



Beaver County • Greene County • Washington County

Southwest Corner Workforce Development Area

PY 2021-2024 WIOA Multi-Year Local Area Plan

Effective Date: July 1, 2021

SOUTHWEST CORNER WORKFORCE DEVELOPMENT BOARD

*Serving on behalf of the Chief Local Official Board of the
Pennsylvania Counties of Beaver, Greene and Washington*

351 WEST BEAU STREET, SUITE 300

WASHINGTON, PA 15301

(724) 229-5083

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postsecondary education programs and activities with workforce investment activities to support strategies, enhance services, and avoid duplication of service(s).

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PY 2021-2024 WIOA Multi-Year Local Area Plan

Local Workforce Development Area name: Southwest Corner Workforce Development Area

Effective Date: July 1, 2021

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 (SCWDA) is comprised of Beaver, Greene and Washington Counties in Southwestern Pennsylvania. The Southwest Corner Workforce Development Board (SCWDB) serves as the local connector between the PA Department of Labor and Industry and the region's PA CareerLink® offices.

POPULATION

The population in the Southwest Corner declined 1.9% from 2015 to 2020 (413,358 to 405,657)¹. Over the next five years, the population is projected to decrease by 1.2%, continuing a general trend of population decline that began in the 1990s (*Figure 1*).

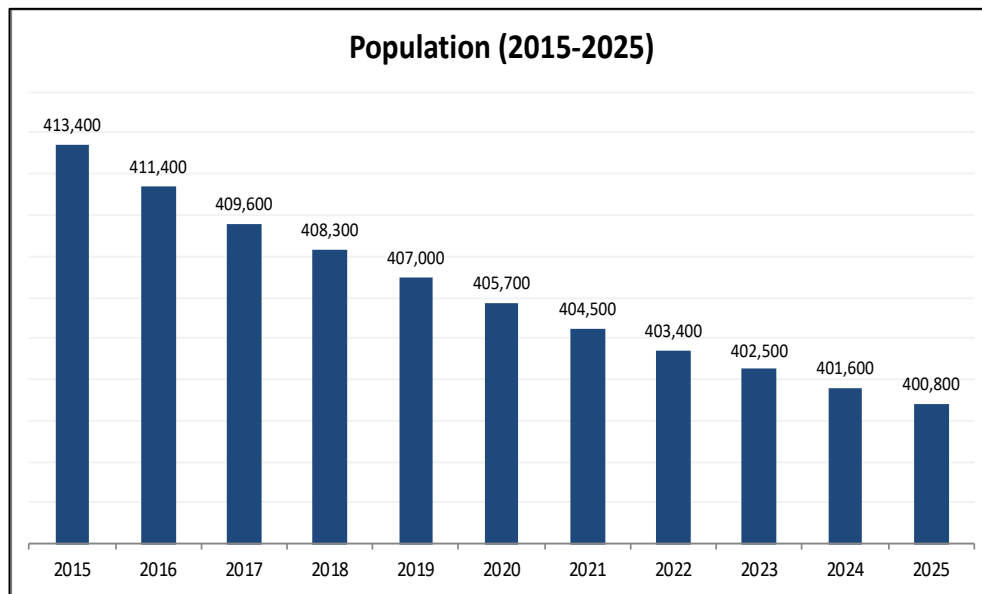


Figure 1: Population Decline over Time¹

The population in the Southwest Planning Region continues to decline as well. Across the nine-

¹ Source: EMSI (Economic Modeling Specialists, International), 2020.4

county region, there was a decrease of 109,491 (-5%) residents between 2010 and 2019. Moreover, Butler County was the only one of the nine counties that saw an increase in population during this time period.

In 2020, the median age for the Southwest Corner was 44.5², which is the same for the Southwest Planning Region. The median age is projected to increase to 45.6 by 2025, with people in their 70s growing the fastest (16%) during the same time period. The aging demographic highlights the workforce challenges as the baby boomers continue to retire, increasing the shortage of skilled labor across industries. It also increases the necessity for apprenticeship programs, where senior workers play an important mentorship role to new apprentices, and in doing so are able to transfer institutional knowledge to them before they retire.

EDUCATION

In 2020, 47.5% of the population in the Southwest Corner had a High School education or lower, while 25.1% had a Bachelor's degree or higher. Generally, the former is increasing and the latter is decreasing over time (*Figure 2*). At the same time, the number of people with Some College or an Associate's Degree is increasing over time, highlighting the potential for short-term trainings that lead to industry-recognized credentials that are an alternative a four-year degree to finding a career pathway that leads to family sustaining wages.

Educational Attainment			
Level	2015	2020	2025
Less Than 9th Grade	2.2%	2.5%	2.6%
9th Grade to 12th Grade	5.6%	5.6%	5.6%
High School Diploma	39.5%	39.5%	39.4%
Some College	16.8%	16.9%	16.9%
Associate's Degree	10.4%	10.5%	10.6%
Bachelor's Degree	16.9%	16.6%	16.3%
Graduate Degree and Higher	8.6%	8.5%	8.4%
Total	100.0%	100.0%	100.0%
High School or Lower	47.3%	47.5%	47.7%
Bachelor's or Higher	25.5%	25.1%	24.8%

Figure 2: Educational Attainment³

² Source: American Community Survey. ACS 5-Year Estimates Detailed Tables: B01002

³ Source: EMSI, 2020.4

More residents in the Southwest Corner (25.1%) have earned a bachelor's degree or higher when compared to the Southwest Planning Region (23.8%). Conversely, the Southwest Corner has a slightly lower percentage of individuals who did not graduate high school (8.1%) compared to the region (9.3%).

INCOME

In 2019, the median household income in the Southwest Corner is estimated to be \$60,414⁴, which is about 8% above that of the Southwest Planning Region (\$55,828). Median household income grew 15.2% between 2014 and 2019.

The majority of income gains were among higher income households. While households making less than \$50,000 dropped by about 11%, households making more than \$100,000 increased by 36%. Households making between \$50,000 and \$100,000 stayed relatively steady (*Figure 3*).

Households and Household Income				
Income	2014	2019	Change	Percent Change
Total Households	168,363	170,345	1,982	1.2%
Less than \$24,999	39,035	33,138	-5,897	-15.1%
\$25,000 to \$49,999	41,518	38,813	-2,705	-6.5%
\$50,000 to \$99,999	54,126	52,535	-1,591	-2.9%
\$100,000 to \$149,999	21,682	27,118	5,436	25.1%
\$150,000 to \$199,999	6,690	10,440	3,750	56.1%
\$200,000 or more	5,312	8,301	2,989	56.3%
Median Household Income	\$52,445	\$60,414	\$7,969	15.2%

Figure 3: Household Income⁵

EMPLOYMENT

In 2019, the Southwest Corner had a labor force participation rate of 60.5%, representing only a slight decrease from 2014 when the labor for participation rate was 60.8%.⁶

Closures and job losses in March led to a spike in the April unemployment across the Southwest Corner, the state and the country (*Figure 4 - p.8*). Unemployment peaked at 17.7% in April of 2021 and has been steadily decreasing since then, though it still remains well above its pre-COVID lows.

⁴ Source: American Community Survey, ACS 5-Year Estimates Subject Tables: S1901

⁵ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

⁶ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

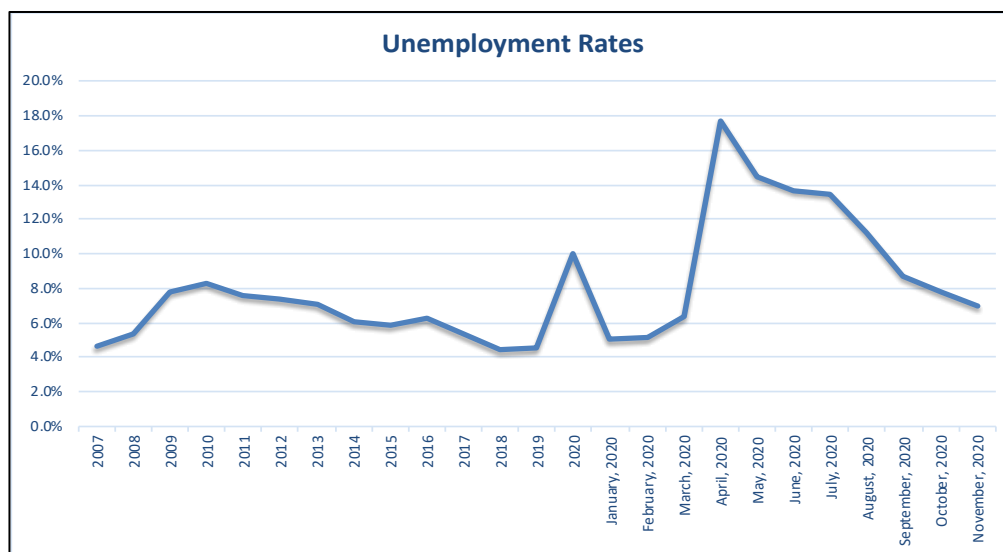


Figure 4: Unemployment Rate over Time⁷

Prior to this recent increase, unemployment was decreasing across education levels (*Figure 5*).

Unemployment Rates by Educational Attainment Level		
Educational Attainment Level	2014	2019
Total:	6.0%	4.1%
Less than high school graduate:	15.9%	10.2%
High school graduate (includes equivalency):	7.4%	5.4%
Some college or associate's degree:	6.0%	4.2%
Bachelor's degree or higher:	3.1%	2.2%

Figure 5: Unemployment by Education Level⁸

COMMUTING PATTERNS

The Southwest Corner is in a Shared Labor Market (*Figure 6 - p. 9*). About 64K people work in the WDA but live elsewhere, while 93K people live in the WDA but travel outside the region to work. The difference in inflow versus outflow is significant, highlighting the need for the region's LWDBs to work together to meet the workforce needs of employers and job seekers.

⁷ Source: PA Department of Labor and Industry

⁸ Source: PA Department of Labor and Industry

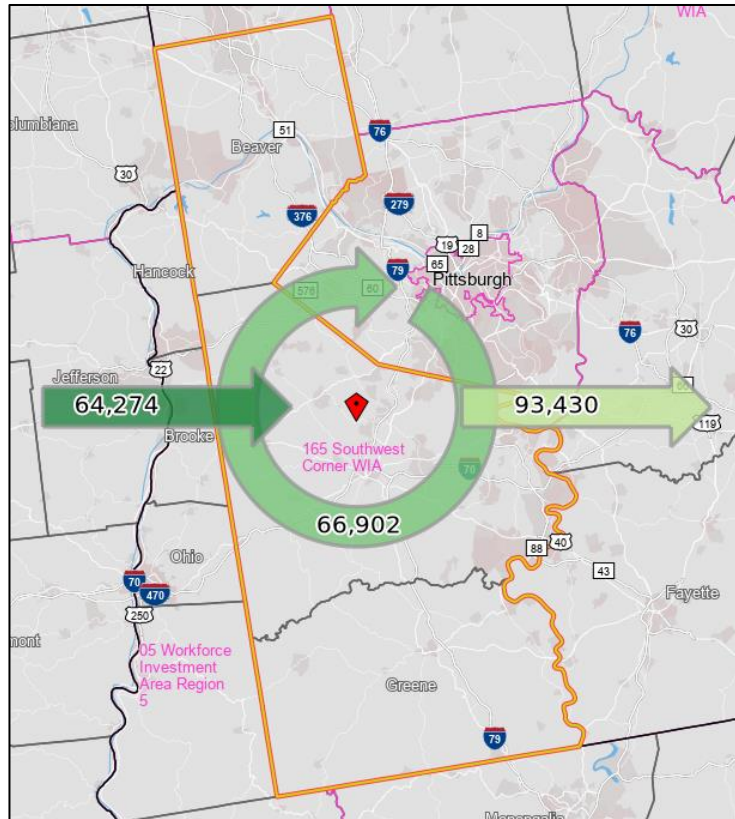


Figure 6: Regional Commuting Patterns⁹

POPULATION WITH BARRIERS

Populations with barriers remain a particular focus of the Southwest Corner workforce system and the WIOA services delivered through the region's PA CareerLink® offices. These barriers include:

Poverty - Among the factors that often contribute to poverty are unemployment and under-employment. 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. In the Southwest Corner, the poverty rate was 9.4% in 2019, a drop of 1% from 2014. Unemployment in this group dropped from 30.6% in 2014 to 23.2% in 2019.¹⁰ Although current data is not yet available, these gains have likely been reversed due to COVID. Many of those most effected were in retail and the service industry which often pay lower than average wages, exacerbating poverty among those who were already most vulnerable.

Disabilities - Those with disabilities face a number of barriers to employment, including individual and systemic perceptions and prejudice that make employers hesitant to hire people with

⁹ Source: Center for Workforce Information & Analysis (CWIA)

¹⁰ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

disabilities. In the Southwest Corner, individuals with disabilities accounted for 16% of the population in 2019, a 6% increase from 2014 (15.1% of the population). In 2019 average earnings for an individual with a disability in the region were \$22,949, 36% lower than individuals with no disabilities. These individuals are more than twice as likely to be in poverty than individuals who have no disability (19.4% to 8.6%), and almost 3 times as likely to be unemployed (12% to 4.4%).¹¹

Reentry Populations - 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 2019, there were 410 individuals released from a state prison, 114 completing sentences, and 280 paroled (*Figures 7-9*).¹²

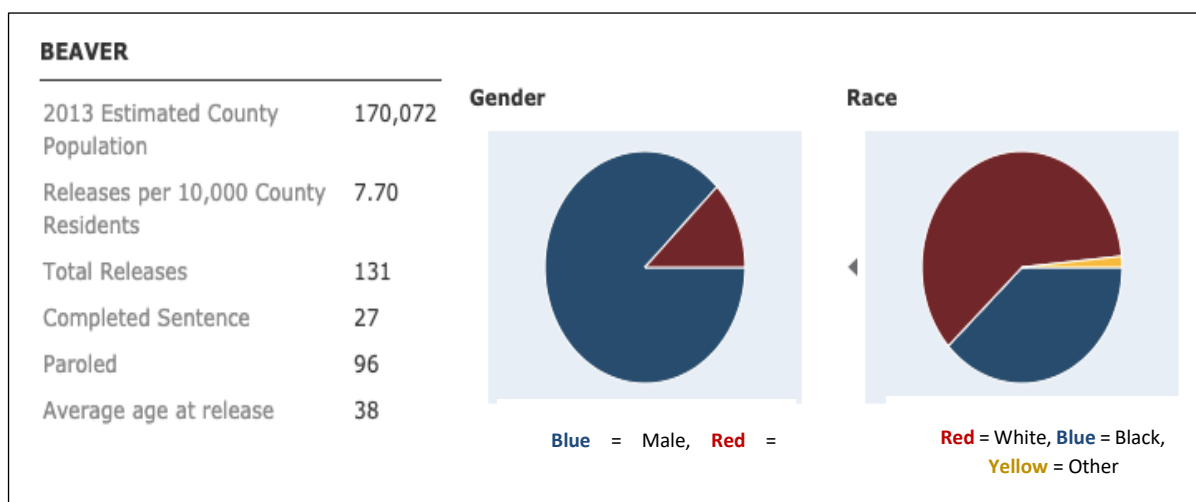


Figure 7: Returning Citizens in Beaver County (2019)¹²

¹¹ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

¹² Source: PA Department of Corrections Calendar Year Releases

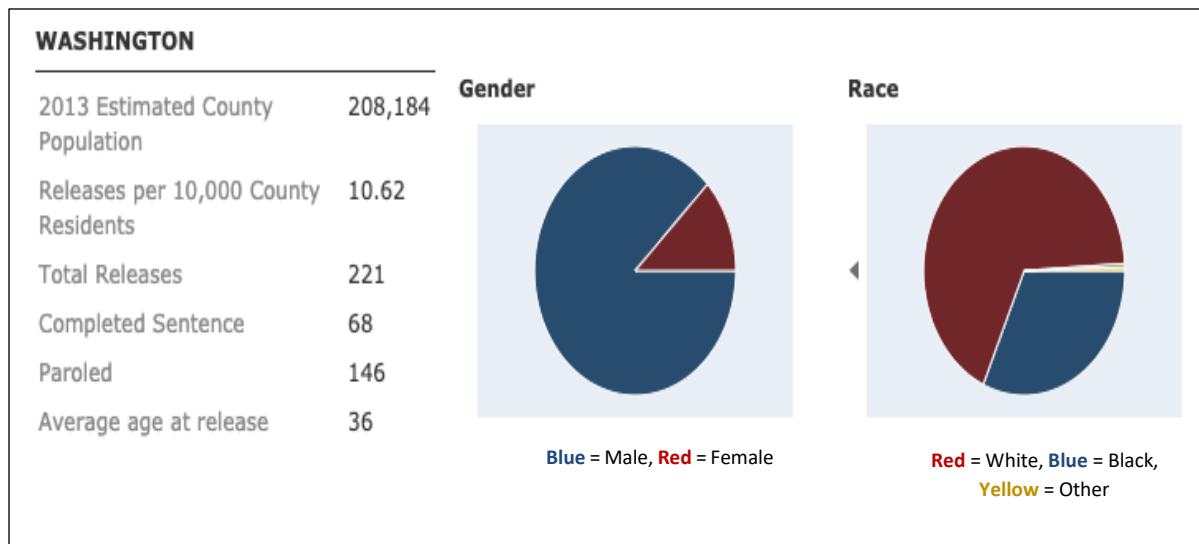


Figure 8: Returning Citizens in Washington County (2019)¹²

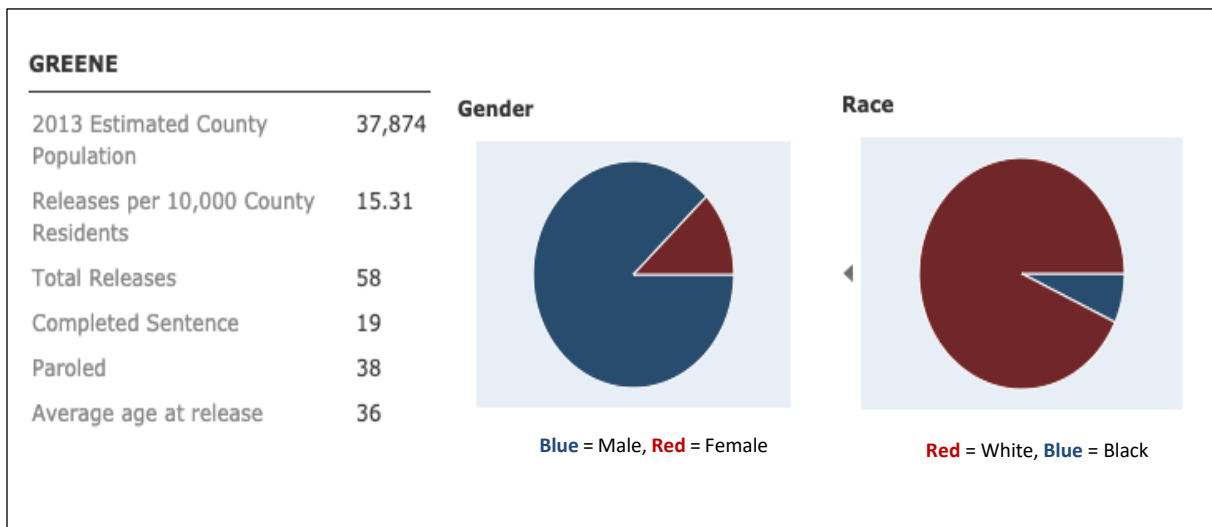


Figure 9: Returning Citizens in Greene County (2019)¹²

Ability to Speak English - The inability to speak English while living in the U.S. can be a barrier to employment. In the Southwest Corner during 2019, there were 3,257 individuals ages 5 and over “who speak English less than very well”, a more than 10% decrease over the previous 5 years.

Single Parent Households - During 2019 there were 12,518 Single Parent Households with children under 18 years of age (11.4% of all family households), a 3% increase since 2014.¹³

¹² Source: PA Department of Corrections Calendar Year Releases

¹³ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys: B06007, B17005, B11003

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 and local area?

The SCWDB has identified five (5) in-demand industry sectors, including healthcare, advanced manufacturing, transportation and logistics, building and construction, and energy that require immediate attention to help meet the workforce development needs of our region's industries.

ANALYSIS OF REGIONAL JOB POSTINGS

Over the past year, the vast majority of job postings required no prior experience or had a set education requirement (*Figure 10*). These are primarily positions in the Food Preparation and Retail sector which generally pay below family sustaining wages.

Education Level	Unique Postings	% of Total
No Education Listed	53,257	68%
High school or GED	16,218	21%
Associate's degree	4,145	5%
Bachelor's degree	7,867	10%
Master's degree	1,907	2%
Ph.D. or professional degree	806	1%
Minimum Experience	Unique Postings	% of Total
No Experience Listed	51,460	65%
0 - 1 Years	15,708	20%
2 - 3 Years	7,911	10%
4 - 6 Years	2,719	3%
7 - 9 Years	394	1%
10+ Years	399	1%

Figure 10: Education Level Required in Job Postings¹⁴

When comparing the educational requirements of the jobs available in the Southwest Corner region with the Educational Attainment levels highlighted in Section 1.1, there is a clear mismatch between those possessing a 4-year degree (16.6%) and jobs requiring one (10%). The result is that the labor pool is not effectively meeting the demands of the job market.

Regular feedback from regional employers across industries confirms that they are facing a lack of skilled labor. They need employees with technical and trades skills that can best be gained through

¹⁴ Source: Economic Modeling Specialists, Incorporated 2020.4 Class of Worker; QCEW Employees, Non-QCEW Employees & Self-Employed

an apprenticeship program or a short-term training program like those offered by community colleges.

The top 6 qualifications in-demand by employers are in the Transportation and Healthcare sectors (*Figure 11*). Workers with a Commercial Driver's License are twice as in demand as the next 5 occupations combined. Once again, all of the most in-demand occupations require short term training rather than a 4-year degree.

Qualification	Postings with Qualification
Commercial Driver's License (CDL)	14,320
Certified Nursing Assistant	2,648
Licensed Practical Nurse	2,231
Licensed Vocational Nurses	869
Transportation Worker Identification Credential (TWIC) Card	810
Nurse Practitioner	603

Figure 11: Certifications Required in Job Postings¹⁵

Among employers in the Southwest Corner region, in-demand hard skills include Flatbed Truck Operation, Merchandising, Nursing, Warehousing, and Caregiving. Top soft skills in demand by employers include Customer Service, Communications, Sales, Management, and Leadership.

KNOWLEDGE AND SKILL REQUIREMENTS FOR IN-DEMAND SECTORS AND OCCUPATIONS

According to data made available by EMSI, the Service-Providing industry offers the region's largest share of employment opportunities, accounting for 94,131 jobs in 2020 (54% share of all jobs), and this expected to remain steady over the next 5 years. 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 **Healthcare** industry employed 26,575 (15.3% share) workers in the region in 2020. 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 **Construction** industry employs 19,465 workers in the region. 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

¹⁵ Source: EMSI (Economic Modeling Specialists, International), 2020.4

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, steamfitters, etc.). Training requirements are as diverse as the job duties ranging from On-The-Job training to Career & Technical and Apprenticeship programs and Post-Secondary education.

Advanced Manufacturing accounts for 16,094 job opportunities in the region. To be competent in these positions, workers need to possess a combination of math, computer, engineering and diagnostics skills. Many of the area's local training providers offer Mechatronics type courses to meet the employers' needs. The SCWDB has managed a Next Generation Advanced Manufacturing Industry Partnership in the region since 2017.

WORKFORCE AND ECONOMIC DEVELOPMENT IN THE SOUTHWEST CORNER

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 the 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 (HPOs).

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.

Identifying & Meeting Employer Needs: 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 populations. To address this SCWDB plans to expand industry partnership activities in the region to help provide incumbent workers with the skills needed to replace those workers exiting the workforce.

The SCWDB and our PA CareerLink® One-Stops 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. For example, in response to the overwhelming need for professional drivers identified by employers in the region (*Figure 11 - p. 13*), during the 2019-2020 FY, the SCWDB has helped 69 individuals obtain their CDL through ITA funding. To date, 53 individuals obtained their CDL through ITA funding during the 2020-2021 FY.

Industry Partnerships: The SCWDB has expanded our efforts to address business and employer needs through Industry Partnership that engage our targeted high priority industries including: Advanced Manufacturing, Building & Construction, and Freight & Logistics. The Southwest Corner WDB also maintains sustainability funds to support these industry partnership activities.

- ***Advanced Manufacturing:*** The SCWDB launched a Next Generation Manufacturing Sector Partnership in July of 2017 as an opportunity to engage business leaders from the high-demand manufacturing sector. 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 SCWDB Director and Business Services Team Leaders from the SCWDA's two Title I service providers for the 3-county area facilitate quarterly partnership meetings either in person or virtually. These meetings bring together manufacturing industry leaders and provide a forum for them to collectively identify the priority action items needing addressed in order for them to grow and compete. Since inception, this partnership has identified and made significant progress in addressing the following action items:
 - Establishing and/or expanding registered apprenticeship training programs as a way of creating a pipeline of skilled workers.
 - Upskilling the current workforce to remain competitive and promote from within to replace the most highly skilled workers aging out of the workforce.
 - Promoting family sustaining manufacturing career opportunities to youth, parents, and educators through school programs, internships, and industry tours. The SCWDB recently assisted the partnership to launch the **manufacturingswpa.com** website. This website is a valuable tool to inform youth, parents, and educators about local manufacturing facilities, their products/services, career and training opportunities offered, and willingness to participate in career awareness activities. Building upon this group's progress, the SCWDB sees this group becoming a true collaborative voice and clearinghouse of the sector's needs.

- **Building & Construction:** In response to the thousands of construction jobs associated with the Shell ethane cracker and petrochemical complex in Beaver County, the SCWDB has expanded its Building and Construction Trades sector and addressed employer and trade union demands for longer term training, including apprenticeship and incumbent worker training. The IP plays a role in the Southwest Corner Ecosystems project, funded in response to the current and future construction opportunities that will result from the Shell ethylene cracker plant being built in the region (*see Energy, p.19*). Supported through a PA State Apprenticeship Expansion (SAE) grant, the project team is bringing together unions, employers, training providers, community and faith-based organizations, local agencies and associations to create new apprenticeship and pre-apprenticeship initiatives and ecosystems in response to Shells expansion in the region. The project supports the expansion of the Multi Craft Core Curriculum Apprenticeship Readiness Program (MC3) in the region, which prepares individuals for apprenticeships in the Building and Construction Trades.
- **Freight & Logistics:** 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) and was 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 is focused on filling critical occupations in the Transportation and Logistics sector by creating a pipeline of skilled workers in entry and mid-level positions. They have identified the need to educate the public of the trucking industry opportunities and career pathways. It also 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, and partner with technical schools and community colleges to address particular occupational shortage.

IPs can support a large portion of 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. 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.

Additional potential Next Generation Sector Partnerships will also be explored as demand and priorities are identified.

Other Industry Activities: The SCWDB engages in other activities to support local in-demand industries, including the healthcare and energy sectors:

- **Healthcare:** The SCWDB focuses on assisting employers in filling their workforce shortages and in upgrading skills in first responders, recovery specialists and medical professionals. One approach SCWDB is taking is supporting apprenticeship programs. For example, in addition to the EMT, AEMT and Paramedic trainings, the Board will work with local employers to develop a registered apprenticeship focused on paramedic training. By participating in registered apprenticeship programs, individuals will be able to “learn and earn” while preparing for their certifications and satisfy their classroom and field requirements. This model will also assist in sustainability of the project, as registered apprenticeship models have many opportunities for funding from different sources. The SCWDB views this opportunity to assist in the development of a non-traditional apprenticeship model as a potential best practice and will be replicable across other occupations.

Another Healthcare industry initiative the SCWDB is involved with is the Presbyterian SeniorCare Workforce Project Advisory Committee. SCWDB director and Title I provider, Southwest Training Services, Inc. are members of this committee which was formed following a grant award. The rationale for this grant initiative is to provide opportunities for high school seniors interested in entry into a healthcare career path. There are 5 basic components:

1. Connect with high school juniors and seniors who have an interest in health and human services careers based on the completion of career Interest assessment.
2. Provide career coaching services through the availability of Career Coach to High School Seniors selected for the Network Health Careers Pathway.
3. Partner with middle schools and offer a Junior Volunteer Program.
4. Partner with high schools to participate in intergenerational activities.
5. Partner with high schools and offer paid work experience opportunities that expose high school students to careers in long-term care.

The SCWDB has also developed additional partnerships and trainings to fill workforce shortages in the healthcare industry. Starting with a “Phlebotomy in Training” program, for both Incumbent workers and for new employees through on-the-job training contracts. SCWDB Title I provider, Southwest Training Services, Inc., along with Washington Health System and training provider, Penn Commercial, developed and implemented a “fast-track” training program to fill these much-needed roles within the healthcare system. Following an intense recruitment

effort and an in-depth "fast-track" training program, the hospital was able to successfully train, certify and employ individuals within a short period of time. A second collaboration with the hospital was the creation of an online training program for Medical Assistant. Once again, by posting these positions, recruiting, screening and developing on-the-job training contracts, the hospital was able to fill these needed positions. Trainees utilized the hospital's computer lab during specific time frames each day to ensure that all were progressing and being monitored in this fast-paced program.

The SCWDB facilitated meetings with the Presbyterian SeniorCare Network, an assisted living center based in Washington, PA. SCWDB involved the PA Apprenticeship and Training Office and a workforce development intermediary in the discussions and a critical need for skilled building maintenance workers was identified. As a result, a Building Maintenance apprenticeship program was developed and registered. The center now has the ability to grow the skilled workforce necessary to meet their needs.

The SCWDB partnered with the other 21 PA Workforce Boards to support the AFSMCE District 1199C Training & Upgrading Fund, SEIU Healthcare PA Training & Education Fund, and Pennsylvania Health Care Association's joint proposal to offer Direct Care Worker Training throughout Southeastern and Western Pennsylvania. Bringing together our Commonwealth's two largest healthcare unions and the voice of Pennsylvania's long-term care, assisted living and personal care providers, this partnership represents the best opportunity to create a sustainable statewide infrastructure to support the frontline workers and high-road employers caring for older and disabled Pennsylvanians. Over this grant term, the partners will collaborate with each other, their respective members, and the PA CareerLink® system to deliver training to at least 1,000 Pennsylvanians.

Response to COVID

The SCWDB has a responsibility to both workers displaced by the COVID-19 pandemic's economic side effects, and the employers in long-term care, assisted living and personal care to whom we have all entrusted the well-being of the most vulnerable Pennsylvanians. We will support this project by:

- Working with the District 1199C and SEIU HCPA Training Funds, their union affiliates, and the PHCA to create a pipeline into direct care training and employment for PA CareerLink® customers.
- Creating career exploration processes to help screen for dislocated workers with an aptitude for direct care work, including unemployed jobseekers with backgrounds in hospitality and service.
- Deploying and/or supporting the deployment of leveraged WIOA, TANF, OJT, CJT and other training dollars to help meet long-term care, assisted living and personal care employers' urgent need for qualified workers as available.
- Collaborating with our peer LWDBs and all project partners to support the work outlined in the "Blueprint for Strengthening Pennsylvania's Direct Care Workforce."
- Engaging the business services team to connect employers in the targeted industries (union-affiliated and non-union) with the project's training and employment resources to address direct care worker shortages and retention of new hires and the incumbent workforce.
- Connect pre-apprenticeships and Registered Apprenticeships where possible through this project to benefit employers with retention and workers in advancing in a career.

- **Energy:** Marcellus and Utica Shale (*Energy Industry*) continues to offer job growth opportunities to the region. The construction of the Shell Petrochemical "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." In June of 2016, when Shell Chemical Appalachia LLC took the final investment decision to build the Pennsylvania Petrochemicals Complex in Beaver County, the SCWDB proactively began working to connect our local PA CareerLink® centers with regional Joint Apprenticeship Training Committees (JATC) to create and maintain the pipeline of skilled building trades workers required to meet the needs of this project and additional projects planned for the future.

Since November of 2017, the Pennsylvania Petrochemical Complex's main construction phase has created approximately 6,000 long-term temporary construction jobs within the building trades and construction industry onsite. To help fill these jobs, the SCWDB supported the Builders Guild of Western PA and Beaver County Building Council in their efforts to launch a pre-apprenticeship training program in the construction trades. Participants learn site and tool

safety, OSHA 10 certification, basic hands-on training, math and mechanical aptitude, hazardous and waste operations, instrumentation, visit union trade apprenticeship programs, and receive valuable personal and professional career information. Upon successful program completion, participants are connected to one of the building trades apprenticeship programs.

In addition, the SCWDB's WIOA Title I providers have executed numerous individual training accounts (ITA's) to offset the training costs for new build trades apprentices, and provided supportive service payments to assist with required tools and work attire. In an effort to prepare our region's out of school youth, adults, and dislocated workers for the projected 600 technical positions required to operate the plant once completed, ITA's have also been executed to facilitate enrollment into the Community College of Beaver County's Process Technology A.S. Degree program and the Mascaro Construction Technology and Management Academy. Shell has already begun hiring program graduates to work at the facility.

The Southwest Corner is currently working on building an ecosystem around the Cracker Plant and manufacturing companies related to it. We have begun reaching out to those employers to assess what their needs are so that we may help them to begin capitalizing on these opportunities. The Southwest Corner Workforce Development Board will collaborate with organizations to build the apprenticeship ecosystem in support of the energy and manufacturing sectors in Southwestern Pennsylvania. The initiative is supported through a PA State Apprenticeship Expansion (SAE) grant. The project team is bringing together unions, employers, training providers, community and faith-based organizations, local agencies and associations to create new apprenticeship and pre-apprenticeship initiatives and ecosystems.

Economic Development: The 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. SCWDB became a contract partner for the Department of Community and Economic Development Engage! business retention and expansion program in 2020. This program enables the SCWDB director and business services team leaders from the SCWDB's two Title I service providers for the 3-county area to meet with business leaders from high-demand industries to identify their opportunities and challenges. The team then works with these business leaders to develop an action plan connecting them to the resources needed to capitalize on their opportunities and overcome challenges. The SCWDB will further build upon these activities by creating a regional Business Service Team to work with the BSTs in each PA CareerLink® center.

Regional Initiatives: A regional effort to identify skills gaps with our regional partners including, Partner4Work, Westmoreland/Fayette WDB, and Tri-County WDB to assist businesses to grow,

expand, and prosper in the community is also underway. Taking a regional approach to workforce challenges and opportunities better leverages resources to tackle both. It also helps better meet employer needs, whose market boundaries often don't align with workforce boundaries.

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

As noted at the beginning of Section 1.2, there is a mismatch between the region's talent pool and the skills employers need. 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 trend 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 16.6% of individuals in the region possess a 4-year degree, only 10% of job postings require one.

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, through greater recognition of apprenticeship opportunities and collaborating with K-12 schools to better educate students and their parents. SCWDB is committed to educating youth, parents, and educators on the benefits of all educational opportunities post high school, primarily opportunities presented through apprenticeships, community colleges, and education through career and technology centers. SCWDB believes that there are benefits from all post-secondary education and training, not just primarily four-year colleges and universities.

When reviewing our area's High Priority Occupation list, it is evident that Southwest Corner has many jobs not necessarily requiring an advanced degree. This shows that there are entry level opportunities as part of high priority career pathways and does not imply that post-secondary education is not valuable. Much evidence-based research demonstrates that those with higher degree 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 and 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 to expand the incumbent worker training available to employers throughout the counties 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 and online 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.

PA CAREERLINK® ONE-STOPs

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/Opioid Program, Rapid Response
- WIOA Title I: Youth (In-school and Out-of-School youth ages 14-24) and TANF Youth, Business Education Partnership, State Local Internship Program
- WIOA Title II: Adult Basic Literacy Education
- WIOA Title III: Wagner Peyser; 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

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.

FOCUS ON SKILLS

To gain an understanding of the region's employers' projected demand for workers and desired skill sets, the Southwest Corner Workforce Development Board participated in the following surveys and studies:

- Engage Survey
- Tri-State Energy and Advanced Manufacturing Consortia Survey
- Next Generation Industry Partnership Advanced Manufacturing Training Needs Matrix

The results of these studies confirm the need to increase investment in workforce development to meet the needs of the region's employers and for job seekers to improve their employability skills.

The breakdown of job seeker skill needs falls into two categories: basic literacy skills and soft skills. Regardless of their career pathway, people need a higher level of basic literacy 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. This aligns with the soft skills employers said they desired in the job postings analyzed in Section 1.2. At a higher level, people need technical skills that can range from welding and fabricating to information technology.

The Southwest Corner Workforce Development Board partners in the following projects to elevate the skills of job seekers and incumbent workers to meet the workforce needs of the region's employers.

- Southwest Corner Ecosystem Project – Multi Craft Core Curriculum Apprenticeship Readiness Program (MC3) (Building and Construction)
- United Steelworkers Union, District 10 – Manufacturing Skills Standards Council – Certified Production Technician training program (Manufacturing)
- Expansion of Registered Apprenticeship and Pre-Apprenticeship Programs (all industries)

EDUCATIONAL PROVIDERS

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. SCWDB currently supports the Builders Guild of Western PA and the Beaver County Building Trades Council in their efforts in launching a pre-apprenticeship training program in the construction trades. Participants will learn site and tool safety, OSHA 10 certification, basic hands-on training, math and mechanical aptitude, hazardous and waste operations, instrumentation, visit union trade apprenticeship programs, and valuable personal and professional career information. Participants will also be guaranteed entry into a Trade Apprenticeship Program.

- Local post-secondary provider partners in our PA CareerLink® centers include California University of PA, Penn Commercial Business & Technical School, Douglas Education Center, Pittsburgh Technical College, Pittsburgh Institute of Aeronautics, Rosedale Technical College, Community College of Beaver County, All-State Career School, Penn State Fayette-The Eberly Campus, Penn State-Beaver, Beaver County CTC, Western Area CTC, and Mon Valley CTC.
- SCWDB staff and Title I Providers 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.

As part of our continuous improvement efforts, the SCWDB is diligently looking to enhance the delivery of information on local career opportunities within the school districts in 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 nationwide, SCWDB looks to make it a strength and be a leader in this area over the next few years.

1.5 Describe strategic planning elements including a regional analysis of economic conditions.

IN-DEMAND INDUSTRY SECTORS

The top 5 industries in the Southwest Corner accounted for 57% of all jobs in the region. With the exception of Healthcare, each had a location quotient greater than or equal to '1'. Construction, in particular, had an LQ of 2.18, with jobs projected to grow 22.2% over the next 5 years (*Figure 9 – p. 26*). This demand for new construction is being driven partly by the construction of the Shell Cracker Plant and related infrastructure in the region. It is also projected to drive the growth of downstream manufacturing industries. With the exception of retail, all these top sectors also pay above average family-sustaining wages.

Industry Sector	2020 Jobs	2020 Percent	2020 State Location Quotient	Projected Change 2020-2025		Average Earnings per Job
Healthcare and Social Assistance	26,575	15.3%	0.92	1,215	4.6%	\$54,732
Construction	19,465	11.2%	2.18	4,331	22.2%	\$94,410
Government (includes public education)	19,397	11.1%	1.00	-633	-3.3%	\$73,375
Retail Trade	17,857	10.3%	1.06	-527	-3.0%	\$34,961
Manufacturing	16,094	9.2%	1.04	215	1.3%	\$79,011

Figure 9: Employment Outlook by Top Industry Sector¹⁶

The *Mining, Quarrying, and Oil and Gas Extraction* sector is also very strong in the region, with a Location Quotient of 9.32. The sector is expected to experience 6.3% growth over the next 5 years, with jobs paying an average of \$122,973 annually. *Real Estate and Rental and Leasing* is also strong, with an LQ of 1.58, 5-year growth rate of 13.8%, and an annual salary of \$116,390.

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a region “unique” in comparison to the national average.

An LQ of 1.0 means that a region has the same employment as the nation, while an LQ greater than 1.0 has a greater share of employment than the nation.

Job postings by industry indicate a similar demand for workers, with all the sectors above (with the exception of Construction) among the top posters to online job boards in the region (*Figure 10 - p. 25*). One notable standout is *Transportation and Warehousing*, which posted more job openings than the next two industries combined. Jobs in these sectors experience high turnover, with truck drivers in particular being in high demand (*see next page*).

¹⁶ Source: Economic Modeling Specialists, Incorporated 2020.4 Class of Worker; QCEW Employees, Non-QCEW Employees & Self-Employed

Industry	Total Postings (Nov 2019 - Nov 2020)
Transportation and Warehousing	78,602
Retail Trade	45,760
Administrative and Support	29,430
Health Care and Social Assistance	27,543
Professional, Scientific, and Technical Services	18,205
Accommodation and Food Services	16,979
Finance and Insurance	12,260
Manufacturing	11,874

Figure 10: Job Postings by Industry ¹⁷

IN-DEMAND OCCUPATIONS

Top in-demand occupations align with the in-demand sectors highlighted above. When including both new openings and replacement openings, almost two thirds of existing positions in each of the top 8 occupations will be filled over the next 5 years. Construction and healthcare occupations will see hiring equivalent to the current size of the workforce, and manufacturing occupations (e.g. Production, Maintenance, etc.) will experience strong hiring as well.

Occupational Grouping	Jobs		Total Job Openings			
			2015-2020		2020-2025	
	2020	2025	Net	Percent	Net	Percent
Construction and Extraction Occupations	17,627	20,585	17,716	122.5%	16,847	95.6%
Food Preparation and Serving Related Occupations	13,618	13,944	16,036	115.2%	15,241	111.9%
Office and Administrative Support Occupations	19,689	19,648	15,765	74.5%	14,064	71.4%
Sales and Related Occupations	15,715	15,674	14,789	87.7%	13,647	86.8%
Transportation and Material Moving Occupations	15,108	15,831	13,741	95.5%	12,528	82.9%
Healthcare Support Occupations	9,741	10,752	9,495	111.0%	9,871	101.3%
Production Occupations	11,144	11,430	10,111	92.4%	8,377	75.2%
Installation, Maintenance, and Repair Occupations	8,797	9,105	6,993	86.3%	5,701	64.8%

Figure 11: Demand for Top Occupations¹⁸

Overall, between 2020 and 2025 a total of 135,610 positions will be filled, representing 77.9% of the 174,122 jobs currently available across industries. Top among these are in the Construction and Extraction occupations, a need that has only grown. The already short labor supply created by

¹⁷ Source: Economic Modeling Specialists, Incorporated 2020.4 Class of Worker; QCEW Employees, Non-QCEW Employees & Self-Employed

¹⁸ Source: Economic Modeling Specialists, Incorporated 2020.4 Class of Worker; QCEW Employees, Non-QCEW Employees & Self-Employed

the Shell project mentioned earlier was exacerbated by COVID. Prior to the pandemic the building trades relied heavily in bringing skilled trades workers from other states. Even this did not meet their needs and they brought trade union members from Canada, most of whom were subsequently sent home due to COVID restrictions. The result is an even greater need for local training in support of these occupations.

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 local policy for OJT opportunity administration. Policy contains detailed descriptions of minimum wage per hour for participation, contracting, training requirements, and employer/trainee expectations.
- 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 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.
- A Transitional Jobs (TJ) training policy has been developed in the Southwest Corner that connects individuals with barriers to employment who are chronically unemployed or have an inconsistent work history with opportunities to build workplace skills and job history.

2. Build a network of local and regional employers in high-growth, high-priority and critical industries.

- The SCWDB successfully submitted proposals and were awarded industry partnership funds for the Building and Construction, Freight and Logistics 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.
- The SCWDB launched Next Generation Sector Partnerships focused on Building & Construction Trades, Advanced Manufacturing, and Freight & Logistics. Investigating regional Health Care Next Generation Sector Partnership
- In addition, our SCWDB, PA CareerLink® Operators, Title I Providers and Business Services Teams participate in several area Chambers of Commerce. Chamber meetings/events provide staff with the ability to outreach and grow our employer network. This also provides opportunities to communicate the full menu of BST services which include, but are not limited to, candidate recruitment, onsite and on-line hiring events, job fairs, On-The-Job and Incumbent Worker Training, Pre-Apprenticeship and Apprenticeship programs, Labor Market Information, customized training, layoff strategies and support, etc.
- The SCWDA has moved the majority of onsite hiring events to virtual settings to maximize business participation. This began as a result of the pandemic, but will definitely continue as we have been able to reach a wider audience than in-person events and permits small and medium-sized businesses that have less staff capacity to attend in-person. Our most recent virtual job fair in Greene County, via Facebook platform, was a great success with 44 vendors/employers participating.

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 partner with our local school districts to educate youth about high demand 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 and being awarded numerous job training National Emergency Grants (NEG) targeting long-term unemployed dislocated workers and veterans.
- SCWDB became a PACTT Affiliate provider for the Pennsylvania Commission on Crime and Delinquency in Greene County. This will allow for stronger connection to adjudicated youth. Funding will further strengthen ability to work with re-entry population.
- SCWDB is participating in the Commonwealth National Emergency Grant focused on the opioid epidemic in local communities. Program goals include:
 - Increasing the number of Certified Recovery Specialists in the region,
 - Connecting those who successfully complete Certified Recovery Specialists training with recovery-friendly workplaces,
 - Increasing capacity of first responders and training events for all emergency management services.

Since August 2019, the SCWDB has enrolled more than 120 individuals in active recovery into Certified Recovery Specialist (CRS) Training, 19 adults and dislocated workers into EMT or Paramedic training and 32 incumbent workers from local ambulance services into Advanced EMT and Paramedic training. In addition, 23 other individuals in recovery were enrolled in other types of training through Individual Training Accounts (ITAs) and On-the-Job (OJT) training.

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
 - By using labor market data;
 - Through Business Service Team and Next-Generation Industry Partnership feedback;
 - Through ongoing communication and collaboration with our area's economic development agencies including Engage! as a contracted partner;
 - As a result of objective skills assessment of job seekers conducted by Title I providers.
- Gap Analysis
 - We will take the 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.

Central to this objective is collaboration among a wide range of stakeholders including business, labor, economic development, education, social services, charitable organizations and community-based agencies. Translating this vision into a Plan that can be set in motion requires 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 key, off-site stakeholders, and community partners (not on the MOU) including: *Local Management Committee (LMC) members, Chambers of Commerce, Economic Development entities, PA Apprenticeship and Training Office, Keys Program, Washington Drug and Alcohol Commission, Inc. and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; Sector Partnerships' members, Industry Associations, local school districts, Local and State Correctional Facilities, Career & Technology Centers, and post-secondary training providers.*

See Attachment 3 for a complete listing of Memorandum of Understanding (MOU) partners.

Universal access is granted to all customers entering the Southwest Corner PA CareerLink® centers and in need of basic services. Services are tracked in the PA workforce development system of record. 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, labor market information and PA CareerLink® website technical assistance. A Business Services Team (BST) exists in each PA CareerLink® office location. Services and trainings include:

- Adult education and literacy activities
- Job Readiness, Workplace Skills and Professional Development workshops
- Customized training
- Entrepreneurial training
- Occupational skills training, including training for non-traditional employment
- On-the-Job Training Programs
- Customized Job Training
- Incumbent Worker Training
- Pre-Apprenticeships
- Apprenticeships
- 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 consistently across all four Southwest Corner PA CareerLink® offices has been established. Our area has worked to successfully streamline the PA CareerLink® customer flow/triage processes and standardize all common forms for our four offices in the Southwest Corner. The SCWDB created and implemented a PA CareerLink® staff professional development (and onboarding) training called "The PA CareerLink® Way" for all staff and partners. This local area onboarding guide and training was developed to introduce, or re-introduce staff to the expectations and roles of staff at the PA CareerLink® centers. This training and guide does not replace the information staff receive from the HR department at staffs' employer of record and staff will always be responsible for the functions of their jobs as assigned by their respective employers. However, while co-located at the PA CareerLink® centers, the SCWDB wants to ensure a team like approach while serving customers and conducting services, and each site has specific goals and responsibilities to achieve. This "PA CareerLink® Way" guide and training process, familiarizes staff with the roles and purposes of the Southwest Corner Workforce Development Board, the PA CareerLink® centers, our customers, and our responsibilities to our community and region. The goal of the SCWDB is to work together, as a team, streamline our efforts and ensure that all partners are included and trained accordingly.

In addition to streamlining staff development, all 4 PA CareerLink® offices in the Southwest Corner have worked together to create universal processes, forms, orientations, workshops, etc. so that the customer experience in each of our locations is similar. At the beginning of the pandemic, the SCWDB realized that resources could be limited to our customers. Our PA CareerLink® site administrators were tasked to coordinate e-events/e-workshops. They have successfully created a "regional" calendar of online events. Any customer can attend one of our workshops regardless of which location is offering it and all are posted on the PA's workforce development system of record. This effort has not only reduced duplication of effort/service, but has also ensured a full menu of services during this unprecedented time and lessens the staff planning and instructional time involved. The SCWDB will continue to build on these efforts moving forward.

Participant referrals are made using the PA CareerLink® referral module. The primary principle of the referral system is the provision of a seamless delivery of service to both job seekers and employers.

SCWDB re-opened Pennsylvania CareerLink® offices on June 15, 2020 for all staff. On July 1st frontline staff started seeing individuals by appointment only. This is currently still in effect. An A Team and B Team rotation has been implemented, so if there is a COVID exposure, the site can be reopened to the other team, after cleaning. We plan to operate on this schedule for the foreseeable future. In addition, the SCWDB has:

- Created a Pandemic Response Team that included our Workforce Board Director, Fiscal Staff, PA CareerLink® Operator Consortium and PA CareerLink® Site Administrators. Our team virtually met on a weekly basis to discuss programming needs and updates, opportunities for improvement and the development of a “post-pandemic” plan for the safe reopening of our One Stop Centers.
- Provided virtual case management and career counseling services to both new and existing customers. They have been able to meet with our staff, on a regular basis, to ensure they are receiving the services they need and staying on track for program success;
- Created a full menu of online workshops addressing a variety of topics regarding Professional Development; Soft Skills Training; Orientation to One Stop Services; Financial Literacy and Labor Market Information to name a few;
- Provided Unemployment Compensation claim guidance information and support in alignment with our State Agency;
- Developed Resource Email Accounts for each of our PA CareerLink® locations so the needs of our communities can be responded to expeditiously and referrals to appropriate partnering agencies can be made virtually.
 - Beaver County: PACLBEAVER@washingtongreene.org 724-728-4860
 - Greene County: PACLGREENE@washingtongreene.org 724-852-2234
 - Mon Valley: PACLMV@washingtongreene.org 724-379-4750
 - Washington County: PACLWASH@washingtongreene.org 724-223-4500
- Worked with our training providers to develop online approved programs quickly;
- Assisted our employers with Incumbent Worker Training opportunities and funds to support online training initiatives; thus, enhancing the skills of their existing workforce and;
- Hired Pandemic Safety Officers in each of our One Stop locations. The positions are funded through a National Dislocated Worker Grant; therefore, the individuals hired are dislocated workers. We are proud to report that the positions we have created have enabled them to get back into the workforce.

Our virtual services include, but are not limited to:

- Adult Education Services
- All Employer Services
- Career Counseling
- Job Search
- Classroom and On-the-job training programs
- Eligibility determination for Workforce Innovation programs and services
- Resume assistance
- Virtual workshops

- Youth Programming and work readiness services
- EARN Program Operations and Services
- Opioid and Youth Reentry Grant Programs

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 Next-Generation Industry Partnerships for Advanced Manufacturing, Building and Construction and Freight and Logistics;
- 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;
- Creating a job ready workforce by providing individuals with barriers to employment with needed basic literacy and soft skills training.
- Support for an array of training models including, but not limited to, pre-apprenticeships, apprenticeships, transitional job opportunities, incumbent worker training, and customized job training.
- 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. These efforts will be driven by the development of a WDB-lead business services group. This group will work with economic development partners

and guide outreach at the local PA CareerLink® centers.

SCWDB works closely with WIOA Title I providers, PA CareerLink® Operators, and youth providers to ensure focus on the four goals ***listed in 2.1***. The 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 has included 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. This will be bolstered by the development of a WDB-lead business services group. This group will work with economic development partners and guide outreach at the local PA CareerLink® centers.

We will build on our successful Next-Generation industry partnerships that incorporate the needs of employers in the advanced manufacturing and freight & logistics, 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 Next-Generation Industry Partnerships within the three counties.

SCWDB is committed to educating youth, parents, and educators on the benefits of all educational opportunities post high school, primarily opportunities presented through apprenticeships, community colleges, and education through career and technology centers. SCWDB believes that there are benefits from all post-secondary education and training, not just primarily four-year colleges and universities. One example of this is the SCWDB and the Title I Youth Providers host various meetings that bring together business leaders and guidance counselors to share information and opportunities with one another. They are also able to discuss any challenges they may be facing, current employment trends, recruitment efforts and industry connections, as well as assisting with career awareness activities/events with the districts and CTCs. These meetings have resulted in numerous collaborations that have benefited students and the businesses. The SCWDB will continue to facilitate forums for educators and industry leaders to discuss career opportunities and identify skill requirements, thus providing guidance counselors with an understanding of the workforce needs of the region's industries. Our Youth providers are also members of Transition Councils in each county providing a connection to the interests and needs of students with disabilities.

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 PA CareerLink® 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.

As stated previously, the SCWDB has worked to successfully streamline the PA CareerLink® customer flow/triage processes and standardize all common forms for our four offices in the Southwest Corner. The SCWDB created and implemented a PA CareerLink® staff professional development (and onboarding) training called "The PA CareerLink® Way" for all staff and partners. This local area onboarding guide and training was developed to introduce, or re-introduce staff to the expectations and roles of staff at the PA CareerLink® centers. This training and guide does not replace the information staff receive from the HR department at staffs' employer of record and staff will always be responsible for the functions of their jobs as assigned by their respective

employers. However, while co-located at the PA CareerLink® centers, the SCWDB wants to ensure a team like approach while serving customers and conducting services, and each site has specific goals and responsibilities to achieve. This “PA CareerLink® Way” guide and training process, familiarizes staff with the roles and purposes of the Southwest Corner Workforce Development Board, the PA CareerLink® centers, our customers, and our responsibilities to our community and region. The goal of the SCWDB is to work together as a team, streamline our efforts and ensure that all partners are included and trained accordingly.

In an attempt to retrieve quality data from the PA’s workforce development system of record, the SCWDB has worked with the State to develop a training for staff regarding consistency of data entry of services. The Standardized and consistent data entry will result in more accurate analysis of employer needs and service provision. The SCWDB will utilize this information in the development of our strategic plans to better align our services with employer needs.

The SCWDB 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 Next-Generation 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 the PA CareerLink® online system and other job matching tools to increase placements. Other initiatives, including Next Generation Sector Partnerships, Engage!, SCWDB regional Elite BST, and PA CareerLink® 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 resources.

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;
- Industry Tours;
- Pre-Apprenticeships
- Apprenticeships
- 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 SCWDB 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 most recent 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 Workforce Development Area includes Beaver, Greene, and Washington Counties. A defined 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 plans and local perspective for strategizing. The CLEOs hold quarterly CLEO meetings prior to the SCWDB meeting and approve all SCWDB activities along with the SCWDB. The CLEO board participates in full board and committee meetings. CLEO meetings are open to the public, and held two-weeks prior to each quarterly SCWDB meeting.

The Chief Local Elected Officials have appointed a 29-member workforce development board that meets quarterly and along with the CLEO board conducts oversight of our local programs. The SCWDB was the first workforce area to have created a fiscal committee 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 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. (WGCJTA, Inc.) also assumes leadership roles for WDB related activities.

The staff to the Southwest Corner Workforce Development Board 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 SCWDB 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. We have one JATC representative from the Local 712 Electricians, one United Steelworker Union representative and one Labor Council representative as members of our Southwest Corner Workforce Development Board and they provide valuable input regarding Registered Apprenticeships (RAs). In addition to the input from these representatives on the SCWDB, the local area also has employers that have Registered Apprenticeships and are 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. Since November of 2017, the Pennsylvania Petrochemical Complex's main construction phase has created approximately 6,000 long-term temporary construction jobs within the building trades and construction industry onsite. To help fill these jobs, the SCWDB supported the Builders Guild of Western PA and Beaver County Building Council in their efforts to launch a pre-apprenticeship training program in the construction trades. Participants learn site and tool safety, OSHA 10 certification, basic hands-on training, math and mechanical aptitude, hazardous and waste operations, instrumentation, visit union trade apprenticeship programs, and receive valuable personal and professional career information. Upon successful program completion, participants are connected to one of the building trades apprenticeship programs. In addition, the SCWDB's WIOA Title I providers have executed numerous individual training accounts (ITA's) to offset the training costs for new build trades apprentices, and provided supportive service payments to assist with required tools and work attire.

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 SCWDB efforts into the workforce community. We will also utilize PA Labor & Industry technology and resources available to the SCWDB and its PA CareerLink® offices. The SCWDB and the Southwest Corner PA CareerLink® offices will continue to emphasize and encourage invitations and attendance to all SCWDB 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 is 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 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 we will continue to meet and/or exceed our performance levels.

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 **Attachment 1**: SCWBD 2020-2021 Negotiated Levels*

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. (WGCJTA, 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.

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 led 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:

SCWDB Executive Committee

Description/Duties

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.

The Executive Committee shall meet as often as is necessary to carry on the routine business of 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.

General Tasks

- Ensure that SCWDB demonstrates leadership in meeting the mission of improving workforce quality to support economic development.
- Evaluate effectiveness of SCWDB and SCWDB committees in regard to proper management and oversight.
- 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.
- 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.

SCWDB Fiscal Committee

Description/Duties

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.

SCWDB Business Development/PA CareerLink® Committee

Description/Duties

This committee will provide information, recommendations, and assistance with planning, implementation, and oversight, as well as other issues related to PA CareerLink® operations, to include their involvement in the development of the job description and request (regardless of the method) used to procure system operators.

- This committee will oversee business development operations within the PA CareerLink® centers and system.
- Review performance in relation to employer engagement in line with metrics negotiated and agreed upon between Commonwealth and SCWDB.

General Tasks

- Provide oversight and guidance of the PA CareerLink® Operator procurement process:
 - Define Deliverables
 - Work with the Local Board and staff to determine funding amounts and sources, if applicable
 - Oversee the Procurement timeline and process
 - This committee is solely responsible for evaluating operator proposals
 - Make award recommendations to the full Board
 - Oversee other procurement activities as necessary
- Hold meetings
- Record official minutes of all meetings and submit for full Board review
- Analyze information provided by the federal and state entities regarding the workforce delivery system in order to develop recommendations for the full Board.
- Approve local certification criteria and requirements
- Review (from the operator) and present to the full Board, relevant reports that include, but are not limited to, foot traffic reports that include referral information.
- Review (from the operator) results of customer (participant and employer) surveys and report results to the full Board.
- Review results of partner surveys and report the results to the full Board
- Evaluate Operator performance and report to the full board.
- Report local issues and trends to the full Board.
- Develop corrective actions to present to the full Board to remediate operator and/or delivery system deficiencies
- Review Resource Sharing Agreement Budgets
- 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 PA CareerLink® Operator to ensure all necessary service providers and partners are in each center.

Employer Relations:

- Review performance of PA CareerLink® 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 PA CareerLink® 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 PA CareerLink® system and services with colleagues.

Championing Board Activities:

- 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.

SCWDB Quality Assurance Committee

Description/Duties

- 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

- Provide oversight and guidance of the Title I procurement process:
 - 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
- 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.

SCWDB Youth Council Committee

Description/Duties

This committee will support and advise the SCWDB in the establishment and delivery of youth services, as well as promote career pathways and tangible opportunities for youth.

General Tasks

- 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
- Review of leveraged financial and programmatic resources
- Provide oversight and guidance of youth program-specific procurement processes:
 - 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

In addition to these standing committees, the Governance Committee (a/k/a Nominating) is 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 **Attachment 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
Email: rrussell@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. Please see **Attachment 3** for the Local Workforce Development System Program Partner-Provider List.

To ensure this happening, the SCWDB recently completed a decision making strategy initiative to

establish consistency with Prioritized Goals across all four comprehensive PA CareerLink® Offices. The prioritized goals are as follows:

<u>Priority</u>	<u>Prioritized Goals</u>
1	<p>Development of Southwest Corner “PA CareerLink® Way” training model designated by the Commonwealth as best practice for the area. Develop on boarding “training session” that will cover all topics of MOU for new partners and partner employees</p> <ul style="list-style-type: none"> ▪ Implement Employee Test or Survey focused on Knowledge of “PA CareerLink® Way” following orientation/training – All employees score at least 80% on test.
<u>Priority</u>	<u>Prioritized Goals</u>
#2	<p>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:</p> <p>1) Welcome; 2) Questions and Direction; 3) Meet with Advocate</p>
#3	<p>All staff will have a better understanding/knowledge of what partners have available. Increase partner participation, increase services to customers, & decrease duplication.</p> <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. <p>Increase Partner participation on Functional Teams, i.e. Employer Penetration, Job seeker services and Business Services.</p>
#3	<p>Develop a tracking system to get results into the system. Increase collaboration among SCWDB BST’s and more consistency in the delivery of business services across SCWDA. Increased footprint of SCWDB BST.</p>
#4	<p>Decide on structure and resources for the BS Team. Align the purpose of our Business Services team.</p> <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 database. ▪ All Partners will participate in Employer Penetration by adding one person to the BST.
#5	<p>Develop/improve Reentry Process. Review after State sponsored training.</p>

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. Please see **Attachment 3** for the Local Workforce Development System Program Partner-Provider List.

The PA CareerLink® offices also work closely with off-site community partners including: Chambers of Commerce, Economic Development entities, PA Apprenticeship and Training Office, Washington Drug and Alcohol Commission, Inc. and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; 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 PA's workforce development system of record. 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. Please see **Attachment 3** for the Local Workforce Development System Program Partner-Provider List.

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 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 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 staff are co-located in the PA CareerLink® centers and provide Labor Exchange and 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 PA CareerLink® 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: Literacy Pittsburgh
- PA CareerLink® Greene County Provider: Intermediate Unit #1
- PA CareerLink® Mon Valley Provider: Intermediate Unit #1
- PA CareerLink® Washington County Provider: Intermediate Unit #1

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 programing, 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.

Temporary Assistance for Needy Families (TANF) and Employment, Advancement, and Retention Network (EARN) programs are coordinated and conducted within the PA CareerLink® offices in the Southwest Corner Workforce Development Area. TANF service providers are Job Training for Beaver County, Inc. and Southwest Training Services, Inc. EARN service providers are Job Training for Beaver County, Inc. and the Washington Greene County Job Training Agency, Inc. The Department of Human Services is also a partner at each of the PA CareerLink® offices in the Southwest Corner and makes referrals to the EARN and TANF programs.

The Southwest Corner Local Management Committee (LMC), overseen by the Southwest Corner Workforce Development Board and Washington Greene County Job Training Agency, Inc., includes the SCWDB, County Assistance Offices (CAOs), Department of Human Services (DHS), EARN providers, Southwest Corner PA CareerLink® Site Administrators, WIOA Title I and Title II providers, Education Leading to Employment and Career Training Program (ELECT), and various community service providers including: providers of human services, child care, food security, legal

aid, clothing, and transportation. This committee meets on a quarterly basis to ensure that all community partners and providers are working collaboratively together and that their respective services are available to eligible EARN and TANF participants.

The SCWDB will align program support to the strategies outlined in the State, Regional and Local Plans by:

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.

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.

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

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.

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.

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.

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 maximize 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. The SCWDB works closely with

the Southwest Corner Operator Consortium to ensure that all partners adhere to their commitments Identified, and signed off on, in the Memorandum of Understanding (MOU).

The Core programs, Title I - Adult, Dislocated Worker and Youth; Title II – Adult Basic Education; Title III – Wagner Peyser; Title IV – Vocational Rehabilitation; and Title V - Senior Community Service Employment Program, work together to efficiently serve the Southwest Corner’s job seekers and employers. Each program has clearly defined activities to carry out and program goals to achieve, but by aligning and coordinating the various programs, optimum performance outcomes will be achieved. The SCWDB’s efforts to reduce duplication of services, promotes co-enrollment when appropriate.

All of the Core partners and services can easily be accessed through the Southwest Corner’s PA CareerLink® locations and promoted via internal referrals and referrals through the PA CareerLink® website. Triage of initial services begins with one-on-one interaction with a PA CareerLink® staff member which includes the completion of a Plan of Action to achieve their goals. Alignment of general intake, orientation to PA CareerLink® services and partners, and an objective assessment of need ensures that all customers are apprised of the various resources available to them. Partners, *in accordance with their funding stream*, assist in the provision of core services, including staffing the Career Resource Centers.

Basic career services are universal services made available to all job seekers and include services such as labor exchange, labor market information, job listings, and information on partner programs, and linkages to the various community resources, etc. Individuals identified as having barriers to employment will then be referred to the services/partners they need in order to successful in gaining employment.

PA CareerLink® sites will use the PA CareerLink® website as the common information-management system. PA CareerLink® is the official system of record used for all data collection and reporting for all required partners located in the Southwest Corner PA CareerLink® sites. Shared information and data agreements will be used to support access to information and information sharing among partners as allowed by authorizing law and regulations. Entry of applications, objective assessments, literacy/numeracy assessments, ISS/IEP, activities, case notes, measurable skills gains, closure forms, and follow-up must be data entered in a timely manner.

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 24. 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:* 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.
 - 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, Literacy Pittsburgh and Intermediate Unit #1, 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. A poster is also prominently displayed near the entrance of each PA CareerLink® office. Language Identification Cards are located at the Reception Desks enabling easy access for staff in the CRC. Staff who answer the main phones all have a copy of the Quick Reference Guide for receiving a call from a Limited-English speaker, while all staff have the Language Line step-by-step procedures.

- *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.
 - 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 hosted a Reentry Employment Specialist (RES) training here for all three counties for any and all staff of affiliated programs and offices. We regularly engage with our Criminal Justice Advisory Boards to fully understand the needs of those that are in our penal system before their release. For our reentry, along with each county holding reentry resource conferences, we hosted the RES training on September 25-26, 2017 for our WDA. The trainers were from the PA Department of probation and parole. In addition to that, we had meetings 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.).

- In addition, the SCWDB now employs a re-entry liaison who serves as the point of contact for all re-entry persons to help them navigate the system to complete these barriers. We will continue to 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. SCWDA PA CareerLink® offices provide information on the various services offered by our Title II partners. The SCWDA promotes Title II services and programs when meeting job seekers that identify a need of services and while meeting employers, encouraging reverse referrals for GED and Remedial services for their workforce. 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.

- Facilitate the development of *Career Pathways and co-enrollment*, as appropriate, in core programs.

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.

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 maximize 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.

The SCWDA has developed a variety of virtual services, this began as a result of the pandemic, but will definitely continue as we have been able to reach a wider audience. The SCWDA has established:

- CLEO meetings and SCWDB board and committee meetings are taking place virtually.
- Created a Pandemic Response Team that included our Workforce Board Director, Fiscal Staff, PA CareerLink® Operator Consortium and PA Career® Site Administrators. Our team virtually met on a weekly basis to discuss programming needs and updates, opportunities for improvement and the development of a “post-pandemic” plan for the safe reopening of our One Stop Centers.
- Provided virtual case management and career counseling services to both new and existing customers. They have been able to meet with our staff on a regular basis to ensure they are receiving the services they need and staying on track for program success;
- Created a full menu of online workshops addressing a variety of topics regarding Professional Development; Soft Skills Training; Orientation to One Stop Services; Financial Literacy; Job Clubs; and Labor Market Information to name a few;
- Developed the following Resource Email Accounts for each of our PA CareerLink® locations so the needs of our communities can be responded to expeditiously and referrals to appropriate partnering agencies can be made virtually.
 - Beaver County: PACLBEEVER@washingtongreene.org 724-728-4860
 - Greene County: PACLGREENE@washingtongreene.org 724-852-2234
 - Mon Valley: PACLMV@washingtongreene.org 724-379-4750
 - Washington County: PACLWASH@washingtongreene.org 724-223-4500
- Worked with our training providers to develop online approved programs quickly;
- Assisted our employers with Incumbent Worker Training opportunities and funds to support online training initiatives; thus, enhancing the skills of their existing workforce and;

Our virtual services include, but are not limited to:

- Adult Education Services;
- All Employer Services;

- Career Counseling;
- Job Search;
- On-the-job training programs;
- Eligibility determination for Workforce Innovation programs and services;
- Resume assistance;
- Virtual Workshops;
- Youth Programming and Work Readiness services;
- EARN program operations and services;
- Opioid and Youth Reentry grant programs

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 collaborate 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 24. 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 and/or the Redevelopment Authorities 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 for 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.
 - Our area’s Title I provider, Southwest Training Services, Inc., developed an inter-generational 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 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. A LEP poster is prominently displayed near the entrance of each PA CareerLink® office. Language Identification Cards are located at the Reception Desks enabling easy access for staff in the CRC. Staff who answer the main phones all have a copy of the Quick Reference Guide for receiving a call from a Limited-English speaker, while all staff have the Language Line step-by-step procedures.
- *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, and Criminal Justice Advisory Boards, 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 offered a Reentry Employment Specialist training for all three counties for any and all staff of affiliated programs and offices. The Pennsylvania Department of Corrections and the Pennsylvania Board of Probation and Parole facilitated Offender Workforce Development Specialist (OWDS) training. OWDS is an intensive, 160-hour training that prepares individuals to assist the reentrant population in finding and maintaining employment. Two staff from Job Training for Beaver County, Inc. and a veteran's rep from PA CareerLink® Washington County completed the program. We engage 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 re-entry, along with each county holding reentry resource conferences, we hosted an RES training for SCWDA's staff and partners. The trainers were from the PA Department of Probation and Parole.
- In addition, the SCWDB now employs a re-entry liaison who serves as the point of contact for all re-entry persons to help them navigate the system to complete these barriers. We will continue to 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.
- *Opioid and Youth Reentry programs* - Our SCWDB's goals align with the State's goals for these programs. Our goal is to increase the employability of customers who are at moderate risk of drug use through behavioral changes and increase the use of Team Awareness or comparable research-based training systems within workplace settings in Beaver, Greene and Washington Counties.

The project will provide outreach or training to the three essential groups that make up the workforce development system: workforce development staff, employers and their potential employees.

Staff will assess the needs of customers and determine the level of assistance they need in categories such as job search assistance, resume and interview preparation, and additional training or education. Some customers need intensive services while others need only minimal assistance. Those who need intensive services work one on one with Title I provider staff, but also participate in orientation activities and workshops. Through the proposed project, additional components may be added for customers to access on a voluntary basis.

➤ ***GOAL: Connecting Employment Services (PA CareerLink®) to Treatment Centers (Centers of Excellence)***

Southwest Corner Workforce Development Board (SCWDB) will connect with the local PA Department of Human Services Center of Excellence Entity, The SPS Care Center, for Employment and Training services within Beaver, Greene and Washington Counties. The Centers of Excellence follows the (HUB) and Spoke program model to assure that the Center of Excellence (HUB) is working within the community to link individuals with community services and treatment programs.

To achieve this goal, Centers of Excellence offer:

- Team-based holistic approach focused on the “whole person”
- Coordinate care with detox and inpatient rehab facilities, outpatient mental health providers, drug & alcohol providers, and medication assisted treatment programs
- Offer recovery support to individuals and their families with intensive cases
- Management and referrals to social service agencies and varied community resources

SCWDB will work with individuals at the Care Center, and also regional workforce partners at Westmoreland Fayette WDB to prepare staff at local PA CareerLink® centers to provide the Spoke for Employment and Training Services. SCWDB will also work with local probation, parole, and law enforcement involved in Re-Entry activities to connect with Centers of Excellence professionals.

Substance abuse presents a significant barrier for those seeking to obtain or retain employment. We are seeking to introduce substance abuse prevention and awareness training for staff and clients into existing workforce development programming to reduce instances of substance abuse impeding employability.

Our initial objectives are to (1) empower Title I workforce development staff to use Substance Abuse Education in Workforce Development, thereby, increasing the number of referrals into the behavioral health system from workforce development; (2) increase the awareness of moderate-risk customers of the negative effects of illicit substance use on job performance and obtaining/retaining employment; and (3) increase employer awareness of research-based

prevention training methods that they can introduce to their employees, reinforcing concepts into the workforce development system.

The project will provide outreach or training to the three essential groups that make up the workforce development system: workforce development staff, employers and their potential employees.

Staff will assess the needs of customers and determine the level of assistance they need in categories such as job search assistance, resume and interview preparation, and additional training or education. Some customers need intensive services while others need only minimal assistance. Those who need intensive services work one on one with Title I provider staff, but also participate in orientation activities and workshops. Through the proposed project, additional components may be added for customers to access on a voluntary basis.

Project partners will include, but not limited to:

- Beaver County Domestic Relations
- Beaver County Drug & Alcohol Commission
- Greene County Adult & Juvenile Probation
- Greene County Drug & Alcohol Commission
- Greene County Community Service
- Washington Drug & Alcohol Commission, Inc.
- Washington County Adult & Juvenile Probation
- Regional Drug Task Forces
- Local EMS providers
 - EMS Southwest, Inc.
 - Ambulance & Chair Service
 - Medic Rescue
- Recovery Community
- Healthcare Community
 - Washington Hospital
 - Mon Valley Hospital
 - Heritage Valley Health System
- Military/Veterans

➤ ***GOAL: Providing Professional Liaison Between Professional Regional Service and Workforce System***

In 2018, the SCWDB created a liaison position to work between county criminal justice, law enforcement, drug/alcohol, domestic relations departments and community/faith-based organizations located throughout the LDA and the workforce system. This individual is responsible for ensuring individuals in addiction recovery and/or reentering the workforce after incarceration are aware of the services available to them, are completing tasks necessary to remain in good community standing, and work between all agencies to be the point-person for referrals. Due to the successful outcomes of this position, the SCWDB recently added a second liaison/mentor position to further enhance outreach and referral capabilities throughout the SCWDA.

➤ ***GOAL: Expanding Training Opportunities in the Healthcare/Treatment Sector***

The grant will assist in filling a workforce shortage and in upgrading skills in first responders, recovery specialists and medical professionals. The Southwest PA Emergency Medical Service Training Demonstration project will be a partnership between Southwest Corner WDB and Westmoreland-Fayette WDB.

The cornerstone of public safety in local communities are the first responders. Whether paid or volunteer, these individuals' professional motivation is to keep the public safe. This is especially true with local emergency management services, particularly with Emergency Management Technicians (EMTs) and Paramedics. In Southwest Pennsylvania, with an aging population, opioid issues that mirror the national crisis, and geographically rural communities, the need for qualified medical response teams is vital for public safety. The Southwest PA Emergency Medical Services Training Demonstration Project plans to assist our community health providers by assisting in preparing individuals with the necessary training to continue this strong public service.

Throughout the demonstration project's three workforce area region, this grant will train 40 individuals in EMT and Paramedic certification curricula. Workforce boards will work with local EMS employers to recruit potential participants, and with local training providers, including community colleges, career and technical centers (CTCs), and post-secondary schools to provide the training. Local high schools and CTCs that offer EMT certification in their curriculums will provide a quality pipeline of young workers to take advantage of this opportunity. As a demonstration project, these funds may serve individuals outside of the WIOA eligibility system but will focus on core targeted populations including low-income individuals, single parents, and out-of-school youth. The benefits to local communities will be clear. Certified workers will be able to fill the need of local EMS providers, but the career ladder of these trainings, from EMT to paramedic to nurse and beyond is well documented. This project will build a prepared and work-ready pool of candidates to keep local neighborhoods safe.

In addition to the EMT and Paramedic trainings, this project will work with local employers to develop a registered apprenticeship focused on paramedic training. By instituting a registered apprenticeship model, individuals will be able to “learn and earn” while preparing for their certifications and satisfy their classroom and field requirements. This model will also assist in sustainability of the project; as registered apprenticeship models have many opportunities for funding from a number of sources. The SCWDB views this opportunity to assist in the development of a non-traditional apprenticeship model as a potential best practice and will be replicable across other occupations.

The Westmoreland-Fayette and Southwest Corner WDB will collaborate with local Penn State Commonwealth Campuses (Fayette and Beaver counties) and Penn Commercial to make available to eligible applicants the **Certified Recovery Specialist program**. The Certified Recovery Specialist is a 54-hour, peer support program designed to meet the current educational requirements for the CRS credentials set forth by the Pennsylvania Certification Board (PCB). Participants will receive education in Education and Advocacy, Recovery Management, Confidentiality, Professional Ethics and Responsibility, and Addiction.

In addition, we continue to facilitate meetings 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.).

The SCWDB hired a liaison as a point of contact for all re-entrants and persons in recovery to help them navigate the system to address and overcome these barriers. We partner with our local agencies and community/faith based entities that specialize in pre and post release, reentry and recovery services.

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.

SCWDB became a *Pennsylvania Academic and Career/Technical Training Alliance (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*.

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.

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Completed WIOA eligibility applications are immediately submitted to a WIOA program manager/supervisor. The WIOA program manager/supervisor 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 with 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 PA CareerLink® centers, and both staff participating in cross-training, any concerns with compliance, eligibility and performance are handled immediately.

The SCWDB's aim is to establish career pathways through OJT, Customized Training, and ITAs. Our Title II providers, Literacy Pittsburgh and Intermediate Unit I, has and will prepare and refer students to use these services. The SCWDA's increased focus on serving Out-of-School Youth without a high school equivalency (HSE) credential. The Title II providers have many years of experience in serving this population to help them overcome barriers to successful employment/education. Title II providers collaborate with the SCWDB and other partners to establish pathways to careers for adults who are basic skills deficient that includes beginner level literacy instruction to support college/career readiness. Additional offerings include ESL instruction and workplace preparation activities. Student Support coordinators address barriers to participation. The Southwest Corner Title II providers take great care to identify "on ramps" for students depending on their skills, needs, and high priority opportunities in the SCWDA. All Title II students complete SMART Goal planning, Career Awareness surveys to identify the most appropriate career pathways. These pathways are explained, and an individualized education plan is developed, focusing on raising basic literacy skills, building employability skills, and developing postsecondary success skills. Providers contextualize these skills to prepare students for "on ramps." Intermediate Unit #1 offers non-traditional class hours, remote and face to face classes onsite at the three PA CareerLink® offices in Washington and Greene Counties and Literacy Pittsburgh provides services within the PA CareerLink® Beaver County. Title II staff work closely with the employment specialist and business services teams to identify employment opportunities. The Southwest Corner Title II providers have a demonstrated success record of offering a series of connected basic education and support services enabling one to enter employment within a specific occupational sector and advance over time to higher pathways of education/employment. Title II staff carefully review the local plans to ensure the educational opportunities provided align with the targeted employment needs of the Local Plan.

SCWDB currently supports the efforts of the Builders Guild of Western PA and the Beaver County Building Trades council in their efforts in launching a pre-apprenticeship training program in the construction trades. Participants will learn site and tool safety, OSHA 10 certification, basic hands-on training, math and mechanical aptitude, hazardous and waste operations, instrumentation, visit union trade apprenticeship programs, and valuable personal and professional career information. Participants will also be guaranteed entry into a Trade Apprenticeship Program. 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 uses its ITA process to cover costs associated with apprenticeships. 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 Provider List (ETPL). The ITAs 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 continues to facilitate employer events focused on the expansion of the Registered Apprenticeship programs with support from PA Department of Labor & Industry, PA Department of Community and Economic Development, and PA Director Apprenticeship and Training Office. Moving forward, the SCWDB will continue to work with local manufacturing employers through our established next generation sector partnership to increase the number of registered apprenticeship programs and incorporate pre-apprenticeship programs into secondary schools.

The SCWDB supports the development of Registered Pre-Apprenticeship programs. These programs create dependable pipelines of skilled workers prepared to become involved in Registered Apprenticeships. The benefits of Registered Pre-Apprenticeship are:

- *Hands-on experience.* This strategy is vital to attaining skills by exposing the pre-apprentice to the industry and employer setting. As a pre-apprentice, the student is a part-time "intern." Upon course completion, an individual can become a full-time Registered Apprentice, with completed education requirements and credited OJT hours attained as a pre-apprentice

applied toward an Apprenticeship Completion credential.

- *A pathway into a Registered Apprenticeship program.* Upon successful completion of the program, pre-apprentices and employers continue to emphasize skill and workplace development, increasing employee retention.
- *Financial incentives.* Wage subsidies, credentialing cost reimbursement, and tuition reimbursement are all available to employers and pre-apprentices.

SCWDB partners with pre-apprenticeship program providers including the German American Chamber of Commerce, Catalyst Connection, the Builder's Guild of Western PA and The Beaver County Building Trades Council to establish career pathway opportunities in high-demand industry sectors such as manufacturing and building and construction for youth, adult education participants, and individuals with barriers to employment. These partnerships have resulted in connecting more than 100 pre-apprentices/ apprentices from more than 20 school districts with 14 individual employers.

The SCWDB supported the Builders Guild of Western PA and Beaver County Building Council in their efforts to launch a pre-apprenticeship training program in the construction trades. Participants learn site and tool safety, OSHA 10 certification, basic hands-on training, math and mechanical aptitude, hazardous and waste operations, instrumentation, visit union trade apprenticeship programs, and receive valuable personal and professional career information. Upon successful program completion, participants are connected to one of the building trades apprenticeship programs.

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 SCWDB 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 PA CareerLink® online 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 training and incumbent worker training);
- Compiling and disseminating local labor market information, including prevailing wages; 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*

Work-based training is a key operational element in the SCWDB's strategy to increase business engagement, ensure training activities meet employer needs, establish a pipeline of skilled workers, create career pathways for youth, and provide employment and training opportunities for individuals with employment barriers.

- *Customized job training (CJT);*
- *On-the-job training (OJT);*
- *Incumbent worker training (IWT)*
- *Pre apprenticeship and registered apprenticeship (RA) training programs*
- *Transitional Jobs (TJ)*

The SCWDB's business services representatives outreach to local employers to identify their hiring and training needs, discuss the full complement of work-based training programs, and develop appropriate training activities. The SCWDB works closely with Pennsylvania Apprenticeship and Training Office representatives to educate employers on the benefits of registered apprenticeship (RA) training and provide technical assistance in implementing RA training programs. The SCWDB supports these training activities for both newly hired and current employees through the OJT and IWT programs.

The SCWDB partners with pre-apprenticeship program providers including the German American Chamber of Commerce, the Builder's Guild of Western PA and The Beaver County Building Trades Council to establish career pathway opportunities in high-demand industry sectors such as manufacturing and building and construction for youth, adult education participants, and individuals with barriers to employment.

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➤ ***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, PA CareerLink® online system 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 SCWDB's 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 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 PA CareerLink® centers. Within the WDA, there will be an Elite Level Regional BST, led

by the SCWDB director. This team will assist in the implementation of Engage! meetings to 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. These efforts with the chambers and economic development agencies have already begun in each county. The next phase of our elite team will be driven by the formal development of a WDB-lead business services group meeting. This group will create, implement and guide the outreach at the local PA CareerLink® centers. This coordination will ensure that a collective approach to business services are occurring throughout the Southwest Corner. The SCWDB has worked diligently to develop these relationships and has a vision of uniformity and precision for our employers in the Southwest Corner.

The SCWDB implemented the Engage! Program in 2020. This program enables the SCWDB Director and Business Services Team Leaders from the SCWDA's two Title I service providers for the 3-county area to meet with business leaders from high-demand industries and Identify their opportunities and challenges. The team then works with these business leaders to develop an action plan connecting them to the resources needed to capitalize on their opportunities and overcome challenges.

The SCWDB and Title I service provider in Beaver County and the SCWDB director participate in a newly created Beaver County Action Team (BCAT) along with representatives from the Beaver County Corporation for Economic Development, Beaver County Chamber of Commerce, Beaver County Regional Council of Governments, Beaver County Commissioners, and the Community College of Beaver County. This team is leveraging workforce and economic development resources to attract new businesses to the area, retain and support expansion of existing businesses and foster new business creation through entrepreneurship programs. The SCWDB and Title I service provider in Washington and Greene counties participate in both the Greene County COVID Economic Development Task Force and the Washington County Chamber of Commerce offers similar services and are comparable initiatives.

The SCWDB launched a Next Generation Manufacturing Sector Partnership in July of 2017 as an opportunity to engage business leaders from the high-demand manufacturing sector. The SCWDB Director and Business Services Team Leaders from the SCWDA's two Title I service providers for the 3-county area facilitate quarterly partnership meetings either in person or virtually. These meetings bring together manufacturing industry leaders and provide a forum for them to collectively identify the priority action items needing addressed in order for them to grow and compete. Since inception, this partnership has identified and made significant progress in addressing the following *action items*:

- Establishing and/or expanding registered apprenticeship training programs as a way of creating a pipeline of skilled workers.
- Upskilling the current workforce to remain competitive and promote from within to replace the most highly skilled workers aging out of the workforce.
- Promoting family sustaining manufacturing career opportunities to youth, parents, and educators through school programs, internships, and industry tours. The SCWDB recently assisted the partnership to launch the manufacturingswpa.com website. This website is a valuable tool to inform youth, parents, and educators about local manufacturing facilities, their products/ services, career and training opportunities offered, and willingness to participate in career awareness activities.

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

The SCWDB recognizes that the growth of the regional economy relies on strategic collaboration among the Workforce Development Areas, Community and Economic agencies, 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 Conference | ● Greene County Chamber of Commerce |
| ● Allegheny County Economic Development | ● Greene County Planning and Development |
| ● Armstrong County Department of Economic Development | ● Greene County Industrial Development, Inc. |
| ● Beaver County Chamber of Commerce | ● Indiana Economic Development Corporation |
| ● Beaver County Corporation for Economic Development* | ● Monongahela Chamber of Commerce |
| ● Beaver County Action Team | ● Mon Valley Alliance |
| ● Catalyst Connection | ● Mon Valley Initiative |
| ● Clarion University Small Business Development Center | ● Mon Valley Regional Chamber of Commerce |
| ● Community Development Corporation of Butler County | ● Partner4Work |
| ● Duquesne University | ● Pittsburgh Regional Alliance |
| ● Economic Growth Connection of Westmoreland County | ● Private Industry Council of Westmoreland/ Fayette |
| ● Fay-Penn Economic Development Council | ● Regional Industrial Development Corporation |
| ● German American Chamber of Commerce | ● Riverside Center for Innovation |
| | ● Saint Vincent College |
| | ● SEWN |
| | ● Southwestern Pennsylvania Commission |
| | ● Steel Valley Authority |
| | ● TEAM |

- Tri-County Workforce Development Board
- University of Pittsburgh
- University of Pittsburgh Small Business Development Center
- Urban Redevelopment Authority
- Washington County Authority
- Washington County Council on Economic Development
- Washington County Chamber of Commerce
- Westmoreland County Casemanagement & Supports, Inc.
- Westmoreland/Fayette Workforce Investment 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, 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. SPC also heads the *Engage!* efforts for business outreach throughout the entire region. The SCWDB implemented the Engage! Program in 2020. This program enables the SCWDB Director and Business Services Team Leaders from the SCWDA's two Title I service providers for the 3-county area to meet with business leaders from high-demand industries and identify their opportunities and challenges. The team then works with these business leaders to develop an action plan connecting them to the resources needed to capitalize on their opportunities and overcome challenges.

The SCWDB and Title I service provider in Beaver County and the SCWDB director participate in a newly created Beaver County Action Team (BCAT) along with representatives from the Beaver County Corporation for Economic Development, Beaver County Chamber of Commerce, Beaver County Regional Council of Governments, Beaver County Commissioners, and the Community College of Beaver County. This team is leveraging workforce and economic development resources to attract new businesses to the area, retain and support expansion of existing businesses and foster new business creation through entrepreneurship programs. The SCWDB and Title I service provider in Washington and Greene counties participate in both the Greene County COVID Economic Development Task Force and the Washington County Chamber of Commerce offers similar services and are comparable initiatives.

➤ ***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 RESEA 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, 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 SCWDA 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 our 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 RESEA partners including local economic development providers, 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 Healthcare.

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 in the past, the Board will focus on the functional development of programs 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.

Job Training for Beaver County, Inc., in partnership with the Community Development Program of Beaver County, facilitates a series of entrepreneurship education workshops for low to moderate income Beaver County residents. The “Entrepreneurship Education for Potential Business Owners Program” provides participants with foundational small business development information/exercises as a strategy for self-assessing the sustainability of their business idea/plans. The program offers thirty (30) hours of customized programming scheduled monthly and delivered through a series of ten (10) workshops. Discussions, lectures, and innovative hands-on exercises addressing the feasibility and responsibilities of owning and operating a small business collectively engage workshop participants. Complementing the workshops are opportunities for participants to schedule a one-on-one workshop follow up consultation, network with guest speakers/mentors, and receive a JTBC developed business e-newsletter to inform them about additional activities and resources.

The Southwest Corner PA CareerLink® centers also work with the University of Pittsburgh Small Business centers on providing the “Mechanics of Starting a Business” program within the centers. This program helps with structure, resources, funding options, and developing a business plan.

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 SCWDB releases a Request for Proposals (RFP) for WIOA Adult and Dislocated Worker funds. The Southwest Corner CLEOs and the WDB have procured and selected WIOA Title I contractors through a competitive RFP process in the same manner as the One-Stop Operator procurement.

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

They receive **WIOA 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 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 serves 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
 - 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 consists 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 is 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 (CRC), 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 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

rrussell@washingtongreene.org

A full list of the PA CareerLink® partner programs is available below. Contact information for the organizations administering these programs is available in **Attachment 3** of this document. A description of each PA CareerLink® program role is available in the following section **(4.2)**.

Partner Program	Partnering Entity(s)
US Department of Labor Programs	
WIOA Title I - Adult, Dislocated Worker, and Youth Programs	<ul style="list-style-type: none"> – Job Training for Beaver County, Inc. – Southwest Training Services, Inc.
WIOA Title I - Indian and Native American Programs - (INA), WIOA sec. 166, 29 USC 3221	– Council Of Three Rivers American Indian Center (COTRAIC)
National Farmworker Programs / Migrant and Seasonal Farm Worker Programs	– Pathstone
Job Corps	– The Pittsburgh Job Corps Center
Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	<ul style="list-style-type: none"> – Southwestern PA Area Agency on Aging – Urban League of Greater Pittsburgh – Westmoreland County Community College Senior Community Service Employment Program
Trade Adjustment Assistance Activities (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)	– Bureau of Workforce Partnership and Operations
WIOA Title III -Wagner-Peyser - Wagner-Peyser Act ES, as authorized under the Wagner-Peyser Act, as amended by WIOA Title III – including Labor Exchange	– Bureau of Workforce Partnership and Operations
Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.	– Bureau of Workforce Partnership and Operations
Unemployment Compensation Programs	– PA State Unemployment Compensation
US Department of Education Programs	
Adult Education and Family Literacy- WIOA Title II	<ul style="list-style-type: none"> – Intermediate Unit # 1 – Literacy Pittsburgh
Vocational Rehabilitation - State VR program, authorized under Title I of the Rehabilitation Act of 1973, as amended by WIOA Title IV	– Office of Vocational Rehabilitation
Perkins CTE Post-Secondary Programs - authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	<ul style="list-style-type: none"> – Community College of Beaver County – Pittsburgh Technical College
US Department of Health and Human Services Programs	
Temporary Assistance for Needy Families Programs authorized under the Social Security Act title IV, part A (TANF)	– Department of Human Services
Community Services Block Grant – Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 et seq.)	<ul style="list-style-type: none"> – Blueprints – Beaver County Community Services Program
US Department of Housing and Urban Development	
HUD Employment and Training Programs	– Housing Authorities
Additional Partners (Non-Required)	
Foreign Labor Certification (FLC)	<ul style="list-style-type: none"> – PA Department of Labor & Industry, – Bureau of Workforce Partnership and Operations
Rapid Response	<ul style="list-style-type: none"> – PA Department of Labor & Industry, – Bureau of Workforce Partnership and Operations

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 staff 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 PA CareerLink® online 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 identified at the State-level and offer services within all four PA CareerLink® centers. Current providers in the region are Literacy Pittsburgh and Intermediate Unit #1. In addition to our onsite partners, the KEYS program at the Community Colleges are also Adult Basic Education providers offering these services.

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.

The SCWDB works with our partners to develop and support access to career pathway opportunities for individuals. As a key example, SCWDB partners closely with our Title II Adult Education partners, Literacy Pittsburgh and the Intermediate Unit #1, to help participants obtain the literacy, numeracy, digital skills, GED credentialing, and other services needed to successfully participate in training and obtain employment.

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.. A full list of the PA CareerLink® partner programs and the contact information for the organizations administering these programs is available in **Attachment 3** of this document.

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 maximize 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 PA CareerLink® centers. A Senior Project Team in the Computer Information Systems program at Cal U assisted in building a comprehensive, web based system which is being utilized within each center. This system has centralized data collection and an enhanced reporting function. Thus, initial access at all sites are universal and foot traffic, initial visits, and activities are more accurate. The system also incorporated a needs assessment and partner referrals which assists with holistic services to job seekers. The SCWDB acknowledges and promotes that the PA CareerLink® is the system of record and all services and activities for customers will continue to be data entered into the PA CareerLink®.

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. Services, free of charge to participants, include career counseling, computer instruction, GED and remediation, credentialing opportunities, job placement assistance, resume and interviewing skills workshops and individual and family counseling programs.
- *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 24. 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 and/or the Redevelopment Authorities 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 for Older individuals:* Southwestern PA Area Agency on Aging, Urban League of Greater Pittsburgh, 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.
 - 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, Literacy Pittsburgh and Intermediate Unit #1, 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.

The Southwest Corner WDB has an elaborate partnership with local social service programs that provide services to the local non-English speaking population. These partners include Intermediate Unit 1 (Title II provider for Washington and Greene Counties), Literacy Pittsburgh (Title II provider for Beaver County), Literacy Council of Southwestern PA, Goodwill Industries, City Mission, Blueprints, Southwestern PA Human Services and many more. These program connections to the local one stops ensure that the local non-English speaking population will receive the appropriate assistance and referrals to the appropriate programs. In addition to these partners, the Southwest Corner WDB has established connections with many homeless shelters, half-way/three-quarter homes, food banks, and other disadvantaged service programs through training programs that were designed to target populations with most extreme barriers. The outreach to these community organizations has allowed the local one-stops to stay connected to these populations, which includes individuals with language barriers. In addition to these already

established outreach efforts, the Southwest Corner WDB is in the process of creating updated service directories for each county within the workforce area. During this process, the Southwest Corner WDB hopes to find additional partners that service individuals with language barriers. All existing partners and any new partners found through this process will have local workforce program and contact information available to provide to prospective participants.

In addition, as part of the SCWDB's affirmative outreach plan, we will place advertisements in local non-English speaking media outlets that serve our LWDA. We will also reach out to religious organizations that have non-English speaking members along with our homeless shelters, food banks, food kitchens and any social organizations that would have contact with or would extend into the unemployed community of non-English speaking individuals

- *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. WIOA Title IV partner, Office of Vocational Rehabilitation (OVR) provides comprehensive services to those persons determined to be eligible for services under WIOA Title IV. In addition, OVR provides communication access for Deaf and Hard of Hearing participants. Each of the SCWDA PA CareerLink® offices have a TTY communication device and American Sign Language interpreters will be provided upon request. These services are utilized to enable all customers access to all services. Within the Career Resource Centers in each PA CareerLink® center, partner staff assist individuals with disabilities with registration, computer usage, referrals, and job search activities.
- *Unemployment Compensation (UC)* – UC Courtesy phones and computers are available at all PA CareerLink® centers for claimants to handle all aspects of their unemployment claim. PA CareerLink® 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, PA CareerLink® staff invite the visitors to explore the Career Resource Centers and other offerings that exist to offer services to these individuals. The UC Courtesy phone service has temporarily been suspended due to COVID-19.
- *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 Resource/Job Fairs* for ex-offenders, including youth 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 SCWDB has applied for and been awarded a grant as a collaborative project with Westmoreland Fayette WIB for *Youth Reentry*. The program serves youth ages 18-24 who were incarcerated or were subjected to the justice system. Through program efforts, participants will engage with career pathways that will include post-secondary education, soft-skills training, advanced training, and/or meaningful employment.
- 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. In addition to our onsite partners, the KEYS program at the Community Colleges are also Adult Basic Education providers offering these services. The SCWDB works with our partners to develop and support access to career pathway opportunities for individuals. As a key example, SCWDB partners closely with our Title II Adult Education partners, Literacy Pittsburgh and the Intermediate Unit #1, to help participants obtain the literacy, numeracy, digital skills, GED credentialing, and other services needed to successfully participate in training and obtain employment.

- *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 PA CareerLink® online 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 PA CareerLink® online 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 PA CareerLink® online system from their locations. Individuals 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 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 PA CareerLink® online 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 workstations. The following Adaptive Equipment is available at the Southwest Corner PA CareerLink® offices:

- Adjustable height table for PC
- Adjustable height chair with adjustable height arm rests
- Alternate mini keyboard
- Alternate track ball mouse
- Foam wrist rest
- Large print/braille keypad stickers
- Monitor arm
- Zoom Text
- JAWS Speech output software
- Closed circuit TV
- Assistive listening devices with disposable covers
- Dedicated telephone line for TTY
- Readers and writers
- Optical wheel mice
- Signature guide
- Sign Language interpreting
- Footstool
- AT&T Telecommunications Relay Service
- Automatic doors

A Limited English Proficiency policy is developed within each PA CareerLink® center, including providing access to language interpretation services. Within the Career Resource Centers in each PA CareerLink® 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 review, and will also be reviewed during the SCWDB PA CareerLink® 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.

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.

Affirmative Outreach

As part of the SCWDB's affirmative outreach plan, we will place advertisements in local non-English speaking media outlets that serve our LWDA. We will also reach out to religious organizations that have non-English speaking members along with our homeless shelters, food banks, food kitchens and any social organizations that would have contacts or would extend into the unemployed community of non-English speaking individuals.

Recipients must take appropriate steps to ensure that they are providing equal access to their WIOA Title I-financially assisted programs and activities. These steps should involve reasonable efforts to include members of the various groups protected by these regulations including but not limited to persons of different sexes, various racial and ethnic/national origin groups, various religions, individuals with limited English proficiency, individuals with disabilities, and individuals in different age groups.

The Southwest Corner Workforce Development Board (SCWDB) has long supported inclusivity and believes that a diverse workforce provides both tangible and intangible benefits to companies and communities. Our partnerships with county public assistance offices, juvenile justice/local law enforcement agencies, housing authorities, job corps centers, vocational rehabilitation agencies, community/faith based organizations, and Title II adult literacy/ESL service providers ensures members of protected groups are not only aware of WIOA Title I programs and activities, but have equal access to them.

One example is our partnership with Building Hope in Beaver County, which is led by a sitting county judge and includes representatives from Shell Chemicals Co., the Beaver County NAACP, the Builders Guild of Western Pennsylvania, and numerous other community and faith-based organizations. Building Hope representatives conduct onsite career awareness presentations at

local school districts, many of which are located in high-poverty areas, to inform students and educators about building trades and manufacturing career pathways. Interested students are then connected to Title-I WIOA programs such as the Non-Traditional Apprenticeship Candidate Ecosystem Project to help prepare them for careers in these industries. This project, which is specifically designed to create a diverse pipeline of individuals from nontraditional populations including women, minorities, and individuals with a disability, who enter a building trades registered apprenticeship program. In addition, we make employers aware of PA Apprenticeship and Training Office incentive funds that are available to support RA programs for new apprentices from diverse backgrounds. We are also working with a community partner who manages a USDOL funded grant that provides incentive funding for new manufacturing Industry apprentices with diverse backgrounds.

The Covid-19 Pandemic provided the Southwest Corner with an opportunity to further enhance remote access to our WIOA Title I programs and activities. In addition to transitioning job seeker workshops, job fairs, employer recruitments, and career awareness events to a virtual format, orientations, WIOA eligibility, assessment, and follow up career counseling activities were also made available virtually. Although the pandemic initiated the enhancement in remote services, these services will continue post-pandemic due to their proven success in reaching a wider audience. Our continued use of social media platforms and local radio and television stations will further enhance our ability to ensure equal access to WIOA Title-I programs and services.

SCWDA EO Training Plan

The Southwest Corner Workforce Development Area will ensure that ample annual Non-Discrimination and Equal Opportunity trainings are available to all entities involved in the local one-stop service delivery system, including one-stop operators and one-stop partners. There will be a minimum of four professional trainings made available annually to all workforce partners. These training will cover a variety of topics, such as ADA Compliance, disability awareness, assistive technology, sexual harassment, cultural competency, mental health and diversity. In addition to these trainings, the local EO Officer will also provide information annually to partners and staff at local meetings related to local Non-Discrimination and Equal Opportunity policies, procedures and topics. These topics will include but will not be limited to the following: proper Non-Discrimination and Equal Opportunity outreach practices, complaint procedures, complaint logs, complaint timelines, complaint retaliation and other EO Related topics.

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, 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 HPO 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 and retention 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 on an annual basis:

- 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 policy and procedures;

- A copy of its state license (if applicable);
- 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.

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 the current ETPL approved 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 consist 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 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 existing 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 (IEP)
- 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
- Customized Job Training

Other Services

- Adult Basic Literacy Education services through Title II providers, Intermediate Unit #1 and Literacy Pittsburgh
- Financial Counseling and other Supportive Services
- Grant-funded services for specific populations, including National Emergency Grants and programs focuses on the opioid crisis in local communities

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.

The SCWDB reviews and discusses performance reports in detail throughout the program year. The appropriate committee reviews workforce programming proposals submitted annually, providing 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 specific data on the long-term unemployed is reviewed upon availability, and the SCWDB will meet with partners and other community groups as necessary.

The SCWDB is fortunate that the majority of the post-secondary schools in the workforce area have training programs that are State approved for the Eligible Training Provider List. The SCWDA Title I providers use the ETPL list to write ITAs, to develop Career Pathways and support apprenticeships on the 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, or ITAs, fund programs of study, or through the use of contracts for training services that fund work-based trainings.

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 uses its ITA process to cover costs associated with apprenticeships. 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 Provider List (ETPL). The ITAs 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 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 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 procures WIOA and TANF youth services through a competitive Request for Proposal process. Currently, our contracted WIOA and TANF 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 and TANF 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. These providers collaborate with local County Assistance Offices, Department of Human Services employment and training providers, PA CareerLink® and WIOA funded programs as they relate to TANF YDP clients.

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 and 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 PA CareerLink® online 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), via PA's workforce development system of record, 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 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 Council Committee is continually discussing 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.

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. 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 PA CareerLink® online system 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 PA CareerLink® online system

- Little, if any, exposure to successfully employed adults (ISY/OOSY)
 - Through self-certification that there have 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 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 SCWDB.

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.
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. Virtual financial literacy workshops have also been developed. Our Title I Provider has created a YouTube page that has the workshops available to anyone that has access to the Internet. This has been shared with our local districts and CTCs. 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.) Virtual workshops have been and will

continue to be provided to our area's youth for leadership and professional development purposes.

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.
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, juvenile probation, 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 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), 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 PA CareerLink® online system 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. The SCWDB is fortunate to have the western regional rapid response coordinator co-located at PA CareerLink® Beaver County. This individual also participates in business services team meetings and quarterly workforce board meetings. When notice of a layoff occurs, The SCWDB's standard operating procedure includes a reciprocal notification relationship with Rapid Response Coordination Services (RRCS) and collaborates to provide a comprehensive strategy and plan for response. This reciprocal agreement enables SCWDB staff who become aware of potential layoffs or closures to notify RRCS.

When the Rapid Response meetings occur (either onsite or virtually), 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. SCWDB Title I staff then conduct follow up outreach to impacted workers to encourage them to utilize reemployment services and identify next steps.

The Southwest Corner is still seeing significant employment downturn in most industries including the mining industry. Recently, the SCWDB was awarded additional Rapid Response funding to assist with our layoffs. The majority of the funds are to support the training/retraining needs and employment initiatives of the dislocated population.

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 counties. 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 serves on workforce advisory committees for local K-12 educational institutions. Also, a local CTC Director was nominated and added to the SCWDB.

The increased focus on business engagement under WIOA legislation has enabled the board to develop new programs and enhance existing programs. This includes a 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. Employers are encouraged through our various workforce area meetings to utilize the Basic Skills training opportunities readily available and provided by our Title II Providers, at all of the Southwest Corner Workforce Development Area PA CareerLink® offices. Employers are also engaged in providing work-based learning opportunities tied to classroom instruction.

Next generation sector partnerships are another example of how the SCWDB's business

engagement supports coordination between secondary and postsecondary education programs and activities with workforce investment activities. The SCWDB launched a Next Generation Manufacturing Sector Partnership in July of 2017 as an opportunity to engage business leaders from the high-demand manufacturing sector. The SCWDB Director and Business Services Team Leaders from the SCWDA's two Title I service providers for the 3-county area facilitate quarterly partnership meetings either in person or virtually. These meetings provide a forum for industry leaders and educators to discuss critical occupations, educational requirements and career awareness activities. Since inception, this partnership has identified and made significant progress in addressing the following action items.

- Establishing and/or expanding registered apprenticeship training programs as a way of creating a pipeline of skilled workers.
- Upskilling the current workforce to remain competitive and promote from within to replace the most highly skilled workers aging out of the workforce.
- Promoting family sustaining manufacturing career opportunities to youth, parents, and educators through school programs, internships, and industry tours. The SCWDB recently assisted the partnership to launch the manufacturingswpa.com website. This website is a valuable tool to inform youth, parents, and educators about local manufacturing facilities, their products/services, career and training opportunities offered, and willingness to participate in career awareness activities.

SCWDB has representation from our local Career & Technology Centers (CTCs) at its Board level and within every PA CareerLink® center. Each of our CTCs has workforce development representation (SCWDB Director; Title I; PA CareerLink® administrators) on their advisory boards and occupational advisory committees, including the Carl Perkins committees and the CTCs' stakeholder groups. In addition, the Perkins recipients utilize the PA CareerLink® for recruitment of participants and for job search for graduates. CTCs are included in Sector Partnerships. The Local Board encourages CTCs to add their programs to the ETPL list and provide HPO information for our local area in order to include CTE as an option for WIOA funds/ITAs. WDB Director is working closely with Apprenticeship groups and linking them with CTCs to create a pipeline of students for Apprenticeship programs. When planning or developing processes to address the Comprehensive Needs Assessment in the CTE system, SCWDB will lean to these leaders and partners to assist in directing SCWDB responses. The SCWDB is an active member of planning, with all CTCs' Comprehensive Needs Assessment advisory committees. The SCWDB will continue to provide LMI data regarding industry sectors, sector partnerships, and occupations as well as career pathways that are identified as in-demand occupations to the schools.

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. This plan includes formal "PA CareerLink® Way" cross-training for all new and existing PA CareerLink® staff.

This cross-training results in seamless delivery of comprehensive services and appropriate exchange of information while avoiding duplication. 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 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.

WIOA and BWPO 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 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 SCWDB. 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 SCWDB 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 PA CareerLink® 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. The Title I providers adopted assessments that coordinate with the Title II provider testing in each site. This streamlines the assessment and testing process and eliminates duplication. 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 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*):

WIOA Title I - Adult/Dislocated Worker/Youth Programs

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

WIOA Title II - Adult Basic Literacy Education Programs

- Intermediate Unit I
- Literacy Pittsburgh

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
- Transitional Employment Consultants (TEC)
- Mon Valley Initiative

WIOA Title V Programs

- Beaver County Area Agency on Aging
- Southwestern PA Area Agency on Aging
- Urban League of Greater Pittsburgh

Department of Human Services - County Assistance Offices

EARN Program Providers

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

Unemployment Compensation

TANF Youth Program Providers

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

Worker's Compensation Office of Adjudication

Community Development Block Grant and Housing/Homeless Programs

- Blueprints, Inc.
- Housing Authority of Beaver County

Career and Technology Centers

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

Community Colleges

- Community College of Beaver County

Colleges and Universities

- California University of PA
- Penn State Beaver
- Penn State Fayette, Eberly Campus
- Pittsburgh Technical College
- Rosedale Technical College

Business & Technical Schools

- All State Career School
- Douglas Education Center
- Penn Commercial Business & Technical School
- PIA Jump Start

Employers/Staffing Agencies

- MANCAN
- Liken Staffing

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.

Populations with barriers remain a particular focus of the Southwest Corner workforce system and the WIOA services delivered through the region's PA CareerLink® offices. These barriers include:

Poverty - Among the factors that often contribute to poverty are unemployment and under-employment. 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. In the Southwest Corner, the poverty rate was 9.4% in 2019, a drop of

1% from 2014. Unemployment in this group dropped from 30.6% in 2014 to 23.2% in 2019.¹⁹ Although current data is not yet available, these gains have likely been reversed due to COVID. Many of those most effected were in retail and the service industry which often pay lower than average wages, exacerbating poverty among those who were already most vulnerable.

Disabilities - Those with disabilities face a number of barriers to employment, including individual and systemic perceptions and prejudice that make employers hesitant to hire people with disabilities. In the Southwest Corner, individuals with disabilities accounted for 16% of the population in 2019, a 6% increase from 2014 (15.1% of the population). In 2019 average earnings for an individual with a disability in the region were \$22,949, 36% lower than individuals with no disabilities. These individuals are more than twice as likely to be in poverty than individuals who have no disability (19.4% to 8.6%), and almost 3 times as likely to be unemployed (12% to 4.4%).²⁰

Ability to Speak English - The inability to speak English while living in the U.S. can be a barrier to employment. In the Southwest Corner during 2019, there were 3,257 individuals ages 5 and over “who speak English less than very well”, a more than 10% decrease over the previous 5 years.

Citizenship and Language Proficiency

The U.S. Census Bureau reports that there are 2,777³ individuals living in the region who are not U.S. Citizens. Similarly, the U.S. Census Bureau reports that there are 3,257²¹ 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.

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 and Engage! 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. With 6,000 construction jobs onsite at 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. This will be accomplished through support of apprenticeship programs

¹⁹ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

²⁰ Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

²¹ Source: US Census Bureau, American Community Survey, 2015-2019 5-Year Estimates

and local Process Technology program and construction academy with Community College of Beaver County.

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 hands-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. Due to locks and dams being identified as an issue on a national platform the partnership is now focused on logistics and transportation most significantly in the trucking industry.

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.

Our regional MEP and IRC partner was awarded the AIM Higher Consortium is a comprehensive initiative funded by the Department of Defense – Office of Economic Adjustment (OEA) designed to strengthen the defense industrial ecosystem in the Southwest Pennsylvania and Northern West Virginia region. The primary aims include:

- Accelerating defense manufacturing research and innovation efforts,
- Fostering improvements and growth for defense supply chain companies,
- Addressing industry needs for workforce development and training, and;
- Providing access to capital for growth in the defense sector;
- Exploration and adoption of advanced technology such as artificial intelligence, machine learning, robotics, additive manufacturing, and more is the overarching theme throughout all the project objectives.

The SCWDB is a partner on this local initiative as an additional opportunity to engage with local manufacturers and supply chain connections.

SCWDB is working with regional WDB partners to explore a sector partnership focused on the Healthcare industry. In addition, the SCWDB's Opioid Grant has provided an opportunity to work more closely with our network of healthcare providers within our region. This increased collaboration has highlighted the need to establish a healthcare sector partnership to comprehensively address the needs of this sector.

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. The SCWDB is also a contracted partner for Engage! which assists 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.

SCWDB will collaborate regionally with Partners4Work, Westmoreland/Fayette WDB, and Tri-County WDB on this effort. This collaborative will apply to the Commonwealth Department of Community and Economic Development (DCED) for the *Engage!* Effort focused on statewide business retention and expansion. Engage! 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 SCWDB has a dedicated group of board members, employers, and community organizations who are willing to meet with teachers, guidance counselors, principals, and superintendents about trends in employment and career preparation. These individuals believe in getting this information directly to the educators for use with their students and parents. Board members from health care, trades, nonprofit, and manufacturing have all been involved with these panels. SCWDC looks to repeat these activities throughout the years.

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.

Each of the Southwest Corner PA CareerLink® centers has its own Business Service Team (BST), led by the Elite Team, which:

- 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;
- Develops linkages with local economic development initiatives.

The business service teams are also responsible for:

- Conducting orientations for new employers; helping employers register on the PA CareerLink® online 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 and/or referral opportunities include:
 - *Sector Partnerships*
 - *Collaborations with Small Business Administration–Small Business Development Centers*
 - *Memberships with Chambers of Commerce/Community Economic Development organizations*
 - *Pre-Apprenticeship/Apprentice Training Programs; and*
 - *Work-Based Learning including*
 - *Internships/Co-ops*
 - *Work Experience*
 - *Transitional Jobs*
 - *Customized Job Training (CJT)*
 - *On-the-Job Training (OJT)*
 - *Incumbent Worker Training (IWT)*
 - *WEDnetPA training*

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. The Business Service Teams have prioritized outreach efforts towards our targeted Industry sectors 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.

The SCWDB is currently developing an Elite Level Regional BST, led by the SCWDB director. This team will facilitate regional initiatives focused on industry needs. 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.

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 Conference
- Allegheny County Economic Development
- Armstrong County Department of Economic Development
- Beaver County Chamber of Commerce
- Beaver County Corporation for Economic Development*
- Beaver County Action Team
- Catalyst Connection
- Clarion University Small Business Development Center
- Community Development Corporation of Butler County
- Duquesne University
- Economic Growth Connection of Westmoreland County
- Fay-Penn Economic Development Council
- German American Chamber of Commerce
- Greene County Chamber of Commerce
- Greene County Planning and Development
- Greene County Industrial Development, Inc.
- Indiana Economic Development Corporation
- Monongahela Chamber of Commerce
- Mon Valley Alliance
- Mon Valley Initiative
- Mon Valley Regional Chamber of Commerce

- 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
- Steel Valley Authority
- TEAM
- Tri-County Workforce Development Board
- University of Pittsburgh
- University of Pittsburgh Small Business Development Center
- Urban Redevelopment Authority
- Washington County Authority
- Washington County Council on Economic Development
- Washington County Chamber of Commerce
- Westmoreland County Casemanagement & Supports, Inc.
- Westmoreland/Fayette Workforce Investment 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, International Trade Assistance, Non-Profit Assistance, Transportation Planning, Research and Information, and Local Government Services. Each year, the Southwest Region RESEA 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 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.

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.

To facilitate remote access to services for members of rural communities, the Federal Communications Commission recently announced an estimated 327,000 rural Americans living and working in Pennsylvania will gain access to high-speed broadband through the Commission's Rural Digital Opportunity Fund Phase I auction. This auction allocated \$368,743,200.30 in support to expand broadband to 184,505 unserved homes and businesses over the next 10 years. The SCWDB's three counties are all rural and received funding under this initiative to enhance broadband services. This will further enhance access to virtual services for our county's residents.

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. The SCWDB operates the EARN program which is integrated into each PA CareerLink® service delivery.

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.

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/transportation allowance 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/transportation allowance 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 needs related payments, we also offer transportation allowances 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. Through the leaderships of SCWDB and PA CareerLink® Operators, Site Administrators have instituted cross-training activities at staff meetings and partner meetings to expand familiarity and continue integration of partner activities.

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 PA CareerLink® 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 activities, services and assistance in the public workforce system.

OVR has 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 jobseeker 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 PA CareerLink® online system 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 PA's workforce development system of record. 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 to sub-recipient. If a 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 Board is currently functioning as a high-performing Board in that it consistently achieves the following:

- Attains the Governor's goals as described in the PA Combined Plan;
- Meets the local area negotiated federal performance goals;
- Sustains fiscal integrity;
- Receives successful monitoring reports and other evaluations by federal and Commonwealth oversight staff;
- Researches new and/or improved methods to assist individuals with barriers to employment;
- Achieves training expenditure targets; and
- Develops sector initiatives

In the future, it will implement the actions necessary to remain a high-performing Board in accordance with any guidance that may be issued by the Commonwealth. In the meantime, it is researching the following types of activities for action:

- Expanding its collaboration with the other local workforce boards that are contiguous with the Southwest Region, to implement broader-based regional workforce initiatives; and
- Increasing the use of technology to further improve access for customers, including returning citizens, those with disabilities, and others with barriers to employment

The SCWDB 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 develop a healthcare industry partnership, focus on expanding services for the reentry population, at risk youth, and individuals in recovery, establishing of a regional elite BST, and professional development to improve services within the PA CareerLink® 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 limited to SCWDB Board Members, WIOA service providers including Title I providers and PA CareerLink® Operators, PA CareerLink® partners, local probation departments, education, labor, and local community officials. Several meetings were held and input encouraged. The Local Plan drafts are 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 February 12, 2021 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. SCWDB will also request review and assistance from PA BWPA review teams.

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 on our website www.southwestcornerwdb.com announcing the release date of the draft Local and Regional Plans with the opportunity to provide comments. Hard copies of the plans were also made available at our Southwest Corner Workforce Development Board office for 30 days. The SCWDB will release a draft of its Local Plan and the Southwest Pennsylvania Regional Plan on February 12, 2021, making them available for a 30-day period for public comments. Ending date for public comments will be March 14, 2021.
- **30-Day Comment Period:** The date on which the Plans are released and made available to the public marks the start of a 30-day public comment period during which comments on the published drafts are accepted. The WIOA Regional and Local Plans for the Southwest Pennsylvania Planning Region were posted for a 30-day public comment period from February 12, 2021 – March 14, 2021. After the public review period closed on March 14,

2021, the Southwest Corner Workforce Development Board did not receive any comments to the Local Plan or the Southwest Pennsylvania Regional Plan.

- **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

ATTESTATIONS

By checking the box adjacent to each line item, the local board attests to ensuring the compliance components and documents listed are (or will be) in place and effective prior to June 30, 2021.

The following components and documents, including local workforce system policies, must be reviewed and revised as to be aligned with WIOA for the current planning cycle. Each item must be available to L&I at any time during the planning process and monitoring or auditing processes. L&I is not requiring copies of such documents to be attached to regional or local area plans at this time.

☒ The Southwest Corner Local Workforce Development Area attests that each of the below referenced policies contain any required language or content and were last revised, if necessary, by this plan's effective date.

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

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

☒ Agreement between the local area elected official(s) and the LWDB.

☒ LWDB 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 that must describe formal procurement procedures.

☒ Local area MOU.

☒ 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 and certification random sampling; priority of service; stipends and incentives; 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; work-based training policies including incumbent worker training, OJT, CT, and apprenticeship.

☒ 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 and non-discrimination.

☒ Professional services contract(s) for administrative services such as staffing and payroll, if applicable.

WIOA Title I Programs Performance Accountability Table

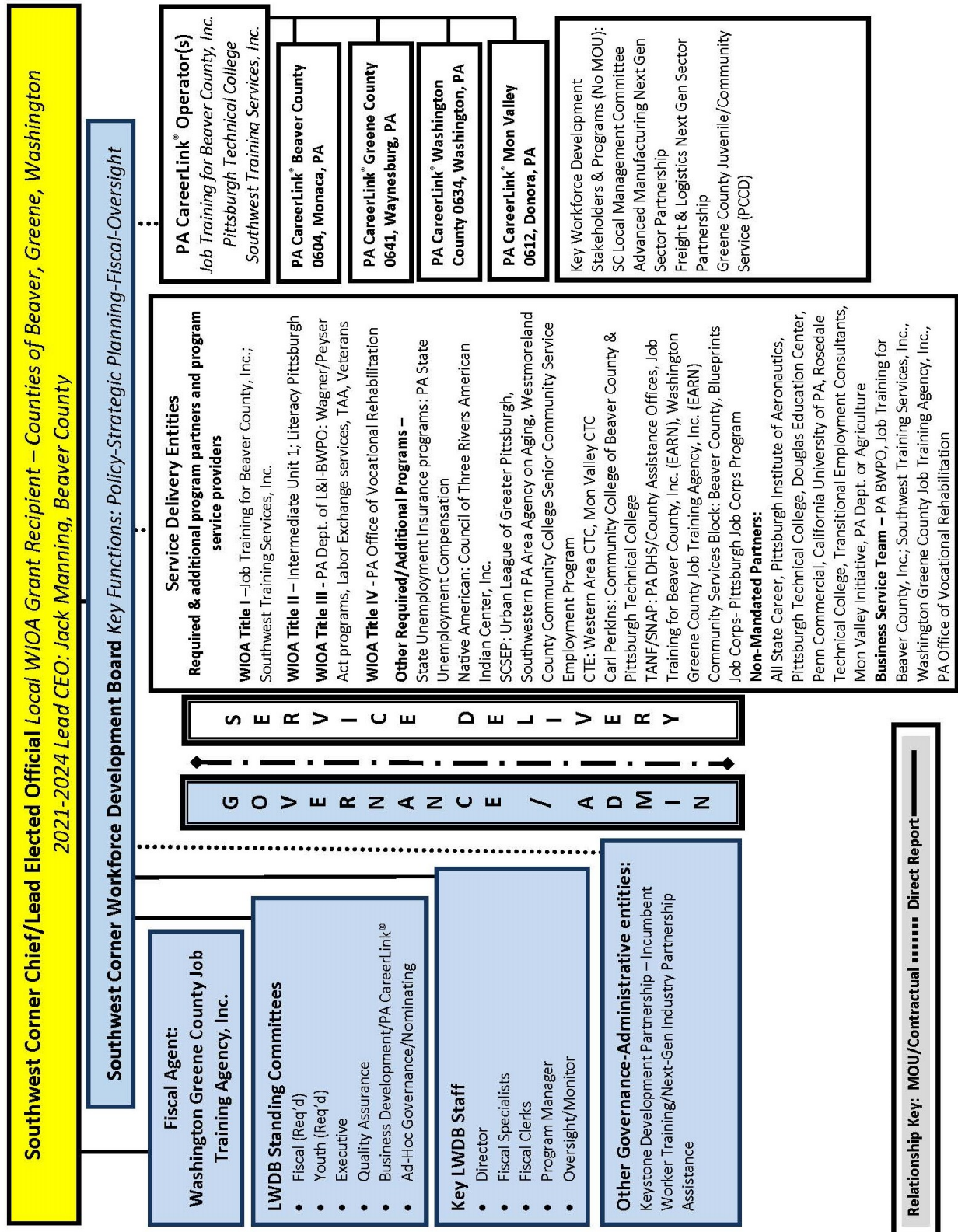
The Pennsylvania Department of Labor & Industry, or L&I, negotiates WIOA Title I programs performance goals with the U. S. Department of Labor on a two-year program cycle, which aligns with the WIOA planning requirement of reviewing WIOA Local Plans every two years. In an effort designed to meet or exceed the state WIOA performance goals, PA negotiates these same goals with PA's local workforce development areas, or LWDA, to optimally set each local area's WIOA Title I performance goal levels so that, collectively, the state negotiated performance goals are met or exceeded.

The *WIOA Title I Programs Performance Accountability Table* is for the benefit of the public and must be updated accordingly. Local boards must edit the table's two columns with the appropriate program year(s) to correctly match the **most recent*** LWDA-negotiated performance goals and attained performance results. This completed table must be publicly posted with the local plan. The LWDB does not need to perform a WIOA plan modification as this table is revised; an email notification to local area workforce development stakeholders will suffice.

LWDA Name: Southwest Corner Workforce Development Board		
WIOA Title I Programs (Adult-Dislocated Worker- Youth) Performance Measures	LWDA's WIOA Title I Programs <u>Negotiated Performance Goals -</u> <i>*Program Year(s): 2020 – 2021</i>	LWDA's WIOA Title I Programs <u>Attained Performance Results -</u> <i>*Program Year: 2019</i>
Employment (Second Quarter after Exit)	Negotiated Goals	Attained Performance
Adult	81.0%	89.3%
Dislocated Worker	81.0%	88.1%
Youth	72.0%	83.1%
Employment (Fourth Quarter after Exit)	Negotiated Goals	Attained Performance
Adult	75.0%	85%
Dislocated Worker	81.0%	89.4%
Youth	72.0%	81.4%

Median Earnings (Second Quarter after Exit)	Negotiated Goals	Attained Performance
Adult	\$7,000	\$8,231
Dislocated Worker	\$9,000	\$10,788
Youth	\$3,000	\$3,608
Credential Attainment Rate	Negotiated Goals	Attained Performance
Adult	70.0%	83.3%
Dislocated Worker	75.0%	91.9%
Youth	75.0%	83.2%
Measurable Skill Gains	Negotiated Goals	Attained Performance
Adult	67.0%	83.6%
Dislocated Worker	60.0%	87%
Youth	65.0%	73.3%

Southwest Corner Workforce Development Area Organizational Chart



PA CareerLink® Workforce Service Delivery System Program Partner/Provider ListLocal Workforce Development Area name: **Southwest Corner Workforce Development Area**Effective Date: **July 1, 2020 as listed in the MOU as of June 30, 2021****PA CareerLink® Beaver County**

Program	Local Partner	Contact Information
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	724-229-5083x16 agatts@washingtongreene.org
	Job Training for Beaver County, Inc.	724-728-2020 x101 RRiley@jtbtc.org
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	724-229-5083x16 agatts@washingtongreene.org
	Job Training for Beaver County, Inc.	724-728-2020 x101 RRiley@jtbtc.org
Adult Education and Literacy Activities	Literacy Pittsburgh	412-393-7640 lcomo@literacypittsburgh.org
Vocational Rehabilitation State Grant Programs	Commonwealth of PA Office of Voc. Rehabilitation	724-656-3070 gsteck@pa.gov
Senior Community Service Employment Program (SCSEP)	Urban League of Greater Pittsburgh	412-227-4210 vgoins@ulpgh.org
Post-Secondary Career & Technical Education (Carl Perkins)	Community College of Beaver County	724-480-3410 liz.marshall@ccbc.edu
Trade Adjustment Act (TAA)	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Jobs for Veterans State Grant Programs	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Employment & Training Activities carried out under the Community Service Block Grant	Beaver County Community Services Program	724- 847-3889 lsignore@beavercountypa.gov
Programs authorized under the Wagner-Peyser Act, including Labor Exchange	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
State Unemployment Compensation Program	PA State Unemployment Compensation	717-783-7107 karencam@pa.gov
Temporary Assistance for Needy Families	PA Department of Human Services	Beaver County Assistance Office 724-773-7374 derichmond@pa.gov
Native American Training Programs	Council of Three Rivers American Indian Center, Inc.	412-782-4457 x219 kjevsevar@cotraic.org
Job Corps Training Program	The Pittsburgh Job Corps Center	412-365-6868 nolan.carrie@jobcorps.org
**Additional Partner	Workman's Compensation	724-434-5627 x3106 fstaszko@pa.gov
**Additional Partner	Rapid Response	724-434-5627 x3106 fstaszko@pa.gov
**Additional Partner	FLC – Migrant and Seasonal Farmworkers	724-434-5627 x3106 fstaszko@pa.gov

**Additional Partner	Department of Agriculture	717-346-0426 sgligora@pa.gov
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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: Migrant and Seasonal Farmworker Program; YouthBuild Program; Employment and Training Activities carried out by the Department of Housing and Urban Development; Reintegration of Offenders Programs.

The PA CareerLink® offices also work closely with key off-site stakeholders and community partners (Not on the MOU) including: *Local Management Committee (LMC) members, Chambers of Commerce, Economic Development entities, PA Apprenticeship and Training Office, Keys Program, Washington Drug and Alcohol Commission, Inc. and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; Sector Partnerships' members, Industry Associations, local school districts, Local and State Correctional Facilities, Career & Technology Centers, and post-secondary training providers.*

PA CareerLink® Greene County

Program	Local Partner	Contact Person
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	724-229-5083x16 agatts@washingtongreene.org
	Southwest Training Services, Inc.	724-229-1350x237 lneil@swtraining.org
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	724-229-5083x16 agatts@washingtongreene.org
	Southwest Training Services, Inc.	724-229-1350x237 lneil@swtraining.org
Adult Education and Literacy Activities	Intermediate Unit 1	Intermediate Unit 1 kristen.szewczyk@iu1.org
Vocational Rehabilitation State Grant Programs	Commonwealth of PA Office of Vocational Rehabilitation	724-223-4430 x251 dopenbrier@pa.gov
Post-Secondary Career & Technical Education (Carl Perkins)	<i>See * below chart</i>	
Trade Adjustment Act (TAA)	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Senior Community Service Employment Program (SCSEP)	Southwestern PA Area Agency on Aging	724-489-8080 grenfell@swpa-aaa.org
Jobs for Veterans State Grant Programs	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Employment & Training Activities carried out under Community Service Block Grant	Blueprints	724- 225-9550 dbigler@myblueprints.org
State Unemployment Compensation Program	PA State Unemployment Compensation	717-783-7107 karencam@pa.gov
Temporary Assistance for Needy Families	PA Department of Human Services	724-953-4435 dvalente@pa.gov
Programs authorized under the Wagner-Peyser Act – including Labor Exchange	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Native American Training Programs	Council of Three Rivers American Indian Center, Inc.	412-782-4457 x219 kjevsevar@cotraic.org
Job Corps Training Program	The Pittsburgh Job Corps Center	412-365-6868 nolan.carie@jobcorps.org
**Additional Partner	Rapid Response	724-434-5627 x3106 fstaszko@pa.gov
**Additional Partner	Washington Greene County Job Training Agency, Inc.	724-229-5083x16 agatts@washingtongreene.org
**Additional Partner	Penn Commercial	724-222-5330 x228 malbert@penncommercial.edu
**Additional Partner	Pittsburgh Institute of Aeronautics	412-346-2102 smarkle@pia.edu
**Additional Partner	All State Career	412-823-1818 stephanie.sedar@allstatecareer.edu
**Additional Partner	Department of Agriculture	717-346-0426 sgligora@pa.gov

**Additional Partner	Westmoreland County Community College Senior Community Service Employment Prog.	724-925-4027 magdaw@westmoreland.edu
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PA CareerLink® Greene County does not have a **Post-Secondary Career & Technical Education (Carl Perkins) partner, but referrals will be made to our other partnering Post-Secondary Career & Technical Education (Carl Perkins) providers, Community College of Beaver County and Pittsburgh Technical College.*

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

The PA CareerLink® offices also work closely with key off-site stakeholders and community partners (Not on the MOU) including: *Local Management Committee (LMC) members, Chambers of Commerce, Economic Development entities, PA Apprenticeship and Training Office, Keys Program, Washington Drug and Alcohol Commission, Inc. and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; Sector Partnerships' members, Industry Associations, local school districts, Local and State Correctional Facilities, Career & Technology Centers, and post-secondary training providers.*

PA CareerLink® Washington County

Program	Local Partner	Contact Person
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	724-229-5083 x16 agatts@washingtongreene.org
	Southwest Training Services, Inc.	724-229-1350 x237 lneil@swtraining.org
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	724-229-5083 x16 agatts@washingtongreene.org
	Southwest Training Services, Inc.	724-229-1350 x237 lneil@swtraining.org
Adult Education and Literacy Activities	Intermediate Unit 1	Intermediate Unit 1 kristen.szewczyk@iu1.org
Vocational Rehabilitation State Grant Program	PA Office of Vocational Rehabilitation	724-223-4430 x251 dopenbrier@pa.gov
Senior Community Service Emp Program (SCSEP)	Southwestern PA Area Agency Aging	724-489-8080 grenfell@swpa-aaa.org
Trade Adjustment Act (TAA)	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Jobs for Veterans State Grant Programs	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Employment and Training Activities under the Community Service Block Grant	Blueprints	724- 225-9550 dbigler@myblueprints.org
State Unemployment Compensation	PA State Unemployment Compensation	717-783-7107 karencam@pa.gov
Temporary Assistance for Needy Families	PA Department of Human Services	724-223-4311 skretz@pa.gov
Career & Technical Program - Carl D. Perkins Career & Technical Education Act/Additional Partner	Pittsburgh Technical College (PTC)	412-809-5369 leedstrom.jeff@ptcollege.edu
Programs authorized under the Wagner-Peyser Act, including Labor Exchange	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Native American Training Programs	Council of Three Rivers American Indian Center, Inc.	412-782-4457 x219 kjevsevar@cotraic.org
Job Corps Training Program	The Pittsburgh Job Corps Center	412-365-6868 nolan.carrie@jobcorps.org
**Additional Partner	Rapid Response	724-434-5627 x3106 fstaszko@pa.gov
**Additional Partner	Washington Greene County Job Training Agency, Inc.	724-229-5083 x16 agatts@washingtongreene.org
**Additional Partner	All State Career	443-442-7918 stephanie.sedar@allstatecareer.edu
**Additional Partner	Western Area Career & Technology Center	724-746-2890 x114 DMcCarthy@wactc.net
**Additional Partner	Pittsburgh Institute of Aeronautics	412-346-2102 smarkle@pia.edu

**Additional Partner	Douglas Education	724-684-3684 tbaez@dec.edu
**Additional Partner	Penn Commercial	724-222-5330 x228 malbert@penncommercial.edu
**Additional Partner	California University of PA	724-938-4617 hartley_to@calu.edu
**Additional Partner	Rosedale Technical College	412-521-6200 x105 kimberly.bell@rosedaletech.org
**Additional Partner	Community College of Beaver County	724-480-3450 john.goberish@ccbc.edu
**Additional Partner	Department of Agriculture	717-346-0426 sgligora@pa.gov

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

The PA CareerLink® offices also work closely with key off-site stakeholders and community partners (Not on the MOU) including: *Local Management Committee (LMC) members, Chambers of Commerce, Economic Development entities, PA Apprenticeship and Training Office, Keys Program, Washington Drug and Alcohol Commission, Inc. and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; Sector Partnerships' members, Industry Associations, local school districts, Local and State Correctional Facilities, Career & Technology Centers, and post-secondary training providers.*

PA CareerLink® Mon Valley

Program	Local Partner	Contact Person
Youth Workforce Investment Activities	Southwest Corner Workforce Development Board	724-229-5083 x16 agatts@washingtongreene.org
	Southwest Training Services, Inc.	724-229-1350 x237 lneil@swtraining.org
Adult/Dislocated Worker Employment and Training Activities	Southwest Corner Workforce Development Board	724-229-5083 x16 agatts@washingtongreene.org
	Southwest Training Services, Inc.	724-229-1350 x237 lneil@swtraining.org
Adult Education and Literacy Activities	Intermediate Unit 1	Intermediate Unit 1 kristen.szewczyk@iu1.org
Vocational Rehabilitation State Grant Program	PA Office of Vocational Rehabilitation	724-223-4430 x251 dopenbrier@pa.gov
Senior Community Service Emp Program (SCSEP)	Southwestern PA Area Agency Aging	724-489-8080b grenfell@swpa-aaa.org
Trade Adjustment Act (TAA)	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Jobs for Veterans State Grant Programs	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Employment and Training Activities under the Community Svc Block Grant	Blueprints	724- 225-9550 dbigler@myblueprints.org
State Unemployment Compensation	PA State Unemployment Compensation	717-783-7107 karencam@pa.gov
Temporary Assistance for Needy Families	PA Department of Human Services	724-223-4311 skretz@pa.gov
Programs authorized under the Wagner-Peyser Act, including Labor Exchange	Bureau of Workforce Partnership and Operations	724-434-5627 x3106 fstaszko@pa.gov
Career & Technical Program - Carl D. Perkins Career and Technical Education Act /Additional Partner	Pittsburgh Technical College (PTC)	412-809-5369 leedstrom.jeff@ptcollege.edu
Native American Training Programs	Council of Three Rivers American Indian Center, Inc.	412-782-4457 x219 kjevsevar@cotraic.org
Job Corps Training Program	The Pittsburgh Job Corps Center	412-365-6868 Nolan.carrie@jobcorps.org
**Additional Partner	Rapid Response	724-434-5627 x3106 fstaszko@pa.gov
**Additional Partner	FLC – Migrant and Seasonal Farmworkers	724-434-5627 x3106 fstaszko@pa.gov
**Additional Partner	Washington Greene County Job Training Agency, Inc.	724-229-5083 x16 agatts@washingtongreene.org
**Additional Partner	Transitional Employment Consultants (TEC)	724-225-3535 kcasella@tecwg.org
**Additional Partner	Pittsburgh Institute of Aeronautics	412-346-2102 smarkle@pia.edu

**Additional Partner	Douglas Education Center	724-684-3684 tbaez@dec.edu
**Additional Partner	Penn Commercial	724-222-5330 x228 malbert@penncommercial.edu
**Additional Partner	California University of PA	724-938-4617 hartley_to@calu.edu
**Additional Partner	Mon Valley Career & Technology Center	724-489-9581 nhenehan@monvalleyctc.org
**Additional Partner	Mon Valley Initiative	412-464-4000 lzinski@monvalleyinitiative.com
**Additional Partner	Department of Agriculture	717-346-0426 sgligora@pa.gov

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

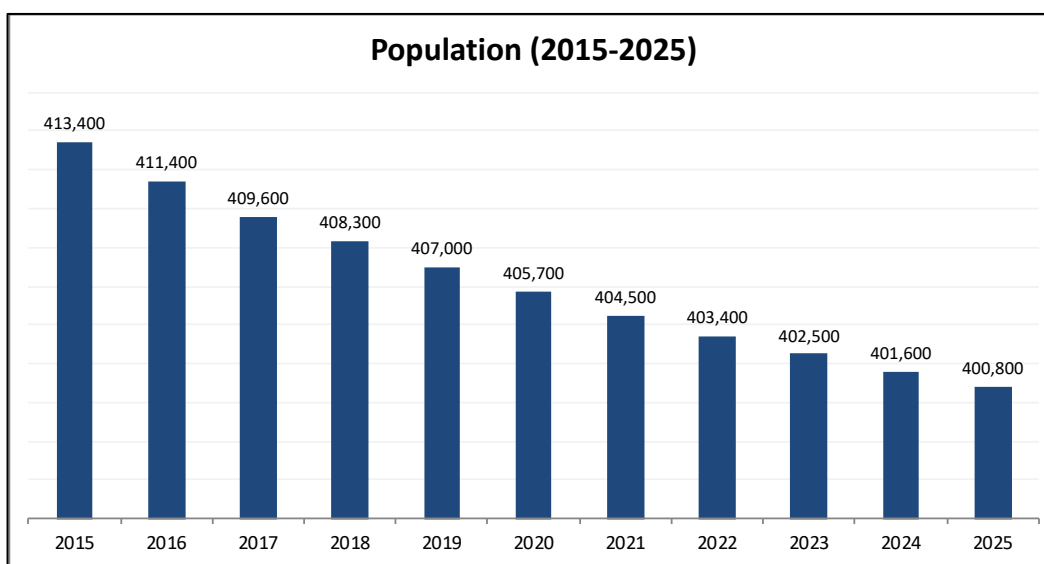
The PA CareerLink® offices also work closely with key, off-site stakeholders, and community partners (Not on the MOU) including: *Local Management Committee (LMC) members, Chambers of Commerce, Economic Development entities, PA Apprenticeship and Training Office, Keys Program, Washington Drug and Alcohol Commission, Inc. and County(s) Drug & Alcohol entities; Behavioral/Mental Health entities; Sector Partnerships' members, Industry Associations, local school districts, Local and State Correctional Facilities, Career & Technology Centers, and post-secondary training providers.*

Local Workforce Development System Supporting Data

LWDB Name: Southwest Corner Workforce Development Board

Figures – Section 1.1:

Figure 1: Population Decline over Time



Source: EMSI (Economic Modeling Specialists, International), 2020.4

Figure 2: Educational Attainment

Educational Attainment			
Level	2015	2020	2025
Less Than 9th Grade	2.2%	2.5%	2.6%
9th Grade to 12th Grade	5.6%	5.6%	5.6%
High School Diploma	39.5%	39.5%	39.4%
Some College	16.8%	16.9%	16.9%
Associate's Degree	10.4%	10.5%	10.6%
Bachelor's Degree	16.9%	16.6%	16.3%
Graduate Degree and Higher	8.6%	8.5%	8.4%
Total	100.0%	100.0%	100.0%
High School or Lower	47.3%	47.5%	47.7%
Bachelor's or Higher	25.5%	25.1%	24.8%

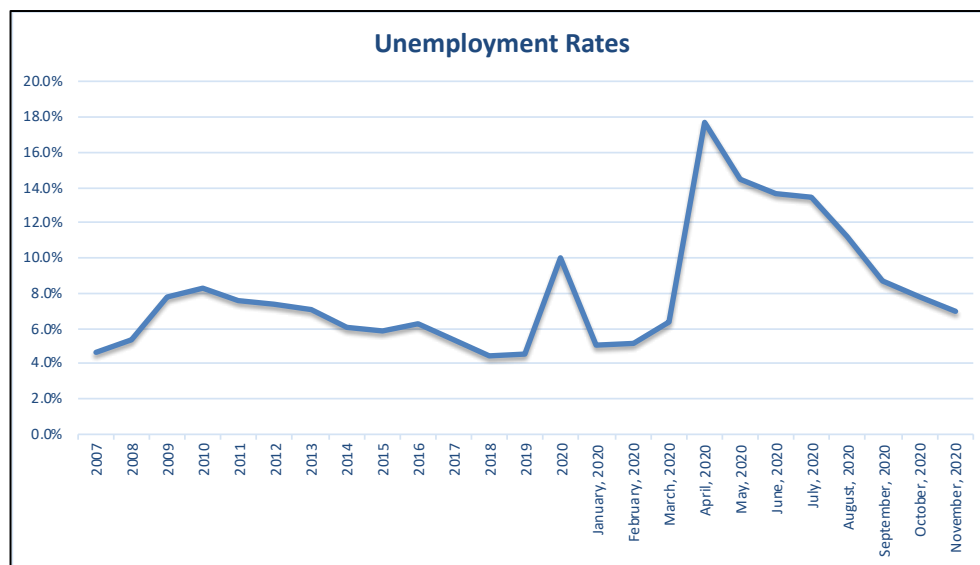
Source: EMSI, 2020.4

Figure 3: Household Income

Households and Household Income				
Income	2014	2019	Change	Percent Change
Total Households	168,363	170,345	1,982	1.2%
Less than \$24,999	39,035	33,138	-5,897	-15.1%
\$25,000 to \$49,999	41,518	38,813	-2,705	-6.5%
\$50,000 to \$99,999	54,126	52,535	-1,591	-2.9%
\$100,000 to \$149,999	21,682	27,118	5,436	25.1%
\$150,000 to \$199,999	6,690	10,440	3,750	56.1%
\$200,000 or more	5,312	8,301	2,989	56.3%
Median Household Income	\$52,445	\$60,414	\$7,969	15.2%

Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

Figure 4: Unemployment Rate over Time



Source: PA Department of Labor and Industry

Figure 5: Unemployment by Education Level

Unemployment Rates by Educational Attainment Level		
Educational Attainment Level	2014	2019
Total:	6.0%	4.1%
Less than high school graduate:	15.9%	10.2%
High school graduate (includes equivalency):	7.4%	5.4%
Some college or associate's degree:	6.0%	4.2%
Bachelor's degree or higher:	3.1%	2.2%

Source: 2010-2014 ("2014") and 2015-2019 ("2019") 5-Year American Community Surveys

Figure 6: Regional Commuting Patterns



Source: Center for Workforce Information & Analysis (CWIA)

Figure 7: Returning Citizens in Beaver County (2019)

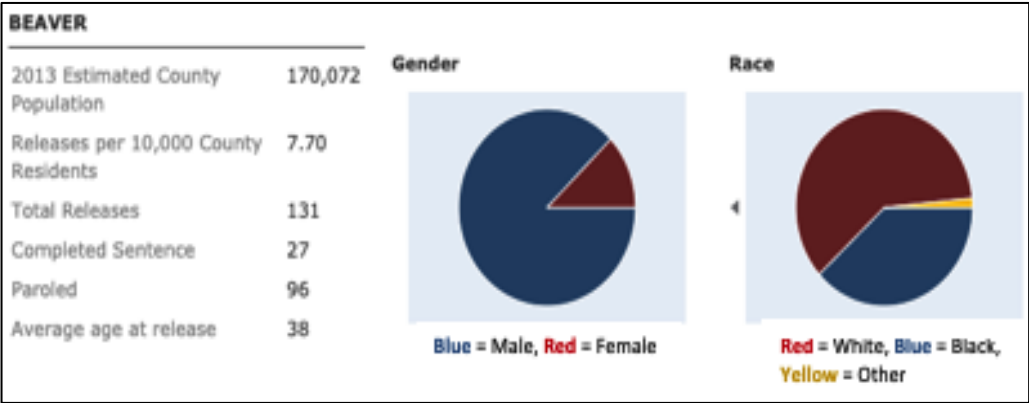


Figure 8: Returning Citizens in Washington County (2019)

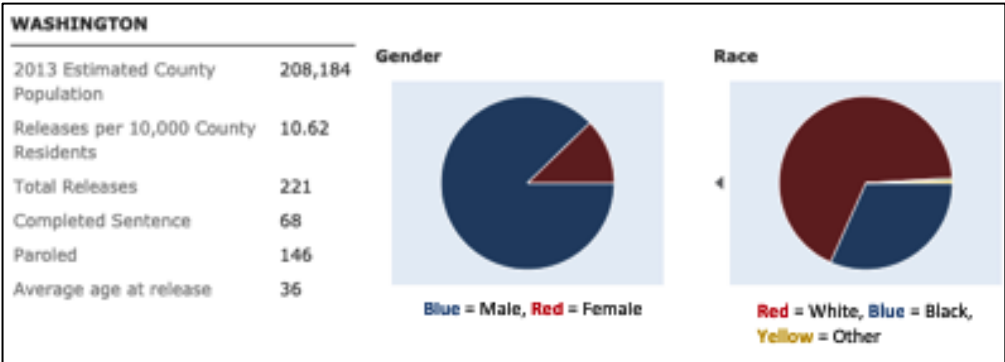
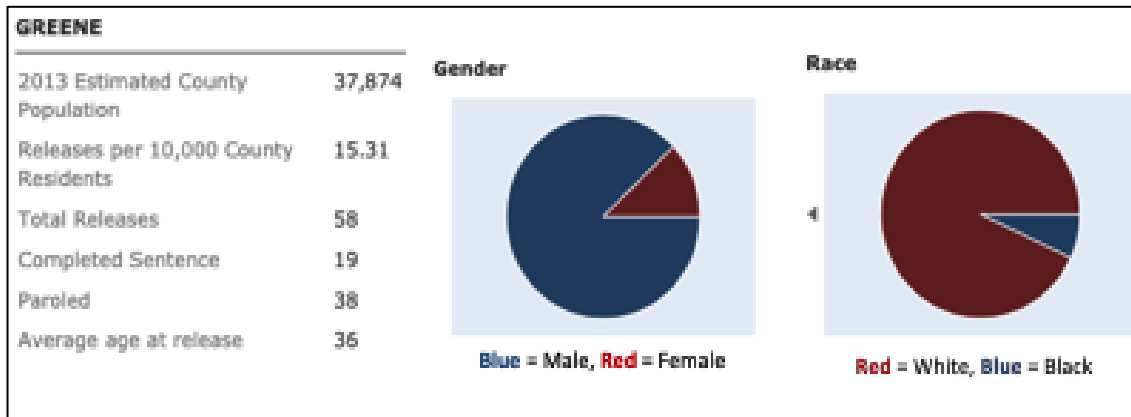


Figure 9: Returning Citizens in Greene County (2019)



Source for Figures 7, 8, 9: PA Department of Corrections Calendar Year Releases

Figures – Section 1.2:

Figure 10: Education Level Required in Job Postings

Education Level	Unique Postings	% of Total
No Education Listed	53,257	68%
High school or GED	16,218	21%
Associate's degree	4,145	5%
Bachelor's degree	7,867	10%
Master's degree	1,907	2%
Ph.D. or professional degree	806	1%
Minimum Experience	Unique Postings	% of Total
No Experience Listed	51,460	65%
0 - 1 Years	15,708	20%
2 - 3 Years	7,911	10%
4 - 6 Years	2,719	3%
7 - 9 Years	394	1%
10+ Years	399	1%

Source: Economic Modeling Specialists, Incorporated 2020.4 Class of Worker; QCEW Employees, Non-QCEW Employees & Self-Employed

Figure 11: Certifications Required in Job Postings

Qualification	Postings with Qualification
Commercial Driver's License (CDL)	14,320
Certified Nursing Assistant	2,648
Licensed Practical Nurse	2,231
Licensed Vocational Nurses	869
Transportation Worker Identification Credential (TWIC) Card	810
Nurse Practitioner	603

Source: EMSI (Economic Modeling Specialists, International), 2020.4

Figures – Section 1.5:

Figure 12: Employment Outlook by Top Industry Sectors

Industry Sector	2020 Jobs	2020 Percent	2020 State Location Quotient	Projected Change 2020-2025		Average Earnings per Job
Healthcare and Social Assistance	26,575	15.3%	0.92	1,215	4.6%	\$54,732
Construction	19,465	11.2%	2.18	4,331	22.2%	\$94,410
Government (includes public education)	19,397	11.1%	1.00	-633	-3.3%	\$73,375
Retail Trade	17,857	10.3%	1.06	-527	-3.0%	\$34,961
Manufacturing	16,094	9.2%	1.04	215	1.3%	\$79,011

Figure 13: Job Postings by Industry

Industry	Total Postings (Nov 2019 - Nov 2020)
Transportation and Warehousing	78,602
Retail Trade	45,760
Administrative and Support	29,430
Health Care and Social Assistance	27,543
Professional, Scientific, and Technical Services	18,205
Accommodation and Food Services	16,979
Finance and Insurance	12,260
Manufacturing	11,874

Figure 14: Demand for Top Occupational Groupings

Occupational Grouping	Jobs		Total Job Openings			
			2015-2020		2020-2025	
	2020	2025	Net	Percent	Net	Percent
Construction and Extraction Occupations	17,627	20,585	17,716	122.5%	16,847	95.6%
Food Preparation and Serving Related Occupations	13,618	13,944	16,036	115.2%	15,241	111.9%
Office and Administrative Support Occupations	19,689	19,648	15,765	74.5%	14,064	71.4%
Sales and Related Occupations	15,715	15,674	14,789	87.7%	13,647	86.8%
Transportation and Material Moving Occupations	15,108	15,831	13,741	95.5%	12,528	82.9%
Healthcare Support Occupations	9,741	10,752	9,495	111.0%	9,871	101.3%
Production Occupations	11,144	11,430	10,111	92.4%	8,377	75.2%
Installation, Maintenance, and Repair Occupations	8,797	9,105	6,993	86.3%	5,701	64.8%

Source for Figures 12, 13, 14: Economic Modeling Specialists, Incorporated 2020.4 Class of Worker;
QCEW Employees, Non-QCEW Employees & Self-Employed

Public Comments and Additional Changes

Public Comments

The WIOA Regional and Local Plans for the Southwest Pennsylvania Planning Region were posted for a 30-day public comment period from **February 12, 2021 – March 14, 2021**. After the public review period closed on March 14, 2021, the Southwest Corner Workforce Development Board did not receive any comments to the local plan or the Southwest Pennsylvania Regional Plan. *(also referenced in 5.5, pg. 130-131)*

Additional Changes

The Southwest Planning Region posted its WIOA Regional and Local Plans for a 30-day public comment period on February 12, 2021. Following the posting of these plans, the Southwest Planning Region received notification of updated guidance from the PA Department of Labor & Industry, requiring local boards to specifically address how their local areas are meeting WIOA requirements for **“affirmative outreach”** in Section 4.4 of the local plans.

SCWDB has added language to the local plan in Section 4.4 to specifically address how our local area is working to meet WIOA **affirmative outreach** requirements (pages 94-95).

Pennsylvania WIOA Plans Submission Checklist
Fiscal Year 2021-2024 WIOA Regional and Local Area Plans

This checklist is used to ensure completeness; indicate each submitted item prior to emailing this form and items listed below to RA-LI-BWDA-Policy@pa.gov .

X	Cover Letter (<i>see submission cover letter template and page 4 of guide for additional details</i>)
X	Regional Plan (<i>if in a planning region</i>) and Local Area Plan saved in Microsoft Word
X	Provided documentation of public notice/public comment (<i>see pages 3-5 of guidance for additional details</i>)
X	Attestations Completed
X	Attachment 1: Local Area WIOA Title I Programs Performance Accountability Table
X	Attachment 2: Local Workforce Development System Organizational Chart
X	Attachment 3: Local Workforce Development System Program Partner-Provider List
X	Attachment 4: Local Workforce Development System Supporting Data
	<p>Option 1 or 2 is only used when submitting a planned two-year <u>modification</u>:</p> <p>Option 1: WIOA Plan Review and Modification Form (Local Area Plan)</p>
	<p>Option 2: If in a planning region, the designated point of contact will complete the <u>WIOA Plan Review and Modification Form</u> (Regional Plan) <i>and will disperse</i> the <u>Planning Region CEO and LWDB Chair Dated Signatures Supplemental Form</u> (Regional Plan) to the rest of the planning region.</p> <p>WIOA Plan Review and Modification Form (Local Area Plan)</p>
X	<p>Only use Option 3 when submitting a modification <u>NOT within a two-year modification period</u>:</p> <p>Option 3: If in a planning region <i>and</i> the LWDB's Local Area Plan modification is deemed to provide a minor impact on the Planning Region, the <u>Planning Region CEO and LWDB Chair Dated Signatures Supplemental Form</u> (Local Area Plan) is used.</p> <p>WIOA Plan Review and Modification Form (Local Area Plan)</p>