

The **Pennsylvania Department of Labor & Industry** is the agency that oversees the workforce service delivery system in Pennsylvania. Service delivery is carried out through the commonwealth's 22 local workforce boards that are responsible for providing governance to each of the commonwealth's 61 PA CareerLink® locations. These centers are composed of a multiplicity of state agency and local workforce partners all working together to provide a seamless delivery of services to those customers most in need.

Each PA CareerLink® center, a proud partner of the American Jobcenter Network, offer an array of services for both employers, workers and job-seekers.

**\*Workforce Services for job-seekers include:**

- Program eligibility determination
- JobGateway™ registration assistance
- Basic and comprehensive assessment
- Job search assistance
- Career planning
- Training

**\*Workforce Services for employers include:**

- Labor market information
- Customized training
- Customized recruitment and applicant screening
- Comprehensive candidate assessment
- Layoff aversion strategies
- Federal bonding

\* This is not an exhaustive list of services and activities available to employers and job seekers. To see more of what is offered through Pennsylvania's workforce development system, please visit the PA CareerLink® website at: [www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov)

To support the work of each local board, the governor has appointed a statewide workforce board—a private-sector policy advisor for constructing a strong workforce development system in Pennsylvania. The members of this board represent a cross-section of business executives, labor officials, education leaders, economic development practitioners and local elected officials.

The Department's Center for Workforce Information & Analysis (CWIA) is the primary source of labor market information for the commonwealth. CWIA provides timely, objective workforce and economic statistics to local workforce investment boards, state agencies, and citizens.

In addition to those services offered through the network described above, the Department also provides rapid response and lay-off aversion services; issues foreign labor certificates; administers the federal bonding program; and, maintains the commonwealth's Eligible Training Provider List.

For more information, please contact Nsungwe Shamatutu, Executive Assistant to the Deputy Secretary for Workforce Development 717.783.1951 or [nshamatutu@pa.gov](mailto:nshamatutu@pa.gov).