



Southwest Corner Workforce Development Area
PY 2017-2019 WIOA Multi-Year Local Area Plan
Effective Date: January 1, 2018

SOUTHWEST CORNER WORKFORCE DEVELOPMENT BOARD

*Serving on behalf of the Chief Local Official Board of the
Pennsylvania Counties of Beaver, Greene and Washington*
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Local Workforce Development Area name: Southwest Corner Workforce Development Area

Effective Date: January 1, 2018

1. STRATEGIC PLANNING QUESTIONS: Local Area Workforce and Economic Analysis

1.1. Identify the composition of the local area's population and labor force.

The Southwest Corner Workforce Development Area is comprised of Beaver, Greene and Washington Counties in Southwest Pennsylvania. Overall, it is home to approximately 413,792 citizens¹. With a 2016 labor force of 210,900, the largest sector in the Southwest Corner is Health Care and Social Assistance which employs 25,881 workers, represents 12.2% of the Gross Regional Product (GRP), with average earnings of \$48,427. The next largest sectors are Government (which includes education and law enforcement) (employs 20,161 workers, represents 9.5% of the GRP, with average earnings of \$65,234) and Retail Trade (employs 18,906 workers, represents 8.9% of the GRP, with average earnings of \$29,701).

POPULATION

The population in the Southwest Corner is estimated to have decreased from 417,045 in 2010 to 413,792 in 2017, resulting in a decline of 0.8%. Over the next five years, the population is projected to decrease by 0.1%. The population in the Southwest Region is also estimated to have decreased from 2,483,851 in 2010 to 2,472,490 in 2017, resulting in a decline of 0.5%. Over the next five years, the population is projected to remain the same.

In 2017, the median age for the Southwest Corner is 44.7, while the average age is 43.1. Five years from now, the median age is projected to be 45.6. Comparatively, the current median age for the Southwest Region is 43.2, while the average age is 42.5. Five years from now, the median age is projected to be 43.9.

EDUCATION

Fewer residents in the Southwest Corner (24.4%) have earned an advanced degree when compared to the Southwest Region (30.8%) and the WDA has a slightly higher percentage of individuals who did not graduate high school (8.9%) compared to the region (7.6%). Currently, it is estimated that 6.5% of the population age 25 and over in the Southwest Corner had earned a Master's Degree, 1.2% had earned a Professional School Degree, 0.6% had earned a Doctorate Degree and 16.1% had earned a Bachelor's Degree. In comparison, for the Southwest Region, it is estimated that for the population over age 25, 8.6% had earned a Master's Degree, 1.8% had earned a Professional School Degree, 1.5% had earned a Doctorate Degree and 18.9% had earned a Bachelor's Degree.

INCOME

In 2017, the average household income in the Southwest Corner is estimated to be \$74,849, which is just below that of the Southwest Region (\$75,397). The average household income in the Southwest Corner is projected to change over the next five years, from \$74,849 to \$82,549.

¹ Population estimates per Claritas

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Comparatively, the average household income in the Southwest Region is projected to change over the next five years, from \$75,397 to \$81,973.

EMPLOYMENT

The Southwest Corner has a lower percentage of the civilian population are unemployed when compared to the region, although they also have fewer people in the labor force. For the Southwest Corner, the employment status of the population age 16 and over is as follows: 56.5% are employed civilians, 3.8% are unemployed civilians, and 39.6% are not in the labor force. For the Southwest Region, the employment status of the population age 16 and over is as follows: 57.9% are employed civilians, 4.2% are unemployed civilians, and 37.8% are not in the labor force.

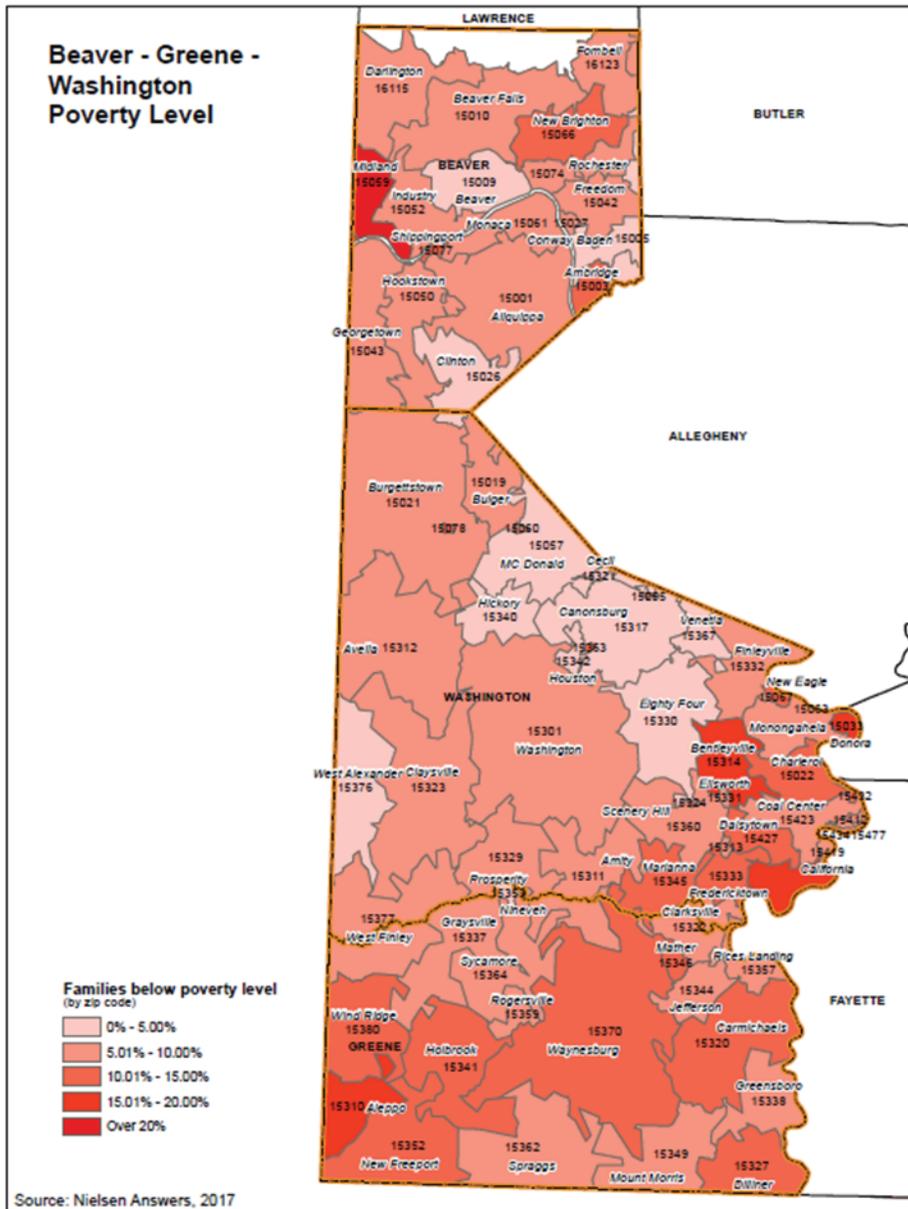
Workers in the Southwest Corner are more likely to be employed in a blue collar occupation (23.5%) when compared to the region (19.6%). Over half (59.0%) are employed in white collar occupations (compared to 62.9% in the region), and 17.5% are occupied as service or farm workers (compared to 17.5% in the region).

The highest percentage are employed in Office and Administrative Support (14.4%) or Sales and Related Services (10.8%) occupations, which is comparable to the region (14.0% and 10.5% respectively).

POPULATION WITH BARRIERS

Among the factors that often contribute to poverty are unemployment and underemployment. Many people live in poverty because they are unable to find a job that pays a living wage or to find a job at all. When looking at the Southwest Corner, 8.1% are living in poverty. There are portions of Beaver County (Midland) where 20% or more families are living in poverty. Single parents are more likely to be living in poverty, with 11.5% of households in the Southwest Corner considered single parent households.

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According to the Urban Institute, most individuals released from prison held some type of job prior to incarceration and want legal, stable employment upon release. Some criminal justice research suggests that finding and maintaining a legitimate job can reduce former prisoners' chances of reoffending, and the higher the wage, the less likely it is that individuals will return to crime. However, most former prisoners experience difficulty finding a job after release. During the time spent in prison, many lose work skills and are given little opportunity to gain useful work experience. Moreover, the availability of job training programs in prison has declined in recent years. A large proportion of former prisoners have low levels of educational attainment and work experience, health problems, and other personal characteristics that make them hard to employ. Once in the community, not only are many employers reluctant to hire convicted felons, but many former prisoners are legally barred from certain occupations. In the Southwest Corner, in 2015 there were 6,333 individuals released from the county jail and in 2016 there were 433 individuals released from a state prison.

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When looking at the Southwest Corner, 5.8% of those employed have a disability, while 15.3% of those unemployed have a disability. In the Southwest Corner unemployment is 128% higher for those with a disability (13.7%) compared to those without a disability (6.0%). There are also 5,086 students receiving services through the local Intermediate Unit, with over one half (52.7%) of those students having a learning disability, 10.7% have an intellectual disability, 0.7% have a speech/language difficulty, 13.1% have emotional disturbances, 14.0% have health implications and 8.8% have autism.

LABOR MARKET TRENDS

The overall unemployment rate for the Southwest Corner in 2016 was 6.3%, with a labor force of 210,900. During the first few months in 2017, the unemployment rate has fluctuated between 5.4% and 5.7%.

Annual Average Labor Force Statistics, 2016

Annual Average	Labor Force	Employed	Unemployed	Unemployment Rate
2016	210,900	197,500	13,400	6.3

Seasonally Adjusted Labor Force Statistics, 2017

Month	Labor Force	Employed	Unemployed	Unemployment Rate
January	208,600	197,000	11,600	5.6
February	209,300	197,400	11,900	5.7
March	209,100	197,900	11,200	5.4
April	210,300	198,200	12,100	5.7

Source: Center for Workforce Information and Analysis

Labor Market trends can be examined by looking at Long Term Industry Projections as well as other Labor Market information. Regarding Long Term Industry Projections for 2014-2024, the total employment in the Southwest Corner is projected to grow by 5.3% or 9,020. The WDA is projected to grow at a rate similar to that of the region (5.0%) but slower than the state (7.7%). Construction is projected to increase the most, which currently accounts for high numbers of unemployed individuals who will be able to re-enter the workforce. Information is projected to grow in the Southwest Corner, while regionally it is projected to decline.

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Long-Term Industry Projections for Southwest Corner WDA (2014-24)

Industry	Employment (2014)	Projected Employment (2024)	Employment Change (2014-2024)	
			Volume	Percent
Total Jobs	170,970	179,990	9,020	5.3%
Goods Producing Industries	38,800	39,820	1,020	2.6%
Agriculture, Mining & Logging	N/A	N/A	N/A	N/A
Construction	10,570	12,330	1,760	16.7%
Manufacturing	16,620	16,180	-440	-2.6%
Services-Providing	122,620	130,190	7,570	6.2%
Trade, Transportation & Utilities	32,470	33,670	1,200	3.7%
Information	1,410	1,480	70	5.0%
Financial Activities	5,480	5,930	450	8.2%
Professional & Business Services	14,350	15,760	1,410	9.8%
Education & Health Services	37,250	40,690	3,440	9.2%
Leisure & Hospitality	15,170	16,080	910	6.0%
Other Services, Except Public Admin.	7,960	8,280	320	4.0%
Federal, State & Local Government	8,540	8,300	-240	-2.8%

Source: Center for Workforce Information and Analysis

Another way to look at Labor Market Trends is the Location Quotient of the Workforce Development Area.

Specific LQ's are often a method of determining high concentration occupations on the LWDA. High location quotients (LQs) indicate sectors in which a region has high concentrations of employment compared to the national average. When looking at the Southwest Corner the sectors with the highest LQs include Energy (LQ=4.32), Advanced Manufacturing (LQ=1.45), and Building Construction (LQ=1.36). Bituminous Coal Underground Mining has the highest LQ (98.42) and employs at 9,742% above the national average (although it is a declining industry²).

Looking at Help Wanted Online Job Postings provides insight into employment opportunities that are in demand for our employers. There has been an increase in postings for several industries with the greatest increase in General Medical and Surgical Hospitals, Independent Artists, Writers and Performers, and Employment Placement Agencies. Occupations with the greatest increase in postings include Nursing Assistants, Social and Human Service Assistants, and First Line Supervisors of Retail Sales Workers.

² EMSI, 2017

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Top 10 Help Wanted OnLine Job Postings by Industry, May 2016 & 2017

Industry Title	NAICS	May-2017	May-2016
Temporary Help Services	561320	213	158
Nonupholstered Wood Household Furniture Manufacturing	337122	165	153
General Medical and Surgical Hospitals	622110	148	67
Home Health Care Services	621610	131	224
Employment Placement Agencies	561311	126	70
Supermarkets and Other Grocery (except Convenience) Stores	445110	111	157
Home Centers	444110	85	85
Independent Artists, Writers, and Performers	711510	85	8
Pharmaceutical Preparation Manufacturing	325412	83	112
Engineering Services	541330	63	29

Source: Center for Workforce Information and Analysis

Top 10 Help Wanted OnLine Job Postings by Occupation, May 2016 & 2017

Occupation	SOC	May-2017	May-2016
Retail Salespersons	41203100	165	139
Registered Nurses	29114100	164	164
Heavy and Tractor-Trailer Truck Drivers	53303200	146	214
First-Line Supervisors of Retail Sales Workers	41101100	138	98
Social and Human Service Assistants	21109300	128	78
Personal Care Aides	39902100	122	87
Nursing Assistants	31101400	100	41
Maintenance and Repair Workers, General	49907100	89	57
Security Guards	33903200	86	46
Licensed Practical and Licensed Vocational Nurses	29206100	74	95

Source: Center for Workforce Information and Analysis

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LMI data to insert into local plan

SOC	Description	2016 Jobs	2021 Jobs	2016 - 2021 Change	2016 - 2021 % Change	COL Adjusted Median Hourly Earnings	Annual Openings	Typical Entry Level Education
11-3071	Transportation, Storage, and Distribution Managers	89	95	6	7%	\$42.68	3	High school diploma or equivalent
15-1152	Computer Network Support Specialists	126	134	8	6%	\$26.30	4	Associate's degree
19-4041	Geological and Petroleum Technicians	49	63	14	29%	\$28.61	5	Associate's degree
27-2042	Musicians and Singers	167	174	7	4%	\$27.51	6	No formal educational credential
41-1012	First-Line Supervisors of Non-Retail Sales Workers	332	338	6	2%	\$30.86	6	High school diploma or equivalent
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	1,881	1,718	37	2%	\$27.20	43	High school diploma or equivalent
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	1,092	1,139	47	4%	\$28.89	24	High school diploma or equivalent
47-5099	Extraction Workers, All Other	39	47	8	21%	\$26.75	2	High school diploma or equivalent
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	556	570	14	3%	\$29.31	15	High school diploma or equivalent
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	61	64	3	5%	\$26.30	3	High school diploma or equivalent
51-8011	Nuclear Power Reactor Operators	81	84	3	4%	\$46.58	4	High school diploma or equivalent
53-1031	First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators	278	292	14	5%	\$26.09	12	High school diploma or equivalent
53-5021	Captains, Mates, and Pilots of Water Vessels	70	76	6	9%	\$40.24	4	Postsecondary nondegree award

Source: EMSI, 2017

Several counties within the Southwest Corner are experiencing the fastest growing or declining industries across the state:

- **Greene County: Accommodation/Food Service, Information and Retail Trade are among the fastest growing**
- **Washington County: Utilities is among the fastest declining**

Clearly the three highest long-term industry projections are construction, professional & business services and education & health care. The construction projection is all that more acute given the 6,000 plus construction jobs projected by the Ethane Cracker plant. Manufacturing will continue to play an important role in the region while freight and logistics will also be important to the local workforce area and the region.

1.2. How are skills gaps defined in the local area? Provide a description of the skills that are required to meet the needs of employers in region/local area?

One way to measure skill gap is to compare current educational attainment to projected employment growth by education level. Employment opportunities requiring long term training are projected to increase the most over the next few years. Over half of the projected employment will require on the job training. There are currently enough residents with degrees to meet projected employment needs.

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2017 Est. Pop Age 25+ by Edu. Attainment	297,821	
Less than 9th grade	8,174	2.74%
Some High School, no diploma	18,390	6.17%
High School Graduate (or GED)	119,839	40.24%
Some College, no degree	48,366	16.24%
Associate Degree	30,550	10.26%
Bachelor's Degree	47,913	16.09%
Master's Degree	19,236	6.46%
Professional School Degree	3,442	1.16%
Doctorate Degree	1,911	0.64%

Employment Growth Rates by Educational Attainment Level for Southwest Corner WDA

Educational Grouping	Employment (2014)	Projected Employment (2024)	Percent Change (2014-24)
On-the-job training	80,530	83,780	4.0%
Long-term training	11,020	12,080	9.6%
PS education or experience	26,550	28,260	6.4%
Associate degree	2,790	2,930	5.0%
Bachelor's degree	22,180	23,750	7.1%
Advanced degree	3,900	4,180	7.2%

Source: Center for Workforce Information and Analysis

The Center for Workforce Information and Analysis identifies the following top ten knowledge areas and projected needs from 2014 to 2024 for the Southwest Corner WDA region:

Top 10 Knowledge Areas	
1. English Language	6. Public Safety and Security
2. Customer and Personal Service	7. Computers and Electronics
3. Administration and Management	8. Clerical
4. Mathematics	9. Psychology
5. Education and Training	10. Law and Government

The same data also recognizes the following top ten work activities and projected needs from 2014 to 2024:

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Top 10 Work Activities	
1. Getting Information	6. Documenting/Recording Information
2. Communicating with Supervisors, Peers, or Subordinates	7. Organizing, Planning, and Prioritizing Work
3. Making Decisions and Solving Problems	8. Identifying Objects, Actions, and Events
4. Performing for or Working Directly with the Public	9. Interacting With Computers
5. Assisting and Caring for Others	10. Establishing and Maintaining Interpersonal Relationships

This data suggests that technical and non-technical skills are essential to the sustainability of all industries and occupations in the region.

Knowledge and Skill Requirements for In-Demand Industry Sectors and Occupations

According to data made available by the Center for Workforce Information and Analysis, the **Service-Providing** industry offers the region’s largest share of employment opportunities, accounting for 123,540 jobs (71% share of all jobs). Many of the occupations in this industry will rely heavily on Proof of Experience, Short-Term On-the-Job training and/or State Licensing, Post-Secondary Degrees, and Industry Credentials as job requirements.

The **Education and Health Services** industry employs 37,110 (21.3% share) workers in the region. The Center for Workforce Information and Analysis projects there will be a net job growth of 4,380 new positions this industry by 2022. Many of the new positions will require job seekers to possess a post-secondary degree and/or state licensing. In the case of Nursing Care Facilities, many workers (aides) are required to complete an in-house training program and pass a test within a few months of employment.

The **Trade, Transportation & Utilities** industry includes Building and Construction workers, Utility Workers and Truck Drivers. This industry employs more than 33,010 workers in the region. The industry is projected to add a 3.9% (1,280 new jobs) net job growth to the region by 2022. Apprenticeship training programs applied to college credits and Career and Technical training are usually required for Building and Construction Workers. Short-Term Training and State Licensing is required for Heavy and Tractor Trailer Truck Drivers. Utility worker jobs range from customer service representatives to meter readers, heavy equipment operators and skilled trades’ people (i.e. welders, electricians, plumbers, boiler makers, steam fitters...). Training requirements are as diverse as the job duties ranging from On-The-Job training to Career & Technical and Apprenticeship programs and Post-Secondary educations.

Advanced Manufacturing accounts for more nearly 17,000 job opportunities in the region. To be competent in these positions workers will need to possess a combination of math, computer, mechanical engineering and diagnostics skills. Many of the area’s local training providers offer Mechatronics type courses to meet the employers’ needs. The SCWDB was awarded an Advanced Manufacturing Industry Partnership (IP) for the 20015-2016 Program Year. IPs can support a large portion of the employers’ investment costs of training incumbent workers. This training leads to the development of the employer’s workforce, while often offering promotions and wage gain opportunities for their employees. Upward mobility of incumbent workers often

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leads to the availability of entry level jobs for less skilled workers and growth opportunities for employers.

The SCWDB area has a growing **Hospitality, Leisure, and Entertainment (HLE)** Industry. The HLE industry employs more than 14,950 workers in the region. Long-Term employment projections for HLE predict an 8.6% (1,640 new jobs) net job growth by 2022. Many of the HLE jobs will only require a High School Diploma or equivalent and Short-Term On-the-Job training. HLE also includes jobs that require more advanced skills such as: Chefs and Head Cooks, Lodging Managers, Food Service Managers, Human Resource Managers and Supervisors. Proof of Experience, Vocational Training, Long-Term On-the-Job Training and Post-Secondary Education are often requirements for these types of positions.

In-Demand Occupations

According to the Center for Workforce Information and Analysis, the **Protective, Food, Building & Personal Service** occupations have the largest share by volume (29,510 workers, or 17%) of the region's labor force. Rounding off the top five in-demand occupations are: **Office & Administrative Support** (23,990 workers, or 13.8%), **Sales & Related** (17,090 workers, or 9.8%), **Education, Legal, Social Service, Arts & Media** (16,860 workers, or 9.7%), and **Construction & Extraction** (15,800 workers, or 9.1%). The region's in-demand occupations are diverse as are the skill, certifications and advanced education requirements needed for the jobs.

Long-Term Occupational Projections for Southwest Corner WDA (2014-24)

Occupational Title	Employment (2014)	Projected Employment (2024)	Employment Change (2014-2024)		Total Openings
			Volume	Percent	
Total, All Occupations	170,970	179,990	9,020	5.3%	5,170
Management, Business & Finance	12,850	13,580	730	5.7%	366
Computer, Engineering & Science	5,410	5,710	300	5.5%	158
Education, Legal, Social Service, Arts & Media	16,270	17,060	790	4.9%	444
Healthcare Practitioners, Technicians & Support	14,780	16,640	1,860	12.6%	520
Protective, Food, Building & Personal Service	29,870	31,820	1,950	6.5%	1,072
Sales & Related	17,260	18,040	780	4.5%	618
Office & Administrative Support	23,380	23,650	270	1.2%	555
Farming, Fishing & Forestry	2,540	2,510	-30	-1.2%	69
Construction & Extraction	15,580	16,830	1,250	8.0%	388
Installation, Maintenance & Repair	8,200	8,820	620	7.6%	257
Production	12,400	12,290	-110	-0.9%	335
Transportation & Material Moving	12,440	13,050	610	4.9%	386

Source: Long-Term Occupational Employment Projections (2014-24)

*Data may not add due confidentiality

Opportunity Industries

The Center for Workforce Information and Analysis projects that by 2024, the Southwest Corner WDB area will experience a 5.3% job growth due to employer demands for 9,020 new jobs in the region. The table below identifies where the present occupational critical needs for new workers are: **Heavy & Tractor- Trailer Truck Drivers** (330 projected new jobs) top the list of fastest growing jobs in the region. Other growing occupations in the top five are:

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Registered Nurses (490 projected new jobs), **Retail Salespersons** (470 projected new jobs), **Construction Laborers** (450 projected new jobs), and **Combined Food Preparation & Serving Workers** (370 projected new jobs).

Fastest Growing Occupations in Southwest Corner WDA (2014-24)

By Volume Change:		By Percent Change: (min. employment of 500)		By Annual Openings:	
Occupational Title	Employment Change (Volume)	Occupational Title	Employment Change (Percent)	Occupational Title	Total Openings
Registered Nurses	490	Industrial Machinery Mechanics	22.5%	Retail Salespersons	255
Retail Salespersons	470	Machinists	17.9%	Cashiers	176
Construction Laborers	450	Personal Care Aides	17.8%	Waiters & Waitresses	151
Combined Food Preparation & Serving Workers	370	Home Health Aides	17.0%	Combined Food Preparation & Serving Workers	149
Heavy & Tractor-Trailer Truck Drivers	330	Construction Laborers	16.0%	Registered Nurses	127
Home Health Aides	330	Registered Nurses	14.8%	Construction Laborers	101
Personal Care Aides	320	Cooks, Restaurant	13.9%	Laborers & Freight, Stock & Material Movers	94
Industrial Machinery Mechanics	230	Medical Assistants	13.8%	Office Clerks, General	88
Carpenters	230	Operating Engineers & Other Construction Equipment Operators	13.7%	Home Health Aides	77
Nursing Assistants	220	Heavy & Tractor-Trailer Truck Drivers	13.4%	Heavy & Tractor-Trailer Truck Drivers	75
Operating Engineers & Other Construction Equipment Operators	170	Social & Human Service Assistants	13.0%	Stock Clerks & Order Fillers	72
General & Operations Managers	140	Insurance Sales Agents	12.9%	Nursing Assistants	72
Janitors & Cleaners	140	Billing & Posting Clerks	11.0%	Customer Service Representatives	69
Customer Service Representatives	140	Carpenters	10.7%	Janitors & Cleaners	69
Cooks, Restaurant	140	Combined Food Preparation & Serving Workers	10.7%	General & Operations Managers	67
Laborers & Freight, Stock & Material Movers	130	Electricians	10.4%	Maintenance & Repair Workers, General	59
Accountants & Auditors	130	Nursing Assistants	9.9%	Bartenders	56
Electricians	130	Accountants & Auditors	9.8%	Industrial Machinery Mechanics	49
Hairdressers, Hairstylists & Cosmetologists	120	Cleaners of Vehicles & Equipment	9.6%	Carpenters	48
Supervisors - Construction Trades & Extraction Workers	120	Bartenders	9.2%	Personal Care Aides	47

Source: Long-Term Occupational Employment Projections (2014-24)

Workforce and Economic Development in the Southwest Corner Workforce Development Board Area

The Southwest Corner Workforce Development Board (SCWDB) analyzes the latest labor market data available to understand the workforce development needs of the region’s employers, job seekers and incumbent workers. The SCWDB also closely monitors their PA CareerLink® Centers’ Business Service Teams’ interactions with the region’s employers. The SCWDB makes use of the information to determine the type training delivery appropriate to meet the needs of region’s employers and job seekers. In many cases, workforce development needs only require short term On-the-Job training. All training support targets High Priority Occupations (HPO).

The SCWDB has meaningful relationships with its neighboring Local Workforce Development Boards, local economic development organizations, training providers and community and faith-based organizations to form a community of practice to improve their understanding of the region’s training needs. The Southwest Corner WDB recognizes that the growth and success of the regional economy relies and benefits greatly from the communication and collaboration with the above-mentioned organizations.

The SCWDB and our PA CareerLink® Centers strategically utilize available WIOA funded training resources including Individual Training Accounts (ITAs) and On-the-Job Training (OJTs) funds to support the region’s workforce development needs.

The SCWDB has identified five (5) in-demand industry sectors, including health care, advanced manufacturing, transportation and logistics, building and construction and energy that

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require immediate attention to help meet the workforce development needs of our region's most in-demand industries.

Our Local Workforce Development Board (LWDB) has been proactive and successful in securing Industry Partnership awards for our targeted high priority industries including: Advanced Manufacturing and Building and Construction. The Southwest Corner WDB also maintains sustainability funds to support industry partnership activities in Transportation and Logistics, Building and Construction and Energy.

Our LWDB is assessing the need to form a Healthcare Industry Partnership. We have begun outreach meetings with local employers to gauge the skills and training needed to train and hire.

IPs can support a large portion of the employers' investment costs of training incumbent workers. This training leads to the development of the employer's workforce, while often offering promotions and wage gains opportunities for their employees. Training and promotion of incumbent workers often leads to the availability of entry level jobs for less skilled workers and growth opportunities for employers.

The SCWDB conducted an analysis to identify the critical industries and workforce development issues important to the region. SCWDB plans to address issues of an aging workforce by ensuring that our labor pool possesses the necessary skills to meet industry and employer demand. This will require strong career pathways and engagement of the target population. To address this SCWDB plans to expand industry partnership activities in the region to prepare incumbent workers with the skills needed to replace those workers exiting the workforce.

Marcellus and Utica Shale (Energy Industry) continues to offer job growth opportunities to the region. The construction of a proposed "Cracker" manufacturing facility could possibly add thousands of long-term temporary Building and Construction jobs over the next ten-year period and six hundred permanent manufacturing jobs when the construction of the Cracker Plant is complete. The SCWDB analyzed many studies that define our changing work environment. The Allegheny Conference supported a study conducted by Pennsylvania Economy League of Greater Pittsburgh "Regional Economic Impact Analysis of Proposed Petrochemical Facility." The SCWDB is working to connect our local PA CareerLink® centers with regional Joint Apprenticeship Training Committees (JATC) to create and ensure a pipeline of skilled workers, in the various building trades, to meet the projected needs of this industry. The SCWDB is currently working with the local training providers to offer training related to the duties of the position. Shell has already provided job descriptions and related duties for these positions.

Now that the Ethane Cracker Plant is a reality, there will be a need of approximately 6,000 jobs within the building trades and construction industry. The SCWDB has established an Apprenticeship Readiness training program in conjunction with the trade JATC's that serve our counties, to help foster increased enrollment in the trades. This training will include at a minimum the following: good oral and written communication skills, an understanding of time management, and an understanding of financial planning, strong math skills (algebra and geometry), reading comprehension, interview skills, an ability to work in teams and to think

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independently, business ethics, and a basic understanding of safety in the workplace. In addition, the training will offer some entry-level credentials, including but not limited to safety and equipment operating, blue print reading and other areas that can be used to help the participants gain entry into the workforce.

The Southwest Corner will also utilize the opportunity to upgrade skills of employers through incumbent worker training. Through the use of these skills upgrading opportunities, as well as entry-level training, the workers will be better educated and the employers served more effectively.

The SCWDB has embraced and expanded our efforts to address business and employer needs through the Next Generation Sector opportunities. In cooperation with the other Southwest Pennsylvania Workforce Development Areas and in cooperation with the Commonwealth, the SCWDB is expanding an already successful Building and Construction sector. In anticipation of the 6,000 construction jobs predicted with the Shell ethane cracker and petrochemical complex in Beaver County, the SCWDB will expand its Building and Construction Trades sector and address employer and trade union demands for longer term training including apprenticeship and incumbent worker training.

A Next-Gen Sector Partnership has also been launched focused on the Freight and Logistics industries. The partnership is made of a network of freight and logistics companies in southwestern Pennsylvania (Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Washington and Westmoreland County) launched in July 2017. This partnership is logical for this region with its geographical advantages from the major roadways, water, rail and air opportunities. The partnership looks to develop its workforce through attracting high school youth into the industry by developing career highlight/snapshot materials for use at high school job fairs. These materials will also be provided to school counselors for use with their students. Partners will also look to provide opportunities for hand on experience and work based learning such as job shadowing and internships, spread the word in schools about career pathways/ladders within the industry, partner with technical schools and community colleges to address particular occupational shortages including great need for truck drivers, package handlers, welders, and diesel mechanics. Partnership also focused on regulatory issues, particularly proposed closing of locks and dams that would not only hinder water-based delivery, would also increase the need for over 40 trucks per barge that is temporarily not operating.

A third Next-Gen Sector Partnership for Advanced Manufacturing has also been launched. Through the launch process, the employers discussed numerous challenges, strengths, and benefits to collaborative efforts under the scope of the Next-Gen Partnership format. An ongoing connection to the local and regional Advanced Manufacturing employers in Southwestern Pennsylvania assisted in identifying partnership participants. The expansion of this Next-Gen Partnership will occur in two phases – first with employers from Beaver County, and next with employers from Washington and Greene. This two-phase approach makes sense due to the large service area and the geographic location of employer customers and workforce being on opposite ends of the workforce area. Using the core membership identified to be champions of the Next-Gen Sector Partnership model, SCWDB will continue to facilitate discussions to identify shared needs. Building upon the group's early successful discussions at launch, SCWDB sees this group becoming a true collaborative voice and clearinghouse of the sector's needs

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SCWDB is working with regional WDB partners to explore a sector partnership focused on the Health Care industry. Early experiences with all partnerships have been positive and are focused on strengthening the industries locally and working with educators to prepare youth for these careers. SCWDB enjoys a close working relationship with local and regional economic development organizations. Working together to serve employers only adds to the quality of services industry can expect from the southwest corner. For employers outside of the identified sector partnerships, SCWDB is preparing to launch BRN Network activities that will assist employers with meeting their needs across all service areas. SCWDB network will include economic development agencies, WIOA providers, and other community entities. SCWDB will use these activities to direct the Business Service Teams by creating a regional team that will work with the BSTs in each PA CareerLink[®] center. Additional potential Next Generation Sector Partnerships will also be explored as demand and priorities are identified.

Using the BRN Network model, SCWDB will collaborate regionally with Partners4Work, Westmoreland/Fayette WDB, and Tri-County WDB on this effort. This collaborative will work with local Economic Development organizations and with the PA Commonwealth Department of Community and Economic Development (DCED) to see if this model works with the DCED *Engage!* Effort focused on statewide business retention and expansion. The BRN Network model assists businesses to grow, expand, and prosper in the community.

1.3. What are the challenges the local area faces in aligning existing labor force skills and education and training activities with the needs of regional employers?

Many challenges face the Southwest Corner labor market in matching job seekers skills to jobs. The supply demand mismatch, transportation, enhancing incumbent worker training, and addressing and reducing the barriers to employment for those targeted groups.

Supply Demand Mismatch

The supply-demand mismatch manifests itself on several levels. The initial gap exists between available jobs and unemployed individuals. While many jobs are available (especially in the priority sectors in the workforce area) employers continually note critical shortages of talent.

Another challenging labor market trends is the supply demand mismatch between education levels in the workforce area and the type of education and training required for jobs in the Southwest Corner labor market. While the general workforce area education level notes a certain set of skills, the type of education required for jobs in the community is quite different.

One of the contributing reasons for this continuing supply demand mismatch is the continued opinion of parents directing their children to attend college for a professional degree rather than the technical skill credentials. The SCWDB where possible will work to address these issues, perhaps through greater recognition of apprenticeship opportunities and collaborating with K-12 schools to better educate students and their parents, to reduce this supply demand mismatch.

When reviewing graphs, it is evident that Southwest Corner has many jobs not necessarily requiring an advanced degree. This illustration does not imply that post-secondary education is not valuable. Much evidence based research demonstrates that those with higher degree

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attainment are more likely consistently employed with higher wages. Recent changes in the labor market, supported by the emphasis on licensing, credentials and certifications in the labor market also recognize additional usually post high school competency attainment. However, in many instances the employer based refrain of “good jobs that don’t require a college degree” or “not everyone needs to get a four-year degree” are demonstrated here.

One of the ways to help address the Supply Demand mismatch is to upgrade the skills of the current workforce. The SCWDB will continue and expand the incumbent worker training available to employers throughout the county especially those in the clusters and sectors offering the most appropriate career oriented positions.

Finally, addressing the needs of those with barriers to employment in the target populations identified by WIOA and significant in the county will continue to be a priority. For example, Transportation is also a barrier with limited transportation opportunities short of driving your own vehicle. The Southwest Corner Workforce Development Area continues to partner with community based organizations and others with the expertise to address these needs and will continue to do so.

Critical to this ongoing success is connecting to the local employers that hire and employ the individuals from the public workforce system. The Southwest Corner Workforce Development Board, the PA CareerLink[®] offices, subcontract organizations and others will continue to work to ensure employer needs are met and exceeded. For example, through the Freight and Logistics Sector Partnership, the SCWDB has identified a pressing need to connect educators with the logistics industry to find ways to partner in both recruitments to the industry as well as offering training and education that support his industry (over and above Commercial Driver’s License or CDL training).

1.4. Provide an analysis of local area workforce development activities, including education and training.

The Southwest Corner Workforce Development Area has a full-complement of workforce services to offer to both businesses and individuals in the region. The services available to individuals include a wide array of career services, including the on-line job search/job matching system, GED/Remediation services, training, pre-vocational training, career exploration, career resources, academic/vocational assessments, employability skills workshops, networking opportunities and onsite recruitment events, etc. The PA CareerLink[®] centers provide universal career resource room access.

Our system’s relationship with key education providers including community colleges, universities, technical schools, local school districts, career & technology centers and other training providers provide us with opportunities to explore opportunities to bridge learning and skills gaps that exist between job seekers and our key industry partners. Several post-secondary schools and career & technology centers are partners within our PA CareerLink[®] system.

The Southwest Corner PA CareerLink[®] centers have co-located partners that are responsible for the delivery of the services listed above including partners funded through:

- WIOA Title I: Adult, Dislocated Worker, National Emergency Grant (JD-NEG), Rapid

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Response

- WIOA Title I: Youth (In-school and Out-of-School youth ages 14-24) and TANF Youth
- WIOA Title II: Adult Basic Literacy Education
- WIOA Title III: Wagner Peysner; Trade Adjustment Assistance (TAA); Trade Readjustment Allowance (TRA)
- WIOA Title IV: Office of Vocational Rehabilitation – Services to persons with disabilities

The Office of Vocational Rehabilitation assists Pennsylvanians with disabilities to secure and maintain employment and independence under Title IV-Amendments to the Rehabilitation Act of 1973. Eligible OVR customers receive multiple services that may include but not be limited to; diagnostic, vocational counseling and guidance, vocational evaluation, restoration, training, job placement, individualized support services; and pre-employment training services for eligible and potentially eligible high school students with disabilities. OVR also provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

- US DOL Veterans
- Community Development Block Grant programs
- WIOA Title V: Senior Employment Services

Skills needs break down into basically two levels. Almost regardless of the Career Pathway, people need a higher level of **basic skills**, which are oriented to the workplace. Reading, Math, understanding instructions and use of basic information technology form the basis of the literacy involved at this level.

Soft skills such as attendance, punctuality, planning for emergencies, handling difficult people, working in teams, problem-solving, and getting along with others complement basic literacy and make work better for people. At a higher level, people need technical skills that can range from welding and fabricating to information technology.

WIOA authorizes "career services" for adults and dislocated workers. There are three types of "career services" available: basic career services, individualized career services, and training services. These services will be provided in any order and in no required sequence providing staff the flexibility to target services to the needs of the customer.

The Southwest Corner also prides itself on the outstanding relations with the post-secondary workforce providers throughout the Southwest Corner and the Southwest PA Region. This includes:

- Great connection with local and regional community colleges (Community College of Beaver County representative on SCWDB board)
- Great connection to regional joint-apprenticeship programs. Including our new Apprenticeship Readiness course being offered at four (4) community colleges.
- Participated with discussions lead by Assistant Vice Chancellor for Educational Intelligence Sue Mukherjee in her efforts to connect PASSHE schools with workforce programs. Also allowed for our local boot camp training providers to present and attempt to connect to the PASSHE system
- Local post-secondary provider partners in our PA CareerLink[®] centers, including California University of PA, Penn Commercial Business School, Douglas Education Center, Pittsburgh Technical College, Pittsburgh Institute of Aeronautics, Rosedale

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Technical College, Community College of Beaver County, All-State Career School and Triangle Tech.

- SCWDB staff serve in advisory capacity for some local post-secondary providers and programs

The SCWDB will continue to pursue and develop these relationships to best serve the job seekers and employers in the workforce area and the Southwest PA Region.

SCWDB identifies its major strength as its willingness to collaborate and ability lead collaborative efforts. This is evident in its leadership in facilitating Next-Gen Sector Partnership activities, organizing multiple events focused on re-entry activities, and hosting state RES training for local and regional workforce and probation staff. SCWDB also works very closely with local trade unions and community colleges to offer an Apprenticeship Readiness Program for potential gold-collar job opportunities within the trades. Collaborations with local and regional Economic Development organizations also assist in the recruitment of new and expanding industries to this area.

A weakness that SCWDB is diligently looking to correct is spreading the word of local career opportunities within the school districts within the southwest corner. SCWDB has hosted events for local guidance counselors and apprenticeship representatives from local trades to discuss this pathway for youth. The Business Education Partnership program in the area is also focused on opening the doors of local employers and industries to area youth. SCWDB values and appreciates the opportunities granted by local 4-year university programs, but wants to be sure that school personnel are knowledgeable of the great opportunities that can come from a 2-year degree, technical training, or apprenticeship. While this connection is currently a weakness, SCWDB looks to make it a strength and be a leader in this area over the next few years.

2. STRATEGIC PLANNING QUESTIONS: Vision and Goals

2.1 What are the local board's strategic vision and goals for preparing its workforce?

The Southwest Corner Workforce Development Board's strategic vision is to support regional economic growth and self-sufficiency through a comprehensive youth, adult, and dislocated worker service delivery system that effectively addresses the employment barriers and skills gaps of our job seekers, and equips them with the necessary skills and credentials to obtain or regain self-sufficient employment in a high priority occupations offering an established career pathway.

To accomplish this vision, we have established the following goals and initiatives:

1. Ensure participants are provided the information and resources for successful training and career readiness activities
 - Southwest Corner Workforce Development Board has established a minimum wage rate goal of \$10.00 per hour for OJT opportunities.
 - SCWDB is utilizing its Industry Partnership in Building and Construction, along with leveraged funds provided by the State to institute an Apprenticeship Readiness program. Staff has partnered with local employers, labor

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organizations and State oversight employees to set this goal into motion. This Apprenticeship Readiness program will prepare individuals, including adults, dislocated workers, and youth, to enroll and succeed in apprenticeship programs. At the conclusion of the program, if the individual chooses not to enter apprenticeship, he/she will still be prepared to enter the workforce with technical and soft skills that are recognized in the workplace.

2. Build a network of local and regional employers in high-growth, high-priority and critical industries.
 - We successfully submitted proposals and were awarded industry partnership funds for both the Building and Construction and Advanced Manufacturing industries. The training opportunities provided under these partnerships increase the competitiveness in submitting proposals for numerous job training National Emergency Grants (NEG) targeting long-term unemployed dislocated workers and veterans.
 - Launched Next Generation Sector Partnerships focused on Building & Construction Trades, Advanced Manufacturing, and Freight & Logistics. Investigating regional Health Care Next Generation Sector Partnership
 - SCWDB is the proud recipient of two 2017 Appalachian Regional Commission (ARC) funding awards. These grants will focus on training individuals affected by the downturn in coal mining and the counties in which they live. True regional efforts, these projects are multi-county, multi-state activities. *From Black to Blue* will work in twenty-three (23) counties in Pennsylvania and Ohio to offer a 4-week training program to transition coal miners from their previous employment to opportunities in the energy pipeline and natural gas industries. The ARCODE Initiative will work in Pennsylvania and West Virginia in counties devastated by the downturn in the coal mining industry. Training will ensure participants possess the skills and aptitudes necessary to meet current employer expectations that will help to attract new employers to the region and will encourage the retention of highly valued employers who offer family sustaining wages, benefits and opportunities for advancement.
3. Collaborate with local education, social service, and community resources and prepare youth and all job seekers for careers in high priority industries.
 - We continue to partner with our local community colleges and career and technology centers to develop short-term training programs resulting in industry recognized credentials which enable job seekers to quickly enter or reenter self-sufficient employment.
 - We successfully submitted proposals and were awarded industry partnership funds for both Building and Construction and Advanced Manufacturing industries. The training opportunities provided under these partnerships increase the competitiveness of the employer partners while creating new career pathways for employees.
 - We partner with our local school districts to educate youth about high demand

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employment and post-secondary training opportunities leading to an industry recognized credential which will enable them to begin their journey along a career pathway leading to economic self-sufficiency.

4. Leverage resources and actively pursue funding to assist adult, dislocated worker, and youth populations.
 - For the past several years, we have been successful in submitting proposals for numerous job training National Emergency Grants (NEG) targeting long-term unemployed dislocated workers and veterans.
 - SCWDB is the proud recipient of two 2017 Appalachian Regional Commission (ARC) funding awards. These grants will focus on training individuals affected by the downturn in coal mining and the counties in which they live. True regional efforts, these projects are multi-county, multi-state activities. *From Black to Blue* will work in twenty-three (23) counties in Pennsylvania and Ohio to offer a 4-week training program to transition coal miners from their previous employment to opportunities in the energy pipeline and natural gas industries. The ARCODE Initiative will work in Pennsylvania and West Virginia in counties devastated by the coal mining downturn to train individuals in software engineering and computer coding technologies vital in today's high-tech job market. These regional, multi-state effort will be a great connection between training, local employers, and preparation of willing job seekers.
 - Applied to become a PACTT Affiliate provider for the Pennsylvania Commission on Crime and Delinquency in Greene County. Will allow for stronger connection to adjudicated youth. Funding will further strengthen ability to work with re-entry population.

We envision a job ready regional labor pool that possesses the skills and aptitudes necessary to meet current employer expectations that will help to attract new employers to the region and will encourage the retention of highly valued employers who offer family sustaining wages, benefits and opportunities for advancement. Our Investment guides the following:

- Development of an on-going objective understanding of employer and jobseeker needs
 - 1.By using labor market data;
 - 2.Through Business Service Team and Industry Partnership feedback;
 - 3.As a result of objective skills assessment of jobseekers conducted by Title I providers.
- Gap Analysis
 - 1.We will take the objective data and determine resource gaps
 - 2.We will then work with employers, PA CareerLink[®] and WIOA staff, service providers, and education and training providers to close the gap through the linkage to existing activities or the development of new ones.

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- We will use performance evaluation and oversight of past and current practices for the implementation of best practices.

Central to this objective is collaboration among a wide range of stakeholders including business, labor, education, social services, charitable organizations and community-based agencies. Translating this vision into a Plan that can be set in motion will require that stakeholders work together to identify the workforce needs of businesses in local priority sectors and to develop career pathway approaches to address gaps in the skills of the local workforce.

This Plan describes the Board's commitment to building and maintaining a comprehensive workforce development system for our area that is sector-focused, business-responsive and fosters the development and delivery of training and services along career pathways that bridge the gap between skills currently available in the workforce and the needs of growing and emerging sectors of the local economy.

2.2 What is the local board's strategy to work with the entities that carry out the core programs to align resources available to the local area, in order to achieve the strategic vision and goals for the local area?

The Southwest Corner Workforce Development Board aligns regional resources and works to promote partnerships among businesses, non-profit agencies, economic development providers, educational institutions, community-based organizations, and employers. Through working together, stakeholders enhance the skills needed for workforce inclusion, employability, and educational and training levels of the current and future workforce. To accomplish this vision, all resources and programs are utilized in accordance with federal and state regulations.

The primary focus of our PA CareerLink[®] centers is to provide comprehensive workforce development services, be accessible to employers, job seekers and incumbent workers, and have success resulting in economic self-sufficiency and a workforce trained to employer qualifications. Workforce development services are funded by combinations of WIOA funds and other grant funds that are applied for by the LWDB. The service delivery network includes PA CareerLink[®] Operator Consortium and PA CareerLink[®] partners (both mandated and voluntary). These partners are invested in the PA CareerLink[®] system to enrich services provided to job seekers and employers.

The PA CareerLink[®] offices also work closely with off-site community partners including: Chambers of Commerce, Economic Development, Washington Drug and Alcohol Commission(s) and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; Industry Associations, local school districts, Local and State Correctional Facilities, CTCs, and post-secondary training providers. See Appendix 3 for a complete listing of Memorandum of Understanding (MOU) partners.

Universal access is granted to all customers entering the PA CareerLink[®] centers and in need of basic services. Services are tracked in the Commonwealth Workforce Development

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System or CWDS. An initial assessment, plan of action (*individual employment plan - IEP*) and recommendations are made for customers in need of career and/or training services (Based on the initial assessment of knowledge, skills and abilities). If a customer cannot obtain employment through basic services, they are evaluated for training services. Training services may include skill training or on-the-job training. The customer is exited upon securing suitable employment or choosing to no longer participate in PA CareerLink[®] services, at which time, follow-up services are conducted for no less than twelve months.

Our PA CareerLink[®] staff members are also trained to assist employer customers with employment needs such as recruitment assistance, assessment and testing and labor market information. A Business Services Team exists in each PA CareerLink[®] office location. Services and trainings include:

- Adult education and literacy activities
- Customized training
- Entrepreneurial training
- Job readiness training
- Occupational skills training, including training for non-traditional employment
- On-the-Job Training Programs
- Skill upgrading and retraining
- Training programs operated by the private sector
- Training services that are developed and implemented by a partner agency

Through policy and partnership cooperation, a comprehensive plan to deliver services has been established. A referral method for customers exists between the PA CareerLink[®] Operators and the PA CareerLink[®] Partners. The primary principle of the referral system is the provision of a seamless delivery of service to both job seekers and employers.

2.3 How will the local board's vision and goals align with, support, and contribute to the governor's vision and goals for the commonwealth's workforce development system, as well any the goals and strategies articulated in the regional plan?

The mission of Southwest Corner Workforce Development Board is to develop policies, oversee public funds, and procure services that will help employers and job seekers throughout Beaver, Greene and Washington counties. Job placement assistance, education, training and counseling will be offered in order to achieve a skilled workforce and economic development throughout the region.

The SCWDB envisions a regional labor pool that possesses the skills and attitudes to attract and retain employers who offer sufficient wages, benefits, and opportunities for advancement. The SCWDB's efforts are to continue to remain and grow as a demand-driven workforce development system which aligns and supports the Governor's vision and goals for Pennsylvania's workforce development system.

We will focus on the following:

- The elimination of duplication of effort, services and costs within the system
- The continued support and development of our employer-led Industry Partnerships for

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Advanced Diversified Manufacturing and Building & Construction Trades and Logistics and Transportation;

- The development of affordable, effective and flexible training programs designed to produce skill sets in high priority occupations while providing opportunities for career pathways that are responsive to the needs of local employers;
- The enhancement of an employer outreach strategy which partners with economic development entities designed to listen and respond to current business needs, as well as plan for future investments.

SCWDB works closely with WIOA Title I providers, PACL Operators, and youth providers to ensure focus on the four goals listed above in L2.1. SCWDB connects all planning and activities to core program providers. These goals will only be accomplished through collaborative and dedicated efforts, and having a strong provider team benefits not only the program delivery and performance, but the experiences of the program participants.

Our efforts to align with the Governor's vision and goals are:

Goal 1: Providing knowledgeable, engaged, employer-focused leadership that promotes and advocates for business and industry to address the critical workforce challenges of the region.

The Southwest Corner Chief Local Elected Officials (CLEOs) have appointed members to the LWDB, ensuring a majority of private sector business representation and that they represent High Priority Industries in the Southwest Corner. This representation of employers is engaged in our delivery of service and assists us in defining the critical skills that are needed for our workforce to meet the needs of employers in the region.

We will also continue to participate with our local economic development entities and local chambers of commerce as part of our efforts to remain up-to-date on emerging industries, emerging jobs and the workforce needed to fill new and future jobs. These entities have provided the SCWDB and our Title I providers with an employment network and industry resources needed to address the region's training and workforce needs. This will include the development of Next Generation Sector Partnerships.

Our LWDB will place special emphasis on the development, implementation and/or expansion of strategies for meeting the needs of local employers, workers and job seekers through sector partnerships related to in-demand industry sectors and occupations

We will build on our successful industry partnership that incorporates the needs of employers in the advanced manufacturing logistics and transportation, energy and building and construction sectors and have begun to research and develop a health care industry partnership.

The Southwest Corner Workforce Development Board has always stressed the importance of education in our workforce system. The Board engages employers and educational resources within the area by prioritizing funding directed to business services activities, on-the-job training and incumbent worker training to employers offering high quality jobs. An important

element of this task is the utilization of our Industry Partnerships within the three counties.

Goal 2: A commitment to continuous improvement throughout the complete workforce development network to meet the expectations of both the public and the employers in this region.

The SCWDB has oversight and monitoring practices that follow the standards set forth by the Department of Labor & Industry. These monitoring and oversight reports will objectively assess each county's PA CareerLink[®] strengths and weaknesses, so that they may be addressed by the SCWDB quarterly. One of the most critical needs is the ongoing professional development of all staff associated with all the partners in the public workforce system and the four SCWDB PA CareerLink[®] locations. The SCWDB annually delivers professional development sessions for all PACL partners, supervisors, and staff. This is the opportunity for the SCWDB to share the initiatives and goals that are the focus of the program year.

The Southwest Corner will also continue the development of an on-going objective understanding of employer and jobseeker needs by using labor market data and through our Business Service Teams and Industry Partnerships feedback. We will offer objective skills assessment of jobseekers conducted by Title I Providers and take that objective data and determine resource gaps. We will then work with employers, PA CareerLink[®] and WIOA staff, service providers, and education and training providers to close the gap through the linkage to existing activities or the development of new ones. We will use performance evaluation and oversight of past and current practices for the implementation of Best Practices. SCWDB will find ways to best utilize Job Gateway[™] and other job matching tools to increase placements. Other initiatives, including Next Generation Sector Partnerships, BRN Network, SCWDB regional Elite BST, and PACL employer-focused recruitments are just a few additional methods of meeting employer expectations.

SCWDB will promote sharing of best practices on usage and implementation of innovative job seeker and employer services throughout the system and region. SCWDB will respond to the state's refinement of the High Priority Occupation list and use it to guide local training enrollments. We will track placement for veterans, older workers, the disabled, and ex-offenders and the SCWDB staff, PA CareerLink[®] and Title I Contractors will track these services and report to the WDB. Reports and tracking will be done with existing tools. Our PA CareerLink[®] centers also utilize both Job Seeker and Employer surveys to allow for feedback regarding their expectations and experiences of service provision. These surveys are brought back to weekly PA CareerLink[®] staff meetings for discussion of both positive and negative feedback and to develop corrective actions if necessary. Site Administrators track feedback for continued improvement purposes.

Goal 3: Promoting career pathways and tangible opportunities for youth.

The SCWDB will promote career pathways and other career focused activities through our Title I Providers and our PA CareerLink[®] partnering agencies. Initiatives include:

- Job Shadowing opportunities;
- Industry Related Career Camps in HPOs;

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- Industry Tours;
- Career and College Fairs;
- PA CareerLink[®] orientations and tours;
- Work experience opportunities;
- Internships; etc.

Our providers work closely with local schools, county welfare offices, juvenile justice and local law enforcement agencies, housing authorities, job corps centers, vocational rehabilitation agencies, and community and faith based organizations to recruit participants, deliver services tailored to their needs, address potential barriers to program participation, retention or completion, and facilitate successful transitions from the program to employment or additional training. The SCWIB has been involved with the development of Career and Industry specific studies and documents that can help youth become better acquainted with the job market and economic outlook of our area.

Specifically, the 2012 Industry Cluster analysis contains detailed information on growing and positive career outlooks through 2022. SCWDB has also been included in preparation and distribution of materials pertaining to the Marcellus Shale Gas industry. Career Directories were prepared that contain breakdowns of industry job descriptions, skills and education levels required, and career pathways to obtain these jobs. SCWDB will continue to market, distribute the materials both electronically and physically and program participation, retention or completion, and facilitate successful transitions from the program to employment or additional training.

Goal 4: In partnership with the CLEOs, providing oversight and leadership that complies with all requirements of the current federal legislation, as well as state and local policies and regulations.

The Southwest Corner is comprised of Beaver, Greene, and Washington Counties in southwestern Pennsylvania. An equal partnership exists between their respective units of government. Our local elected officials (LEOs) have executed an agreement to organize and implement activities pursuant to the federal Workforce Innovation and Opportunity Act that was passed in July 2014, and was approved by the Commonwealth of Pennsylvania. According to this agreement, the CLEOs share responsibility for appointing members of the board and youth standing committee, providing input on our local plan, and overseeing activities. The CLEOs are consulted on an as needed basis and are invited to participate in full board and committee meetings. SCWDB CLEO meetings are open to the public, and held two-weeks prior to each quarterly SCWDB meeting. Also, the CLEOs attend the SCWDB meeting.

The Chief Local Elected Officials have appointed a 29-member workforce development board that meets quarterly and along with CLEO board conducts oversight of our local programs. The SCWDB was the first workforce area to have created a fiscal committee comprised of seven (7) members, three (3) CLEO members (*one from each county*), three (3) Workforce Development Board members (*one from each county*), and one fiscal agent member. This committee meets and discusses all financial-related issues and activities and the reports to both the CLEO and the Workforce Boards for approval.

The Boards of Commissioners of Beaver, Greene, and Washington Counties entered into a

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mutual agreement to establish the Southwest Corner Workforce Development Board and designate the Washington Greene County Job Training Agency, Inc., a 501(c) 3, as the fiscal agent, grant recipient, and staff to the Southwest Corner WDB. Its duties include administrative and fiscal capacities, contracting and disbursement of funds, and reporting. As staff to the WDB, the Washington Greene County Job Training Agency, Inc. also assumes leadership roles for WDB related activities.

The staff to the Southwest Corner Workforce Development Board has recently been completely restructured and works very closely with our Chief Local Elected Officials (CLEO's) to ensure that the management oversight and the overall stewardship is given more than due diligence for the public funds that we receive.

The Southwest Corner WDB has two WIOA Title I contractors, Southwest Training Services, Inc., serving Washington and Greene counties; and Job Training for Beaver County, Inc., serving Beaver County. The Title I providers were competitively procured during the past year. Our competitive request for proposal (RFP) process for youth contractors, has been conducted every year by our Youth Council and is designed to ensure that out-of-school and in-school youth, at-risk youth, including those who are economically disadvantaged, pregnant or parenting, learning disabled, physically disabled, homeless, offenders, and/or in foster care or aging out of foster care, are served by reputable agencies equipped to provide participants with opportunities to develop and achieve career goals through education and workforce training. Meanwhile, partnerships with various systems in which youth are involved (e.g., schools, welfare, juvenile justice, public housing, health and community services) yield opportunities to prevent youth from dropping out of school.

Goal 5: Aligning program services and resources to incorporate successful outcomes that lead job seekers, educators, and training and support services to match employers with the skilled workers they need to compete in the global economy.

The SCWDB will strategically align its workforce development programs to ensure that employment and training services provided by the core programs identified in the WIOA (WIOA, Wagner-Peyser, Vocational Rehabilitation and Adult Education) are coordinated so that job seekers acquire skills and credentials that meet employers' needs.

The SCWDB will continue to reinforce connections with registered apprenticeship programs as these programs are proven models that provide workers with career pathways and opportunities to earn while they learn. Two (2) JATC representatives are members of our Southwest Corner Workforce Development Board and provide valuable input regarding RAs. In addition to the input from the two JATC representatives on the SCWDB, the local area also has employers that have Registered Apprenticeships and partnering with unions to attend manufacturing apprenticeship accelerator meetings to strengthen the connection with other employers and sectors. SCWDB Director attends quarterly apprenticeship information committee meetings held by the building trades. These activities strengthen SCWDB focus on expansion of opportunities for participant connection to opportunities provided by apprenticeships.

We are currently beginning to implement an Apprenticeship Readiness training modules to prepare individuals for apprenticeship opportunities. We will also incorporate

remediation/basic skill classes with our Apprenticeship Readiness efforts to properly prepare for apprenticeship entry testing.

Goal 6: Ensuring that all vehicles of communication provide full transparency of the program services and resources for the SC Workforce Development Area, utilizing state of the art technology to reach all sectors of our target audience.

The Board will utilize data provided by the Commonwealth and locally generated data to allow for continuous program improvements. Relative data will allow for informed customer choice in considering programs. Additional pertinent data from state agencies, especially the Pennsylvania Department of Education data, will be welcomed by the Board. SCWDB will increase engagement efforts with the entire workforce system. Updating and enhancing SCWDB website and expanding social media usage will allow for further penetration of WDB efforts into the workforce community. SCWDB will continue to emphasize and encourage invitations and attendance to all WDB meetings and functions. SCWDB will also widely distribute WIOA publications and information electronically.

2.4 What are the local levels of performance that have been negotiated with the governor and chief elected officials?

How will the local board's goals relate to the achievement of these measures?

We will identify strategies that align with the Federal Performance Accountability Measures. Our Workforce Development Board goals are in direct alignment with the Federal Common Performance Measures.

The Southwest Corner Workforce Development Board has and will continue to meet and/or exceed both federal and state performance measures. The interaction of workforce development, economic development and education at the Board level, sets the agenda for developing a skill ready workforce; identifying necessary training pathways and listing in-demand employment opportunities to meet required performance indicators. All SCWDB actions and goals are instituted to exceed performance measures and provide high-quality services for job seekers and employers in the region.

SCWDB programs will use the federal performance measures for WIOA as performance goals for programs and sub-recipients. The measures will be reviewed at quarterly WDB meetings and monitored by the Oversight Coordinator. Persistent attention to the levels throughout the year will allow Board, CLEO, and Staff to adjust strategies in the event of an unmet level. These measures include employment, median earnings, credential attainment, measurable skill gains, and effectiveness in serving employers.

- SCWDB staff and sub-recipients will target high priority occupation and industries for job development in WIOA programs to meet and exceed employment and earning performance levels. Continuation of services and retention strategies to assist in keeping employment will be vital to succeed, for both the participant and program.
- Credential attainment will be met through using nationally and stated recognized credentialing programs. Sub-recipients have had much success with these programs, and participants have expressed satisfaction with the programs.
- Skill gains and effectively serving employers are paramount to success in services. SCWDB

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plans to institute tools to measure success in these areas. Proposed strategies include, but are not limited to:

- Employer and participant surveys;
- Increase vs decrease of employer job orders to gauge satisfaction; and
- Pre- and post-training inventories to measure occupation skill gains for employer

The Southwest Corner Workforce Development Board uses the negotiated performance measures as the indicators for contracted service providers and the one stop operator. Our area has been very successful in meetings and/or exceeding all measures for many years. We are confident that once our negotiated performance levels are finally determined, we will remain successful in assisting our local area job seekers and employers with their workforce development needs while continuing to meet performance.

Factors such as program enrollment, active participants, placements and other relevant outcome measures, wage at placement and retention are incorporated into the LWDB's strategic plans and reviewed quarterly by the LWDB.

The negotiated levels reflect the efforts of the local workforce system to provide quality employment services and include goals for the percentage of adults, dislocated workers, and youth in terms of employment, median earnings, credential attainment rate, measurable skill gains, and effectiveness in serving employers. The levels provide a means for the public and policy makers to assess how successful the local workforce system is in providing quality services and helping the unemployed obtain jobs.

Please see Appendix 1: Transitional Planning References and Resources "Performance Targets Template"

3 OPERATIONAL PLANNING QUESTIONS: Local Area Workforce System and Investment Strategies

3.1 Provide a descriptive overview of the governance structure for the workforce system, including key stakeholders and entities in the local area.

The Boards of Commissioners of Beaver, Washington and Greene counties are the grant recipients for WIOA Title I funds. The Southwest Corner Chief Local Elected Officials (CLEOs) appoint members to the LWDB, ensuring a majority of private sector business representation and they represent High Priority Occupations in the Southwest Corner. The Chief Local Elected Officials work in cooperation with the LWDB to develop and approve the Local Plan, as well as the budget.

The Southwest Corner Local Elected Officials have designated the Washington Greene County Job Training Agency, Inc., (a 501(c)(3)), as the fiscal agent and staff to the Southwest Corner WDB. Its duties include administrative and fiscal responsibilities of accounting, budgeting, financial and cash management functions, procurement and purchasing functions, property management functions, monitoring, contracting and audit functions and reporting. As staff to the WDB, the Washington Greene County Job Training Agency, Inc. also assumes leadership roles for WDB related activities.

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The Southwest Corner Local Workforce Development Board is made up of twenty-nine (29) members. The Southwest Corner WDB, on behalf of the CLEOs, serves to oversee all workforce development activities within the three-county region. Primary responsibilities of the SCWDB include system governance, strategic direction, fiscal oversight, and administration of workforce operations. SCWDB members work closely with WGCJTA, Inc. staff and the CLEOs to set direction of programs, perform competitive procurement for system offerings including Title I Adult, Dislocated Worker, and Youth Programs, and PA CareerLink® Operators. Board members have lead their expertise and leadership to these activities to ensure that the system is operating in the best interest of the job seeker and employer communities. CLEOs and SCWDB review and approve the budget for all activities within the system. Also, quarterly reports are presented, discussed and approved to ensure that spending is proper, mandated spending levels are adhered to and proper breakdown of administrative and program funds are strictly tracked and reported. All activities are developed collaboratively by SCWDB, WGCJTA, Inc. and CLEOs, offering full transparency of activities and an open dialog for oversight within the local workforce system.

Based on the required role of the SCWDB membership, the LWDB has developed six (6) standing committees to give extra focus to the major activities within the workforce system. These committees meet as needed and scheduled and always report back to the full board membership. In upcoming meetings, SCWDB committees will meet directly prior to the full board meeting, to develop a natural flow and discussion to board activities. The committees of the SCWDB include:

<i>SCWDB Executive Committee</i>	
<i>Description/ Duties</i>	<p>The Executive Committee of the WDB shall consist of the Chairperson, First and Second Vice-Chairpersons, Secretary, and Treasurer as voting members. Two (2) CLEOs shall sit on the Executive Committee in an ex officio capacity. Any county not represented on the Executive Committee shall have a representative appointed by the Chairperson to sit on the Executive Committee as a voting member.</p> <p>The Executive Committee shall meet as often as is necessary to carry on the routine business of m the WDB and shall have the authority to act on behalf of the WDB when time does not permit the full WDB to meet. The term of the Executive Committee will coincide with terms mentioned in WDB By-Laws, Article III, Section 4.</p>
<i>General Tasks</i>	<p>Ensure that SCWDB demonstrates leadership in meeting the mission of improving wokforce quality to support economic development.</p> <p>Evaluate effectiveness of SCWDB and SCWDB committees in regard to proper management and oversight.</p> <p>Follow all laws and regulations of WIOA, and ensure that services are being properly procured and provided in relation to customers, including job seekers and employers.</p>

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	Support full SCWDB in decision making process, and perform board duties if necessary when a full meeting is not feasible, while always reporting and conceding to the full board.
Members	Terry Wiltrout (SCWDB Chair), John Feraco (SCWDB Vice-Chair), Loral Ziemba (SCWDB Vice-Chair), Linda Andrews (SCWDB Treasurer), Stephanie Paluda (SCWDB Secretary)
Staff Contact	Ami Gatts, agatts@washingtongreene.org (724) 229-5083 ext. 16

SCWDB Fiscal Committee	
Description/ Duties	This is a seven-person bipartisan committee which is comprised of representatives from the CLEOs (3), the WDB (3) and the Fiscal Agent (1). The WDB Chair shall appoint a WDB representative from each county to serve on this committee. The WDB chair may appoint him/herself and/or any other WDB Officer to serve on this committee. This committee is a fiscal oversight and review committee and will also have budget recommendation responsibilities.
General Tasks	Exercise proper fiduciary stewardship, budget for new opportunities, and ensure adequate board oversight of financial concerns.
Members	James Palmer- Committee Chairman, Commissioner Harlan Shober – Committee Vice Chairman, WDB Chairman, Commissioner Archie Trader, Commissioner Dan Camp, Linda Andrews –WDB Treasurer, Jeff Marshall, Greene County Economic Development, Ami Gatts- WDB Director
Staff Contact	Ami Gatts, Director, agatts@washingtongreene.org (724)229-5083 ext. 16

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SCWDB Quality Assurance	<p>operator Committee delivery system deficiencies</p> <ul style="list-style-type: none"> Review and submit Resource Sharing Agreement Budgets to the Fiscal Standing Committee <p>PACL Oversight:</p> <ul style="list-style-type: none"> Review contract-established performance metrics, ensure proper monitoring and corrective actions are being applied. Annually review PA CareerLink® Operator performance and make recommendations to the local board whether to extend contract or re-procure an operator. Work with procured PACL Operator to ensure all necessary service providers and partners are in each center. <p>Employer Relations:</p> <ul style="list-style-type: none"> Analyze performance of PACL Business Service Teams to ensure that employer-related employer penetrations and connections are in line with performance level metrics negotiated and agreed upon between Commonwealth and SCWDB Work with procured PACL Operator to ensure all necessary processes are in place in each center to provide highest-quality assistance to employers, including but not limited to job order assistance, assessment coordination, recruitments, and referrals. As business leaders, advocate for PACL system and services with colleagues. <p>Championing Board Activities Marketing</p> <ul style="list-style-type: none"> Assists SCWDB in improving public understanding of the workforce development issues. Specifically focused on increasing employer interest and participation in the PA CareerLink® system. Assist staff with communications to provide information on programs and services.
Performance Metrics – Employer Focus	<ul style="list-style-type: none"> Effectiveness in Serving Employers (<i>Will be 2 of the following 3</i>) <ul style="list-style-type: none"> Retention with the same employer in the 2nd and 4th quarters after exit Employer penetration rate Repeat business customer rate
Members	<p>John Feraco, Frank Staszko, Amy Criss, Stephanie Paluda, Rick Okraszewski, John Goberish, Amanda Laucher, Dave Rodgers, Laurel Ziembra</p>
Staff Contact	<p>Ami Gatts, Director, agatts@washingtongreene.org; (724)229-5083 ext. 16</p>

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Description/ Duties	<ul style="list-style-type: none"> • Focus on Job Seekers, Service Providers, and training providers • This committee assists the WDB with analyzing labor market information and High Priority Occupations. • Committee will ensure that training providers are providing training to meet demand occupations. It is also responsible for developing opportunities for career pathways and incorporating industry partnerships in all system designs. • Review performance in relation to job seekers and funded training in line with metrics agreed upon between Commonwealth and SCWDB.
General Tasks	<p>Provide oversight and guidance of the Title I procurement process:</p> <ul style="list-style-type: none"> ○ Define Deliverables ○ Work with the Local Board and staff to determine funding amounts and sources, if applicable ○ Oversee the Procurement timeline and process ○ Committee is solely responsible for evaluating operator proposals ○ Make award recommendations to the full Board ○ Oversee other procurement activities as necessary <ul style="list-style-type: none"> • Analyze Title I performance in relation to SCWDB performance level metrics agreed upon between Commonwealth and SCWDB • Committee will ensure that structure exists to improve the quality of the existing, potential, and future workforce in the Southwest Corner WDA through strategic partnerships. • Review activities and reports from SCWDB monitor to ensure that proper oversight and reviews are being performed and if necessary, effective corrective actions are being implemented.
Performance Metrics – Adult/DW Job Seeker Focus	<ul style="list-style-type: none"> • Employment – Second Quarter After Exit <ul style="list-style-type: none"> ○ Adult – 65% ○ Dislocated Worker – 74% • Employment – Fourth Quarter After Exit <ul style="list-style-type: none"> ○ Adult – 65% ○ Dislocated Worker – 75% • Median Earnings – Second Quarter After Exit <ul style="list-style-type: none"> ○ Adult – \$5,000 ○ Dislocated Worker – \$7,000 • Credential Attainment Rate <ul style="list-style-type: none"> ○ Adult – 55% ○ Dislocated Worker – 57% • Measureable Skill Gains <ul style="list-style-type: none"> ○ Adult – Baseline ○ Dislocated Worker – Baseline
Members	Darlene Bigler, Linda Hall, Donna Ramusivich, Polly Capots, David Dudo, Sheila Gombita, Greg Hojdila, Brian Yaworsky
Staff Contact	Ami Gatts, Director, agatts@washingtongreene.org (724)229-5083 ext. 16

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<i>SCWDB Youth Council</i>	
<i>Description/ Duties</i>	This committee will support and advise the WDB in the establishment and delivery of youth services, as well as promote career pathways and tangible opportunities for youth.
<i>General Tasks</i>	<ul style="list-style-type: none"> • Help to identify gaps in services and develop a strategy to use competitive selections or community partnerships to address the unmet needs of youth • Coordinate youth policy • Ensure quality services • Leverage financial and programmatic resources • Provide oversight and guidance of youth program-specific procurement processes: <ul style="list-style-type: none"> ○ Define deliverables ○ Work with the Local Board and staff to determine funding amounts and sources, if applicable ○ Work with the Local Board and staff to determine the procurement method ○ Oversee the Procurement timeline and process ○ Work with the Local Board and staff to craft guidelines and scoring criteria for any youth-related RFPs to be put out for bid ○ Work with the Local Board and staff to craft responses to potential bidders' questions ○ Evaluate submitted bids/proposals ○ Recommend eligible youth services providers and/or administrators to the local board ○ Oversee other procurement activities, as necessary
<i>Performance Metrics – Youth Customer Focus</i>	<ul style="list-style-type: none"> • Employment – Second Quarter After Exit <ul style="list-style-type: none"> ○ Youth – 65% • Employment – Fourth Quarter After Exit <ul style="list-style-type: none"> ○ Youth – 57% • Median Earnings – Second Quarter After Exit <ul style="list-style-type: none"> ○ Youth - Baseline • Credential Attainment Rate <ul style="list-style-type: none"> ○ Youth - 70% • Measureable Skill Gains <ul style="list-style-type: none"> ○ Youth - Baseline
<i>Members</i>	Terry Wilttrout (Chair), Linda Andrews, Darla Openbrier, Dr. David Atcheson, James Fitzgerald,
<i>Staff Contact</i>	Ami Gatts, Director, agatts@washingtongreene.org (724)229-5083 ext. 16

In addition to these standing committees, the Governance Committee (a/k/a Nominating) is

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focused on best practices for board development, compliance to WDB bylaws, recommending committee member appointments and removals, committee structure, assists in the review, updating and development of policies as needed. The Chairperson shall appoint a Nominating Committee prior to the last scheduled meeting of an even numbered calendar year to address the nomination of a slate of Officers and Executive Committee members and to specifically review the PA CareerLink® Partner member of the WDB. The Committee shall review the membership of the WDB in accordance with the requirements of the Workforce Innovation and Opportunity Act (WIOA) not less than annually.

The Chair may appoint ad hoc committees to address any needed action or special project that is outside the scope of the committees identified above.

Please see Appendix 2 for the organizational chart for the workforce development area.

The individual responsible for ensuring equal employment opportunities and civil rights protection is:

Ryan Russell

Fiscal Specialist

Washington Greene Co. Job Training Agency, Inc.

351 West Beau Street, Suite 300

Washington, PA 15301

Phone 724-229-5083 ext. 17

russell@washingtongreene.org

3.2 What are the programs included in the local workforce delivery system and how will the local board work with the entities carrying out all workforce programs to support service alignment?

The Southwest Corner Workforce Development Board aligns regional resources and works to promote partnerships among businesses, non-profit agencies, economic development providers, educational institutions, community-based organizations, and employers. Through working together, stakeholders enhance the skills needed for workforce inclusion, employability, and educational and training levels of the current and future workforce. To accomplish this vision, all resources and programs are utilized in accordance with federal and state regulations

The primary focus of our PA CareerLink® centers is to provide comprehensive workforce development services, be accessible to employers, job seekers and incumbent workers, and have success resulting in economic self-sufficiency and a workforce trained to employer qualifications. Workforce development services are funded by combinations of WIOA funds and other grant funds that are applied for by the LWDB. The service delivery network includes PA CareerLink® Operator Consortium and PA CareerLink® partners (both mandated and voluntary). These partners are invested in the PA CareerLink® system to enrich services provided to job seekers and employers.

To ensure this happening, the SCWDB recently complete a decision making strategy initiatives to establish consistent FY 2018 Prioritized Goals across all four comprehensive PA CareerLink® Offices. The prioritized goals are as follows:

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<u>Priority</u>	<u>Strategy/ Initiative</u>	<u>FY 2018 Prioritized Goals</u>
#1	1/2	Development of Southwest Corner “CareerLink Way” training model designated by Commonwealth as best practice for area. Develop on boarding “training session” that will cover all topics of MOU for new partners and partner employees <ul style="list-style-type: none"> ▪ Implement Employee Test or Survey focused on Knowledge of “CareerLink Way” following orientation/training – All employees score at least 80% on test
#2	1/1	Ensure that our customers' job search needs or other individual needs for each visit are accomplished 100 of the time. Ensure that Needs Assessment Forms are completed thoroughly 100% of the Time. Provide Ideal Customer Experience 100% of the time: 1) Welcome; 2) Questions and Direction; 3) Meet with Advocate.
#3	2/1	All staff will have a better understanding/knowledge of what partners have available. Increase partner participation, increase services to customers, & decrease duplication. <ul style="list-style-type: none"> ▪ Increase referrals amongst Partners – through CRC Process ▪ Accomplish Strategic Plan ▪ Our jobs are easier – Better collaboration ▪ We understand each other’s goals and help each other to achieve those common performance goals Increase Partner participation on Functional Teams, i.e. Employer Penetration, Job seeker services and Business Services
#3	3/2	Develop tracking system to get results into system. Increase collaboration among SCWDB BST’s and more consistency in the delivery of business services across SCWDA. Increased footprint of SCWDB BST.
Review In August	3/1	Decide on structure and resources for BS Team. Align the purpose of our Business Services team. <ul style="list-style-type: none"> ▪ Define and establish the goal of "Increasing Employer Penetration." ▪ All Partners will enter all of their current employer customers in the data base. ▪ All Partners will participate in Employer Penetration by adding one person to the BST – revisit by the end of August
	2/2	Develop/improve Reentry Process. Review after State sponsored training which is scheduled for September 25 and 26.

These goals were then prioritized and updated to identify the most pressing barriers and obstacles to overcome. This will serve as a solid foundation and template for the integration of services consistently in the four PA CareerLink® Offices.

The PA CareerLink® offices also work closely with off-site community partners including: Chambers of Commerce, Economic Development entities, Washington Drug and Alcohol Commission and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities;

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Industry Associations, local school districts, Local and State Correctional Facilities, Career & Technology Centers, and post-secondary training providers.

Universal access is granted to all customers entering the PA CareerLink[®] offices and in need of basic services. Services are tracked in the Commonwealth Workforce Development System or CWDS. An initial assessment, plan of action (*individual employment plan - IEP*) and recommendations are made for customers in need of career and/or training services (Based on the initial assessment of knowledge, skills and abilities). If a customer cannot obtain employment through basic services, they are evaluated for training services. Training services may include skill training or on-the-job training. The customer is exited upon securing suitable employment or choosing to no longer participate in PA CareerLink[®] services, at which time, follow-up services are conducted for no less than twelve months.

Our PA CareerLink[®] staff members are also trained to assist employer customers with employment needs such as recruitment assistance, assessment and testing and labor market information. An area-wide Business Services Team with representation from each local site is planned and will be overseen by the SCWDB. To support the area wide BST, the SCWDB plans to support this through available funding.

A Business Services Team exists in each PA CareerLink[®] office location. Services and trainings include:

- Adult education and literacy activities
- Customized training
- Entrepreneurial training
- Job readiness training
- Occupational skills training, including training for non-traditional employment
- On-the-Job Training Programs
- Skill upgrading and retraining
- Training programs operated by the private sector
- Training services that are developed and implemented by a partner agency

Through policy and partnership cooperation, a comprehensive plan to deliver services has been established. A referral method for customers exists between the PA CareerLink[®] Operators and the PA CareerLink[®] Partners. The primary principle of the referral system is the provision of a seamless delivery of service to both job seekers and employers.

WIOA Adult: Through a competitive bidding process, the WIOA Adult providers in the Southwest Corner are Job Training for Beaver County, Inc. and Southwest Training Services, Inc. Authorized under WIOA, the Adult program is one (1) of the WIOA Title I core programs designed to assist participants in obtaining employment. Priority of service is given to participants deemed to be recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Additionally, if the participant is also found to be an eligible Veteran or spouse of a Veteran, priority of service is also extended to the covered person. Through the Adult program two types of services are made available. The first type of services is known jointly as career services, and the second is training services. A participant who, after an interview, evaluation, or assessment, and career planning, is determined to be unlikely or unable to obtain or retain employment which leads to economic self-sufficiency

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or wages comparable to or higher than wages from previous employment, may be in need of training services. However, to participate in a training program, the participant must have the skills and qualifications to successfully participate in the selected training program and be otherwise eligible in accordance with the priority of service system.

WIOA Dislocated Worker: Through a competitive bidding process, the WIOA Dislocated Worker providers in the Southwest Corner are Job Training for Beaver County, Inc. and Southwest Training Services, Inc. Dislocated Worker programs assist workers before or after layoff by identifying individual need, and identification of those needs through basic skills training, on-the-job or customized training programs and apprenticeship opportunities to help facilitate rapid reemployment. Dislocated workers are triaged at the point of entry to identify potential program eligibility. This initial intake and triage allows for the development of a streamlined service strategy that maximizes the funding of all entities in carrying out core reemployment activities. Individuals that are deemed Trade eligible are co-enrolled under WIOA Dislocated Worker for case management and support services.

WIOA Youth: Currently, through a competitive bidding process, Job Training for Beaver County, Inc. and Southwest Training Services, Inc. were chosen as the WIOA Youth providers in the Southwest Corner. Youth programming is designed to serve eligible youth, ages 14-24, through a variety of services including the 14 WIOA elements (*listed in section 4.4*). The ultimate goal for youth participants is to enter into post-secondary education, enter the military, or obtain employment with a family-sustaining or self-sustaining wage. Youth program services are prioritized for out-of-school youth (OOSY) and youth with significant barriers to success, such as a disability, being a pregnant or parenting youth, or being subject to the juvenile/adult justice system. Partnership with various systems, including training providers, welfare, adult probation, community services, literacy, housing, health, and community-based organizations, offers the opportunity to streamline services and offer a full range of services and support that lead to academic and employment success.

Wagner Peyser: Wagner Peyser services are provided by the PA Department of Labor's Bureau of Workforce Development & Partnerships (BWPO). Wagner-Peyser staffs are co-located in the PA CareerLink® centers and provide employment services to job seekers and employers. Services to job seekers include, but are not limited to: needs/ interest assessments; job search and job placement assistance; career counseling; workshops; development of an individual employment plan; and case management.

Services to employers include, but are not limited to, assistance in utilizing the JobGateway™ system, along with developing and posting job orders. In addition, referral of qualified job seekers to job openings and coordinating job fairs.

Adult Education and Literacy: Adult Education and Literacy programs in the Southwest Corner are provided by the following entities:

- PA CareerLink® Beaver County Provider: Adult Literacy Action – Penn State
- PA CareerLink® Greene County Provider(s): Community Action Southwest & Intermediate Unit #1
- PA CareerLink® Mon Valley Provider(s): Community Action Southwest & Intermediate Unit #1

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- *PA CareerLink[®] Washington County Provider(s):* Community Action Southwest & Intermediate Unit #1

With two (2) Title II providers onsite at a PA CareerLink[®] center, program services are provided on alternate days and are not in conflict with each other. This collaborative programming decision is cost effective for the providers while having a full complement of service provision throughout the week.

For adults who are deficient in basic skills, adult basic education is a critical partner in establishing career pathways. Funded programs provide a full range of adult basic education services from beginning level literacy through high adult secondary and transition activities to support college and career readiness, and where needed including English language acquisition activities. Programs provide basic skills instruction in the context of work readiness and incorporate workplace preparation activities and career awareness and planning in instruction and services.

Programs provide case management services to their students in two key areas: 1) helping students address barriers to participation in adult basic education programming, and 2) helping students use employment and/or postsecondary education/training to prepare and plan for entry onto a career pathway. Case managers connect students with social services to address needs such as child care, transportation, housing, health care and others. They also provide information on employment and postsecondary education/training opportunities and assist students in completing the necessary steps to take advantage of those opportunities.

Vocational Rehabilitation: The Office of Vocational Rehabilitation (OVR) provides services to individuals with disabilities to help them secure and maintain employment and independence. These services are designed to ensure individuals with disabilities become qualified trained members of the workforce, increasing regional workforce diversity and the overall number of skilled workers available to business in the region. Eligible OVR customers receive multiple, individualized services that may include but not be limited to; diagnostic, vocational counseling and guidance, vocational evaluation, restoration, training, and job placement.

Under WIOA, OVR has the ability to provide both eligible and potentially eligible in-school youth with disabilities with pre-employment transition services (PETS) to better prepare these students for life after high school. PETS services may include but not be limited to; paid work experiences, job shadowing, workplace readiness training, and career guidance. OVR also provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

OVR staff are instrumental in informing and training PA CareerLink[®] staff on topics and updates pertinent to disability and employment issues. They also assist in providing input regarding accommodation needs, within our centers, for persons with disabilities. *An “accommodation” line item is part of our PA CareerLink[®] centers’ Resource Sharing Agreements to ensure the availability of funds when a need is determined.*

TANF/SNAP Programs: Individuals receiving TANF and/or SNAP services through local County

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Assistance Offices receive services within PACL centers in the Southwest Corner. SCWDB EARN and Welfare services are integrated into the PACL centers, and staff work closely with local CAO to ensure all mandated hours and activities are fulfilled to participants. Activities include, but are not limited to workshops, job search/placement assistance, resume, interview, and intensive case management with EARN staff. Weekly Direct Service Team meetings ensure that activities for participants are proper and results are being reached. SCWDB members received quarterly reports on these programs' activities.

Community Services Block Grant: Low-income individuals may access Community Services Block Grant (CSBG) home assistance and weatherization programs that help eligible families make minor home repairs and/or reduce energy consumption and overall energy bills through the installation of cost-effective energy conservation measures. In Washington and Greene Counties the CSBG provider is Blueprint, Inc. (formerly Community Action Southwest) and in Beaver County the provider is the County of Beaver.

3.3 How will the local board work with the entities carrying out core programs to:

- ***Expand access to employment, training, education and supportive services for eligible individuals, particularly individuals with barriers to employment.***

Our Southwest Corner Workforce Development Area continuously achieves success in meeting performance outcomes in the delivery of WIOA services within our One-Stop locations. At our local Pa CareerLink® sites, there are a number of co-located partners that share a common mission of assisting individuals with barriers to employment. As a result of these co-located partners, we strive to maximizing resources to expand access to activities that result in a seamless delivery of services and meaningful employment. Common services including customer orientations, workshops, career resource center(s), referrals to targeted programs and co-enrollments are coordinated as appropriate. Resource sharing is accomplished through an approved Cost Allocation Plan outlining common costs and methodology for cost allocation.

As described in other sections within the Plan, the SCWDB will partner with required WIOA partners to increase awareness of career pathways and promote the access to educational opportunities that result in meaningful employment. Some examples of our existing collaborations include:

- Individuals who receive public assistance are referred to the *Employment, Advancement Retention Network (EARN)* for employment and training assistance. EARN services and staff are fully-integrated and co-located with our PA CareerLink® offices for job search and job development services. Participants are encouraged to attend PA CareerLink® workshops and other program offerings.
- *TANF Youth Programs* are also co-located and collaboration is made with all area school districts and career & technology centers to provide services to youth up to age 18. Co-enrollment of these populations is encouraged, as deemed appropriate, with our WIOA Youth programs.
- *Low-income individuals* are referred to the New Choices/New Options programs provided by the community colleges in our area. Services, free of charge to participants, include career counseling, computer instruction job placement assistance, resume and interviewing skills workshops to single parents, displaced homemakers,

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and those exploring nontraditional occupations to achieve self-sufficiency.

- *Displaced homemakers* who qualify as dislocated workers under WIOA Title I are eligible for a range of services including case management, supportive services, GED preparation, and, in some cases, training.
- *Services Older individuals:* Southwestern PA Area Agency on Aging and the Senior Employment Centers are partnering service providers within our PA CareerLink® network serving customers who are eligible under Title V Older Workers, i.e., individuals who are 55 years old and older. In addition, our PA CareerLink® centers serve as host agencies and hire older workers as greeters.
- In PY 2016 (2016-2017), our area's Title I providers developed an intergenerational program with WIOA Youth and the SWPA Area Agency on Aging. Local high school seniors, eligible under WIOA, became computer basics trainers for older individuals. This program, "*Senior 2 Senior*" was a great success and is incorporated into summer programming for interested in-school youth. The WIOA youth(s) that are part of this initiative earn a wage, and both groups learn new skills and develop a great appreciation for each other. This collaboration is enabling our area's senior population to develop the basic computer skills needed to obtain entry-level placements under the Title V program.
- *Persons with limited English proficiency:* Our Title II Providers (*listed on page 31*) will provide 'English as a Second Language' classes when requested by our customers. These referrals are made following an individual's initial assessment and orientation to PA CareerLink® services.
- *Services to persons with disabilities:* Our local partners that service persons with disabilities will collaborate with workforce and education systems to develop strategies for streamlining and enhancing service planning and delivery. Eligibility to receive services under WIOA Title IV may only be determined by the OVR Vocational Rehabilitation Counselor.
- *Ex-offenders* - PA CareerLink® centers in the Southwest Corner collaborate with State correctional and county corrections centers. The PA CareerLink® staff also work closely with county adult and juvenile probation offices and serve as a referral mechanism for job search/ development activities.
- Our workforce area has implemented *Reentry Conferences and Community Resource/Job Fairs* for ex-offenders and their families. These conferences offer the opportunity for the ex-offenders to reinstate their driver's licenses, health insurance, social security benefits, as well as having their record expunged, when applicable. We also focus on financial literacy, credit rebuilding, fair housing, veteran programs, like the veterans' leadership program and local treatment programs for those in need.
- The Southwest Corner has built a strong partnership with PA Department of Corrections, Bureau of Juvenile Justice, local probation offices and Wardens, as well as, community-based services for housing and recovery help for those in need. We are supported in these endeavors by our County Commissioners and Judges, as well as the Clerk of Court offices in each county who all participate in our conferences.
- The Southwest Corner will be offering a *Reentry Employment Specialist training* here for all three counties for any and all staff of affiliated programs and offices. We will also be engaging with our Criminal Justice Advisory Boards, to be better able to understand the needs of those that are in our penal system before their release. For our

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re-entry, along with each county holding re-entry resource conferences, we are also hosting an RES training on September 25-26, 2017 for our WDA. The trainers are from the PA Department of probation and parole. In addition to that, we had a meeting with adult probation, juvenile probation, mental health, drug and alcohol, domestic relations from each county to discuss the best ways of partnering to serve these clients. We realize that clients coming from these agencies need support in not only finding the right resources to get help but in developing a pathway to address all their outstanding issues (i.e., driver's licenses, fines, court cost etc.). Our plan is to hire a re-entry staff person through the probation/county/board that will be a point of contact for all re-entry persons to help them navigate the system to complete these barriers. We will also partner with our local agencies, who are working inside the correctional facilities to ensure that they know what resources are available as well, and to resolve as many of their issues even before they are released.

- *Our WIOA Adult, Dislocated Worker and Youth programs* continue to build co-enrollment opportunities with the Office of Vocational Rehabilitation, EARN, Adult Basic Literacy and Education, Trade, Rapid Response, Veterans, NEG grants, etc.
- *Adult Basic Education providers* are co-located at each of our PA CareerLink® centers as well, providing easy access for GED and Remedial and ESL services. These programs are open-entry/open-exit and self-paced, thus allowing for continuous enrollment of service – targeting those with basic skills deficiencies. Our providers are also able to conduct pre and post tests on academic skill levels for our customers.
- We will continue the development of career pathways in high priority areas of healthcare, advanced manufacturing, building and construction, energy and transportation and logistics to improve the successful participation in postsecondary and vocational education activities leading to industry recognized certifications and recognized postsecondary credentials.

Validating WIOA Eligibility

Job seekers requiring assistance beyond self-service and informational activities are referred to a Title I WIOA eligibility representative to complete a WIOA eligibility application. This application, which includes a verification section, establishes the job seeker's eligibility for WIOA career and training services. In the process of completing the verification section of the WIOA eligibility application, the Title I WIOA eligibility representative collects, exams and makes file copies of an acceptable verification source document for each required WIOA eligibility data element.

In the process of completing the verification section of the WIOA eligibility application, the Title I WIOA eligibility representative collects, exams and makes file copies of an acceptable verification source document for each required WIOA eligibility data element. In cases where the data element is not otherwise verifiable (no income), the recommended verification source documents are unavailable, or the attainment of such documents would place an undue hardship on the applicant, the WIOA eligibility representative will assist the applicant in completing the appropriate WIOA Self-Certification, Telephone Verification, or Statement of Family Size/Family Income Form.

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Completed WIOA eligibility applications are immediately submitted to a WIOA program manager. The WIOA Program Manager performs a secondary review of the eligibility determination and associated verification documents. Upon completion of the supervisory file review, the program manager assigns the participant case file to the appropriate WIOA staff representative to coordinate and deliver to appropriate combination of basic and individualized career and/or training service activities.

- ***Facilitate the development of Career Pathways and co-enrollment, as appropriate, in core programs (specify on-ramps from adult education).***

The Southwest Corner WDB will convene workgroups consisting of education representatives from the local education agencies, post-secondary education and Title II providers, as well as representatives from Title I and IV services and Industry Partnerships to better define Career Pathways. These Pathways will be informed by labor market data, training curricula, and the needs of employers to provide multiple entry and exit points, as well as connections to other Pathways and inclusion of job seekers with disabilities and other barriers. Information regarding these Pathways will then be used, not only as job seeker options, but as information for students and parents to inform them of career options.

SCWDB program providers have a strong connection and partnership to Title IV/OVR programs. Providers from both programs work together to leverage funds, increase awareness in each other's programs, and share best practices in service. This relationship provides maximum benefits for the participant based on eligibility and need. With these services being located at the PACL centers, and both staff participating in cross-training, any concerns with compliance, eligibility and performance are handled immediately. Training for OVR staff is at the discretion of the local OVR district administrator. OVR staff supervision and direction is the responsibility of the local OVR District Administrator.”

SCWDB has convened a partnership group with regional WDBs, Title I service providers, community colleges, CTCs, Adult Literacy providers, and PACL centers to facilitate the 3-week Apprenticeship Readiness Program. This program not only provides an industry recognized post-secondary credential, but establishes a career pathway into high priority occupations in the building trades. The Adult Literacy providers play a key role in assessing job seeker basic literacy skills and delivering basic skills remediation required to meet ARP prerequisites. Title I providers provide the assessment component and connection to supportive services offered by community partners.

The SCWDB recently begun development of guidelines related to an Apprenticeship Training Account (ATA). A registered apprenticeship is a formalized, structured training program that combines on-the-job learning with related practical and technical classroom instruction in a highly skilled occupation. Like other training programs, apprenticeships must be included on the State-managed Eligible Training Provided List (ETPL). The ATAs will fully explain the details of the training, including length of training, mandatory training hours, training locations, and cost of training. Also, the process will have to identify key elements for WIOA performance, including start dates, exit/entered employment dates, participant performance, documentation requirements, industry credentials and reporting. SCWDB is working with the Commonwealth's Director of Apprenticeship, PA Department of Labor & Industry, local registered apprenticeship training providers, and Title I providers in order to create a fully functional policy that will be another avenue for individuals to receive valuable training under

WIOA.

SCWDB also convened an informational meeting focused on Apprenticeship Training with support from PA Department of Labor & Industry, PA Department of Community and Economic Development, and PA Director Apprenticeship and Training Office. The forum was attended by local and regions WDBs, training providers, Chambers of Commerce, and service providers. Interestingly, colleagues from Ohio and West Virginia attended with interest in the steps Pennsylvania, and particularly the Southwest Corner is taking in growing Apprenticeship opportunities in WIOA. Moving forward, this group will continue to work with local manufacturing employers through our established next generation sector partnership to increase the number of registered apprenticeship programs and possible incorporate pre-apprenticeship programs into secondary schools.

3.4 What strategies will be implemented in the local area to improve business/employer engagement that:

- **Support a local area workforce development system that meets the needs of businesses in the local area;**

The Southwest Corner WDB has fostered engagement with employers through various initiatives since inception of the PA CareerLink[®] one-stop service delivery system; first, by supporting a business service delivery structure in our three counties. The Title I WIOA providers and other partner agencies conduct employer outreach and engagement efforts in their counties. PA CareerLink[®] centers conduct industry/employer specific recruitment events and job fairs, workshops and provide other general information of importance to the employers throughout the region. The PA CareerLink[®] staff are also engaged with the local and regional employer communities through their memberships in the Chambers of Commerce and economic development organizations to form a community of practice to better serve our region.

Each of the PA CareerLink[®] centers in the Southwest Corner has its own Business Service Team (BST), composed of representatives from different partnering agencies, that:

- Reaches out to local employers, especially those in key industry clusters, to let them know about services available to them through the PA CareerLink[®] system and to collect information about employer needs (current and future) related to worker skills, training, hiring, physical space, and other aspects of workforce development;
- Develops and implements strategies to increase the number of employers registered on the PA CareerLink[®] system and the number of job orders posted;
- Works with the PA CareerLink[®] partners to ensure that common measures are met; and
- Develops linkages with local economic development initiatives.

The business service teams are responsible for:

- Conducting orientations for new employers; helping employers register on the JobGateway™ system, writing job descriptions, posting job orders, and identifying and screening applicants;
- Connecting employers to internal and/or external services or agencies that can support employer goals and meet employer needs; providing employers with information about grants available to train new workers (on-the-job training) or upgrade the skills of existing workers (customized job training, incumbent worker grants);
- Compiling and disseminating local labor market information, including prevailing wages;

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and

- Providing employers, through a partnership with the PA Office on Vocational Rehabilitation, with information about employee assistance programs.
- Other employer engagement opportunities include:
 - *Industry Partnership Engagement*
 - *Sector Partnerships, including the Next Gen Sector Partnership*
 - *Collaborations with Small Business Administration – Small Business Development Centers*
 - *Memberships with Chambers of Commerce/Community Economic Development organizations*
 - *Incumbent Worker Training initiatives*

We continue to provide and/or make referrals for the following services to maintain and/or create a pipeline of skilled workers through

- *Customized job training (CJT);*
- *On-the-job training (OJT);*
- *Apprentice Training Programs; and*
- *Work-Based Learning*

➤ ***Manage activities or services that will be implemented to improve business engagement;***

Business Service Teams (BSTs) provide area employers with integrated services to address their employment and training needs. They also provide employers with information on services available through our PA CareerLink[®] centers. Services provided include recruitment of skilled workers, applicant screening, JobGateway[™] assistance, training for incumbent workforce and other services identified by employers. The BSTs provide information to employers regarding On-the-Job Training program services, Industry Partnership training resources, WED-Net training information, Apprenticeship and other work-based learning best practices, and training resources available. *As noted in Section 3.2*, the SCWDB is establishing an area-wide Business Services Team.

The Business Service Teams have prioritized outreach efforts towards our targeted Industry Clusters to support the growth and development of key sectors of the economy. BST outreach efforts have assisted the SCWDB in identifying skill gaps, training needs and other pertinent issues confronting business and industry in the region.

The services that the BSTs offer employers go beyond those services provided by the PA CareerLink[®] centers. There is a close working relationship with other employer service organizations such as the Chambers of Commerce, Economic Development Agencies, the Small Business Development Centers in our region, and other statewide, county, and local agencies that provide services to both existing and startup businesses. Through electronic communications such as e-mail and our local websites, the BSTs provide, support, and disseminate a large volume of information regarding services available to the business community. Information regarding possible WARN or large scale layoffs are communicated between our local workforce area and the Regional Rapid Response Unit. Contact with these employers takes place as quickly as possible in an attempt to determine if any services or

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resources available can assist the impacted employer in averting the layoffs. All BST members are familiar with OJT services and other training services that may be available to assist businesses, either with recruiting and expansion plans, or possibly with training or upgrading services for their existing workforce. The BSTs facilitate Job Fairs to assist their customers in their ongoing recruitment needs, as well as provide individualized business recruiting assistance through the PA CareerLink[®] centers or in other locations.

SCWDB will be launching an initiative to better coordinate services among its BST teams within individual PACL centers. Within the WDA, there will be an Elite Level Regional BST, led by the SCWDB director. This team will assist in the rollout of the BRN network activities that will assist employers with meeting their needs across all service areas. SCWDB network will include economic development agencies, WIOA providers, and other community entities. This coordination will ensure that a collective approach to business services are occurring throughout the Southwest Corner.

Better coordinate regional workforce and economic development strategy, messaging, engagement and programs; and

The Southwest Corner WDB recognizes that the growth of the regional economy relies on strategic collaboration between the Workforce Development Areas, Community and Economic and Industrial Development agencies. Below is a list of the Economic and Industrial Development Boards and organizations that the Southwest Corner WDB has either representation on, or a close working relationship:

- Allegheny County Economic Development
- Armstrong County Department of Economic Development
- Beaver County Chamber of Commerce
- Beaver County Corporation for Economic Development*
- Catalyst Connection
- Clarion University Small Business Development Center
- Community Development Corporation of Butler County
- Duquesne University
- Economic Growth Connection of Westmoreland County
- Greene County Chamber of Commerce
- Greene County Planning and Development*
- Greene County Industrial Developments, Inc.
- Partner4Work
- Pittsburgh Regional Alliance
- Private Industry Council of Westmoreland/Fayette
- Regional Industrial Development Corporation
- Riverside Center for Innovation
- Saint Vincent College
- SEWN
- Southwestern Pennsylvania Commission*
- Tri-County Workforce Development Board
- University of Pittsburgh
- University of Pittsburgh Small Business Development Center
- Urban Redevelopment Authority
- Washington County Authority

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Our workforce development programs are designed to support continued economic development in the region. The lead organization for the Commonwealth's PREP Program is the Local Development District: Southwestern Pennsylvania Commission (SPC). PREP partners provide a powerful network of regional experts who can help business owners address nearly every type of challenge facing their companies. In addition to the services provided directly by specific PREP partners, the network can also help businesses access critical state and federal resources, such as loans, grants, technical assistance, or other support. The SPC services also include Business Financing, Government Contracting Assistance, International Trade Assistance, Non-Profit Assistance, Transportation Planning, Research and Information, and Local Government Services. Each year, the Southwest Region PREP partners provide services to local customers, primarily local businesses but also individual residents who are looking to learn about business start-up and management.

- ***Strengthen linkages between the PA CareerLink® service delivery system and unemployment insurance (UI) programs.***

The PA Department of Labor & Industry Unemployment Insurance is a key partner in the PA CareerLink® Service Delivery System. The PA CareerLink® offices in the SCWDA have worked closely with the Unemployment Insurance system to better engage with UI claimants especially those that are identified by the PREP as most likely to exhaust benefits. In keeping with the spirit of the US Department of Labor's vision to share and collaborate between WIOA and UI (as suggested in TEN 18-16, November 21, 2016 regarding Pathways to Reemployment Tools and Resources, https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=6266), the SCWDB in cooperation with the One Stop Operator and Core Partners will continue to explore and expand services to UI claimants in collaboration with the Unemployment Insurance system.

These individuals as identified are directed to come to one of the PA CareerLink® locations for job search assistance. At the local Center, they are provided with an orientation of services and are given an initial assessment to determine their specific workforce needs. Based on their unique circumstances, they may be referred to additional services and resources, such as job search workshops, staff assisted job search activities, partner programs, supportive services, and/or training activities to help them secure a new job, or begin a new career. Any potential UC eligibility issues identified during PREP, RESEA, or any other UC Claimant interaction are referred to the State's Unemployment Insurance department for resolution.

The Southwest Corner WDB understands that employers need to understand their rights under the Law. The Southwest Corner WDB will work with the UC Service Centers Customer Services Section to request to conduct seminars on UC topics where these rights and responsibilities are explained. This will be another service for SWWDA employers.

3.5 How will the local board coordinate local area workforce investment activities with regional economic development activities that are specific to a local area? How will the local board promote entrepreneurial skills training and microenterprise services?

The SCWDB will continue to work closely with their peer Local Workforce Development Boards and economic development providers across Southwestern Pennsylvania to identify

and learn of emerging opportunities for Southwest Corner residents. This includes all the PREP partners including the local economic development providers, the regional organizations (such as the Allegheny Conference and Catalyst Connection) and the Small Business Development Centers. Regionally, the Southwest Corner Workforce Development Board is leading the effort with Next Generation Sector Partnerships (see section 4.14) in areas including Building & Construction Trades, Advanced Manufacturing, and Freight and Logistics. A regional effort will focus on Health Care.

Toward that end, the SCWDB relishes its leadership role, in partnership with the Local Elected Officials, in guiding the public workforce system in general and the workforce development system. As a large workforce area in Pennsylvania, Southwest Corner is fortunate to have a progressive group of partners to address job seekers skill and supportive service needs. With that strong foundation, the SCWDB implements a network anchored by the core partners (and those other partners) in the PA CareerLink[®] offices. While this network helped guide investments and actions on the past, the Board will focus on the functional development of program and activities focused on employer and sector needs. The lead role of the SCWDB Board will be to guide and advise on employer and sector demand strategies while incentivizing through various means the desired performance outcomes for all involved.

The Board shall make a special effort related to integrating all partners of the PA CareerLink[®] into the system that would then include ensuring appropriate services to those target groups including but not limited to those with disabilities, returning citizens, immigrant population and low income individuals.

Working closely with the local and regional economic development and post-secondary education partners, the PA CareerLink[®] will work closely with and refer individuals to appropriate entrepreneurship training and services. PACL centers work with the University of Pittsburgh Small Business Association to provide workshops and seminars within the centers for individuals interested in entrepreneurship and small business creation/expansion. These sessions focus on all aspects of small business development, including funding, accounting, laws, competition, and expansion. The SCWDB will explore additional options for entrepreneurship training for the area and the region.

4 OPERATIONAL PLANNING QUESTIONS: Local Area Workforce Delivery System

4.1 Provide a descriptive overview of the local area workforce delivery system, including key stakeholders and entities in the local area.

The Southwest Corner CLEOs and the WDB have competitively procured and selected WIOA Title I contractors:

- Southwest Training Services, Inc., serving Washington and Greene Counties
- Job Training for Beaver County, Inc., serving Beaver County

They receive Adult and Dislocated Worker funds by designated formula. They carry out policies and procedures established by our board, report back to the board on a regular basis, respond to questions and concerns about performance, and recommend programmatic improvements, as appropriate. They also act as the point of contact for the Operator

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Consortium operating each of the four PA CareerLink[®] centers in the Southwest Corner. The respective corporate boards of each oversee the entity to ensure that WIOA and LWDB requirements are being met and reported.

We competitively procure youth services through an annual Request for Proposal process. Currently, our contracted WIOA youth providers include:

- Southwest Training Services, Inc. (serving Washington and Greene Counties)
- Job Training for Beaver County, Inc. (serving Beaver County)

These contracted entities provide comprehensive WIOA youth programs and collaborate with various other agencies and youth serving providers throughout the counties to ensure a seamless delivery of service provision as well as quality programming. Referral processes have been developed and we take pride in the cohesiveness of our local area in the provision of youth programming and the impact it has made to connect our area's youth to high quality and relevant training and employment opportunities.

Our WDB Director, Title I Providers and PA CareerLink[®] Site Administrators are members of our area's Career & Technology Centers' advisory boards, as well as, our Youth Providers being members of county(s) transition councils and closely involved in Individual Education Plan (IEP) meetings. SCWDB serve on workforce advisory committees for local K-12 educational institutions. This is a great opportunity for us to share vital career and market information directly to local educators. All options that can be passed onto area youth is good for youth career and educational preparation. This information is also good to be shared with parents so that informed assistance can be provided to their children. These relationships have provided for open communication and awareness of the needs of our area's youth. Our workforce area also has strong working relationships with partnering youth providers serving our out-of-school population.

The SCWDB has procured a One Stop Operator competitively through a Consortium model of three organizations. SCWDB released a competitive RFP for a consortium of agencies to serve as operator, of its one-stop centers. Successful bidder could be recognized as operator consortium for all four PA CareerLink[®] centers or identify individual operator consortium per site. In accordance with Uniform guidance, the RFP was released to promote efficiency and effectiveness, to assure regular consideration of operator performance and cost, to assure continuous improvement by evaluation of the operator. In the event that the consortium includes an entity selected to be the One Stop Operator and Title I Service Provider, the selected entities must describe their clear internal controls and firewalls to eliminate this conflict of interest between role as operator and role as Title I provider.

Proposers capable of supporting the activities could be a consortium of entities which include:

- Must include a minimum of 3 one-stop partners (\$678,400)
- Institution of higher learning
 - Non-traditional public secondary schools (night, adult or career & technical) eligible
 - Elementary & secondary schools not eligible
- Community-based organization
- Workforce intermediary

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- Chamber of Commerce; Economic Development Organization
- Government Agency
- Any interested organization who meets all firewall regulations and can carry out the Operator duties.

Through the RFP process, one consortium was reviewed and recommended by the SCWDB Business Development Committee as operator for all four centers in the WDA. The consortium consisted of Job Training for Beaver County, Inc., Pittsburgh Technical College, and Southwest Training Services, Inc. Duties will be a combination of administrative and programmatic in nature. Initial contract is for a 12-month period with option to renew three (3) times annually based on funding and performance.

The PA CareerLink[®] Operator Consortium for the SCWDB area are charged with supporting and overseeing the site administrators within each center. The Operator Consortium will be responsible for a combination of administrative and programmatic duties. They will be responsible for ensuring that day-to-day tasks are being completed, mostly being performed by Site Administrators.

The **PA CareerLink[®] Site Administrators** serves as functional supervisors who direct and coordinate all on-site functions and operations in coordination with the State's Workforce Development Board's strategic plan and the local Workforce Development Board plan. The PA CareerLink[®] Administrators manage all of the day-to-day operations of their respective sites including (*but not limited to*): building issues, oversight of the Career Resource Center, staff development, the integration of services, reporting and compliance, and customer satisfaction.

A vital component of our PA CareerLink[®] centers has been the co-location and collaboration of WIOA Title I, II, III, IV and V programs as well as the other mandated partners. We have developed a streamlined approach that reduces duplication of services across programs. Program operations for the partners are managed through their established channels and union agreements.

The **Office of Vocational Rehabilitation (OVR)** has the ability to collaborate with the local Workforce Development Board to serve individuals with disabilities based on the program's authorizing statute. Under WIOA OVR has the ability to provide pre-vocational services (PETS) to eligible and potentially eligible in-school youth with disabilities to better prepare them for the workforce. Additionally, OVR provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

The individual responsible for ensuring equal employment opportunities and civil rights protections include:

Ryan Russell, Fiscal Specialist
Washington Greene Co. Job Training Agency, Inc.
351 West Beau Street, Suite 300
Washington, PA 15301
Phone 724-229-5083 ext. 17
russell@washingtongreene.org

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4.2 Identify the one-stop partners (required and other) authorized to provide required and other programs within the local area. Describe briefly the role(s) of the one-stop partners (required and other).

WIOA Adult: Through a competitive procurement process, the WIOA Adult providers in the Southwest Corner are Job Training for Beaver County, Inc. and Southwest Training Services, Inc. Authorized under WIOA, the Adult program is one (1) of the WIOA Title I core programs designed to assist participants in obtaining employment. Priority of service is given to participants deemed to be recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Additionally, if the participant is also found to be an eligible Veteran or spouse of a Veteran, priority of service is also extended to the covered person. Through the Adult program two types of services are made available. The first type of services is known jointly as career services, and the second is training services. A participant who, after an interview, evaluation, or assessment, and career planning, is determined to be unlikely or unable to obtain or retain employment which leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, may be in need of training services. However, to participate in a training program, the participant must have the skills and qualifications to successfully participate in the selected training program and be otherwise eligible in accordance with the priority of service system.

WIOA Dislocated Worker: Through a competitive procurement process, the WIOA Dislocated Worker providers in the Southwest Corner are Job Training for Beaver County, Inc. and Southwest Training Services, Inc. Dislocated Worker programs assist workers before or after layoff by identifying individual need, and identification of those needs through basic skills training, on-the-job or customized training programs and apprenticeship opportunities to help facilitate rapid reemployment. Dislocated workers are triaged at the point of entry to identify potential program eligibility. This initial intake and triage allows for the development of a streamlined service strategy that maximizes the funding of all entities in carrying out core reemployment activities. Individuals that are deemed Trade eligible are co-enrolled under WIOA Dislocated Worker for case management and support services.

WIOA Youth: Currently, through a competitive bidding process, Job Training for Beaver County, Inc. and Southwest Training Services, Inc. were chosen as the WIOA Youth providers in the Southwest Corner. Youth programming is designed to serve eligible youth, ages 14-24, through a variety of services including the 14 WIOA elements (*listed in section 4.4*). The ultimate goal for youth participants is to enter into post-secondary education, enter the military, or obtain employment with a family-sustaining or self-sustaining wage. Youth program services are prioritized for out-of-school youth (OOSY) and youth with significant barriers to success, such as a disability, being a pregnant or parenting youth, or being subject to the juvenile/adult justice system. Partnership with various systems, including training providers, welfare, adult probation, community services, literacy, housing, health, and community-based organizations, offers the opportunity to streamline services and offer a full range of services and support that lead to academic and employment success.

Wagner Peyser: Wagner Peyser services are provided by the PA Department of Labor's Bureau of Workforce Development & Partnerships (BWPO). Wagner-Peyser staffs are co-located in the PA CareerLink® centers and provide employment services to job seekers and employers.

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Services to job seekers include, but are not limited to: needs/ interest assessments; job search and job placement assistance; career counseling; workshops; development of an individual employment plan; and case management.

Services to employers include, but are not limited to, assistance in utilizing the JobGateway™ system, along with developing and posting job orders. In addition, referral of qualified job seekers to job openings and coordinating job fairs.

Adult Education and Literacy: Adult Education and Literacy programs in the Southwest Corner are provided by the following entities:

- *PA CareerLink® Beaver County Provider:* Adult Literacy Action – Penn State
- *PA CareerLink® Greene County Provider(s):* Community Action Southwest & Intermediate Unit #1
- *PA CareerLink® Mon Valley Provider(s):* Community Action Southwest & Intermediate Unit #1
- *PA CareerLink® Washington County Provider(s):* Community Action Southwest & Intermediate Unit #1

With two (2) Title II providers onsite at a PA CareerLink® center, program services are provided on alternate days and are not in conflict with each other. This collaborative programming decision is cost effective for the providers while having a full complement of service provision throughout the week.

For adults who are deficient in basic skills, adult basic education is a critical partner in establishing career pathways. Funded programs provide a full range of adult basic education services from beginning level literacy through high adult secondary and transition activities to support college and career readiness, and where needed including English language acquisition activities. Programs provide basic skills instruction in the context of work readiness and incorporate workplace preparation activities and career awareness and planning in instruction and services.

Programs provide case management services to their students in two key areas: 1) helping students address barriers to participation in adult basic education programming, and 2) helping students use employment and/or postsecondary education/training to prepare and plan for entry onto a career pathway. Case managers connect students with social services to address needs such as child care, transportation, housing, health care and others. They also provide information on employment and postsecondary education/training opportunities and assist students in completing the necessary steps to take advantage of those opportunities.

Vocational Rehabilitation: The Office of Vocational Rehabilitation (OVR) provides services to individuals with disabilities to help them secure and maintain employment and independence. These services are designed to ensure individuals with disabilities become qualified trained members of the workforce, increasing regional workforce diversity and the overall number of skilled workers available to business in the region. Eligible OVR customers receive multiple, individualized services that may include but not be limited to; diagnostic, vocational counseling and guidance, vocational evaluation, restoration, training, and

job placement.

Under WIOA, OVR has the ability to provide both eligible and potentially eligible in-school youth with disabilities with pre-employment transition services (PETS) to better prepare these students for life after high school. PETS services may include but not be limited to; paid work experiences, job shadowing, workplace readiness training, and career guidance. OVR also provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

OVR staff are instrumental in informing and training PA CareerLink® staff on topics and updates pertinent to disability and employment issues. They also assist in providing input regarding accommodation needs, within our centers, for persons with disabilities. *An “accommodation” line item is part of our PA CareerLink® centers’ Memorandum of Understanding to ensure the availability of funds when a need is determined.*

Many additional organizations and partners are working together closely in each PA CareerLink® office. *Please see Appendix 3 for a complete list of the MOU partners.*

4.3 How will the local board facilitate access to services provided through the one-stop service delivery system?

Our Southwest Corner Workforce Development Area continuously achieves success in meeting performance outcomes in the delivery of WIOA services within our One-Stop locations. At our local PA CareerLink® sites, there are a number of co-located partners that share a common mission of assisting individuals with barriers to employment. As a result of these co-located partners, we strive to maximizing resources to expand access to activities that result in a seamless delivery of services and meaningful employment. Common services including customer orientations, workshops, career resource center(s), referrals to targeted programs and co-enrollments are coordinated as appropriate. Resource Sharing is accomplished through an approved Cost Allocation Plan outlining common costs and methodology for cost allocation.

SCWDB has partnered with local PASSHE school, California University of Pennsylvania to improve the kiosk data collection function within the PACL centers. A Computer Information Systems program at Cal U Senior Project team will assist in building a comprehensive, web based system to be utilized within each center. This new system will have centralized data collection and an enhanced reporting function. Thus, all sites initial access will be universal and foot traffic, initial visits, and activities will be more accurate. The system will also integrate needs assessment and partner referrals which will assist with holistic services to job seekers.

As described in other sections within the Plan, the SCWDB will partner with required WIOA partners to increase awareness of career pathways and promote the access to educational opportunities that result in meaningful employment. Some examples of our existing collaborations include:

- Individuals who receive public assistance are referred to the *Employment, Advancement Retention Network (EARN)* for employment and training assistance. EARN services and staff are fully-integrated and co-located with our PA CareerLink® offices for job search and job development services. Participants are encouraged to

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- attend PA CareerLink® workshops and other program offerings.
- *TANF Youth Programs* are also co-located and collaboration is made with all area school districts and career & technology centers to provide services to youth up to age 18. Co-enrollment of these populations is encouraged, as deemed appropriate, with our WIOA Youth programs.
 - *Low-income individuals* are referred to the New Choices/New Options programs provided by the community colleges in our area. Services, free of charge to participants, include career counseling, computer instruction job placement assistance, resume and interviewing skills workshops to single parents, displaced homemakers, and those exploring nontraditional occupations to achieve self-sufficiency.
 - *Displaced homemakers* who qualify as dislocated workers under WIOA Title I are eligible for a range of services including case management, supportive services, GED preparation, and, in some cases, training.
 - *Services Older individuals:* Senior Employment Centers, including Southwestern PA Area Agency on Aging and Urban League of Greater Pittsburgh are partnering service providers within our PA CareerLink® network serving customers who are eligible under Title V Older Workers, i.e., individuals who are 55 years old and older. In addition, our PA CareerLink® centers serve as host agencies and hire older workers as greeters through the above agencies, as well as Westmoreland County Community College. PathStone is a program serving senior residents of Washington County, and their services are often connected and available through their work in conjunction with the Southwestern PA Area Agency on Aging.
 - Our area's Title I providers developed an intergenerational program with WIOA Youth and the SWPA Area Agency on Aging. Local high school seniors, eligible under WIOA, became computer basics trainers for older individuals. This program, "*Senior 2 Senior*" was a great success and is incorporated into summer programming for interested in-school youth. The WIOA youth(s) that are part of this initiative earn a wage, and both groups learn new skills and develop a great appreciation for each other. This collaboration is enabling our area's senior population to develop the basic computer skills needed to obtain entry-level placements under the Title V program.
 - *Persons with limited English proficiency:* Our Title II Providers (*listed on page 31*) will provide 'English as a Second Language' classes when requested by our customers. These referrals are made following an individual's initial assessment and orientation to PA CareerLink® services.
 - *Services to persons with disabilities:* Our local partners that service persons with disabilities will collaborate with workforce and education systems to develop strategies for streamlining and enhancing service planning and delivery.
 - *Ex-offenders* - PA CareerLink® centers in the Southwest Corner collaborate with State correctional and county corrections centers. The PA CareerLink® staff also work closely with county adult and juvenile probation offices and serve as a referral mechanism for job search/development activities.
 - *Unemployment Compensation (UC)* – UC Courtesy phones and computers are available at all PACL centers for claimants to handle all aspects of their unemployment claim. PACL staff assist visitors with accessing the phone and computer and with general information about the contact process. As there is occasionally a queue to use these assets, PACL staff invite the visitors to explore the Career Resource Centers and other offerings that exist to offer services to these individuals.

Our workforce area has implemented *Reentry Conferences and Resource/Job Fairs* for ex-

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offenders and their families. These conferences offer the opportunity for the ex-offenders to reinstate their driver's licenses, health insurance, social security benefits, as well as having their record expunged, when applicable. We also focus on financial literacy, credit rebuilding, fair housing, veteran programs, like the veterans' leadership program and local treatment programs for those in need.

The Southwest Corner has built a strong partnership with PA Department of Corrections, Bureau of Juvenile Justice, local probation offices, and Wardens, as well as, community-based services for housing, and recovery help for those in need. We are supported in these endeavors by our County Commissioners and Judges, as well as the Clerk of Court offices in each county who all participate in our conferences.

The Southwest Corner will be offering a *Reentry Employment Specialist training* here for all three counties for any and all staff of affiliated programs and offices. We will also be engaging with our Criminal Justice Advisory Boards, to be better able to understand the needs of those that are in our penal system before their release

- *Our WIOA Adult, Dislocated Worker and Youth programs* continue to build co-enrollment opportunities with the Office of Vocational Rehabilitation, EARN, Adult Basic Literacy and Education, Trade, Rapid Response, Veterans, NEG grants, etc.
- *Adult Basic Education providers* are co-located at each of our PA CareerLink® centers as well, providing easy access for GED and Remedial and ESL services. These programs are open-entry/open-exit and self-paced, thus allowing for continuous enrollment of service – targeting those with basic skills deficiencies. Our providers are also able to conduct pre and post tests on academic skill levels for our customers.
- We will continue the development of career pathways in high priority areas of healthcare, advanced manufacturing, building and construction, energy and transportation and logistics to improve the successful participation in postsecondary and vocational education activities leading to industry recognized certifications.

The JobGateway™ system provides universal access to employment and training opportunities. We partner with local organizations that provide ride sharing services and information. Our SCWDB PA CareerLink® centers are centrally located within the communities they serve, and are accessible by the Public transportation system.

The Southwest Corner WDA has four (4) comprehensive PA CareerLink® centers within our three (3) counties, including two (2) within Washington County. These Centers were strategically developed during the implementation of the PA CareerLink® system to provide for easy access to both our job seeker and employer customers.

The JobGateway™ on-line system is easily accessed for self-directed services and other employment and training related information via any Internet computer.

The majority of our area's library systems have the capability for individuals to log onto the JobGateway™ system from their locations. Individual can also pre-register for events via the on-line system. In addition to our local libraries, we also reach out to other community resources such as schools and community-based organizations that provide Internet access to their students or customers and advise them of our websites and services available to customers who do not have their own access through the Internet or mobile devices.

The SCWDB has recently redesigned our website **www.southwestcornerwdb.com** and is

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constantly working to develop a comprehensive workforce development site that includes programs and initiatives within the Southwest Corner including, but not limited to, links to the JobGateway™ system and Title I providers and other relative resources.

Our WDB encourages our PA CareerLink® centers to use site specific Facebook pages, email, and other web based Internet methods to communicate and inform job seekers and employers regarding services and events.

4.4 How will entities within the one-stop service delivery system, including one-stop operators and the one-stop partners, comply with WIOA Sec. 188 (as applicable), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities?

In accordance with the Americans with Disabilities Act (ADA) the Southwest Corner WDB will take steps to ensure that appropriate auxiliary aids and services are made available when necessary to afford an individual with a disability an equal opportunity to participate in and receive benefits of our services as well as provide the following notification on our promotion materials: “Auxiliary aids and services are available upon request to individuals with disabilities.”. An “accommodation” line item is part of our PA CareerLink® Memorandum of Understanding to ensure funding is available when needed.

All Southwest Corner PA CareerLink® locations are accessible for individuals with disabilities. Cross-training for PA CareerLink® partnering staff is conducted by the Office of Vocational Rehabilitation staff (as requested) for the purpose of understanding technology and materials available for customers with disabilities and, most importantly, addressing the needs of individuals with disabilities. Each location is equipped with assistive technology items for persons with disabilities, such as adaptive keyboards and/or adjustable work stations. A Limited English Proficiency policy is developed within each PACL center, including the providing of access to language interpretation services. Within the Career Resource Centers in each PACL centers, partner staff assist individuals with disabilities and language barriers with registration, computer usage, referrals, and job search activities. These processes are appraised annually through a compliance reviewed, and will also be reviewed during the SCWDB PACL certification process. SCWDB EEO officer is a member of the review and certification process team to ensure compliance with all required statutes related to these populations. Compliance reviews will be completed annually in cooperation with EO/ADA offices through the Department of Labor & Industry.

The Operators shall ensure that all facilities, technology, and services, partner services and outreach materials are compliant with the Americans with Disabilities Act (ADA) and Equal Opportunity (EO) guidelines.

4.5 Describe how the local board will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local area employers, workers, and job seekers.

Training providers must offer and maintain focus on trainings that provide quality outcomes,

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not only for the participants, but for the communities and employers in the area. By aligning their programs with the goals and expectations of the SCWDB, they are focusing their programs on skills and needs most relevant to local employers. The SCWDB reviews performance of training and communicated industry needs to training providers so that programs can be developed or modified to meet industry demand. Providers must supply a variety of program-specific information, including a program description, program length, program delivery methods, tuition/costs, prerequisites, and credentials offered.

The Southwest Corner WDB ensures that the Eligible Training Provider List (ETPL) will be available for PA CareerLink[®] staff members who are responsible for assessing individuals for training programs and referring them to appropriate high-quality training. The SCWDB will follow the state's petitioning process to possibly add additional training programs to the list that may not be included. We will continue to work with Registered Apprenticeship programs and encourage inclusion on the ETPL. To ensure quality of the ETPL, only programs that meet the minimum performance measures related to program completion, job placement rates, median earnings, and credential attainment of their students will be approved for inclusion.

We will continue to work together, with employers and training providers, in the development of appropriate and industry relevant training opportunities.

The Southwest Corner WDB will approve training providers on the approved Eligible Training Provider List (ETPL) that are offering training programs aligned with state and region in-demand occupations and sectors.

Providers of training are required to submit, as part of their application, performance and outcomes on the training programs/courses submitted, while ensuring individuals with barriers to employment are served.

The Eligible Training Provider List is used to provide our job seeker customers with information regarding the types of training opportunities available, both in our workforce area and also in other parts of the state, as well as, out-of-state training opportunities. Information is also available regarding occupational skills that are in demand within the State and within our WDA, and other performance related data that assists them in making informed training choices.

In order to be added to the statewide Eligible Training Provider List, a provider must complete and sign a Training Provider Authorization form and submit, to our SCWDB, the following information:

- A one-page outline of the current procedure for obtaining performance levels;
- Documentation verifying the performance information;
- The most recent school catalog or outline/curriculum for each program;
- Grievance procedures;
- A copy of its state license;
- Form PDE 3808 outlining courses approved by the PA Department of Education/ Private Licensed School Act (if applicable);
- A copy of its current accreditation certificate (if applicable); and
- Financial statements, an annual report or other evidence that sound fiscal practices are employed.

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Programs must train students for "high priority occupations" in our area, as defined by the state. Training providers requesting assistance in completing the application process are assigned a "point of contact," a staff person, employed by one of our WIOA Title I providers. Training providers are required to retain documentation to support their applications for a period of three years.

Our staff reviews applications to make sure they are accurate and complete prior to forwarding them to the state for final approval. If we reject an application, we notify the training provider within thirty days. Training providers have thirty days to appeal our decision.

The statewide training providers/programs (ETPL) list is updated when new programs are approved. Individual training accounts can be applied only towards programs on this list. Training providers must retain records concerning participant enrollment and performance throughout the period of participation plus a minimum period of three years following the participant's completion or termination.

To maintain their status on the approved statewide list, training providers must meet performance expectations and supply factual information/statistics on the ETPL which is designed to help eligible participants make informed choices. Performance measure indicators, for both the "All Students" and the "WIOA Participants" populations, include:

Program completion rate;

- Entry into unsubsidized employment at second quarter after exit;
- Entry into unsubsidized employment at fourth quarter after exit;
- Median earnings during second quarter after exit; and
- Attainment of post-secondary credentials.

Training providers with poor performance are required to develop a corrective action plan, in consultation with our staff and approved by the state, which identifies the deficiency and outline specific steps to be taken to correct it.

The Southwest Corner WDB will comply with the provisions as outlined in WSP 04-2015, Appendix B when submitting applications for training services to be included on the Local Training Provider List (LTPL). Over the years, we have developed strong working relationships with our various training providers and closely with both our employer and training provider communities to identify any training or skill gaps identified in our region. The LTPL (similar to the statewide ETPL) will catalog training providers and their respective training services/programs *exempted from the statewide ETPL eligibility requirements*. We will ensure that this list remains up-to-date and will disseminate this list consistent with the requirements of this policy (WSP 04-2015) and through the PA CareerLink[®] system. Only providers that the local board determines to be eligible will be included on this list. This list will be comprised of training services contracted at the local workforce level.

4.6 Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

The SCWDB Board, through its labor market assessment of both job seeker and employer

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needs, works diligently to bridge that gap to address the workforce and skill needs in matching job seeker supply to employer demand. This will be continual and ongoing assessment of needs through reviewing the performance measure results of programs and services. Working with the One Stop Operator, the PA CareerLink® Partners and other Community Partners, the Board will review exiting performance regarding those target groups and those with barriers to employment, to determine the type and availability of appropriate employment and training services. Based upon this information, the Board will adapt the identified needs and priorities as part of its continuous improvement efforts and procurement processes.

Adult and Dislocated Worker employment and training activities in Southwest Corner Workforce Development Area include:

Career Services

- Provision of Labor Market Information (LMI), including job vacancies, skills gaps, High Priority Occupations, Career Pathways
- Outreach and Orientation
- Intake and eligibility determination
- Assessment
- Referrals to appropriate services
- Performance and cost information for training programs
- Follow-up services
- Development of an Individual Employment Plan
- Career Planning and Counseling
- Short-Term prevocational services and workshops
- Internships, work experiences, and transitional jobs
- Connections to apprenticeships
- Job Location Services

Training Services

- Individual Training Accounts
- On the Job Training
- Incumbent Worker Training
- Registered Apprenticeships

Other Services

- Adult Basic Literacy Education services through Title II providers, Community Action Southwest, Intermediate Unit #1 and Adult Literacy Action Penn State Beaver
- Financial Counseling and other Supportive Services

Activities are assessed in a variety of ways; through the local oversight and monitoring process, via the collection and review of job seeker surveys, and through contractor performance reporting. The oversight and monitoring process includes programmatic and file reviews to ensure compliance with contractual and programmatic requirements. Surveys and performance reports give a narrative and numerical view of the programming, to determine areas of success and areas of improvement.

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The appropriate committee of the Board reviews and discusses performance reports in detail throughout the program year. The Committee also reviews workforce programming proposals submitted annually, proving scores and feedback, determining any gaps in service that need to be addressed, and ultimately recommending program and provider selections to the Board as a whole.

The Board utilizes data and anecdotal evidence to determine the need for future programming. The availability of specific data on the long-term unemployed is not readily available, but will meet with partners and other community groups as necessary.

For providers of Individual Training Accounts, Southwest Corner works closely with a majority of the post-secondary schools in the workforce area that are on the Eligible Training Provider List, as well as the. Engagement with other postsecondary institutions and training providers will be expanded through further development of Career Pathways and the inclusion of micro-credentials and apprenticeships on a Local Training Provider List.

The SCWDB follows the state's Priority of Service Policy, WSP 05-2015, as follows;

Basic Career Services

Basic Career Services will remain available for all individuals regardless of eligibility requirements as long as funding is available to support such services.

Individualized Career Services and Training Services

Priority of service shall be given to **Title I Adult-Eligible Participants**, in the following order, as long as funding is available to support such services:

1. Veterans and spouses who fall into one or more of the following categories:
 - Recipient of public assistance
 - Other low-income individuals
 - Individuals who are basic-skills deficient
 - Underemployed and low-income
2. All other persons who fall into one or more of the following categories:
 - Recipient of public assistance
 - Other low-income individuals
 - Individuals who are basic-skills deficient
 - Underemployed and low-income
3. Veterans and spouses who do not fall into the above categories
4. All other Title-I Adult Eligible Participants who do not fall into the above categories

The SCWDB has been prioritizing older and out of school youth for a number of years, before the implementation of WIOA emphasized this population. The specialized services provided by the programs procured ensure quality services for youth throughout the county.

4.7 How will training services be provided through the use of individual training accounts (ITA) that fund programs of study, or through the use of contracts for training services that fund work-based trainings.

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The Southwest Corner WDB ensures that the Eligible Training Provider List (ETPL) will be available for PA CareerLink® staff members who are responsible for assessing individuals for training programs and referring them to appropriate high-quality training. The SCWDB will follow the state's petitioning process to possibly add additional training programs to the list that may not be included. We will continue to work with Registered Apprenticeship programs and encourage inclusion on the ETPL. To ensure quality of the ETPL, only programs that meet the minimum performance measures related to program completion, job placement rates, median earnings, and credential attainment of their students will be approved for inclusion.

We will continue to work together, with employers and training providers, in the development of appropriate and industry relevant training opportunities. Southwest Corner Workforce Development Area current training cap is \$8,000. This cap is used for training costs associated with ITAs, OJTs, and other individual training activities. This cap amount was developed with input from the local training providers and is revisited as necessary. SCWDB feels that this amount is still viable according to the cost associated with many of the training programs currently on the ETPL.

The SCWDB recently begun development of guidelines related to an Apprenticeship Training Account (ATA). A registered apprenticeship is a formalized, structured training program that combines on-the-job learning with related practical and technical classroom instruction in a highly skilled occupation. Like other training programs, apprenticeships must be included on the State-managed Eligible Training Provided List (ETPL). The ATAs will fully explain the details of the training, including length of training, mandatory training hours, training locations, and cost of training. Also, the process will have to identify key elements for WIOA performance, including start dates, exit/entered employment dates, participant performance, documentation requirements, industry credentials and reporting. SCWDB is working with the Commonwealth's Director of Apprenticeship, PA Department of Labor & Industry, local registered apprenticeship training providers, and Title I providers in order to create a fully functional policy that will be another avenue for individuals to receive valuable training under WIOA.

Information related to training options, available programs, training research, LMI, career outlook, and cost of training is discussed with each interested participant. Also discussed is the makeup of the course so that the participant will be making an informed decision on training possibilities and enrollment. This must be done in order to provide the best pathway to successful training completion and the eventual result of quality employment.

The Southwest Corner WDB will approve training providers on the approved Eligible Training Provider List (ETPL) that are offering training programs aligned with state and region in-demand occupations and sectors.

Providers of training are required to submit, as part of their application, performance and outcomes on the training programs/courses submitted, while ensuring individuals with barriers to employment are served.

The Eligible Training Provider List is used to provide our job seeker customers with information regarding the types of training opportunities available, both in our workforce

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area and also in other parts of the state, as well as, out-of-state training opportunities. Information is also available regarding occupational skills that are in demand within the State and within our WDA, and other performance related data that assists them in making informed training choices.

In order to be added to the statewide Eligible Training Provider List, a provider must complete and sign a Training Provider Authorization form and submit, to our SCWDB, the following information:

- A one-page outline of the current procedure for obtaining performance levels;
- Documentation verifying the performance information;
- The most recent school catalog or outline/curriculum for each program;
- Grievance procedures;
- A copy of its state license;
- Form PDE 3808 outlining courses approved by the PA Dept. of Education/ Private Licensed School Act (if applicable);
- A copy of its current accreditation certificate (if applicable); and
- Financial statements, an annual report or other evidence that sound fiscal practices are employed.

Programs must train students for "high priority occupations" in our area, as defined by the state. Training providers requesting assistance in completing the application process are assigned a "point of contact," a staff person, employed by one of our WIOA Title I providers. Training providers are required to retain documentation to support their applications for a period of three years.

Our staff reviews applications to make sure they are accurate and complete prior to forwarding them to the state for final approval. If we reject an application, we notify the training provider within thirty days. Training providers have thirty days to appeal our decision.

The statewide training providers/programs (ETPL) list is updated when new programs are approved. Individual training accounts can be applied only towards programs on this list. Training providers must retain records concerning participant enrollment and performance throughout the period of participation plus a minimum period of three years following the participant's completion or termination.

To maintain their status on the approved statewide list, training providers must meet performance expectations and supply factual information/statistics on the ETPL which is designed to help eligible participants make informed choices. Performance measure indicators, for both the "All Students" and the "WIOA Participants" populations, include:

Program completion rate;

- Entry into unsubsidized employment at second quarter after exit;
- Entry into unsubsidized employment at fourth quarter after exit;
- Median earnings during second quarter after exit; and
- Attainment of post-secondary credentials.

Training providers with poor performance are required to develop a corrective action plan, in consultation with our staff and approved by the state, which identifies the deficiency and

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outline specific steps to be taken to correct it.

4.8 Provide a description and assessment of the type and availability of youth workforce investment activities in the local area.

The SCWDB competitively procure youth services through an annual Request for Proposal process. Currently, our contracted WIOA youth providers include:

- Southwest Training Services, Inc. (serving Washington and Greene Counties)
- Job Training for Beaver County, Inc. (serving Beaver County)

These contracted entities provide comprehensive WIOA youth programs and collaborate with various other agencies and youth serving providers throughout the counties to ensure a seamless delivery of service provision as well as quality programming. Referral processes have been developed and we take pride in the cohesiveness of our local area in the provision of youth programming and the impact it has made to connect our area's youth to high quality and relevant training and employment opportunities.

In selecting youth service providers, we look for organizations that are already well connected to the community yet willing and able to develop new partnerships to achieve common goals and overcome challenges. We expect our providers to work closely with local schools, county assistance offices, juvenile justice and local law enforcement agencies, housing authorities, job corps centers, vocational rehabilitation agencies, and community and faith-based organizations to recruit, deliver services tailored to their needs, address potential barriers to program participation, retention or completion, and facilitate successful transitions from the program to employment or additional training.

Our youth service providers reach out to students approaching graduation from local school districts and career and technology centers, offering orientations to the PA CareerLink® centers and helping students register on the JobGateway™ system. They also serve on transition councils that help in-school youth with disabilities make a smooth transition from school to work.

To improve linkages and the quality of referrals made by case managers, our youth service providers have developed a comprehensive database of youth serving agencies. Contacts are updated annually.

Our youth service providers develop an Individual Service Strategy (ISS) for each participant after conducting an initial intake and objective assessment and verifying eligibility. The objective assessment covers academic level, basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. The youth service providers will provide case management, a critical program component, especially for high-risk youth.

Our youth service providers are members of Transition Councils for each county, working hand-in-hand with Guidance Counselors and Transition Coordinators to develop cooperative and collaborative projects and initiatives to benefit our area's youth. Our youth service

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providers are engaged in serving all youth, regardless of barrier, to the best of their abilities and have excellent working relationships and referral mechanisms in place with multiple youth-serving organizations to meet the specific needs of the youth we serve.

As a core partner, OVR has the ability to collaborate with the local Workforce Development Board to provide in-school youth with disabilities opportunities to participate in pre-employment transition services (PETS) to better prepare these students for life after high school. These skill gains will help to meet one of the intentions of WIOA, to better prepare in-school youth with disabilities to graduate high school and work toward meaningful careers.

Our WDB's Youth Committee is currently discussing the re-design and update of an existing resource mapping project regarding youth service delivery programs. Through identification and research, we can determine best practices, unique programming ideas and streamline referral methods and service provision. The Youth Council Committee is made up of SCWDB Board members and community leaders with expertise or interest in Youth activities. This committee represents a wide cross section of employers and service providers, including local hospitals, manufacturers, government, labor and OVR. These individuals bring expertise related to the recruiting, training and employment of youth, and are dedicated to ensuring a youth program that is inclusive, successful, and leads to expanded opportunity for area youth.

Through resource leveraging with other youth development programs, SCWDB is able to effectively support and fill gaps in the family, educational, and social frameworks that are often missing in the lives of at-risk youth. Ensuring youth receive access to all 14 WIOA Youth Program Elements, the WDB partners with a number of local entities such as: All Southwest Corner Workforce Development Area School Districts and Career and Technology Centers, County and State/Federal funded organizations including Housing Authority(s) of Beaver, Washington and Greene counties and local county assistance offices; local municipalities and townships; Community Based Organizations such as Title II providers, alternative schools and county juvenile justice systems. The linkages afforded through the SCWDB PA CareerLink[®] system partners further assure coordination and elimination of duplicate services. Our local WDB PA CareerLink[®] centers facilitate onsite contact with the above-mentioned organizations. This contact provides opportunities for youth referral and ongoing case management interaction.

Collaboration with our Office(s) of Vocational Rehabilitation (OVR) to provide services to individuals with disabilities. These services are designed to ensure individuals with disabilities become qualified trained members of the workforce, increasing regional workforce diversity and the overall number of skilled workers available to business in the region. Eligible OVR customers receive multiple, individualized services that may include but not be limited to; diagnostic, vocational counseling and guidance, vocational evaluation, restoration, training, and job placement.

Under WIOA, OVR has the ability to provide both eligible and potentially eligible in-school youth with disabilities with pre-employment transition services (PETS) to better prepare these students for life after high school. PETS services may include but not be limited to; paid work experiences, job shadowing, workplace readiness training, and career guidance. OVR also provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

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Our LWDB will monitor youth programming to ensure that we meet the requirement for 75% of local WIOA youth funds to be spent on out-of-school youth. We are also focused on work-based learning for both in-school (ISY) and out-of-school youth (OOSY) and will meet the 20% minimum expenditure. We believe our current approach for serving ISY and OOSY is working very well, and will continue to evolve through this first year of WIOA implementation. As a customer-focused program, all youth participants have access to the 14 youth program elements, based upon their needs and goals.

Although not often used in the SCWDA, individuals who require additional assistance to complete an educational program or to secure or hold employment must meet at least one of the following criteria:

- Having little or no successful work experience (OOSY - one of the following)
 - Checking WEX on JobGateway™ resume - having less than 9 months of unsubsidized WEX
 - On resume - no WEX
 - On resume - no job for more than 2 months at a time
- Long and unsuccessful work search (OOSY)
 - Can show that they have been actively searching for work for at least 2 months – produce a work search record or printout from Job Gateway
- Little, if any, exposure to successfully employed adults (ISY/OOSY)
 - Through self-certification that there has not been employed adults in their household. Should indicate a reason like family lived on public assistance or parent/s on disability or unable to work
- Being at risk of dropping out of school (ISY)
 - Guidance counselor could provide verification
- Having poor school attendance (ISY)
 - Guidance counselor could provide verification
- Behavioral problems at school (ISY)
 - Guidance counselor could provide verification
- Having significant personal or family problems affecting daily functions (ISY/OOSY)
 - Self-certification indicating the problems
 - Social service letter
 - Guidance counselor letter for ISY
- Having limited English proficiency (ISY/OOSY)
 - If English is not their first language, may have to use self-certification
 - For OOSY, is within the category low income & Basic skills deficient or English language learner
- Having limited access to reliable transportation
 - Only if WIOA services can eliminate
- Aging out of foster care
 - Now considered a barrier in itself

As an area, the 5% limitation is not an issue and is not technically utilized by the Title I Providers. If and/or when utilized, criteria for inclusion under this category would be verified by the Case Manager and clearly documented in the individual's case file to demonstrate that it is

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reasonable, quantifiable, and evidence-based. Enrollments under this category will be approved on a case-by-case basis by the Title I Supervisor. This important step will ensure that documentation is complete and that the 5% limitation is not exceeded. If it would be utilized, we would monitor by accessing Ad-Hoc Report 061 which will list youth enrolled in the 5% category. This report is made part of our Title I's annual audit and shared with the WDB.

14 Program elements include:

1. *Tutoring, study skills training, instruction and evidenced based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary diploma or its recognized equivalent or a recognized postsecondary credential:* Our availability of services will include: assessment and testing to identify need, referral to online tutorial assistance, adult literacy organization, or GED instruction.
2. *Alternative secondary school or dropout recovery services:* - Our youth service providers' partner with agencies that receive funds through Job Corps, Carl Perkins, Adult Literacy, etc. to support alternative secondary school and dropout recovery services.
3. *Paid and unpaid work experiences that have both academic and occupational education components (which may include summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities):* Summer employment opportunities linked to academic and occupational learning - Our summer youth employment program, an integral component of our year-round program, offers participants the opportunity to gain hands-on work experience, interact with a positive peer group, avoid "learning loss" associated with inactivity during summer months, and develop "soft" skills (e.g., promptness, reliability) that are valued by employers.
 - In addition to the summer youth employment program, we offer opportunities for youth to participate in work experiences, internships, and job shadowing throughout the year for the purposes of career exploration and skill development. Work experiences take place in the private (for-profit or non-profit) or public sector. WIOA funds may be used to pay wages and related benefits as appropriate, according to the objective assessment and individual service strategy.
 - *Collaboration with our local Office(s) of Vocational Rehabilitation* ensures individuals with disabilities have access to a comprehensive range of services to eliminate employment barriers.
 - *Collaboration with juvenile justice system* - Our WIOA Title I Providers in the Southwest Corner have coordinated and implemented Juvenile Restitution programs (*voluntary program – This agreement will be agreed upon between our Title I providers, Probation offices, youth and their parents.*) with their respective County Juvenile Probation Departments and County Clerk of Courts offices. Our Title I Providers secure a work experience opportunity paying youth an hourly rate. Placement for each youth is done by considering the youth's skills, residency, and available transportation in relation to the job site. Upon referral and agreement with the County(s) Juvenile Probation Department, the youth and their parents, a restitution plan is developed. This program has enabled the youth to provide a service to their community, work to pay off restitution fees, and still receive a paycheck for the work they do. The program has also provided the youth with an adult mentor that will be a role model and provide positive reinforcement.

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- 4. Occupational skills training (which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved):* Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster: We combine GED preparation with paid work experience opportunities to establish a career ladder and strengthen linkage to employment.

Out-of-School Youth who are eligible for training under WIOA Title I may apply individual training accounts (ITAs) towards courses or programs that are on the ETPL statewide list, (i.e., they prepare workers for high priority occupations.) Assessment, career exploration, job search workshops, and other workforce activities designed to match abilities with skills for career choices.

- 5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster:* Currently, our Title I Providers provide an industry recognized credentialing opportunity with the National Retail Federal Customer Service certification program. Both Title I programs are certified testing centers with certified proctors on staff. Classroom instructional support will be provided for out-of-school enrolled youth - Instruction will be done Monday through Friday on a regularly scheduled basis. This credential meets the criteria for common performance measures. Also included with credentialing are youth that attend a post-secondary training as well as on-the-job training experiences. These individuals will earn recognized credentials after successful program completion.
- 6. Financial literacy education:* Financial literacy education is incorporated into the work experience orientation program with speakers from area banks. In addition, the library has online financial literacy programs and periodic group training.
- 7. Leadership development opportunities (which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate):* We provide opportunities for youth to develop leadership skills through the following activities: community and service learning projects; peer mentoring and tutoring; organizational and team work training, including team leadership training; training in decision-making -including determining priorities; citizenship; and life skills training (e.g., parenting, work behavior, budgeting); training in positive social behaviors through self-esteem building, cultural diversity training, and work simulation activities, etc.)
- 8. Follow-Up services for not less than 12 months after the completion of participation:* Our youth service providers remain in contact with participants for at least twelve months after they complete the program to make sure their transition to work or post-secondary education or training is smooth. Follow up services are tailored to individual needs. Examples include interventions to address work-related problems, assistance in advancing or securing a better job, career development and further education, work-related peer support groups, and adult mentoring. A Youth Retention Specialist is on our Title I provider's staff, dedicated to follow up services and successful transition following exit of the program.

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9. *Comprehensive guidance and counseling* - We recognize the pressures that face teenagers today so we partner with other agencies to provide the services they need to help them make good choices and protect their health and safety. Individual needs are ascertained during the initial intake and throughout the program. Our Title I staff have youth program case managers that serve as single points of contact for youth engaged in our programs. Partnerships exist with drug & alcohol, housing, domestic violence, and other agencies.
10. *Entrepreneurial skills training*: Our Title I Providers will utilize their network of providers to refer youth to entrepreneurial programs. One such program is the Junior Achievement of Western PA “JA Be Entrepreneurial” program. This introduces students to the essential components of a practical business plan, and challenges them to start an entrepreneurial venture while still in high school. Make referrals to and support Junior Achievement for Western PA entrepreneurial programs within local school districts. This curriculum allows for the students to:
- Recognize characteristics and practices of successful entrepreneurs.
 - Evaluate an entrepreneurial idea based on product, customer, and competitive advantage criteria.
 - Demonstrate business-planning skills for venture start-up, promotions, financing, management, and ethical decision-making.
- Our Title I Youth providers facilitate summer camps in order to expose youth to the skills required to successfully create and operate a small business.
- We will also utilize the expertise of the Small Business Administration (SBA) and the University of Pittsburgh Small Business Development Center to provide opportunities for our local area youth to learn more about becoming an entrepreneur.
11. *Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local areas, such as career awareness, career counseling, and career exploration services*: Our Title I Providers conduct outreach to local schools to provide career awareness and career exploration services to students using the JobGateway™ website as a resource.
12. *Activities that help youth prepare for and transition to postsecondary education and training*: Our Title I Youth Providers prepare participants for Four-Year Colleges, Community Colleges, Trade Schools and other opportunities through tutoring, study skills training and instruction leading to completion of secondary school, including drop-out prevention strategies.
13. *Adult mentoring*: Based on assessment, adult mentoring would be available to youth through online tutorials, literacy organizations and job coaching opportunities.
14. *Support Services*: Support Services are an ongoing service utilized to assist and enable program participation or to secure or retain employment. Our providers will continue to provide supportive services when deemed necessary and not available through partnering agencies.

4.9 How will the local board coordinate workforce investment activities and ensure they are carried

out in the local area with statewide rapid response?

Early intervention is of utmost importance when assisting companies and workers that are affected by layoffs, closures or other unforeseen event. The Southwest Corner Workforce Development Board and the PA CareerLink® centers in our area play a key role in ensuring that needs are identified and service provision is at the forefront. When notice of a layoff occurs, the SCWDB and Rapid Response Coordination Services (RRCS) collaborate to provide a comprehensive strategy and plan for response.

SCWDB is developing a Regional Business Service Team to oversee outreach operations with local employers. Members of this regional team will include members from all four SCWDB PACL centers, local Rapid Response coordinator, SCWDB members, and local economic development agencies working under co-leads of Workforce and DCED. Role of this team will be to work closely with high-priority industry employers to discover immediate, short and long-term needs. From here, response plans will be developed to assist these companies in achieving their goals. This will be a sure way to discover any issues that may lead to dislocations before they happen. This regional team will have their efforts and outreach shape the activities in the local PACL centers in order to reduce duplication and maximize outreach efforts.

When the Rapid Response meetings occur, our local Rapid Response Team, (which includes: SCWDB staff, State Rapid Response staff, PA CareerLink® staff – including BWPO staff, Title I staff and Business Services Team reps, Unemployment Compensation and Health Care entities) disseminate information regarding unemployment insurance, pension benefits, health care benefits, education and training services/programs, job search activities, crisis counseling, emergency assistance, and community and economic development activities. The goal is to get workers affected by layoffs engaged in our workforce development system as soon as possible to provide for rapid re-employment and/or re-training.

Recently, the SCWDB applied for, and was awarded, a \$450,000 Rapid Response Grant to assist with the mass layoffs in the mining industry in our area. A portion of these funds are used to support staff that is dedicated to working with mining related, dislocated workers. The majority of the funds are to support the training/re-training needs and employment initiatives of the dislocated population.

In addition, our area collaborated with Westmoreland/Fayette WDB and Southern Alleghenies WDB on the recently awarded POWER grant through ETA. With our assistance in the development of the grant proposal, Pennsylvania was awarded a \$2 million grant to serve individuals that have lost their jobs due to the decline in the mining industry.

4.10 How will the local board coordinate relevant secondary and postsecondary education programs and activities with workforce investment activities to support strategies, enhance services, and avoid duplication of service(s).

The SCWDB Board utilizes a common support platform to guide the services and activities of the workforce development system. The Board works collaboratively with the appropriate post-secondary institutions to guide and advise on postsecondary education offerings. The Board also provides labor market information and related information to secondary education institutions and the additional post-secondary institutions throughout the county. Our WDB Director, Title I Providers and PA CareerLink® Site Administrators

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are members of our area's Career & Technology Centers' advisory boards, as well as, our Youth Providers being members of county(s) transition councils and closely involved in Individual Education Plan (IEP) meetings. SCWDB serve on workforce advisory committees for local K-12 educational institutions. Also, local CTC Director was recently nominated and added to the SCWDB.

Our local Title II ABLE providers attend quarterly SCWDB meetings. Twice per year, these groups present programs and plans to our local members. These three providers are members within our centers, and their activities are coordinated with PACL Site Administrators to avoid duplication within the centers. SCWDB values the efforts of Title II providers not just in providing high-school equivalency instruction to individuals seeking that credential, but also for remedial efforts for individuals interested in attending traditional schooling efforts.

One of the anticipated changes and evolution from the Workforce *Investment* Board to the Workforce *Development* Board is to assist in developing new programs or enhancing existing programs to include greater use of certifications and credentials that are critical to Southwest Corner and the Southwest PA Region employers as well as increasing the suite of Work Based Learning Opportunities available to both the education and employer sectors. The Board expects the work based learning to be a coordinated and measurable bridge from education to employment. The measurement and evaluation will allow the most effective programs to be maintained and duplicative and/or underperforming programs to be eliminated.

4.11 Describe the plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the one-stop service delivery system.

The Southwest Corner's approach to workforce development efforts have always been centered on quality customer service to job seekers and employers, the leveraging of various resources and funding streams to eliminate duplication of services, collaboration with other partner agencies, and support for a service delivery structure which maximizes access to all customers. We have collaborated with other workforce areas in our region and worked to support regional approaches to the workforce needs of Southwestern Pennsylvania.

The SCWDB, through the PA CareerLink[®] Operator Consortium, ensures that a comprehensive cross-training and development plan is established for the PA CareerLink[®] sites and staff. The purpose of cross-training is to facilitate full access to services and the appropriate exchange of information.

Our PA CareerLink[®] centers utilize a customer flow model based on customer need. The customer flow procedure incorporates a method to identify customer needs upon entry, and provides immediate engagement and connectivity to services during the customer's first visit. Our customer flow model includes a cohort of individuals that are served jointly by WIOA, Wagner-Peyser and other partner staff, specifically at basic service level.

Co-enrollment of participants across programs and funding streams, when appropriate, encourages the coordination and leveraging of resources among partners and facilities. Co-enrollment is a strategic necessity in the context of limited resources. PA CareerLink[®] partner

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staff work with co-enrolled participants across programs and funding streams when appropriate and coordinate as needed to assure that the participant receives the services that are needed.

Our provision of services to job seekers allows for customer choice, through ITA and OJT services, and maximizes the use of DOL resources to support training that meets the needs of both job seekers occupational goals, and the job skills needed by employers in the labor markets we serve.

The WIOA staff and State Merit staff work closely together to provide the basic career services needed by most customers and make the most efficient use of the staffing resources available in our WDA. At the same time, this allows us to maintain a high level of funding devoted to training services in our counties. The effectiveness of this approach is also reflected in the long and consistent record of meeting common performance measures.

Our service delivery structure allows for flexibility in service strategies, access to a wide range of services, and the ability to share and effectively utilize the resources available in the Southwest Corner WDA.

4.12 How will the local board coordinate WIOA title I workforce investment activities with adult education literacy activities under WIOA title II?

Our Southwest Corner Workforce Development Board meets with our local area's Adult Basic Literacy Education (ABLE) partners at the quarterly WDB meeting at the request of the providers. The ABLE providers are regular attenders to the quarterly meetings and one representative currently serves on the SCWDB. The providers prepare information for the board regarding their delivery of services, collaboration between each other, the PA CareerLink[®], the Title I Providers, and the WDB. The Board will provide any suggestions as necessary, and vote to recommend the plan as presented to the PA Department of Education (PDE) for approval. The discussion and vote are recorded in the WDB minutes.

A Title II representative is also a member of our workforce development board. Each of our PA CareerLink[®] centers has integrated and co-located Title II staff along with on-site service provision. The role of the Title II providers within each PACL center is vital to the success of participants. Title II providers offer basic adult education which leads to high school equivalency for many visitors, thus preparing them for a wider array of employment opportunities. Also, the Title II providers work closely with Title I providers for remediation and other education services of participants in training activities. These partnerships prepare customers for the rigors of training. These connected basic education services and supportive services enable participants to receive employment within a specific occupational sector and advance over time to higher levels of education and employment.

4.13 What services, activities, and program resources will be provided to participants, including those outlined at WIOA Sec. 3(24), Individuals with a Barrier to Employment, in the local area?

Our PA CareerLink[®] centers gather information on the populations they serve. We utilize this data to ensure that we provide priority of service as outlined in the Governor's State Plan, with priority given to veterans, recipients of public assistance, other low-income

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individuals, ex-offenders and individuals who are basic skills deficient. Those found to be 1) Recipients of public assistance, 2) Other low-income individuals, and 3) Individuals who are basic skills deficient will obtain priority of service status. In addition, Veterans will also obtain priority of service status. Priority of service allows eligible individuals to take precedence over non-covered persons in obtaining services.

As per federal guidance in Training and Employment Guidance Letter (TEGL) 03-15, Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. Veterans and eligible spouses who are also recipients of public assistance, low income or basic skills deficient will receive first priority. Non-veterans who are recipients of public assistance, low-income or basic skills deficient will receive second priority. Veterans and eligible spouses not included in priority groups will receive third priority and all other individuals will receive last priority.

The SCWDA will continue to collaborate with all of our many partnering organizations to help individuals with barriers to employment access the essential resources (in addition to utilizing WIOA funds allocated to the region to serve those with barriers to employment) necessary to overcome the barriers to assure that training and placement needs are met with quality employment outcomes.

We will continue to collaborate with the Department of Human Services (DHS) to connect our workforce development services to meet the needs of the individuals we serve. Our EARN providers and TANF Youth Providers and DHS utilize data sharing practices to identify and serve individuals who are dually enrolled.

The Office of Vocational Rehabilitation (OVR) provides services to individuals with disabilities to help them secure and maintain employment and independence. These services are designed to ensure individuals with disabilities become qualified trained members of the workforce, increasing regional workforce diversity and the overall number of skilled workers available to business in the region. Eligible OVR customers receive multiple, individualized services that may include but not be limited to; diagnostic, vocational counseling and guidance, vocational evaluation, restoration, training, and job placement. Under WIOA, OVR has the ability to provide both eligible and potentially eligible in-school youth with disabilities with pre-employment transition services (PETS) to better prepare these students for life after high school. PETS services may include but not be limited to; paid work experiences, job shadowing, workplace readiness training, and career guidance. OVR also provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

PA CareerLink[®] centers are overseen by the competitively-procured One-Stop Operator Consortium. Our PA CareerLink[®] partners assist in the collaboration and provision of services to the special populations that each partner serves. The region's PA CareerLink[®] center staff will collect information to identify clients with barriers to employment. The SCWDA's PA CareerLink[®] partnering agencies and organizations (*only listed are RSA and Community Partnerships*) are:

WIOA Title I - Adult/Dislocated Worker/Youth Programs

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Job Training for Beaver County, Inc.
Southwest Training Services, Inc.

WIOA Title II - Adult Basic Literacy Education Programs

Adult Literacy Action – Penn State Beaver
Community Action Southwest
Intermediate Unit I

WIOA Title III - Wagner Peyser

Bureau of Workforce Partnership Operations
Trade Act

US DOL Veterans

WIOA Title IV Program –OVR and contracted programs serving persons with disabilities:

Office of Vocational Rehabilitation
Goodwill Industries of Southwestern PA
Greene ARC
Transitional Employment Consultants (TEC)

WIOA Title V Programs

Beaver County Area Agency on Aging
Southwestern PA Area Agency on Aging
Westmoreland County Community College – Greene County Education Center

Department of Human Services - County Assistance Offices

EARN Program Providers

Job Training for Beaver County, Inc.
Washington Greene County Job Training Agency, Inc.

TANF Youth Program Providers

Job Training for Beaver County, Inc.
Southwest Training Services, Inc.

Unemployment Compensation

Worker's Compensation Office of Adjudication

Community Development Block Grant and Housing/Homeless Programs

Community Action Southwest
Housing Authority of Beaver County

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Career and Technology Centers

Beaver County Career & Technology Center
Mon Valley Career & Technology Center
Western Area Career & Technology Center

Community Colleges

Community College of Beaver County
Community College of Allegheny County – Washington Center

Colleges and Universities

California University of PA
Penn State Beaver
Pittsburgh Technical College
Rosedale Technical College

Business & Technical Schools

All State Career School
Computer Training 4 Less
DCI Career Institute
Dean Institute of Technology
Douglas Education Center
Penn Commercial Business & Technical School
PIA Jump Start
Triangle Tech

Employers/Staffing Agencies

MANCAN
Liken Staffing
Southpointe Energy Resource Group

AND, many other agencies, county and community-based organizations and training providers throughout the region.

The following information details the largest population(s) of individuals in the region with barriers to employment.

Disabilities

Over 52,000¹ individuals in the region are living with disabilities according to the U.S Census Bureau. Title IV – Office of Vocational Rehabilitation programs provide services to persons with disabilities. We also have the following partners within our PA CareerLink[®] system that provide additional services to persons with Disabilities: Transitional Employment Consultants (TEC), Goodwill Industries of Southwestern PA; Greene Arc and services through our Title I Providers.

Individuals Living Below the Poverty Level

Of the Southwest Corner region's 332,257² population who are 16+ years of age, 34,401² (or 11%) individuals live below the poverty level. Of those living below the poverty level,

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8,930² (or 26%) are employed, 3,943² (or 12%) are unemployed, and 21,528² (or 63%) are not in the labor force. It is a challenge and a priority for the PC WDA to help these individuals who seek employment find jobs that pay family sustaining wages.

Citizenship and Language Proficiency

The U.S. Census Bureau reports that there are 2,908³ individuals living in the region who are not U.S. Citizens. Similarly, the U.S. Census Bureau reports that there are 6,555³ individuals in the region who speak English less than “Very Well”. The SCWDA notes that lack of English proficiency does not necessarily prevent immigrant workers from obtaining employment, but those who are proficient boast higher income at all levels of educational attainment.

¹ Source: US Census Bureau, American Community Survey, Table S1811, 2010-2014 5-Year Estimates

² Source: US Census Bureau, American Community Survey, Table B17005, 2010-2014 5-Year Estimates

³ Source: US Census Bureau, American Community Survey, Table B16001, 2010-2014 5-Year Estimates

4.14 What services, activities, and program resources will be provided to businesses and employers, in the local area?

The SCWDB has embraced and expanded our efforts to address business and employer needs through the Next Generation Sector opportunities. In cooperation with the other Southwest Pennsylvania Workforce Development Areas and in cooperation with the Commonwealth, the SCWDB is expanding an already successful Building and Construction sector. In anticipation of the 6,000 construction jobs predicted with the Shell ethane cracker and petrochemical complex in Beaver County, the SCWDB will expand its Building and Construction Trades sector and address employer and trade union demands for longer term training including apprenticeship and incumbent worker training.

A Next-Gen Sector Partnership has also been launched focused on the Freight and Logistics industries. The partnership is made of a network of freight and logistics companies in southwestern Pennsylvania (Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Washington and Westmoreland County) launched in July 2017. This partnership is logical for this region with its geographical advantages from the major roadways, water, rail and air opportunities. The partnership looks to develop its workforce through attracting high school youth into the industry by developing career highlight/snapshot materials for use at high school job fairs and to provide to school counselors. Partners will also look to provide opportunities for hand on experience and work based learning such as job shadowing and internships, spread the word in schools about career pathways/ladders within the industry, partner with technical schools and community colleges to address particular occupational shortages including great need for truck drivers, package handlers, welders, and diesel mechanics. Partnership also focused on regulatory issues, particularly proposed closing of locks and dams that would not only hinder water-based delivery, would also increase the need for over 40 trucks per barge that is temporarily not operating.

A third Next-Gen Sector Partnership for Advanced Manufacturing has also been launched. Through the launch process, the employers discussed numerous challenges, strengths, and benefits to collaborative efforts under the scope of the Next-Gen Partnership format. An ongoing

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connection to the local and regional Advanced Manufacturing employers in Southwestern Pennsylvania assisted in identifying partnership participants. The expansion of this Next-Gen Partnership will occur in two phases – first with employers from Beaver County, and next with employers from Washington and Greene. This two-phase approach makes sense due to the large service area and the geographic location of employer customers and workforce being on opposite ends of the workforce area. Using the core membership identified to be champions of the Next-Gen Sector Partnership model, SCWDB will continue to facilitate discussions to identify shared needs. Building upon the group’s early successful discussions at launch, SCWDB sees this group becoming a true collaborative voice and clearinghouse of the sector’s needs

SCWDB is working with regional WDB partners to explore a sector partnership focused on the Health Care industry. Early experiences with all partnerships have been positive and are focused on strengthening the industries locally and working with educators to prepare youth for these careers. SCWDB enjoys a close working relationship with local and regional economic development organizations. Working together to serve employers only adds to the quality of services industry can expect from the southwest corner. For employers outside of the identified sector partnerships, SCWDB is preparing to launch BRN Network activities that will assist employers with meeting their needs across all service areas. SCWDB network will include economic development agencies, WIOA providers, and other community entities. SCWB will use these activities to direct the Business Service Teams by creating a regional team that will work with the BSTs in each PA CareerLink® center. Additional potential Next Generation Sector Partnerships will also be explored as demand and priorities are identified.

Using the BRN Network model, SCWDB will collaborate regionally with Partners4Work, Westmoreland/Fayette WDB, and Tri-County WDB on this effort. This collaborative will work with local Economic Development organizations and with the PA Commonwealth Department of Community and Economic Development (DCED) to see if this model works with the DCED *Engage!* Effort focused on statewide business retention and expansion. The BRN Network model assists businesses to grow, expand, and prosper in the community.

The Southwest Corner WDB has fostered engagement with employers through various initiatives since inception of the PA CareerLink® one-stop service delivery system; first, by supporting a business service delivery structure in our three counties. The Title I WIOA providers and other partner agencies conduct employer outreach and engagement efforts in their counties. PA CareerLink® centers conduct industry/employer specific recruitment events and job fairs, workshops (*as previously mentioned*) and provide other general information of importance to the employers throughout the region. The PA CareerLink® staff are also engaged with the local and regional employer communities through their membership in the Chambers of Commerce and economic development organizations to form a community of practice to better serve our region.

The Office of Vocational Rehabilitation (OVR) provides services to individuals with disabilities to help them secure and maintain employment and independence. These services are designed to ensure individuals with disabilities become qualified trained members of the workforce, increasing regional workforce diversity and the overall number of skilled workers available to

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business in the region. Eligible OVR customers receive multiple, individualized services that may include but not be limited to; diagnostic, vocational counseling and guidance, vocational evaluation, restoration, training, and job placement. Under WIOA, OVR has the ability to provide both eligible and potentially eligible in-school youth with disabilities with pre-employment transition services (PETS) to better prepare these students for life after high school. PETS services may include but not be limited to; paid work experiences, job shadowing, workplace readiness training, and career guidance. OVR also provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified employees with disabilities.

Each of the PA CareerLink® Center in the Southwest Corner has its own Business Service Team (BST) that:

- Reaches out to local employers, especially those in key industry clusters, to let them know about services available to them through the PA CareerLink® system and to collect information about employer needs (current and future) related to worker skills, training, hiring, physical space, and other aspects of workforce development;
- Develops and implements strategies to increase the number of employers registered on the PA CareerLink® system and the number of job orders posted;
- Works with the PA CareerLink® partners to ensure that common measures are met; and
- Develops linkages with local economic development initiatives.

The business service teams are responsible for:

- Conducting orientations for new employers; helping employers register on the JobGateway™ system, writing job descriptions, posting job orders, and identifying and screening applicants;
- Connecting employers to internal and/or external services or agencies that can support employer goals and meet employer needs; providing employers with information about grants available to train new workers (on-the-job training) or upgrade the skills of existing workers (customized job training, incumbent worker grants);
- Compiling and disseminating local labor market information, including prevailing wages; *and*
- Providing employers, through a partnership with the PA Office of Vocational Rehabilitation, with information about employee assistance programs (EAP).
- Other employer engagement opportunities include:
 - *Industry Partnership Engagement*
 - *Sector Partnerships*
 - *Collaborations with Small Business Administration – Small Business Development Centers*
 - *Memberships with Chambers of Commerce/Community Economic Development organizations*
 - *Incumbent Worker Training initiatives*

We continue to provide and/or make referrals for the following services to maintain

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and/or create a pipeline of skilled workers through

- *Customized job training (CJT);*
- *On-the-job training (OJT);*
- *Apprentice Training Programs; and*
- *Work-Based Learning*

Business Service Teams (BSTs) provide area employers with integrated services to address their employment and training needs. They also provide employers with information on services available through our PA CareerLink[®] centers. Services provided include recruitment of skilled workers, applicant screening, JobGateway[™] assistance, training for incumbent workforce and other services identified by employers. The BSTs provide information to employers regarding On-the-Job Training program services, Industry Partnership training resources, WED-Net training information, Apprenticeship and other work-based learning best practices, and training resources available.

The Business Service Teams have prioritized outreach efforts towards our targeted Industry Clusters to support the growth and development of key sectors of the economy. BST outreach efforts have assisted the SCWDB in identifying skill gaps, training needs and other pertinent issues confronting business and industry in the region.

The services that the BSTs offer employers go beyond those services provided by the PA CareerLink[®] centers. There is a close working relationship with other employer service organizations such as the Chamber(s) of Commerce, Economic Development Agencies, the Small Business Development Centers in our region, and other statewide, county, and local agencies that provide services to both existing and startup businesses. Through electronic communications such as e-mail and our local websites, the BSTs provide, support, and disseminate a large volume of information regarding services available to the business community. Information regarding possible WARN or large scale layoffs are communicated between our local workforce area and the Regional Rapid Response Unit. Contact with these employers takes place as quickly as possible in an attempt to determine if any services or resources available can assist the impacted employer in averting the layoffs. All BST members are familiar with OJT services and other training services that may be available to assist businesses, either with recruiting and expansion plans, or possibly with training or upgrading services for their existing workforce. The BSTs facilitate Job Fairs to assist their customers in their ongoing recruitment needs, as well as provide individualized business recruiting assistance through the PA CareerLink[®] centers or in other locations.

OVR Business Services Team staff provides multiple services to the business community designed to assist businesses with onboarding pre-screened qualified WIOA Title IV eligible individuals with disabilities. OVR business services include reasonable accommodation consultation, OJT, referral on tax credits or deductions. OVR also offers no-cost consultation on the Americans with Disability Act (ADA), accessibility standards and helping a business to retain current employees following an accident, injury or disability. OVR's statewide business services staff can identify resources to assist any organization on how to improve access compliance and steps to diversify their workforce to include citizens with a disability.

The Southwest Corner WDB recognizes that the growth of the regional economy relies on

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strategic collaboration between the Workforce Development Areas, Community and Economic and Industrial Development agencies. Below is a list of the Economic and Industrial Development Boards and organizations that the Southwest Corner WDB has either representation on, or a close working relationship:

- Allegheny County Economic Development
- Armstrong County Department of Economic Development
- Beaver County Chamber of Commerce
- Beaver County Corporation for Economic Development*
- Catalyst Connection
- Clarion University Small Business Development Center
- Community Development Corporation of Butler County
- Duquesne University
- Economic Growth Connection of Westmoreland County
- Greene County Chamber of Commerce
- Greene County Planning and Development*
- Greene County Industrial Developments, Inc.
- Indiana County Chamber of Commerce
- Indiana County Office of Planning and Development
- Innovation Works
- Partner4Work
- Pennsylvania State University
- Pittsburgh Regional Alliance
- Private Industry Council of Westmoreland/Fayette
- Regional Industrial Development Corporation
- Riverside Center for Innovation
- Saint Vincent College
- SEWN
- Southwestern Pennsylvania Commission*
- Tri-County Workforce Development Board
- University of Pittsburgh
- University of Pittsburgh Small Business Development Center
- Urban Redevelopment Authority
- Washington County Authority
- Washington County Chamber of Commerce
- Washington County Council on Economic Development
- Washington County Redevelopment Authority
- Westmoreland County Industrial Development Corporation

**indicates member representation on the Southwest Corner Workforce Development Board*

Our workforce development programs are designed to support continued economic development in the region. The lead organization for the Commonwealth's PREP Program is the Local Development District: Southwestern Pennsylvania Commission (SPC). PREP partners provide a powerful network of regional experts who can help business owners address nearly every type of challenge facing their companies. In addition to the services provided directly by specific PREP partners, the network can also help businesses access critical state and federal resources, such as loans, grants, technical assistance, or other support. The SPC services also include Business Financing, Government Contracting Assistance,

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International Trade Assistance, Non-Profit Assistance, Transportation Planning, Research and Information, and Local Government Services. Each year, the Southwest Region PREP partners provide services to local customers, primarily local businesses but also individual residents who are looking to learn about business start-up and management.

4.15 How will the local board coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area?

Our Southwest Corner Workforce Development Board, through our PA CareerLink[®] centers, leverages supportive services provided by all community partners to eliminate job seekers' barriers to employment. Through coordinated and strategic partnerships with PA CareerLink[®] and a network of providers, the SCWDB ensures that appropriate and necessary services are available to assist adults, dislocated workers, and youth in the Southwest Corner. SCWDB has supported the efforts of the Regional Transportation Alliance of Southwestern Pennsylvania, which is also supported by CLEOs from all of our represented counties *Imagine Transportation 2.0: A Vision for a Better Transportation Future* initiative. Released in March 2017, *Imagine Transportation 2.0* is the culmination of a 2-year effort to answer the questions: What do we want from our transportation system in the next 10-20 years, and what do we need to do differently to get there? It is the hope of the SCWDB to be involved in these continued discussions to improve transportation options within our area and throughout our region.

Our Workforce Area benefits from a high level of service integration between WIOA, Wagner-Peyser, Trade Adjustment Act, and other workforce training programs. Our area's workforce system partners, including Vocational Rehabilitation, Adult Basic Literacy Education, Department of Human Services, Community Action, US DOL Veterans, and providers of training actively communicate and coordinate resources, including funding for supportive services and transportation for co-enrolled customers. It can become challenging without this level of coordination and we are strengthening these relationships through continued communication and planning.

Local Resource Directories for each of our PA CareerLink[®] sites are part of our orientation to services and are provided to all individuals during their initial assessment. PA CareerLink[®] staff will assist with determining service need and provide referrals to other state and local agencies offering supportive services such as transportation, child care, dependent care, housing, and needs-related payments.

In order to eliminate any duplication of service, identification of available services and/or identification of services that have been exhausted are determined prior to expending program funds for supportive services. Each participant is given individualized case management services and plan development in order to eliminate possible duplication. Supportive services are based on individual participant needs, plan development, and in compliance with local policy and WIOA and any subsequent Federal and/or Commonwealth of Pennsylvania clarifications.

Participation in many regional transportation planning efforts, support our attempt to address our area's transportation barriers to meet the needs of job seekers.

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The primary means of facilitating transportation to customers in need is through the use of bus passes or travel reimbursement – both of which are provided on a temporary basis, normally through the first month of employment and in line with the WDA policy.

A needs related payment is paid to WIOA Adult and Youth individuals attending training at least 12 hours a week provided that they are not working and not receiving unemployment compensation. \$10 a day will be paid for each date of attendance documented on the two-week timesheet that is signed at the school and sent in.

A needs related payment for WIOA Dislocated Workers will be paid to those attending training at least 12 hours a week provided that they are not working and not receiving unemployment compensation AND they started training by the end of the 13th week following their layoff. \$10 a day will be paid for each date of attendance documented on the two-week timesheet that is signed at the school and sent in. Depending on the grant source and requirements, SCWDB may adjust the supportive services policy accordingly.

In addition to a needs based/needs related stipend, we also offer a transportation stipend in the amount of \$5 or \$10 per day (\$10 if > 20 miles' round trip) to participants enrolled in a WIOA classroom training program.

5 COMPLIANCE

5.1 Describe the cooperative agreements that define how all local area service providers will carry out the requirements for integration of and access to the entire set of services available in the local area one-stop delivery system.

Working under the leadership and role of the One Stop Operator, the local area service providers through the primary responsible partners in the PA CareerLink[®] offices will collaborate and share information, outcomes and shared resources. This will be expected by all partners throughout the public workforce system. The PA CareerLink[®] will utilize the expertise of the partner agencies to assist and advise the other partners in the public workforce system regarding the appropriate integration of and access to the entire set of services available in the local area one-stop delivery system. The Memorandum of Understanding will serve as a master agreement and represent the floor of anticipated and expected cooperative and collaborative efforts among all partners.

For example, recognizing the value of and subject matter expert (SME) talent of the Office of Vocational Rehabilitation offices and their staff and in accordance with Section 107 of the WIOA legislation, the Board will utilize OVR expertise regarding assessment, career pathways development, education training and placement for individuals with disabilities. OVR has a very effective professional development program that will assist in assuring proper cross training of staff, technical assistance and sharing information. The Board will encourage the sharing of CWDS information that can assist in serving mutual clients. This will provide for significant collaboration and information sharing. With OVR as a full partner in the PA CareerLink[®] and holding a seat on the Board, we are optimistic that this relationship will grow to better serve individuals with disabilities. Similar professional development and information sharing will be completed by all the partners and other community organizations engaged with

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activities, services and assistance in the public workforce system.

OVR have cooperative agreements in place through the PA CareerLink[®] Business Plan, Partner Agreement, and Resource Sharing Agreement. These agreements outline the relationship between OVR and the local board. The purpose of the PA CareerLink[®] is to create a seamless system of service delivery that will enhance access to services while improving long term employment outcomes for both job seeker and employer customers receiving assistance. As the Office of Vocational Rehabilitation is a partner and a SCWDB Operator, their assistance is sought at all levels to ensure that there is adequate outreach to persons with disabilities, and that services are accessible to all customers. SCWDB, the appropriate SCWDB Committee, and Operator Consortium will ensure that cross-training is established for each PA CareerLink[®] and its staff. The purpose of the cross-training is to facilitate full access to services and the appropriate exchange of information.

PA CareerLink[®] and WIOA services will be available to all job seekers, including those with disabilities. Services include, but are not limited to:

- Career Resource Center with career exploration activities, job search (self-directed/computer-based) via Job Gateway[™] and job referral with staff help in decision making process;
- Candidate matching/placement assistance;
- Labor market information and job vacancy listings;
- Job seeker workshops;
- Follow-up contact after job placement;
- Case management, job club activities, short-term pre-vocational services, and other intensive services;
- Short-term pre-vocational services such as adult basic education, English as a second language, basic computer literacy, interviewing skills, soft skills, and training services.

OVR also works directly with the Business Services Team, enhancing business outreach; recruitment and referral for job vacancies primarily for targeted business and industry; job candidate qualification review; provision of economic, business and workforce trend data and information; organized service delivery around business and industry needs; referral to human resource and other business services; and job development. The integrated partner resources of the PA CareerLink[®] system also affords employers with a single contact site for finding qualified candidates, accessing training services and becoming involved in local initiatives. The career resource center will also offer employers Internet access for screening resumes and candidates and for reviewing on-line regional and statewide labor market information on the Commonwealth's CWDS system. There will also be information regarding issues like unemployment insurance, Equal Employment Opportunity, complying with the ADA and available training services.

The Office of Vocational Rehabilitation will identify and service the disabled community and provide business development services, which includes the Employee Assistance Program (EAP).

5.2 What is the process the local board uses to ensure the collection of the debts of lower-tier sub-recipients, as a result of audits?

If an audit indicates a debt owed or disallowed cost, staff will follow-up with an on-site monitoring of the issue. Should the monitoring confirm the finding in the audit, a letter would be issued indicating the finding, the amount due to be returned, and a due date. Should this occur, a provider would be noted as “High Risk” in the Risk Assessment stage of monitoring for the next year and monitored accordingly. Any funded disallowed cost will be recaptured through credit of outstanding funds due sub-recipient. If sub-recipient is unable to repay, or unwilling to agree to contractually agreed upon recollection methods, SCWDB will seek advice of solicitor and work with the PA Department of L&I to achieve an effective and full correction of disallowed, illegal, or misspent funds.

5.3 What action(s) is the local board taking (or will take) towards becoming or remaining a high-performing board?

The Southwest Corner Workforce Development Board will implement the actions necessary to become or remain a high-performing board once related guidance has been issued by the Pennsylvania Department of Labor & Industry.

Related to being a high performing board, the SCWDB Board understands its development and leadership role in aligning, guiding and directing the county’s public workforce system through strategic funding allocation, sharing of labor market information and other LMI intelligence, and maintaining a strong performance accountability system. Through this multi-faceted approach, the Board will work closely with all contracted service providers to ensure optimal services to job seekers and employers. Working as a team leader with all contracted partners, the Board will utilize the performance accountability measures, employer satisfaction and effective sector engagement as a basis of continuous improvement for all partners involved in the system. The SCWDB also maintains an effective and efficient procurement system that will be utilized to continually identify those contracted providers that are most competitive in providing high quality services to job seekers and employers.

The launch of three Next-Generation Regional Partnerships, pledge to launch a regional Next-Gen partnership in the coming weeks, focus on expanding services for the reentry population, preparing to launch the BRN network, establishing of a regional elite BST, and professional development to improve services within the PA CL centers throughout our area are all steps taken to strengthen SCWDB services. These efforts will only improve opportunities for employers and job seekers in the area, and will continue to be expanded solidifying SCWDB as a high-performing board.

5.4 What is the process the local board uses to provide an opportunity to have input into the development of the local plan, particularly for representatives of business, education, labor organizations, program partners, public agencies, and community stakeholders?

During the planning, development, and delivery of the SCWDB Local Plan drafts, SCWDB gathered input from stakeholders in each area and major program players including, but not

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limited to SCWDB Board Members, WIOA service providers including Title I providers and PACL Operators, PACL partners, local probation departments, education, labor, and local community officials. Several meetings were held and input encouraged. The original Transitional Local Plan was drafted in such a manner to include as many of the ideas, objectives and goals developed by the board and its partners as possible. These discussions assist in understanding the needs of not only the needs and concerns of our community partners, but also the best way SCWDB can be most effective in the near future. The Local Plan drafts are also distributed to SCWDB members and discussed during a quarterly meeting of the membership. All thoughts and comments are incorporated into the plan to assure a comprehensive cooperative effort in the planning process.

The Southwest Corner Workforce Development Board will release a draft of its local plan on July 24, 2017, making it available for a 30-day period for public comments. The release of the proposed local plan will be made available to members of the public through various means. All feedback from business, labor, education, economic development, social services and community-based organizations will be reviewed, and then as deemed appropriate, incorporated in the final plan document.

5.5 What is the process the local board uses to provide a 30-day public comment period prior to submission of the plan?

The SCWDB WDB's process to obtain input on this Plan includes:

- **Public Notice:** A notice is published in regional newspapers, as well as on our website www.southwestcornerwdb.com announcing the release date of the draft Plan with the opportunity to provide comments. Hard copies of the plan were also made available at our Southwest Corner Workforce Development Board office for 30 days.
- **30-Day Comment Period:** The date on which the Plan is released and made available to the public marks the start of a 30-day public comment period during which comments on the published draft are accepted.
- **All comments should be sent to:**
Ami Gatts, Director
Southwest Corner Workforce Development Board
351 West Beau Street, Suite 300
Washington, PA 15301
agatts@washingtongreene.org

B. Describe how the local board collected and considered public comments for inclusion in the proposed local plan. [WIOA Sec. 108(d)(2)]; and

Input from system stakeholders and collaborators (*including individuals representing business, labor, education, economic development, community-based organizations and others*) were obtained during the plan development process as described above.

If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments. [WIOA Sec. 108(d)(3)]

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ATTESTATIONS

By checking the box adjacent to each line item, the local board attests to ensuring the compliance components/documents listed are (or will be) in place and effective prior to December 31, 2017.

Each of the following components/documents should be current and available to the Department at any time during the planning process and/or monitoring or auditing processes. At this time, the Department is not requiring copies of such documents be attached to regional or local area plans.

Agreement between all counties and other local governments, if applicable, establishing the consortium of local/chief elected officials.

Agreement between the chief elected official(s) and the fiscal agent, if a fiscal agent is designated.

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- Agreement between the local area elected official(s) and the local workforce development board.*
- Local workforce development board policy and process that provides for nomination, appointment and removal of board members; resolutions; bylaws; code of conduct; and conflict of interest.*
- Financial management policy and process including cost allocation plan; internal controls; cash management; receipts of goods; cost reimbursement; inventory and equipment; program income; travel reimbursement; audit requirements and resolution; annual report; property management; debt collection; and allowable costs.*
- Local area procurement policy – Must describe formal procurement procedures.*
- Program management policies and processes addressing, at a minimum, layoff assistance; equal opportunity for customers; complaints and grievances; supportive services; needs related payments; incentives; file management; eligibility determination and verification; self-sufficiency criteria; self-attestation/certification random sampling; priority of service; stipends; training verification/refunds; individual training accounts; contracts for training services; statewide training providers list and eligibility verification; local area training provider list and eligibility criteria and process; “additional assistance” definition; transitional jobs thresholds; documentation for training expenditure targets; incumbent worker training.*
- Risk management policy and process including records retention and public access; public records requests; monitoring, grievance; incident; and disaster recovery plan.*
- Human resources policy and process including employee classification; benefits; holidays and PTO; recruitment and selection; employee development; discipline; layoffs, terminations and severance; sexual harassment; and equal opportunity/non-discrimination.*
- Professional services contract(s) for administrative services such as staffing and payroll, if applicable.*

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Appendix 1

Performance Accountability Template

Local Workforce Development Area name: **Southwest Corner Workforce Development Area**

Effective Date: **January 1, 2018**

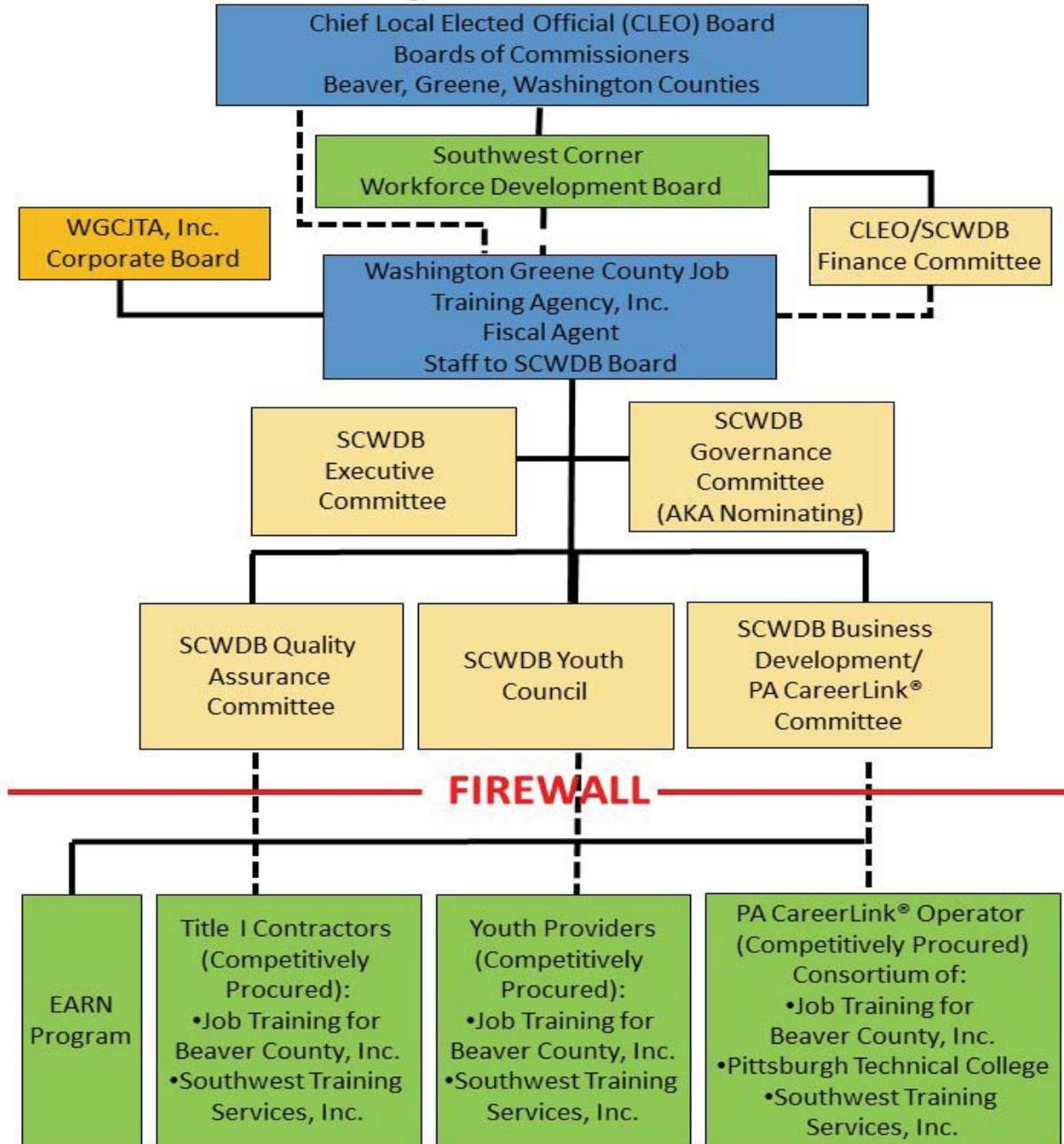
WIOA Title I Programs

WIOA Performance Measures	Local Area PY17 Negotiated Performance Goals	Local Area PY16 Attained Performance Measures
Adult	65.0%	%
Dislocated Worker	74.0%	%
Youth	65.0%	%
Adult	65.0%	%
Dislocated Worker	75.0%	%
Youth	57.0%	%
Adult	\$5,000	%
Dislocated Worker	\$7,000	%
Youth	Baseline	%
Adult	55.0%	%
Dislocated Worker	57.0%	%
Youth	70.0%	%
Adult	Baseline	%
Dislocated Worker	Baseline	%
Youth	Baseline	%
Adult	Baseline	%
Dislocated Worker	Baseline	%
Youth	Baseline	%

Local workforce development boards (LWDB) are required to include their WIOA core programs negotiated goals and attained performance as part of their four-year local plans, as well as any modifications to such plans.

Southwest Corner Workforce Development Area
Organizational Chart

**Southwest Corner Workforce Development Board
Organizational Structure**



October 2017

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Appendix 3

PA CareerLink® Workforce Service Delivery System Program Partner/Provider List

Local Workforce Development Area name: **Southwest Corner Workforce Development Area**

Effective Date: **January 1, 2018**

As listed in the MOU as of July 1, 2017

PA CareerLink® Beaver County

Program	Local Partner	Contact Person	Signatory	On-Site
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Job Training for Beaver County, Inc.	Rick Riley, Executive Director 724-728-2020 x101 RRiley@jtbc.org	Rick Riley, Executive Director 724-728-2020 x101 RRiley@jtbc.org	X
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Job Training for Beaver County, Inc.	Rick Riley, Executive Director 724-728-2020 x101 RRiley@jtbc.org	Rick Riley, Executive Director 724-728-2020 x101 RRiley@jtbc.org	X
Adult Education and Literacy Activities	Adult Literacy Action Penn State Beaver	Mary Leitao mml21@psu.edu 724-773-7810	Mary Leitao mml21@psu.edu 724-773-7810	X
Vocational Rehabilitation State Grant Programs	Comm. of PA Office of Vocational Rehabilitation	Gail Steck, District Administrator 724-656-3070 gsteck@pa.gov	Gail Steck, District Admin. 724-656-3070 gsteck@pa.gov	X
Senior Community Service Employment Program (SCSEP)	Urban League of Greater Pittsburgh	Rodney D. Brown Sr. 412-325-3927 rbrown@ulpgh.org	Rodney D. Brown Sr. 412-325-3927 rbrown@ulpgh.org	
Post-Secondary Career & Technical Education	Community College of Beaver County	Liz Marshall, Director, Student Support 724-480-3410 liz.marshall@ccbc.edu	Liz Marshall, Director, Student Support 724-480-3410 liz.marshall@ccbc.edu	X
Trade Adjustment Act (TAA)	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Jobs for Veterans State Grant Programs	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Employment and Training Activities carried out under the Community Service Block Grant	Beaver County Community Services Program	Lisa Signore 724- 847-3889 lsignore@beavercountypa.gov	Lisa Signore Community Services of Beaver County, 1013 8 th Avenue, Beaver Falls, PA 15010-4505 724-847-3889	
State Unemployment Compensation Program	PA State Unemployment Compensation	Karen Campbell 717-783-7107 karencam@pa.gov	Barbara A. Mourer Director, Office of UC Service Centers 717-787-4127	

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			bmourer@pa.gov	
Temporary Assistance for Needy Families		Paula Copeland, Area Manager for Operations 717-783-5818 pcopeland@pa.gov	Tamila Lay, HS Div Plcy CAO-Bsd Prgms Dvpt 717-787-8307 tlay@pa.gov	X
Programs authorized under the Wagner-Peyser Act	Bureau of Workforce Programs and Operations	Frank Staszko, Assistant Regional Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Workman's Compensation		Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Rapid Response	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X

The following required partners are not located in the SCWDB service region and therefore not represented in the local service system. Referrals to neighboring service providers are available upon request: Job Corps; Native Programs; Migrant and Seasonal Farmworker Program; Youth Build Program; Employment and Training Activities carried out by the Department of Housing and Urban Development; Reintegration of Offenders Programs.

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PA CareerLink® Greene County

Program	Local Partner	Contact Person	Signatory	On-Site
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Southwest Training Services, Inc.	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	X
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Southwest Training Services, Inc.	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	X
Adult Education and Literacy Activities	Community Action Southwest	Jessica Hajek-Bates 724-225-9550 x403 jhajek@myblueprints.org	Darlene Bigler, CEO 724- 225-9550 dbigler@myblueprints.org	X
	Intermediate Unit 1	Sue Conrady Intermediate Unit 1 Sue.Conrady@iu1.org	Charles Mahoney Intermediate Unit 1 Charles.Mahoney@iu1.org	X
Vocational Rehabilitation State Grant Programs	Commonwealth of PA Office of Vocational Rehabilitation	Darla Openbrier; District Administrator 724-223-4430 x251 dopenbrier@pa.gov	Darla Openbrier; District Administrator 724-223-4430 x251 dopenbrier@pa.gov	X
Senior Community Service Employment Program (SCSEP)	Southwestern PA Area Agency on Aging	Leslie Grenfell, AAA Director 724-489-8080 grenfell@swpa-aaa.org	Leslie Grenfell, AAA Director 724-489-8080 grenfell@swpa-aaa.org	X
Trade Adjustment Act (TAA)	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Jobs for Veterans State Grant Programs	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Employment and Training Activities carried out under the Community Service Block Grant	Community Action Southwest	Darlene Bigler, CEO 724- 225-9550 dbigler@myblueprints.org	Darlene Bigler Blueprints / Community Action Southwest 150 West Beau Street, Suite 304, Washington, PA 15301-4425 724-225-9550	X
State Unemployment Compensation Program		Karen Campbell 717-783-7107 karencam@pa.gov	Barbara A. Mourer Director, Office of UC Service Centers 717-787-4127 bmourer@pa.gov	
Temporary Assistance for Needy Families		Barbara Shaw, Area Manager for Operations #3 724-953-4435 bshaw@pa.gov	Tamila Lay, HS Div Plcy CAO-Bsd Prgms Dvpt 717-787-8307 tlay@pa.gov	X

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Programs authorized under the Wagner-Peyser Act	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Rapid Response	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Washington Greene County Job Training Agency, Inc.	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	X
**Additional Partner	Greene ARC	Cynthia Dias, Executive Director 724-627-5511 cdias@greenearc.org	Cynthia Dias, Executive Director 724-627-5511 cdias@greenearc.org	X
**Additional Partner	Sector Partnership	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	X
**Additional Partner	FLC – Migrant and Seasonal Farmworkers	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Penn Commercial	Marianne Albert, VP Operations 724-222-5330 malbert@penncommercial.edu	Robert Bazant, President 724-222-5330 rbazant@penncommercial.edu	X
**Additional Partner	Pittsburgh Institute of Aeronautics	Suzanne Markle, Executive Vice-President/COO 412-346-2102 smarkle@pia.edu	Suzanne Markle, Executive Vice-President/COO 412-346-2102 smarkle@pia.edu	X
**Additional Partner	Southpointe Energy Resource Group	Adam Zampatti, President 724-229-9743 azampatti@southpointeenergy.co	Adam Zampatti, President 724-229-9743 azampatti@southpointeenergy.co	X
**Additional Partner	GMS Mine Repair & Maintenance	Stacey McMullen Parker, Recruiting Manager 724-852-1017 smcmullen@gmsminerepair.com	Mary Beth Minor, Human Resource Recruiter 724-852-1017 x304 mminor@gmsminerepair.com	

The following required partners are not located in the SCWDB service region and therefore not represented in the local service system. Referrals to neighboring service providers are available upon request: Job Corps; Native Programs; Migrant and Seasonal Farmworker Program; Youth Build Program; Employment and Training Activities carried out by the Department of Housing and Urban Development; Reintegration of Offenders Programs;

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PA CareerLink® Washington County

Program	Local Partner	Contact Person	Signatory	On-Site
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Southwest Training Services, Inc.	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	X
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Southwest Training Services, Inc.	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	X
Adult Education and Literacy Activities	Community Action Southwest	Jessica Hajek-Bates 724-225-9550 x403 jhajek@myblueprints.org	Darlene Bigler, CEO 724- 225-9550 dbigler@myblueprints.org	X
	Intermediate Unit 1	Sue Conrady Intermediate Unit 1 Sue.Conrady@iu1.org	Charles Mahoney Intermediate Unit 1 Charles.Mahoney@iu1.org	X
Vocational Rehabilitation State Grant Programs	Commonwealth of PA Office of Vocational Rehabilitation	Darla Openbrier; District Administrator 724-223-4430 x251 dopenbrier@pa.gov	Darla Openbrier; District Administrator 724-223-4430 x251 dopenbrier@pa.gov	X
Senior Community Service Employment Program (SCSEP)	Southwestern PA Area Agency on Aging	Leslie Grenfell, AAA Director 724-489-8080 grenfell@swpa-aaa.org	Leslie Grenfell, AAA Director 724-489-8080 grenfell@swpa-aaa.org	X
Trade Adjustment Act (TAA)	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Jobs for Veterans State Grant Programs	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Employment and Training Activities carried out under the Community Service Block Grant	Community Action Southwest	Darlene Bigler, CEO 724- 225-9550 dbigler@myblueprints.org	Darlene Bigler Blueprints / Community Action Southwest 150 West Beau Street, Suite 304, Washington, PA 15301-4425 724-225-9550	X
State Unemployment Compensation Program		Karen Campbell 717-783-7107 karencam@pa.gov	Barbara A. Mourer Director, Office of UC Service Centers 717-787-4127 bmourer@pa.gov	
Temporary Assistance for Needy Families		Paula Copeland, Area Manager for Operations 717-783-5818, pcopeland@pa.gov	Tamila Lay, HS Div Plcy CAO-Bsd Prgms Dvpt 717-787-8307, tlay@pa.gov	X

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Programs authorized under the Wagner-Peyser Act	Bureau of Workforce Programs and Operations	Frank Staszko, Assistant Regional Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Rapid Response	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Washington Greene County Job Training Agency, Inc.	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	X
**Additional Partner	Greene ARC	Cynthia Dias, Executive Director 724-627-5511 cdias@greenearc.org	Cynthia Dias, Executive Director 724-627-5511 cdias@greenearc.org	X
**Additional Partner	FLC – Migrant and Seasonal Farmworkers	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Western Area CTC	Dennis McCarthy, Exec Director 724-746-2890 x114 McCarthy@wactc.net	Dennis McCarthy, Exec Director 724-746-2890 x114 McCarthy@wactc.net	X
**Additional Partner	Pittsburgh Institute of Aeronautics	Suzanne Markle, Executive Vice-President/COO 412-346-2102 smarkle@pia.edu	Suzanne Markle, Executive Vice-President/COO 412-346-2102 smarkle@pia.edu	X
**Additional Partner	Southpointe Energy Resource Group	Adam Zampatti, President 724-229-9743 azampatti@southpointeenergy.co	Adam Zampatti, President 724-229-9743 azampatti@southpointeenergy.co	X
**Additional Partner	Pittsburgh Technical College (PTC)	Patti Hanley, Admissions Coordinator 412-809-5369 hanley.patti@ptcollege.edu	Patti Hanley, Admissions Coordinator 412-809-5369 hanley.patti@ptcollege.edu	X
**Additional Partner	Douglas Education	Tony Baez Milan, Admissions Dir 724-684-3684 tbaez@dec.edu	Jeff Imbrescia, President/CEO 724-684-3684 jimbrescia@dec.edu	X
**Additional Partner	Penn Commercial	Marianne Albert, VP Operations 724-222-5330 malbert@penncommercial.edu	Robert Bazant, President 724-222-5330 rbazant@penncommercial.edu	X
**Additional Partner	California University of PA	Ryan Barnhart, Assoc. Director, Graduate Admissions & Global Online 724-938-5958 barnhart_r@calu.edu	Joyce Sheppick, Dir. Purchasing 724-938-4491 sheppick@calu.edu	X
**Additional Partner	Rosedale Technical College	Debbie Bier, Director of Admissions 412-521-6262 x102 debbie.bier@rosedaletech.org	Debbie Bier, Director of Admissions 412-521-6262 x102 debbie.bier@rosedaletech.org	X
**Additional Partner	Community College of Beaver County	John S. Goberish, Dean of Workforce and Continuing Education 724-480-3450 john.goberish@ccbc.edu	John S. Goberish, Dean of Workforce and Continuing Education 724-480-3450 john.goberish@ccbc.edu	X

The following required partners are not located in the SCWDB service region and therefore not represented in the local service system. Referrals to neighboring service providers are available upon request: Job Corps; Native Programs; Migrant and

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Seasonal Farmworker Program; Youth Build Program; Employment and Training Activities carried out by the Department of Housing and Urban Development; Reintegration of Offenders Programs.

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PA CareerLink® Mon Valley

Program	Local Partner	Contact Person	Signatory	On-Site
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Southwest Training Services, Inc.	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	X
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	Ami Gatts, Director 724-229-5083x16 agatts@washingtongreene.org	Tony Amadio, CLEO Chair, Beaver County Commissioner 724-770-4440 tamadio@beavercountypa.gov	
	Southwest Training Services, Inc.	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	Lisa Neil, President 724-229-1350x237 lneil@swtraining.org	X
Adult Education and Literacy Activities	Community Action Southwest	Jessica Hajek-Bates 724-225-9550 x403 jhajek@myblueprints.org	Darlene Bigler, CEO 724- 225-9550 dbigler@myblueprints.org	X
	Intermediate Unit 1	Sue Conrady Intermediate Unit 1 Sue.Conrady@iu1.org	Charles Mahoney Intermediate Unit 1 Charles.Mahoney@iu1.org	X
Vocational Rehabilitation State Grant Programs	Commonwealth of PA Office of Vocational Rehabilitation	Darla Openbrier; District Administrator 724-223-4430 x251 dopenbrier@pa.gov	Darla Openbrier; District Administrator 724-223-4430 x251 dopenbrier@pa.gov	X
Senior Community Service Employment Program (SCSEP)	Southwestern PA Area Agency on Aging	Leslie Grenfell, AAA Director 724-489-8080 grenfell@swpa-aaa.org	Leslie Grenfell, AAA Director 724-489-8080 grenfell@swpa-aaa.org	X
Trade Adjustment Act (TAA)	Bureau of Workforce Programs and Operations	Frank Staszko, Assistant Regional Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Jobs for Veterans State Grant Programs	Bureau of Workforce Programs and Operations	Frank Staszko, Assistant Regional Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
Employment and Training Activities carried out under the Community Service Block Grant	Community Action Southwest	Darlene Bigler, CEO 724- 225-9550 dbigler@myblueprints.org	Darlene Bigler Blueprints / Community Action Southwest 150 West Beau Street, Suite 304, Washington, PA 15301-4425 724-225-9550	X
State Unemployment Compensation Program		Karen Campbell 717-783-7107 karencam@pa.gov	Barbara A. Mourer Director, Office of UC Service Centers 717-787-4127 bmourer@pa.gov	
Temporary Assistance for Needy Families		Paula Copeland, Area Manager for Operations 717-783-5818	Tamila Lay, HS Div Plcy CAO-Bsd Prgms Dvpt 717-787-8307	X

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		pcopeland@pa.gov	tlay@pa.gov	
Programs authorized under the Wagner-Peyser Act	Bureau of Workforce Programs and Operations	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Rapid Response	Frank Staszko, Asst Reg. Director 724-379-4750 x104 fstaszko@pa.gov	Ruben Pashay 717-787-6915 rpachay@pa.gov	X
**Additional Partner	Washington Greene County Job Training Agency, Inc.	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	Ami Gatts, President 724-229-5083x16 agatts@washingtongreene.org	X
**Additional Partner	Transitional Employment Consultants (TEC)	Peggy Fawcett, Executive Director 724-225-3535 pfawcett@tecwg.org	Peggy Fawcett, Executive Director 724-225-3535 pfawcett@tecwg.org	X
**Additional Partner	Dean Institute of Technology	James Dean, President 412-531-4433	James Dean, President 412-531-4433	X
**Additional Partner	Pittsburgh Institute of Aeronautics	Suzanne Markle, Executive Vice-President/COO 412-346-2102 smarkle@pia.edu	Suzanne Markle, Executive Vice-President/COO 412-346-2102 smarkle@pia.edu	X
**Additional Partner	Southpointe Energy Resource Group	Adam Zampatti, President 724-229-9743 azampatti@southpointeenergy.com	Adam Zampatti, President 724-229-9743 azampatti@southpointeenergy.com	X
**Additional Partner	All State Career	Terry Nesbitt, Campus President 412-823-1818	Terry Nesbitt, Campus President 412-823-1818	X
**Additional Partner	Pittsburgh Technical College (PTC)	Patti Hanley, Admissions Coordinator 412-809-5369 hanley.patti@ptcollege.edu	Patti Hanley, Admissions Coordinator 412-809-5369 hanley.patti@ptcollege.edu	X
**Additional Partner	Douglas Education	Tony Baez Milan, Admissions Dir 724-684-3684 tbaz@dec.edu	Jeff Imbrescia, President/CEO 724-684-3684 jimbrescia@dec.edu	X
**Additional Partner	California University of PA	Ryan Barnhart, Assoc. Director, Graduate Admissions & Global Online 724-938-5958 barnhart_r@calu.edu	Joyce Sheppick, Dir. Purchasing 724-938-4491 sheppick@calu.edu	X
**Additional Partner	Mon Valley Career & Technical Center	Neil Henehan, Director 724-489-9581 nhenehan@monvalleyctc.org	Neil Henehan, Director 724-489-9581 nhenehan@monvalleyctc.org	X

The following required partners are not located in the SCWDB service region and therefore not represented in the local service system. Referrals to neighboring service providers are available upon request: Job Corps; Native Programs; Migrant and Seasonal Farmworker Program; Youth Build Program; Employment and Training Activities carried out by the Department of Housing and Urban Development; Reintegration of Offenders Programs.