pennsylvania
WORKFORCE DEVELOPMENT BOARD

Quarterly Meeting Briefing Book

May 3, 2022
10:00 AM to 2:00 PM

Tom Wolf
Governor

Jeff Brown
Chair

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

Quarterly Meeting Briefing Book

Table of Contents

May 3, 2022

Agenda	3
February 9, 2022, Minutes	5
Department of Labor & Industry Update	18
Office of Vocational Rehabilitation Update	28
Department of Human Services	30
Department of Aging	33
Department of Community & Economic Development	34
Department of Corrections	37
Department of Agriculture	39
Department of Education	40
Industry Partnership & Employer Engagement Committee Update	42
Career Pathways & Apprenticeship Committee Update	43
One-Stop Service Delivery Committee Update	44
Reentry Ad Hoc Committee Update	45
Continuous Improvement Committee Update	46
Healthcare Workforce Ad Hoc Committee Update & Recommendations	47
Youth Committee Update & Recommendations	48
Enhancing the Public Workforce System for Individuals with Disabilities Presentation	50
Enhancing the Public Workforce System for Individuals with Disabilities Summary	67
Pennsylvania Profile – Labor Market Update	70
PA CareerLink® Update – May, June, and July	72
WIOA Titles I & III Performance Outcome Progress	81

Quarterly Meeting
Tuesday May 3, 2022
10:00 AM to 2:00 PM

Agenda

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

10:10 AM Chair's Updates, Jeff Brown
- Approve February 9, 2022, Quarterly Meeting Minutes – **VOTE**

10:15 AM New Member Introductions
- Senator Amanda Cappelletti
- Brian Campbell
- Acting Department of Education Secretary Eric Hagarty
- Acting Executive Director of Office of Vocational Rehabilitation Ryan Hyde

10:35 AM PA WDB Agency Updates
- Governor's Office
- Labor & Industry
- Office of Vocational Rehabilitation
- Human Services
- Aging
- Community and Economic Development
- Corrections
- Agriculture
- Education

11:20 AM PA WDB Recommendations Update
- James Martini – Executive Director PA WDB

11:30 AM **10-Minute Break**

11:40 AM 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
- Reentry Ad Hoc, Chair Jeff Brown
- Continuous Improvement, Chair Brian Funkhouser
- Healthcare Workforce Ad Hoc, Chair Matt Yarnell
    - Recommendation 1: Direct Care Worker Wages – **VOTE**
    - Recommendation 2: Workforce Development Investment – **VOTE**
- Youth, Chair Chekemma J. Fulmore-Townsend
    - Recommendation: STEM Designations – **VOTE**

12:20 PM Presentation – Collaborative Approach to ADA Accessibility for the Public Workforce System

- Rob Hodapp – Business Services & Outreach Specialist, Office of Vocational Rehabilitation
- Michael White – Policy Coordination and PA CareerLink® Finance & Budget Chief, Bureau of Workforce Development Administration

12:50 PM Public Comment

1:00 PM Adjourn – **VOTE**

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

PA WDB Quarterly Board Meeting
Wednesday February 9th, 2022
10:30AM to 2:00PM
Zoom
Meeting Minutes

Attendance
Members:

- Chair Jeff Brown
- Idayat Adewunmi
- Shannon Austin
- Tim Bean
- Secretary Jennifer Berrier
- Richard Bloomingdale
- Julene Campion
- Representative Morgan Cephas
- Wendie DiMatteo-Holsinger
- Jessica Eberley
- Patrick Eiding
- Chekemma Fulmore-Townsend
- Brian Funkhouser
- Justin Genzlinger
- Nick Gilson
- Commissioner Robert J. Harvie, Jr.
- Brad Hollabaugh
- Sarah Hollister
- Secretary Allison Jones
- Marguerite Kline
- Andrea McArthur
- Representative Ryan Mackenzie
- Bob McAuliffe
- Henry Nicholas
- Jodi Pace
- Commissioner Michael Pipe
- Tom Redden
- Secretary Russell Redding
- Gregg Riefenstahl
- Frank Sirianni
- John "Ski" Sygielski
- Laura Wand
- Matt Yarnell
- Deputy Secretary Tara Williams for Governor Tom Wolf
- Eric Kratz for Senator Camera Bartolotta
- Gwen Ross for Secretary Dennis Davin
- Amy Schwenk for Acting Sectary George Little
- Deputy Secretary Tanya Garcia for Secretary Noe Ortega
- Tyler Sciaudone for Representative Melissa Schusterman
- Hoa Pham for Acting Secretary Meg Snead
- David Miles for Secretary Robert Torres

Presenters:

- Deputy Secretary Tara Williams, Governor's Office
- Secretary Jennifer Berrier, PA Department of Labor and Industry
- Director Dan Kuba, PA Department of Labor and Industry
- Executive Director Shannon Austin, Office of Vocational Rehabilitation
- Hoa Pham, PA Department of Human Services
- Dave Miles, PA Department of Aging
- Gwen Ross, PA Department of Community and Economic Development
- Amy Schwenk, PA Department of Corrections
- Secretary Russell Redding, PA Department of Agriculture
- Julie Kane, PA Department of Education
- Deputy Secretary Tanya Garcia, PA Department of Education
- Julie Kane, PA Department of Education
- John "Ski" Sygielski, Industry Partnership and Employer Engagement Committee
- Rick Bloomingdale, Career Pathways and Apprenticeship Committee
- Sarah Hollister, One-Stop Service Delivery System Committee

- Chekemma Fulmore-Townsend, Youth Committee
- Matt Yarnell, Healthcare Workforce Ad Hoc Committee
- Jeffrey Abramowitz, Reentry Ad Hoc Committee
- Brian Funkhouser, Continuous Improvement Committee
- Director Matt Flinner, PA Department of Labor and Industry
- Executive Director James Martini, PA Workforce Development Board

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

Welcome and Introductions
Chair Brown began the meeting.

Chair's Updates
Chair Brown sought a motion to approve the minutes from the November 9th meeting.

MOTION: Henry Nicholas made the motion to approve the minutes. The motion was seconded. The motion passed unanimously.

Chair Brown then introduced a new board member, Justin Genzlinger from Settlers Hospitality. Mr. Genzlinger remarked that his business is located in the Pocono Mountains in Northeast PA.

Governor's Office Updates

Deputy Secretary Tara Williams then began her report. She began by running through some of the key highlights in the Governor's budget that are relevant to the important work that the PA WDB does. The 22/23 budget has a focus on education workforce and economic development initiatives as well as criminal justice reform and supporting vulnerable populations. For education, the budget built on historic investments over the governor's administration focused on ensuring equitable access to opportunities. Starting from early childhood education where many outcomes begin, there is a $70 million increase for pre-K and Headstart supplemental assistance program to increase access for a workforce in this program. There is a $1.75 billion investment comprised of three main buckets. $1.25 billion in basic education funding, that will go through the fair funding formula. $200 million for special education funding, and $300 million for the Level Up initiative which started last year and focuses on the 100 most underfunded districts in the state. The theme of increases and distribution mechanisms to address funding inequities in the K-12 system is evident. In the post-secondary space, investment to continue to support the governor's postsecondary attaining goals in Pennsylvania. The PAsmart initiative continues to be funded to support STEM and computer science as well as partnership programs and industry partnerships. The Nellie Bly tuition program is a $20 million direct student investment to provide financial assistance to full-time students either at one of the state's universities or community college. It includes a focus on students pursuing programs in Pennsylvania's high needs sector, particularly those who have shortages related to the pandemic such as healthcare, education, and public service. In addition to education, the governor continues to call for initiatives that collectively impact the workforce system. This includes raising the minimum wage to $12 an hour beginning in July with a pathway to $15 an hour by 2028. 30 states have a higher minimum wage than we do including all of PA's neighbors. This increase would impact an estimated 1.5 million people who would get a boost in pay and it also helps to keep Pennsylvania a competitive state to work in. Along those lines and separate from the budget, the Governor designed an executive order last month to raise the wages of Commonwealth workers under his jurisdiction to $15 an hour which became effective January 31. On the business side, the budget proposes to reduce the corporate net

income tax rate from 9.99% with the desire to get to 4.99%. This would help improve the competitiveness of the state economy by lowering the tax rate and expanding the tax space to level the playing field for all businesses. The budget provides for an increase for industrial resource centers for manufacturing. There is also an increase in the PREP network as well as programs that provide for training and other supports for businesses. Also, they are very excited that there is a $3.2 million investment to develop a robust statewide longitudinal data system. That is something that came out of the Workforce Command Center and the goal is to help the state better coordinate data through early education and employment to better understand outcomes and inform data-driven policy and program decisions. That proposal was actually out prior to the budget address. There are components that touch on workforce with a specific focus on supporting the healthcare sector as well as support for small businesses. There is also the Pennsylvania Opportunity Program to provide relief to workers and families from the high cost of childcare as well as supporting to a degree of Prudential as a part of pandemic recovery. Lastly, they are continuing to prepare for funds in the infrastructure investment and jobs act. It's $6.2 billion over six years included across five agencies. They are still waiting on guidance for much of it, but there will be a workforce component to some of the funds coming in.

Chair Brown asked when the budget would begin to be talked about. Deputy Secretary Williams said they were going to start the process with the legislature and would be discussing it over the next several months. Chair Brown said that by the next PA WDB meeting, they should hear where the budget stands. Deputy Secretary Williams then added that Pennsylvania was a recipient of the National Governors Association grant to engage in a planning process to advance digital skill attainment. They have several team meetings and are outlining a high-level vision statement of essentially assuring all Pennsylvanians have the confidence to engage in life, learning, and work. They are working on more specific objectives and are obtaining data for source mapping. They know that technology is integral to Pennsylvanians' lives and without those skills, students and adults are going to be left out of educational workforce opportunities. They are seeking employer input to further understand what needs they are seeing that that space and if their objectives are hitting the market perspective. That will be coordinated through the PA WDB One-Stop committee. Chair Brown said that if someone wants to volunteer to talk to James.

Agency Report- Department of Labor and Industry

Secretary Berrier then began her report. She remarked that the unemployment rate for Pennsylvania in December was 5.4%. The weekly new claims that they are receiving is pretty much on par with what they were receiving prior to the pandemic two years ago. They are beginning to enter year three of the global pandemic and they are still continuing to experience this new world and its challenges and react appropriately. It is a very busy season for them as construction workers were filing for unemployment compensation benefits. It is the first time they are interacting with the new system. They were experiencing an uptick with their customer service and longer than usual wait times. As the Board knows, they went live with the new system in June 2021, so they are not yet through the first year and the growing pains, but they are happy to see the progress that they have made. They have a system that is interactive and very helpful for all Pennsylvanians including workers and employers alike. She noted about the L&I Director of Transformation would be talking about a very exciting project rolling out this summer, which is a digital intake form. Another thing going on with the Department was that on March 1st, they would be issuing a misclassification task force report. It was to study the effects of misclassification which was essentially workers begin categorized as independent contractors when in fact they do not meet the definition. She noted that the report is very robust with good data on the impact of that issue on Pennsylvania, its economy, and the workers. The report also has recommendations that will hopefully

help solve the problem and provide a level playing field for all Pennsylvania employers and provide greater protections for its workers.

Director Kuba then gave the workforce specific report. The clean energy grant within the Board packet is a new activity that the Department is working on. The idea and the plan is to invest $2.5 million within the local workforce development systems to explore and identify clean energy opportunities throughout the Commonwealth. Also, over the last year and a half, they talked quite a bit about the Governor's investment around digital resources. That is not only from the Department of Labor and Industry but other departments as well. Knowing and understanding that PA citizens have some areas of difficulty navigating online systems and receiving services that they need to handle everyday life but also move forward and make changes. Mr. Kuba then talked about the digital literacy grants. The Department had also talked quite a bit over the last two years around providing additional resources to dislocated workers. The Governor's mission vision is supporting all of the unemployed led the Department down the path of providing additional training and education services to people. The Lancaster Workforce Development Board had done a presentation about a product called Metrix Learning. The Department went into a very detailed procurement process, with multiple different vendors and launched is Skill Up PA initiative. With that program they are providing a catalog of about 5000 online training programs with quite a few credentials that are available after completing this program. They are working with local boards and creating local portals that require participants for additional collaboration. Ryan Hyde did a presentation at the last board meeting about it. The program is continuously growing. They are currently working and looking at doing an outreach effort of 30,000 mailers that will go out to unemployed people. Also, in the Board briefing book was an update on the Veterans Employment Program grant. They state wanted to provide additional service to veterans who need support with career opportunities. They came up with an announcement that was put out and they are proud to say they will have four awardees receiving funding very shortly.

Mr. Kuba then brough up the TAA video production and how it was a huge advance for the Commonwealth. Every day, there are companies affected by foreign trade and the affects on employers. PA spent a year and a half exploring what is happening and going retroactive to all the Pennsylvanians that would be eligible for trade services because there are quite a few different laws that surround it. They were able to put together a digital series that explains the benefits and the results and the next steps of the trade program. Mr. Kuba talked about how they were able to get additional staff to support the program. He noted that Tara Loew at the Apprenticeship and Training Office was doing great work in working with traditional and nontraditional apprenticeships. He then talked about the ambassador network. It is a part of the overall PAsmart grant which will help the Commonwealth educate and get more people to understand the options that are available.

Chair Brown then asked for an update on the Continuous Improvement Committee assessing the software. Mr. Martini clarified that he was asking about software for the PA CareerLink®. The Board would be getting a presentation later on in the meeting from Matt Flinner who is the Director of the L&I Office of Transformation, and he would be talking about how they are going to standardize the intake process for individuals coming into the PA CareerLink®. Chair Brown asked if the Continuous Improvement Committee had a chance to see it. Mr. Martini said they had as they had gotten a few presentations about it.

Mr. Kuba then also added that Secretary Berrier put a place for the workforce development deputate to update the overall visual and presentation of material in the Commonwealth for the CWDS system.

Agency Report- Office of Vocational Rehabilitation

Executive Director Shannon Austin then provided the report for OVR. She remarked that in the last quarter, OVR business service outreach division staff had been working with several offices and were placing several referrals to various employers. In the last quarter alone, they worked with over 1,000 employers. Of those, 10 really raised through to the top of where their referrals have been and were placing people into employment. They include Walmart, Giant Eagle, Giant, as well as several other essential jobs in the Commonwealth. She then continued and said that last year, OVR had entered into an MOU with the Department of Education which was fully executed in March 2021. With that, they are entering into their second MOU with the Department of Education, and they were going to be rolling out transition employment and agency mentors, or team navigators throughout the Commonwealth. They will be placed in all of the intermediate units. There will be a total of 31 altogether. Two of the 31 are going to be geared towards working with individuals that are Spanish speaking. They will have caseloads that they work with but the basic thing with the navigator is to shepherd the MOU. They do not want to have a document that is just word alone, they want to be intentional in how they are preventing and collaborating and working with students who are 14 to 21 years of age as they transition out of school. The navigators are going to be responsible and collaborating with teachers, school districts, OVR staff, consultants at the national level, and community partners to make sure that the students are having services offered. Their hope is as the shepherds, the MOU will make sure that young people are not falling through the cracks and that they are there for tech support. Another thing they are rolling out for young people from 16 to 21 years of age is the youth ambassador position. It is going to be a paid work-based learning experience with them going through training and mentoring and will be housed in the intermediate units and parent youth leadership networks. They are allowing for a certain amount of students to be placed in office settings where they are learning various jobs, classifications, and duties. There will have 100+ students with this initiative as they roll it out throughout the state. She then remarked on some priorities of the HGAC (Hiram G. Andrews Center). They are focusing on diversifying the customer base and funding streams for the center. They are trying to align the customers with workforce needs are going through a transformation. Also, on the physical level of the facility and the infrastructure so they can make it more modern for learning and the working environment. She noted that they were having conversations with the Department of Human Services and were hoping to collaborate across DHS programs to develop customized training and programs. They were also working with Deputy Secretary Shelia Ireland and Tara Loew with apprenticeships and pre-apprenticeships. They were also working with Starbucks to potentially develop a barista training and had an initial conversation with Amazon. They were also working with a lot of the comprehensive rehab centers across the United States to see how they can work to fulfill the fulfillment centers to get people within the warehousing space in order to get them placed into employment. They were also looking at some types of customized training and stackable credentials and measurable skills gain in regard to the medical field. She then touched on how technology is going to be key and when it comes to individuals with disabilities, they are really taking into account assistive technology which is very important for some of the students and they will try to bring some innovation into that space.

Agency Report- Department of Human Services

Hoa Pham then presented for the Department of Human Services on behalf of Acting Secretary Snead. She noted that DHS would like to share updates on a number of initiatives designed to stabilize and expand services to a number of vulnerable populations. That includes one expanding income eligibility guidelines for medical assistance for workers with disabilities program. The expansion includes offering individuals earning in excess of 250% of federal poverty income guidelines. 250% for a family of one is a little under

34 grand a year. They are really excited about the new changes and its ability to alleviate the burden for a fair number of workers across the Commonwealth maybe facing the difficult position between losing Medicaid benefits or taking promotions are increasing their earnings. She then shared an update on their ENT programs. In 2019 the department set a multiphase effort for training programs with the goal towards drastically improving the economic stability outcomes for TANF and SNAP recipients across the Commonwealth. They launched a redesigned system in 2020 with their local partners. That design included expanded work with and engaged in support. She then noted that at this time, the Department is not moving forward with the previously planned vendor procurement and instead will be fully investing their resources and time on building upon their existing momentum and working to strengthen the system. They will also be focusing on deepening their efforts to connect those recipients to a broad range of support services, education training options, and types of support that they need to connect to meaningful job opportunities. The Department is currently meeting with local board partners to share some of those priorities and how they think they can advance and build a system in 2022 and solicit input on other ways the department can support driving forward those shared priorities.
Ms. Pham then shared an update on a couple of the Department's efforts to stabilize two mission-critical industries across the Commonwealth that have weathered the pandemic. The Department is working to allocate about $140 million to address recruitment, retention, and COVID staff expenses specifically for direct care workers. Then as the second target industry, the product is prepared to make significant investment to support the childcare workforce to support the Commonwealth with at least $630 million to allocate to offset the impacts of childcare enrollment, losses of revenue, and increased costs related to COVID 19 mitigation.

Agency Report- Department of Aging

David Miles had nothing to add to report in the briefing book.

Agency Report- Department of Community and Economic Development

Gwen Ross then provided a report for DCED. She noted that their WEDnet program continues to see a significant demand for training. They are seeing more interest coming for their apprenticeship grant program having awarded grants in the industries of IT, manufacturing, trades, and energy, as well as others. They also have their manufacturing training to career grant program that has two focuses in the program. They are working with those of barriers to employment in gaining the skills they need to enter into the manufacturing industry. There is also a student awareness component, and they are seeing more and more applications focus on developing awareness programs around the career opportunities in the manufacturing industry and working on the pipeline to develop the talent that industry needs. The Pennsylvania Manufacturing Advisory Council hosted 12 facilitative focus group meetings across the Commonwealth between December and January. The topics of discussion focused on workforce technology and innovation, the business environment, and supply chain. The information learned will help aid in the development of the manufacturing industry playbook that should be completed by June. She then remarked how Deputy Secretary Williams had mentioned the NGA digital literacy grant. In early December 2021, the state broadband plan working group met for three days to begin developing a comprehensive and implementable state plan for broadband. Later in December, House Bill 2071 established the Pennsylvania Broadband Authority. The authority will act as the sole entity for all broadband activity within the Commonwealth and the first meeting would be held later in February.

Agency Report- Department of Corrections

Amy Schwenk noted that DOC is challenged with the recruitment of new staff and retaining existing staff. They are currently at a 7% vacancy rate. She noted that they have particularly hit on the medical side of their nursing staff. However, they were planning on implementing a thorough recruitment and retention plan for correction officers and medical staff. For reentrants, they are working with the First Lady on some initiatives for the female reentrants. They are also partnering with the Governor's Office and the White House on new initiatives that includes reentrants obtaining CDLs. They are looking at expanding their CDL simulators. They were excited to announce that they did receive a second chance grant for almost $900,000 which will help them expand that program even more. She also gave a shoutout to Dorenda Hamarlund.

Agency Report- Department of Agriculture

Secretary Russell Redding then showed appreciation to the Department of Labor and Industry and Secretary Berrier and her team for continuing to work with the Department of Agriculture. He noted about their apprenticeships and that they celebrated National Apprenticeship Week in November. He then noted that two agriculture groups were awarded Industry Partnership grants, one in Southeast PA and the other in South Central PA. They have continued to see an increase in the use of the H2A program in production and agriculture. Like the other federal immigration and temporary worker programs, they are looking at the data collection through a consulting firm to get a better handle on who was here, what the employers need, as well as some demographic information. They are also having continued involvement and engagement with the business community.

Agency Report- Department of Education

Julie Kane started giving the report on behalf of Dr. Garcia and Secretary Ortega. They have approved some career pathways. To date, 4 LEAs had implemented 23 programs as pathway models. They have also established an application process for schools to request that new industry credentials or providers be added to industry recognized credentials lists. They have the Career Ready PA Coalition that was developed to share best practices and strategies statewide. They had a meeting in December 2021 that highlighted SkillUp PA and the Metrix Learning platform. They are excited to talk about the temporary nurse aides and other efforts to increase access to nurse aide training. In November of 2020, Act 138 was created to create a pathway for temporary nurse aides who were working under the federal emergency waiver with a pathway to be a certified nurse aide (CNA). They worked with a vendor to develop it. As of January 2022, there were over 600 applications submitted to PDE. Of those 441 were processed for testing and 251 were returned to the individuals. In addition, they received feedback from the Long-Term Care Council and the PA WDB, and others about how they can not only get more people into nurse aide training programs but also to increase the amount of nurse aide instructors. Dr. Garcia then picked up the presentation. She noted that Amanda Harrison of Adult Education was getting ready to release a grant competition for federal and state adult basic education and family literacy funds this spring. For PAsmart, they were going to be releasing the Advancing Computer Science and STEM education grants. The Career Ready PA Backup Challenge was being planned for May 12th and 13th 2022. It is part of the remake learning days across America. She then provided some updates from the Bureau of Career and Technical Education. She mentioned some of the pathways that they are providing. Seven schools and CTCs have implemented 23 approved programs as this pathway model. For the CTE industry recognized credentials, the bureau drew up the notification process that Ms. Kane had mentioned.

Matt Yarnell appreciated the move that the Department made in regard to CNA training. Dr. Sygielski echoed that sentiment. Ms. Kane said with the LPN's, they are putting finishing touches on the wording. It applies to post-secondary programs.

Committee Update- Industry Partnerships and Employer Engagement

Dr. John "Ski" Sygielski then gave the update. He noted that he wanted to celebrate Chair Brown for his work on social media in talking about the workforce. Chair Sygielski then noted that the committee had been conducting focus groups. So far they had met with agriculture and healthcare. The most common denominator between both of them had to do with workforce retention. He noted that over the next several months, February, April, June, and August, they would be holding additional focus groups and facilitate those groups for business, hospitality, construction, and manufacturing.

Committee Update- Career Pathways and Apprenticeship

Chair Rick Bloomingdale noted that the committee is trying to align their goals with the Workforce Investment Opportunity Act. They continue to work with the Apprenticeship and Training Office to make sure the opportunities are available to employers and employees and out of work people in PA.

Committee Update- One-Stop Service Delivery System

Chair Sarah Hollister remarked that the One-Stop committee had met several times over the past quarter. At every meeting they received an update on what actions have been taken on the last recommendation about the overall professional development of those who work within the PA CareerLink®. They have seen a lot of progress in that. There has been some thinking on direct training where they are waiting to hear back about some recommendations based on the analysis of career advisors in the PA CareerLink® and they have been thinking through some of the larger policy changes within Labor and Industry that can be done to help foster that. They are going to be working closely with Tara Williams and the Governor's Office on the digital equity plan. They had a very interesting and compelling presentation from some older workers in Lancaster County expressing some of their concerns about being able to get employed. The committee is looking to the Center of Workforce Information and Analysis for worker trends in order to better understand what might be going on.

Chair Brown asked Chair Hollister to shed more light on that. Chair Hollister responded that it was a lot of conversation about the challenges that they had faced and from their standpoint, they see that there are a lot of employers who want employees but when they go and interview for jobs, they don't necessarily get them. So, they are wondering, is there a digital skills piece going on? Chair Brown asked if they were trying to understand from an employer's perspective what the gaps are.

Committee Update- Youth

Chair Chekemma Fulmore-Townsend noted that the Youth Committee has been focused on equity through the lens of how to get into the fight and share innovative strategies to expand equity and access to stem-based education. That exploration has led to many new insights including more information about the economic earning potentials in the field as well as what other states are doing to promote STEM education. Particularly, they have been exploring the strategy of diploma fields and what that means to have that designation for employees and students. What does that mean for learning STEM-based curriculum? She noted that the committee wants to make sure that their recommendation is applicable

to people who are in school in traditional sense and have not found a comparable standard for STEM programming. The committee wants to keep equity as a focal guiding point. They are also actively trying to integrate members of the committee from the Department of Education as they are currently in the process of revising the science standards. They are also continuing to explore the best strategies to promote stem education because they know about the high economic earning potentials and what to make sure that the educational experiences are on par.

Committee Update- Healthcare Workforce Ad Hoc

Chair Matt Yarnell noted that the report was in the briefing book but that they also have a sub-committee and the committee working on taking a look at medical technicians and how they could be used in skilled nursing facilities. Chair Yarnell then thanked the Governor and the legislature for working very quickly to move ARPA funds to hospitals and targeting that workforce retention. It allows that money to pass along to workers directly. He noted that healthcare has been through it in the last two years and they are till going through it.

Chair Brown asked if like other industries, because of massive shortages, were they seeing wages go up to address that. Chair Yarnell said that some big health systems have been allowed to move cash to the retention payments to employees that hold the line but there are some staff that are deciding to be a travel nurse and double their salary. At the moment the workforce is transitioning to gig work and that is scary when one thinks about healthcare and the importance of the bedside. Employers have definitely invested in retention and lifting wages in a very significant way.

Julene Campion form Geisinger Health System agreed with Chair Yarnell. They recently introduced retention bonuses for their nurses as well as a raise in their hourly rates. They were also getting ready to introduce an internal travel program to try and stop their nurses from leaving to travel extensively throughout the US and instead travel throughout their service areas. They are trying to be as creative as they can.

Committee Update- Reentry Ad Hoc

Co-chair jeff Abramowitz noted that the committee is really proud of the work that they have done. Right now, they were seeing an amazing change in the labor market where employers across the Commonwealth and across the county are now opening their doors wider to men and women with justice involvement. They have identified 12 action items that they will be looking at in the course of the year. The top action items include things like reviewing accountability standards or key performance indicators for employers that are stepping up and want to be reentry friendly. The committee is looking at initiatives on background checks. They will be continuing their employer roundtable discussions across the Commonwealth and creating a more robust data system to identify and recognize the value that returning citizens bring to employers across the Commonwealth and county. They have been meeting on a regular basis with the Pennsylvania Reentry Council. Co-chair Abramowitz gave a shoutout to Mary Hoskins for all of her work.

Committee Update- Continuous Improvement

Chair Brian Funkhouser noted he didn't have a lot to add to the report in the briefing book but that the met last on January 25 and part of the committee's responsibilities are to work with the state team on digital transformation.

The Board then took a 10-minute break.

PA CareerLink® Common Digital Intake Project Presentation

Matt Flinner, the Director of Transformation at the Department of Labor and Industry, began his presentation. He noted that a big reason for the change is that because of the varied intake forms across the state, is that the state doesn't understand the customers. They don't understand the demographics, the types of people, their needs, and their problems when they are trying to remove their barriers to employment. The whole goal of the project is to help remediate those goals to employment and providing exceptional customer service to all of those that they serve. The project started about a year ago. Their hope is that once it goes live, the impact of the form will be that all PA CareerLink® offices see improved customer service. They will know all those that they serve but will also know more about those they do not serve. It will provide them longitudinal data over time, and they have targeted improvements to the process including training people to make sure they are striving to improve service for all of the customers over time. The sub goals for the project is to take into consideration that they are trying to ensure diversity, equity, and inclusion in the form. Obviously, some of the barrier questions are not something that most people would tell a total stranger. From that they are really trying to soften the question and how they ask to ensure that all of the customers are willing to give them the data they are trying to get. They are also putting in a process for transferring barrier information as the data they collect in a digital intake form will pre-populate a lot of the program enrollment forms. They will have demographic information on all of those that they serve. They will understand more about the communities they are serving co-identify why that is and what they need to do to improve. They are also trying to improve the customer experience in the PA CareerLink®. Also, while the project is not physically removing any barriers, they can see that it is a valuable tool to lowering the shield a bit to make the programs more accessible to customers. One of the big things the project has done so far is created a group of change champions. There is roughly one change champion or representative from every PA CareerLink® office. They first met with them over the summer of 2021 and have been meeting with them about once a month since. They are communicating to them what is coming and other processes that are changing and how they need to train staff.

They are keenly aware that digital literacy is a concern and there are some customers with low digital literacy. The next focus group coming later this year is putting a tablet with a form loading into someone's hand and being open to see how they interact with it and be able to complete it. Most of their meetings in 2022 have focused on design. Ultimately, they will standardize the way every single PA CareerLink® office taken in customers, asks questions, and collects data. As of the Board meeting, they were getting ready to enter development. That process is probably going to take roughly six months. They are probably thinking August or September is when the tool might be ready. They will launch with some pilot offices and then they will roll it out to all of the PA CareerLink® offices. While that is happening, they are continuing to engage the change champions. They will train the staff to use the tool to help customers and understand the data they have on the backhand and how to interpret it so they can operationalize it and make smart decisions moving forward.

The project team has also been providing the change champions with a series of communication tools. They were designed to be printed and it gives a simple snapshot of what the project is. Those materials also explain who is impacted and why they are changing the process. As of now, the intake form was at about 30 questions. The first half collects demographic info, and the second half asks barrier questions. The form has business logic built into it. They have two workflows so that new customers can interact

with the digital intake form as well as returning customers. Someone can also fill out the customer profile at home and then go to the PA CareerLink® office. The form is set up through the Keystone ID. At the very end of the form, they have a customer service question to help the offices and the state understand if the digital intake form is making the process easier. They are also planning to get wall mounted tablets for customers to fill out the form. Mr. Flinner then provided some mock-ups that can be seen in the briefing book. He noted that they built in little buttons into the form that can provide more information on what the question is asking. He noted that the new form will be tied into CWDS. CWDS will house everything that they will collect in the digital intake form. He noted that Deloitte, CWIA, and OVR were all involved. There are also multiple different taskforces that include various stakeholders. There is also a rumor versus myth fact sheet about the project to clear up misconceptions.

Wendie DiMatteo Holsinger remarked that she was concerned that the business community was not involved in the effort. Mr. Flinner responded that they had not had specific conversations yet with business, but they are now started outreach starting with the PA WDB Continuous Improvement committee. He noted that they were not trying to keep people in the dark as they would like to hear other voices. If anyone was interested in any specific groups or the whole project in general, they could reach out to himself of James Martini.

Ms. DiMatteo Holsinger clarified that she thinks that the process should also be easy for the business community to connect to all of the digital forms. That is really where the success is from her perspective. Chair Brown asked if businesses interacted with the form in any way. Mr. Flinner said no.

Mr. Martini asked Mr. Kuba to talk a little about a current procurement that the state has on how they do business services in the Commonwealth with respect to workforce. Mr. Kuba said that it is one component of a multi-tier project. They are looking at updating and collecting information about the customer. They have talked to numerous employer groups about the things they want and the things they need. The intake form will collect a lot of information about the individual themselves so that they can direct those people to employers and have them matched up with the skill sets of support to the employer. As part of that review, they are doing a competency review of the workforce development system. Part of that review is how they engage and incorporate and serve all customers. The system serves a dual purpose: the employer and the employee.

Secretary Allison Jones then commented that she thinks the work is super exciting. She remarked that when she was with the PA Workforce Development Board, they had an interagency group that included local partners that was looking at how they could better enroll customers in more than one program so that they could receive services that more comprehensively meet their needs. One of the things that that group had talked about was the fact that a lot of local areas had different intake forms. It was not a uniform customer experience. They had not made a recommendation to move forward with a common intake form but it was a part of their discussion around customers and how to be able to better serve them.

Chair Brown asked if the intake form could be done on someone's cell phone. Matt Flinner responded that they had been talking about that a lot. One of the steps is to take the digital intake form off of a tablet and put it on a desktop computer. He noted that it is a web-based tool, not an app. He noted that they also have a paper back-up plan for if a customer has a digital literacy concern or a disability. Chair Brown made a comment about people filling out the form at home. Kelsey from Deloitte said that the digital intake form being available in a customer's home is a plan for a future phase. They are very aware of any security concerns when entering the personal information on a personal device. Matt Flinner noted that

80% of customers interact with the homepage on a cell phone. That is most definitely a direction they are headed to try to make services more accessible and mobile form across the board.

Dan Kuba then added that they the state is trying to identify all of the different PA CareerLink® offices that they will be able to put interns in over the summer to work with customers. Sarah Hollister then remarked that she was curious about how it might help facilitate seamless ways to connect folks to benefits and benefit access. She asked if there was any thought on a check box to be automatically screened for potential benefits. Someone replied that that they asked those questions, and it would become a red flag on the staff facing screens to see if staff can remove barriers to employment. Sarah replied that what she was asking was more of an open question. She said instead of staff having to have a conversation about each benefit, if the screening check box could be a go ahead to screen those people. Matt Flinner responded that they never considered it as an option, but he would take it to their drawing board.

Chair Brown then asked if they had gotten any pushback about using a statewide form instead of a local. Matt Flinner responded that there had been some pushback and some resistance to change but nothing insurmountable. They have been hearing that every office is unique, and they have their own processes and are reluctant to get out of their standard way of doing things. He noted that they are giving them a voice though. They are also discussing the possibility of letting locals slightly alter the forms and add additional questions in the future.

PA WIOA Combined State Plan Modification and Public Comments Presentation

James Martini noted that under federal law, the state is required to put together a plan that improves Titles I, II, III, and IV. PA decided to submit a combined plan that includes a number of additional partners. Those include Career Technical Information, Temporary Assistance for Needy Families, Trade Adjustment, Jobs for Veterans, Senior Community Service and Employment Programs, the Community Services Block Grant, the Reimplementation Program for Reentrants, and the Supplemental Nutrition Assistance Program. This is the first time that PA has included the SNAP program in the State Plan. Mr. Martini noted that the plan for this year had increased focus on diversity, equity, inclusion, and accessibility. There was also an updated plan for employer and customer service delivery.

Mr. Martini then reviewed public comments that were received for the state plan. He said they reviewed 8 comments. The first comment was from Unique Source Products and Services, and they thanked the state for prioritizing positive employment outcomes for those with disabilities. The state response was that they were going to continue prioritizing positive employment outcomes in alignment with the employment first policy. Five out of the seven remaining comments focused on two policies that the state is required to have. The next comment was about targeted industry clusters. Pennsylvania has been a leader in targeted industry cluster data since 2004. The request asked that the state get back into the practice of publishing the data online. Mr. Martini noted that it is published in the plan. They are committing to getting those published online again by July 1, 2022. Comment three had several elements from PWDA (Pennsylvania Workforce Development Association). The first piece was that it would have been nice to see the TANF and OVR portions of the plan in the draft that was put out for public comment. Mr. Martini agreed but deadlines and timing made the plans go through their own public engagement process. The TANF portion was with the plan the Board had and the OVR portion would be included shortly. The other part of the comment dealt with how they properly support the PA CareerLink® system through the contributions of different partners. He said they are doing a wholly separate process on the MOU and funding process because it is such a critical piece. All of the impacted agencies will have a chance

to weigh in. The next comment was about the infrastructure funding policy. It is slated to go out for public comment in May 2022. The next comment from PWDA was essentially supporting comments from a group of organizations that also had comments. Comment six came in from Pennsylvania State University. It had to deal with people living with HIV and AIDS. It talked about how they receive services from OVR. PA's comment was that they will continue to support those with disabilities and specifically address those living with HIV in the next three year statewide comprehensive needs assessment. The last two comments came from Community Legal Services and was consigned by the Employment Program Committee which advises DHS, Community Justice, and the Coalition for Low Income Pennsylvanians. Very similar to the MOU and infrastructure funding policy, it is about the priority of service policy. For both comments they want to make sure because of how important the process is that it will go through its own public engagement process and interagency review. It is slated to occur later in February.

Mr. Martini noted that the state had until March 15th to get it into the portal and respective federal agencies would review the plan and submit feedback. The plan is set to take effect on July 1, 2022. Chair Brown asked when the next one would be due. Mr. Martini responded that it would be submitted in March 2024 and would take effect on July 1, 2024.

PA WIOA Combined State Plan Modification VOTE

Chair Brown announced that he was seeking a motion to approve the PA WIOA Combined State Plan.

MOTION: Dr. John Sygielski made the motion to approve the PA WIOA Combined State Plan. Bob McAuliffe seconded the motion. The motion was passed unanimously.

Mr. Martini thanked everyone for their contributions to the State Plan.

Public Comments

There were no public comments.

Adjournment

Chair Brown adjourned the meeting.

Pennsylvania Workforce Development Board – Quarterly Update

May 2022

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

Bureau of Workforce Development Administration (BWDA)
Director: Brenda Duppstadt

NOTICE OF GRANT AVAILABILITY/GRANT UPDATES

Business Education Partnership Grant
On October 4, 2021, the Pennsylvania Department of Labor & Industry announced the availability of $3.3M for the Business Education Partnership (BEP) Grant. The purpose of the Notice of Grant Availability (NGA) was to solicit grant applications from local workforce development boards (LWDBs) 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. Twenty-two BEP proposals were awarded on January 27, 2022, for a total of $3,084,993.88. The Period of Performance is February 1, 2022, through December 31, 2023.

Clean Energy Workforce Development Grant
On January 31, 2022, the Pennsylvania Department of Labor & Industry announced a new $2.5 million grant program designed to boost Pennsylvania's competitive edge in the clean-energy sector by promoting workforce development and overall industry recovery from the COVID-19 pandemic. L&I invited local workforce development boards to submit project proposals that would support at least 25 local or regional clean-energy businesses. Four proposals were received and scored covering eleven LWDBs. The Period of Performance is July 1, 2022, through June 30, 2025.

Schools-To-Work Program Grant
On February 10, 2022, the Pennsylvania Department of Labor & Industry announced the availability of approximately $2.5 million in for Schools-to-Work Program (STWP) Grant awards. L&I will award these grants to sponsors in partnership with schools in the commonwealth to support the establishment or enhancement of a workforce development partnership between schools, employers, organizations, or associations to create employment and training pathways. The projects create learning opportunities for participating students and focus on the coordination of people and resources to help individuals on a continuous path to family sustaining employment and growth in a career. Within education, this coordination includes aligning our state's K-12 and postsecondary education systems, as well as the career and technical education services provided within and across program providers, closely mirroring the apprenticeship structure, model, and desired results. Recognizing these parallels in methodology, the projects focus on building pre-apprenticeship programs to fill current and anticipated labor market needs

within the given geographical area. Thirty-eight Schools-to-Work proposals were received. The Period of Performance is July 1, 2022, through December 31, 2024.

Digital Literacy and Workforce Development Grant - Round 2

On March 17, 2022, the Pennsylvania Department of Labor & Industry announced awards totaling nearly $900,000 to connect Pennsylvania workers with the skills they need to effectively navigate the technology platforms used in today's workplaces. L&I selected 21 recipients for Digital Literacy and Workforce Development Grants of up to $45,000, which will help workers develop basic digital skills they need to apply for jobs and succeed in new careers. The goal of the grant opportunity was to support 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 prepares today's job seekers and employees for success in the 21st century labor market. This award is a second round of digital-literacy funding that builds on $1.3 million awarded in April 2021 and support the Commonwealth's Workforce Innovation and Opportunity Act (WIOA) Combined State Plan and is 100 percent federally funded. The Period of Performance is May 1, 2022, through July 31, 2023.

Veterans Employment Program Grant

On November 15, 2022, The Pennsylvania Department of Labor & Industry (L&I) announced the availability of $800,000 of funding for a Veterans Employment Program (VEP) Grant. The Notice of Grant Availability (NGA) sought applications to support initiatives across the Commonwealth of Pennsylvania (PA) that innovatively and creatively address barriers to employment facing veterans. Pennsylvania has 759,474 veterans, representing 7.5% of the adult population of the state. Six and a half percent of PA veterans are living in poverty and 16% have a service-connected disability. Pennsylvania's median household income is $61,744, for veterans the number drops to $55,490[1]. Pennsylvania continues to seek ways to assist our most honorable citizens. Ensuring access to employment supports is one piece of PA's strategic initiative. VEP funding provides Pennsylvania Veterans with flexible resources to support innovative solutions to address veteran specific barriers to employment. Many government programs and community initiatives already partner collaboratively to work with veterans; VEP funding can provide resources for new innovative concepts, fill funding gaps, or supplement existing initiatives to provide more comprehensive services for veterans to improve their employment outcomes. Four VEP proposals were awarded for a total of $760,364.50. The Period of Performance is April 1, 2022, through March 31, 2023.

STATEMENT OF WORK UPDATES

Evaluation of Business Services Provided to Employer Customers

BWDA has procured a vendor who will monitor the effectiveness of business service delivery across the commonwealth. The vendor's Entrance Conference for this work will take place in the last week of April 2022. 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) for such monitoring. BWDA staff used the results of the RFI to develop a statement of work (SOW) to issue a Request for Proposal (RFP). Our partners from the PA Department of Community and Economic Development joined in the review and vendor selection process.

Agriculture Workforce Development and Human Resource Intelligence Quotient Projects (WDIQ and HRIQ)

BWDA and the Department of Agriculture developed Statements of Work to source vendors for the creation of programs that provide human resource and workforce development support to small- and medium-sized farms and small agribusiness. The commonwealth's smaller agriculture operations support billions of dollars' worth of economic activity while helping to preserve farmland and adding to the diversity of the state's agriculture; however, they often do not possess the bandwidth, resources, or expertise required for effective recruitment, organizational development, or HR administration. We hope to source vendors who will serve agribusiness in these crucial capacities by mid-2022. One project is posted, and the other is under review with the Bureau.

Digital Literacy and Workforce Development Grant (DLWDG) Round 1 Grants Evaluator Statement of Work

L&I's Bureau of Workforce Development Administration, or BWDA, has procured an evaluator for round 1 of the Digital Literacy and Workforce Development Grant. The goal of this project is to evaluate the effectiveness and return on investment of the DLWDG to promote high-level performance with-in and high-level outcomes from the workforce development system. The DLWDG Evaluator has started their on-site visits with the DLWDG Round 1 Grantees. Participants are also being surveyed to gauge the effectiveness of the programs developed by DLWDG Grantees. BWDA receives monthly reports from the evaluator that provide insight on best practices, success stories, and any barriers that have come up. Along with the report, BWDA is also provided with detailed charts that show the varying demographics and populations of Pennsylvanian citizens being served through the DLWDG.

Digital Literacy Round 2 Grants Evaluator Statement of Work

L&I is currently in search of a vendor for evaluation of Digital Literacy Round 2 Grants. The proposal review will begin following the end of the posting period in mid-May 2022.

POLICY UPDATES

Title I Eligibility Policies

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

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

BWDA Policy & Planning Coordination Services, writing in concert with BWPO's Trade Coordination Services unit, has completed a policy that establishes uniform practices for co-enrolling TAA recipients with WIOA Title I Dislocated Worker program services in accordance with federal requirements. This policy is being prepared for publication online.

Priority of Service Policy

WIOA provides a focus on serving individuals with barriers to employment and ensures access on a priority basis regardless of funding levels. WIOA requires priority be given to public assistance recipients, low-

income individuals, and individuals who are basic skills deficient (including English language learners) when providing individualized career services and training services using WIOA title I Adult program funds. These priorities are in addition to the requirements in the regulations of WIOA to provide priority of service to veterans and their eligible spouses for all Department of Labor (DOL) funded job training programs. Priority of service assists individuals in need that can most benefit from the public workforce system and help to place them on a pathway to self-sufficiency. Public comment for this draft policy has ended, and it is now being prepared for final publication online before the close of April 2022.

Local Workforce Development Area Designation Policy

This policy provides technical assistance to Local Workforce Development Areas, or LWDAs, chief elected officials, or CEOs, and other local workforce system stakeholders in the designation of local workforce development areas to comply with the requirements of the Workforce Innovation and Opportunity Act of 2014, or WIOA. The policy explains the process for the designation of new LWDAs, subsequent designation of LWDAs, and outlines the appeal process. This draft policy is currently published for public comment. Staff anticipate its final publication online before the end of May 2022.

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 Q2 2022.

Eligible Training Provider & Pennsylvania's Eligible Training Providers List Policy

This policy provides technical assistance to local workforce development boards, or LWDBs, state staff, business partner staff, and training providers to ensure consumer access to a variety of quality training programs and compliance with federal and state mandates. This policy provides guidance and instruction related to initial and continued eligibility requirements for training providers. Additionally, this policy describes the appeals process and the reporting requirements of training providers. This draft policy is currently published for public comment. Staff anticipate its final publication online before the end of May 2022.

Local Workforce Delivery System Memorandum of Understanding Policy

This policy and its accompanying technical guidance outline required and optional components of Pennsylvania's Local Workforce Delivery System Memorandum of Understanding, or MOU, and provide information about funding PA CareerLink® costs. Under WIOA, the MOU is a critical tool for ensuring that the roles and responsibilities of the entities involved with the commonwealth's public workforce system are well-defined and mutually agreed upon for the successful operation of the integrated service delivery system in each local workforce development area, or local area. This draft policy is currently published for public comment. Staff anticipate its final publication online before the end of May 2022.

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

Office of Vocational Rehabilitation (OVR) staff have resumed the reviews of each center and have developed a schedule to complete all before the end of this calendar year. BWDA recently provided the funding for each local workforce development board (LWDB) to purchase an ADA-CAT Toolkit, which will allow the monitors for each LWDB to continue these evaluations after OVR staff have completed their

initial reviews. OVR staff will train the local monitors to use the toolkit as they wrap up their portion of the project. BWDA has received copies of the reviews conducted so far and will work with LWDB staff to resolve identified issues. Finally, BWDA also recently provided funds to LWDBs to purchase software updates for all of the ADA-Accessible computers.

Trade Adjustment Assistance (TAA) Monitoring

TAA Monitoring to comply with the Trade Act of 1974 and its amendments was recently transitioned from the Bureau of Workforce Partnership & Operations (BWPO) to BWDA. The purpose of the review is to ensure effective and efficient operation and administration of the TAA program. Through monitoring, BWDA aims to identify best practices, processes, deficiencies, and trainings.

Workforce Innovation and Opportunity Act (WIOA)

Notified Local Workforce Development Boards of the 2022 Estimated WIOA Allocations. Overall, the estimated PY 2022 WIOA Youth, Adult and Dislocated Worker state allotments decreased by 10% compared to 2021 ($12.8M - a total state allotment of $115.6M in 2022 compared to $128.4M in 2021). Due to the Commonwealth's allocation factors (LMI data provided by CWIA), individual LWDBs received between 1-2% more funds (Delaware and Chester Counties) up to 17% fewer funds (North Central and Pocono Counties). Additionally, the Governor's Reserve of Commonwealth funds for Administration, L&I Statewide Activities, and Rapid Response decreased by the same 10% as the overall state allotment.
Per the federal H.R. 2471 budget approval, workforce anticipates WIOA funding for PY2022 to be higher than original estimates.

Bureau of Workforce Partnership & Operations (BWPO)
Director: Daniel Kuba

SkillUp™PA Initiative

The initiative launched in August 2021, with the primary goal to expand the reach of PA DLI and local WDBs by offering a no-cost virtual job training program to increase the skills of job seekers to meet the needs of the evolving labor market. SkillUp™ PA provides more than 6,000 courses that can support upskilling in areas such as but not limited to digital literacy, entry-level job readiness, healthcare, customer service, and information technology. SkillUp™ PA is available to employers, school districts, and other community partners.

As of April 25th, 2022, the following has been achieved by the SkillUp™ PA Initiative:

- PA job seekers have completed 6,374 Courses
- 8,487 PA job seekers have registered as a user with SkillUp™ PA.
- 10,395 Courses have been completed successfully by jobseekers.
- All 22 local workforce development boards have completed the process to launch their own SkillUp™ PA portals.

The SkillUP™ PA Outreach and Coordination Team will be presenting at the following conferences this year:
An overview and demonstration of SkillUp™ PA will be provided at the upcoming conferences

- Pennsylvania Workforce Development Association Annual Conference in Hershey, PA, on May 4th from 1:40 pm to 2:30 pm. For more information: 2022 Annual Conference (memberclicks.net)

- PaTTAN Transition Conference in State College from August 10th to 11th. For more information: PaTTAN - 2022 PA Community of Practice Transition Conference
- Rehabilitation and Community Provider Association (RCPA) Conference in Hershey, Pa, from October 11 to the 14th

BWPO Communication Plan

The Bureau has developed a comprehensive communication plan for internal and external stakeholders. The purpose of the communication plan is to enhance and expand the flow of information to all BWPO staff. The monthly reporting tools have been streamlined to meet the specific reporting needs of the Bureau. Consideration has been given to varying audiences, such as all BWPO staff, Executive leadership, and internal and external partners. Quarterly, all staff bureau meetings have been conducted to include a welcome from the leadership team, program updates, and opportunities for questions from the field. These meetings are followed up with a survey to rate the experience of staff and the content provided. Additional communication efforts are being explored to promote a diverse, equitable, inclusive, and accessible environment.

PA CareerLink® Activities Around the State

Just one example of great customer service!

A PA CareerLink® Program Supervisor shared the following as a success story with a positive outcome for the participant, but also as an example of great teamwork and collaboration between BWPO and Title I partner: A participant had just relocated to Pennsylvania from Florida. He was unemployed and needed employment assistance; additionally, he couldn't afford steel toe boots, change of driver license fee, and needed assistance with updating his resume. The participant spent a total of four hours on site with BWPO and Title 1 staff. Staff assisted him with enrolling into the program, updating his resume and referred him to a UPS hiring event being hosted at the PA CareerLink®. In addition, staff assisted him with completing the UPS online application and assessments. Once the paperwork was complete, staff then prepared him to interview with UPS later that day. The participant was interviewed and offered employment on the spot!

Outreach to Veterans

One of our own Disabled Veterans Outreach Program (DVOP) coordinators has been busy building relationships with the Department of Corrections and specifically the State Correctional Institute in Dallas. Our DVOP will begin classes to assist incarcerated veterans prepare themselves to enter the workforce upon release from prison. The program will officially begin in April.

Job Fairs! Job Fairs! Job Fairs!

Throughout the pandemic, PA CareerLink® Offices have been holding and participating in Job Fairs across the state. The number of jobseekers in attendance has been low, but this trend seems to be changing. Recently, jobseeker numbers have significantly increased. Below are just a few of these events:

- Lehigh County: Partnered with La Mega, (the Hispanic radio station) to host a job fair on March 30. They had 20 employers and over 400 jobseekers attended!
- Delaware County: Hosted a job fair on March 24, they had 50 employers and over 150 job seekers attended.

- Wilkes Barre: BWPO and Title 1 staff partnered together to attend and promote the Great NE Job Fair 2022, Times Leader Career Fair, Misericordia University Spring 2022 Job and Internship Fair, Wilkes University Career and Internship Fair, & Pittston Area HS Career Exploration Day.
- Pittsburgh: Our LVER has collaborated with other veteran and community support agencies to plan a Job Fair to recognize National Women's History month. The job fair is extending priority services to veterans and women but is open to the public (non-veterans) as well. The event was held at the PPG Arena near downtown Pittsburgh on Wednesday March 30th, approximately 20 employers and vendors participated including PepsiCo, PNC Bank, Black Box, and Amazon (just to name a few).

Digital Intake Form Initiative

The CWDS Digital Intake Initiative planning began in May of 2021 with the mission to provide a consistent, targeted way to gather pertinent customer information for PA CareerLink® staff to utilize so the customer can have a quality and productive experience when they visit any PA CareerLink® office.

The planning process has included a variety of stakeholders and other interested parties driven by the following guiding principles:

- Improve the way we gather barrier information.
- Improve support to customers in remediation of barriers.
- Gain insight into the customer's needs to better serve them.
- Support and promote diversity, equity, inclusion, and accessibility.
- Understand the experience of job seekers that engage with PACL staff during the lobby management process.

The primary groups that support the planning, design, development, and implementation of the CWDS Digital Intake form include:

- Change Champion Network
- Change Management Workgroup
- CWDS Digital Intake Executive Team
- Digital Intake Focus Groups

The CWDS digital intake form will be used in all PA CareerLink® offices to facilitate a more efficient intake process for the customer and support a robust referral process. Additionally, information collected by customers can be used for data-driven decision-making to support programs, policies, and procedures**.**

Next Steps:

- Ongoing engagement with the change champion network and critical internal and external partners that will facilitate information about the digital intake form.
- Pilot Offices have been selected to support the implementation. The Five PA CareerLink® include Bradford, Lehigh, Cumberland, Lawrence, and Allegheny East.

There is no official go-live date; however, the digital intake process will be the primary and expected once launched.

Center for Workforce Information Analysis (CWIA)

Director: Ed Legge

High Priority Occupations – Draft 2022 Lists

High Priority Occupations (HPOs) are one component of Pennsylvania's industry-driven approach to workforce development. HPO lists align workforce training and education investments through the PA CareerLink® with occupations that are in demand by employers, have higher skill needs and are most likely to provide family sustaining wages. In early April, CWIA released the Draft 2022 HPO lists by Workforce Development Area. A petition period is now open through June 10 in which a local Workforce Development Board can document the need for additional occupations to be included on their final 2022 HPO lists. Combining statistical data with regional expert input allows for a more complete picture of the actual workforce needs of the commonwealth.

Workforce Information Forum

To showcase labor market information (LMI) and highlight available tools/services, CWIA partnered with the Southwest Corner Workforce Development Board to host a Workforce Information Forum. The Forum, held April 13-14 at the Community College of Beaver County, was targeted to workforce staff, economic developers, and educators, and focused on basic LMI data and the application of this data in serving customers. Approximately 70 attendees participated in the two-day event. A similar event is being planned for the Fall in the eastern part of the state.

Apprenticeship and Training Office

Director: Tara Loew

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

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

Staffing

During the first quarter, the ATO has been able to put new procedures in place to better serve programs at all stages and improve quality assurance efforts through establishing various check and balance procedures. With the additional staff on board, we can focus more on effectively assisting programs from their first contact with the ATO through program maintenance and compliance. Some ways we have been able to be more proficient in the quality of services we are providing, and examples of increased quality assurance efforts include the following:

- The addition of an apprentice ability checklist for use when registering occupations not previously registered.
- A sponsor checklist to be used to assist when preparing to present a program for registration/approval.

- A multilevel pre-presentation to the PA Apprenticeship and Training Council program packet review.
- The addition of a Registered Apprenticeship Initial Orientation and Bi-Weekly Presentation, created to give sponsors/employers a look into what a Registered Apprenticeship Program is, the components and partners needed to have a registered apprenticeship program, and give an overview of the standards and program packet for the creation of a program.

Pre-Apprenticeship

At the beginning of 2022, a program audit was begun to gauge development and success of existing pre-apprenticeship programs registered with the Commonwealth. Unsurprisingly, there has been a lack in participation in a lot of programs due to the COVID 19 pandemic; a good majority of our pre-apprenticeship programs are focused on secondary education sectors, so consistency of school participation was a big issue for most. This – along with the most recent updates the ATO has implemented for a more structured role in pre-apprenticeship – has caused several sponsors to consider a restructuring of their programs. As a result of the audit and a revamping of Pre-apprenticeship Policy, the following Pre-apprenticeship Programmatic updates have been implemented:

- Separation of Pre-Apprenticeship programs by curriculum.
- Updated Pre-Apprenticeship certificates.
- Further progress on pre-apprentice data tracking (working in partnership with CWIA).
- A reoccurring push toward aligning CTE programming with the pre-apprenticeship to apprenticeship training model.

Promoting Equity

The ATO is striving to create more inclusive and equitable opportunities to serve individuals from populations traditionally underserved in apprenticeship as evidenced by the progress through the Apprenticeship State Expansion (ASE) grant from the US Department of Labor. Through this opportunity, to date, we have supported reimbursement of up to $1500 in on-the-job training costs or relayed technical instruction costs for over 596 apprentices from population traditionally underserved in registered apprenticeship. By the end of the grant, we hope to support over 800 apprentices. L&I will be announcing awardees for the latest PAsmart initiative, Growing Registered Apprenticeship and Pre-Apprenticeship Programs in Pennsylvania in April 2022. This grants initiative will provide over $11 million in funding to build, support and expand Registered Apprenticeship and Pre-Apprenticeship Programs with specific focus on diverse talent pipelines and underserved populations, non-traditional occupations, alignment with secondary and/or post-secondary educational institutions, and expedited growth through multi-county or statewide initiatives. In addition, this funding will support Registered Apprenticeships and Pre-Apprenticeship through ambassador networks across the Commonwealth. An additional PAsmart Notice of Grant Availability for PY 2022 is expected to be posted in the spring of 2022.

Apprenticeship Building America (ABA)

The Pennsylvania Department of Labor & Industry's Apprenticeship and Training Office (ATO) is in the process of drafting a proposal for the US Department of Labor (USDOL) Apprenticeship Building America (ABA) grants program, which was announced in February 2022. The ATO's proposal will focus on State Apprenticeship System Building and Modernization. The overarching goal of this proposal will be to

accelerate the ATO's efforts to embed a focus on apprenticeship within the commonwealth's workforce system and catalyze Career & Technology Center (CTC)-led pre-apprenticeship (Pre-RA) to registered apprenticeship (RA) career pathways. Specifically, in order to help speed the growth of PA's apprenticeship ecosystem, the ATO will:

- Help local workforce areas develop, enhance, and implement strategic plans to expand RA and pre-RA in their regions.
- Build apprenticeship-related skills of workforce board and PA CareerLink® staff, including how to leverage WIOA funds to support apprentices.
- Help CTCs build Pre-RA programs that are linked to local RA programs.
- Provide funding and other support to RA and Pre-RA participants.

The ATO's goal is to enroll at least 400 apprentices and provide support services to at least 400 pre-apprentices during the life of the grant.

PASmart

Past PASmart progress includes the following: In Program Year 2018, Labor and Industry funded 59 apprenticeship and pre-apprenticeship projects through $5.48 million in PAsmart Apprenticeship grants. As of December 2021, PY18 PAsmart grant funding has supported 49 pre-apprenticeship programs (32 traditional programs and 17 non-traditional programs), serving a total of 550 pre-apprentices, and 57 apprenticeship programs (8 traditional programs and 49 non-traditional programs), serving a total of 701 apprentices across the Commonwealth. In addition, 962 employers and 327 training providers have been served as a result of PY18 PAsmart grant funding. In Program Year 2019, Labor and Industry funded 25 apprenticeship and pre-apprenticeship projects through $6.6 million in PAsmart Apprenticeship grants. As of December 2021, PY19 PAsmart grant funding has supported 43 pre-apprenticeship programs (4 traditional programs and 39 non-traditional programs), serving a total of 756 pre-apprentices, and 60 apprenticeship programs (23 traditional programs and 37 non-traditional programs), serving a total of 1,065 apprentices across the Commonwealth.

Quarterly Meeting Agency Update

May 3, 2022

Agency: OVR

OVR staff continue to work full-time in all locations, including district offices, with most OVR employees having the option of part-time telework. OVR re-opened all offices to the public on April 4, 2022.

EMPLOYMENT OUTCOME STATISTICS

In consideration of continuing recovery from the previously closed Order of Selection (OOS) and the impact of COVID, the following outcomes were achieved as of April 2022:

Program	Goal for the Program Year (PY)	# of Successful Closures to Date	% of Goal Achieved for the PY
BVRS	5,414	4,066	75%
BBVS VR Program	364	116	32%

In Program Year 2021 (July 2021 – present) 3,742 OVR customers were employed, with Walmart, Giant Food Stores, Giant Eagle, UPMC, Goodwill Industries, Commonwealth of PA, McDonald's, Lowe's, Weis Markets, and InspiriTec as the top ten employers.

WIOA COMMON PERFORMANCE INDICATORS

OVR continues to document customer progress on Measurable Skills Gains (MSG) that lead to successful credential attainment. Subject to RSA acceptance, and as reported on the RSA-911 due by 5/15/2022, 348 customers have earned secondary credentials and 475 post-secondary credentials have been earned by OVR customers. MSG rate for this reporting period is anticipated to be 39.56%

COMBINED STATE PLAN

The updated 2-year Modification to the Plan was approved by the OVR State Board on March 3, 2022, has been uploaded to the federal portal, and will become effective on July 1, 2022.

BUREAU OF CENTRAL OPERATIONS (BCO)

GENERAL UPDATE

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

BUSINESS SERVICES & OUTREACH DIVISION (BSOD)

During the last quarter, BSOD continued its partnership with InspiriTec by referring qualified candidates to positions offering full- or part-time employment, benefits, and opportunities to build work experience in Customer Service Representative (CSR) for Unemployment Compensation call center positions (remote work starting at $15 per hour). As of February 2022, OVR has referred at least 709 customers. Of those, at least 485 customers have applied for the position and approximately 334 customers have been hired.

CareerLink Accessibility Reviews

ADA accessibility reviews at all PA CareerLink offices have resumed.

Focus on the Expansion and Development of Apprenticeship Pathways and Internships
Members of the OVR's BSOD team are participating in the Registered Apprenticeship Navigator Training leading toward a certificate in Apprenticeship Development. During this training, staff work toward gaining Journey Worker certification as experts in apprenticeship knowledge, marketing, development, creation and certification approval by the Joint Apprenticeship & Training Council. OVR is developing opportunities for additional field staff to participate in future training cohorts.

TRANSITION SERVICES

OVR Services to Students with Disabilities
We continue the collaboration with the Bureau of Special Education (BSE) toward a goal of ensuring the seamless transition of students with disabilities from school to work. The group is working to develop a funds sharing agreement to pay for positions within each Intermediate Unit (IU) for TEAM Navigators, who will work to implement these services in the field. A provider agreement to hire Youth Ambassadors (YAs) at each of the IUs was recently released. The YAs will assist with social media, act as mentors in their community, and assist with OVR's customer satisfaction surveys. The goal is to hire up to four YAs per IU or special education technical assistance program.

Transition specialists are concentrating on summer programming. Last year, OVR was able to collaborate with providers to host several successful summer programs like the Professional Connections Experience, MY Work Initiative, and the Summer Post-Secondary Experience. We look for these programs to continue to grow and are providing ongoing technical assistance to the district offices as they plan for summer.

BUREAU OF BLINDNESS & VISUAL SERVICES (BBVS)

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

BUREAU OF VOCATIONAL REHABILITATION SERVICES (BVRS)

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

HIRAM G. ANDREWS CENTER (HGAC)

The Hiram G. Andrews Center (HGAC) is a comprehensive training center offering quality, individualized post-secondary education, pre-employment transition and support services to customers as they pursue goals of employment and independence. There are currently 126 students enrolled in accredited training programs at HGAC.

Quarterly Meeting Agency Update
May 3, 2022

Agency: 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.

This category will become available to MAWD recipients or those that would have otherwise been eligible for MAWD excepting the federal Public Health Emergency (PHE) when the PHE ends. A FAQ document is available on the DHS website for interested consumers.

Office of Income Maintenance Bureau of Employment Programs
DHS recently received federal approval for its updated TANF Work Verification Plan. OIM anticipates rolling out a suite of policy and systems updates that are designed to streamline the process for tracking work activities for TANF participants, such as job readiness assistance and vocational education. LWDBs and EARN partners should anticipate these changes to launch in the new program year, in July 2022.

DHS continues to expand access to its SNAP E&T programs, which include education programs with 14 of PA's community colleges; the EARN system with our LWBDs; and technical training programs with various community-based organizations.

- As of July 1, 2022, SNAP E&T will be an optional WIOA partner; and
- In January 2021, OIM expanded access to SNAP E&T for certain TANF recipients.

DHS also continues to plan for the end of the federal public health emergency (PHE), which has provided states with a number of programmatic enhancements like extended benefits payments, and regulatory waivers.

Pending federal action, OIM anticipates that Able Bodies Adults Without Dependents (ABAWDS) will again be subject to certain work requirements to continue receiving their SNAP benefits in October 2022. Approximately 170,000 Pennsylvanians currently qualify as an ABAWD and have their work requirements temporarily waived. OIM continues to encourage ABAWDs and other SNAP recipients, and as of January 2021, certain TANF recipients, to participate voluntarily in SNAP E&T programs.

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

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

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

DHS is in the process of administering ARPA funds for OLTL providers:

- Grant applications for HCBS providers to offer remote support technologies and enhancing quality of services and social determinants of health (SDOH) will soon be available.
- Rate increases for Personal Assistance Services were effective as of 1/1/22.
- DHS is collecting attestations from providers of Personal Assistance Services, ResHab and Community Integration to make one-time payments based on services rendered. Payments started in Q1 of 2022 and will continue as providers return their attestations.
- DHS is collecting attestations Adult Daily Living Services Providers to make one-time payments based on previous services rendered. Payments started in Q1 of 2022 and will continue as providers return their attestations.

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

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

DHS released a Request for Information to gather input on the implementation of an Agency With Choice model of service for the OLTL HCBS programs. DHS received useful comments from 29 entities which will help inform an Agency With Choice procurement.

Agency With Choice (AWC) is a HCBS service model where a waiver participant is partnered with an agency to hire and administer services for the participant. The AWC model can provide addition benefits to workers such as healthcare and paid time off. This model of service is currently offered in the Office of Developmental Programs waivers.

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. As of February 1, OCDEL has awarded $629.0 million of ARPA Child Care Stabilization Funds. This represents 95.9% of the funding earmarked for direct subgrants to eligible child care providers and 86.4% of the total Section 2202 funding provided to Pennsylvania.

OCDEL is in process of finalizing a grant with the balance of the ARPA Stabilization funds open for application in May and June of 2022. This grant will focus explicitly on workforce by providing eligible providers with financial support to address retention, recruitment, mandated training, and criminal background clearance costs. OCDEL intends to disperse funds in July and August. These funds are one-time only.

OCDEL and its partners, the ECE Professional Development Organizations (PDO), are working to ensure there is adequate capacity for Pediatric First Aid and Pediatric Cardiopulmonary Resuscitation training. In December 2020, new child care regulations mandated that all child care staff receive and maintain this certification. Those regulations were suspended through January 6, 2022. As a result, many providers are striving to locate an appropriate, approved course. As a starting place, OCDEL will be posting a list of approved trainers and financially supporting child care staff attendance through the PDO.

Quarterly Meeting Agency Update

May 3, 2022

Agency: Aging

The Department of Aging and the Senior Community Service Program (SCSEP) has just finished the third quarter of the 2021 program year. Currently we are at 95% capacity, having 422 active participants out of 443 total slots. This is a 5% increase from last quarter. This year we have already seen 75 participants exit our program because of unsubsidized employment and enrolled 221 new participants. Enrollment in our program has been slow, as shortages in the labor market has allowed many potential enrollees to find employment without additional skills training and many of the remaining potential enrollees are hesitant to return to workforce, but we are now almost t full capacity.

In the third quarter we have continued monthly call with all sub-grantees to discuss best business practices and program updates. This process has improved communication between the Department and all the sub-grantees. We are also currently in the process of our data validation review of all sub-grantees and will be training all sub grantees in the new SCSEP grant computer program.

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

Quarterly Meeting Agency Update
May 3, 2022
Department of Community and Economic Development

Pennsylvania Broadband Authority: The Authority held a Special Meeting of the Board on April 19th and during that meeting the Authority voted and announced Brandon Carson as the new Executive Director. Brandon will step into his role on May 16th and will begin to build out the Office of Broadband Initiatives within the Department of Community and Economic Development. The Authority's webpage is active and can be found at the following address https://dced.pa.gov/broadband-resources/pennsylvania-broadband-development-authority/. We encourage you to regularly check the website for updates and information about the Authority's work.

DCED Workforce Development Programming

- **Workforce & Economic Development Network of Pennsylvania (WEDnet)**: There continues to be a significant demand for training.
    - **1st Quarter Training Figures**
        - 9,021 employees trained
        - 337 unique FEINs trained
        - $2,230,588.98 invoices paid

- **Manufacturing Training to Career**: For fiscal year 2021-22, Manufacturing Training to Career was awarded $4.7 million in grant funds, of which over $2.5 million has been granted to projects that are both awareness and training based. Since the program opened in 2018, 71 projects were awarded funding for a total of over $15.8 million in investments.
    - **Awareness** – Projects supporting the advancement of the manufacturing industry through the engagement of youth or those with barriers to employment in awareness building activities related to career opportunities in manufacturing.
    - **Training** – Projects resulting in short-term work-readiness training that lead to entry-level job placement for individuals with barriers to employment. These projects work collaboratively with local manufacturers to identify and teach missing essential skills for entry level applicants for existing or near future open positions.

- **Pre-Apprentice and Apprenticeship Grant Program:** The Pre-Apprentice and Apprenticeship Grant Program (Apprenticeship Program) is a statewide program which offers assistance to registered apprenticeship programs. The program's goal is to increase apprenticeship availability to Pennsylvania employers to assist them with their talent recruitment and development. Funding is provided to eligible applicants for the purpose of reaching the goal of increasing apprenticeship accessibility across the state. Eligible uses of funds are expenses related to instruction that complements on-the-job learning. To date in FY2021-22, over $4 million in funds were awarded to 20 registered apprenticeship programs.

Interagency Collaborations:

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

- **Business Services Evaluation**: DCED is working with L&I to conduct a systemic evaluation and provide recommendations regarding the delivery of business services throughout the WED systems. Of special interest, is the analysis of the current model of providing business services offered by the departments. The analysis will be used to determine a minimum standard of service provision, allow for flexibility and innovation, and that identifies and standardize key performance indicators and data collection protocols that could be used to measure outcomes and ensure alignment with effective delivery of business services by the commonwealth's workforce and economic development, or WED, delivery system for federal reporting.

- **WIOA State Plan:** The Goal 2 Sector Strategies and Employer Engagement monthly calls are currently on hold as the State Board re-evaluates the work moving forward. DCED continues to participate in the monthly interagency WIOA meetings as well as serve as a member of the Industry Partnership and Employer Engagement Committee of the Board.

- **NGA Workforce Innovation Fund & Workforce Innovation Network:** DCED continues to participate as a state team member on this grant; participating in bi-weekly team calls, national peer calls, and assisting with the action plan items to complete the playbook/plan for PA.

- **Autonomous Vehicles (AV):** DCED is working with PennDOT and L&I on an AV Workforce Forum. The AV Workforce Forum will bring together a collection of stakeholders with varying expertise to discuss the implications and benefits of vehicle automation to Pennsylvania's workforce over the next 5-10 years. Intended outcomes of the AV Workforce Forum:
  - To be utilized as a starting point for the *Evaluation of the Benefits and Implications to Commonwealth's Workforce* report – SB965 - §8503(J)(1)
  - To provide input to the *Workforce Development Plan*, proposed by the HAV Advisory Committee.
  - Share the information/feedback with key stakeholders (e.g., labor unions, academic institutions, or fleet providers) so they can consider what it means for their respective organizations.
  - Share the information/feedback with key policy makers (e.g., general assembly and state agencies) and general public.

- **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 Command Center met March 1st. During the meeting, the governor's budget priorities were highlighted, a presentation on how workforce funding could be braided to do offer more programming, as well as updates from each committee.

    - DCED serves as the lead agency for the government infrastructure committee, with the work of the committee focusing on three recommendations:
      - **Create shared commonwealth education, workforce and economic development metrics.** The group will use the Command Center's dashboard to house this information and continues to meet monthly to work out the best way to present the metrics and include all agencies who touch workforce development.

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

Quarterly Meeting Agency Update

May 3, 2022

Agency: Corrections

Partnerships with Other Agencies

On March 17, 2022, the Workforce Development Specialist provided a presentation, hosted by the Manufacture and Builder Association (MBA), on "Second Chance Hiring: Learn from Experts". It was a presentation on the benefits of hiring reentrants. Information was provided to employers on the programs offered to reentrants while incarcerated that make them a great candidate for employment. Jen Strobel, Vice President of HR at Flagger Force, also provided a presentation on their partnership with DOC and the success they have had with reentrant employees.

In March 2022, the Workforce Development Specialist and Culinary Instructor from the DOC Training Academy participated in six (6) regional meetings hosted by the Pennsylvania Restaurant and Lodging Association. Information was provided on the culinary program at SCI Camp Hill and other vocational programs in the SCIs.

On April 21, 2022, the Workforce Development Specialist was the guest for "Business Today with MBA" podcast on Money Radio WP$E. The podcast was specifically geared toward Erie MBA members on the untapped hiring pool of reentrants. However, other areas may listen once posted online. The podcast will air on May 6, 2022.

April 2022 was declared "Reentry Month" and as such, each SCI had events to celebrate and promote reentry. SCI Huntingdon hosted a reentry/job fair virtually on 4/25 for reentrants 12 months or less to release. More than 25 employers and community providers spoke on their services and openings. SCI Muncy hosted a similar reentry/job fair virtually from 4/26-4/28 with about 20 employers and community providers. Other SCIs will host similar fairs in the coming months both virtually and in-person.

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

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

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

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

Reentry Services

Each State Correctional Institution (SCI) has a school, with counselors, principals, and various teachers. In addition, multiple vocational programs are available with nationally accredited certifications. In the recent months, DOC staff have begun conversations with PennDOT to develop an agreement to assist inmates in obtaining their CDL permit and/or license prior to release. At this time, the agreement has not been finalized but additional updates will be provided in the future.

Corrections and Office of Vocational Rehabilitation (OVR) staff facilitated Reentry Employment Specialist training on February 8-9, 2022 at the Norristown OVR office. The training was for DOC, OVR, Parole, and Bureau of Community Corrections staff. Please visit: Reentry Employment Specialist Training (pa.gov) for future training events and how to register.

Quarterly Meeting Agency Update

May 3, 2022

Agency: PA Department of Agriculture

Agriculture Apprenticeships and Pre-Apprenticeships

There are three new ag related programs currently in development which plan to register with the Apprenticeship and Training council in the next few months.

- Two Agricultural apprenticeship programs were awarded PAsmart Grants. These programs include an Animal Care Apprenticeship program sponsored by Penn State Extension and a Diversified Vegetable Growing program sponsored by PASA Sustainable Agriculture.

PA Commission for Agricultural Education Excellence

- The commission is working with PAAE to help fill 14 agriculture educator vacancies.
- The Commission is working to develop a marketing strategy that will provide students and parents better exposure to careers in agriculture that they do not know exist.
- The Commission is exploring ways to increase internship opportunities within agriculture industries.
- The Commission is working to provide more teacher and industry experiential training opportunities.
- Pursuing discussion that would create opportunities to learn about the integration of tech into agriculture

Data and Demographics

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

AG Funding Opportunities with L&I

- The Department of Labor and Industry has created two different funding opportunities specific to the agricultural industry.
- These funding opportunities will focus on the HR and Workforce Development needs of small to mid-sized ag employers. The selected vendors will work directly with employers to help them create an HR plan and educate and connect them to the Workforce Development System.

Farm City Day

- The Department will be hosting numerous Farm City Day events across the state. These events will be focused on connecting with youth who don't typically experience agriculture and exposing them to the various career opportunities in the industry.
- The first Farm City Day event was held on April 22nd at Longwood Gardens. The event included student tours and a panel discussion focused on career opportunities in Horticulture.
- The next event will be held May 18th at Vale Wood Farms in Loretto, PA.

Quarterly Meeting Agency Update

May 3, 2022

Agency: Pennsylvania Department of Education

Adult Education

The Division of Adult Education is holding competitions for adult basic education, family literacy, and tutoring programs for adults as follows:

1. Approximately $3 million to be awarded under the Pennsylvania Adult and Family Literacy Education Act (act) (24 P.S. §§ 6401—6409) for four-component family literacy programming.
2. Approximately $909,000 to be awarded under the act for tutoring programs for adults.
3. Up to $300,000 to be awarded under section 231 of the Workforce Innovation and Opportunity Act (29 U.S.C.A. § 3321) for one Statewide distance learning project.

More information is available on the PDE website at Grant Competitions (pa.gov).

PAsmart Advancing Grants

More than 150 entities applied for the 2021-22 Advancing Computer Science and STEM Education Grants through the PAsmart program. A total of $10 million in competitive funding is available to support programs with increasing access and improving equity of access to computer science and STEM education locally and statewide to learners of all ages. Eligible applicants could request up to $500,000. Funding will be awarded at the beginning of May.

Career and Technical Education

During the 2020-2021 school year, there were 227 schools with Pennsylvania Department of Education (PDE) approved career and technical education (CTE) programs. Every PDE-approved CTE program must provide students the opportunity to participate in work based learning. Of the 227 schools, 176 schools reported 20,870 students who participated in work-based learning.

The PDE Bureau of Career and Technical Education recognizes the following categories of work-based learning (WBL):

- Certificate of Apprenticeship: The CTE program must comply with Pennsylvania Department of Labor and Industry Apprenticeship Training Office standards through a written agreement with a registered apprenticeship sponsor.
- Internship: The CTE program provides planned, supervised experiential learning with rotation periods of work observation and work exploration in a variety of employment situations for short periods of time. Students are usually not paid for their experience but do receive credit.
- Cooperative Education: The CTE program provides 0n-the-job experience in a CTE program through a written agreement between the school, employer and student receiving the instruction. This requires academic courses, related CTE program and instruction.
- Job Exploration: The CTE program provides off-campus, credit bearing exploratory learning activities in the community with the intent to provide realistic career exploration experiences for students.
- Agriculture Experience: The CTE program provides an educational experience which operates as an integral part of the agriculture education program and take place at any time during the calendar year and require students to record, summarize and use record books. The experiences are supervised by the agriculture education teacher and may be paid or unpaid experiences.

- School Sponsored Enterprise: The CTE program provides learning component for small business created and operated by students where the school implements a real, economically viable business venture. These are non-profit activities.
- Work-Based Experience: The CTE program provides off-campus learning gained through training and instruction. Work-based experiences refer to technical skills occurring in the work setting.
- Simulated Work Environment: The CTE program provides an immersive experience in a projected education setting that replicates workplace tools, processes and environments.

During the 2020-21 school year, schools reported the following student counts (could be duplication of count) by WBL type:

- Registered Apprentice = 37
- Internship = 527
- Cooperative Education = 2,670
- Job Exploration = 2,679
- Agriculture Experience = 2,881
- School Sponsored Enterprise = 4,030
- Work-Based Experience = 577
- Simulated Work Environment = 13,489

Industry Partnerships and Employer Engagement Committee
Quarterly Update
May 3, 2022

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

During the first quarter of 2022, the committee conducted focus groups with employers in the business and information technology and hospitality industry sectors. A summary of their recommendations follows:

- **Business and Information Technology (IT)**

1. Focus currently on attracting and retaining talent
2. Interest in understanding and growing IT apprenticeship and pre-apprenticeship
3. Interest in promoting certifications in Cyber Security Service Provider (CSSP) Auditor, Offensive Security Certified, Professional (OSCP), Offensive Security Certified Expert (OSCE), CompTIA Security+, CompTIA A+, CompTIA Linux+)
4. Interest in addressing statewide broadband especially in rural areas

- **Hospitality**

1. Focus currently on retaining and attracting talent
2. Interest in understanding and growing hospitality apprenticeship and pre-apprenticeship
3. Interest in enhancing the image of the industry to better attract talent
4. Address the need for daycare options for employers in this sector
5. Review and ensure benefits are comparable and competitive with other industry sectors
6. Provide various transportation opportunities for employees, especially in rural areas

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

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

Industry	**Month**
Construction	June 2022
Manufacturing	August 2022

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

Career Pathways & Apprenticeship Committee
Quarterly Update
May 3, 2022

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

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

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

In the first quarter the committee membership decided to prioritize industry sectors based on demand for apprenticeship and pre-apprenticeship. Included in this process will be a regional priority list, career awareness and how to engage both parents and students, and non-traditional apprenticeships in industries such as healthcare and IT.

Rick Bloomingdale, Chair
Career Pathways and Apprenticeship Committee

One-Stop Service Delivery System Committee
Quarterly Update
May 3, 2022

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

Committee activities have centered around the following topics impacting the One Stop system:

- Career Staff Professional Development:
    - Every meeting the committee receives an update on actions related to the Board's May 2021 recommendation to invest in sustainable training for PA CareerLink® staff. The most recent update summarized that the vendor tasked with the career advisor evaluation completed the assessment of career advisors at the end of November. Next steps are for BWPO to contract out delivery of training related to topics identified by the assessment. Tentative training topics include case management and customer service.
- Systems Service Job Seekers
    - Older Worker Trends: The Committee continues to seek quantitative data on the employment trends of older workers and also received a presentation from David Miles of the Department of Aging on the Senior Community Service Employment Program (SCSEP).
    - Digital Skills: Every meeting the committee receives an update on the PA NGA WIN grant on digital literacy from James Martini. The project will contract with a vendor to do a digital asset map across the state to assess current digital literacy efforts and where gaps may exist. The committee will have data to review by the end of June.
    - Benefits Access: The committee requested input from the National Governor's Associate about other localities that streamline enrollment in one stop workforce systems and public benefits. There is potential for PA to streamline this with the implementation of the CareerLink Digital Intake process. Representatives from states doing this work have been asked to share about their work with interested committee members.
- Systems Alignment
    - At the March Committee meeting, Hoa Pham from the Department of Human Services talked about EARN and gave the committee more information on the services that they provide at DHS.
    - At the April Committee meeting, staff from BWDA Policy and BWPO presented on the ETPL proposed policy changes and how this could impact providers on the ETPL list.

- The committee is pursuing data in partnership with the Center for Workforce Information and Analysis to better understand the older worker job difficulties.

Sarah Hollister, Chair
One-Stop Service Delivery System Committee

Reentry Ad Hoc Committee
Quarterly Update
May 3, 2022

Ongoing Committee Work

- While the committee has only met once in the past quarter, it was a very robust meeting. At that meeting, the committee heard from Dr. Gedeon M. Mudacumura, who is with the International Conference on Decreasing Recidivism on their 2022 Conference Theme of Closing the Cradle-to-Prison Pipeline. The committee was apprised of the work that the organization is doing.
- The committee also received a presentation from Diosdado Arroyo and Brent Lawson from the PennDOT Risk Management Office on reentry programs involving photo identification cards and driver's licenses.
- The Committee is actively pursuing creating an employer tip sheet webpage. That will be in development soon.

Jeff Brown, Chair
Reentry Committee

Continuous Improvement Committee Meeting Summary

Quarterly Update

May 3, 2022

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

Goals of the project include:

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

The committee has identified and reviewed several examples of dashboards displaying performance outcomes for WIOA programs being utilized across the country.

The committee's top priority for the coming quarter is to ensure this information is published online, in a manner that is easy to understand, and can be updated on an ongoing basis.

Brian Funkhouser, Chair
Continuous Improvement Committee

Healthcare Workforce Ad Hoc Committee

Quarterly Update
May 3, 2022

The Healthcare Workforce Ad Hoc Committee developed the following two recommendations for consideration of the Workforce Development Board:

Recommendation 1:

Given the "Great Resignation" and the rising wages in the retail sectors, all efforts should be made to increase funding to all services that require professional care workers (e.g., direct care workers and childcare workers) to facilitate competitive and family-sustaining wages and to help alleviate the staffing crisis that impacts the availability of these services.

Recommendation 2:

In an effort to help address the severe workforce shortage of professional care workers (e.g., direct care workers and childcare workers), the Pennsylvania Workforce Development Board urges workforce development dollars, including, but not limited to, federal American Rescue Plan (ARP) funding and other public dollars be allocated for grants that provide free training/credentialing, paid time for training/credentialing, and the offering of supportive services (e.g., short-term childcare and transportation support) to help bring new workers into these service roles; and also offered to incumbent workers who want to upskill into new roles along that career pathway.

Matthew Yarnell, Chair
Healthcare Workforce Ad Hoc Committee

Youth Committee

Quarterly Update
May 3, 2022

The Youth Committee developed the following recommendation for consideration of the Workforce Development Board:

Recommendation:

The Pennsylvania Workforce Development Board (PA WDB) recommends that the PA Department of Education explore the possibility of adopting and implementing mechanisms to validate the Science, Technology, Engineering, and Mathematics (STEM) skills learned by students, in partnership with employers and educators, including career and technical education, as part of their on-going work to update Science and Technology Standards for K-12 education in Pennsylvania. These mechanisms may include the consideration of diploma seals, the recognition of schools that demonstrate an integrated approach to STEM learning, industry-specific credentials, and work-based learning experiences that demonstrate STEM skill mastery.

STEM learning experiences support economic growth and develop lifelong learners. STEM integration strategies that are driven by data-informed outcomes and cross-sector collaboration among stakeholders create equitable opportunities for all learners and strengthens career readiness skills, as well as making hands-on STEM learning opportunities available during both early childhood education and out-of-school time programs. The PA WDB further emphasizes the importance of aligning development of STEM-related opportunities in ways that support Employment First Act of 2018 priorities, particularly for youth and young adults with disabilities. Additionally, the PA WDB strongly recommends the continued focus and expansion on ensuring diversity, equity, inclusion, and accessibility (DEIA) throughout all aspects of this process, including school offerings.

<u>Rationales for the recommendation:</u>

1) There are currently a significant number of vacant STEM/Computer Science jobs with family-sustaining wages in PA, in part, due to young people not being exposed to STEM-related concepts early enough within the state's K-12 educational curriculum and a shortage of qualified and diverse STEM educators statewide.
2) The number of jobs that require STEM-related knowledge is growing. By 2028 there are expected to be about 157,000 more occupations in PA that require mathematics knowledge, and 125,000 more occupations requiring knowledge in computers and electronics. (Pennsylvania's Projected Job Skills 2018-2028,)
3) There's a shortage of qualified and diverse STEM educators statewide.
4) The U.S. has fallen off the top 10 list of innovative countries; there's not enough "home grown" STEM talent here. Additionally, "a recent report from the National Science Board finds that the U.S. has continued to lose its clear leadership position in global science and engineering." Accordingly, that board recommends that this "nation position itself as an international hub for scientific collaboration and take urgent action to strengthen the domestic STEM workforce."

5) These priorities set up Pennsylvania's students and jobseekers for success with attaining higher paying careers, as well as greater transferability across multiple sectors with the skills that they gain in those areas.
6) This supports a vision of an integrated STEM approach that connects multiple content areas, allowing students to foster a way of learning that reflects the real-world application of content knowledge.
7) Prioritizing STEM skills meets the needs of employers, which helps employers succeed in their regional economies.
8) Ensuing comprehensive STEM education for K-12 students will help to ensure that the Commonwealth has the prepared labor force to make Pennsylvania an attractive location for future economic development and business investment.
9) Increasing DEIA would allow for a robust talent pipeline to fill STEM/computer science job openings. There is a collective responsibility to address any DEIA-related gaps in these positions to open the door wider for everyone to have greater opportunities and wage-earning potential.
10) Traditional K-12 education needs to offer equitable opportunities for more focused hands-on STEM learning activities and experiences than what is currently offered to the broader youth and young adult populations, statewide.
11) As the state moves toward the expansion of broadband access, its citizens need to be prepared to operate in a world that increasingly requires STEM-related skills on multiple fronts.
12) This will also increase the spotlight on the growth of alternate career pathways, such as career and technical education (CTE) and advanced training programs (e.g., trade occupations and registered pre-apprenticeships/apprenticeships), resulting from a focus on more real-world skills and preparation for youth to successfully enter the workforce prepared to take advantage of a variety of STEM career opportunities, rather than the continued focus of the traditional school system on individualized test scores for just a few key subjects (i.e., English, Language Arts, and Math).

Chekemma Fulmore-Townsend, Chair
Youth Committee

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Enhancing the Public Workforce System for Individuals with a Disability

A Collaborative Initiative

Office of Vocational Rehabilitation, Office of Equal Opportunity and Workforce

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Initial Collaboration (Late 2019)

In late 2019 staff from the Office of Vocational Rehabilitation, or OVR, and Workforce met to develop a plan; whereas OVR team members would conduct an accessibility review for each of the commonwealth's 62 PA CareerLink® centers, ensuring that Pennsylvanians with a disability would be able to access accommodations when participating in workforce services when entering these centers.

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Then to Now

Prior to the pandemic that began in March 2020, OVR staff performed 14 visits; recently these visits resumed. To date nearly 30 PA CareerLink® centers have been reviewed, with the remainder to be completed before the end of 2022.

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

ADA Reviews – Building Accessibility

- Priority 1 – Accessible approach and entrance
- Priority 2 – Access to goods and services
- Priority 3 – Access to public restrooms
- Priority 4 – Access to other items such as water fountains and public telephones

ADA Reviews

- Priority 1 – Accessible approach and entrance
  - Parking lot – Accessible spaces
  - Drop off points – Bus/Public Transit
  - Accessible Route – From parking to drop off points to entrance
  - Entrances
    - Door width and pressure
    - Space between doors in sequence

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

ADA Reviews

- Priority 2 – Access to goods and services
  - Space between objects/desks
  - Walk & hallways
  - Doorways
  - Meeting rooms
  - Room signage
  - Wall mounted objects

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

ADA Reviews

- Priority 3 – Access to public restroom items
  - Entrance door width/pressure
  - Toilet stalls-space (56” x 60” minimum)
  - Grab bars (side and back)
  - Toilet height
  - Reach to toilet paper
  - Sinks ***(including sink handles – paddle)**
  - Space under the sink
  - Reach to soap dispenser
  - Reach to paper towel dispenser

ADA Reviews

- Priority 4 – Access to other items (Examples)
  - Water fountains
  - Public telephones (including TTY)

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Public Facing Computer(s)

- Flexible monitor arm
- 21” monitor
- Standard & large print keyboard
- Standard mouse & Roller Ball mouse
- Assistive Technology ***(JAWS, ZoomText, Fusion, Windows Accessibility Tools)**
- Speakers & headset
- Ergonomic chair
- Height adjustable desk
- Closed-circuit Television ***(CCTV)**

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Accommodation Processes

- Deaf/Hard of Hearing
  - If TTY works, PA CareerLink® can still use them.
  - Process to request interpreters
- Process to request alternative formats for Blind/Visually Impaired
  - Large print-18 point font *(**Verdana**)
  - Braille
  - Electronic

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Discoveries

- Closed-Circuit Televisions, or CCTVs, in many centers were outdated.
- Some TTY phones were broken or not available to customers.
- ***JAWS** and ***ZoomText** software in many centers needed updates.
- Many small items were identified to local board executive staff and PA CareerLink® Administrators; immediate corrections were made.
- Without a sustainability plan, this initiative would be ***"once and done"**.

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Resolutions

- Closed-Circuit Televisions (CCTV) in many centers were outdated.
  - Workforce funds were made available for all centers to purchase/install new CCTVs.
- Some TTY phones were broken or not available to customers.
  - OVR staff provided specifications for recommended TTY phones, as well as new phones with braille capability. In late June, Workforce anticipates being able to provide local workforce development boards with the funds needed to purchase both this equipment and add analog lines.
- *__JAWS__ and *__ZoomText__ software in many centers needed updates.
  - Workforce funds were provided to all centers to purchase software updates as needed.
- Many small items were identified to local board executive staff and PA CareerLink® Administrators; immediate corrections were made on the spot or shortly thereafter whenever possible.
- Without a sustainability plan, this initiative would be *__"once and done"__.
  - Each of PA's 22 local boards purchased the ADA-CAT Toolkit so that their monitors can conduct these reviews once OVR staff have completed their initial visits of each site.

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Positive Outcomes

- PA's citizenry are better served through PA CareerLink®.
- Each of PA's 62 PA CareerLink® centers will be fully ADA-Accessible at the end of this initiative by the end of 2022; a sustainability plan has been established to maintain that accessibility.
- Relationships between OVR and Workforce staff have been significantly enhanced.
- PA CareerLink® centers are better poised to meet the statutory and regulatory requirements during Office of Equal Opportunity reviews.

***Governor Wolf's Priority – A Government that Works**

CWDS Digital Intake Form Accessibility Overview

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

Infused Human-Centered Design (HCD) Throughout Digital Intake Form: HCD focuses on gaining a deeper understanding of behavior and developing solutions that put the "human," whether a customer, an employee or a business partner, at the forefront by engaging these stakeholders from the beginning of the intake form design to understand interests, assumptions, current environment, risks and behaviors of the people impacted by this change.

- ✓ Blends together design, strategy, research and creative thinking.
- ✓ Puts people at the center of a solution, taking into account their behaviors and needs.
- ✓ Guides stakeholders to align on guiding principles that frames future ways of working and outlines ways to measure success of form.
- ✓ Prioritizes user desirability, business viability and technical feasibility to support value delivery of form.

Prioritized an Accessible Intake Form Throughout Design Phase:

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

- Simplified phrasing of questions
- Large, readable font
- Large variety of language translation options for form
- High color contrast
- Straightforward instructions for customer to navigate through form
- Tooltip icons throughout form providing additional support to customers

Include Accessibility Guidelines During Development:

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

- Write the HTML code in compliance with accessibility and screen reader standards.
- Validate the webpage/screen to make sure screen is fully compatible to all accessibility standards.
- Following screen development, additional testing takes place to confirm design is in compliance with accessibility standards.

Enhancing the Public Workforce System

Meeting the Needs of Individuals with a Disability - 13

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

ENHANCING THE PUBLIC WORKFORCE SYSTEM FOR INDIVIDUALS WITH A DISABILITY THROUGH ADA-ACCESSIBILITY REVIEWS OF THE PA CAREERLINK®

In late 2019, staff from the PA Department of Labor & Industry's, or L&I's, Office of Vocational Rehabilitation, or OVR, and the Workforce deputate met to develop a plan for ensuring that all the 62 PA CareerLink® centers met accessibility requirements as outlined in the Americans with a Disability Act, or ADA. Both OVR and Workforce leadership agreed that OVR staff would initiate a courtesy ADA-accessibility review of each center and submit a report upon completion to the appropriate local workforce development board, or LWDB, as well as both OVR and Workforce leadership. Following each review, OVR provides a report to the LWDB Executive Director, the PA CareerLink® Site Administrator and Workforce leadership. The reports note any deficiencies and provide recommendations and possible resources. Finally, to maintain sustainability of this effort, it was decided that an ***ADA-Compliance Assessment Kit, or ADA-CAT, Toolkit** would be purchased for each LWDBs – and that OVR staff would train the LWDB monitoring staff to conduct these reviews regularly as part of the normal monitoring of the local workforce service delivery system.

Once the initiative was underway, staff from L&I's Office of Equal Opportunity joined the effort, as this office is responsible for the official ADA Compliance of the public workforce system.

OVR staff were trained in providing accessibility reviews utilizing the ADA-CAT Toolkit with devices and tools to make performing the ADA reviews more efficient. Staff use a checklist based on the 2010 ADA Standards for Accessible Design when conducting ADA reviews. Of note, an intentional focus of these reviews has always been to review assistive technology of the public facing computers. In fact, it was a requirement that OVR's Accessibility Specialist attend at least the first ADA review provided by OVR's Business Services Specialists to ensure an effective review of systems. An additional checklist is used to assess the public facing computer.

OVR employees establish four (4) priority levels for their reviews:

- Priority 1 – Accessible approach and entrance
- Priority 2 – Access to goods and services

- Priority 3 – Access to public restrooms
- Priority 4 – Access to other items such as water fountains and public telephones

These reviews also include accommodation processes for both individuals who are deaf/hard of hearing or blind/visually impaired.

Prior to the pandemic that began in March of 2020, OVR staff performed 14 visits; recently these visits resumed. To date nearly 30 PA CareerLink® centers have been reviewed, with the remainder to be completed before the end of 2022.

Discoveries

These reviews outlined some deficiencies in the PA CareerLink®. Major trends identified include:

- Closed-Circuit Televisions, or CCTVs, in many centers were outdated.
- Some teletypewriters, or TTY, devices were broken or not available to customers.
- ***JAWS** or ***ZoomText** software on ADA-accessible computers in many centers needed to be updated.
- Several small items were identified to local workforce development area leadership; corrections were made locally.

Resolutions

Workforce staff joined Chief Elected Officials, LWDB personnel and other workforce system stakeholders to resolve the major findings that were identified in multiple centers across the commonwealth.

- **CCTVs.** Workforce funds were made available to all LWDBs to replace outdated CCTVs.
- **TTY phones.** OVR staff provided specifications for recommended TTY phones and webcams. Additionally, to enhance the centers further, both OVR, OEO and Workforce staff determined that phones with a Braille capacity would also benefit customers who are blind/visually impaired. To incorporate these upgrades, an additional analog phone line would be required for each center. In late June/early July 2022, Workforce anticipates being able to provide LWDB staff with the funds necessary to facilitate these procurements. ***Note:** Some local areas have already began procuring these devices with funds previously allocated by L&I for similar upgrades.
- **JAWS** and **ZoomText software upgrades.** Workforce funds were provided to all centers where necessary upgrades were required. All systems are currently being upgraded. ***Note:** In some cases, the computer systems where upgrades were required were not compatible with the new software. In

these cases, we ask LWDBs to request the funds necessary to replace these systems. Some of these upgrades have already taken place.

- **Small corrections.** Many small items were identified by these reviews to the local boards. Immediate and on-the-spot corrections were made by the local boards whenever possible.

Positive Outcomes

To date, these visits have resulted in some very positive outcomes:

- PA's public workforce system meets ADA-accessibility requirements; PA's citizenry is better served.
- Working relationships between workforce, OVR, and OEO staff and state/local workforce system stakeholders have been significantly increased, silos torn down.
- Issues that could be fixed quickly were corrected as soon as possible by local board and PA CareerLink® staff.
- Larger problems that were evident statewide were detected and solutions provided (e.g., outdated CCTVs, TTY phones broken or no longer used, outdated software on ADA-accessible computers, lack of braille phones for customers who are blind, etc.).
- A demonstration of one of Governor Wolf's priorities – ***A Government that Works.**

Leadership and staff from OVR, OEO, and Workforce will continue with this project until all the reviews have been completed – and efforts are underway to resolve issues that have been identified, which is intended for the remainder of this calendar year. As noted earlier, monitoring staff at each of the LWDBs will then be responsible for making this reviews a regular part of their oversight responsibilities. Finally, OEO staff will continue to conduct their official review of the Public Workforce System as it relates to ADA-accessibility.

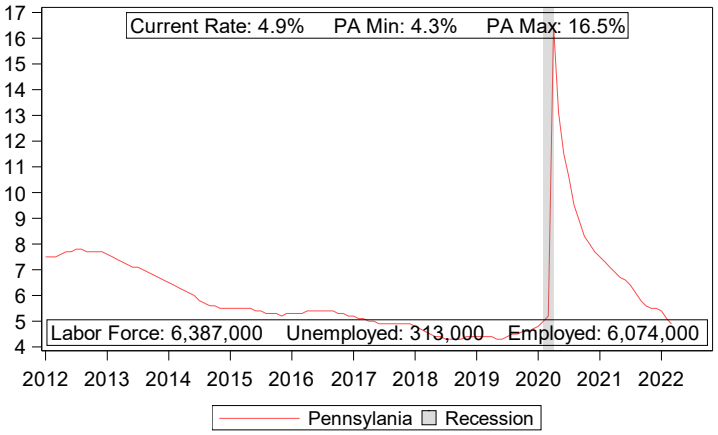
Pennsylvania Profile

April 2022

2020 Population		
Total Population	12,794,885	100.0%
Female	6,525,743	51.0%
Male	6,269,142	49.0%
Population by Race		
White	10,155,004	79.4%
Black	1,419,582	11.1%
Other	1,220,299	9.5%
Hispanic Ethnicity (All Races)	971,813	7.6%
Population by Age		
Ages 0 to 17	2,649,582	20.7%
Ages 18 to 24	1,155,305	9.0%
Ages 25 to 34	1,693,816	13.2%
Ages 35 to 44	1,502,764	11.7%
Ages 45 to 54	1,651,599	12.9%
Ages 55 to 64	1,806,715	14.1%
Ages 65 to 74	1,317,854	10.3%
Ages 75 and Older	1,017,250	8.0%
Median Age	40.9	.
Educational Attainment, Ages 18 and Older		
High School Diploma or Less	4,418,879	43.6%
Some College or Associate Degree	2,665,074	26.3%
Bachelor's Degree	1,897,829	18.7%
Graduate or Professional Degree	1,163,521	11.5%

Source: U.S. Census ACS 2016-2020 - DP05, B01001, and B15001

Unemployment Rate, Jan 2012 to Mar 2022



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

Source: Quarterly Census of Employment and Wages

Help Wanted OnLine Job Postings

March 2022	March 2021	Volume Change	Percent Change
157,829	121,392	36,437	30.0%

Source: Burning Glass Technologies Help Wanted OnLine ™

U.S. Veterans			Non-Veterans	
Total	Unemployment Rate	Median Income	Unemployment Rate	Median Income
731,411	4.6%	$39,820	5.3%	$32,210

Source: U.S. Census ACS 2016-2020 (Table: S2101)

Resident Income				
Per Capita	Total Income	Earnings	Dividends-Interest-Rent	Transfer Payments
$61,700	$788,725,185	$460,729,726	$129,332,114	$198,663,345

Note: All income (excluding Per Capita) is displayed in thousands.
Source: Bureau of Economic Analysis (BEA) - 2020

Unemployment Compensation (UC) by Pre-UC Industry	Apr 2021 to Mar 2022		Mar 2022 Initial (IC) and Continued (CC) UC Claims			
	Exhaustees	Percent	IC Total	IC Percent	CC Total	CC Percent
Natural Resources & Mining	1,120	1.1%	379	1.1%	6,781	1.7%
Construction	10,640	10.1%	6,491	19.2%	95,740	24.6%
Manufacturing	10,390	9.9%	3,960	11.7%	36,314	9.3%
Trade, Transportation & Utilities	20,430	19.5%	6,285	18.6%	62,315	16.0%
Information	1,220	1.2%	413	1.2%	4,102	1.1%
Financial Activities	4,450	4.2%	1,189	3.5%	13,375	3.4%
Professional & Business Services	17,490	16.7%	4,510	13.3%	61,130	15.7%
Education & Health Services	20,640	19.7%	4,702	13.9%	56,469	14.5%
Leisure & Hospitality	11,270	10.7%	2,962	8.8%	31,661	8.1%
Other Services	3,200	3.0%	688	2.0%	8,196	2.1%
Government	3,450	3.3%	362	1.1%	6,572	1.7%
Info Not Available	700	0.7%	0	0.0%	0	0.0%
Total	105,000	100%	33,809	100%	389,547	100%

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

Source: Pennsylvania Unemployment Compensation System

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

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

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

Note: 'ND' represents Non-Disclosable information.

Pennsylvania CareerLink®

134,263 employers registered in PA CareerLink®

207,420 candidates available to employers

550,195 total site visits

48% of visitors are new to the site

52% of visitors are returning

162,773 site visits from a mobile device

258,171 average job openings

526,078 job searches

4,067 new jobs posted per day

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

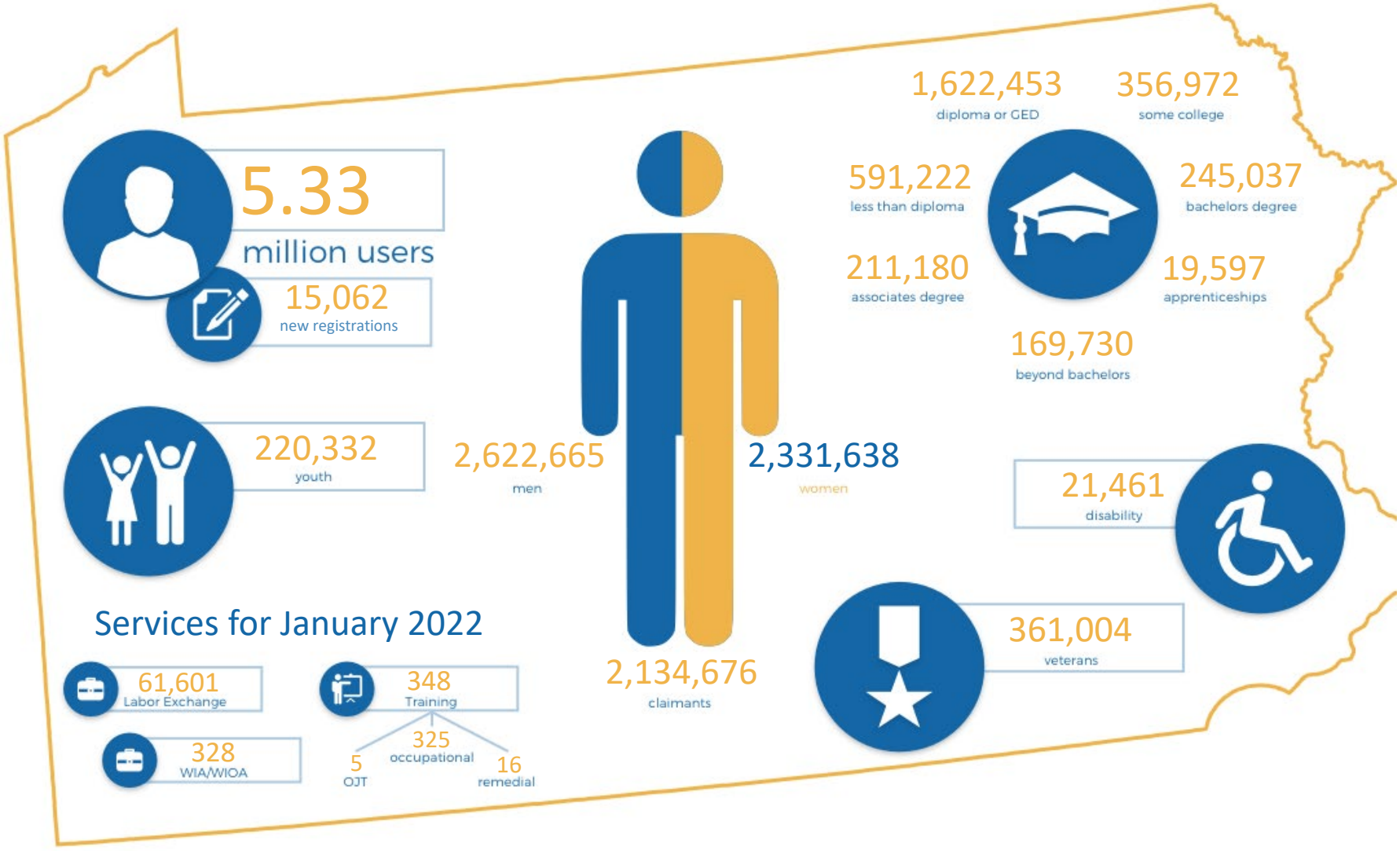
176,523 job referrals submitted

pennsylvania DEPARTMENT OF LABOR & INDUSTRY

January 1, 2022 – January 31, 2022

Commonwealth Workforce Development System

CWDS/PA CareerLink® User Demographics & Services

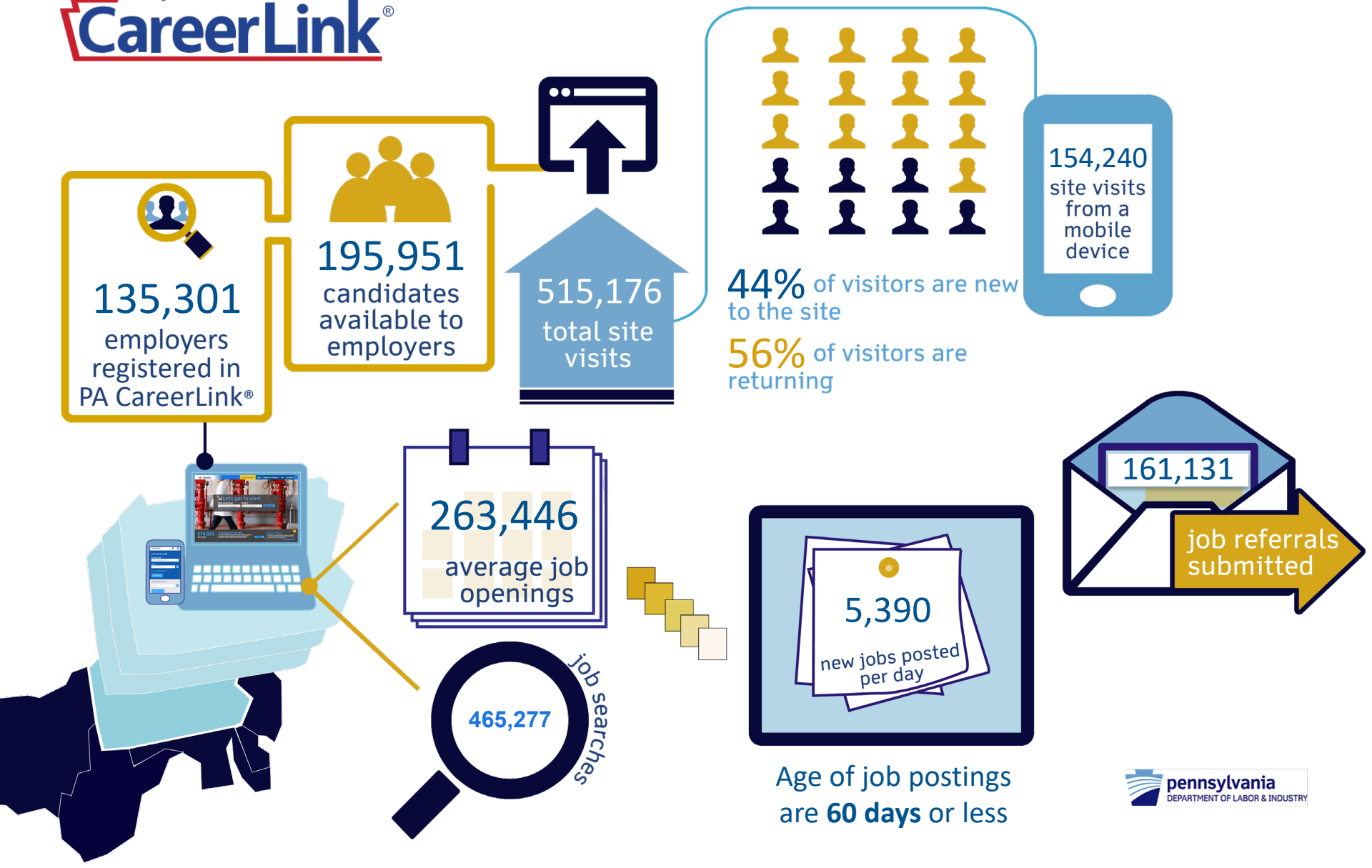


Infographic Description

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

CWDS Business Report: http://lihbg000dvbt/Reports/Pages/Report.aspx?ItemPath=/CWDS_DASHBOARD_RPRT/CWDS+Business+Report

Pennsylvania CareerLink®

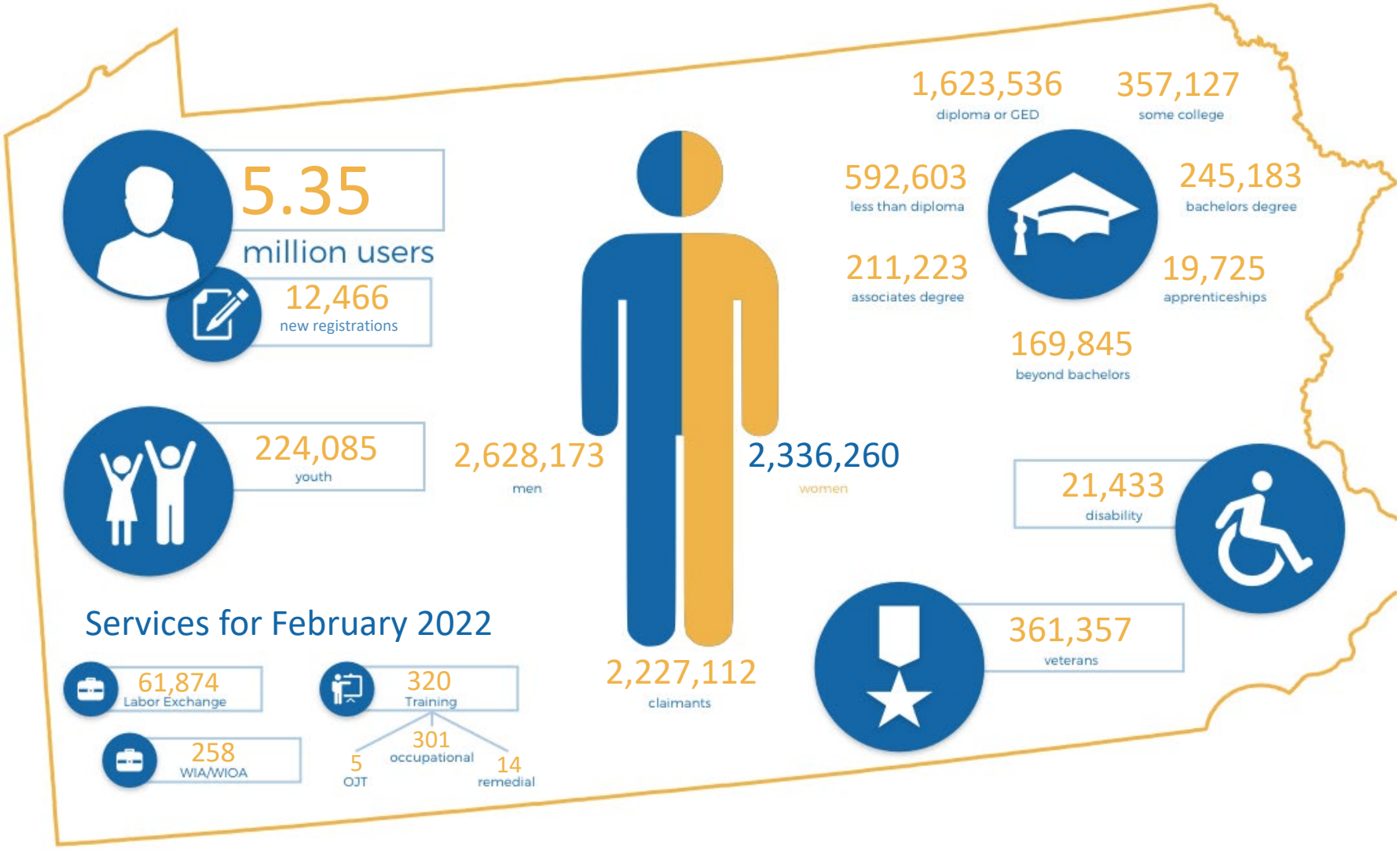


pennsylvania DEPARTMENT OF LABOR & INDUSTRY

February 1, 2022 – February 28, 2022

Commonwealth Workforce Development System

CWDS/PA CareerLink® User Demographics & Services



Infographic Description

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

CWDS Business Report: http://lihbg000dvbt/Reports/Pages/Report.aspx?ItemPath=/CWDS_DASHBOARD_RPRT/CWDS+Business+Report

Pennsylvania CareerLink®

135,301 employers registered in PA CareerLink®

195,951 candidates available to employers

580,627 total site visits

154,675 site visits from a mobile device

40% of visitors are new to the site

60% of visitors are returning

263,446 average job openings

570,409 job searches

4,960 new jobs posted per day

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

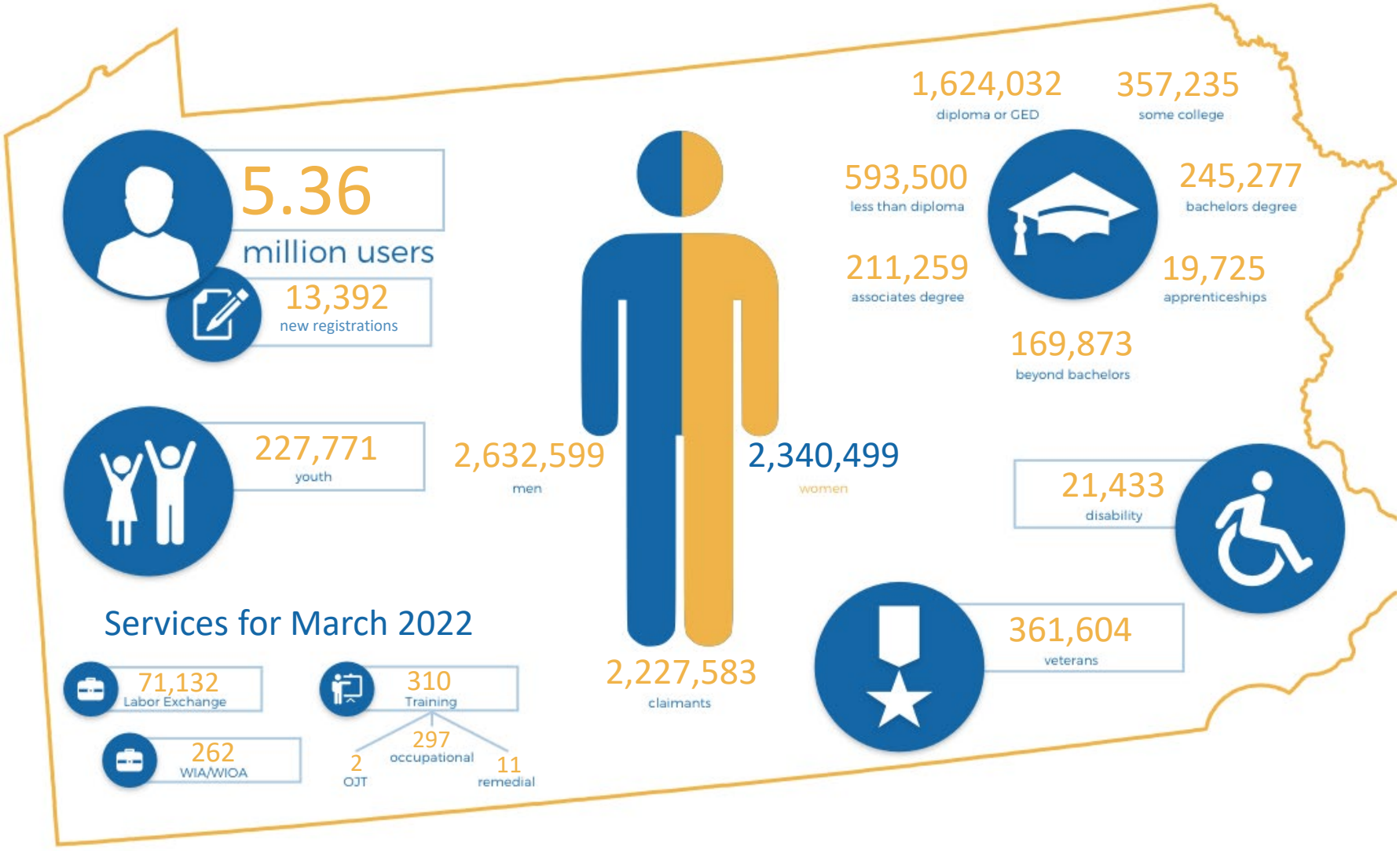
192,214 job referrals submitted

pennsylvania DEPARTMENT OF LABOR & INDUSTRY

March 1, 2022 – March 31, 2022

Commonwealth Workforce Development System

CWDS/PA CareerLink® User Demographics & Services



Infographic Description

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

CWDS Business Report: http://lihbg000dvbt/Reports/Pages/Report.aspx?ItemPath=/CWDS_DASHBOARD_RPRT/CWDS+Business+Report

WIOA Title I and Title III Workforce Performance Outcome Progress
Program Year 2021 (Through 3rd Quarter)
Statewide

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

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

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

Overall Program Scores

Not Meeting	Meeting	Exceeding

Title I Adult	Title I Dislocated Worker	Title I Youth	Title III Wagner-Peyser
111.0%	123.6%	99.3%	103.2%

Overall Indicator Scores

Employed 2nd Quarter	Employed 4th Quarter	Median Earnings 2nd Quarter	Credential Attainment	Measurable Skill Gain
95.2%	93.9%	121.7%	108.4%	136.9%

Individual Indicator Scores
(actual performance/negotiated level)

	Employed 2nd Quarter	Employed 4th Quarter	Median Earnings 2nd Quarter	Credential Attainment	Measurable Skill Gain
Title I Adult	92.0% (69.0% / 75.0%)	92.1% (65.4% / 71.0%)	118.1% ($6849/ $5800)	116.9% (67.8% / 58.0%)	135.8% (51.6% / 38.0%)
Title I Dislocated Worker	96.4% (75.2% / 78.0%)	94.9% (74.0% / 78.0%)	112.1% ($8967 / $8000)	127.1% (75.0% / 59.0%)	187.3% (61.8% / 33.0%)
Title I Youth	96.5% (63.7% / 66.0%)	102.2% (61.3% / 60.0%)	129.1% ($3550 / $2750)	81.3% (58.5% / 72.0%)	87.7% (50.0% / 57.0%)
Title III Wagner-Peyser	95.7% (62.2% / 65.0%)	86.4% (57.0% / 66.0%)	127.4% ($7009/ $5500)		

WIOA Title I and Title III Workforce Performance Outcome Progress
Through 3rd Quarter Program Year 2021
Local Workforce Development Areas

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

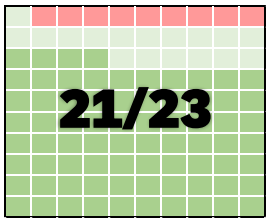
Local performance is evaluated only on outcomes for the Title I programs. States, under authority from WIOA, establish their own methods by which to assess performance outcomes of each local workforce development area. The Department of Labor & Industry has chosen to mirror the WIOA methodology, which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

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

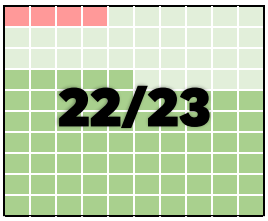
Overall Program Scores

Not Meeting	Meeting	Exceeding

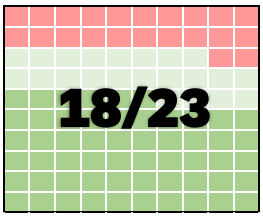
Title I Adult



Title I Dislocated Workers

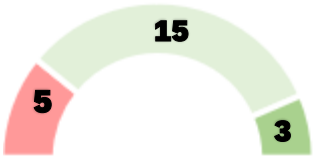


Title I Youth

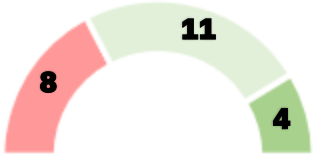


Overall Indicator Scores

Employment Rate 2nd Quarter

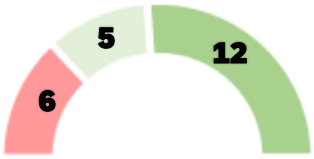


Employment Rate 4th Quarter

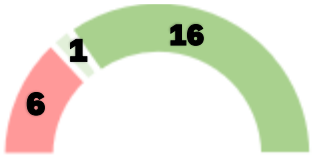


Median Earnings 2nd Quarter

Credential Attainment



Measurable Skill Gain



Individual Indicator Scores

	Title I Adult			Title I Dislocated Workers			Title I Youth		
Employment Rate 2nd Quarter	0	21	2	0	18	5	0	14	9
Employment Rate 4th Quarter	0	22	1	0	17	6	0	15	8
Median Earnings 2nd Quarter	0	1	22	0	4	19	0	4	19
Credential Attainment	0	8	15	0	8	15	2	15	6
Measurable Skill Gain	1	6	16	0	7	16	4	11	8

WIOA Title I and Title III Workforce Performance Outcome Progress Through 3rd Quarter Program Year 2021

Definitions

Performance Measures

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

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

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

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

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

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

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

Reporting Cohorts

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

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

Footnotes

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