state and understanding the direct, indirect, and induced economic impact of that larger sector. The report was released in January 2018. There were six overarching recommendations. The recommendations were made for policy and industry leadership. One of which was investing in workforce and education. The challenge was if there was a workforce shortage due to aging agricultural workers, changing guestworker regulations, and the shift in the skills needed to support an increasingly automated industry that may hinder productivity in long-term growth in Pennsylvania agriculture. They also identified a number of appropriate strategies. They include supporting apprenticeship and work-based learning to close the skills gap, exploring the potential of a ex-offender program to alleviate workforce shortage issues. Explore loan forgiveness for some professions within the sector. Also, increasing agricultural education and STEM related courses to

prepare the state's workforce for increased automation and diversify the business of farming education to address changing taste and business models. They also want to better understand some of the changing and evolving factors over time between 2018 and current day. They also wanted to understand the impact of COVID 19 on the agricultural sector and also the impact of the Pennsylvania Farm Bill programs that were put into effect back in 2019. The economic impact report provided some solid data to be able to ground the Pennsylvania Farm Bill programs in understanding and addressing the biggest needs of agriculture. The Farm Bill that was signed initially in 2019 has resulted in over \$50 million over three years to support agriculture in the state. She then provided a couple of facts about Pennsylvania agriculture. It supports one in every 10 jobs in Pennsylvania and seven jobs per million dollar output. They did see an increase in direct jobs between the reports. In the process of developing the report, they conducted a series of roundtable and survey questions. One of the questions was prior to the COVID crisis, what were the most significant factors impacting the success of Pennsylvania agriculture. The number one response rate by 60% of the respondents was a labor supply. It was a concern prior to the COVID crisis and then was exacerbated by the COVID crisis. A few other responses were commodity prices, environmental regulations, lack of local processors, and labor quality. The report at the time found it really important to identify some of the recovery priorities. Some of those related directly to the workforce. At the time, access to vaccines for employees and adequate PPE was high on the list of the initial survey and the report process took place in late 2020, early 2021. There is also a concern around labor supply chain assistance to develop a pipeline of talent. Something else the report did was take a snapshot in time of strengths, weakness, opportunities, and threats to the agriculture sector. Pennsylvania ranks first in the country in number of young producers. 14% of all producers in Pennsylvania are age 35 and younger. The definition comes from USDA but Pennsylvania ranks first in the country for holding that. Just to put that in perspective, Lancaster County leads in that area with more than 2400 younger producers and a county in Indiana ranks which ranks second nationally has less than half that number. She then remarked that COVID only accentuated how difficult it is to attract and re-train employees in agriculture, workforce skill and supply issues, income limitation, and safety concerns. All of those make it difficult to attract and retain employees over the long-term. When they look at opportunities, the report mentions that with a shift in administration nationally, it talks a little bit about potential for new trade and immigration policies. They are still in the midst of seeing what that may look like. The growth of apprenticeship programs which they are seeing at the state level has their focus shifting on that opportunity and also in agriculture interest and investment. It is something that the Pennsylvania Farm Bill put significant dollars towards and continues to. It is a growth opportunity for increasing access with interest and investment in the state.

Finally, she talked about threats to Pennsylvania's agriculture. A sustainable workforce requires need of advanced skills due to adoption of technology. Others are wage competition, national dialogue around anti-immigration sentiments which may be threatening the availability of farms to attract the workers they need. At the end of the report, they talk about policy moving forward. Agriculture is threatened by a challenge in our workforce similar to many other sectors. The report noted that workforce development must be a priority. Ms. Kundratic then asked if anyone had any questions.

Rick Bloomingdale asked if when she talks about agricultural workers, does it include food processing or just focus on farms. Ms. Kundratic replied that it does include food processing as well as forestry. It is pretty wide definition. Mr. Bloomingdale noted that they were having issues before the pandemic. Ms. Kundratic said that some of the impacts were seen when they released the report back in 2018. She noted that they have seen that some of the challenges have only grown because of the COVID pandemic and also some other related impacts.

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

Executive Director James Martini provided the Industry Partnership and Employer Engagement Committee report as Dr. Ski wasn't able to be in attendance. Mr. Martini noted that the committee was engaged around the industry partnership program in PA and also focused on how to get more employers utilizing the public workforce system in PA. In order to do that, they were bringing in roundtable discussions over the next several months to hear directly from employers about what they do like about the system, what they do not, and how the system can improve. The first of those sessions is agriculture but later in the year they will be hearing from healthcare. Several other key industries would be forthcoming.

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

Executive Director James Martini then provided the report for the Career Pathways and Apprenticeship Committee as Chair Rick Bloomingdale was on the call but unable to provide it due to travel. Mr. Martini noted that the committee was having robust discussions around their priorities. He highlighted the collaboration that the committee has with the Apprenticeship and Training Office (ATO). He noted that a lot of suggestions that came from the committee as well as research undertaken on behalf of the committee by the Keystone Research Center on career pathway development were incorporated into the grant. That notice of availability was going to be out in the forthcoming weeks. Frank Sirianni asked if they were going to be doing follow-up for success rates with the program as far as if people were actually going into the fields that they were apprenticed in. How many graduates does each program have in ratio to number of apprenticeships? Mr. Martini answered that they can do some research into the data and find out.

#### **Committee Update- Continuous Improvement**

Chair Brian Funkhouser said he did not have much to add to what was already in the briefing book but he wanted to thank CWIA for their presentation. He said that if there were any other topics related to economic and labor issues that the Board would like to know more about, the committee could engage in those topics and get the information. He then noted that they were moving forward with the pilot program for the common intake project and they anticipated a spring 2022 start date. Finally, he commented that there would be a presentation on workforce system performance at the November Board meeting.

Chair Brown asked if there was a progress report on possible enhancements to technology. Chair Funkhouser said that it is tabled but it is definitely on their plate. Mr. Martini noted that they were putting together a presentation on system enhancements for an upcoming meeting.

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

Executive Director James Martini presented as Chair Yarnell was not able to attend and his proxy Zach Zobrist was not able to join the call. Mr. Martini noted that the healthcare committee continues to be focused on the ongoing crisis around the shortage of direct care and caregiving workers in the Commonwealth. As noted in the briefing book, the pandemic has really exacerbated the crisis. If anyone would like to get further involved in the discussion, they should let Mr. Martini or Deputy Director Tracey Turner know.

#### **Committee Update- One-Stop Service Delivery System**

Chair Sarah Hollister provided the report for the committee. She noted that the committee has been focused on the implementation and updates regarding the career pathway of PA CareerLink® staff. They are also investigating some customer service metrics that are used in one-stops across the country. The National Governors' Association did some research on that for the committee.

### **Committee Update- Reentry Ad Hoc**

Co-chair Jeff Abramowitz noted that the ad hoc committee had been very busy over the last few months. They were continuing to meet on a regular basis in a joint effort with the Pennsylvania Reentry Council but still hadn't finalized their employer tip sheet. They were also working on an employee sheet that would be shared with participants that are coming back from incarceration or navigating the return of gainful employment. They were pushing employer roundtables again as they were successful before COVID. He also noted that at the last committee meeting they had talked about their priority list. Co-chair Abramowitz met with Secretary Flood from the Board of Pardons and they talked about suggestions that they could use in pushing expungement's forward. The recommendation is that they support the use of the PA Workforce Development Board landing page to promote the Reentry Employer Toolkit and hiring returning citizens. The landing page would be used as a tool to educate and simplify the process for employers to access and utilize government resources. In addition to the Federal Bonding and Work Opportunity Tax Program, the Reentry Employer Toolkit will provide other resources around services for returning citizens and employers withing with justice involved individuals. Resources would include but not limited to the Employer Tip Sheet, SHRM Getting Talen Back to Work, and PA CareerLink®. Co-chair Abramowitz said that it would essentially allow them to make resources available to thousands of employers in Pennsylvania that are looking to engage in hiring people with a criminal background to give them some guidance on the process and things they need to know.

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

**MOTION:** Senator Camera Bartolotta made the motion to approve the recommendation. Rick Bloomingdale seconded the motion. The motion passed unanimously.

The second area of focus for the committee has been exploring promising practices to equity in STEM education and exploring industry growth in the STEM space. They would like to look at ways in which they can promote more integration both on the education and workforce training side.

### **Committee Update- Youth**

Chair Chekemma Townsend then provided the report for the Youth Committee. She noted that the committee is continuing to explore the impact of COVID-19 on programmer dissipation and uncovering the barriers and promising practices across the Commonwealth to mitigate disconnection rates for young people. She then noted that the recommendation that the committee was proposing was a result of consulting with local experts, and understanding and reviewing what the change might mean for local workforce boards. She noted that it is important to expand the membership of local youth committees to increase diversity and though in terms of investment strategy. It is important to uplift the youth voice. They have formed a recommendation of five additional groups or categories of members that they think the local workforce boards to consider as members of their youth committees.

Chair Brown clarified that the Youth Committee was recommending to the local boards to add people with backgrounds in these areas to better inform decisions. Chair Townsend replied in the affirmative.

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

**MOTION:** Sarah Hollister made the motion to approve the recommendation. Representative Melissa Schusterman seconded the motion. The motion passed unanimously.

Chair Brown asked Mr. Martini if it was just a recommendation or if they could require the local boards to do it. Mr. Martini replied that all actions taken by the Board are recommendations. Any changes to state policy will go out for public comment.

### **Workforce Innovation and Opportunity Act Public Engagement**

Mr. Martini then reviewed the purpose of the PA WIOA Combined State Plan. He noted that there are three pieces that govern what the Workforce Development Board is and why it exists. There is the federal law called the Workforce Innovation Opportunity Act that was signed in 2014. There is the Pennsylvania

Workforce Development Act that was most recently amended in July 2012. However, there is a piece of pending legislation to update that Act and bring it into compliance with WIOA and it is sitting in the PA Senate. Governor Wolf also issued an executive order 2018-04 about the purpose, composition, and priority of the PA Workforce Development Board. He then remarked that the workforce development board is charged under the law to develop a combined state plan for all of the different workforce development activities that occur across several agencies and programs. They have to do that every four years. The current plan went live on July 1, 2020. Part of the law also requires them to modify the plan every two years. He noted that it was a good decision to put that in there as a lot of things have happened since the current plan took effect. The Governor is on the Board. He noted that both House and Senate members under Pennsylvania law are required to have majority and minority party members. The biggest thing about the workforce development Board is a majority of private business owners. They also require that 20% of the Board is made up of labor organizations, community based organizations, youth, and education. The rest of the Board is made up of state officials.

Mr. Martini then commented that Title I programs are for adults, Title II covers adult basic and family literacy programs, Title III is Wagner-Peyser services, and Title IV is vocational rehabilitation. PA decided to do the combined plan and recognized that there are many other people engaged in workforce development beyond those four core programs. Pennsylvania also included career and technical education programs authorized under the Perkins Act, Temporary Assistance for Needy Families, the Trade Adjustment Assistance Act, the Jobs for Veterans, the Senior Community Service Employment Program, Community Services Block Grant out of DCED, and Reintegration of Ex-Offenders. New to the combined state plan this year is the Supplemental Nutrition Assistance Program (SNAP) run by the PA Department of Human Services. He said that during the pandemic, there was a broad recognition that many of the customers of SNAP are also customers of the workforce development system. He then remarked that in Pennsylvania, they have outlined five broad goals. They are career pathways and apprenticeship, sector strategies and employer engagement, continuous improvement of the workforce development system, strengthening the one-stop service delivery system, and youth. In addition to five of the PA WDB committees that align with those goals, they also have five interagency workgroups focused on the five broad goals of the workforce system. He then expanded that career pathways is more expansive than just apprenticeship as they also speak a lot about assisting individuals with barriers that are preventing them from getting on a career pathway. Mr. Martini then noted for the sector strategies and employer engagement goal, they want to make sure that they are engagement employers and finding ways to support employer groups within targeted industries around the Commonwealth in ways that support their needs. He said that Youth is a critical charge of the plan. The earlier than they can engage with people, the less likely they are to potentially need their services down the road. He then commented on employability or soft skills and how important it is to build those. They have heard from the employer community that it is a space where investment is always helpful. He noted that continuous improvement is kind of the catchall for ways that they can make the workforce development system more responsive and provide better services to jobseekers, individuals looking to switch careers, and the employer community. Continuous improvement focuses on ways that they can look to always strive to be the best and make the necessary enhancements to the systems so they are staying ahead of the curve. Finally, he reviewed strengthening the one-stop system. There are 62 PA CareerLink® around the commonwealth. They want to make sure that people that come in for help in person or virtually; whether they are employers, workers, or jobseekers have their needs addressed. There are also three additional areas of focus within the State Plan. They are diversity, equity, inclusion, and access. There was recently an executive order from President Biden that spoke directly to DEIA issues. Access he saw as making sure that all of their locations are not only physically accessible but accessible to anybody that may want to take advantage of them, whether it be screen readers and supportive services. They were working very

closely with the Office of Vocational Rehabilitation and the Equal Employment Opportunity Office to make sure that they were doing their due diligence to make sure that everybody that wants their services can access them. The next focus was job quality and job opportunity. He said they want to provide people with the resources so they can go get a job and they don't have to go back for help. They also want to explore how to increase the usage of the public workforce development system. There are many workers that are paying for services when the PA CareerLink® in-person and online is free of charge and funded by public money. Mr. Martini then provided his contact information as well as Deputy Director Tracey Turner's. Mr. Martini commented that they had had another public session the previous Friday and they had a number of people provide them with good feedback. He noted that the entire draft of the Combined State Plan would be presented on and voted on by the PA WDB at the November meeting. It would then go out for public comment and the final plan will be voted on the Board after the public comment at the February meeting. After that it will be submitted to the federal government for their feedback.

Chair Brown commented that a lot of jobs were being sought after or placed through for-profit services that are similar to the state system. In the new plan, he asked about have they thought about how they might integrate what they have with the for-profit organizations so that they may have a wider platform. Mr. Martini clarified that he was asking about how they could potentially leverage collaboration with those organizations to engage them on their resources and take advantage of theirs. He said that he did not think that they had really talked about that but he could certainly bring it up with the interagency workgroup and see what they think.

Nancy Dischinat then remarked that she was interested in hearing on how Pennsylvania works to ensure that the workforce development system is promoting equity, diversity, and inclusion. She noted that the Lehigh Valley was inventorying their board and committees in terms of diversity and having strategies to ensure their board and committees have strategies to ensure that they have representation of the diverse populations. They also have strategies to include the workforce board's nondiscrimination policy on all of their request for proposals and require that those applying supply their policy with the proposals to make sure they are looking at equity. They are also participating in diversity, equity, inclusion, and access idea initiatives. They are also doing working to ensure that the entire community is looking at the issue as a whole. Mr. Martini said that Ms. Dischinat has always been a leader in being proactive about that work. He likes hearing about their collaboration with the chamber.

Mary [inaudible] then said that when they think of access in rural parts of Pennsylvania, they think of lack of childcare options, lack of transportation, and technology access whether it be having the proper equipment or simply knowing how to use it. They asked if Mr. Martini had any thoughts on that. Mr. Martini said that the Governor and the Governor's office was prioritizing broadband access around the Commonwealth. He noted that while some people were able to transition to virtual experience relatively seamlessly, a lot of people got left behind.

Nancy Dischinat then commented that they were working a lot with their planning commission. They were helping them gather, examine, and analyze inclusion, diversity, and access. Mr. Martini said that he would love to learn more about what they were doing. He said that he loves to hear the Lehigh Valley talking about data because they can make a lot of assumptions about where they are at but it is important to have the data.

Mr. Martini then strongly encouraged people to reach out to the PA WDB staff to talk about the State Plan if they would like to.

Nancy Dischinat commented that she would like to send some comments based off of the three questions that Mr. Martini had outlined in his presentation. She said they need to plan better outreach to every citizen in the state of Pennsylvania to let them know that they have workforce programs. She said a systematic system outreach program would be fantastic for everyone. Mr. Martini said it was a crucial point. The state is really good at being reactionary with people but going out and finding people is something they can improve on.

Chair Brown asked if there was any more business before the Board. Mr. Martini said there was not.

#### **Public Comments**

There were no further public comments than those in the PA WIOA Combined State Plan discussion.

Chair Brown sought a motion to adjourn.

**MOTION:** Representative Melissa Schusterman made the motion and Chekemma Fulmore-Townsend seconded it. The motion passed unanimously.



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

*Summary and Findings  
November 9, 2021*



# Agenda

## Agenda

- The Topic
- The Participants
- The Process & Data
- The Products
- Q & A



# The Topic and Guidance

## *Creating a 5-Year Future of Workers Strategy in PA*

*Utilized the Aspen Institute Future of Work Framework to*

### Develop and Amplify Solutions:

- Reimagine protections and benefits
- Both harness and mitigate the impacts of new technologies
- Leverage collective knowledge to inform education and training



# Excellent Participant Interest

<b>Business</b>	14
<b>Labor</b>	5
<b>Education</b>	7
<b>Manufacturing</b>	7
<b>Government</b>	12
<b>Workforce Dev</b>	14
<b>TOTAL</b>	<b>59</b>

**88** Invited to Interview

**58** gave unique insights about:

- Goals
- Unintended Consequences
- Barriers
- Assumptions

**59** Completed the Opinion Survey

**42** Completed Convergence Form





# ALIGNMENT CYCLE: July to October 2021

**Core Team Led  
from Here**

**ANALYSIS**

**SOLUTIONING**

**GATHER  
YOUR  
OPINIONS**

**LEARN  
about  
AGREE  
DISAGREE**

**REASON  
or SWITCH  
YOUR  
OPINIONS**

**REVIEW  
ANALYTICS**

**CONFIRM  
the CASE for  
ACTION**

**CLARIFY  
the  
OUTCOMES**

**DETERMINE  
the MEANS**

**REMOVE the  
CONSTRAINTS**

**COORDINATE  
the ACTIONS**



# This ALIGNMENT CYCLE

## Core Team:

Julia Grubbs, Tom Foley, Anne Gemmell

### ANALYSIS

### SOLUTIONING

GATHER  
OPINIONS

LEARN  
AGREE  
DISAGREE

REASON  
or SWITCH

REVIEW  
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CONFIRM the  
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the MEANS

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CONSTRAINTS

COORDINATE  
the ACTIONS



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# Rapidly Pinpoints Necessary Discussions

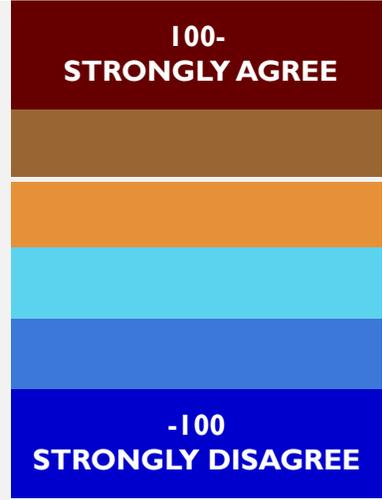


**ALIGNMENT INDEX:**

Is the group like-minded or not ?

## Examples of Opinions

94	A successful strategy should result in companies securing enough talent to remain competitive in today's marketplace.	77
49	Pressure to increase wages will hasten automation.	1
75	Minimum wage jobs are just stepping stones to better paying jobs.	-48
74	The strategy should benefit everyone without preference for race or gender.	47



**SENTIMENT INDEX:**

Does the group agree or disagree with the opinion?

## Creating a 5-Year Future of Workers Strategy will be successful when:

- **Regional collaboration is ongoing and consistent** between industry, labor, and education & training sectors to understand emerging technology and talent needs.
- **Employers access necessary talent** through better wages and more well-developed education and talent pipelines.
- **Workers access opportunity** through upskilling paths and apprenticeships.
- **Quality jobs are more common** with adequate wages, benefits, and voice at work
- **Workforce development programs** will improve client experience and outcomes.

# Rapidly Pinpoints Areas of Misalignment

## G Divergent

▶ The strategy should include incentives for competency-based hiring.	CD	66		24
▶ A successful strategy should work to attract skilled workers from other states.	RS	65		19
▶ The Commonwealth of PA should train people for technology instead of manual labor.	CD	63		-10
▶ Stakeholders like labor or industry should have equal power to shape the programs.	RS	63		16
▶ The Workforce Board should have more than 20% worker representation.	RS	62		23
▶ Portable benefits should be a part of the strategy.	RS	62		21
▶ The strategy should do research about independent contractors.	RS	61		10
▶ Government contracts with private sector service providers should require prevailing wages.	CD	52		18
▶ More money should be sent directly to people for the education and training of their choosing.	CD	48		-3
▶ A successful strategy should end at-will employment.	DT	48		-14
▶ The Commonwealth of PA should see more union density in the labor force.	CD	47		4
▶ Government contracts with private sector service providers should include labor peace agreements.	CD	42		-3

# Core Team Examines Reasoning

## ▼ Portable benefits should be a part of the strategy.

RS

62

21

- Portable benefits allow people to have more choice and stability.
- If we truly want to create the future of work, we need to embrace strategies that allow workers to have agency over their employment. Portable benefits ensure that workers are able to make better decisions for themselves and their families.
- Documentation of skills set is essential for the job seeker and the employer.
- In a 21st century economy, employment security is more important than job security and workers will change employers often throughout their careers so portable benefits including personal education and training accounts will become more necessary.
- Again, in an effort to shift the relationship between workers and employers, I think we should consider policies that provide greater benefits to workers.
- Barrier discussions have discussed the benefits cliff. If unemployed individual finds training program they may lose their benefits if training program runs longer than UC. Avoiding this cliff would allow this individual to go through the training while not being pushed deeper into poverty or face more financial struggles while attempting to better their skills and long term employment value.
- The disjointed nature of benefits and healthcare causes a lot of unnecessary friction.
- The pandemic has laid bare the challenges of reliance on employer-sponsored healthcare. Employers who cannot afford to sponsor health insurance are struggling to attract a workforce who now demands affordable insurance; and workers may be less inclined to prepare for, or attach to emerging work opportunities if they cannot afford to lose their existing employer-sponsored health insurance.
- Many workers fall between the cracks of full-time, W2 employment. Portable benefits would allow these workers access to benefits even outside of more standard employment relationships.
- If we want to have a fluid workforce market, we have to allow individual to come and go from work as they please to pursue better opportunities. Tying an individual's benefits to an employer tethers them to that employer for longer than they would like, limiting movement and competition in the marketplace.
- Trends in process before the pandemic continue to transform the employer-employee relationship, in many industries and occupations fracturing it. Reforming the social safety net to cover independent workers will be critical to ensuring a stable and economically secure workforce.
- More work is being created as task or gig work and everyone deserves to work and have benefits.
- People these days are changing jobs and employers more frequently. To lift-up our society there should be minimal benefits all people have access to that can follow them. It hurts retirement contribution because a person could leave an employer before they are eligible for any matching contributions made from their employers. In-network and out-of-network providers change whenever you change medical benefits and this takes time that many people do not have.
- Portability is a key concept that has been adopted because it positions individuals to achieve greater success.

# Barriers Become Goals

B Issues and Barriers				
<b>B Convergent</b>				
Pennsylvania's divisive politics will constrain the ideal strategy.	CD	87		57
The strategy will fail without sufficient funding.	CD	85		50
Oppositional political leaders will fail to support this strategy.	CD	79		37
Opinions from front-line workers in the workforce system are missing from this process.	CD	74		31
There is a stigma against preparing youth for middle-skill jobs.	CD	73		29
Labor force data is reported without nuance.	CD	70		18
<b>B Moderately Convergent</b>				
Relevant data is in private hands, preventing regulation.	CD	68		7
The enforcement of PA labor laws is insufficiently funded.	CD	63		23
<b>B Divergent</b>				
▶ Labor unions will object to efficiencies in the K-12 / higher ed systems.	DT	59		-16
Internal competition for funds/recognition will cause this strategy to fail.	DT	57		1
The strategy will implement change too slowly to matter.	CD	52		9
The people building this strategy are educated elites who cannot understand non-elites.	CD	47		-7

# Example: Unintended Consequence



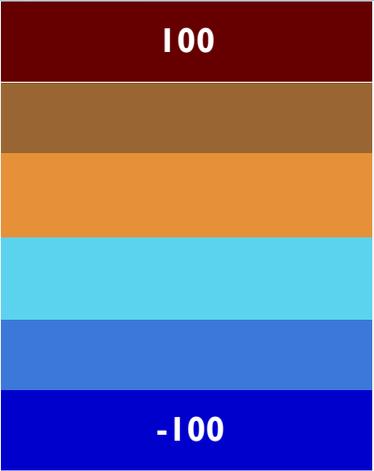
## ALIGNMENT INDEX:

Is the group like-minded or not ?

83

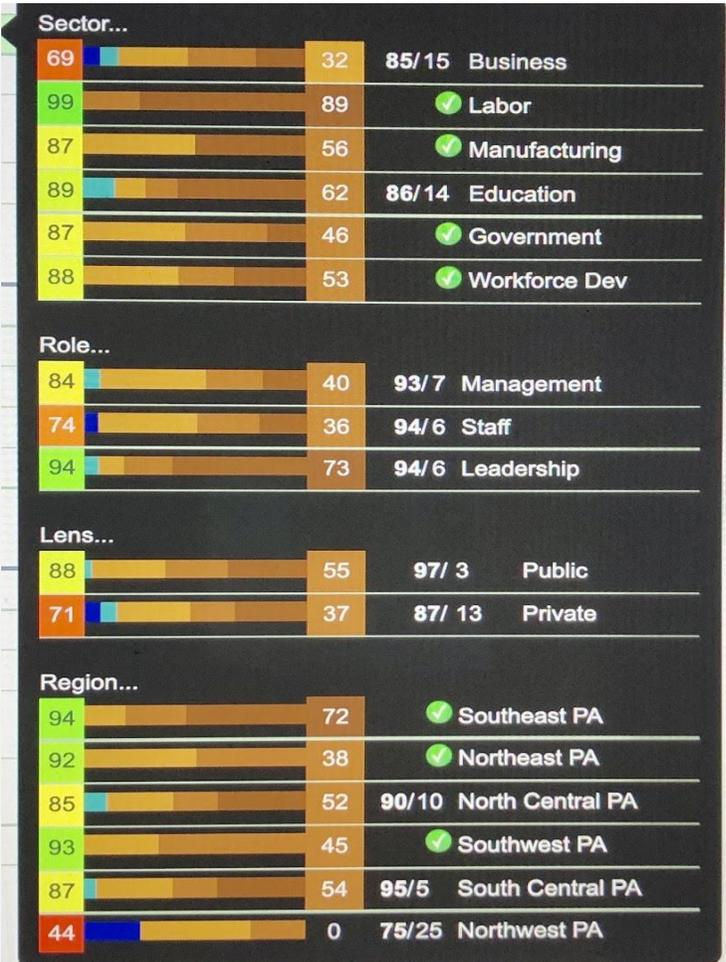
Care sector workplaces will need to increase wages to attract workers.

50

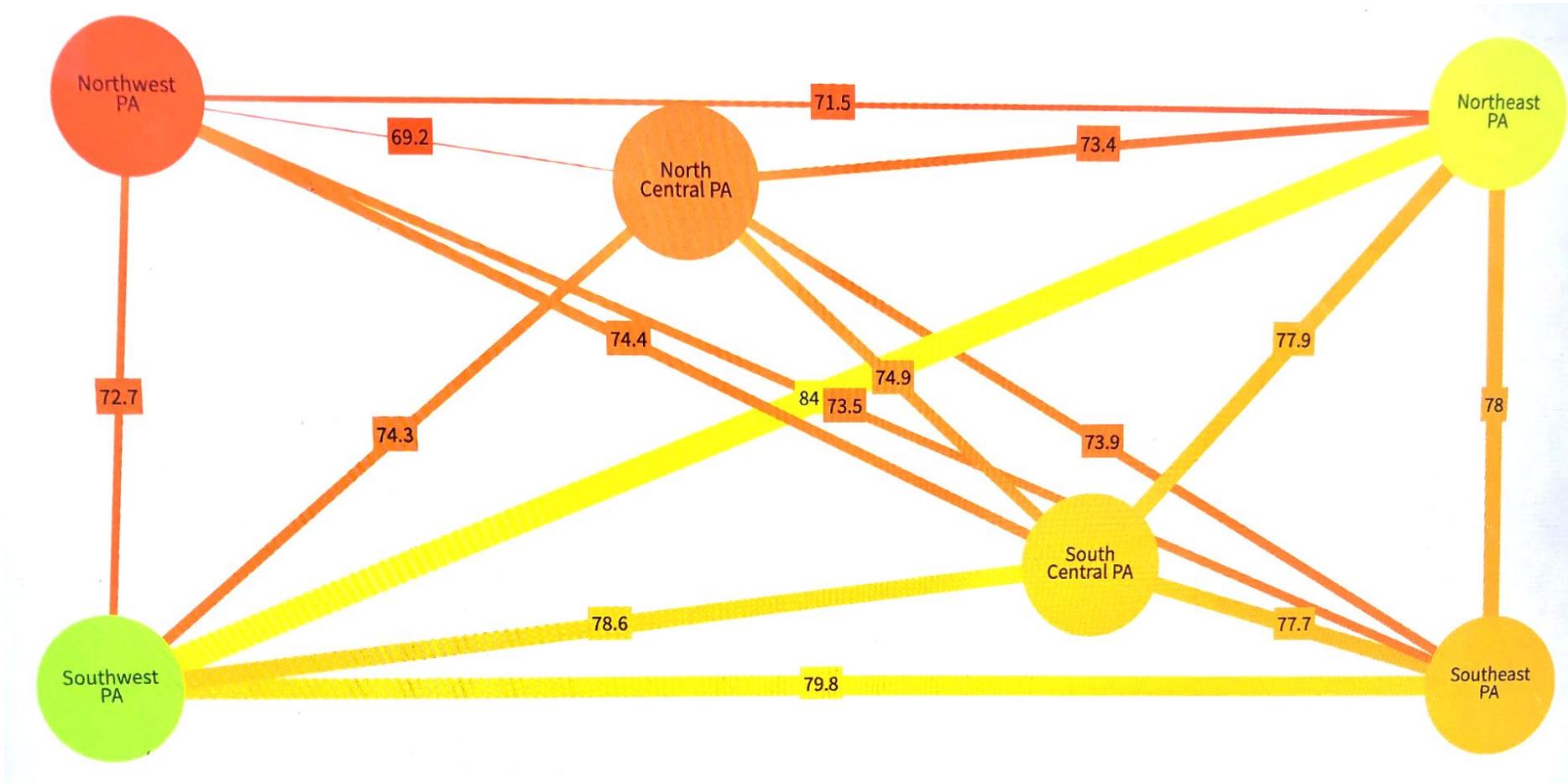


## SENTIMENT INDEX:

Does the group agree or disagree with the opinion?



# Regionalism is Key



# Foundation Assumptions

A

**CONFIRM  
the  
CASE  
for  
ACTION**

## Agreed Upon Urgency

- **Talent Supply Chains: Misaligned, Inconsistent**
- **Stakeholder Capitalism and Regionalism are Key**
- **Workers: A New and Lasting Cost-Benefit Analysis**
- **Workforce Development Programs: Need an Update**
- **Education Value Prop: Focus on Skills & Careers**

# Critical Success Factors

## Top Goals



**GOALS,  
OUTCOMES  
and MEANS**



- **Regional Collaboration: Reach Goals & Reduce Barriers**
- **Measure & Grow: Model Employers, Quality Jobs, Upskilling Opportunities and Human Wellbeing**
- **Workforce Development: Improve Service & Outcomes**
- **Worker Voice: Collect & Utilize Annually**
- **Data: Track Wages with Demographics**

# Top Actions

Category	Actions in 2022 and Ongoing	2023-Ongoing
<b>Leadership &amp; Finances</b>	<ul style="list-style-type: none"> <li>● Plan the Necessary Budget</li> <li>● Engage Key Legislators</li> <li>● Adapt the Job Quality Index</li> </ul>	<ul style="list-style-type: none"> <li>● Innovate with Labor Peace</li> <li>● Pursue Federal Care Funds</li> </ul>
<b>Regionalism</b>	<ul style="list-style-type: none"> <li>● Assess, Fund and Reward Regionalism</li> <li>● Survey Residents</li> </ul>	<ul style="list-style-type: none"> <li>● Measure Human Wellbeing</li> <li>● Establish All Regional Tables</li> </ul>
<b>Employers &amp; Stakeholder Capitalism</b>	<ul style="list-style-type: none"> <li>● Increase Job Quality &amp; Grow Apprenticeships</li> <li>● Build a Model Employer Community</li> </ul>	<ul style="list-style-type: none"> <li>● Establish &amp; Solidify Regional Tables</li> <li>● Utilize the Resident Survey</li> </ul>
<b>Talent Supply</b>	<ul style="list-style-type: none"> <li>● Develop Quality Hybrid Training</li> <li>● Evaluate Client User-Experience in WDS</li> </ul>	<ul style="list-style-type: none"> <li>● Utilize the Resident Survey</li> </ul>
<b>Evaluation &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>● Adopt a Measure of Human Wellbeing</li> <li>● Track Growth of Average Wage in the 5th Quintile</li> </ul>	<ul style="list-style-type: none"> <li>● Measure Human Wellbeing</li> <li>● Utilize the Resident Survey</li> </ul>

# Thank You

## Q & A

Anne Gemmell, Founder  
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# Thank You

Anne Gemmell, Founder  
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# **Pennsylvania Workforce Development Board – Quarterly Update**

## **November 2021**

### **Pennsylvania Department of Labor and Industry – Workforce Deputate**

#### **Deputy Secretary Sheila Ireland**

#### **Bureau of Workforce Development Administration (BWDA)**

**Acting Director: Brenda Dupstadt**

#### **CAREER National Dislocated Worker Grant Award**

The department was successfully awarded \$3M from the United States Department of Labor to further implement the SkillUp™ PA portal into CWDS through the Metrix Online Learning software. Funding will be used for further integration between Metrix and CWDS, outreach to unserved and underserved populations, and two years of licensure which will allow all dislocated workers to utilize the platform for free by registering both in the PA CareerLink® System using CWDS and the Metrix Online Learning Portal. Once registered, the dislocated workers will be able to access 130+ Career Pathways, a skills gap assessment, and over 6,000 different learning modules that will enhance their existing skills and allow them to develop new skills to be able to compete in the post-pandemic labor market.

#### **Business Education Partnership Grant**

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

#### **Digital Literacy and Workforce Development Grant - Round 2**

On October 22, 2021, the PA Department of Labor & Industry (L&I) announced the availability of \$1.53M for the Digital Literacy and Workforce Development Grant (DLWDG) to include awards of up to \$45K. This grant opportunity will be focused on supporting effective programs that enhance foundational digital literacy skills for job seekers in their local community. Foundational digital skills are necessary in carrying out job tasks and are becoming a main function of many jobs. Digital literacy skills promote problem-solving and critical thinking skills necessary to effectively navigate most platforms used in the job search process and in the workplace. Acquiring these skills will prepare today's job seekers and employees for success in the 21<sup>st</sup> century labor market. Applications are due by December 21, 2021.

#### **National Governors Association Workforce Innovation Fund & Workforce Innovation Network (WIN) Grant**

On October 12, Pennsylvania applied for \$100,000 in National Governors Association funding to support the progression of current and future digital literacy skill development across the state. On October 26, the National Governors Association notified Pennsylvania that its application was selected for funding. This award will help Pennsylvania clarify the meaning of digital literacy, better understand where the most significant digital gaps are in the state, identify available resources and build a sustainable action plan that supports advancing digital skills through a holistic approach. Pennsylvania will convene a team of experienced, diverse leaders at the fore of the state's efforts to expand and improve digital literacy skills in communities across the commonwealth. The team's convening will immediately establish the development of new state policy, and the revision of existing policy, to operationalize a digital literacy strategy, improve access to digital resources, and hasten infrastructure development.

### **Title I Eligibility Policies**

BWDA Policy & Planning Coordination Services is drafting a suite of policies that will ensure uniform eligibility determination practices across local workforce development areas statewide. These policies for WIOA Title I Adult, Youth, and Dislocated Worker programs are in late draft and being prepared for review by workforce development deputate leadership. Staff estimate that they will be published by the end of the 2021 calendar year.

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

BWDA Policy & Planning Coordination Services, writing in concert with BWPO's Trade Coordination Services unit, has completed a policy that establishes uniform practices for co-enrolling TAA recipients with WIOA Title I Dislocated Worker program services in accordance with federal requirements. This draft policy is published for public comment from October 28, 2021, through November 29, 2021. When the public comment period closes, comments will be addressed by staff and the policy published.

### **Priority of Service Policy**

WIOA provides a focus on serving individuals with barriers to employment and ensures access on a priority basis regardless of funding levels. WIOA requires priority be given to public assistance recipients, low-income individuals, and individuals who are basic skills deficient (including English language learners) when providing individualized career services and training services using WIOA title I Adult program funds. These priorities are in addition to the requirements in the regulations of WIOA to provide priority of service to veterans and their eligible spouses for all Department of Labor (DOL) funded job training programs. Priority of service assists individuals in need that can most benefit from the public workforce system and help to place them on a pathway to self-sufficiency. An updated version of this policy was published for public comment on November 2, 2021. Staff estimate that it will be published by the end of the 2021 calendar year.

### **Policy on Policies**

This policy establishes Pennsylvania Department of Labor & Industry standards for developing, approving, managing, and decommissioning workforce system policies issued in support of the department's workforce development mission, either independently or in concert with workforce system partners at the state, regional, and local levels. This policy and its related guidance are drafted and being reviewed by department leadership in preparation for public comment. Staff estimate that it will be published by the end of the 2021 calendar year.

### **Evaluation of Business Services Provided to Employer Customers**

After completing a Request for Information (RFI), the department received responses from various vendors on evaluation methodology, data points, and the identification of possible key performance indicators (KPIs) to monitor the effectiveness of business service delivery across the commonwealth. The information from the RFI is being used to develop a statement of work (SOW) to be able to issue a Request for Proposal (RFP).

### **WORC Grant Submission**

Unfortunately, the department was notified that our grant proposal for the WORC grant was not selected. The department asked for and received feedback on our proposal that we will use when submitting for future opportunities.

### **Bureau of Workforce Partnership & Operations (BWPO)**

**Acting Director: Steve Wolf**

### **Career Advisor Assessment Project**

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

### **Digital Intake Form Project**

Screen mock-ups of the digital intake form were provided to the local office Change Champions. Change Champions and the Design Team facilitated virtual, and in-person focus groups with customers and staff. That feedback has been incorporated into the design. The Design Team met with the workforce management team to review the results. Finally, the PA CareerLink® offices have been assessed for technology (I-pads) for use in this triage process. A pilot program will be implemented in the summer of 2022.

### **TAA Video Production**

The Trade Act Services Unit is working with Commonwealth Media Services and L&I Digital Team to produce seven videos centered on the TAA program. The first of these videos is completed and the additional videos will be completed by the end of November. Topics of these videos include an overview of TAA program, filing a petition, training services, additional services, etc. These videos will be used to help inform potential customers as well as informing staff of the benefits of the TAA program. These will also be used by Rapid Response during Benefit Rights Interviews.

### **Center for Workforce Information Analysis (CWIA)**

**Director: Ed Legge**

### **WIOA Annual Performance Report**

Program Year (PY) 2020 WIOA Annual Performance Reports were submitted and accepted at the end of September. Pennsylvania met or exceeded all performance goals for PY2020. Noticeable improvements were made in the Measurable Skill Gains indicator in PY2020. The number of participants in each program generally declined this year, likely a result of the pandemic. While the portion of participants with barriers increased, the portion of 55-plus participants decreased for the first time in five years.

### **Apprenticeship and Training Office**

**Director: Tara Loew**

The Pennsylvania Apprenticeship and Training Office (ATO) continues to accelerate its work guiding and promoting the expansion of apprenticeship programs across the state. Highlights include:

#### **Apprenticeship Integration into Workforce System**

The PA Apprenticeship and Training Office (ATO) works closely with local Workforce Development Boards and PA CareerLink® offices from across the State to build awareness and knowledge around apprenticeships. In addition to regularly presenting Apprenticeship 101 webinars and providing additional resources to workforce staff, the ATO also supports the Registered Apprenticeship Navigator program, an apprenticeship program that trains people to start and manage apprenticeship programs. Additionally, through the 2020/2021 Governor's PAsmart Growing Registered Apprenticeship and Preapprenticeships funding, \$1 million is available for intermediaries to support the statewide Apprenticeship Ambassador Network by creating new or supporting existing local and/or regional apprenticeship ambassador networks. It is a requirement of grantees to partner with PA CareerLink® or One Stop Centers with a concentration on training or supporting Title One staff or other workforce development professionals who act as Ambassadors of Apprenticeship and grow this work.

Starting in 2022, the ATO will be offering strategic training for workforce development staff regarding serving clients through Registered Apprenticeship and Pre-Apprenticeship, launching our Desk Guide for those working in our PA CareerLink® on how to link jobseekers to apprenticeship and workforce funding. This Guide provides PA CareerLink® Staff with the information on how and why to connect jobseeker and employer clients to Registered Apprenticeship, how

connecting job seekers with registered apprenticeships programs can help states and local areas meet their targets on the WIOA primary indicators, and when to exit a WIOA client positively from the CWDS system even when still participating in a Registered Apprenticeship. The document includes information on how you can potentially utilize WIOA and alternate workforce funding to support Registered Apprenticeship (subject to local policy and procedures) and procedures for using the Commonwealth Workforce Development System (CWDS) to indicate the use of WIOA dollars to support a client in a Registered Apprenticeship.

### **Registered Apprenticeship Integration into CWDS**

The ATO is making progress on the deliverable through the Apprenticeship State Expansion Grant (ASE) to build out a WIPS reporting system. WIPS reporting will be installed and operational by the end of 2022. The system will be a full apprenticeship participant case management system for WIPS, which will interface with the Department of Labor & Industry's CWDS. CWDS is ideal for customization and will allow WIPS to store and track apprenticeship participation for those being supported by specific grant dollars.

### **Apprenticeship State Expansion (ASE)**

The ATO ramped up its distribution of ASE funds aimed at supporting at least 800 apprentices from traditionally underserved populations by enrolling in a registered apprenticeship program. By the end of the quarter, a total of 297 apprentices had been supported through this program from 20 different non-traditional Registered Apprenticeship Programs.

### **Staffing Update**

The ATO continues to increase its staffing contingent. The following additional ATO staff have been hired in the recent months: a Regional Apprenticeship and Training Representative (ATR), a Workforce Development Supervisor, a Grants and Statistical Development Program Manager, and a Pre-apprenticeship Manager and Administrative Officer.

During the quarter ending September 30, 2021, the ATO has hired or has started the hiring process to fill the following positions:

- 1 Northern Region ATR.
- 1 Western Region ATR.
- 1 South East Region ATR.
- 3 Special Project ATRs serving the eastern, western regions and statewide: Concentrating on programs in special projects, non-traditional occupations, and specific industries.
- 2 Compliance ATRs: Covering the western and eastern regions to conduct compliance and provisional reviews.
- 2 Data Specialists: Maintains the newly created apprenticeship system of record that feeds into the PIRL to update the Eligible Training Provider List (ETPL).
- 1 Job Seeker Liaison: Works with job seekers that solicit the ATO to CareerLink®/One-stop system and works with programs to connect them with local recruitment pools and sources.
- 1 additional Clerk 2: Provides administrative support to the ATO staff and partners

### **The Pennsylvania Apprenticeship and Training Council (PATC)**

PATCP has continued to run twice the number of meetings they previously conducted (from one to two each month), helping to speed the evaluation and registration of new apprenticeship programs.

### **Standard and Registration Paperwork**

The ATO oversaw a comprehensive update to Pennsylvania's apprenticeship and pre-apprenticeship registration paperwork and continues to make revisions as necessary. ATO revamped and simplified these documents, including the creation of new 'universal' templates for Standards and Appendixes. The new registration documents replace different versions previously used for Individual Non-Joint, Individual Joint, and Group sponsored programs. Revamped and expanded pre-apprenticeship registration documents that more closely align with apprenticeship registration documentation were also created.

### **Knowledge Product Creation**

The ATO is making substantial progress developing several knowledge products aimed at making it easier for potential sponsors to develop and register apprenticeship programs.

Knowledge products completed include:

- A new guide for Registering an Apprenticeship Program in PA that provides step-by-step instructions on developing a program, completing the registration paperwork, presenting to the PA Apprenticeship Council, and getting started once a program is registered.
- One-pagers have been developed for Registered Apprentice (RA) & Pre-RA for Employers, RA & Pre-RA for Job Seekers, Funding RA, and a Building a Program quick reference guide and flowchart
- Templates and examples of work processes for different types of programs (e.g., time-based, competency-based and hybrid)
- Job Book templates that make it easier for sponsors to implement their programs.
- A Standard Practices reference guide which highlights best practices for starting and managing apprenticeship programs continues and captures the latest lessons learned for program sponsors.
- Knowledge products in the pipeline include RA Desk Guide for Workforce Professionals
- Enhanced Digital Footprint – The PA Department of Labor and Industry page has been updated as well as the new Apprenticeship PA CareerLink® page, which serves as our main digital face. The new webpage serves as a true landing page for all things Registered Apprenticeship and Pre-Apprenticeship. The webpage houses all newly created knowledge products and highlights success stories and best practices, much of the content is targeted towards groups of different stakeholders in apprenticeship including jobseekers, employers/sponsors, and workforce professionals.

### **Increased Partnership with Career and Technology Centers Statewide**

In quarter ending 3.31.21 the ATO forged a relationship with the Pennsylvania Association of Career & Technical Administrators (PACTA) in hopes of encouraging more Career and Technology Education Centers to invest in the apprenticeship framework and either build Registered Apprenticeship Programs or register their existing vocational programs as Pre-Apprenticeship where and when appropriate. PACTA offered ATO full access to all the state's CTC directors and appropriate staff members. In the quarter ending 9.30.21, ATO had the following presentation/session with PACTA and its members: PACTA's Summer Leadership Conference in State College in July. At this conference, the ATO led a live panel of CTC representatives affiliated or managing their own active RAP and pre-apprenticeship programs to the general session of statewide CTC administrators.

### **PAsmart**

The ATO continues to support and monitor its PAsmart grant awardees who are developing apprenticeship and pre-apprenticeship programs, including an apprenticeship program aimed at creating a statewide network of Apprenticeship Navigators trained to help start and sustain apprenticeship programs.

**PAsmart 2020/2021**

In mid-August, ATO released of the next PAsmart NGA which will encompass 2020 and 2021 funding with proposals due mid-October. The grant will focus on building, supporting, and expanding registered apprenticeship and pre-apprenticeship programs with focuses on building diverse talent pipeline and serving underserved populations, expanding non-traditional occupations in Registered Apprenticeship, strategic alignment with the career pathways system, and expanding group sponsored programs with a wider reach in the state. Additionally, the grant will create an opportunity to support the expansion of the statewide ambassador of apprenticeship networks with funding encouraging the development of local and/or regional apprenticeship ambassador networks. These programs are designed to support the expansion of Registered Apprenticeship and Pre-Apprenticeship and extend the reach of ATO by providing technical assistance to regional consortiums of apprenticeship and pre-apprenticeship stakeholders, employers, intermediaries, training providers, and other partners.

## OVR – AGENCY UPDATE & STATISTICS

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### COVID-19 PANDEMIC

With the continued easing of COVID restrictions in mind, OVR staff returned to all locations, including district offices, full-time on July 19. OVR is following L&I's lead and has once again offered the option of part-time telework to most employees as of September 2019. OVR staff continue to engage with customers within COVID protocol to provide a full range of vocational rehabilitation services.

### EMPLOYMENT OUTCOME STATISTICS

#### Successful Closures Across OVR

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

Program	Goal for the Program Year (PY)	# of Successful Closures in SFY20 to Date	% of Goal Achieved for the PY
BVRS	5,414	4,995	92%
BBVS VR Program	266	180	68%

### ORDER OF SELECTION (OOS)

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

### WIOA COMMON PERFORMANCE INDICATORS

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

## BUREAU OF CENTRAL OPERATIONS (BCO)

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### GENERAL UPDATE

The Bureau of Central Operations (BCO) returned full-time to the office on July 19, 2021 and is focused on the monitoring and refinement of the implementation of WIOA. OVR was one of the state VR agencies to be monitored by the Rehabilitation Services Administration (RSA) in FFY 2019. We are currently in the process of responding to RSA's monitoring report, with ongoing assistance from our RSA liaison and staff from the Monitoring Technical Assistance Center (MTAC).

### BUSINESS SERVICES & OUTREACH DIVISION (BSOD)

BSOD continues to increase its partnership with Unique Source and its member companies, including InspiriTec, which have contracted with the PA Department of Labor for Unemployment Compensation (UC) and Pandemic Unemployment Assistance (PUA) call center positions starting at \$14.00 per hour. These positions offer qualified OVR customers opportunities to build their work history and market themselves for full-time, benefitted careers in the customer service IT help desk field. Specifically, OVR began referring customers to InspiriTec's CSR for UC

position in late March 2021. OVR staff have been proactively engaging with our customers on a daily basis. The following numbers reflect our current counts as of 8/23/21; however, counts are estimated to be higher due to the delay in information processing.

- Total Referrals - at least 695 customers
- Total Applicants - at least 476 customers
- Total Hired - 330 customers

### **CareerLink Accessibility Reviews**

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

### **Focus on the Expansion and Development of Apprenticeship Pathways and Internships**

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

## **TRANSITION SERVICES**

### **OVR Services to Students with Disabilities**

The OVR/PA Department of Education (PDE) MOU has been successfully released to schools, OVR staff and stakeholders. OVR and PDE have developed a corresponding toolkit and webinars have been presented to the field to introduce the materials. A new PA Secondary Transition website has been launched. OVR is working closely with Local Education Agencies to ensure students have access to vocational rehabilitation services across the state.

OVR is happy to report that most PA Project SEARCH sites have continued to operate during the pandemic, and we are adding new sites for the 2021-22 school year. A provider agreement was introduced for Project SEARCH that standardizes rates across the state and offers more individualized supports for student placement after Project SEARCH. Many sites are also adding a student stipend.

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

## **BUREAU OF BLINDNESS & VISUAL SERVICES (BBVS)**

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

## **BUREAU OF VOCATIONAL REHABILITATION SERVICES (BVRS)**

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

## **HIRAM G. ANDREWS CENTER (HGAC)**

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

**Quarterly Meeting Agency Update**  
November 9, 2021  
**Department of Human Services**

**Medical Assistance for Workers with Disabilities (MAWD)**

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

DHS is in the process of planning for necessary system changes to make this new category available to eligible recipients by the Act's effective date of 12/28/21.

**E&T Redesign**

DHS procurement for the EARN program is anticipated to be released in quarter four of 2021. Information gathered over the last two years as well as the previous year of operation under contract changes to improve client assessment, planning and outcomes have gone into the development of this procurement.

DHS contract changes to the KEYS program originally planned for the 21-22 SFY will be delayed until the 22-23 SFY. These changes better align the goals and measures of the KEYS program with the updated goals and measures for the EARN program implemented in 19-20 SFY contract changes.

**Direct Care Workforce Support**

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

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

DHS intends to accomplish this by;

- Create an online education and training portal for shift care nursing to strengthen supports to nursing professionals.
- Expand current training initiatives to include trauma-informed care, wellness, and other self-directed trainings that enhance service delivery.
- Provide orientation for pediatric shift care to staff cases for children who have complex medical conditions as well as significant behavioral health needs.
- Enhance the comprehensive training program for direct care workers in the participant directed model of service to bolster the quality of services for participants.
- Enhance quality of care by funding a nurse's ability to shadow the current nurse for private duty nursing cases.
- Support provider workforce expansion with funding to issue sign-on and retention bonuses for nurses, direct care workers, and other home and community-based service providers.

- Increase payment rates for direct care workers in the Community HealthChoices and Omnibus Budget Reconciliation Act (OBRA) waivers
- Update data for ODP service rates and adjust rates if necessary.

### **Childcare Workforce Support**

DHS through the Office of Child Development and Early Learning (OCDEL) received nearly \$1.2 billion from ARPA that is intended to support low-income working families and child care providers. Of this amount close to \$683 million will be set aside to offer eligible child care providers grants. These grants are intended to offset the impacts on child care enrollment, and subsequently revenue, increased cost of continued COVID-19 mitigation and recruitment and retention of staff. As of October 28, 2021, nearly 67 percent of eligible providers have been approved for more than \$442.8M in Stabilization Funds.

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

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

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

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

## Quarterly Meeting Agency Update

November 9, 2021

Department of Aging

The Department of Aging and the Senior Community Service Program (SCSEP) has just finished the first quarter of the 2021 program year. Currently we are at 90% capacity, having 402 active participants out of 443 total slots. It was determined by the US Department of Labor that the 2021 program year would start off without program goals or targets because they did not have an adequate sample size for the 2020 program year. Goals and targets will be reexamined in January of 2022 and may be negotiated at that time. This year we have already seen 34 participants exit our program because of unsubsidized employment and enrolled 91 new participants.

On October 20<sup>th</sup> the annual SCSEP training and conference was conducted. During this annual meeting we review news and updates from the previous program year and discuss ways to better integrate the SCSEP program into the statewide workforce system. This year we reviewed the one new program requirement for our priority of service target. We discussed the implications and process for attracting more reentry participants and tools to verify a participant's incarceration and supervised release history. We also discussed the WIOA Combined State Plan public comment period and the request for grant application that is scheduled to be released in November of 2022.

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

**Quarterly Meeting Agency Update**  
November 9, 2021  
**Department of Community and Economic Development**

**COVID-19 Action**

- **Outreach Calls with Industry:** Secretary Davin continues hosting listening session calls with industry and partner organizations to hear firsthand what is happening at the local level and to hear how the state can help with recovery efforts. To date, over 80 calls have been hosted. Sister agencies continue to participate on the calls. PennDOT, Banking & Securities, Agriculture and the PUC also participate on related industry calls.
  - **Industries:** Hospitality/Travel/Tourism; Construction; Small Business/Direct to Consumer Business; PREP (LDDs, SBDCs and IRCs); Medical/Technology & Innovation; Food Chain; Team PA Foundation; Warehousing/Distribution/Logistics; Minority/Diverse Business; PEDAs Executive Committee; The Trades; Workforce Development; Finance; Utilities & Energy; and Manufacturing.
  - **Recent Hot Topics:** economic recovery, workforce development, supply chain issues, broadband/IT infrastructure

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

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

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

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

**Workforce & Economic Development Network of Pennsylvania (WEDnet):** There is a significant demand for training. Although companies do, at times, find it difficult to integrate employee training among all the other challenges they face, there is no doubt there is a lack of skilled workers across the board. Companies have a real need to train and retrain their existing workforce. WEDnet is nearly fully contracted with FY 21-22 training funds (\$8 million), with an additional \$6 million in company requests on training plans in the pipeline. The need is primarily in manufacturing and healthcare.

**Manufacturing Training to Career:** For fiscal year 2021-22, Manufacturing Training to Career was awarded \$4.7 million in grant funds. These projects focus on awareness and training for individuals with barriers to employment help secure employment in the manufacturing industry.

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

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

**Industry Partnerships:** DCED continues to partner with L&I on IPs. DCED participates on a bi-weekly interagency IP calls with L&I, Team PA, PDE, and DHS, as well as participates on the monthly Community of Practice calls with the IPs across the commonwealth. DCED is participating with L&I on check in calls with the current 28 partnerships that are in operation. DCED is also on the PAsmart Industry Partnership grant review team.

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

The Data Working Group created a four-page document highlighting the top manufacturing clusters statewide; which are growing & competitive, growing & potentially vulnerable, and vulnerable; staffing patterns, indicators of the manufacturing & innovation climate; and supply chain purchases.

The Industry Engagement Working Group is currently identifying groups of 10-15 manufacturers, in region across the commonwealth, to host focus groups. The topics of the focus groups will be workforce, technology and innovation, business environment, and supply chain. From the information devised at the focus groups, a survey will be created and sent out to manufacturers across the commonwealth to further gauge information to develop the playbook.

# Quarterly Meeting Agency Update

November 9, 2021

## Corrections

### Partnerships with Other Agencies

On August 4, 2021, the Workforce Development Specialist provided a presentation on the Benefits of Hiring Reentrants hosted by Central PA Chamber. The presentation was done with Greg Shirk, Workforce Development Supervisor, from Department of Labor & Industry and Jen Strobel from Flagger Force. Mr. Shirk provided vital information the federal tax and bonding benefits of hiring reentrants. Ms. Strobel shared the challenges and benefits of hiring reentrants from an employer perspective.

On August 11, 2021, the Bucks County PA CareerLink hosted a WED Talk called "Hiring Reentrants to Meet Workforce Needs. The Workforce Development Specialist was the guest speaker and presented on the subject.

On September 17, 2021, the Workforce Development Specialist was a guest speaker on a webinar hosted by the National Reentry Workforce Collaborative on "Collaborating for Impact". The topics included learning why public and private organizations are devoting more effort and resources towards developing city, county, state, and nation-wide efforts to streamline coordination of reentry workforce services. Other presenters included Colorado Department of Corrections, Goodwill Industries International, and Los Angeles Reentry Regional Partnership.

On October 4, 2021, the Alaska Department of Corrections reached out to discuss the Career Pathways program established within the PA DOC in recent years. Alaska created a new Reentry Unit within their DOC and was impressed with our work.

On October 19, 2021, Parole Managers and Agents presented on "Parole and Employment: Understanding the System" for an employer educational webinar series hosted by South Central Reentry Employment Council.

On October 26, 2021, DOC hosted a Community Feedback Session in Philadelphia both in-person and virtually. Community partnerships are essential to the Office of Reentry's mission to help reentrants be successful upon release. The COVID-19 pandemic has significantly reshaped how we operate, and we're sure it's also affected how employers and community providers deliver services. We encouraged the 60+ participants to share their perspective on what is working, what needs improvement, and how we can more effectively work together.

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

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

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

## **Reentry Services**

As a reminder, in October 2020, to better connect employers and reentrants the department created a Workforce Development page on our website with resources and contacts all centered on second-chance hiring. <https://www.cor.pa.gov/community-reentry/Pages/Workforce-Development.aspx>. Our goal in the future is to add a list of second chance employers.

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

# Quarterly Meeting Agency Update

November 9, 2021

## PA Department of Agriculture

### **PDA and L&I Stakeholder Engagement**

- The department has continued working with L&I to discuss workforce development issues and challenges within agriculture and to identify opportunities to create programs targeted specifically to the agricultural industry.
- As part of this collaboration PDA and L&I created a stakeholder survey that was completed by more than 130 respondents. The results of this survey have been compiled into a final report and will be shared with various agricultural stakeholders.
- The survey findings are being used to inform future workforce projects and initiatives and identify additional workforce related opportunities within the industry.

### **Agriculture Apprenticeships and Pre-Apprenticeships**

- The department worked with various agricultural apprenticeship and pre-apprenticeship programs interested in L&I's PA Smart grant opportunity. At least 7 agricultural groups applied for the grants.

### **National Apprenticeship Week**

- The Department will be celebrating National Apprenticeship Week November 15<sup>th</sup>- 19<sup>th</sup>.
- There will be numerous in-person events across the state and a virtual panel all focused on the State's Agricultural apprenticeship and pre-apprenticeship programs. These programs and participants will be highlighted through social media posts during the week.

### **PA Commission for Agricultural Education Excellence**

- The Commission welcomed a new Full-Time Executive Director, Stephon Fitzpatrick.
- The Commission completed interviews for the Career and Technical Education Advisor 2 position.
- PDA and the Commission have been working to compile regional data on agricultural education statistics.
- The Commission's Diversity, Equity, and Inclusion Ad Hoc Committee is in the process of conducting a Diversity, Equity and Inclusion Assessment of the Agricultural Education system in the state. A stakeholder survey has been completed and a final report and analysis is expected by the end of the year.

### **Employer Engagement**

- The Department has heard from and worked with numerous employers from across the state experiencing workforce issues.
- PDA participated in the Employer Engagement Committee's meeting focused on the Agriculture industry. Approximately 12 agricultural stakeholders and employers participated in the call and identified ways in which the workforce system can be improved to help meet their needs.

**Quarterly Meeting Agency Update**  
November 9, 2021

**Pennsylvania Department of Education**

**Will be updated as insert**

**Industry Partnerships and Employer Engagement Committee**  
**Quarterly Update**  
November 9, 2021

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

In the last quarter the committee membership has been committed to the process of increasing alignment and engagement with industry partnerships across the Commonwealth. The updated purpose statements, objective, and strategies allow for a greater sense of direction, measurable goals and gives the committee an opportunity to evaluate its progress.

This quarter, the committee engaged with employers in high-demand sectors. In August, the committee kicked off a series of sector meetings with the agriculture industry. The employers in this industry shared several workforce challenges, one being the H-2A Temporary Agriculture Workers Visa. The committee is currently investigating the challenges expressed and will provide responses and guidance soon.

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

<b>Industry</b>	<b>Month</b>
Healthcare	Nov 2021
Business and IT	Dec 2021
Hospitality	Feb 2022
Construction	April 2022
Manufacturing	June 2022

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

**Career Pathways & Apprenticeship Committee**  
**Quarterly Update**  
November 9, 2021

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

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

In this last quarter the committee heard from the Office of Apprenticeship and recommendations from quarter four of 2020 have been incorporated into many of the upcoming apprenticeship grants. The committee will be collaborating with the Office of Apprenticeship as they continue to prioritize recommendations from the Keystone's Career Pathways Research Report.

In the August meeting the Office of Apprenticeship shared a few of the following updates with the committee.

The Pennsylvania Apprenticeship and Training Office (ATO) continues to accelerate its work guiding and promoting the expansion of apprenticeship programs across the state. Highlights include:

- ASE Grant
- Staffing
- PATC - The Pennsylvania Apprenticeship and Training Council (PATC)
  - A new guide for Registering an Apprenticeship Program in PA that provides step-by-step instructions on developing a program, completing the registration paperwork, presenting to the PA Apprenticeship Council, and getting started once a program is registered.
  - A new guide for Registering a Pre-apprenticeship Program in PA that provides step-by-step instructions on developing a program and completing the registration paperwork.
  - One-pagers: RA & Pre-RA for Employers, RA & Pre-RA for Job Seekers, Funding RA, and a Building a Program quick reference guide or flowchart
  - Job Book templates that make it easier for sponsors to implement their programs.
- Digital Footprint- We also will be enhancing our digital footprint by totally redoing our Labor and Industry and PA CareerLink web pages.

**PASmart 2020/2021 New NGA**

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

assistance to regional consortiums of apprenticeship and pre-apprenticeship stakeholders, including employers, intermediaries, training providers, and other partners.

Rick Bloomingdale, Chair  
Career Pathways and Apprenticeship Committee

**One-Stop Service Delivery System Committee**  
**Quarterly Update**  
November 9, 2021

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

**Main Goals of the Committee**

- Every meeting the committee receives an update on what actions are being taken related to the Board's May 2021 recommendation to invest in sustainable training for PA CareerLink® staff. The most recent update summarized that there is a vendor contracted through the Department of Labor and Industry doing a review of all Career Advisors that interact with customers to see what their professional development and training needs may be. There are approximately 1,400 staff included in the survey. The project was supposed to be completed by Nov. 30, 2021, but has been extended to Dec. 31, 2021 due to the wealth of information received from telephonic interviews.
- The committee had a presentation from Matthew Flinner who is the Director of the Office of Transformation at the Department of Labor and Industry. He talked about various platforms that staff may utilize to expand their professional development training.

**One-Stop Service Delivery System Committee Next Steps**

- At the next committee meeting, the members will be hearing from several older workers seeking employment in Lancaster County and the difficulties they have had.
- The committee is also interested in interacting with other states to learn more on how they handle and collect customer service data. An initial review was done for the committee by the National Governor's Association that showed various efforts in other states. The committee will be following up with some states to gather additional details.

Sarah Hollister, Chair  
One-Stop Service Delivery System Committee

## **Youth Committee**

### **Quarterly Update**

November 9, 2021

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

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

As a result, the committee recently welcomed presenters from Ohio and Georgia who had graciously offered to share experiences and insights related to the development and implementation of STEM school designations and STEM diploma seals in their respective states.

#### **Youth Committee Next Steps:**

- Review of Youth Broad Goal and Sub-goals from WIOA Combined State Plan Modification Draft.
- Determine how to expand youth awareness of the Commonwealth's new SkillUp® PA Initiative.
- Continue to ascertain youth-related impacts of the COVID-19 pandemic and promising practices for mitigation, including exploration of potential policy recommendations to ensure that workforce preparation is expanded and integrated as a part of K-12 academic curriculum.

Chekemma Fulmore-Townsend, Chair  
Youth Committee

## **Healthcare Workforce Ad Hoc Committee**

### **Quarterly Update**

November 9, 2021

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

The committee has also created a new focused Med Tech/LPN Sub-Committee that is comprised of a smaller group of volunteers who are currently delving more deeply into topics related to the possible scope of practice for Medication Technicians (Med Techs) in the commonwealth's skilled nursing facilities, as well as the potential benefits and considerations of Licensed Practical Nurses (LPNs) having a role in Certified Nurse Aide (CNA) training programs. The sub-committee has met twice so far; and is making good progress.

Included in the briefing book is the committee's recommendation related to further facilitating the transition of Temporary Nurse Aides (TNAs) to CNAs, submitted to the PA WDB membership for consideration during the November 9<sup>th</sup> quarterly meeting.

Matthew Yarnell, Chair  
Healthcare Workforce Ad Hoc Committee

### **Recommendation**

Healthcare Workforce Ad Hoc Committee  
Professional Care Worker Shortage Crisis

#### **Recommendation to Address Crisis Shortage of Professional Care Workers - for Vote by Board:**

The Pennsylvania Workforce Development Board (PA WDB) would like to express appreciation to the Pennsylvania Department of Education (PDE) for their efforts and determination in developing guidance and finalizing a pathway for Temporary Nurse Aides (TNAs) to transition to Certified Nurse Aides (CNAs), as a major initiative to assist with stabilizing the CNA workforce during the COVID-19 pandemic. The PA WDB is now encouraging all stakeholders to invest in supporting the success of the over 900 current TNAs (and any future ones), particularly through the funding and offering of hands-on skills training and exam preparation, for TNAs to have the tools and resources to ensure that they advance through this pathway to become CNAs, so that the commonwealth can retain this much needed workforce once the pandemic ends. In addition, state government is being called upon to explore options for making grants available to training and education providers to assist in this overall effort.

**Reentry Ad Hoc Committee**  
**Quarterly Report Update**  
**November 9, 2021**

The Pennsylvania Workforce Development Board's Reentry Committee is focusing its efforts on identifying strategies to address barriers identified as priorities for 2021, and engaging employers around issues related to hiring reentrants. The committee is working to identify new and previously discussed recommendations (e.g., toolkit development, regional employers' roundtables, and policy recommendations).

In joint effort with the Pennsylvania Reentry Council, the reentry committee finalized the Employer Tip Sheet which has been circulated to employers and organizations throughout the Commonwealth.

The PA Workforce Development Board voted unanimously to support the recommendation made on August 11, 2021, to use the PA WDB landing page as a tool to catalogue, educate and simplify the process for employers to access and utilize government resources. The employer tool kit will provide resources around services for returning citizens and employers working with justice involved individuals.

The Reentry ad hoc Committee supports First Lady Frances Wolf's, *Women in Reentry Initiative*, which is focused on the challenges facing women returning from prison, how the needs of these women are currently being met, and how the criminal justice system can improve to better serve them.

In addition, the Reentry Ad Hoc Committee is submitting a recommendation to Workforce Development Board related to the pardon application review process.

**Next Steps**

- Continue to promote the expansion of Pardon and Expungements
- Regional Employer Roundtables
- Identify Priorities for 2022
- Identify Covid-19 Infrastructure funding for the advancement of employment and training opportunities for returning citizens

Jeff Brown, Chair  
Reentry Committee

**Recommendation**  
Reentry Ad Hoc Committee  
Pardon Review Process

**Recommendation on the Pardon Review Process – for Vote by Board:**

The Commonwealth should take all requisite steps, including, if necessary, promulgating new regulations, to ensure the prompt review (within one year) by the Board of Pardons of all applications for pardon from Pennsylvanians who completed their sentences five or more years ago on convictions that did not include crimes of violence and who have remained arrest-free ever since."

**Background**

History: in August 2020, the Workforce Development Board approved this Recommendation:

**Increase the capacity of the Board of Pardons (BOP) to both decrease the amount of time for an application to be considered and to increase the number of individuals who can have their pardons heard within one year**

Subsequently, additional staff (2 clerk positions) have been added to the staff of the BOP, but the number of applications for clemency has far outstripped the capacity of the staff.

The majority of applications seek commutations - shortening of sentences (incarceration, parole and probation). These require a significant amount of investigation, which is done by the Department of Corrections (Board of Probation and Parole). By contrast, pardons are almost exclusively for those who completed their sentences years if not decades earlier and whose criminal histories are making them ineligible for education and apprenticeship programs, jobs, trades, and careers.

The number of applications for pardon has almost doubled in one year, and is expected to double again next year. This is the result of the consensus that has emerged that pardons are "no-cost workforce development and community investment programs" (in the words of the April 2020 report of the Economy League, *The Economic Impact of Pardons: Assessing a Decade of Data*) and good for everyone. "Pardon Projects" - community initiatives, typically involving the local workforce development board, the court, and the district attorney - are arising around the state, and provide free "coaching" to those who want to apply. The most recent is the Pardon Project of Berks County (November 3): [https://link.zixcentral.com/u/574854a0/Os1Ch00\\_7BG3UT-MhnsoMg?u=https%3A%2F%2Fwww.senatorschwank.com%2Fschwank-adams-announce-pardon-project-of-berks-county%3Ffbclid%3DIwAR1kUwRPrUmftZgRDpuluXUM8h\\_glcFBURuWn5ljgy9UYNBi-HDC6vkhT9Q](https://link.zixcentral.com/u/574854a0/Os1Ch00_7BG3UT-MhnsoMg?u=https%3A%2F%2Fwww.senatorschwank.com%2Fschwank-adams-announce-pardon-project-of-berks-county%3Ffbclid%3DIwAR1kUwRPrUmftZgRDpuluXUM8h_glcFBURuWn5ljgy9UYNBi-HDC6vkhT9Q).

The Board of Pardons has developed "accelerated review" programs for certain categories of cases: offenses that are related to marijuana that did not involve crimes of violence, offenses that occurred 15 or more years ago that did not involve crimes of violence, and applications that are supported by the local District Attorney. Those programs are of obvious importance to Pennsylvania's workforce, employers as well as employees, and are appropriately generating increased demand from around the state.

The "accelerated review" programs are currently only internal operating procedures. Having them become permanent, reliably and predictably available to employers and employees alike, requires amendments to the Pennsylvania Code. Doing so will confirm Pennsylvania's commitment to giving second chances to those who have earned them.

**Continuous Improvement Committee**  
**Quarterly Update**  
November 9, 2021

**Committee Activity**

**Digital Intake Project**

The Continuous Improvement Committee Continued to work with L&I staff on the ongoing Digital Intake project. The plan is to pilot the new common intake project in a local workforce development area prior to launching statewide. Launching of the digital intake form is scheduled for late winter/early spring 2022.

**Performance Reporting**

The committee has continued to provide input on performance management reporting. Today's presentation on workforce system performance was developed with input from the committee.

**PA WDB Bylaws Update**

The committee reviewed the Workforce Development bylaws and is recommending updates on two primary topics:

- Ensuring Bylaws allow business to be conducted in virtual and hybrid settings
- Developing feedback loop for Board Members to understand outcomes of recommendations

**Next Steps**

- Continue to engage and provide feedback on the Digital Intake Project
- Monitor HB723 for impacts on the Pennsylvania Workforce Development System and Workforce Development Board operations

Brian Funkhouser, Chair  
Continuous Improvement Committee

## BYLAWS

### Recommendation to Update Continuous Improvement Committee

#### **Article I: Purpose**

The Pennsylvania Workforce Development Board (Board) is the Governor's business-led, industry-driven policy advisor on building a strong workforce consistent with the Commonwealth's education and economic development goals.

The Board's mission is to ensure Pennsylvania's workforce development system, across programs and agencies, helps jobseekers advance their careers and economic standing, and helps employers connect with skilled workers. The Board is responsible for recommending policies and strategies to support the continuous improvement of the workforce development system, including system collaboration, innovation, alignment, effectiveness, and accountability.

#### **Article 2: Membership and Functions**

The membership and functions of the Board must be consistent with relevant federal and state laws, policies, regulations, and guidance, including but not limited to, the Workforce Innovation and Opportunity Act (WIOA); 20 CFR 679 Subpart A (relating to State Workforce Development Boards); U.S. Department of Labor Training and Employment Guidance Letter (TEGL) No. 26-14, the Pennsylvania Workforce Development Act, and Executive Order 2018-04, as amended.

The Governor may appoint additional members beyond the minimum requirements of federal and state law. All Board members appointed by the Governor shall serve at the pleasure of the Governor.

Members may only represent one membership category at a time. The Board's membership shall reflect the diversity of the Commonwealth.

**Nomination Process:** The Governor shall appoint members nominated by relevant workforce development stakeholders, including business and labor organizations. The Board's executive director will notify the Governor if a member resigns or is no longer serving on the Board.

**Chair and Vice-Chair:** The Governor shall designate, to serve at the Governor's pleasure, a member from the private sector to serve as chairperson of the board and one government representative to serve as vice chairperson of the board.

**Terms:** Members shall serve staggered terms of three years, to ensure only a portion of the Board's membership will expire in any one year, or until a successor is appointed or reappointed. The Governor and members of the Governor's cabinet are not subject to terms.

**Duties, Responsibilities, and Expectations:** Members must be willing to accept the following duties and responsibilities consistent with relevant federal and state laws, policies, regulations, and guidance listed above, including but not limited to:

1. Support the development and implementation of Pennsylvania's WIOA Combined State Plan and the Commonwealth's workforce development goals and initiatives.

2. Be generally familiar with Pennsylvania workforce programs, and the laws and policies that govern them.
3. Provide strategic guidance on the Board's goals and initiatives.
4. Connect with workforce development stakeholders, including elected officials; business leaders; labor leaders; workforce, education, and economic development leaders; and philanthropic partners to encourage their involvement in the Commonwealth's workforce development initiatives and emphasize the importance of strategic investments in workforce development.
5. **Develop strategies to ensure the Workforce Development system** connects with the leaders of new business enterprises in Pennsylvania to help them understand and become familiar with Pennsylvania's workforce and educational systems.
6. Actively participate on at least one Board standing or ad hoc committee.
7. Attend at least three Quarterly Meetings every year.
8. Complete all required state Ethics and Financial Disclosure forms annually.
9. Advise the Board of any potential conflicts of interest, request guidance from the Board if a potential conflict of interest is identified, and recuse themselves or abstain from official Board deliberations and votes in a decision-making capacity if a conflict of interest is confirmed.

### **Article 3: Committees**

The Board may create standing and ad hoc committees to fulfill its mission, duties, and responsibilities. Standing committees are permanent and focus on long-term systems change. Ad hoc committees are temporary and focus on short-term focused goals. Committee chairs are appointed by the Board's chair, in consultation with the executive director and the Secretary of the PA Department of Labor & Industry.

An executive committee that includes representation from the private sector may be established and authorized under the board to fulfill the board's responsibilities.

### **Article 4: Meetings**

**Attendance:** Members are expected to attend all Quarterly Meetings. If a member misses more than two meetings in a calendar year, or more than three meetings over a three-year period, the member shall be removed from the Board, unless the chair determines the absences were caused by extenuating circumstances.

**Absences:** If a member is unable to attend a Quarterly Meeting **in person**, the member may select an alternative designee to attend on their behalf. The alternative designee's appearance shall count toward the member's attendance requirements and toward determining if a quorum is present. If the alternative designee is a business representative, he or she must have optimum policy-making authority. Any other alternative designee must have demonstrated experience, expertise, and optimum policy-making authority.

**Quorum:** A quorum for Quarterly Meetings shall consist of a simple majority of members and alternative designees present. A member who is not present and who does not have an alternative designee attending on their behalf, may vote on a motion made at the meeting by proxy, but that member will not be counted when determining whether a quorum is present.

**Voting:** The Board must have a quorum at Quarterly Meetings to act on any formal motions offered in person. If a Board member is unable to attend a Quarterly Meeting but wishes to participate in a vote taken at that meeting, the member may vote on formal motions in one of two ways:

1. By alternative designee: A member may vote through an alternative designee in attendance.
2. By proxy: A member may vote by submitting a proxy ballot (Attachment 1) prior to the Quarterly Meeting, designating another member in attendance to exercise their voting authority.

**Technology:** The Board may hold Quarterly Meetings and conduct business through web-based meetings or by telephone, as long as the Board complies with the Pennsylvania Sunshine Act.

#### **Article 5: Commonwealth Response to Workforce Development Board Recommendations**

*The Governor shall provide a written response to any recommendation passed by a majority vote of PA WDB members. The Governor may delegate this authority to the PA WDB member Agency(s) responsible for the action(s) proposed in the recommendation. This response shall be provided to the WDB at a subsequent quarterly WDB meeting no more than two quarters after the recommendation has been approved. The Board may request additional updates if implementation is determined to be ongoing.*

#### **Article 6: Sunshine Act**

The Board shall adhere to the provisions of the Pennsylvania Sunshine Act, which requires agencies to deliberate and take official action on agency business in an open and public meeting, and requires that the agency provide at least 3-days advance notice of regular public meetings. The notice shall include the date, time, and location of the meeting.

Additionally, the Board shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the Board, including information on:

- The Board's membership;
- The Board's Quarterly Meetings;
- Quarterly Meeting minutes; and
- The WIOA Combined State Plan or modification to the State Plan, prior to submission of the plan or modification;
- These Bylaws.

#### **Article 7: Code of Ethics and Conflict of Interest**

To ensure that Pennsylvanians have complete confidence in individuals serving on state boards, members must abide by the following by guidelines as required by Pennsylvania state law and policies, and WIOA.

The Pennsylvania State Ethics Commission (Commission) requires all members to complete a Statement of Financial Interest (SFI) form on an annual basis for each year of Board service and for the year after the conclusion of a Board member's service. Information on the SFI requirement, the state Public Official and Employee Ethics Act, and the state Right-to-Know law is available at [www.ethics.pa.gov](http://www.ethics.pa.gov) or by contacting the Commission.

Members must also be cognizant of any potential conflict of interest and act to mitigate any potential or confirmed conflict of interest.

#### **Article 8: Restricted Activities**

No member of the Board shall:

- A. Cast a vote or participate in any decision-making capacity on any matter before the Board:
  - a. Regarding the provision of services by a member or by an entity that member represents; or
  - b. That would provide direct or indirect financial benefit to the member or the immediate family of the member.
- B. Engage directly or indirectly in any business transaction or arrangement for profit which accrues from or is based upon the member's official position or authority on the Board.
- C. Participate in negotiation of contracts or grants or any decision to award contracts or grants, the settlement of any claims or charges in any contracts or grants, the certification of any eligible providers, the establishment of any designation of local workforce investment areas or the establishment of any one stop delivery systems, with or for any entity in which he or she has a financial or personal interest.
- D. Be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.
- E. Engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.

No member of the Board shall represent or act as an agent for any private interest, whether or not for compensation, in any transaction in which the Board has a direct and substantial interest, and which could be reasonably expected to result in a conflict between a private interest of the Board member and his official Board responsibility.

#### **Article 9: Removal**

If, after an investigation, the Board determines a member has violated the Code of Ethics or the Board's bylaws, it may recommend to the Governor that the member be removed from the Board.

The Governor has the authority to remove a member of the Board for violating the Code of Ethics, the Board's bylaws, or for just cause, with or without the recommendation of the Board.

**Article 10: Resignation**

If a member wishes to resign, the member must submit their resignation to the Governor and the Board's executive director in writing. The executive director will recommend new member candidates to the Governor for consideration in filling vacancies.

**Article 11: Amendments**

Any recommended amendment to these bylaws requires approval by a super majority of at least sixty percent.

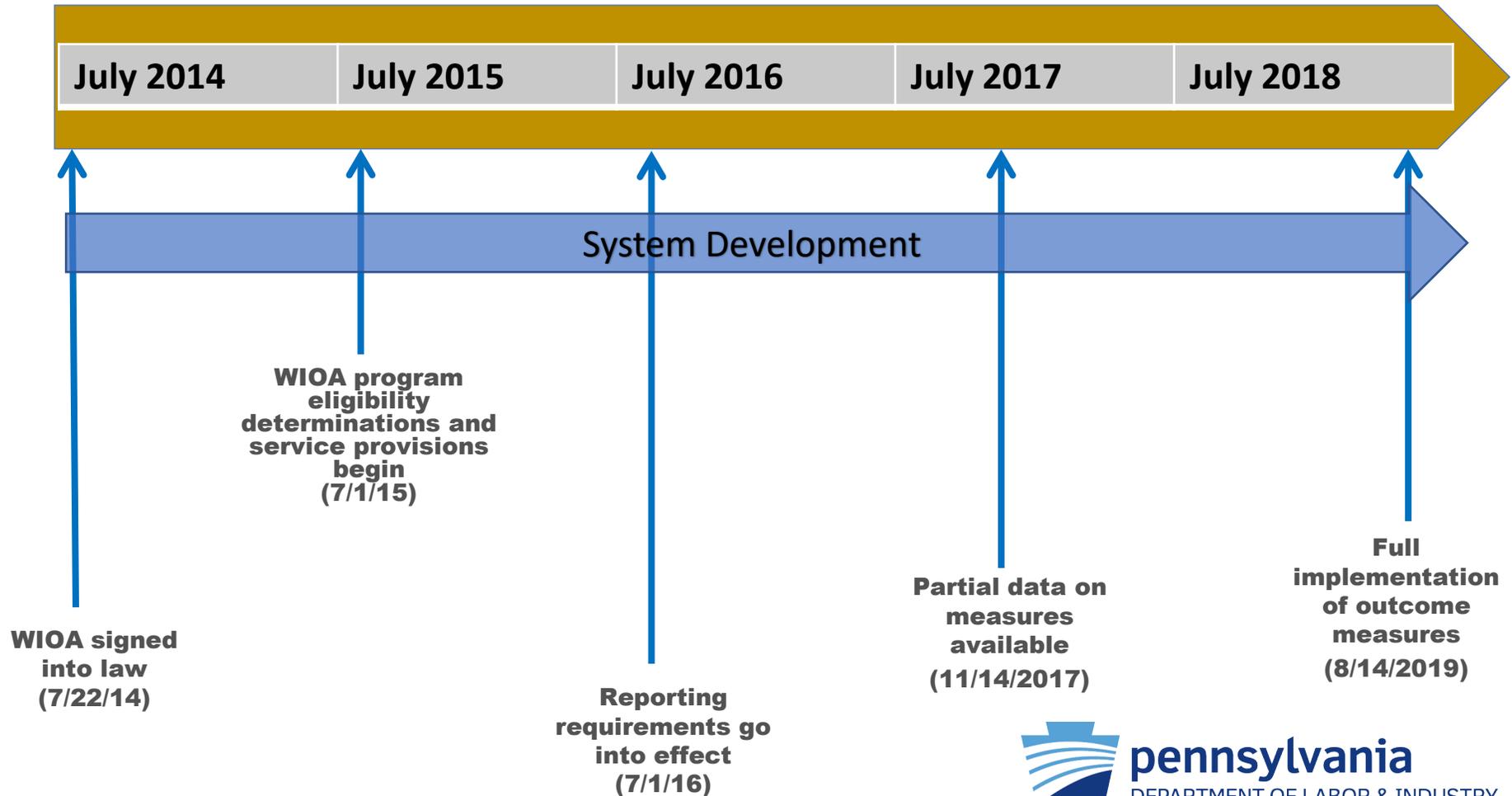
# WIOA Performance Accountability in Review



Center for Workforce Information & Analysis (CWIA)  
November 9, 2021

# WIOA History Lesson

**WIOA signed 7 years ago, but just beginning to get enough data to truly evaluate impact**



# WIOA Performance Accountability Metrics



**Employment Rate 2<sup>nd</sup> Quarter**

**Median Earnings 2<sup>nd</sup> Quarter**

**Employment Rate 4<sup>th</sup> Quarter**



**Credential Attainment Rate**

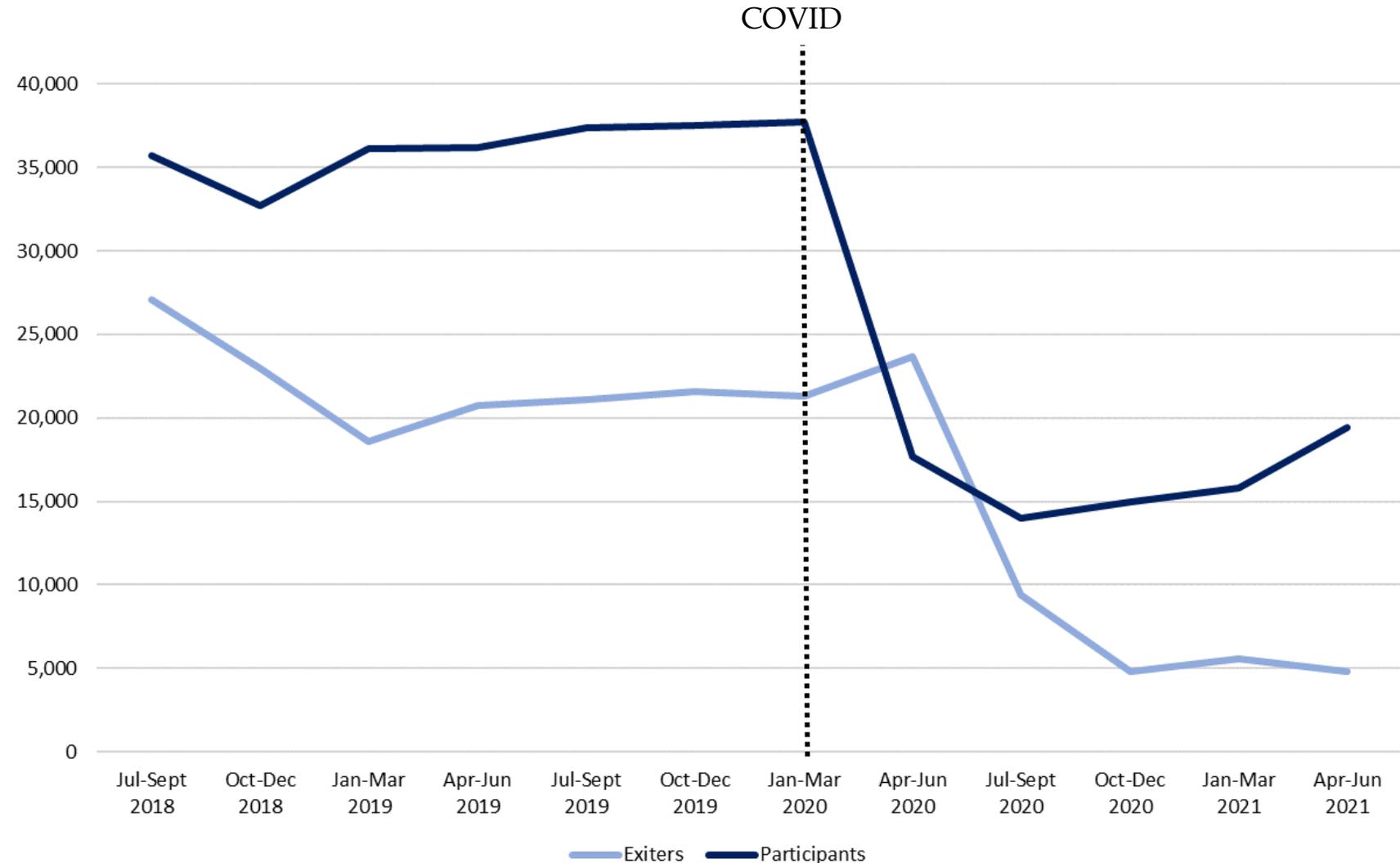
**Measurable Skill Gains**

# Pennsylvania Trends

Program Year 2018 through Program Year 2020

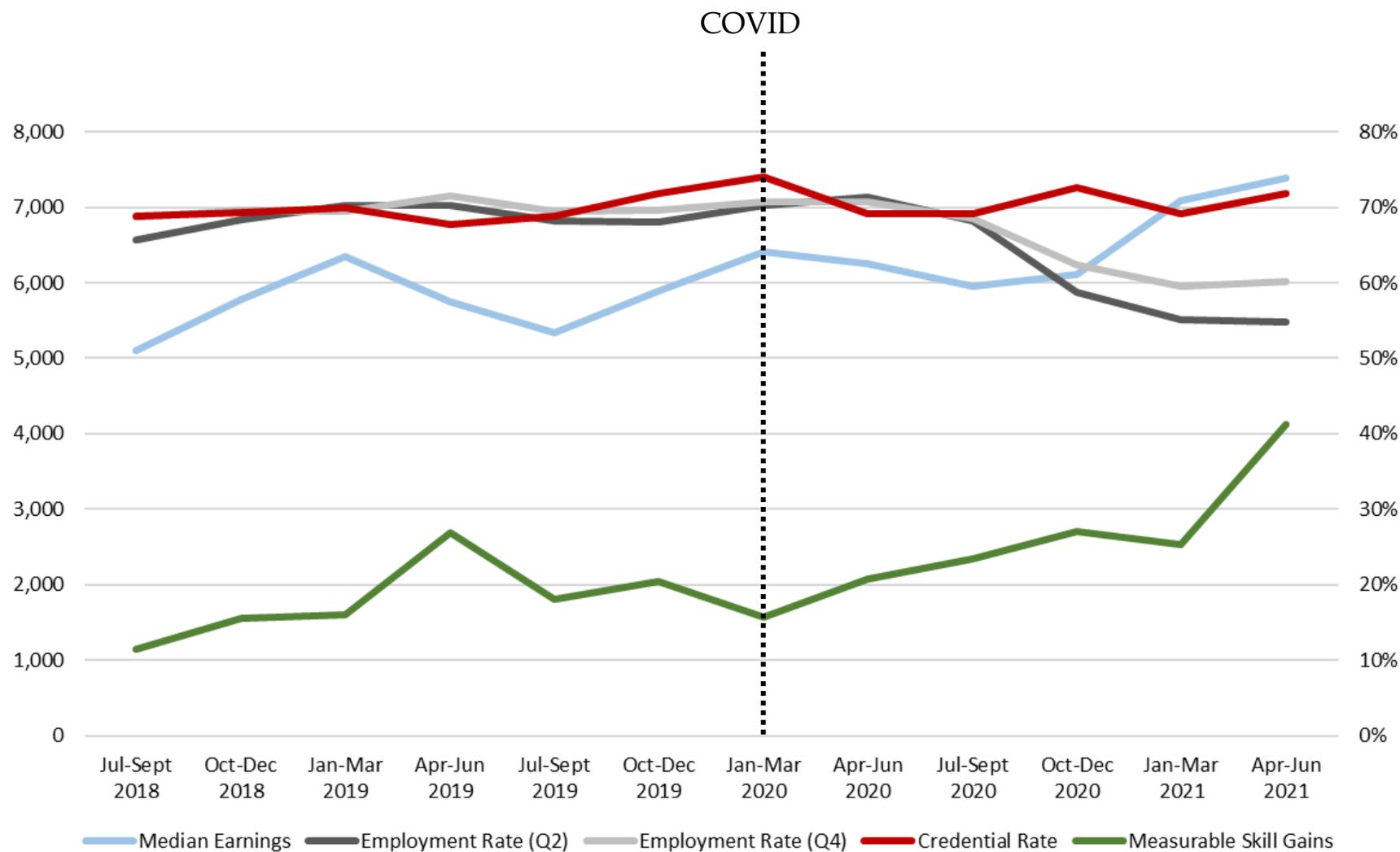
# Participant & Exiter Trends

- ❖ Participants levels slowly rising pre-COVID
- ❖ Sharp decline immediately after start of COVID
- ❖ Initial increase in exiters immediately, followed by declines mirroring participant levels.



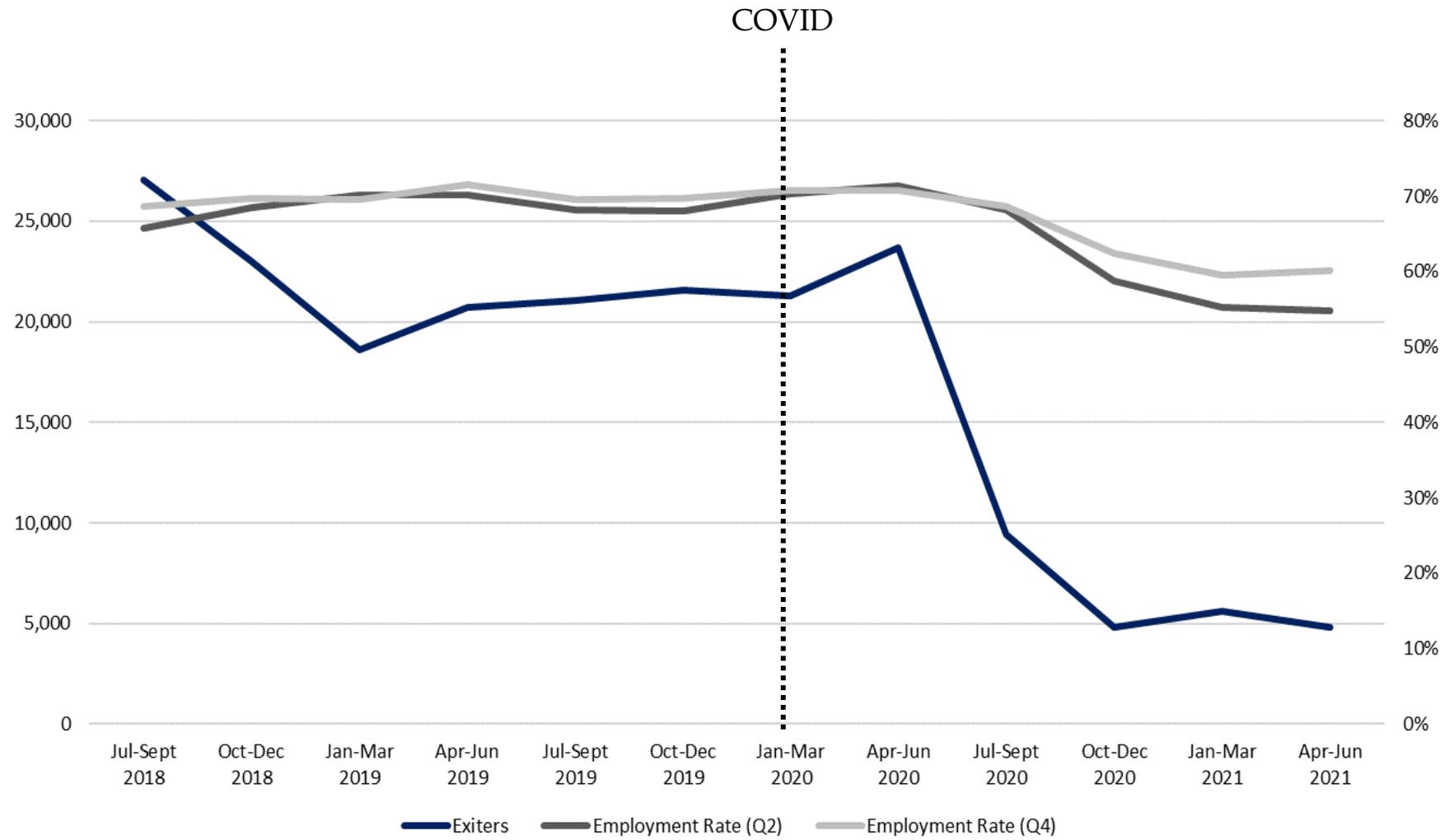
# Indicators of Performance Trends

- ❖ MSG, credential, and median earnings have not been negatively affected by COVID.
- ❖ Employment 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit decreased after COVID.

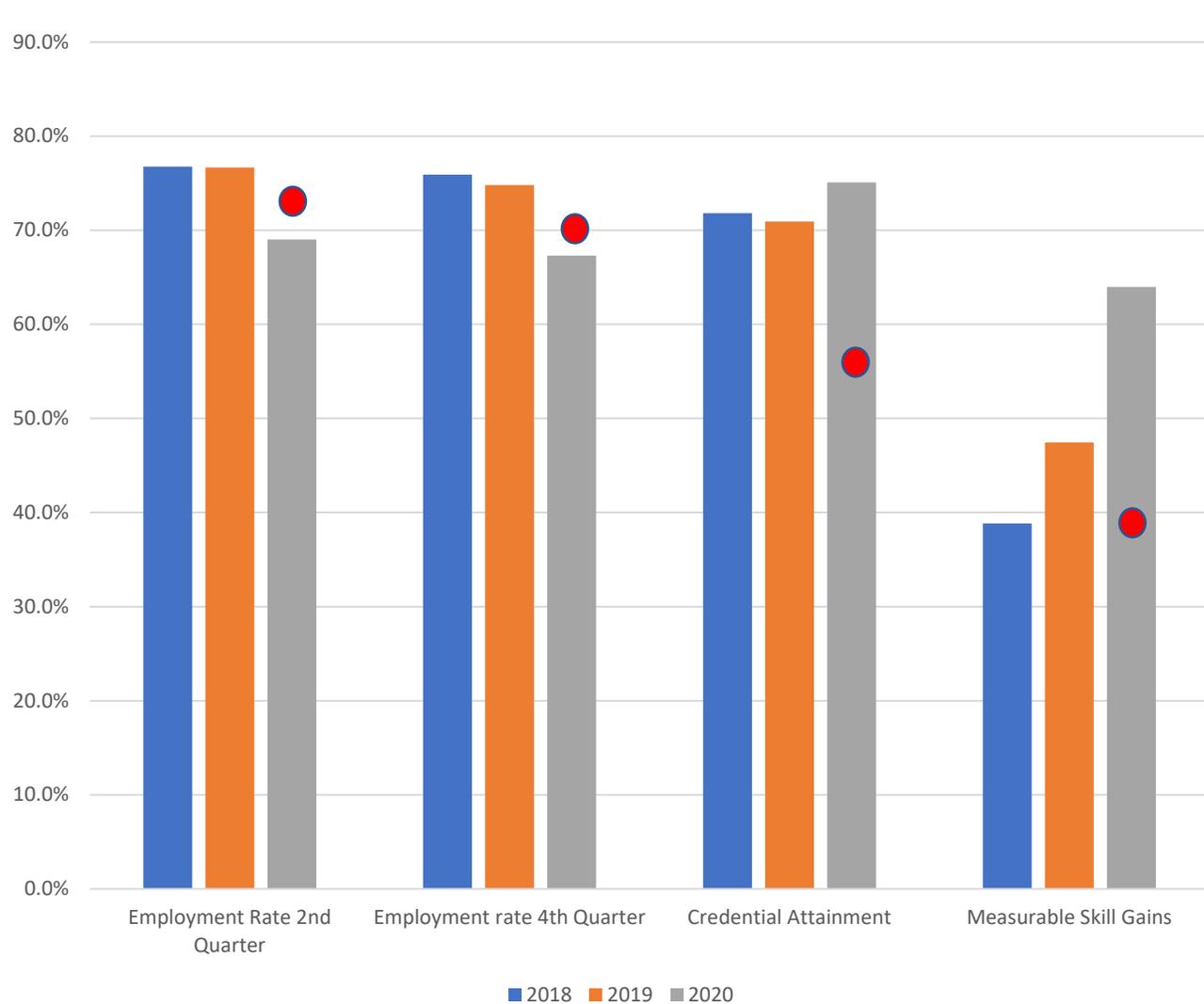


# ► Employment 2<sup>nd</sup> & 4<sup>th</sup> Quarter After Exit

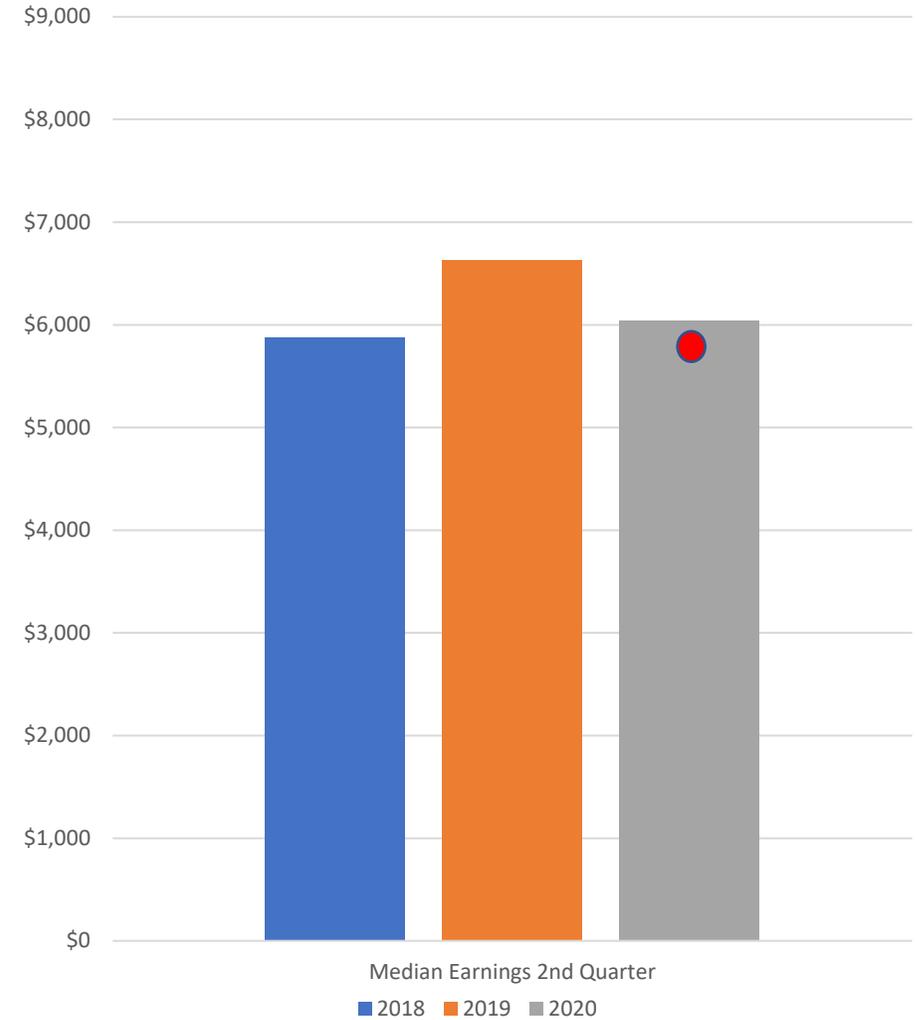
- ❖ Employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit decreased significantly by PY 20 Q2 following the sharp decline in exiters in PY 19 Q4. Employment 2<sup>nd</sup> quarter after exit lags 2 quarters behind exiters.
- ❖ Employment 4<sup>th</sup> quarter after exit has been impacted less than the 2<sup>nd</sup> quarter measure due to the inclusion of pre-COVID exiters.
- ❖ Initial declines have seemed to stabilize



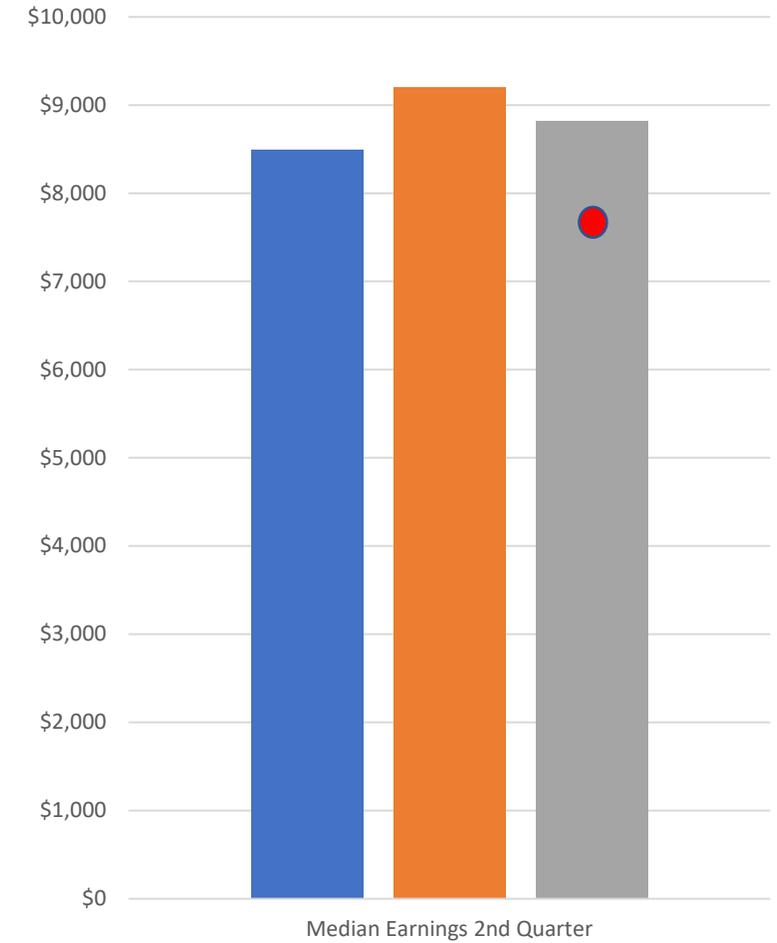
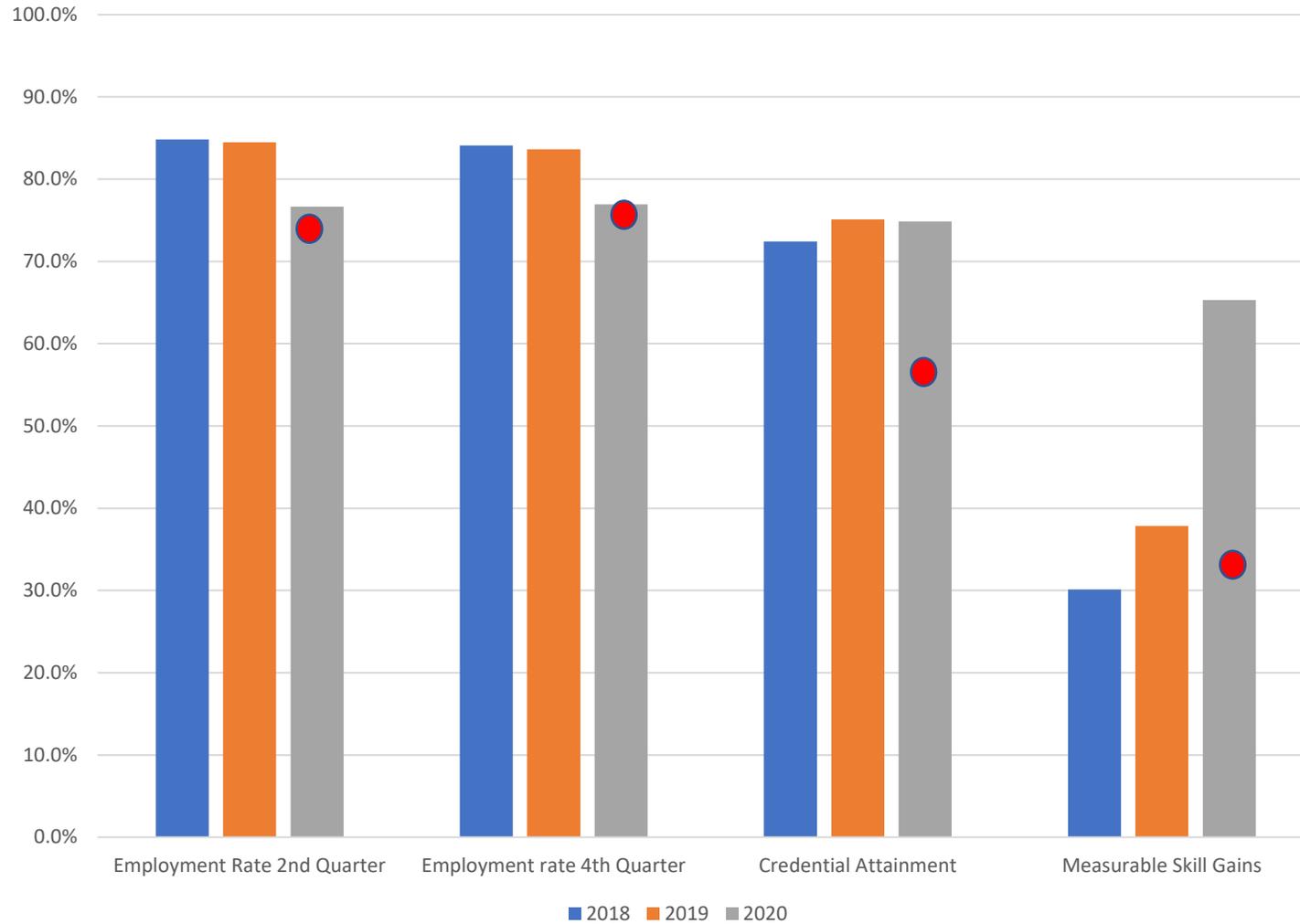
# PY 2020 Non-Adjusted Results – Adult Program



 PY 2020 Negotiated Performance Goal

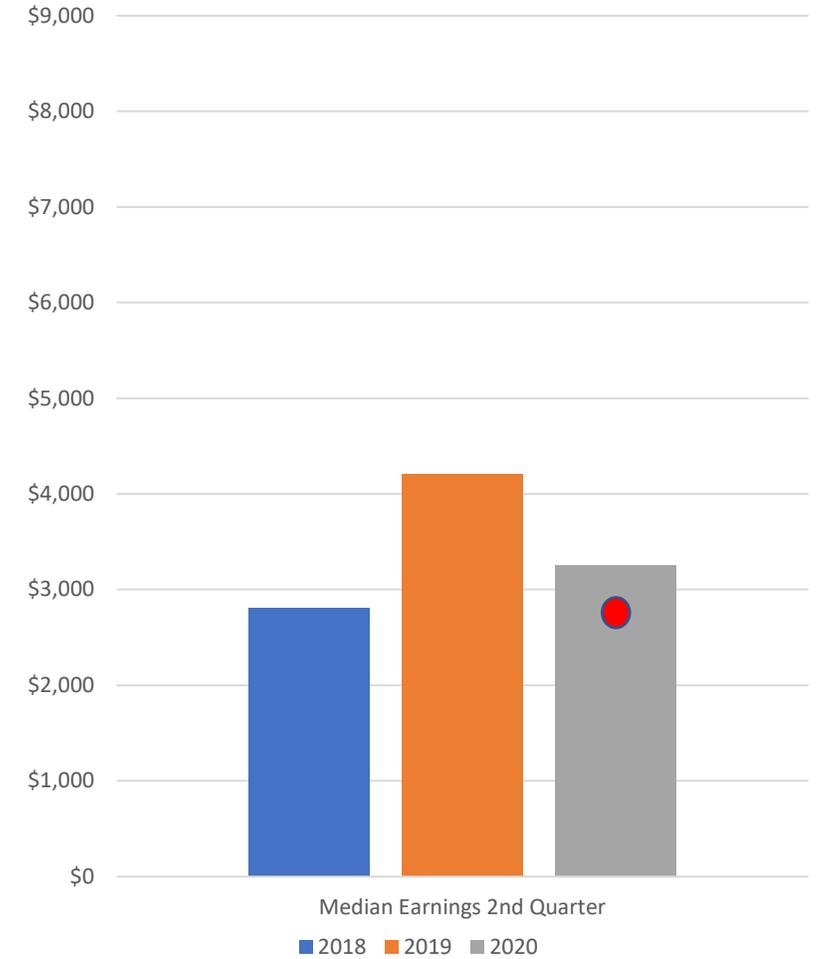
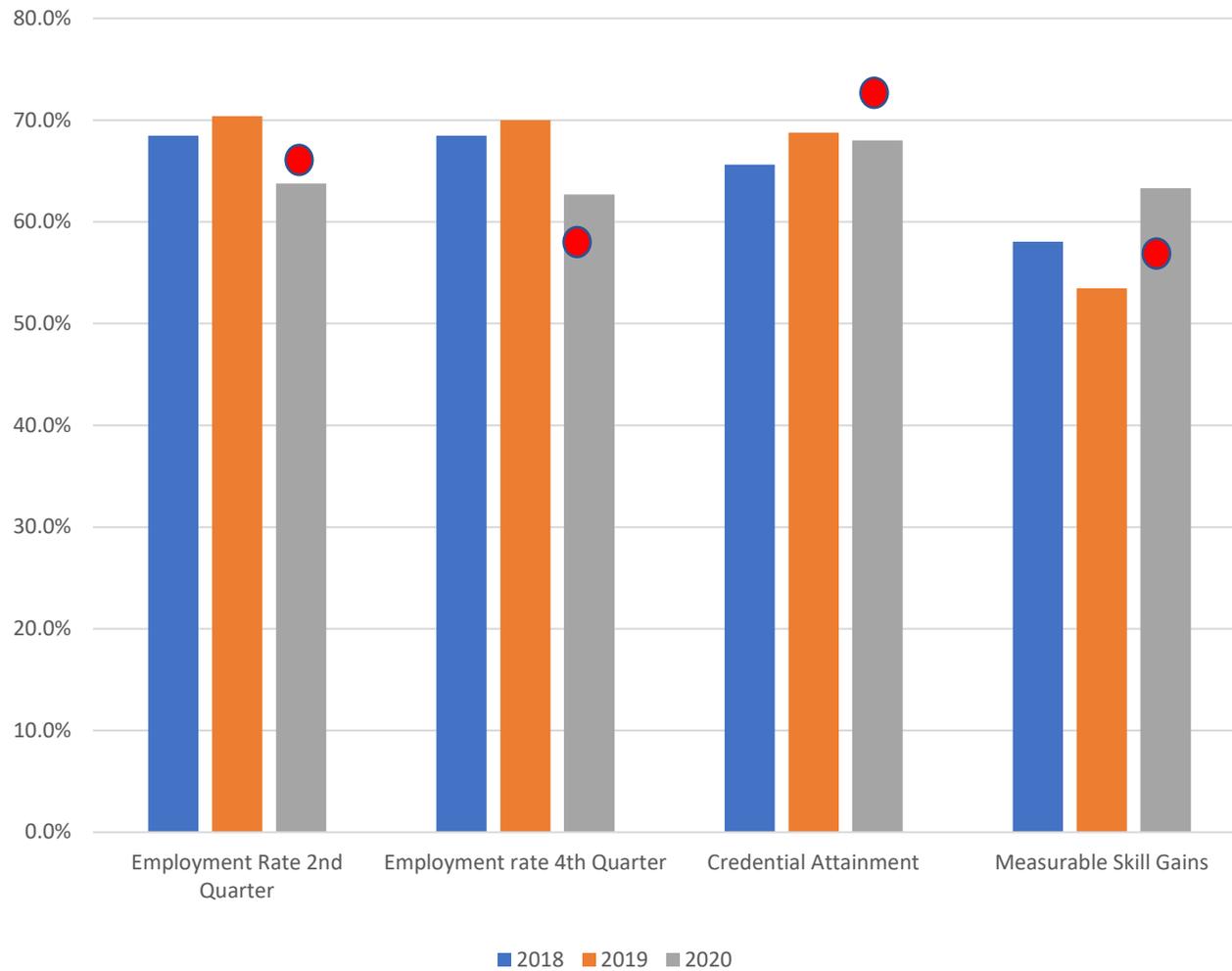


# ► PY 2020 Non-Adjusted Results – Dislocated Worker Program



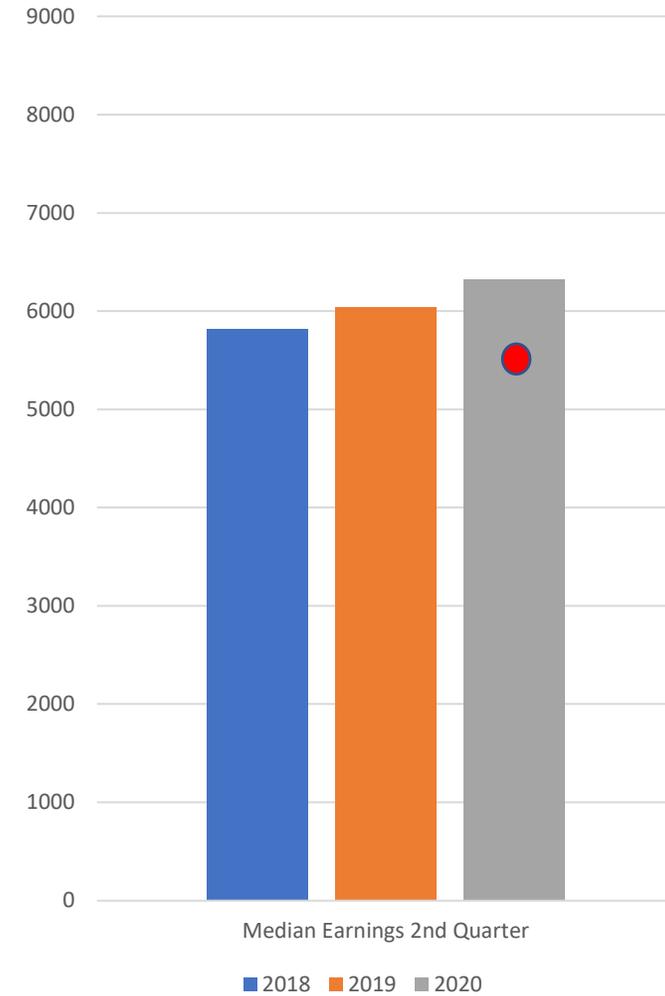
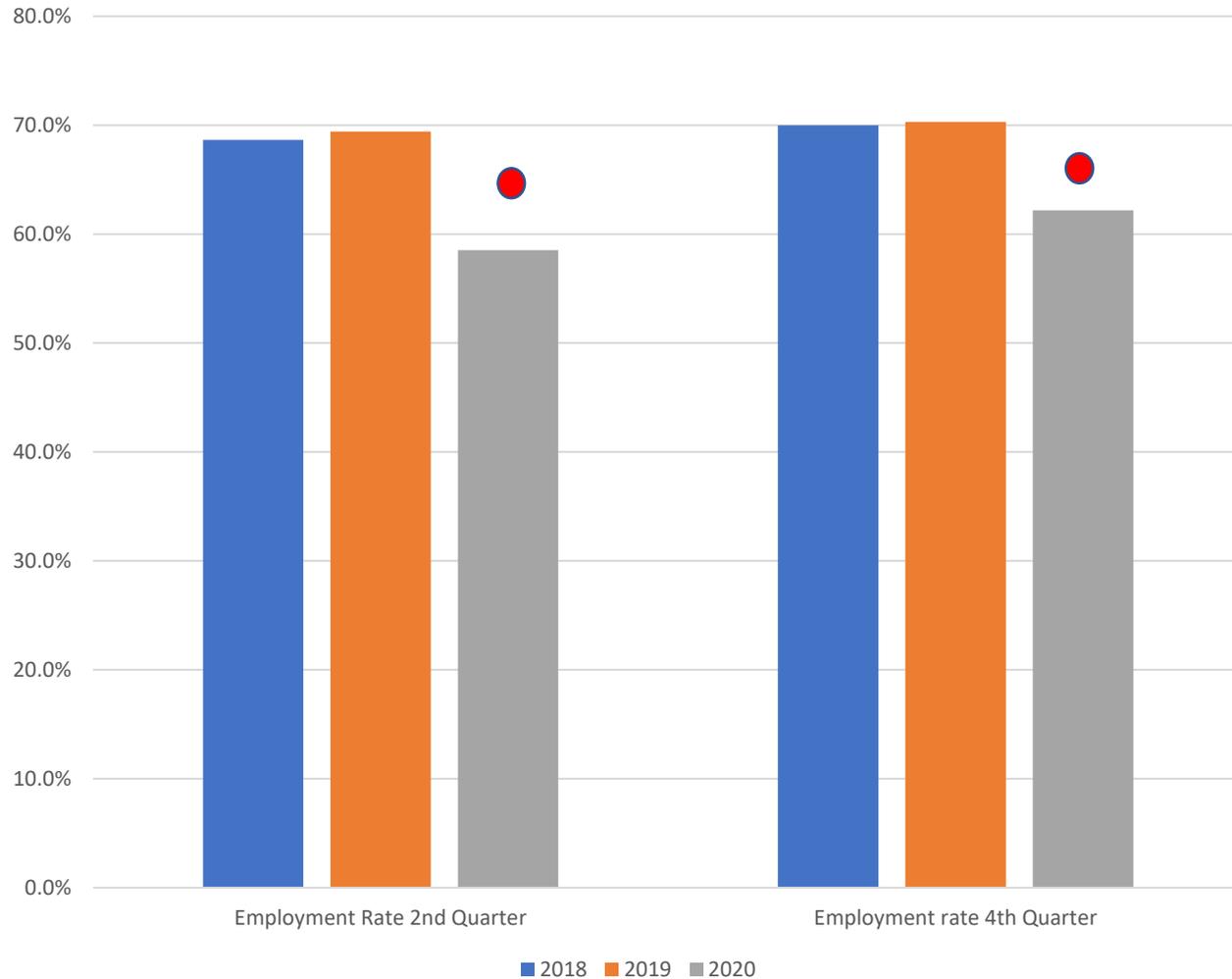
 PY 2020 Negotiated Performance Goal

# ► PY 2020 Non-Adjusted Results – Youth Program



● PY 2020 Negotiated Performance Goal

# ► PY 2020 Non-Adjusted Results – Wagner-Peyser Program



 PY 2020 Negotiated Performance Goal

**Contact Information**  
**Eliza Arentz ([earentz@pa.gov](mailto:earentz@pa.gov))**  
**717.787.0172**



# PA Department of Labor & Industry

# Digital Strategy

10/7/2021

# Purpose

**This presentation will provide an overview of the technology innovations currently being pursued or implemented in PA:**

1. Wi/Fi Project
2. Digital Intake
3. Microsoft Hub
4. Microsoft Bot
5. Big Interview
6. TORQ
7. Digital Literacy Project
8. PA CareerLink Accessibility Reviews and Equipment Purchases
9. SkillUp™ PA/Metrix Online Learning

# Wi/Fi Project

# ▶ Digital Intake

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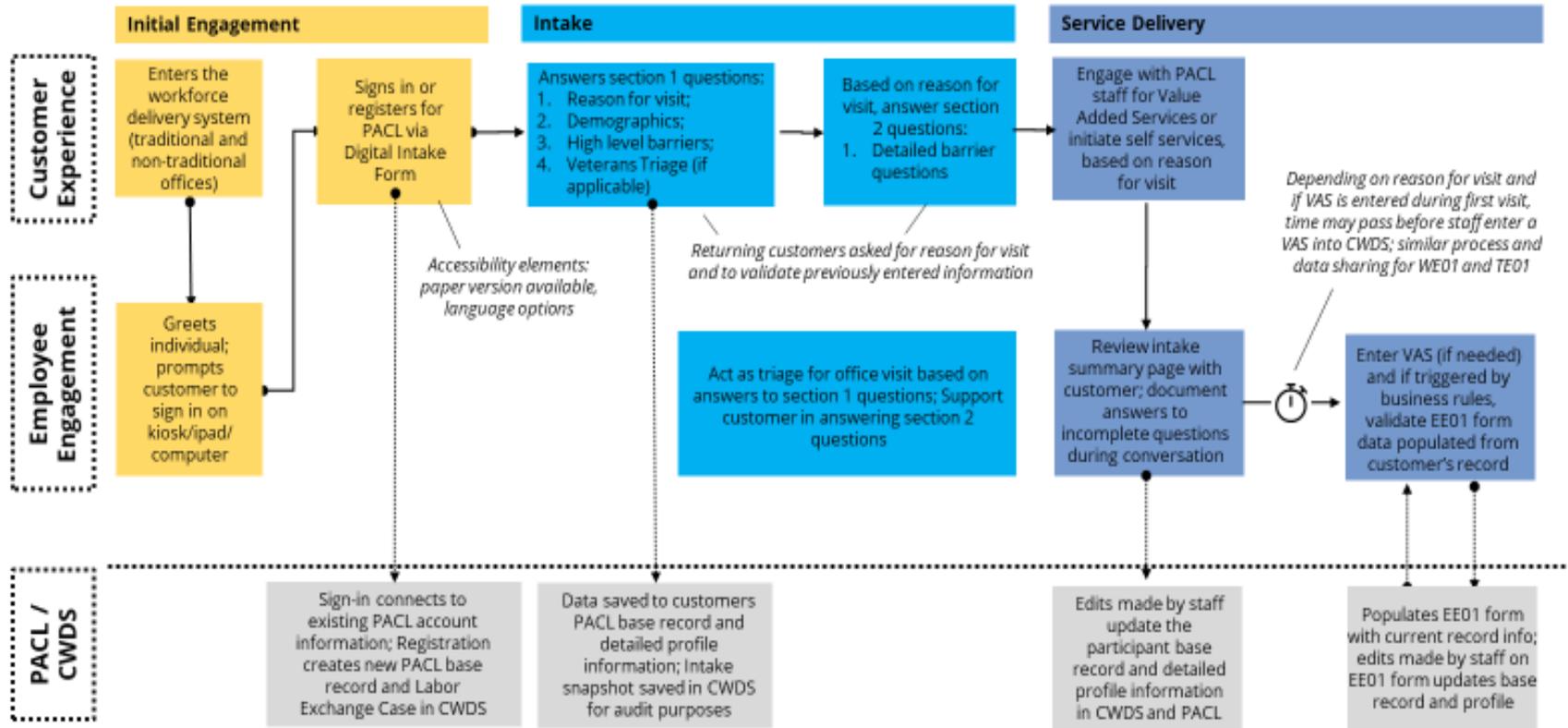
# ▶ Digital Intake

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# Digital Intake

## CWDS Common Digital Intake Form Workflow and Data

All customers entering a PA CareerLink® office will have the opportunity to sign-in using the CWDS Common Digital Intake Form. Data entered into the form will be used to direct a customer's office visit and to support build out of a customer profile in the system for future service needs.



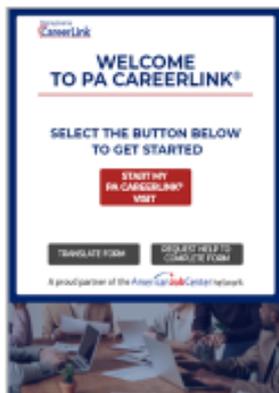
# Digital Intake

## Intake Form Workflow Scenario

The demo of the CWDS Common Digital Intake form mock-ups will review the workflow for initial engagement, intake and service delivery scenarios.



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



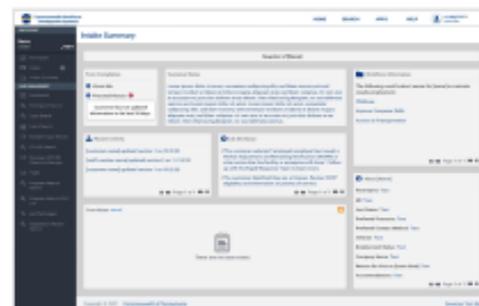
Job seeker logs in with PA CareerLink® Account and completes Section 1 of the Digital Intake Form



Based on reason for visit, job seeker fills out Section 2 of the Digital Intake Form



Staff views job seeker intake information in CWDS



# ▶ Microsoft Digital Hub Platform

# ▶ Microsoft Digital Hub Platform

# Microsoft Bot

# ▶ Big Interview

# TORQ

# ▶ Digital Literacy

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# ▶ Digital Literacy – Implementation

# ▶ Digital Literacy – Implementation

- For building external partnerships for outreach
- To promote awareness to jobseekers and employers about what PA CareerLink® can offer
- How to target areas of focus and engage partner agencies within community to reach vulnerable jobseekers
  
- Align PA CareerLink® Core Values between staff, partners and community
- Plan and create communications and identify platforms for distribution
- Define audience for communications
- Communications for customers must be in English and Spanish

# ▶ Digital Literacy – Implementation

- Referrals to other services
- Resume support
- Job readiness

# Accenture Project Recommendations

## Strategic Opportunities across key Job Seeker Moments

	 <b>Awareness of PA CareerLink®</b>	 <b>Introduction to PA CareerLink®</b>	 <b>Searching for a Job</b>	 <b>Getting Training</b>
Jobseekers		<p><b>PA CareerLink® Pre-Intake Prep</b> A pre-intake assessment that helps staff better understand the level of support a customer needs.</p> <p><b>Digital Confidence Conversation Guide</b> Conversational questions to gauge comfort level with digital tools and identify digital tasks customers feel comfortable performing.</p> <p><b>Work Ready Welcome Kit</b> A kit that includes tailored resources needed to navigate PA CareerLink® services, both online and offline.</p>	<p><b>Enhanced Job Postings</b> Job postings which include a "digital score" and specific digital skill requirements.</p> <p><b>PA CareerLink® Skills Gap Visualizer</b> Dashboard for job seekers to understand where their skills currently stand compared to the skills needed for the job(s) they desire.</p>	<p><b>Career Path Skills Roadmap</b> Recommended courses and scheduling assistance for role specific and employer specific digital skill needs.</p> <p><b>Job Seeker Mentorship Circles</b> Those who are new to PA CareerLink® or looking for additional support can be paired with a mentor to act as a coach and resource.</p>
Backstage – Tools for PA CareerLink® staff and partners to facilitate an improved experience				
Staff	<p><b>PA CareerLink® Communications Toolkit</b> A toolkit to facilitate proactive outreach that includes key talking points and assets to help deliver consistent messaging.</p>	<p><b>Living Profile</b> A dynamic system to manage job seeker case information, status, and track progress across training and services.</p>		<p><b>Staff Digital Skills Bootcamp</b> Baseline training for front-line staff on virtual tools and strategies available for internal collaboration and working with job seekers.</p>
Employers			<p><b>Enhanced Employer Job Intake</b> Standardizes how employers document open job roles and captures the full set of skills needed for the openings.</p>	<p><b>Employer Led Professional Development and Training</b> Enables employers to actively engage in training job seekers for key skills needed.</p>

# ▶ PA CareerLink® Accessibility Reviews

# ▶ SkillUp® PA - Overview

# ▶ SkillUp® PA - Overview

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# ▶ SkillUp® PA - Overview

# ▶ SkillUp® PA - Overview

- Examples - QuickBooks, MS Office, Oracle, Cisco, Project Management, etc.

# ▶ SkillUp® PA - Overview

- Schools
- Non-Profits
- Employers
- Etc.

# ▶ SkillUp® PA - Overview

# ▶ SkillUp® PA - Overview

# ▶ SkillUp® PA - Overview

# ▶ PA Technology - Overview

2019 Population		
Total Population	12,791,530	100.0%
Female	6,526,417	51.0%
Male	6,265,113	49.0%

Population by Race		
White	10,300,602	80.5%
Black	1,430,664	11.2%
Other	1,060,264	8.3%
Hispanic Ethnicity (All Races)	935,216	7.3%

Population by Age		
Ages 0 to 17	2,662,391	20.8%
Ages 18 to 24	1,174,907	9.2%
Ages 25 to 34	1,680,907	13.1%
Ages 35 to 44	1,493,904	11.7%
Ages 45 to 54	1,692,870	13.2%
Ages 55 to 64	1,804,831	14.1%
Ages 65 to 74	1,276,690	10.0%
Ages 75 and Older	1,005,030	7.9%
Median Age	40.8	

Educational Attainment, Ages 18 and Older		
High School Diploma or Less	4,495,797	44.4%
Some College or Associate Degree	2,668,721	26.3%
Bachelor's Degree	1,841,510	18.2%
Graduate or Professional Degree	1,123,111	11.1%

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

Help Wanted OnLine Job Postings			
Sept 2021	Sept 2020	Volume Change	Percent Change
114,601	112,816	1,785	1.6%

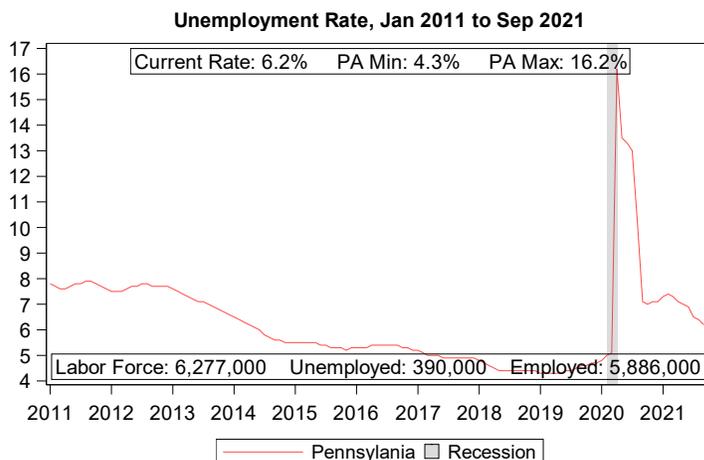
Source: Burning Glass Technologies Help Wanted OnLine™

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

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

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

Note: All income (excluding Per Capita) is displayed in thousands.  
Source: Bureau of Economic Analysis (BEA) - 2019



### Top 25 Employers by Employment in Q1 of 2021

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

Source: Quarterly Census of Employment and Wages

Unemployment Compensation (UC) by Pre-UC Industry	Oct 2020 to Sep 2021		Sep 2021 Initial (IC) and Continued (CC) UC Claims			
	Exhaustees	Percent	IC Total	IC Percent	CC Total	CC Percent
Natural Resources & Mining	3,310	1.0%	660	0.7%	3,606	0.8%
Construction	21,990	6.4%	7,581	8.5%	41,678	9.0%
Manufacturing	30,730	8.9%	9,256	10.4%	51,219	11.0%
Trade, Transportation & Utilities	67,440	19.6%	16,897	19.0%	100,024	21.5%
Information	4,010	1.2%	895	1.0%	5,604	1.2%
Financial Activities	10,400	3.0%	3,442	3.9%	20,702	4.5%
Professional & Business Services	48,550	14.1%	11,016	12.4%	64,157	13.8%
Education & Health Services	56,700	16.5%	19,197	21.5%	109,450	23.6%
Leisure & Hospitality	72,470	21.1%	9,078	10.2%	38,009	8.2%
Other Services	15,650	4.5%	2,550	2.9%	12,949	2.8%
Government	10,570	3.1%	1,563	1.8%	7,664	1.7%
Info Not Available	2,180	0.6%	0	0.0%	0	0.0%
<b>Total</b>	<b>344,000</b>	<b>100%</b>	<b>89,147</b>	<b>100%</b>	<b>464,177</b>	<b>100%</b>

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

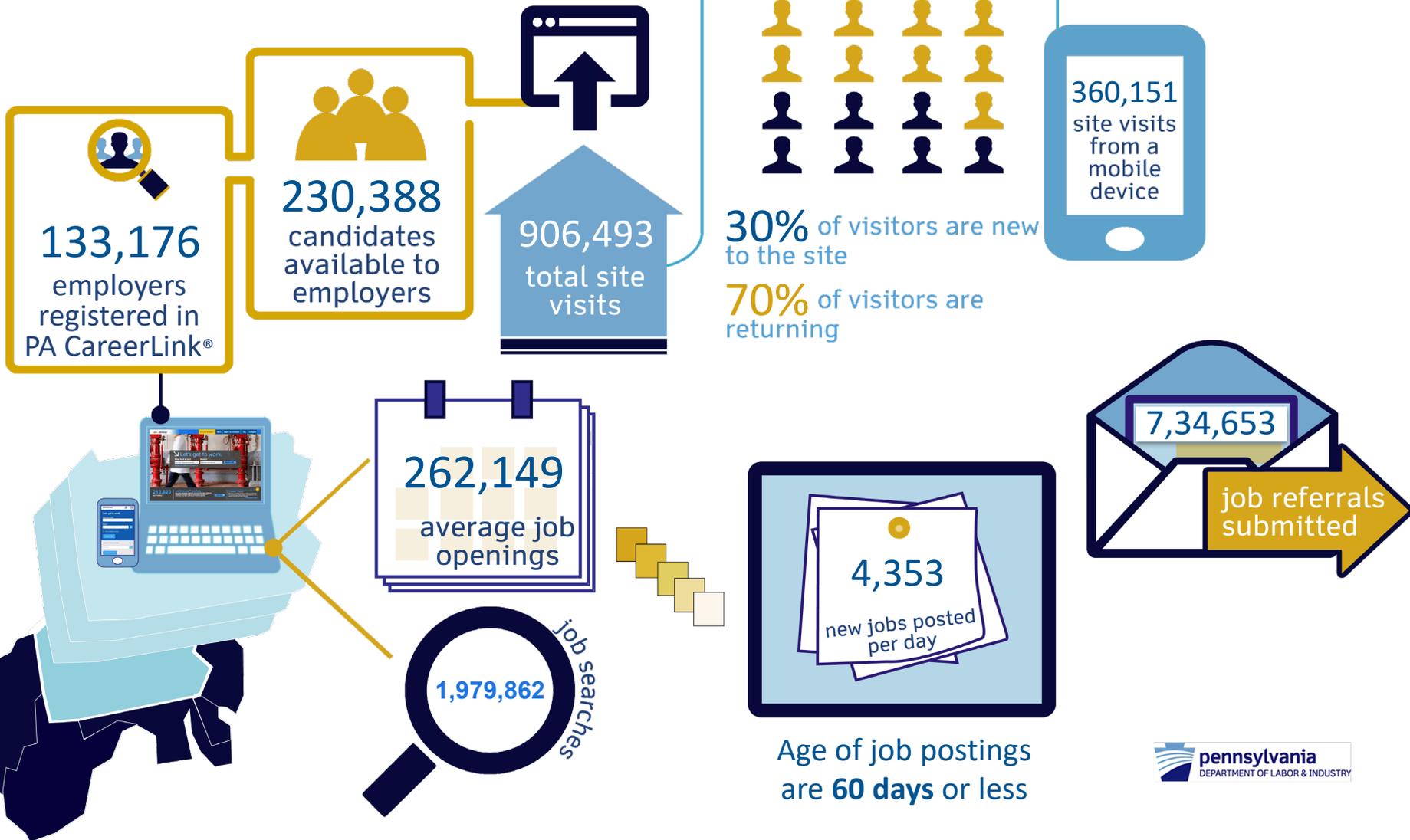
Source: Pennsylvania Unemployment Compensation System

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

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

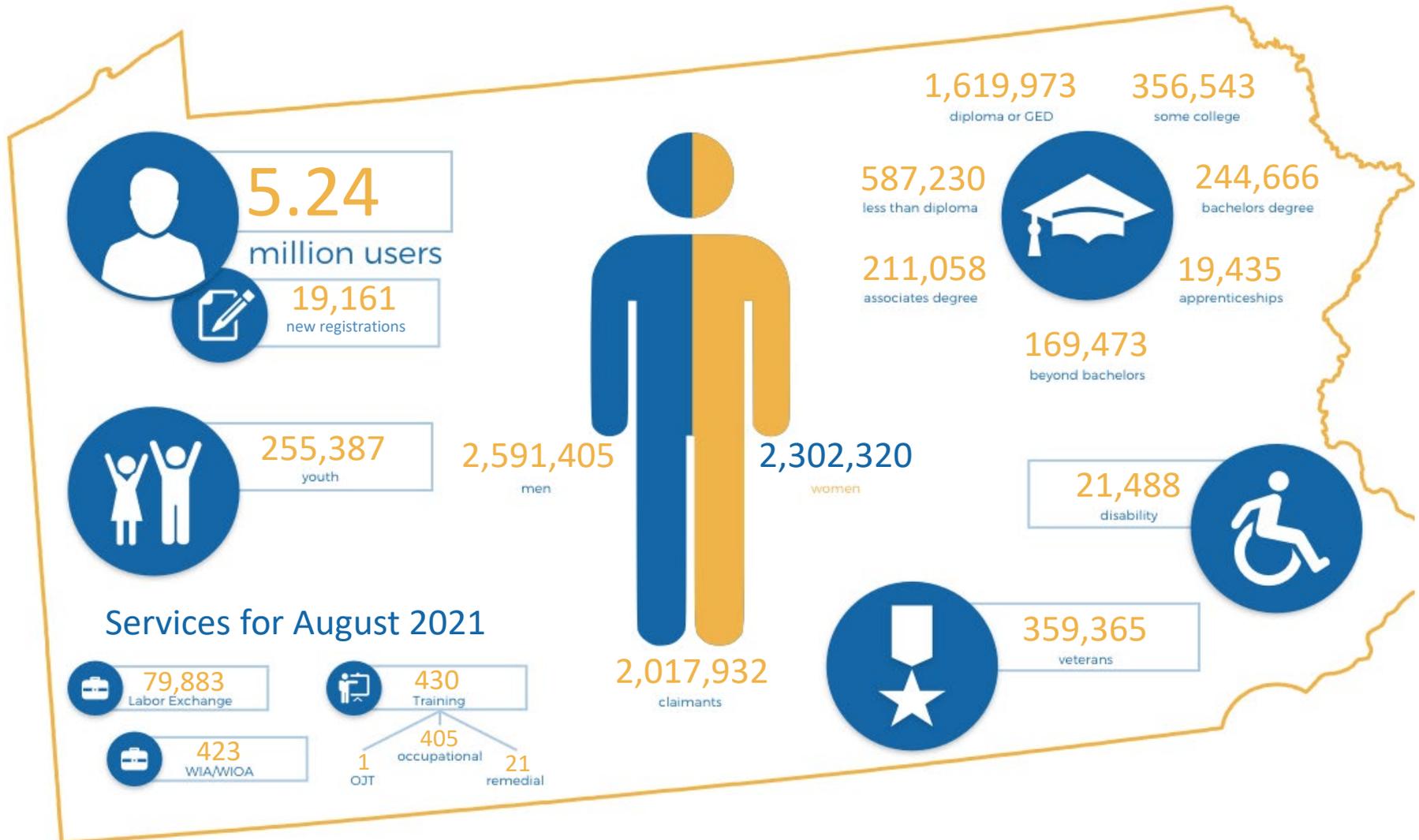
Occupational Employment (2018) and Wages (2020)						
SOC Code	Major Occupational Group	Employment	Entry Wage	Average Wage	Experienced Wage	
	Total, All Occupations	6,329,070	\$24,250	\$53,950	\$68,790	
11-0000	Management	322,280	\$64,660	\$127,660	\$159,160	
13-0000	Business & Financial Operations	302,930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

Note: 'ND' represents Non-Disclosable information.



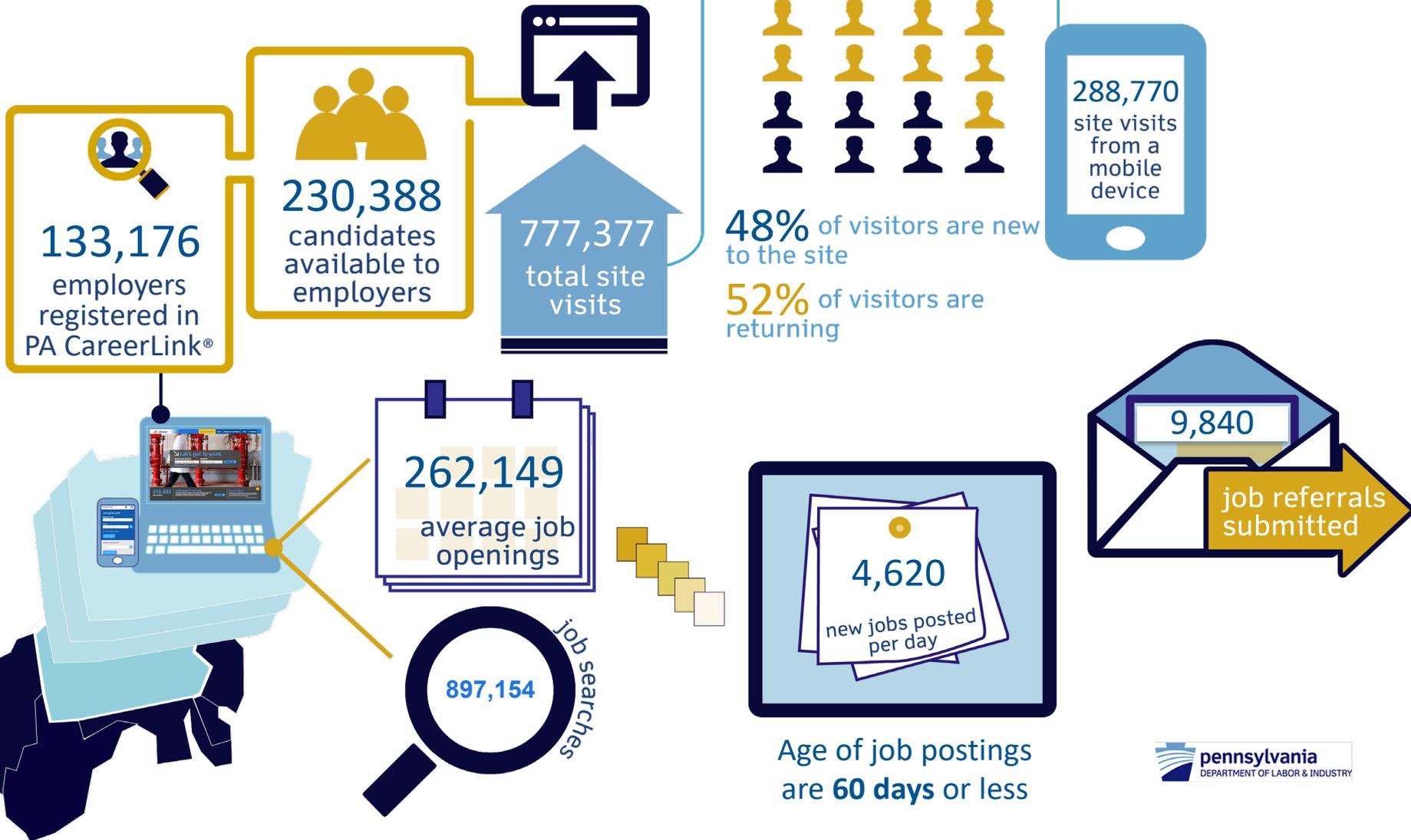


# CWDS/PA CareerLink® User Demographics & Services



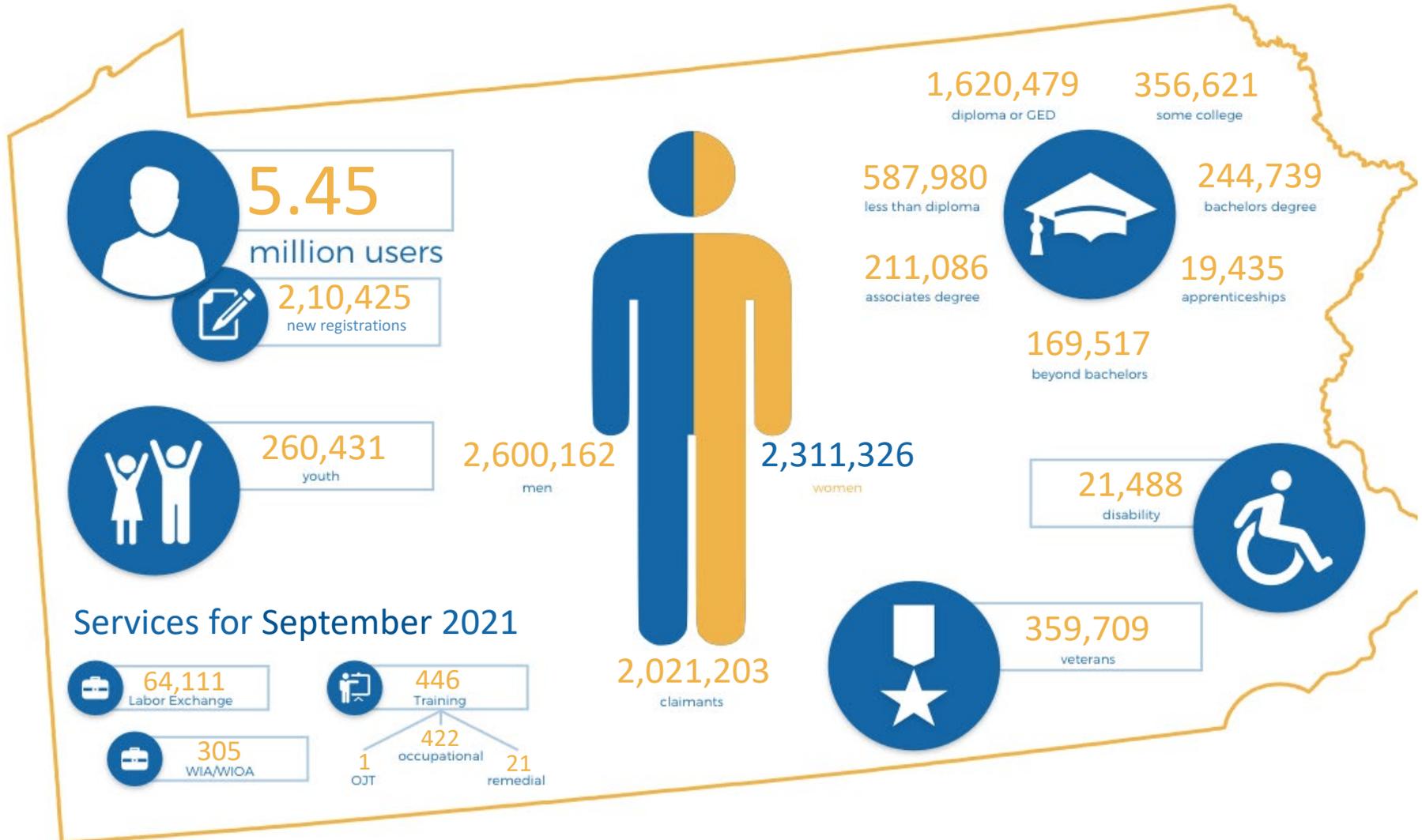
## Infographic Description

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



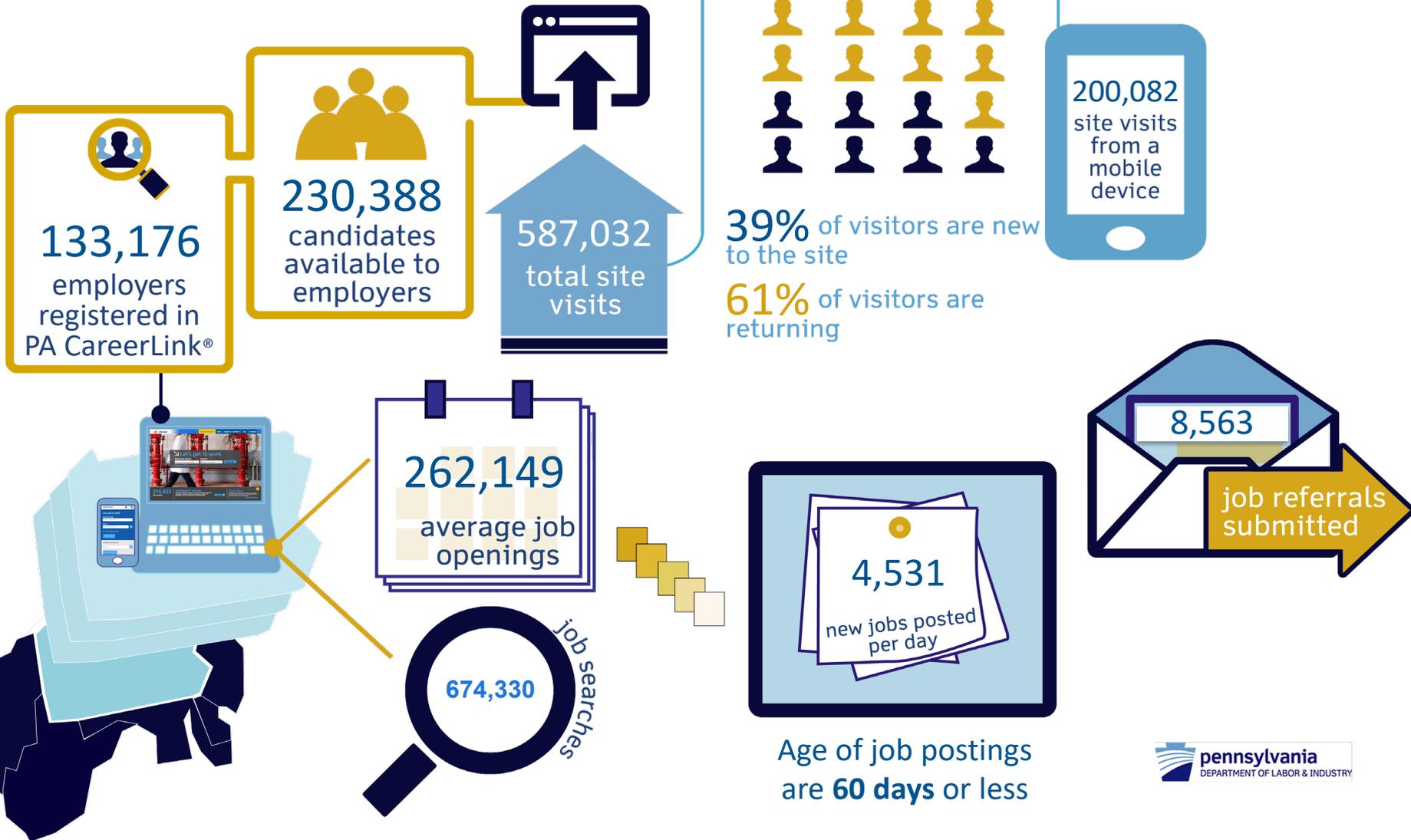


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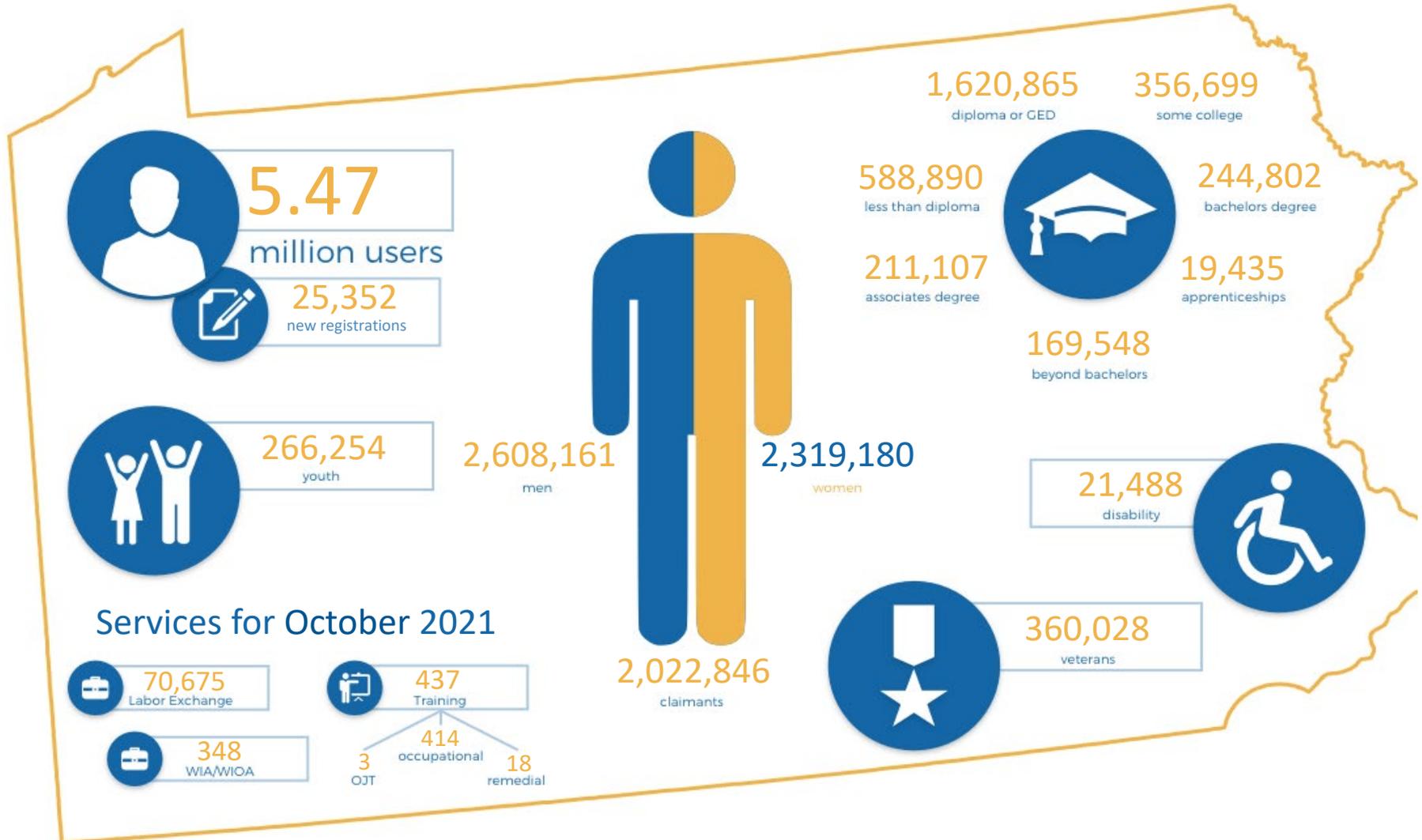
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4	Visitors new to the site	New visitors to PA CareerLink®	Per month	Google Analytics	PA CareerLink®: Customization: Dashboards: PA CareerLink InfoGraphic: New Visitor
5	Visitors are returning at least each month	Returning visitors to PA CareerLink®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

## WIOA Title I and Title III Workforce Performance Outcome Progress Through 4<sup>th</sup> Quarter Program Year 2020 Statewide

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

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

The information below evaluates Pennsylvania's current scores, rather than raw performance, and is based on Program Year 2020 Second Quarter performance results compared to our unadjusted negotiated level of performance for the Title I and Title III programs only. Adjusted negotiated levels will be available in January 2022.

### Overall Program Scores

Not Meeting	Meeting	Exceeding
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### Overall Indicator Scores

<b>119.5%</b>	<b>129.9%</b>	<b>105.7%</b>	<b>101.9%</b>
Title I Adult	Title I Dislocated Worker	Title I Youth	Title III Wagner-Peyser

<b>96.2%</b>	<b>100.7%</b>	<b>113.2%</b>	<b>119.2%</b>	<b>161.2%</b>
Employed 2 <sup>nd</sup> Quarter	Employed 4 <sup>th</sup> Quarter	Median Earnings 2 <sup>nd</sup> Quarter	Credential Attainment	Measurable Skill Gain

### Individual Indicator Scores (actual performance/negotiated level)

	Employed 2 <sup>nd</sup> Quarter	Employed 4 <sup>th</sup> Quarter	Median Earnings 2 <sup>nd</sup> Quarter	Credential Attainment	Measurable Skill Gain
Title I Adult	<b>94.5%</b> <small>(69.0% / 73.0%)</small>	<b>96.1%</b> <small>(67.3% / 70.0%)</small>	<b>104.1%</b> <small>(\$6040 / \$5800)</small>	<b>134.1%</b> <small>(75.1% / 56.0%)</small>	<b>168.4%</b> <small>(64.0% / 38.0%)</small>
Title I Dislocated Worker	<b>102.1%</b> <small>(76.6% / 75.0%)</small>	<b>101.2%</b> <small>(76.9% / 76.0%)</small>	<b>113.1%</b> <small>(\$8819 / \$7800)</small>	<b>129.1%</b> <small>(74.9% / 58.0%)</small>	<b>204.1%</b> <small>(65.3% / 32.0%)</small>
Title I Youth	<b>96.7%</b> <small>(63.8% / 66.0%)</small>	<b>108.1%</b> <small>(62.7% / 58.0%)</small>	<b>118.3%</b> <small>(\$3253 / \$2750)</small>	<b>94.4%</b> <small>(68.0% / 72.0%)</small>	<b>111.1%</b> <small>(33.4% / 57.0%)</small>
Title III Wagner-Peyser	<b>91.4%</b> <small>(58.5% / 64.0%)</small>	<b>97.2%</b> <small>(62.2% / 64.0%)</small>	<b>117.1%</b> <small>(\$6321 / \$5400)</small>		

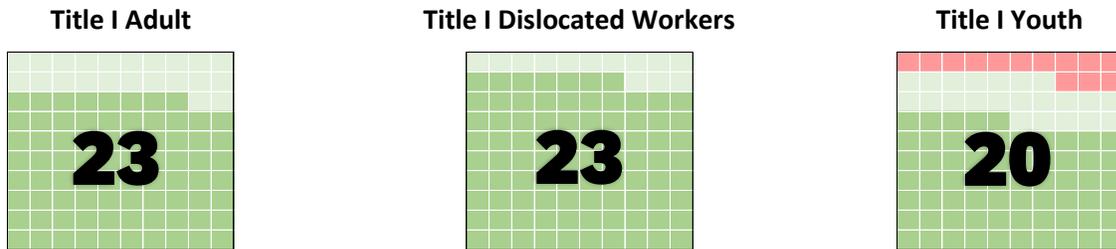
# WIOA Title I and Title III Workforce Performance Outcome Progress Through 4<sup>th</sup> Quarter Program Year 2020 Local Workforce Development Areas

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

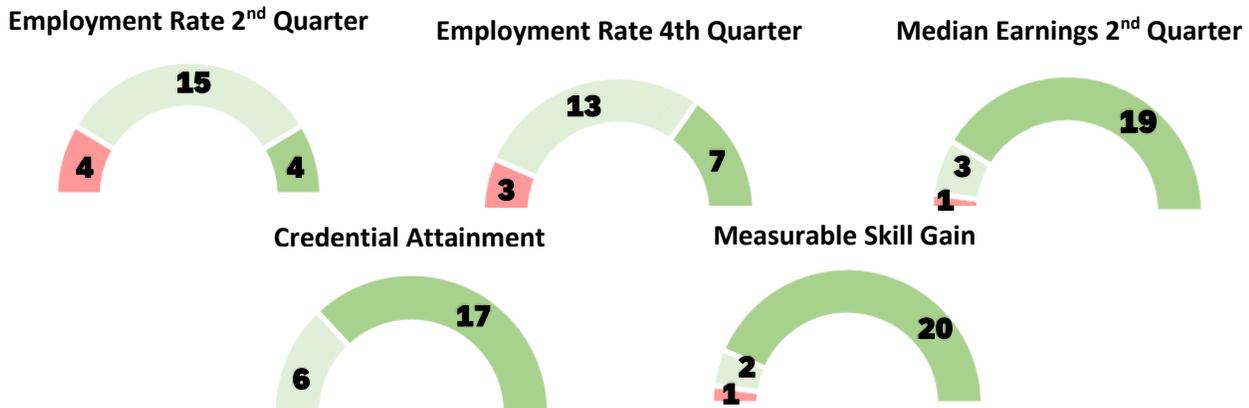
Local performance is evaluated only on outcomes for the Title I programs. States, under authority from WIOA, establish their own methods by which to assess performance outcomes of each local workforce development area. The Department of Labor & Industry has chosen to mirror the WIOA methodology, which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

Graphics below indicate the number of local areas currently exceeding, meeting, or not meeting unadjusted negotiated levels of performance. Adjusted negotiated levels will be available in January 2022.

## Overall Program Scores



## Overall Indicator Scores



## Individual Indicator Scores

	Title I Adult			Title I Dislocated Workers			Title I Youth		
<b>Employment Rate 2<sup>nd</sup> Quarter</b>	0	19	4	0	17	6	0	14	9
<b>Employment Rate 4<sup>th</sup> Quarter</b>	0	17	6	0	15	8	0	15	8
<b>Median Earnings 2<sup>nd</sup> Quarter</b>	0	9	14	0	3	20	0	7	16
<b>Credential Attainment</b>	0	5	18	0	7	16	1	8	14
<b>Measurable Skill Gain</b>	1	1	21	0	2	21	2	5	16

# WIOA Title I and Title III Workforce Performance Outcome Progress Through 4<sup>th</sup> Quarter Program Year 2020

## Definitions

### Performance Measures

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

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

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

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

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

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

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

### Reporting Cohorts

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

<b>Performance Measure</b>	<b>Reporting Cohort</b>
Employment Rate 2 <sup>nd</sup> Quarter	July 1, 2019 through June 30, 2020
Employment Rate 4 <sup>th</sup> Quarter	January 1, 2019 through December 31, 2019
Median Earnings 2 <sup>nd</sup> Quarter	July 1, 2019 through June 30, 2020
Credential Attainment	January 1, 2019 through December 31, 2019
Measurable Skill Gain	July 1, 2020 through June 30, 2021

## Footnotes

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