

POCONO COUNTIES WORKFORCE INVESTMENT AREA

PY 2009 LOCAL PLAN MODIFICATION

76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462
(570) 325-8547 (Fax)
EMAIL: pocsd15@ptd.net
WEBSITE: www.pcwia.org

I. PLAN DEVELOPMENT

Describe the process for the development and modification of the Local Plan, as well as how the American Recovery and Reinvestment Act of 2009 implementation strategy was incorporated into the process. Include

- A. A description of the involvement of the Local Elected Official (LEO), the LWIB and stakeholders in the modification of the Plan;
- B. A description of the collaboration between the LWIB and representatives from economic development, education, the business community, other stakeholders and interested parties in the development;
- C. A description of the process used to make the Plan available to the public and the outcome resulting from review of public comments. Describe measures taken to provide increased transparency and measures to include or address all comments received within the review period. A copy of the published notice should be included as Appendix A. Any comments related to the Plan, and a brief discussion regarding any changes made to the Plan in response to comments received, should be included as Appendix B.
(Revised)

Plan Development

The Pocono Counties Workforce Investment Area Local Plan Modification was developed with the involvement of the Workforce Investment Board, Local Elected Officials, Youth Council, PA CareerLink® and area stakeholders. The Modification of the Local Plan was discussed by the Board at the June 3, 2009, Pocono Counties Workforce Investment Board Meeting. The Board also discussed, reviewed and approved the submission of the Local Workforce Investment Area Strategy document relative to the American Recovery and Reinvestment Act Funding which will serve as the framework for strategic implementation of programs funded thru ARRA.

The Board authorized the Administrative Staff to work with Board Members, Local Elected Officials, Youth Council, PA CareerLink® and stakeholders in the development of the Modification to the Local Plan. Administrative Staff forwarded, electronically, a copy of the Local Plan (2006/2007), a copy of the Program Year 2009 WIA Local Plan Modification Guidance document and a copy of the ARRA Strategic Implementation Document. This information was forwarded to all Board Members, Local Elected Officials, Youth Council, PA CareerLink® and area stakeholders. The Plan Modification was developed electronically in an effort to involve as many individuals as possible in the development of the Plan Modification in order to solicit input and comments. The Draft Version of the Plan Modification was also available at our website www.pcwia.org

Collaboration

The Pocono Counties Workforce Investment Board is comprised of key representatives from Economic Development, Education and the Business Community within the Workforce Investment Area. Said local representatives also serve on Regional Economic Development Organizations that encompass other Workforce Investment Boards within the Northeast Region. Collaboration at the Local Workforce Investment Area and on a Regional Basis is on-going pertaining to Workforce Development, Economic Development and Education. Local collaboration also includes all interested parties within the local Workforce Investment Area. Representatives of Economic Development and Education were invited to participate in the development of the Local Plan Modification. Input was incorporated into the Plan Modification. Members of local economic entities also serve on a regional economic organization, which added regional concerns and issues.

Process

The public comment period for the Draft Version of the Pocono Counties Workforce Investment Area Local Plan Modification commenced on August 10, 2009 and will end on September 10, 2009. A legal advertisement has been placed in the "Legal Notice" section of the following newspapers: The Times News, Wayne Independent and the Pocono Record. Printed copies of the Draft Version of the Local Plan Modification can be found at the following locations: Pocono Counties WIA Administrative Office located at 76 Susquehanna Street, Suite 1, Jim Thorpe, PA; PA CareerLink[®] Carbon County, 69 Broadway, Jim Thorpe, PA; PA CareerLink[®] Monroe County, Route 611, Merchants Plaza, Tannersville, PA; Pike County Workforce Development Agency, The Shohola Business Center, 837 Route 6, Unit 2, Shohola, PA and the Wayne County Job Training Office, Wayne County Courthouse, Honesdale, PA.

The Draft Version of the Local Plan Modification can also be accessed on the Workforce Investment Area website: www.pcwia.org

Public comments received on the Draft Version of the Local Plan Modification will be reviewed by the Pocono Counties Workforce Investment Board at their September 2, 2009, Board Meeting and will be included in the Final Version of the Local Plan Modification.

Legal Notice – (APPENDIX A)

II. VISION, GOALS AND PRIORITIES

A. Vision

Describe how the LWIB will:

1. Utilize available resources to support local and regional workforce and economic development;

The economic future of Northeastern Pennsylvania is dependent upon a workforce that is able to compete in a global economy. The Board has set a strategic direction overseeing a workforce system that directs funding via training that meets the needs of both the employer community and residents in need of training. Alignment of the workforce system will assist in providing a highly skilled and trained workforce in the region. The Board is committed to the alignment of a workforce system within the region.

The Pocono Counties Workforce Investment Board directs Workforce Investment Act resources to meet the employment and training needs of employers and job seekers within the four Pocono counties. Coordination of services is directed through two comprehensive PA CareerLink[®] sites and two access points within the four county Workforce Investment Area. Individual Training Accounts are offered to customers in High Priority Occupations. The Board supports training opportunities within Industry Clusters identified through a Cluster Analysis Initiative. The Board's Industry Cluster Initiative was designed to identify, support and grow the region's most competitive key industries.

The Pocono Counties Workforce Investment Board is participating with our regional partners in a variety of Incumbent Worker Training Programs, Industry Partnerships, and other Regional Economic Development Ventures that align resources regionally.

The Board is coordinating Industry Partnerships and Incumbent Worker Training Programs Regionally. Working with the Lackawanna, Luzerne/Schuylkill and Northern Tier Workforce Investment Boards, Pocono Counties is the Fiscal Agent for the Advanced Manufacturing/ Diversified Materials Industry Partnership which provides funding for the manufacturing sector of the region. The Boards identified above also participate in Health Care, Electronics, Energy and Logistics and Transportation Partnerships which provide training opportunities. The Electronics Partnership is directed at Tobyhanna Army Depot, the largest regional employer in the Northeast. The Partnerships are directly related to the Industry Clusters identified by the Board. The Board directs training resources through participation in the Wall Street West Initiative. Together

with four other Workforce Investment Boards, Wall Street West resources are directed to the Financial Services and Information Technology Sector.

2. Maximize and leverage resources to develop a high-demand, skilled workforce to support the needs of business and industry in the local area;

Pocono Counties is working with three Regional Workforce Investment Boards on collaborative projects involving Advanced and Diversified Manufacturing, Electronics, Logistics and Transportation, Energy, Food Processing and Health Care Industry Partnerships and Incumbent Worker Training Programs. The Board is also involved in the Federally Funded WIRED Program with an approved project entitled: "Wall Street West". This project involves five Workforce Investment Areas and interaction with a variety of local and regional partners from Workforce Development, Economic Development and the Education Community.

3. Engage business, industry, education, economic development, and community organizations to participate with the public workforce system to identify workforce challenges and develop strategies and solutions to address those challenges.

The Pocono Counties Workforce Investment Board engages business, industry, education, economic development and community organizations to identify challenges and develops strategies to address the challenges identified. The Board's composition of significant players in the noted sectors directly impacts the engagement of issues identified and the development of appropriate strategies. The Board works directly to address workforce issues that are relevant to the area and region. The Electronics Partnership is a direct result of a need from the region's largest employer, Tobyhanna Army Depot, to meet their employment needs. The Board is working through its membership with two community colleges, a four-year institution and our regional partners to address the educational requirements in electronics to meet the employment needs of the Depot. The Board has also engaged our partners in a number of Industry Partnerships and Incumbent Worker Training Programs. Working on a regional basis, the Board is the Fiscal Agent for an Advanced and Diversified Manufacturing Industry Partnership. Pocono Counties is also part of the Regional Logistics and Transportation Industry Partnership and Incumbent Worker Program and a Regional Health Care Initiative. The Partnerships are key to addressing workforce challenges within the region. The Board is also involved regionally in the federally funded WIRED Program.

The Board is formally engaged with Economic Development Entities at the county level; the Carbon County Economic Development Agency, the Carbon County Industrial Development Authority; the Monroe County

Industrial Development Authority; the Pike County Economic Development Agency and Wayne County Economic Development. Regionally, the Board interacts with the Northeastern Pennsylvania Alliance, local businesses and Industry partners (KME Corporation, Tobyhanna Army Depot, Sanofi Pasteur); educational entities (East Stroudsburg University, Lehigh Carbon Community College, Northampton Community College) to coordinate resources that support a skilled workforce. The Career and Technical Institutes are part of the consortium of partners assisting the Board to identify workforce challenges and employment effective strategies.

4. Ensure a continuum of education and training opportunities that support a skilled workforce, including the vision for economic recovery, touching on the Recovery Act principles and how the Recovery Act funds can be integrated into transformational efforts to achieve an invigorated, more innovative public workforce system capable of helping future economic growth and advancing shared prosperity for all Pennsylvanians.
(Revised – Recovery Act)

The Board will integrate Recovery Act Funds to promote economic recovery within the region, preserve and create jobs through innovative training opportunities which will encourage individuals to retool their skills and meet the demands of a 21st Century Workplace. Advances in electronics and telecommunications will provide new opportunities at the Army Depot. Clean Energy Technology will advance development of additional jobs related to the Energy Cluster. Wind Farms and Solar Panel Fields are operating and in the development stage within the Workforce Investment Area. Training opportunities will focus on addressing the changing needs of both the displaced worker and employers. The Board will also address emerging industries related to new and emerging occupations especially in Green Sectors of the regional economy. Emphasis will be placed on the development of Competencies and Apprenticeship Programs. The Regional Energy Partnership is at the forefront of cataloging training providers that can offer training on both a local and regional basis. The Career & Technical Schools, Community Colleges and State Universities are involved. The Board is also working directly with local action agencies to meet the demands of training for Weatherization Programs and Energy Auditory Training.

The Board has and will continue to interact with Area Career & Technical Institutes, Community Colleges, and educational and training providers to meet the training requirements of a skilled workforce. The Board will utilize information provided by the Industry Partnership to be more responsive to the current and future needs of industry.

Pocono Counties will utilize Recovery Act Funds to assist in the economic recovery of the region by assisting individuals, Dislocated Workers, Adults and Youth acquire employment and training opportunities pertinent to the needs of employers. Recovery Act Funding will substantially supplement Formula Funds to increase the amount of training available to eligible applicants. The Board has partnered with the area community colleges, business and labor, employers, Industry Partnerships to support an overall workforce strategy to provide training needed by industry and available to individuals most affected by the Recession.

5. Ensure that every youth has the opportunity for developing and achieving career goals through education and workforce training, including youth most in need of assistance: out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk. **(New – Recovery Act)**

The Board has and will continue to provide eligible youth the opportunity to develop and achieve career goals through education and workforce training. To accomplish these goals, it will utilize the standard RFP process for service providers developed and approved by the Board. Once the program has been approved, the provider will be required to sign and adhere to a standard contractual agreement developed for providers and approved by the Workforce Investment Board. The agreement will require the provider to abide by all workplace safety rules and procedures dictated by the pre defined workplace safety and labor regulations.

Standard monitoring procedures as explained in Section VII B (5) will automatically apply to all program providers and the Independent Monitoring Unit will organize scheduled visits to the site to ensure compliance with contractual provisions and program regulations.

Pre and post work readiness assessment will be mandated as an integral part of all programs and all curriculums must include work readiness as part of the training being provided. Work readiness training will also include a significant occupational awareness component to improve knowledge of skills in demand in the local areas as well as jobs of the future.

The Board's Priority of Services Policy funding opportunities directed to Youth who face serious barriers to employment and represent a segment of the population most in need of services:

- School Dropouts
- Basic Skills Deficient
- Out-of-School Youth

- Foster Care
- Behind Grade Level
- Pregnant or Parenting
- Individuals with Disabilities
- Homeless or Runaway
- Offenders

The Board will expand this group to include youth aging out of foster care, children of incarcerated parents and migrant and seasonal farm workers. The Board has always maintained a Summer Youth Work Experience Component to Youth Activities. Recovery Act Funding will allow the Board to increase participation in Summer Programs and also allow for youth to participate for a greater amount of time. Recovery Act Youth Funds will also allow funding of a year round Work Experience Component. The Board has funded Work Experience Programs for At-Risk Incarcerated Youth at various Camp Detention Centers within the Workforce Investment Area. Participants provide Community Service Work Experience with an Educational and Vocational Training Component. The Recovery Act Funds will be directed to this priority group. The additional funds will allow more youth to participate and allow for a longer period of participation and provide valuable community services to Non-Profit Organizations within the Workforce Investment Area.

Past Program Performance Requirements (Common Measures) for the Incarcerated Youth Program resulted in a relatively small program. Recovery Act Funding does not require follow-up for SYEP participants which will allow the Board to increase significantly the number of youth served.

The Board has and will continue to target youth most in need of participation in youth funded programs. Local Public Assistance Offices, Juvenile Court System, Children and Youth and all youth related agencies will be solicited to assist in identifying eligible youth. Pocono Counties is prepared to enroll eligible youth in a Work Experience Program, effective, May 15, 2009.

The Board will ensure participating worksites understand their responsibilities to be viable worksites that mirror actual work experience and include work readiness skills. Youth Pre-Apprenticeship Programs will be funded and Private-Sector Work Experience Opportunities.

The work experience opportunities for in-school youth will be provided by public/non-profit entities in our region. Whenever possible, we try to provide work experience opportunities for this population in positions that allow the participant to explore occupations that they are interested in, such as hospitals for those considering health care occupational goals,

etc. For most of this population, transportation limitations within our rural counties does not always allow us to match a participant with a specific worksite related to their area of interest. For the Out-of-School Youth served, who may have better access to transportation, we will try to develop worksites specific to their employment or training goals. These are the participants most likely to be matched with private sector worksites. The Out-of-School participants have more diverse work experience opportunities due to the fact that they are not constrained by Child Labor Law restrictions on allowable work activities. Training opportunities, either through ITA's or OJT services, are always focused on high demand occupational goals. The use of ITA's also ensures that youth served through these services receive credentials in highly marketable careers.

6. Increase training access and opportunities through:

- a. the use of WIA Title I and Recovery Act funds as well as other leveraging resources;

The Board will increase training access and opportunities using Title I formula funds. Individual Training Accounts are used extensively to address the Adult and Dislocated population within the Workforce Investment Area. Work Experience, primarily summer work experience programs, is the primary training mechanism for the youth population.

Recovery Act Funds will provide the Board with additional funds that are extremely important at this time of economic crisis. The Unemployment Rates within the four counties have adversely affected the Board's ability to provide sufficient training opportunities to assist the unemployed and underemployed. The Recovery Act Funds will provide a substantial number of training slots for the Adult, Dislocated and Out of School Youth Population.

The Board has access to Wall Street West Funds which have played an important role in funding approximately 49 ITA's. Participants in the Regional Industry Partnerships have also provided Incumbent Worker Funding for employers that is extremely beneficial to the companies that participate and the employees who upgrade their respective skill sets.

- b. contracts or agreements with institutions of higher education, especially community colleges, apprenticeship programs, and other training providers; and

The Board has direct interaction with the community college, career and technical institutes, and state universities within the region. Representatives from the above-mentioned concerns either serve as Board Members, Youth Council Members or are associated directly with our PA CareerLink® sites. Some training providers have a presence in the PA CareerLink® sites and participate in PA CareerLink® activities. The Board interacts with Apprenticeship Programs regionally and has completed an Industry Partnership Pre-Apprenticeship Training Program directed at senior high school students in the Building and Construction Trades. The Board will continue to participate in the Pre-Apprenticeship Program.

- c. expanding the relationships and curricula developed through industry partnerships.

(New)

The Board is involved in a series of Industry Partnerships within the Northeast. All Industry Partnerships in the Northeast are “Regional” and have four Workforce Investment Boards as active players. Pocono Counties is the Fiscal Agent for the Advanced Materials/Diversified Manufacturing Industry Partnership which transitioned from a Metals/Metal Fabrication Partnership. The transition from Metals to AM/DM was a direct result of expanding relationships within the cluster. The Board will continue to expand the partnerships.

B. Priorities and Goals

- 1. Identify key workforce investment goals and priorities for the local workforce system.
 - a. Describe how each supports the local workforce development vision. Include strategies to align with Pennsylvania’s current objectives, the Governor’s *Job Ready Pennsylvania* priorities, and support the creation and sustainability of small, new, and emerging industries.

The Pocono Counties Workforce Investment Board’s Vision is aligned with Pennsylvania’s Strategic State Workforce Investment Plan. The Board has invested resources in completing an Industry Cluster Analysis of the Area and has worked with our Regional Partners in Workforce Investment to broaden the scope of cluster analysis on a regional basis. The Board has identified and analyzed industry cluster data. The cluster initiative has expanded opportunities for the alignment of resources by utilizing the cluster data to engage economic development and education. Utilizing resources provided by the Governor’s Job Ready PA Initiative, the Board has focused priorities locally and regionally.

The Board has identified four state defined industry clusters: Building and Construction; Advance Materials and Diversified Manufacturing; Life Sciences and Logistics and Transportation. These clusters represent hundreds of individual employers (large and small) and thousands of employees and occupations. The industry cluster information encouraged the Board to engage in Industry Partnership and Incumbent Worker Training Programs in Advanced Materials/Diversified manufacturing, Logistics and Transportation, Energy, health Care, Electronics and Food processing. All of the Partnerships listed above are “regional Partnerships.”

The Board supports the creation of new small businesses through involvement with local and regional economic development entities and chambers of commerce. The PA CareerLink® sites also have ties to the Small Business Development Centers in the region where job seekers can receive assistance in developing their business plans and receiving other services that foster the development and sustainability of new and emerging businesses in the area.

The Pocono Counties Workforce Investment Board’s goals are:

Strengthening Local and Regional Industries

- continue the analysis of industry clusters on a regional basis.
- support training in high priority occupations within the statewide cluster.
- evaluate new “Partnerships”.

Alignment of the Workforce System within a Region

- encourage interaction with Workforce Investment Boards within the region.
- alignment of resources directed to Workforce Investment.
- enhance regional partnerships between workforce, economic development and educational institutions.

Preparing Youth for 21st Century Jobs

- Link education and the private sector.
- Assist Career and Technical Schools with local and regional data.
- Encourage interactions between the Workforce System, Education and the Private Sector.

Alignment with Job Ready Pennsylvania

- Strengthening PA Industries and create industry-led training strategies.

The Board is committed to strengthening the industries located within Pocono Counties and in the Northeast. Regional Industry Partnerships have been formed with participation by the Lackawanna, Luzerne/Schuylkill and Northern Tier Workforce Investment Boards. The Partnerships include economic development, business, labor and education to foster industry directed strategies. The partnerships define long and short-term training needs and identify training in high priority occupations. All Partnerships in the Northeast are consortium based and assist in the goal of aligning the Workforce System in the Region.

- Increase opportunities for PA Residents

Directing individuals in need of training in the direction of high priority occupations will insure employment opportunities in industries that require higher skills and offer a life-sustaining wage. Upgrading of skills to meet the requirements of a changing workforce benefit both employers and employees.

Preparing Youth for the Careers of Tomorrow

- The Board addresses Preparing Youth for 21st Century Jobs as a goal. The Board directs interaction to link education and the private sector through implementation of three Business Education Partnerships. Interaction with all the School Districts within the Workforce investment Area by providing Career information in the form of Career Video Discs of high priority Occupations and the training necessary to start. The Board is working with a consortium in Pike and Wayne Counties to establish a Career and Technical Institute, which will benefit students and regional employers. The Board supports the STEM Initiative and the implementation of the Pennsylvania Academic Standards for Career Education and Work in Youth Programming to prepare youth for the Careers of Tomorrow.

2. Discuss how goals and priorities are adjusted to respond to the economic downturn and the subsequent infusion of Recovery Act funds, including:

The Board is addressing and responding to the economic downturn by focusing attention on the goals and priorities in order to provide assistance to the increased number of businesses and job seekers affected by the current economic climate.

The Board reviews goals and priorities quarterly. The Independent Monitor, Wil Coombs, conducts a review and prepares a report for the Executive Director. The Executive Director reviews the report and provides information and input to the Board Chairman and members of the Executive Committee. The Board chairman directs appropriate action relative to any issues addressed in the report.

- a. How workforce investment system resources (WIA formula funds, Recovery Act, etc.) can be deployed to serve increased numbers of businesses and job seekers;

The infusion of Recovery Act Funds will allow the Board to have additional funds to provide training and or retraining services. Industry Partnerships and Incumbent Worker Training dollars will provide assistance to companies affected by the economic situation by training their incumbent workforce to be more productive and innovative.

Local and Regional Employer needs are addressed by interaction with representatives of the Business Services Teams. Additional resources will be directed to increase interaction with the employer community as the economic downturn has increased the need to assist private-sector businesses. Interaction with the Industry Partnerships, Business Education Partnership and Education Representatives will provide a forum for employers to interact and assess, develop and identify relevant training programs.

Responding to the need to increase access to services the Board has increased supportive services from \$250.00 to \$500.00 and updated the self-sufficiency standard. Additional staff in the PA CareerLink[®] sites have allowed enhanced assessments and implementation of Work Keys as an assessment tool. To accommodate the increased numbers of job seekers, the customer flow process has been streamlined to reduce the time to receive employment and training services. Outreach locations will be utilized to deliver services in rural areas not served by a Comprehensive PA CareerLink[®] Site.

- b. Increasing access to education and training opportunities for adults and dislocated workers who need to upgrade or acquire new skills and developing career pathways that meet the transformed workforce of the future;

Recovery Act Funding will support additional training opportunities for Adults and Dislocated Workers who require acquiring new skills or upgrading their skills. Incumbent Worker Training Funds will also

support the transformation of the workforce to meet the needs of the 21st Century.

The Board has a listing of approved training providers within the Northeast with approved courses listed on the High Priority Occupations List eligible for funding. Individual Training Accounts account for the majority of funds spent on training. Training is available through the two community colleges located within the Workforce Investment Area. The Career and Technical Schools are used to provide training. Articulation agreements between the secondary schools, community colleges, career and technical schools and East Stroudsburg University address 2+2+2 programs resulting in an Associates Degree in Electronics, which is designed to meet the employment needs of Tobyhanna Army Depot.

c. Preparing youth for the workforce of tomorrow; and

Preparing youth for the workforce of tomorrow is a primary concern of the Board. Additional funding thru the Recovery Act will provide vital funding for innovative practices and programs. The Board has secured funding through the WIRED Program to establish two Business Education Partnerships within the Workforce Investment Area to address the changing needs of employers and to identify the skills, training and resources necessary to compete in a changing world economy. The Board is also involved in the STEM Initiative in the Northeast Region and is working on the Green Jobs of the Future.

d. Developing partnerships with community colleges and other institutions of higher education, business, labor organizations, registered apprenticeship programs, and community and faith-based organizations to align workforce development strategies in the local area or region. **(New)**

The Board is actively engaged with the community colleges, state universities, secondary schools, career and technical institutes, business, labor, apprenticeship, community and faith based organizations both within the four county Workforce Investment Area and regionally in the Northeast to align workforce development strategies.

Partnerships with secondary schools and the community colleges have resulted in 2+2+2 programs designed to pipeline students into an accelerated Associate Degree in Electronics to meet the employment requirements of Tobyhanna Army Depot. Pre-Apprenticeship Programs in the construction trades are funded thru Industry Partnership funding. Three new Business Education Partnerships

have been established to integrate the Business and Education community with participants from the Chambers of Commerce and School Districts.

III. GOVERNANCE STRUCTURE

A. Organization, Administration and Oversight

1. Describe the role of the LEO in the governance and implementation of WIA in the local area. In local areas consisting of more than one unit of government, indicate the decision making process between the local elected officials. Multi-county LWIAs should describe the process to select the CEO.

The Pocono Counties Workforce Investment Area is comprised of the Counties of Carbon, Monroe, Pike and Wayne. The Governing Board of the Local Elected Officials is comprised of the 12 Commissioners. The Consortium of Commissioners are responsible for the development, governance and implementation of Workforce Investment Act Funding within the four county Workforce Investment Area.

The Local Elected Officials acknowledge program accountability; appoint local Board Members; designate the fiscal agent; assist with the development of plans and all provisions listed under the Workforce Investment Act of 1998. They attend WIB meetings to discuss and interact with the Board on all ongoing activities.

The County of Carbon is the Administrative Entity/Grant Recipient. The Chairman of the Board of the Carbon County Commissioners serves as the Chief Elected Official of the Consortium.

2. Identify the WIA Title I Contractor. Describe the process for selection and the relationship of the PA CareerLink® Consortium to the LWIB.

The Local Elected Officials have designated the County of Carbon as the Title I Operator of Programs in Carbon County, the County of Monroe as the Title I Operator of Programs in Monroe County, the County of Pike as the Title I Operator in Pike County, and the County of Wayne as the Title One Operator in Wayne County. A contractual agreement is entered into between the Title I Operator and the Administrative Entity/Fiscal Agent. The financial agreement/subcontract defines the roles; responsibility and duties of the Subcontractor for the provision and delivery of Workforce Investment Act programs and services as well as related responsibilities to facilitate program objectives in accordance with Workforce Investment Act Rules and Regulations. The Local Elected Officials made these designations in 1999 when WIA was enacted.

The County of Carbon has been designated by the Local Elected Officials of the Counties of Carbon, Monroe, Pike and Wayne to serve as the Administrative Entity/Fiscal Agent for the Pocono Counties Workforce Investment Area.

3. Identify the PA CareerLink[®] Consortium. Describe the role of the Consortium in the One-Stop System and the relationship to the LWIB.
(New)

The Pocono Counties WIA has 2 full service PA CareerLink[®] sites, each with a different Operating Consortium. The Operating Consortium for the PA CareerLink[®] in Monroe County is made up of the Bureau of Workforce Development Partnership, Monroe County Job Training (Title I Operator), and the Office of Vocational Rehabilitation. The Operating Consortium for the PA CareerLink[®] in Carbon County is made up of the Bureau of Workforce Development Partnership, Carbon County Workforce Training (Title I Operator), and the Carbon Career & Technical Institute, Adult Education Department. Although the makeup of the Operating Consortia are slightly different between the 2 PA CareerLink[®] sites, their functions are the same.

The parties identified as the Operating Consortia for both PA CareerLink[®] sites in Monroe and Carbon County represent 3 of the required One-Stop partners identified in the Workforce Investment Act and are therefore eligible to act in that capacity. The Operating Consortia were selected by the local advisory boards involved in writing the initial PA CareerLink[®] proposals that were submitted, and subsequently approved by the Pocono Counties WIB when the PA CareerLink[®] sites were first established and chartered in 1999. The Operating Consortia in both counties are responsible for developing and implementing policies and procedures that will coordinate the partners' activities and resources in their respective PA CareerLink[®] sites into a seamless delivery system for high quality, customer driven services related to job seekers and employers in Monroe, Carbon, and the other counties that make up the Pocono Counties Workforce Investment Area.

The Operating Consortia's relationship to the WIB is to ensure that both PA CareerLink[®] sites are operated in a manner that supports the WIB's vision, mission, and policies for the One Stop Service Delivery System in the following ways.

- To provide coordinated comprehensive services to emerging, current, and transitional workers in our labor market.

- To provide comprehensive services including recruitment, assessment, and referrals of qualified job seekers to meet the demands of local business customers.
 - To increase job creation, retention, and expansion rates for both new and established businesses in our labor market by coordinating economic development efforts and services.
 - To enhance and coordinate the employment and training services available in our areas through partnerships with other service providers.
 - To ensure that the facility, services, and processes are accessible and in compliance with ADA regulations for our customers with special needs.
4. Identify the Fiscal Agent, as determined by the Chief Elected Official (CEO). Provide all contact information for this entity (*WIA Section 118(b)(8)*).

The County of Carbon has been designated Fiscal Agent for the Pocono Counties Workforce Investment Area by the Governing Board of the Local Elected Officials of Carbon, Monroe, Pike and Wayne Counties.
Contact Information:

Keith Ramsay
Chief Financial Officer
Pocono Counties Workforce Investment Area
76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
Phone: (570) 325-2462
Fax: (570) 325-8547
Email: kramsay@ptd.net

5. Provide an organizational chart (Appendix C) that delineates the relationship between the agencies involved in the workforce development system, including: the CEO, the required and optional PA CareerLink[®] CareerLinpartner programs, and line of authority. The chart should reflect the distinct separation between governance and service delivery structure consistent with the State’s LWIB Staffing Policy.

Chart – Appendix C

B. Local Workforce Investment Board

1. Describe any functions the LWIB has assumed other than those required by statute.

The Board has a commitment to the integration of Workforce Development, Economic Development and Education within the Pocono

Counties Workforce Investment Area and on a regional basis. The Board has completed a review of Industry Clusters and utilized the information to initiate Industry Partnership and Incumbent Worker Training Programs on a regional basis. Interacting with our “partners”, Northern Tier, Lackawanna County and Luzerne/Schuylkill Workforce Investment Boards, funding has been secured for an Advanced and Diversified Manufacturing, Electronics, Logistics and Transportation, Energy, Food Process and Health Care Industry Partnership and Incumbent Worker Training Programs. The Pocono Counties Workforce Investment Board is the Fiscal Agent for the Advanced Materials & Diversified Manufacturing Incumbent Worker Program.

Regionally the Board is included in the Federally funded WIRED Program “Wall Street West”. The Board has two representatives on the WIRED Executive Committee. The Grant is a collaborative effort managed by Ben Franklin Technology bringing together twenty-five strategic partners with experience in Workforce Investment, economic development, education, technology investment and the private sector. The Board views success of the program as an opportunity to assist in the economic transformation of one of the hardest hit industrial regions in the nation.

2. Describe measures developed to improve operational collaboration of workforce investment activities and programs. Include measures to identify and eliminate existing barriers to coordination.

The Pocono Counties Workforce Investment Board is comprised of a cross section of all the pertinent “partners” involved in Workforce, Economic Development, Education and local Government. Members collaborate at the local county level, Workforce Investment Area and regionally on issues involving workforce. Interaction of Board Members with the Economic Development and Educational Community identifies existing barriers to coordination, encourages collaboration, and provides the support of the Board for various projects or programs developed within the Workforce Investment Area.

The Pocono Counties Workforce Investment Board interacts and collaborates with the Workforce investment Boards located in Northeastern Pennsylvania on a regular basis to address Regional Collaboration and issues related to coordination of services within the Region.

3. Describe how the Board ensures that meetings and information regarding Board activities are accessible to the public (including persons with disabilities.)

The Pocono Counties Workforce Investment Board conducts regularly scheduled Quarterly Meetings on the first Wednesday of March, June, September and December. All Board meetings are advertised in local newspapers in the legal notice section and are held at facilities that comply with the Americans with Disabilities Act. The Meetings are held in each respective county in order to allow local public interaction. The Board encourages public interaction by holding the meetings in the evening and at locations that are ADA Compliant. Executive Committee and Youth Council Meetings follow the same procedure as full Board Meetings.

4. Describe how the LWIB ensures timely, open and effective sharing of information between state and federal agencies, other LWIBs and the local workforce investment system, including the PA CareerLink®.

E-mail is the primary conduit for sharing pertinent information with Local Elected Officials, Board Members, local partners, youth council members, PA CareerLink® Partners and committee members. The Local Elected Officials receive all correspondence forwarded to Board Members. Communication of information is also processed via written correspondence and information is available on the Pocono Counties Website (www.pcwia.org).

Local Elected Officials and Youth Council Members are invited to all Board meetings. Minutes of Board Meetings and Youth Council Meetings are available for review

5. Describe the LWIB committee (other than the Youth Council) structure, membership and functions.

Executive Committee – comprised of the elected officers (Chair, Vice-Chair, Secretary, Treasurer) and an appointed member from each of the four counties. The Executive Committee is empowered to act on behalf of the full board in interim periods between full Board Meetings.

PA CareerLink® Oversight Committee – Committee appointed by the Board Chair, primary responsibility is oversight of the Comprehensive PA CareerLink® sites and affiliate sites within the Workforce Investment Area. Responsibilities include making recommendations to the Board on selection and retention of the One-Stop Operator; Oversight of the development of the Combined Business Plan/Agreement between the Board, One Stop Operator and other PA CareerLink® Partners with the Local Elected Officials. The Committee is also responsible for the chartering or re-chartering of PA CareerLink® locations. The Committee will review usage and performance of the PA CareerLink® System through a process of monitoring.

Training and Performance Committee - Committee appointed by the Board Chair, primary responsibility is to review vendors' performance to insure accountability and compliance with WIA and Common Measures. The Committee will set policy regarding dollar and time limits for training and decisions on prioritization of occupations, etc., relative to Individual Training Accounts.

6. Describe Youth Council membership and how its composition supports programs that prepare youth for employment in demand occupations.
(New)

The Pocono Counties Youth Council is comprised of the mandatory members and additional individuals representing Education, Private Sector Employers and PA CareerLink[®] Representatives. The Board identified and solicited members from Career & Technical Institutes, secondary education, Community Colleges and State Universities. The interaction of Educational Representatives with the Private Sector addresses the need to identify occupations in demand and provide training programs for existing, emerging and high growth occupations.

7. Describe the relationship of the Youth Council to the LWIB and to the WIA Title I Contractor.

The Board considers the Youth Council as a Subcommittee to the Board. Workforce Investment Board Members are also invited to attend Youth Council Meetings. The Youth Council provides input in the development of local and strategic and ARRA plans; coordinates youth activities; reviews youth program proposals and recommends programs to the Workforce Investment Board. The Title I operators are members of the Youth Council and attend the meetings to interact with board members in discussions on all Youth Projects.

8. Describe the process used to identify and select LWIB members.

The Pocono Counties Workforce Investment Board is comprised of 32 members. Each County is responsible for 8 Board Members. The Bylaws state, "no less than four members from each county shall be from private industry." The total membership of the Workforce Investment Board shall always consist of a minimum of fifty-one percent (51%) from private industry." The Local Elected Officials contact the appropriate entities in their respective county for nominations to appoint members to the Board from business, local education entities and labor representatives. Nominations for private sector representatives are selected from individuals nominated by local business organizations and business trade associations. Consideration for private-sector

appointments from representatives of business that are related to targeted industry clusters is encouraged. Local educational representatives are selected from individuals nominated by regional or local educational agencies, institutions or organizations representing education. Labor representatives are selected from nominations by local labor councils. Other mandated members are appointed upon consultation by Local Elected Officials with appropriate groups within their respective county. All nominations for appointment to the Board must be in writing to Local Elected Officials. Appointments are made at the Quarterly Meeting of the Workforce Investment Board. Nomination letters are on file in the Administrative Office.

9. Describe the process to identify a potential conflict of interest for, or any matter that would provide a financial benefit to: a LWIB member, a member's immediate family, or a representative entity. Include actions to be taken by the LWIB or LWIB member, in the event of a conflict of interest.

The Board is in compliance with the Public Official and Employee Ethics Act. Board members are required to sign a Statement of Financial Interest Form annually and a Conflict of Interest Statement. All forms are on file in the Administrative Office. The Bylaws list under Article XI General Provisions, Section 1102. "If any member of this Workforce Investment Board engages in any activities that are deemed a Conflict of Interest, they shall be subject to the following sanctions as deemed appropriate by the Workforce Investment Board including but not limited to:

- a) removal from WIB and/or
- b) Debarment and/or suspension from entering into contracts with the WIB. A Conflict of Interest includes but is not limited to participation in the selection, award, or admission of subgrant or contracts supported by the Workforce Investment Act Funds in which the individual or any member of the individual's family, partner or organization which employs any of the aforementioned would serve to gain a financial or other interest."

Any member of the Board can discuss a possible conflict of interest at any time. The chair will make the decision on whether or not a conflict exists. When voting, any member who represents an entity will abstain from voting on any proposals submitted by that entity. This will be reflected in the minutes of the meeting.

IV. ECONOMIC AND LABOR MARKET ANALYSIS

Provide an updated analysis of the local economy, the labor pool, and labor market with a focus on the economic downturn and projections for economic recovery. This analysis must include the following: **(Revised)**

A. The current makeup of the local economic base by industry

- Based on 2009 data provided by Economic Modeling Specialists, Incorporated (EMSI), the Pocono Counties Workforce Investment Area (WIA), comprised of Carbon, Monroe, Pike, and Wayne Counties, has a total of 148,621 jobs, which includes sole-proprietors.
 - About 85% of all jobs were in service industries (including the Utilities industry sector) and 15% were in goods-producing industries.
 - Retail trade, accommodation and food services, and government (including public education and some public hospitals) are the three largest service industries, accounting for 60,100 jobs or 47% of all jobs in service industries.
 - Health care and social assistance accounts for an additional 15,300 jobs, or 12% of the service sector jobs.
 - The largest goods-producing industry is construction, accounting for 11,500 jobs or over half of all goods-producing jobs.
 - The average industry earnings per worker (EPW) in the Pocono Counties WIA is currently about \$38,000, resulting in a payroll of \$5.6 billion. Industry earnings values include benefits, as reported by EMSI.
 - Jobs in goods-producing industries have an average EPW of \$58,000, about 71% higher than the \$34,000 seen in service industries.
- Currently, the Poconos WIA focuses its activities on five of the Commonwealth's key industry clusters: Advanced Materials and Diversified Manufacturing, Building and Construction, Healthcare, BioMedial, and Logistics and Transportation. The following information is based on the current definitions of these clusters.
 - Together these five clusters account for 24% of the total workforce.
 - Overall, employment in these clusters increased by a total of 3,000 jobs (9%) from 2004 to 2009. The Advanced Materials and Diversified Manufacturing cluster was the only cluster that did not grow and demonstrated a contraction of 11%.
 - The remaining clusters (Building and Construction, Healthcare, BioMedial, and Logistics and Transportation) together added 3,400 jobs.
- The Poconos WIA continues to look for the emergence of other competitive clusters.

B. Current and anticipated plant closings, mass layoffs and business expansion (New – Recovery Act)

Pocono Counties is experiencing a significant increase in the unemployment rate for the area. The State's unemployment rate for June, 2009, is 8.4%, Pocono Counties rate of 9.1% for the same time period ranks seventh highest in the State, Carbon County had a 10.6% unemployment rate for the

month of June. The Unemployment Rate for the Workforce Investment Area a year ago was 5.6%. Specific companies within Pocono Counties that have laid off workers and/or are relocating:

Roadway Express – 300 jobs
Liz Claiborne – 350 jobs (plant closing)
My Choice Medical – 85 jobs (plant closing)
Weiler Brush – 30 jobs
Mt. Airy Casino & Hotel – 30 jobs
Scotty's Fashions – 47
Horsehead Resource Development Co. – 100
Silberline – 100
Ametek – 80
DSFI – 35

Considering the Economic down turn, it is extremely difficult to have companies commit to anticipated increases in their workforce. Tobyhanna Army Depot will continue to hire individuals as retirement occurs. The number should be significant because of the age of their current workforce. Sanofi, a manufacturer of vaccines located in the Workforce Investment Area will also be in a position to increase their workforce. The Board is working with these companies to provide assistance in meeting their human capital requirements.

The Board has identified skill gaps within the region as occupations in Health Care and Life Sciences (LLPN, CAN, Registered Nurses, ambulatory health care services, pharmacy technicians, home health aides) electrical and electronic equipment mechanics, installers and repairers, avionics technicians, production supervisors, maintenance and repair workers, welders, maintenance mechanics, chemical technicians, warehousing and storage, truck drivers, construction, information technology, retail services, hospitality, tourism, gaming.

C. Industries and occupations expected to grow or decline in the short term and over the next decade.

- Based on projections provided by EMSI for 2009 to 2014, employment is expected to increase with an average annual growth rate of over 2%, or 3,300 jobs. Overall, employment is expected to grow by nearly 16,800 jobs, or 11%.
 - Annual growth rates are fairly similar for both goods-producing and service industries.
 - Goods-producing industries are expected to demonstrate a growth of 10%, or the addition of 2,100 jobs. This equates to an annual growth of 400 jobs or 2%.
 - Job growth in service industries is expected to show an increase of 14,600 jobs, or about 12%. Annually, this is an increase of 2,900 jobs or 2%.

- Analyzing industries at the 3-digit NAICS level, Real estate, Administrative and support services, Ambulatory health care services, Food services and drinking places, and Local government are projected to be the top 5 growth industries in the Pocono Counties WIA. These service industries are expected to add 6,200 jobs.
- The only industries projecting a loss of greater than 50 jobs are Apparel manufacturing, Paper manufacturing, and Personal and laundry services, which combined may lose less than 200 jobs.
- Based on projections provided by EMSI for 2009 to 2014, there are expected to be a total of 34,200 total job openings (23% of the workforce in 2009) in the Pocono Counties WIA. Annually, this represents 6,800 job openings, or about 5% of the workforce.
 - About half of all job openings will be due to replacement, where jobholders leave the job or workforce for a variety of reasons, including retirement. The other half will be a result of industry growth and expansion.
 - The following occupations represent the top 25 occupations with the greatest demand based on total job openings, sorted alphabetically:

<ul style="list-style-type: none"> ▪ Bartenders ▪ Bookkeeping, accounting, and auditing clerks ▪ Carpenters ▪ Cashiers, except gaming ▪ Child care workers ▪ Combined food preparation and serving workers, including fast food ▪ Cooks, restaurant ▪ Customer service representatives ▪ Electrical and electronics repairers, commercial and industrial equipment ▪ Elementary school teachers, except special education ▪ Elementary school teachers, except special education ▪ First-line supervisors/managers of retail sales workers 	<ul style="list-style-type: none"> ▪ Home health aides ▪ Janitors and cleaners, except maids and housekeeping cleaners ▪ Laborers and freight, stock, and material movers, hand ▪ Maids and housekeeping cleaners ▪ Managers, all other ▪ Office clerks, general ▪ Property, real estate, and community association managers ▪ Real estate brokers ▪ Real estate sales agents ▪ Registered nurses ▪ Retail salespersons ▪ Stock clerks and order fillers ▪ Truck drivers, heavy and tractor-trailer ▪ Waiters and waitresses
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- The majority of the occupations projected to show an overall decline (i.e., negative growth) are production occupations. There still may job opportunities in some of these occupations due to replacement.

According to Economic Modeling Specialists, Incorporated, between 2009 and 2014, employment in the Pocono Counties Workforce Investment Area is expected to increase by nearly 16,800 jobs, or 11%.

When analyzing data at the 4-digit NAICS level, the following list represent the top 25 industries expected to have the largest growth:

- Local government
- Pharmaceutical and medicine manufacturing
- Full-service restaurants
- Offices of real estate agents and brokers
- Warehousing and storage
- Activities related to real estate
- Traveler accommodation
- Services to buildings and dwellings
- Other specialty trade contractors
- Individual and family services
- Federal government, civilian, except postal service
- General medical and surgical hospitals
- Other general merchandise stores
- Lessors of real estate
- Other amusement and recreation industries
- Offices of physicians
- Limited-service eating places
- Building finishing contractors
- Community care facilities for the elderly
- Other financial investment activities
- Building equipment contractors
- General freight trucking
- Private households
- Child day care services
- State government

Overall, these 25 industries are projected to increase employment by over 10,800 jobs, an increase of 15%. These industries may account for 65% of all job growth in the region.

D. Local industries and occupations that have a demand for skilled workers and have available jobs, both today and projected over the next decade.

- When examining the breakdown of occupations in the Pocono Counties WIA, about 72% of all jobs typically require on-the-job training or work experience in a related field. The other 28% are held by workers whose most common level of education is some form of postsecondary education.
- Almost three out of every four job openings in the Pocono Counties WIA between 2009 and 2014 is projected to be a job that typically requires on-the-job training. In total, there are expected to be 24,400 job openings for these types of jobs. About 46% will be due to growth and 54% will be due to replacement.
- For jobs that typically require postsecondary education, which will account for about a quarter of all job openings in the region, there are projected to be 9,500 total job openings. About 58% will be due to growth and 42% due to replacement.
- The top 10 occupations that typically require on-the-job training or work experience with the greatest number of job openings from 2009 to 2014 include:

- Cashiers, except gaming
 - Child care workers
 - Combined food preparation and serving workers, including fast food
 - Janitors and cleaners, except maids and housekeeping cleaners
 - Laborers and freight, stock, and material movers, hand
 - Maids and housekeeping cleaners
 - Office clerks, general
 - Real estate brokers
 - Retail salespersons
 - Waiters and waitresses
- The top 10 occupations that typically require a postsecondary education with the greatest number of job openings from 2009 to 2014 include:
 - Real estate sales agents
 - Elementary school teachers, except special education
 - Registered nurses
 - Electrical and electronics repairers, commercial and industrial equipment
 - Property, real estate, and community association managers
 - Secondary school teachers, except special and vocational education
 - Chief executives
 - Nursing aides, orderlies, and attendants
 - Construction managers
 - Accountants and auditors

E. Occupations most critical to the local economic base.

The Pocono Counties WIA uses the High Priority Occupation List to determine which occupations are eligible for WIA training dollars. Several sources are used to determine the occupations that are most critical to the local economic base. In addition to or in supplement of that list, the Pocono Counties WIA identifies occupations that occur most often based on industrial staffing patterns; some of these occupations are on the High Priority Occupation List and others are not.

The following tables identify the five most common occupations based on 2009 estimates to each of the regions targeted industry clusters. Occupations that appear on the 2009 high priority occupations list are highlighted.

- **Advanced Materials and Diversified Manufacturing**
 - *Team assemblers*
 - *First-line supervisors/managers of production and operating workers*
 - *Welders, cutters, solderers, and brazers*
 - *Helpers--Production workers*
 - *Molding, coremaking, and casting machine setters, operators, and tenders, metal and plastic*
- **Building & Construction**
 - *Carpenters*
 - *Construction laborers*
 - *First-line supervisors/managers of construction trades and extraction workers*
 - *Construction managers*
 - *Painters, construction and maintenance*
- **Healthcare**
 - *Registered nurses*
 - *Nursing aides, orderlies, and attendants*
 - *Home health aides*

- Physicians and surgeons
- *Licensed practical and licensed vocational nurses*
- **BioMedical**
 - *Packaging and filling machine operators and tenders*
 - Chemical technicians
 - *Electrical and electronics repairers, commercial and industrial equipment*
 - Machine feeders and offbearers
 - *Inspectors, testers, sorters, samplers, and weighers*
- **Logistics & Transportation**
 - *Truck drivers, heavy and tractor-trailer*
 - *Laborers and freight, stock, and material movers, hand*
 - *Truck drivers, light or delivery services*
 - *Industrial truck and tractor operators*
 - *Driver/sales workers*

F. Skill needs for the available, critical, and projected jobs

According to Economic Modeling Specialists, Incorporated (EMSI), the following competencies are expected to be in the greatest demand in the Pocono Counties WIA between 2009 and 2014: (note: the top 10 occupations requiring the identified competencies were used to describe the growth for each particular competency. Competency growth values are weighted based upon the number of new jobs in such occupations over the selected time period.)

Knowledge In Demand
Customer and Personal Service
English Language
Education and Training
Mathematics
Administration and Management
Computers and Electronics
Clerical
Psychology
Personnel and Human Resources
Law and Government

Skills In Demand
Reading Comprehension
Active Listening
Critical Thinking
Speaking
Instructing
Learning Strategies
Active Learning
Writing
Coordination
Social Perceptiveness

Abilities In Demand
Oral Expression
Oral Comprehension
Written Comprehension
Near Vision
Deductive Reasoning
Speech Clarity
Problem Sensitivity
Written Expression
Inductive Reasoning
Speech Recognition

The majority of these competencies are not specific to one occupation but rather form the foundation for successful employment, regardless of the occupation.

Knowledge areas, which are most often achievable through an occupationally-based training program, but are also components of the k-12 system, that will be in high demand include mathematics, customer and personal service skills, command of the English language, and computers and electronics.

As training programs are designed, reviewed and implemented at all levels (k-16 and beyond), they must address these common, yet critical skill and knowledge areas that will ensure that someone is qualified, competent and competitive in these and other growing occupations.

The following tables identify the top occupations requiring each of the above competencies (**note**: results are sorted according to total competency level, and occupation titles are based on O*NET descriptions):

Top Occupations Requiring Identified Knowledge Competencies

Customer and Personal Service	English Language	Education and Training	Mathematics	Administration and Management
Police, Fire, and Ambulance Dispatchers	English Language and Literature Teachers, Postsecondary	Education Teachers, Postsecondary	Mathematicians	Chief Executives
Municipal Fire Fighters	Law Teachers, Postsecondary	Training and Development Specialists	Physicists	Treasurers and Controllers
Emergency Medical Technicians and Paramedics	Communications Teachers, Postsecondary	Social Work Teachers, Postsecondary	Engineering Teachers, Postsecondary	Medical and Health Services Managers
Health Educators	Judges, Magistrate Judges, and Magistrates	Library Science Teachers, Postsecondary	Actuaries	Logisticians
Respiratory Therapists	Library Science Teachers, Postsecondary	Instructional Coordinators	Operations Research Analysts	General and Operations Managers
Sales Agents, Securities and Commodities	Foreign Language and Literature Teachers, Postsecondary	Health Specialties Teachers, Postsecondary	Mathematical Science Teachers, Postsecondary	Education Administrators, Postsecondary
Funeral Directors	History Teachers, Postsecondary	Education Administrators, Elementary and Secondary School	Astronomers	Computer Security Specialists
Concierges	Anthropology and Archeology Teachers, Postsecondary	Communications Teachers, Postsecondary	Physics Teachers, Postsecondary	Forest Fire Inspectors and Prevention Specialists
Forest Fire Inspectors and Prevention Specialists	Anthropologists	Architecture Teachers, Postsecondary	Atmospheric, Earth, Marine, and Space Sciences Teachers, Postsecondary	Construction Managers
Forest Fire Fighters	Political Scientists	Computer Science Teachers, Postsecondary	Economics Teachers, Postsecondary	Human Resources Managers

Top Occupations Requiring Identified Knowledge Competencies

Computers and Electronics	Clerical	Psychology	Personnel and Human Resources	Law and Government
Computer Security Specialists	Court Reporters	Marriage and Family Therapists	Industrial-Organizational Psychologists	Law Teachers, Postsecondary
Computer Software Engineers, Systems Software	Word Processors and Typists	Clinical Psychologists	Compensation and Benefits Managers	Judges, Magistrate Judges, and Magistrates
Computer and Information Scientists, Research	Human Resources Assistants, Except Payroll and Timekeeping	Psychiatrists	Human Resources Managers	Lawyers
Computer Software Engineers, Applications	Executive Secretaries and Administrative Assistants	Occupational Therapists	Compensation, Benefits, and Job Analysis Specialists	Political Scientists
Computer Hardware Engineers	Secretaries, Except Legal, Medical, and Executive	Mental Health Counselors	Training and Development Managers	Police Detectives
Computer Systems Engineers/Architects	Legal Secretaries	Rehabilitation Counselors	Medical and Health Services Managers	Political Science Teachers, Postsecondary
Computer Programmers	Insurance Policy Processing Clerks	School Psychologists	Personnel Recruiters	First-Line Supervisors/Managers of Police and Detectives
Computer Science Teachers, Postsecondary	Data Entry Keyers	Recreational Therapists	Education Administrators, Preschool and Child Care Center/Program	Aviation Inspectors
Computer Systems Analysts	Curators	Family and General Practitioners*	Aviation Inspectors	Sheriffs and Deputy Sheriffs
Database Administrators	Office Clerks, General	Medical and Public Health Social Workers	Education Administrators, Elementary and Secondary School	Forest Fire Inspectors and Prevention Specialists

Top Occupations Requiring Identified Skills Competencies

Reading Comprehension	Active Listening	Critical Thinking	Speaking	Instructing
Anthropology and Archeology Teachers, Postsecondary	Podiatrists	Anthropology and Archeology Teachers, Postsecondary	Motorboat Operators	Nursing Instructors and Teachers, Postsecondary
Obstetricians and Gynecologists	Motorboat Operators	Area, Ethnic, and Cultural Studies Teachers, Postsecondary	Radio and Television Announcers	Health Specialties Teachers, Postsecondary
Medical Scientists, Except Epidemiologists	Marriage and Family Therapists	Astronomers	Philosophy and Religion Teachers, Postsecondary	Education Teachers, Postsecondary
Political Scientists	Air Traffic Controllers	Engineering Teachers, Postsecondary	Art, Drama, and Music Teachers, Postsecondary	Anthropology and Archeology Teachers, Postsecondary
Family and General Practitioners	Counseling Psychologists	Physicists	Health Specialties Teachers, Postsecondary	English Language and Literature Teachers, Postsecondary
Surgeons	Internists, General*	Criminal Justice and Law Enforcement Teachers, Postsecondary	Law Teachers, Postsecondary	Social Work Teachers, Postsecondary
Anesthesiologists	Obstetricians and Gynecologists	Political Scientists	Area, Ethnic, and Cultural Studies Teachers, Postsecondary	Biological Science Teachers, Postsecondary
Physicists	Arbitrators, Mediators, and Conciliators	Mathematicians	Biological Science Teachers, Postsecondary	Art, Drama, and Music Teachers, Postsecondary
Oral and Maxillofacial Surgeons	Anthropologists	Motorboat Operators	Political Science Teachers, Postsecondary	Law Teachers, Postsecondary
Environmental Science Teachers, Postsecondary	Medical Scientists, Except Epidemiologists	Anesthesiologists	Lawyers	Sociology Teachers, Postsecondary

Top Occupations Requiring Identified Skills Competencies

Learning Strategies	Active Learning	Writing	Coordination	Social Perceptiveness
Education Teachers, Postsecondary	Computer and Information Scientists, Research	Area, Ethnic, and Cultural Studies Teachers, Postsecondary	Chief Executives	Counseling Psychologists
Secondary School Teachers, Except Special and Vocational Education	Anthropology and Archeology Teachers, Postsecondary*	Anthropology and Archeology Teachers, Postsecondary	Travel Guides	Clinical Psychologists
English Language and Literature Teachers, Postsecondary	Astronomers	Poets, Lyricists and Creative Writers	Air Traffic Controllers	Marriage and Family Therapists
Psychology Teachers, Postsecondary	Oral and Maxillofacial Surgeons	Environmental Science Teachers, Postsecondary	Oral and Maxillofacial Surgeons	Social Work Teachers, Postsecondary
Social Work Teachers, Postsecondary	Engineering Teachers, Postsecondary	Political Scientists	Motorboat Operators	Mental Health Counselors
Nursing Instructors and Teachers, Postsecondary	Atmospheric, Earth, Marine, and Space Sciences Teachers, Postsecondary	Anthropologists	Music Directors	School Psychologists
Education Administrators, Elementary and Secondary School	Obstetricians and Gynecologists*	Sociologists	Architects, Except Landscape and Naval	Mental Health and Substance Abuse Social Workers
Sociology Teachers, Postsecondary	Physicists	Nursing Instructors and Teachers, Postsecondary	Structural Iron and Steel Workers	Family and General Practitioners*
Library Science Teachers, Postsecondary	Mathematicians	History Teachers, Postsecondary*	Criminal Investigators and Special Agents	Substance Abuse and Behavioral Disorder Counselors
Middle School Teachers, Except Special and Vocational Education	Motorboat Operators	Forestry and Conservation Science Teachers, Postsecondary	Aerospace Engineers	Psychiatric Aides

Top Occupations Requiring Identified Abilities Competencies

Oral Expression	Oral Comprehension	Written Comprehension	Near Vision	Deductive Reasoning
Physicists	Physicists	Aerospace Engineers	Gem and Diamond Workers	Aerospace Engineers
Biologists	Aerospace Engineers	Physicists	Jewelers	Physicists
Engineering Teachers, Postsecondary	Chemists	Law Teachers, Postsecondary	Police Identification and Records Officers*	Biomedical Engineers
Biochemists and Biophysicists	Biological Science Teachers, Postsecondary	Medical Scientists, Except Epidemiologists	Medical and Clinical Laboratory Technicians	Mechanical Engineers
Law Teachers, Postsecondary	Mechanical Engineers	Biochemists and Biophysicists	Forensic Science Technicians	Biochemists and Biophysicists
Biological Science Teachers, Postsecondary	Biochemists and Biophysicists	Mathematicians	Chemical Technicians	Medical Scientists, Except Epidemiologists
Chemistry Teachers, Postsecondary	Law Teachers, Postsecondary	Mechanical Engineers	Real Estate Sales Agents	Mechanical Engineering Technicians
Health Specialties Teachers, Postsecondary	Chemistry Teachers, Postsecondary	Engineering Teachers, Postsecondary	Curators	Surgeons
Agricultural Sciences Teachers, Postsecondary	Natural Sciences Managers	Astronomers	Paralegals and Legal Assistants	Chemists
Sales Engineers	Agricultural Sciences Teachers, Postsecondary	Environmental Engineering Technicians	Mechanical Drafters	Marine Engineers

Top Occupations Requiring Identified Abilities Competencies				
Speech Clarity	Problem Sensitivity	Written Expression	Inductive Reasoning	Speech Recognition
Social and Community Service Managers	Surgeons	Aerospace Engineers	Aerospace Engineers	Speech-Language Pathologists
Clergy	Aerospace Engineers	Physicists	Veterinarians	Interpreters and Translators
Agricultural Sciences Teachers, Postsecondary	Veterinarians	Biochemists and Biophysicists	Medical Scientists, Except Epidemiologists	Chief Executives
Biochemists and Biophysicists	Obstetricians and Gynecologists*	Geography Teachers, Postsecondary	Physicists	Air Traffic Controllers
Foreign Language and Literature Teachers, Postsecondary	Podiatrists	Law Teachers, Postsecondary	Biologists	Social and Community Service Managers
Communications Teachers, Postsecondary	Internists, General	Environmental Science Teachers, Postsecondary	Surgeons	Clergy
Social Work Teachers, Postsecondary	Family and General Practitioners*	Health Specialties Teachers, Postsecondary	Biochemists and Biophysicists	Interviewers, Except Eligibility and Loan
Sociology Teachers, Postsecondary	Anesthesiologists	Chemistry Teachers, Postsecondary*	Obstetricians and Gynecologists	Lawyers
Psychology Teachers, Postsecondary	Physician Assistants	Chemists	Epidemiologists	Reporters and Correspondents
Law Teachers, Postsecondary	Psychiatrists	Zoologists and Wildlife Biologists	Respiratory Therapists	Advertising Sales Agents

G. Current and projected demographics of the available labor pool, including the incumbent workforce.

The following workforce demographics were reported for 2008 in the Pocono Counties WIA from DecisionData:

- Civilian Labor Force: 177,176
- Employed: 163,585
- Unemployed: 13,490
- Unemployment Rate: 7.6%

Projections for 2013 from DecisionData indicate increases for each category. The unemployment rate is expected to increase to 7.7%.

The most recent seasonally adjusted monthly data (June 2009) from the Center for Workforce Information and Analysis suggests an unemployment rate of 9.2%, with a labor force of 171,900.

The most recent data from the Local Employment Dynamics Program, provided by the U.S. Census Bureau, shows that 53% of the workforce is female.

Based on demographic projections provided by EMSI, the population of individuals between the ages of 15 and 44 is expected to grow 9% between 2009 and 2014, while individuals between the ages of 45 and 54 may decrease by 4%. The population ages 55 and over, though, is expected to increase by 11%. This indicates that within the next 5 years, the population in the Pocono Counties may get older, but there may potentially be a source of younger individuals (of the age 15-44) to temporarily postpone the onset of the aging workforce.

The following information is provided by DecisionData. The table below presents the population in the Pocono Counties WIA according to race and ethnicity:

Note that the Census Bureau considers "Hispanic" an ethnicity, not a race. Anyone who selected a race on their 2000 Census forms also reported whether they were Hispanic or non-Hispanic.

Race/Ethnicity	2008		2013	
	Count	Percent	Count	Percent
American Indian or Alaska Native Population	653	0.2%	655	0.2%
Asian Population	5,912	1.7%	8,586	2.2%
Black Population	28,647	8.1%	39,513	10.2%
Hawaiian or Pacific Islander Population	122	0.0%	161	0.0%
Multirace Population	4,481	1.3%	4,185	1.1%
Other Race Population	4,452	1.3%	5,158	1.3%
White Population	308,771	87.5%	329,748	85.0%
Hispanic Population	30,341	8.6%	42,662	11.0%
Non Hispanic Population	322,697	91.4%	345,344	89.0%
Total	353,038	100.0%	388,006	100.0%

Approximately 1 in 5 residents of the Pocono Counties WIA is non-white.

Besides the white population, most races comprise only a small proportion of the population, but there have been substantial increases within each group.

The following table identifies the historical percent change in population by race and ethnicity in the Pocono Counties WIA from 2000 to 2008 and projected change from 2008 to 2013:

Race/Ethnicity	2000-2008	2008-2013
American Indian or Alaska Native Population	13.8%	0.3%
Asian Population	169.3%	45.2%
Black Population	161.2%	37.9%
Hawaiian or Pacific Islander Population	90.6%	32.0%
Multirace Population	6.9%	-6.6%
Other Race Population	1.4%	15.9%
White Population	14.7%	6.8%
Hispanic Population	130.2%	40.6%
Non Hispanic Population	15.9%	7.0%
Total	21.1%	9.9%

It is apparent that there have been substantial population increases across most categories. These increases may continue in the future.

Considering the significant increases shown for the Hispanic population, employers in the Pocono Counties WIA and surrounding areas will likely experience an influx of applicants who do not speak English as their first language. It will be vital to the success of their businesses to begin preparing now for the changing labor pool.

H. Any “in migration” or “out migration” of workers that impact the local labor pool.

Due to the proximity of the Pocono Counties WIA to New York and New Jersey, there is significant out migration of the workforce. About 40% of the workers who live in the Pocono Counties travel outside the 4 counties to work. Only about 20% of the workers who work in the Poconos commute in from outside the four-county area.

Residents of the Pocono Counties who work outside the area are employed in 33 states and the District of Columbia. However, 48% of the out-commuters travel to another location in Pennsylvania for work, 29% work in New Jersey and 22% commute to New York. Individuals traveling from outside the area for employment in the Pocono Counties come from 19 states. However, 85% of in-commuters travel from another Pennsylvania location. The top five locations of residence are *Lackawanna, Luzerne, Northampton, Schuylkill and Lehigh counties*.

I. Current local area skill gaps and skill gaps projected to occur over the next decade.

The High Priority Occupation List identifies jobs that will be in the greatest demand based on a number of factors including under supply of qualified workers and the opportunity to earn family sustaining wages. The following 10 jobs represent the high priority occupations that are expected to have the greatest number of annual job openings in the Pocono Counties WIA between 2006 and 2016 (long-term occupational projections provided by Center for Workforce Information & Analysis):

Occupation	Annual Number of Job Openings
Office Clerks	71
Laborers & Freight, Stock & Material Movers	65
Registered Nurses	53
Elec. Installers & Repairers: Commercial & Industrial Equipment	53
Truck Drivers, Heavy & Tractor-Trailer	48
Child Care Workers	46
Customer Service Representatives	39
Bookkeeping, Accounting & Auditing Clerks	37
Sales Representatives	36
Secretaries	32

Together, these 10 occupations may account for nearly 500 job openings on an annual basis. According to EMSI, most of these jobs typically require on-the-job

training. Only the electric installers and repairers occupation has a common education level of a postsecondary vocational award.

V. PLANNING AND EVALUATION

- A.** Describe the network that is the Workforce Development System in the local area. Provide information about the availability and coordination of services. Include information about strategic partnerships with community and faith-based organizations, RIGs, WIRED, IPs, Health careers, and others **(Revised) (former Section V (A) has been moved to VI (A))**

The Pocono Counties Workforce Investment Board interacts within the four county Workforce Investment Area and regionally to coordinate the Workforce Development System in Northeastern Pennsylvania. The Board facilitates a comprehensive Workforce Development Network with Economic Development entities and the educational community throughout Northeastern Pennsylvania. Economic Development entities representing each of the four Pocono Counties together with the Northeastern Pennsylvania Alliance, community colleges, state universities, career and technical institutes, community and faith based organizations are included in the Area's coordinates network. The Board also coordinates workforce issues regionally with the following Workforce Investment Boards:

Lackawanna WIB
Luzerne/Schuylkill WIB
Northern Tier WIB

- B.** Describe the integration of the labor market information provided by the Center for Workforce Information and Analysis (CWIA) into planning and decision-making.

Labor Market Information provided by CWIA and the Central Pennsylvania Workforce Development Corporation is utilized to assist the Board in planning, evaluation and decision making relative to Workforce Investment Act Funding.

Data collected impacts Board discussion on Industry Partnerships, overall training projections. CWIA information is used to identify demand occupations. Labor Market information is shared with employers, Economic Development Entities and post secondary education.

- C.** Describe how LWIB ensures that the strategic direction and performance goals are communicated for PA CareerLink[®] planning and alignment. **(Former sections D & E moved into section VI (A))**

The Board interacts on a regular basis with the two comprehensive PA CareerLink[®] sites and the two affiliate locations. Staff from all PA CareerLink[®] locations are represented at all Board Meetings and functions. Administrative Staff representing the Board meet on a regular basis with PA CareerLink[®] Representatives to ensure communication relative to performance goals and strategic direction. Meetings are also conducted with Business Service Team Representatives. A series of Regional Business Service Team Meetings have

been conducted with two of the three Workforce Investment Areas in the Northeast.

VI. SERVICE DELIVERY

A. Delivery System

1. Provide a description of the service delivery network.

The service delivery network within the Pocono Counties WIA includes the following mandatory and optional partner services. The services provided through this network were determined by the requirements for One Stops identified in the Workforce Investment Act, by input from local advisory boards that prepared the initial PA CareerLink[®] proposals, and from customer feedback during the past 9 years since the network was established.

- (a) Programs authorized under Title I of the Workforce Investment Act. Workforce Training Agencies are represented on the WIB and have staff that are, or will be located in the 2 Comprehensive Centers and the Affiliate sites. The staff will provide core, intensive, and training services including intake, assessment services, career resource activities, job search workshop activities, rapid response services, individual employment plan development and case management for Intensive and Training Services for Adult, Youth, and Dislocated Workers.
- (b) Wagner-Peyser Act Programs. The Bureau of Workforce Development Partnership is represented on the WIB and has staff that are located in the 2 Comprehensive Centers and the Affiliate sites. The staff will provide core services including intake, job screening and referrals, employer outreach services, job search workshops, rapid response activities, and case management for job seekers.
- (c) Programs authorized under Title I of the Rehabilitation Act of 1973. The PA Office of Vocational Rehabilitation is represented on the WIB and has staff that is located in the 2 Comprehensive Centers and the Affiliate sites. Their staff will provide services including intake, assessment, job development and referrals, employer services, and case management for job seekers with disabilities.
- (d) Programs authorized under Section 403(a)(5) of the Social Security Act. The Department of Public Welfare is represented on the WIB. DPW staff will coordinate referrals and case management activities for their customers through the team approach. The teams involved with EARN include Workforce Training, Bureau of Workforce Development and Partnership, DPW, and Training contractor staff. This referral and case

management process will ensure that TANF customers have access to all PA CareerLink[®] partners and their services.

- (e) Activities authorized under Title V of the Older American's Act of 1965. The Area Agencies on Aging are represented on the WIB and have staff that will be available on a part time basis in the Comprehensive Centers or through referrals from the Affiliate sites. A referral process between the PA CareerLink[®] sites and the Aging Offices in the four counties has been developed to ensure that Older American's have information and access to the services offered by the PA CareerLink[®] partners. Their staff will provide services including intake, assessment, job development and referrals, employer services, and case management for older workers.
- (f) Post Secondary vocational education activities authorized under Carl D. Perkins Vocational and Applied Technology Education Act. Staff may be available on a part-time basis at some of the PA CareerLink[®] sites. Information on the training services available through these institutions will be available in the Career Resource Area of the PA CareerLink[®] sites and affiliates. They will provide job seekers and employers with adult basic education and literacy services, GED Preparation, Career Resource activities, assistance with training plan development, occupational skill training, and customized training programs for employers. Some also have other career development programs directed to special needs populations such as Single Parents.
- (g) Activities authorized under Chapter 2 of Title II of the Trade Act of 1974. The Bureau of Workforce Development Partnership staff will continue to administer and coordinate the case management and training proposals of job seekers eligible for TRA/TAA assistance. They will also assist with information and services through Rapid Response activities.
- (h) Veteran's Activities authorized under Chapter 41 of Title 38 United States Code. The Veteran's Representative and the Disabled Veterans Representative that are part of the Bureau of Workforce Development Partnership staff available at the PA CareerLink[®] sites will continue to administer and coordinate the job development and referrals, and case management responsibilities for veterans who access the PA CareerLink[®] system.
- (i) Employment and training activities carried out by the Community Services Block Grant Act. CSBG agencies are represented on the WIB. Information regarding the services and programs funded by the local agencies administering Community Services Block Grants will be made available to job seekers through the Career Resource areas

located in the 2 Comprehensive Centers and the Affiliate sites. Referral procedures between the local CSBG agencies and other PA CareerLink[®] partners for customers in need of these services will be strengthened.

- (j) Employment and training activities carried out by the Department of Housing and Urban Development. Information regarding the services and programs funded by the local HUD agencies are made available to job seekers through the Career Resource areas located in the 2 Comprehensive Centers and the Affiliate sites. Referral procedures between the local HUD agencies and other PA CareerLink[®] partners for customers in need of these services will be strengthened.
- (k) Programs authorized under State unemployment compensation laws. General information on Unemployment Compensation will be made available to customers by PA CareerLink[®] staff. Customers who have questions about their claims, or who wish to file their claims from the PA CareerLink[®] will have access to a dedicated phone in the Career Resource Area for that purpose.
- (l) Programs authorized under Title II of the Workforce Investment Act (adult basic education and literacy training). ABE/ GED and Literacy training services will be coordinated through referrals to local career and technical institutes, community colleges, and local literacy organizations. Some of these institutions and agencies will have staff located at the PA CareerLink[®] sites to facilitate access to their services.
- (m) Programs authorized under Part A of Title IV of the Social Security Act (TANF).
- (n) Programs authorized under Section 6(d)(4) of the Food Stamp Act of 1977.
- (o) Work programs authorized under Section 6(o) of the Food Stamp Act of 1977.
The Department of Public Welfare is represented on the WIB. DPW staff will coordinate referrals and case management activities for their customers through the team approach used for EARN and other Welfare-to-Work activities. This referral process will ensure access to all PA CareerLink[®] partners and their services.
- (p) Programs authorized under the National and Community Service Act of 1990.
- (q) Other appropriate Federal, State, or local programs such as Child Information Services. In addition, there will also be several private sector agencies involved with economic development, private sector employment services, private sector training providers, and private

sector entities involved with special needs clients such as individuals with disabilities who plan to have staff located in the PA CareerLink® sites.

2. Identify the LWIA's PA CareerLink® (s), including: the number of sites, location, and affiliate sites. Describe factors used to assess the effectiveness of such configuration.

The Pocono Counties Workforce Investment Area is made up of four counties, Carbon, Monroe, Pike and Wayne. Comprehensive PA CareerLink® Centers have been chartered in two of the four counties. The Monroe and Carbon County PA CareerLink® Centers have been approved and chartered by the Pocono Counties WIB, and met the chartering criteria established by the Pennsylvania Workforce Investment Board. In addition, 2 WIA Affiliate Sites have been established in Pike and Wayne Counties. This network of Centers and affiliate sites provides universal access to both job seeker and employer customers within the Pocono Counties WIA.

PA CareerLink® Carbon County
69 Broadway, Jim Thorpe, PA 18229
Chartered 5/18/2000

PA CareerLink® Monroe County
Route 611, Tannersville, PA 18372
Chartered 5/18/2000

Pike County WIA Affiliate Site
The Shohola Business Center, 837 Route 6, Unit 2, Shohola, PA 18458

Wayne County WIA Affiliate Site
Wayne County Courthouse, Honesdale, PA 18431

- Include factors for determining a location's business hours and the types of services offered. **(Reference can be made to previous Section V(A)(1) and (2))**

The Pocono Counties WIB evaluated proposals from all four counties to determine the feasibility of supporting comprehensive centers in each of them. Due to the larger area covered by the four counties, every effort was made to ensure ease of access to the services for job seekers and employers. It was determined that there were insufficient partner resources available to support comprehensive centers in Pike and Wayne Counties, although most of the core, intensive, and training services are available to customers at those locations. The factors used to evaluate the locations of the PA CareerLink® sites included partner interest, partner resources and services and area labor market information. The PA CareerLink® sites and affiliate sites business hours and types of services offered have been

established and refined over the past 9 years in response to the available partner staff and resources, the feedback from job seeker and business service customers, and the ongoing continuous improvement efforts of the Pocono Counties WIB, the PA CareerLink® Operating Consortiums, and the various partner agencies that support the One Stop Delivery System in the Pocono Counties WIA. The effectiveness of this configuration is evaluated using the performance benchmarks established by the U.S. Department of Labor, data from the Commonwealth Workforce Development System, information on customers and services provided, the continuous improvement processes established in the PA CareerLink® sites, PA CareerLink® Quality Reviews, and through the PA CareerLink® reviews conducted by the WIB's Independent Monitor, Wil Coombs.

3. Describe the process and criteria used to certify/validate PA CareerLink® and affiliate sites. **(New)**

The Pocono Counties Workforce Investment Board currently has two PA CareerLink® sites that were officially chartered by the Pennsylvania Department of Labor and Industry in 2001. The PA CareerLink® Site Administrators attended all quarterly Workforce Investment Board Meetings and are required to make a presentation to the Board Members outlining current and recent PA CareerLink® activities. Both PA CareerLink® sites have a website and conduct regular marketing campaigns designed to target both local businesses, through the business services teams and job seekers. Customer satisfaction surveys are also performed on a regular basis.

PA CareerLink® operations are reviewed annually. Our Independent Monitor, Wil Coombs, conducts an internal review that focuses on customer service, including services to veterans and individuals with disabilities.

Based upon the results of these independent reviews and the positive response obtained from both employers and job seekers regarding the prompt and professional services they receive, the Pocono Counties Workforce Investment Board certifies the Monroe and Carbon PA CareerLink® sites as duly chartered to provide said services within their respective geographic areas.

4. Describe overarching service delivery strategies, including the following:
 - a. The strategy for seamless service delivery including: transition between core, intensive and training services and referral to partner services for both businesses and individual customers.

The overriding goal is to create a seamless system of service delivery that will enhance access to the services provided by our partners while improving long-term employment outcomes for both jobseeker and employer customers receiving assistance. The objective is to provide these services in the most customer friendly, efficient manner possible, and to

meet all performance measures established by the Pocono Counties WIB, the Pennsylvania Workforce Investment Board, and the United States Department of Labor.

The customers' transition from core to intensive and training services are handled by partner staff, based on an assessment of the customers needs and goals, and through processes that were developed by the local staff to handle the client flow in their center or affiliate site. The emphasis is on providing as much information regarding the various services available to customers when they first access the system. Career Resource staff, or another partner staff usually conduct an initial interview with the customer in order to determine what level of services (i.e. self-directed, intensive, etc.) that they will require to achieve their goals. Information gathered from the common application utilized by new customers also assists in screening for eligibility for possible intensive and/or training services. The customer's individual needs and goals are the driving force in determining which mix of services (i.e. core, intensive, or training) is recommended to them by staff. In cases where there is insufficient staff available for an immediate interview, the customer will be scheduled for a follow-up visit or a group orientation within 7 working days. Some services are provided one on one; others are handled in group settings, such as workshops, to allow for more efficient utilization of staff.

Business customers are also provided with a broad range of services and information, based on an assessment of their needs. Whether self initiated by businesses or through the outreach efforts of the Business Service Teams, every effort is made to inform business customers of the wide range of services and information available to them through their involvement in the PA CareerLink[®] system. Business customers' services are tracked through the PA CareerLink[®] Operating System, and through locally designed databases and spreadsheets utilized by staff as tools for business services case management.

- b. The type and availability of training and employment activities and supportive services, the provision of universal service availability for individuals with disabilities, limited English proficiency, and those with significant barriers encountered and the means to address them. Include how these are determined and assessed. **(Revised)**

The strategies utilized to coordinate the PA CareerLink[®] partner services were developed by the Monroe and Carbon Consortium Operators, the Site Administrators, and the various partners engaged in providing the services through the comprehensive or affiliate sites. They are more fully described in the One Stop Plans.

- c. Include a copy of the memorandum of understanding (Appendix D) between the LWIB and each partner in the local workforce investment system, as required in WIA Section 118(b)(2)(B).

5. Describe how the Eligible Training Program / Provider System is used to provide improvement of education and training opportunities in response to the needs business and industry. Include the policies and procedures to determine eligibility of local level training providers, the use of performance information to determine continued eligibility, update or revise system information, and the agency responsible for these activities. **(Moved from Section B)**

The Eligible Training Program Provider system is used to provide job seeker customers with valuable information regarding the types of training opportunities available in the region, the occupational skills that are in demand within the State, and other performance related data that helps them make an informed choice in selecting an occupational goal. The eligible provider review process requires that training provider programs document both their effectiveness and the demand for these skills by business and industry. The emphasis on high demand and high quality occupational goals ensures that our resources are used effectively to meet both the customers' needs and those of our area employers. The PA CareerLink[®] staff, the Pocono Counties WIB, and local educational providers try to identify any skill gaps that employers are experiencing in their staffing efforts. The local training providers are receptive to any suggestions from the local workforce development system or employers about emerging skill gaps. The PA CareerLink[®] staff have developed a close working relationship with the Eligible Training Providers in our area and provide feedback to the schools on the effectiveness of the training and the job seekers satisfaction with their training experience. This relationship helps the schools identify potential problems, and provides feedback useful to them in their efforts to improve the effectiveness of the programs they offer our areas' customers. Local training institutions are also active in local Business Education committees, which help them respond to the needs and skill gaps experienced by local businesses.

The Pocono Counties WIB does not, at this time, contract for training services for adults or dislocated workers outside of the Eligible Training Provider System utilized for ITAs. Eligible local training providers submit any new training programs they initiate through the review and approval process that the PA Department of Labor has established to qualify for inclusion on the State's Eligible Provider List. The new or revised programs are reviewed by the Pocono Counties WIB Administrative staff, and submitted to the Performance Coordination Unit in Harrisburg if the program is determined to prepare students for occupations currently on the High Demand Occupation list and meets the other performance and qualifying criteria set by state policy.

6. Describe and provide examples of coordination with apprenticeship programs. **(New – Recovery Act)**

The Board has and will continue to coordinate with Registered Apprenticeship Programs within Northeastern Pennsylvania. The Board views Apprenticeship Programs as an important resource for a Comprehensive Re-Employment Strategy. The Board will target health care, transportation, construction and

industries with emerging green jobs that have the potential to prepare a workforce for careers in the renewable energy sectors.

Utilizing Industry Partnership Funding, Pocono Counties has participated in a Pre-Apprenticeship Training Program in the construction trades for 20 youth during Program Year 2008/2009. The Board intends to pursue funding of the Pre-Apprenticeship Program.

B. Adults and Dislocated Workers

1. Describe how the LWIB ensures universal access to the minimum required core services and how partner resources are integrated to deliver core services.

Both adults and dislocated workers have universal access that is ADA compliant to core services through the Comprehensive Centers in Monroe and Carbon County, and the WIA Affiliate Sites in Pike and Wayne County. By having these services available in each of the 4 counties served by the Pocono Counties WIB, the Board has ensured that core services are universally accessible to our customers. Partner resources are integrated and described in the One Stop Service Plan and the One Stop Partner Agreement sited earlier in Section VI, 4, c and Vi, 4.d. Various partner staff or teams provide these services through a customer flow process developed at the local level.

Public Assistance and low income individuals are considered a priority group to receive all services provide by the Workforce Investment Area. Interaction between Title I Operators and the Local Public Assistance Office is ongoing. Interaction also takes place thru Welfare Funded Initiative Programs with monthly meetings with Staff.

Job Seeker Core Services

Outreach, intake (which may include Worker Profiling and Reemployment Services), and orientation to the PA CareerLink[®] system.

Initial assessment.

Determination of eligibility for services for all partner employment and training programs.

Job search assistance (i.e. workshops), career information, and counseling.

Job matching and referral.

Local, regional and statewide labor market information.

Information on financial aid, including Unemployment Compensation.

Information on:

Certified education and training providers.

Local performance outcomes of service providers.

PA CareerLink[®] activities, such as job fairs.

Supportive services.

Orientations to personal computers for access to self-directed services, such as Internet access and resume software.

Coordination of information and services with school-to-careers activities.

Follow-up activities, including reassessment services, where needed.

2. Describe measures taken to ensure intensive services are provided to adults and dislocated workers who meet the criteria in WIA Section 134(d)(3)(A).

Staffs at the PA CareerLink[®] Centers and affiliate sites assess each customer's goals, barriers, and related information to determine their need for and their eligibility for intensive services covered under the Workforce Investment Act. Those determined eligible for these services are eligible to participate in the intensive services listed below. For those that are not eligible, the local PA CareerLink[®] will access all resources to help the customer obtain any services that they may need.

The Pocono Counties WIB has defined self-sufficiency as total family income equal to or greater than 125% of the lower Living Standard Index in relation to the family size. Those customers who are eligible for intensive and training services provided by WIA Program Operators complete a registration process to ensure that they meet the priority policy established by the Pocono Counties WIB. The WIA Program Operators maintain case files on all WIA customers that are monitored to ensure that they are in compliance with the WIB policy regarding these services. The policy is reviewed annually and may be adjusted by the WIB depending on the availability of resources to meet the customer demand for the subsequent fiscal year.

Job Seeker Intensive Services

Comprehensive assessment of knowledge, skills, abilities and interests by use of various assessment tools, such as testing.

Development of an individual employment plan.

Group counseling.

Individual career planning.

Case management.

Short-term pre-vocational and stand-alone services, such as adult basic education, English as a Second Language, GED, basic computer literacy, interviewing skills, and soft skills.

3. Discuss how, in the context of a low-growth economy, innovative training strategies to:
 - a. Address longer-term unemployment.

All service strategies utilized by the PA CareerLink[®] sites and other service locations within the Pocono Counties WIA start with a thorough evaluation of the current skills, experience, prior educational attainment, and the financial support resources available to each customer. This information, along with the customer's occupational goals, is reviewed in order to formulate an individual employment plan. The extensions of unemployment compensation available to many of our customers allows many of them to

consider longer term training goals than would otherwise be possible. The Pocono Counties WIB current and past ITA policy allows for training plans, whether part-time or full time, that can be completed in 2 years or less. This provides the flexibility for customers to develop training plans that allow them to continue their job search efforts while still pursuing longer term goals. This information is reviewed with the customer to determine both the short-term steps, as well as laying out a foundation to help them with longer-term employment or training goals. The PA CareerLink® services, along with other community resources are identified that might be of assistance in helping our customers achieve their individual goals. In many cases, entry level occupation or training goals are identified that are likely to provide for career pathways to higher level occupations within that industry or occupation.

The Board is actively engaged with community colleges, business and labor organizations, apprenticeship programs, civic groups and community based organizations aligning workforce and educational strategies both within the Pocono Counties Workforce Investment Area and Regionally. The Pocono Counties Workforce Investment Board is working with five other Workforce Investment Boards on Workforce Alignment Strategies with our Formula Fund Allocations. Recovery Act Funds will now be a part of the established partnering process.

ARRA Funds are utilized to increase the number of individuals in need of training. Recovery Act Funds are primarily used for Individual Training Accounts in High Priority Occupations. Recovery Act Funds will allow the Board to triple the number of individuals receiving training and/or retraining.

b. Increase services to workers in need.

The Board is prepared to address increased service levels. We have been addressing a steady increase of individuals requiring training over the past eight months with limited resources in terms of staff and training funds. Recovery Act Funding will allow the Board to provide an increase in financial assistance and longer-term training programs. The Board has increased the ITA Funding Cap from \$5,000 to \$8,000 to address longer-term programs. Recovery Act Funding will also allow increased services to workers via workshops, career counseling and supportive services provided by partners within the PA CareerLink®.

The increased numbers of customers accessing our systems does present challenges to our current customer flow chart. Increased emphasis, through the Prep Program to utilize assessment tools such as O-Net and Torque will allow us to better identify transferable skills that might assist higher skilled customers to pursue employment opportunities without further training. A high percentage of our dislocated worker customers are still those with low skill levels, or those from declining industries who are best helped through retraining for higher paying, high demand occupations in our region. Increasing the number of customers served through ITA

services can and is being accomplished already through our current delivery system and customer flow design.

Additional funds will allow the provision of additional services to public assistance, low income and unemployed individuals by having additional staff in the PA CareerLink® Sites to address services to this target population.

- c. Support the full range of PA CareerLink® customers in acquiring the skills needed to attain jobs in high-growth, high-wage industries and occupations, including such supports as needs-based payments, basic skills remediation, English as a second language, and supportive services. The customer service strategies utilized by our PA CareerLink® sites and service locations are designed to provide support to all customers, including those just entering the workforce, employed customers looking to advance to better employment opportunities, or those who are interested in or need to pursue new occupational goals. The PA CareerLink® and affiliate site staff responsible for reviewing requests for training services advise customers about the training opportunities available for High Demand Occupations, as well as encourage customers to consider those occupational goals that fall within the Pocono Counties WIB High Priority Industry Clusters. The Pocono Counties WIB has increased the needs based payment levels to assist customers with their training and occupational goals.

The PA CareerLink® sites and service locations start by providing new customers with a thorough overview of the services and information available to them, and then asking customers to identify what information or service they feel would be helpful in achieving their goals. In many cases, staff working with our customers identify a barrier or service that a customer is not aware of, and take it upon themselves to refer a customer or suggest that a customer explore an option not identified when they first came to our service locations for assistance. Each customer's individual needs, goals, and barriers are assessed in an effort to help them achieve their goals. Community resources, either provided by PA CareerLink® partner agencies, or those outside our physical locations are identified that would facilitate the goals of our individual customers. Staff then assists our customers in deciding the steps necessary to eliminate barriers, and aligning the services necessary to help them achieve their goals. Resources such as financial aid for training in high demand occupations, basic skills remediation, ESL services, supportive services, etc are identified, and customers are guided by the staff to the appropriate agency or community resource that can provide these services.

- d. Ensure education and training delivered through the workforce system results in education and workforce skills of demonstrated value, and focus assessments and certifications towards the next level of education and employment.

The PA CareerLink® staff, through information provided on-line or in some other form, have informed customers of the resources available to them to support their training goals. Individuals pursuing training goals are assessed to determine their eligibility for financial support through the Department of Education, WIA, Partner services, school resources, and other public and private financial aid services. This is done in an attempt to broaden both the variety of training options available to our customers and to leverage the resources the PA CareerLink® has direct control over. Job seekers have access to information on financial aid resources through workshops provided by the Educational Opportunity Center. Several local community colleges have provided grants for dislocated workers to pursue training goals at their institutions. Local training institutions are heavily involved with the WIB in trying to identify emerging skill gaps, and are active in seeking other resources, such as DCED funding, to leverage their resources and allow them to provide training in high demand occupations in our area.

The WIB policy for Individual Training Accounts (ITA's) for Adult, Out-of-School Youth, and Dislocated Workers will include a maximum training cap of \$8,000.00 per customer and a maximum time limit of 2 years for completion of a training plan. The Pocono Counties WIB has implemented the Waiver of the statutory exclusion and regulatory prohibition of using ITA's for Out-of-School Youth. Based upon local budgetary considerations, a County can, in consultation with Administrative Staff, reduce the maximum training cap below \$8,000. There are no exceptions to the use of ITA's for training at this time.

The Board will integrate Recovery Act Funds with current Title I formula funds to promote economic recovery within the region, preserve and create jobs through innovative training opportunities which will encourage individuals to retool their skills and meet the demands of a 21st Century Workplace. Advances in electronics and telecommunications will provide new opportunities at the Army Depot. Clean Energy Technology will advance development of additional jobs related to the Energy Cluster. Wind Farms and Solar Panel Fields are operating and in the development stage within the Workforce Investment Area. Training opportunities will focus on addressing the changing needs of both the displaced worker and employers. The Board will also address emerging industries related to new and emerging occupations especially in Green Sectors of the regional economy. Emphasis will be placed on the development of Competencies and Apprenticeship Programs. The Regional Energy Partnership is at the forefront of cataloging training providers that can offer training on both a local and regional basis. The Career & Technical Schools, Community Colleges and State Universities are involved. The Board is also working directly with local action agencies to meet the demands of training for Weatherization Programs and Energy Auditory Training.

The Board has directed WIA Formula Funding to be used to fund training programs, primarily ITA's, for eligible Adult, Youth and Dislocated Workers.

The Board has expended over 65% of Formula Funds for actual training activities. The Economic Down Turn has resulted in increased numbers of individuals requiring training. The Stimulus Funds will be used to provide employment and training opportunities for said individuals. The Board will continue to direct over 60% of the Stimulus Funds for training. Even though the Department of Labor's Common Measures Performance Goals do not include Adult and Dislocated Worker goals relative to skill attainment and credentialing, the Pocono Counties WIB's ITA and Training Policies are still directed to training opportunities that provide our customers with industry recognized credentials, certifications, and licenses. The primary focus of funds available through Title I formula and Recovery Act funds is to increase the skill levels of our current workforce.

A series of Regional Industry Partnerships have fostered collaboration with local and regional industries. The Electronics Partnership is coordinated with secondary education and the community colleges through a 2+2+2 program that results in an Associates Degree in Electronics and a job at Tobyhanna Army Depot. The Logistics and Transportation Partnership interacts with employers throughout the Northeast Region with participation by Training Providers to meet the CDL openings with the Industry. The Health Care Partnership has fostered collaboration with employers in the Industry and the Educational component to provide training to meet the needs of the industry.

The Board has and will continue to interact with Area Career & Technical Institutes, Community Colleges, and educational and training providers to meet the training requirements of a skilled workforce. The Board will utilize information provided by the Industry Partnership to be more responsive to the current and future needs of industry.

- e. Provide targeted work experiences in order to prepare individuals for job opportunities in new industries or occupations, particularly using registered apprenticeship and on-the-job training for all jobseekers, and summer work experience for youth.

Both Work Experience opportunities and On-the-Job Training services are available to Out-of-School Youth as a tool to explore various career goals, obtain work experience and develop work maturity skills and competencies, or gain entry to occupations where formal training or credentials is neither available nor the only pathway into such occupations. The Board will focus on work experience opportunities in new and emerging occupations. In school youth are served during the Summer Youth Employment months with work experience opportunities in the public or private sectors. The focus of Summer Youth Employment activities is to foster the development of Work Maturity competencies and allow for youth to investigate various careers in the community. Work experience activities for Out-of-School Youth are also designed to provide financial support for those youth pursuing ITA eligible training goals.

The Pocono Counties WIB does not utilize work experience activities for Adult and Dislocated Worker customers. OJT Services are available as a tool to assist these customers with their job search activities. The PA CareerLink® staff also utilizes the OJT Program as a tool to assist employers who are experiencing difficulties in finding experienced workers. PA CareerLink® staff can screen qualified job seekers for OJT services as part of their efforts to fill employers job orders. Information regarding OJT services is also provided to job seekers whose occupational goal might be achieved through the use of these services. PA CareerLink® staff who are working with job seekers and/or employers are encouraged to utilize OJT services to assist them in meeting both the needs of the employers and the job seekers who may qualify for these services.

The Board will also evaluate evolving occupations which represent occupations that are changing significantly due to automation and innovation. New training programs and/or modified training programs will be developed with our partners in the educational community. Green Jobs are an example of new and emerging occupations, that can benefit the local economy.

The Pocono Counties WIB has adopted the following On-the-Job Training Policy:

Employer Qualifications

Proposed position must be full-time (30hrs/wk or more), have a pay rate not less than \$8.00/hr, have a Specific Vocational Preparation (S.V.P.) level of not less than 3, and the position must provide sufficient work for long term employment.

Prospective employer must be in compliance with all Unemployment Compensation, Workers Compensation, EO, Civil Rights, ADA, and other related regulations and requirements. The terms and conditions will be specified more completely in the Pocono Counties WIA On-the-Job Training Agreement that will be completed for approved proposals.

OJT Employee Qualifications.

Must meet the eligibility criteria for training services established by the WIB

Cannot have worked for the employer in any capacity within the past 2 years, and cannot have worked for the prospective employer in the same, similar, or upgraded position for which they are being hired at any time in the past.

Cannot be a relative (to be defined by the WIB) of the employer, or of any one who works for the employer in an administrative position responsible for hiring.

Cannot have substantial prior experience in the field in which the training will take place.

S.V.P. Levels and Training Time Limitations

The following Specific Vocational Preparation levels and maximum training times will be utilized to insure standardized training times for similar OJT proposals within the Workforce Investment Area.

<u>S.V.P. Level</u>	<u>Training Hours</u>
7,8	1,000
6	900
5	750
4	500
3	250

Adjustments may be made to the training hours that will take into consideration the following factors.

Trainee’s related work experience or classroom training relative to the job duties may result in reduction of training hours.

Multiple job duties may lead to increased training hours.

Trainees with disabilities may be allowed more training time.

The Pocono Counties WIB will encourage participation on the part of employers with Apprenticeship and Customized Training Programs.

- f. Align workforce activities with education, economic, and community development strategies to meet skill needs of individuals for occupations and industries important to the local and regional economies.
(Revised – Recovery Act) (Former sections B (2)(3)(4) have been merged into other sections of the Plan)

The Board has and will continue to align workforce activities with education, economic and community development strategies. The Board accomplishes this goal by interacting with all relevant initiatives listed above at the County, Workforce Investment Area and Regional Level. Strategies to meet the skill needs of individuals and industries are directed to interaction with the Regional Industry Partnerships, Business Service Teams at the PA CareerLink® sites, Business Education Partnerships and direct interaction of the Six Regional Boards on a peer to peer level. Industry Partnerships are extremely important in addressing the training requirements of companies within the Northeast Region to keep the companies competitive during this economic recession. The Industry Partnerships in this Workforce Investment Area are Regional. Together with the Lackawanna, Luzerne/Schuylkill and Northern Tier Workforce Investment Areas, the Partnerships share funding resources and training

plans. Curriculum developed by the Regional Industry Partnerships are shared. The Regional Boards also participate in a Pre-Apprenticeship Program targeted at youth and focused on the construction trades.

The Board has and will continue to work with the local and regional Career & Technical Institutes, Community Colleges, four year Education Institutions and private for profit trade schools to increase training capacity for all individuals in need of training. The Board will contract locally and regionally; we will cross borders to increase training access and opportunities for all individuals in need of training. The Board has met its responsibility for years to have training available in Rural Northeastern Pennsylvania. This can be documented by the high number of Individual Training Accounts written by the Board and the subsequent performance. The ARRA Funding will allow the Board to training many more individuals in need of training at this time.

4. Describe any plans for transferring funds between the Adult and Dislocated Worker programs. Include the circumstances applicable to a transfer request, the measures to assure no loss of service to the original program population, and the expected impact on program performance. **(Formerly at VI (B)(1))**

At this time, the Pocono Counties WIB has no plans to transfer any funds between the Adult and Dislocated Worker Program. However, the Pocono Counties WIB reserves the right to transfer funds (up to the maximum allowed) if the need arises in the future. If funds are transferred, it will only be done if there will be no loss of services to the original program population. There will be no negative impact on program performance.

If the Board decided to transfer funds between Programs, an analysis would be completed to insure one group would not be denied training over another.

5. Describe the reemployment services (RES) provided to Unemployment Insurance claimants, including:
 - a. Coordination of RES with other services provided at the PA CareerLink[®] under WIA.

Orientation sessions conducted for this population are provided jointly by BWDP and WIA staff. The orientations are very extensive, providing these job seekers with information on the wide variety of services offered through the PA CareerLink[®] system within the Pocono Counties WIA. WIA services are available to assist with clients determined eligible and suitable for training or re-training services.

- b. Services that will be provided under RES, such as skill assessment, career guidance, individual service plans, and labor market information.
(New – Recovery Act)

The PA CareerLink® sites and affiliate sites have worked to increase the percentage of UC Claimants on the Prep (RES) list who attend orientation sessions in our service locations. The increased numbers of RES customers accessing our systems does present challenges to our current customer flow chart. Increased emphasis, to utilize assessment tools such as O-Net and Torque will allow us to better identify transferable skills that might assist higher skilled customers to pursue employment opportunities without further training. A high percentage of our dislocated worker customers are still those with low skill levels, or those from declining industries who are best helped through retraining for higher paying, high demand occupations in our region. Increasing the number of customers served through ITA services can and is being accomplished already through our current delivery system and customer flow design. All efforts are made to identify other resources available to RES customers to leverage our resources with those available from the Department of Education and other financial aid such as the Employment Retraining Opportunity Grants available at Lehigh and Northampton Community Colleges for Dislocated Workers.

As an integral of daily services to job seekers, PA CareerLink® sites and WIA offices will offer Re-employment services to unemployed and dislocated workers in the Workforce Investment Area. These will include a variety of assessment tools to identify gaps between current and needed skills and competencies. Examples of these tools include O-Net Career Exploration, Work Importance Locator, Interest and Ability Profilers, and Career Exploration Inventories. In addition, a Barriers to Employment Inventory is used to identify significant barriers that may prevent the job seeker from being successful in their job seeking efforts.

Labor market information and awareness will also be an important part of the information provided to insure that the job seeker is aware of both the employment and training opportunities available in the four county area. Other workshops such as Resume writing are also provided. Referrals to other partner services such as training services provided by the Title I Dislocated Worker agency are also made where training barriers are identified.

Once these steps are completed, the job seeker will be assigned to employment specialist who will use the assessment information to assist them in developing an individual service plan. The plan will state the goals that the job seeker and the employment specialist have developed as a result of the assessment and will define specific strategies that will be implemented to achieve those as well as a projected time frame for their achievement. Sample strategies may include intensified skilled training, on the job training, job development, or some combination of all three.

Regular contacts with customers takes place to monitor their progress or document the success of their individual employment plan. Follow up

surveys are conducted to provide feedback on the quality of services provided and for continuous improvement efforts.

C. Service to Specific Populations

Describe for each of the groups listed below, the process used to integrate programs in the service delivery system; e.g. maximize and leverage resources, ensure sustainability of the system, avoid duplication, and provide innovative services within the LWIA. Describe how the LWIA will ensure that Recovery Act services will be prioritized for low-income individuals and those receiving public assistance. **(Revised to include Recovery Act)**

- Services to businesses

Business Services are provided through a partnership with the Bureau of Workforce Development Partnership (BWDP), the Local Veterans Representatives (LVER), Workforce Investment Staff (WIA), Pocono Mountains Economic Development Corporation, and the Office of Vocational Rehabilitation. The PA CareerLink[®] Administrators and the Local Veterans Representatives (LVER) who serve as the liaisons to the local employer community lead this interagency team of business developers.

The Business Services Teams focus on:

- Providing business services that help companies hire and retain employees.
- Facilitating linkages to local economic development strategies that create new jobs.
- Educating business about the benefits of utilizing the PA CareerLink[®] system.

Our Business Services Representatives interact regularly to coordinate outreach to employers and to identify specific services that local businesses may need. They have monthly full-team meetings. They also communicate on an ongoing basis to share leads/referrals and obtain updated information on business needs. Business Services Team Members report on recent activities at regularly held Team Leader Meetings and Bi-monthly Management Meetings.

Core Services

Staff from our partner agencies provide the following core business services:

- Orientation to PA CareerLink® system/services.
- Job postings, applications for services, outreach.
- Access to resumes, automated job matching, other recruiting websites.
- Screening, referral of qualified job seekers.
- Information on training providers, specialized training programs.
- Labor Market, Labor Law Compliance, Human Resources Information.
- Skills assessment, Occupational profiling
- Rapid Response initial contacts.
- Job Fairs

We also provide more intensive services to businesses, including:

- Rapid Response Services.
- Customized assessment, recruiting for job openings, profiling.
- Seminars and informational workshops.
- Access to economic development information, entrepreneurial assistance, labor management assistance, procurement assistance.
- Assistance in developing career ladders and associated training options.
- Business Retention and Expansion Program services.

These services are generally tied to our WIB's strategic priorities and our targeted industries and occupations. Specifically, some of our recent Intensive Services projects with businesses include:

- Providing technical assistance and support to industries in applying for and receiving Industry Partnership Grants.
 - Collaborated with Northeastern PA health Care providers in assessing their workforce needs through PENNTAP in an effort to receive Industry Partnership and Incumbent Worker Grants for our region.
 - Sat on our Regional Transportation and Logistics Focus Group when applying for funding under this category and hosted a meeting in Monroe County.
 - Continue to work closely with our area's largest employer, Tobyhanna Army Depot, and Sanofi Pasteur to assist them in recruiting and developing a pool of workers.
- Approach to identify qualified applicants for partner programs

The initial intake and orientation process for job seeker customers is designed to identify both the customers goals and barriers, and also to identify those who might qualify for specific partner programs and services designed to assist them in achieving their individual goals. Staffs are very familiar with the services, program eligibility, and resources potentially available to our job seeker customers engaged with our system. Staff routinely coordinate or discuss the service needs of customers with other partner staff or agencies. This is done to help customers find solutions to any barriers they face. The PA CareerLink® staff receive information,

through e-mail or staff meetings, about on going or new programs available from both partner agencies and other community based organizations. Staff have developed close working relationships, referral procedures for services outside of those offered by PA CareerLink® partners, and resource information to help our customers overcome barriers to their employment goals.

In all cases, efforts are made to make the customers access to these specialized services as easy as possible and avoid duplicate services between partners. The referral procedures are also designed to allow us to leverage the resources available to serve as many job seekers as possible.

- Services to Migrant Seasonal Farm Workers

At this time, the Pocono Counties WIA has not experienced any request for services particular to this specific customer population. All services, including LEP services, are available to assist any seasonal or migrant farms workers who access our service locations.

- Services to persons with disabilities

The needs of job seekers with disabilities are met by the general services available to all customers, plus the specialized skills of the Office of Vocational Rehabilitation staff. All staff has been provided training and information on the services and strategies available to this group of job seekers. This training has included workshops dealing with Disability Awareness Etiquette; and staff has received instructions on the use of adaptive equipment in the Career Resource Area, and the use of the TTY phone. OVR staff work closely with the other partners in working to meet the needs of this customer group. All job seeker customers who experience barriers related to a disability are referred to OVR to determine their potential ability for these services. We advise them that OVR staff are experienced and trained to assist them in developing a career development plan and can provide job development services tailored to their goals. They may also qualify for training assistance under the Pocono Counties WIB priority service policy for Title I Adult or Youth services, or for services provided by other Partner Agencies such as Human Resources, or other local and regional agencies with services designed for this customer population.

- Services to veterans and related eligible persons, including National Guard and returning veterans. (TEGL 22-04) (TEGL 22-04, Change 1)

The needs of Veteran job seekers are met by the general services available to all customers, plus the specialized skills of the Veterans' Employment Program staff. All staff has been provided training and information on the priority service policy for veteran job seekers. Our

Veterans Employment Program staff work closely with the County Veteran's Affairs and the State's Veteran's Affairs staff to ensure that all veterans are aware of the information and services available to them through the PA CareerLink® system in the Pocono Counties.

The Pocono Counties WIB has modified its Priority of Services Policy to add Eligible Veterans and Eligible Spouses of Veterans to the high priority populations for Title I Adult, Dislocated Worker, and Youth Services Training services.

- Services to TANF customers and low-income individuals:

The special barriers experienced by many welfare customers are addressed through a variety of services. This customer population has access to WIA Adult services, TANF Services through the EARN Program, Supported Work, MPPE, or other Welfare to Work Programs in our WIA, Day Care Information and assistance. Access to WIA services, General Public Assistance Office Services, as well as Single Parent and Non-Traditional Training services.

The area EARN Programs are integrated into the PA CareerLink® sites and affiliate sites to coordinate services to these clients and maximize the resources available to assist these customers. These programs, funded by the State Department of Public Welfare with the oversight of the Pocono Counties WIB, offers job search assistance, career guidance, life skills, supportive services, training assistance, and job retention services designed to meet the needs of this customer group. Our various partners and services also assist welfare customers who qualify only for food stamps or medical assistance. Food stamp and medical assistance customers may qualify for Title I WIA Adult or Youth services to assist them in acquiring the skills necessary for them to find employment or higher paying jobs.

- Services to displaced homemakers;

Displaced Homemakers have access to all Core services provided in our PA CareerLink® sites and affiliate sites. Those who meet specific program eligibility guidelines may have access to WIA Adult or Dislocated worker intensive or training services, information on local Single Parent Programs, Day care services, and services available through the Department of Public Assistance offices.

- Services to women and minorities;

These customer populations have access to all Core services provided in our PA CareerLink® sites and affiliate sites. Those who meet specific program eligibility guidelines may have access to WIA Adult, Youth, or Dislocated worker intensive or training services, information on local

Single Parent Programs, Day care services, and services available through the Department of Public Assistance offices.

- Services to individuals with multiple barriers to employment, including:

- Older individuals;

Older individuals have access to all Core services provided in our PA CareerLink[®] sites and affiliate sites. Those who meet specific program eligibility guidelines may have access to WIA Adult or Dislocated worker intensive or training services. Information and referrals to services provided by Area Agency on Aging, and referrals to Senior Employment Services agencies in our area is also available. Other partner agencies, including the Department of Public Assistance and other community based services are accessible to this population at our service locations or by way of referrals.

- Persons with limited English proficiency;

All staff has received information and training on the language line services available to assist any customers facing a language barrier. These resources are available at the PA CareerLink[®] sites and affiliate sites within our Workforce Investment Area. Staffs are also aware of ESL services available to our customers within each county, as well as other LEP resources available in our region. Steps have been taken to ensure that all LEP customers will receive full access to all of our services. Language line interpretation services and translated documents are available for customers, as needed. At this time, we have never experienced a problem in meeting the needs of this segment of our job seeker population, but we will utilize the experience and training of both the State and other PA CareerLink[®] staff to assist us with any needs that should arise beyond the tools currently available to us.

- Persons with disabilities, and;

In recent years, a number of upgrades have been added to our PA CareerLink[®] offices to ensure our ability to serve the disabled. Some of the accessibility features that were added over and above minimum standards include:

- Automatic front entrance door
 - This was purchased through a partnership that included the PA CareerLink[®], BWDP, OVR and a grant through the Raise-Up Program.
 - Accessible public water fountain

- Strobe and siren fire alarms throughout the facility
- Motion sensor light switches in public restrooms
- L-shaped faucet handles in public restrooms
- Removed 4 foot high greeter station and replaced with lower wooden desk for easier accessibility
- Established Safety Committee to continuously review exit routes for fire drills and emergencies.
- Replaced old signage with new signs with Braille attachments and placed at proper level
- Carpeting that was frayed was replaced throughout the entire front section of our office complex.
- an exterior inspection of our sidewalks, ramps and parking lot was completed by our Safety Committee
- Training was provided to front office staff on the use of Resource Room accessibility hardware and software.

Our Safety Committee also acts as our ADA Committee when monitoring and recommending modifications or upgrades which will not only create a safe environment with our PA CareerLink[®] sites but also accessible ones.

Limited English proficiency services are provided by “Language Line” which was made available to all PA CareerLink[®] sites through the State Department of Labor and Industry. Proper signage and assistance is provided at the greeter’s stations to all customers who have Limited English proficiency.

○ Ex-offenders

PA CareerLink[®] Staff from Monroe, Pike and Wayne Counties provide career services to inmates at the federal penitentiary. Staff conduct mock interviews with inmates, discuss career goals, and provide information specific to offenders re-entering the workforce. These services are requested by the facility and are provided quarterly. Additionally, PA CareerLink[®] Staff, specifically the Veterans Employment Representative assist. The Federal Bureau of Prisons in filling employment opportunities posted on their website, www.bop.gov and www.usajobs.gov.

The PA CareerLink[®] sites and affiliate sites have developed a close working relationship with the County Prisons and the Adult and Juvenile Probation offices in an effort to assist job seekers with this barrier. All core services are available to this population. Specialized services designed to assist ex-offender youth in their efforts to find employment include the WIA Title I Youth programs, the Pennsylvania Conservation Corp, and the Job Corp. Adult ex-offender customers can receive assistance through WIA Title I Adult services, through the literacy services of our partner

agencies, and through the other general services available at our service location.

- Services to Dislocated worker and Trade Act eligible participants.

All Dislocated Worker and Trade Act eligible participants have access to all core services. They may also qualify for intensive or training services, through the WIA Dislocated Worker or TAA funded services.

Dislocated worker service strategies have been described earlier, and under the section related to Re-Employment Services and/ or Rapid Response Customers. The emphasis is on assessing these customers' transferable skills and experience, evaluating the local demand for these skills, and referring them for possible training services early in their unemployment compensation claims if they do not have high demand job skills.

Trade Act Program services are provided in a coordinated fashion involving BWDP and WIA staffs. The standardized Trade Act Policies developed by BWDP, including the group Benefit Rights Interviews, dual registration and case management services through the appropriate staff at the PA CareerLink[®] sites, and tracking of service outcomes for Trade Act eligible workers, have been adopted by the PA CareerLink[®] sites and affiliate sites within the Pocono Counties LWIA. The coordination of job seeker assessment services for both Trade Act and WIA dislocated workers ensures that these workers have access to the broad range of employment and training services offered through the Re-Employment Program, Rapid Response and WIA dislocated worker service strategies.

D. Priority of Service

1. Provide the Individual Training Account (ITA) Policy (Appendix E) including policy for the justification of exceptions. Describe how ITA resources are leveraged with other resources. **(Reference previous Section VI(B)(4))**

The Pocono Counties WIB has adopted the following priority of service policy to meet the needs of Adults, Dislocated Workers, and Youth served through WIA resources. The policy establishes 2 categories of eligibility for Adults and Dislocated Workers for Intensive and Training Services. The highest priority (Priority 1) is designed to meet the needs of Pocono Counties' resident job seekers. The WIB has also defined a secondary priority group (Priority 2) to serve Adults and Dislocated Workers through Intensive and Training services. Under this policy, job seekers residing outside of the geographic boundaries of the Pocono Counties WIA, or who have significant barriers to employment but do not meet the Priority 1 eligibility criteria, can receive WIA Intensive and Training services as long as the PA CareerLink[®] Operators in discussion with the Fiscal Agent determine there are sufficient resources available. This discussion is based on the comparison of the percentage of funding available

to the percentage of funding remaining allowing for Area Activity in the PA CareerLink[®]. The WIB's Priority Policy is listed below. All customers requesting training services are advised of all resources available to assist them in pursuit of their occupational training goals. Customers pursuing training options eligible for PELL or PHEAA Education Grants are required to apply for such grants in order to insure that Department of Labor resources can be leveraged to serve as many customers as possible. The availability of other resources, such as local community college Employment Retraining Opportunity grants, are identified and utilized to assist customers in achieving their goals while minimizing their need to incur debt whenever possible.

Appendix F

[Pocono Counties WIA Title I Priority Policy\(Rev09\)](#)

2. Describe local policies regarding self-sufficiency, including the process for establishing, monitoring compliance with and updating policy. **(Reference previous Section VI(B)(3))**

The Pocono Counties WIB has defined self-sufficiency as total family income equal to or greater than 125% of the Lower Living Standard Index in relation to the family size. The Pocono Counties WIB reviews both its' Priority of Service Policy and Self-Sufficiency standards annually to determine if the policy should be modified or revised. Policy changes are communicated to the Title I Program providers to ensure that customers receiving intensive and training services are those meeting the Boards criteria.

3. Discuss the LWIB's policies and procedures for priority of service for the One-Stop Consortium, including the process used to determine whether funds are limited. **(Revised)**

As noted in the initial description of the Board's Priority of Service Policy, our policy establishes 2 categories of eligibility for Adults and Dislocated Workers for Intensive and Training Services. The highest priority (Priority 1) is designed to meet the needs of Pocono Counties' resident job seekers. The WIB has also defined a secondary priority group (Priority 2) to serve Adults and Dislocated Workers through Intensive and Training services. Under this policy, job seekers residing outside of the geographic boundaries of the Pocono Counties WIA, or who have significant barriers to employment but do not meet the Priority 1 eligibility criteria, can receive WIA Intensive and Training services as long as the PA CareerLink[®] Operators in discussion with the Fiscal Agent determine there are sufficient resources available. This discussion is based on the comparison of the percentage of funding available to the percentage of funding remaining allowing for Area Activity in the PA CareerLink[®]. The WIB's Priority Policy is listed below.

4. Provide the Adult, Dislocated Worker and Veterans priority policies. (Appendix F) Veterans priority must be sufficient to meet the requirements of 20 CFR 1010.230, published at 73 Fed. Reg. 78132 on December 19, 2008 **(Revised)**

Services and processes that ensure priority of service

The Pocono Counties Workforce Investment Area in implementing the veterans' priority of service, is in compliance with veterans' priority of service provisions in accordance with the Jobs for Veterans Act (P.L. 107.288) and 20 C.F.R. 1010, and relevant federal guidelines. Guidance has been provided to all PA CareerLink® staff regarding covered veterans and their eligible spouses receiving priority of service in all employment and training programs funded in whole or part by the United States Department of Labor (USDOL). Priority of service to veterans and eligible spouses is the responsibility of all PA CareerLink® staff, and not limited to the LVER and DVOP staff. (Local WIA) monitors the compliance and effectiveness of the priority of service being provided at the local level through a range of methods, including but not limited to, PA CareerLink® reports; Manager's Reports on Services to Veterans; monitoring visits to the one-stops; and monitoring LWIB's to ensure that their own monitoring of lower level entities is in compliance.

Awareness of priority of service entitlement

Covered persons are made aware of their priority of service entitlement through the PA CareerLink® staff, including the DVOPs and LVERs. Prominent posting, as well as informative handouts offered by staff upon individuals' entry into the Pennsylvania one-stop locations, ensures that all clients are made aware of their possible eligibility as a Covered Veterans, and that they are requested to self-identify.

The Commonwealth Workforce Development System (CWDS) is being modified to identify and capture relevant data, and to notify Covered veterans and eligible spouses of their possible eligibility at the point of entry into the workforce reporting system, in accordance with 20 C.F.R. 1010.

State Workforce Agency staff made aware of responsibilities.

State workforce staff, and all partner agency staff in PA CareerLink® sites, are made aware of their responsibilities to provide priority of service to veterans and eligible spouses through directives and memoranda, as well as through training provided by Local Veterans Employment Representatives (LVERs). LVERs train one-stop and service delivery partners, and coordinate with other workforce development providers, to promote and facilitate the provision of labor exchange services as a priority to Covered persons.

Veterans and eligible spouses have priority referral to services designed to assist them to achieve physical, mental, social, and/or economic well-being; and to reduce or eliminate barriers to employment. Supportive services include, but are not limited to: health and medical services, transportation,

welfare, financial planning, Veterans' services, educational assistance, and counseling.

PA CareerLink[®] sites develop and maintain a current directory of community service agencies and types of supportive services available to veterans and eligible spouses under the Jobs for Veterans Act. This directory is available for staff use as a ready reference source.

Job Referrals

Qualified veterans and eligible spouses are identified and referred to jobs before qualified non-veterans. When a job match from an employer job order is made through CWDS, identified Covered veterans and eligible spouses' names appear first on the list of potential job seekers. Veterans Program staff promotes an understanding of veterans' priority of referral with all PA CareerLink[®] partners. The priority of service for job referrals is as follows:

- Special Disabled Veterans
- Disabled Veterans
- Newly Separated Veterans
- Recently Separated Veterans
- Other Veterans with Campaign Badge or Armed Forces Service Medal
- Other Veteran with no Campaign Badge
- Eligible Persons
- Covered Veterans
- Eligible Spouses
- Non-Veterans

E. Rapid Response (RR)

Describe the LWIB's role and functions in the provision of Rapid Response services including coordination with statewide Rapid Response activities.

The Pocono Counties WIB has instructed the PA CareerLink[®] Center and affiliate site staff to work closely with the Rapid Response coordinator in the region to assist job seekers affected by plant closings or significant layoffs. The Rapid Response Coordinator notifies PA CareerLink[®] or affiliate staff regarding any regional plant closings or significant layoffs as soon as they are aware of such events. Also, member of the local Business Services teams and other PA CareerLink[®] staff communicate with the Rapid Response Coordinator whenever they have information that indicates a local business is experiencing problems which might lead to a significant lay-off or facility closing. PA CareerLink[®] staff then coordinates the Rapid Response activities either through the employer or by setting up a group orientation at another suitable location. The Rapid Response team includes BWDP, WIA, UC, Training Providers, and other agency staff who have services or information that may be helpful to these customers. Whenever possible, the team tries to provide a group orientation to the affected employees

prior to their layoff, in order to prepare them for the changes, and allow them to start developing a plan for their transition to employment or training.

F. Youth

1. Describe the strategy to ensure eligible youth have the opportunity to develop and achieve career goals through education and workforce training. Include strategies to address:
 - a. Youth most in need, such as: out-of-school youth, homeless youth, youth in and aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farm worker youth, and other at-risk youth.

The Board's Priority of Services Policy funding opportunities directed to Youth who face serious barriers to employment and represent a segment of the population most in need of services:

- School Dropouts
- Basic Skills Deficient
- Out-of-School Youth
- Foster Care
- Behind Grade Level
- Pregnant or Parenting
- Individuals with Disabilities
- Homeless or Runaway
- Offenders

The Board will expand this group to include youth aging out of foster care, children of incarcerated parents and migrant and seasonal farm workers. The services, linkages, and collaborative efforts listed in the following sections of the Youth Services Plan are all aimed at addressing the barriers experienced by all segments of our youth population, as well as providing them with the information and tools needed to prepare for to enter and succeed in our areas' workforce. The Title I Youth Funds will be targeted to meet the needs of those Youth that meet the eligibility criteria, and therefore the focus of the Workforce Investment Act. Those most at risk include low-income out-of-school youth with barriers to employment, homeless youth, foster care youth, youth offenders, low income in-school youth, children of incarcerated parents, children of Migrant and Seasonal Farm Workers, and other at-risk youth populations. Many of the services listed in the remainder of this section of the Plan are supported with resources other than Title I and are available to assist the region's youth in their employment and training goals. Through linkages with the Youth Council and the PA CareerLink[®] system, the Board is trying to address the employment and training needs of all youth in the area. The Title I programs are designed to leverage the resources of the area to meet the needs of the youth meeting the high priority most in need definition of the Workforce Investment Act.

The recruiting, intake, and assessment stages of our PA CareerLink[®] and affiliate sites service strategies are designed to identify those high priority

at-risk youth that our Title I and ARRA Youth services are reserved for, while providing alternative resources and information to other youth accessing our service centers. The needs, and service strategies needed by each youth to achieve their goals will be individual in nature. Due to the large area covered by our LWIA, and transportation barriers experienced by our customers, our Youth Program designs require generalized services available at all service centers, rather than programs designed to meet the needs of specific high priority youth populations.

- b. Reconnecting disconnected youth through multiple pathways to education and training that enable them to enter and advance in the workforce

The Board has and will continue to provide eligible youth the opportunity to develop and achieve career goals through education and workforce training.

The Pocono Counties Workforce Investment Board, in partnership with the Youth Council will identify local training providers to operate year round basic skills programs where out-of-school youth can be referred for assistance in addressing their basic skills needs in order to obtain employment or to retain or upgrade their existing employment situation. Additionally the PA CareerLink[®] sites will request that all training providers incorporate basic skills assistance, where possible, into existing courses and programs funded under this Act. Out-of-School youth who require additional remedial services will be referred to appropriate agencies or educational providers for assistance outside of the scope of our W.I.A. funded provider programs.

The focus of our program design for younger, in-school youth, is to assist them in acquiring the basic work readiness skills needed for any occupational goal. At the same time, we try to provide a comprehensive overview of the PA CareerLink[®] services, including career exploration information and tools, that will allow younger youth to develop a long-term strategy that allows them to pursue whatever industry or occupation they are interested in. We try to inform them about the occupations and industries that are located both within our service area and in the broader labor markets we serve. We also help them identify the skills and educational requirements needed within various high demand occupations in Pennsylvania. All youth served in our system, whether with ARRA funds, WIA funds, or through Wagner-Peyser services are encouraged to become familiar with the information and tools provided through the Commonwealth Workforce Development System. We inform all customers that most of our services are available to them regardless of their current or future employment situation, and are encouraged to come to us with any questions they have related to workforce issues.

For most older, or out-of-school youth, the service strategy is centered on assisting them in acquiring high demand occupational skills training, through the use of ITA services. Many of this age group have sufficient

work experience, but lack the skills and experience needed to pursue various high demand occupational goals. Our services for these older youth will be designed to assist those with clear occupational goals pursue the training and certification necessary to succeed in their individual goals, and if necessary, help those who do not yet have a specific career choice to identify a suitable goal. The Pocono Counties has an extensive history of assisting Out-of-School Youth in a wide variety of high demand occupational goals.

The overall strategy of the Board is to identify the existing programs, services, and resources available in the area that can help in achieving the implied goals of the Title I Program design elements, and to leverage these resources with Title I funds to meet the needs of both the most in need youth and the general youth population of the region.

The Board utilizes Title I resources to assist youth prepare for post-secondary education and connect academic and occupational learning through its emphasis on the use of ITA services for Out-of-School Youth. It helps prepare youth for unsubsidized youth employment through its work experience, OJT, and summer youth program design. Career planning information and the importance of academic achievement in preparation for an occupational goal is a central part of all Title I supported programs and services. Local School-to-Work programs and Business Education Committees serve as intermediaries between youth and the business community to foster a better understanding on the part of youth on the needs and opportunities of local businesses.

- c. Serving youth with funds from the ARRA, and how strategies respond to the economic downturn.

The addition of Recovery Act Funding will provide a substantial increase in the number of economically disadvantaged youth who will be enrolled in Work Experience Programs. Individuals who would not be able to find a job because of the economic downturn will have an opportunity to acquire Work Experience, earn an income which will assist in stimulating the local economy and provide assistance to public, non-profit entities throughout the Workforce Investment Area who are experiencing financial difficulties because of the recession.

The Board has always maintained a Summer Youth Work Experience Component to Youth Activities. Recovery Act Funding will allow the Board to increase participation in Summer Programs and also allow for youth to participate for a greater amount of time. Recovery Act Youth Funds will also allow funding of a year round Work Experience Component. The Board has funded Work Experience Programs for At-Risk Incarcerated Youth at various Camp Detention Centers within the Workforce Investment Area. Participants provide Community Service Work Experience with an Educational and Vocational Training Component. The Recovery Act Funds will be directed to this priority group. The additional funds will allow more

youth to participate and allow for a longer period of participation and provide valuable community services to Non-Profit Organizations within the Workforce Investment Area.

The Board has and will continue to target youth most in need of participation in youth funded programs. Local Public Assistance Offices, Juvenile Court System, Children and Youth and all youth related agencies have been solicited to assist in identifying eligible youth. The Board will ensure participating worksites understand their responsibilities to be viable worksites that mirror actual work experience and include work readiness skills. Although work readiness skills is the only performance benchmark for Summer Youth Work Experience activities supported by ARRA funds, this has always been a central goal of the Boards' in supporting this type of activity. Youth Pre-Apprenticeship Programs will be funded and Private-Sector Work Experience Opportunities.

The work experience opportunities for in-school youth will be provided by public/non-profit entities in our region. Whenever possible, we try to provide work experience opportunities for this population in positions that allow the participant to explore occupations that they are interested in, such as hospitals for those considering health care occupational goals, etc. For most of this population, transportation limitations within our rural counties does not always allow us to match a participant with a specific worksite related to their area of interest. For the Out-of-School Youth served, who may have better access to transportation, we will try to develop worksites specific to their employment or training goals. These are the participants most likely to be matched with private sector worksites. The Out-of-School participants have more diverse work experience opportunities due to the fact that they are not constrained by Child Labor Law restrictions on allowable work activities. Training opportunities, either through ITA's or OJT services, are always focused on high demand occupational goals. The use of ITA's to assist Older, Out-of-School Youth in preparing for high demand occupations has always been a priority for our Board and the Title I Program Operators in our 4 counties. The focus on training also ensures that youth served through these services receive credentials in highly marketable careers. The ability to serve eligible youth between the ages of 22 to 24 will also allow us to leverage the resources available to support training for Adults under the ARRA.

d. STEM education and Green jobs. **(Revised)**

The Board is fully engaged and committed to implementing STEM Initiatives and Green Jobs into all aspects of youth programming. The Board is a partner in the Northeastern Pennsylvania Science, Technology, Engineering and Mathematics (STEM) Initiative. Working in tandem with business industry, economic development, non-profits, educational institutes and workforce development, the consortium forms a diverse network of promoting STEM education and career awareness. The goals of this initiative are to develop a globally competitive and diverse workforce in all

STEM disciplines; support development of well informed STEM Instructors; encourage regional graduates to bolster their education with STEM principles and to promote integration of STEM discipline in all Youth Program Activities.

2. Describe the Youth Council and how it is integrating a vision for serving youth through collaboration with crosscutting agencies or entities within the local workforce investment system.

The Youth Council is comprised of members from each of the four Pocono Counties plus one regional representative. The Youth Council consists of twenty (20) members. The membership of the Youth Council was recently expanded, in an effort to broaden the level of collaboration between the PA CareerLink® system, the juvenile justice system, educational facilities, and other youth service providers in our WIA. This expanded council will be helpful in taking a more strategic approach to the needs of the youth in our area, and identifying other area resources, outside of Title I funds, that may be useful in addressing the needs of youth who have significant barriers to employment.

- 3 WIB Members
 - 1 Juvenile Justice
 - 1 Law Enforcement
 - 2 Housing (HUD members)
 - 1 Parents of eligible youth
 - 5 Individuals with Youth program experience
 - 1 Job Corps Representative (Regional)
 - 1 Project 720 School District Representative
 - 4 County Title I WIA Program Operators
 - 1 Optional
- 20 Members

Members will be replaced upon recommendations from the county they represent (WIB & LEO) and within the category they represented.

The Pocono Counties Youth Council will provide an overall youth strategic vision and develop the youth components for all grants and plans to the WIB and Local Elected Officials for approval. The WIB members on the Youth Council will ensure that the youth sections are in harmony with the local and regional vision for Workforce Development. The Youth Council will assist in developing youth programs that meet the local needs of each county while retaining a regional focus. In-school and out-of-school programs will be developed with an emphasis being placed on out-of-school youth with employment barriers. The Youth Council will work to integrate Title I Youth programs with existing county youth programs in an effort to eliminate duplication of services and funds. Oversight will be a crucial part of this council to ensure that the planned programs are effective and meet the needs of our local area.

3. Describe local efforts to promote collaboration between the public workforce system, education, human services, juvenile justice, and others to better serve youth that are most in need and have significant barriers to employment. Additionally, describe local efforts to successfully connect youth to the education and training opportunities that lead to successful employment.

The Pocono Counties Workforce Investment Board plans to provide comprehensive services to eligible youth, which would include:

- Coordination with foster care through our Children and Youth Agencies.
- Coordination of educational services through our school-to-work partnerships and the regional Tech Prep Consortia.
- Coordination with welfare through our CAO PA CareerLink® partner and through our welfare reform programs.
- Youth Employment Services (YES) will provide all youth with job placement assistance. This agency works closely with pregnant and parenting youth.
- Youth with barriers to employment or have disabilities will be served to meet their individual barriers. Our OVR partner will assist us with developing plans for youth with disabilities.
- Youth offenders are served through our relationship with local Juvenile Probation offices, the Youth Forestry Camp, and other facilities working with adjudicated youth.

As discussed in earlier sections, the Board's strategy to serve all youth has involved identifying resources available to youth to support both secondary and post-secondary education and training opportunities. These include Department of Education resources, Department of Labor resources, and other community resources available to support youth in their efforts to pursue training for High Priority Industry Clusters and other High Demand Occupations. The Board has utilized WIRED grants, Title I Youth and ARRA Youth Funds and placed an emphasis on assisting youth in acquiring basic adult education skills, work maturity skills, and any post-secondary occupational skills needed to meet the needs of the Labor Force of the 21st Century. The use of ITA's for Out-of-School Youth, and the availability of career guidance information through our PA CareerLink® sites and affiliate locations is a central component of our Board's plan.

4. Describe the strategy to coordinate with Job Corps, Pennsylvania Conservation Corps (PCC) and other youth programs. **(Revised)**

The Local Workforce Development Area will coordinate with Job Corps, youth opportunity grants and other youth programs by ensuring their inclusion and participation on our local youth council. Job Corps will help focus attention on youth issues, be an active collaborator in the process of integrating youth service providers and agencies for the benefit of young people. In addition, Job Corps will inform the Council of projects and opportunities for youth in the region and develop relationships with local and distant employers and PA

CareerLink[®] agencies to provide job placement opportunities for Job Corps graduates. The Pennsylvania Conservation Corps (PCC) in our area utilize the PA CareerLink[®] sites and affiliate sites in their recruitment efforts and post any positions available in CWDS. The PCC crews also utilize our PA for their crew members to allow them to conduct job searches for unsubsidized employment opportunities and have crew members participate in many of the PA CareerLink[®] workshops such as Interviewing skills, resume preparation, and access services such as GED preparation provided by our partner agencies. They also to refer crew members that qualify for PCC training grants for possible assistance with Title I Youth ITA services.

5. Describe policies to ensure compliance with applicable safety and child labor laws.

The PA CareerLink[®] staff and partners, other workforce development entities, education institutions, and WIB and Youth Council members have a great deal of expertise and experience in developing programs, activities and services in compliance with all Federal, State safety and child labor laws. These regulations and laws will be reviewed thoroughly prior to initiation of any program or service under the WIBs purview. All sites will be monitored for compliance of applicable safety and child labor laws. Program monitoring, both by the Title I Youth Program staff and the Board's Independent Monitor, Wil Coombs, focus heavily on ensuring that Work Experience worksites, both public and private, are aware of their responsibilities to comply with all Child Labor and safety guidelines. All worksites post applicable Labor Law, Civil Rights, Child Labor, and Workers Compensation posters and relevant information.

6. Describe the strategy to provide initial intake, objective assessment, case management, individual service strategies and eligibility assessment for Youth.

The PA CareerLink[®] staff funded under Title I of WIA will be responsible for providing intake, objective assessment and developing individual service strategies for youth and informing them on which providers are available to meet their employment and training needs. The WIA Title I Staff will also train PA CareerLink[®] partners in this process when requested.

PA CareerLink[®] partners are providing many of the supportive services needed by workers in our area. These include childcare, drug & alcohol, mental health, transportation, GED, ESL, and adult basic education and literacy services. PA CareerLink[®] partners located at the comprehensive sites, or through well-developed linkages with the partners who are not physically present at the PA CareerLink[®] sites are providing these and other supportive services. Every effort will be made to ensure that effective linkages with these service providers are available to our customers. All enrolled WIA participants have access to \$500 per person, per program year to help pay for supportive services (Transportation, child care, health care, etc.).

The eligibility assessment system will vary slightly for each PA CareerLink® within our local area for youth; however each system will utilize one or more of the following methods:

- PA CareerLink® Registration
- Pre-Application
- Personal Interview
- Combination of both

Through these methods, personal data on youth is collected in order to determine both eligibility and suitability for Title I programs. Those youth who are determined eligible have the opportunity to meet with PA CareerLink® staff and review the determination. Referrals to WIA programs and recommendations on additional services are made to each applicant who has not been assessed as eligible for services.

Once the applicant has been assessed as eligible for services, they are enrolled directly into appropriate activities.

Although the methods utilized by each office may vary from county to county, there is a definite positive attitude of cooperation between all agencies that will continue to be encouraged.

The Pocono Counties will perform an examination of the capabilities, needs and vocational potential of all youth applicants. This examination will be used to develop a service strategy and employment goal.

The objective assessment and related process will be sensitive to the testing and evaluation environment and the comfort and confidence level of the individual.

The Pocono Counties PA CareerLink® sites will utilize a specific format that develops a systematic process that identifies each participant's goals and outlines in a sequential order the activities and services that will facilitate the attainment of said goal. The Individual Plan will include the following basic components:

- Background information on the participant, which would include information on the participant's family situation, work history, education, occupational skills, interests, etc.
- Needs area, which will identify the participant's needs that must be addressed in order for the participant to obtain and retain employment. The needs will be prioritized on the plan and will be prioritized jointly by the participant and the staff person completing the form.
- Goal Area will include goal statements that reflect the anticipated changes that will occur in the life of the participant based on their

involvement in the WIA programs. Goal statements will be clear and specific; measurable and verifiable; realistic or within the control of the participant; adequate to contribute to the accomplishment of the goal; consistent with the participants values not the staff person's values; and accomplished within a reasonable time frame.

- Service Objectives that clearly identify the type and sequence of activities/services for the participant to reach their goals.
- Assignment of Tasks will clearly indicate which individual(s) or organization(s) will be responsible for the objectives or who will do what. In the assignment of tasks the staff person must ensure that the participant is the person in control of making things happen for themselves and not someone who has things done for them or to them.
- A time table for the expected completion of the activities and services will be included to ensure that both the participant and staff member follow through on their responsibilities and to provide a basis for monitoring the progress of the participant.

The plan will be regularly reviewed and adjusted to reflect the progress and to meet the continuing needs of each participant. It will serve as the basis for the entire case management strategy. It is the single point of reference outlining for staff, participants, and administrators the step-by-step course of action to attain the participant's final goal of unsubsidized employment.

7. Describe the design framework for youth programs that includes the following components:
 - Preparing youth for post-secondary education;
 - Connecting academic and occupational learning;
 - Preparing youth for unsubsidized employment opportunities;
 - Connecting youth to the business community through intermediary entities.

The Pocono Counties Workforce Investment Board, in partnership with the Youth Council will identify local training providers to operate year round basic skills programs where out-of-school youth can be referred for assistance in addressing their basic skills needs in order to obtain employment or to retain or upgrade their existing employment situation. Additionally the PA CareerLink[®] sites will request that all training providers incorporate basic skills assistance, where possible, into existing courses and programs funded under this Act. Out-of-School youth who require additional remedial services will be referred to appropriate agencies or educational providers for assistance outside of the scope of our W.I.A. funded provider programs.

The focus of our program design for younger, in-school youth, is to assist them in acquiring the basic work readiness skills needed for any occupational goal. At the same time, we try to provide a comprehensive overview of the PA CareerLink® services, including career exploration information and tools, that will allow younger youth to develop a long-term strategy that allows them to pursue whatever industry or occupation they are interested in. We try to inform them about the occupations and industries that are located both within our service area and in the broader labor markets we serve. We also help them identify the skills and educational requirements needed within various high demand occupations in Pennsylvania. All youth served in our system, whether with ARRA funds, WIA funds, or through Wagner-Peyser services are encouraged to become familiar with the information and tools provided through the Commonwealth Workforce Development System. We inform all customers that most of our services are available to them regardless of their current or future employment situation, and are encouraged to come to us with any questions they have related to workforce issues.

For most older, or out-of-school youth, the service strategy is centered on assisting them in acquiring high demand occupational skills training, through the use of ITA services. Many of this age group have sufficient work experience, but lack the skills and experience needed to pursue various high demand occupational goals. Our services for these older youth will be designed to assist those with clear occupational goals pursue the training and certification necessary to succeed in their individual goals, and if necessary, help those who do not yet have a specific career choice to identify a suitable goal. The Pocono Counties has an extensive history of assisting Out-of-School Youth in a wide variety of high demand occupational goals.

The overall strategy of the Board is to identify the existing programs, services, and resources available in the area that can help in achieving the implied goals of the Title I Program design elements, and to leverage these resources with Title I funds to meet the needs of both the most in need youth and the general youth population of the region.

The Board utilizes Title I resources to assist youth prepare for post-secondary education and connect academic and occupational learning through its emphasis on the use of ITA services for Out-of-School Youth. It helps prepare youth for unsubsidized youth employment through its work experience, OJT, and summer youth program design. Career planning information and the importance of academic achievement in preparation for an occupational goal is a central part of all Title I supported programs and services. Local School-to-Work programs and Business Education Committees serve as intermediaries between youth and the business community to foster a better understanding on the part of youth on the needs and opportunities of local businesses.

8. Describe the anticipated program design for the WIA Youth funds provided under the Recovery Act. Include in this description a program design for both younger, in-school, and older or out-of-school youth (including the 22-24 year olds that can be served with Recovery Act funds).

The program design for the WIA Youth funds provided under the Recovery Act will be the same as the Board's program design for youth served under WIA Youth Formula grants. The additional funding will not impact on our program goals or design. It will allow us to greatly expand our current program to meet the increased demands for youth services as a result of the economic downturn. We anticipate being able to serve more than double the number of at-risk youth targeted by the ARRA than we could with our current Title I Youth funding levels. The priority youth groups and goals identified in the ARRA guidance memos are totally aligned with our current youth program design and performance benchmarks.

The Board has always maintained a Summer Youth Work Experience Component to Youth Activities. Recovery Act Funding will allow the Board to increase participation in Summer Programs and also allow for youth to participate for a greater amount of time. Recovery Act Youth Funds will also allow funding of a year round Work Experience Component. The Board has funded Work Experience Programs for At-Risk Incarcerated Youth at various Camp Detention Centers within the Workforce Investment Area. Participants provide Community Service Work Experience with an Educational and Vocational Training Component. The Recovery Act Funds will be directed to this priority group. The additional funds will allow more youth to participate and allow for a longer period of participation and provide valuable community services to Non-Profit Organizations within the Workforce Investment Area.

The Board has and will continue to target youth most in need of participation in youth funded programs. Local Public Assistance Offices, Juvenile Court System, Children and Youth and all youth related agencies will be solicited to assist in identifying eligible youth. Pocono Counties is prepared to enroll eligible youth in a Work Experience Program, effective, May 15, 2009.

The Board will ensure participating worksites understand their responsibilities to be viable worksites that mirror actual work experience and include work readiness skills. Youth Pre-Apprenticeship Programs will be funded and Private-Sector Work Experience Opportunities.

The work experience opportunities for younger, in-school youth will be provided by public/non-profit entities in our region. Whenever possible, we try to provide work experience opportunities for this population in positions that allow the participant to explore occupations that they are interested in, such as hospitals for those considering health care occupational goals, etc. For most of this population, transportation limitations within our rural counties does not always allow us to match a participant with a specific worksite related to their area of interest.

For the Out-of-School Youth served, who may have better access to transportation, we will try to develop worksites specific to their employment or training goals. These are the participants most likely to be matched with private sector worksites. The Out-of-School participants have more diverse

work experience opportunities due to the fact that they are not constrained by Child Labor Law restrictions on allowable work activities. Training opportunities, either through ITA's or OJT services, are always focused on high demand occupational goals. The use of ITA's also ensures that youth served through these services receive credentials in highly marketable careers. The ability to use ARRA Youth funds to support services to youth between the ages of 22 to 24 also allows us to utilize ARRA funds to support high demand occupational training for this population, thereby increasing our capacity to serve more Adult ITA customers with the ARRA funding provided to our LWIA.

9. Describe any policies or strategies, in alignment with State guidance, to ensure implementation of activities that support out-of-school youth during summer and/or non-summer months, such as supportive services, needs-based payments, or day-care. **(New – Recovery Act)**

Recovery Act Youth Funds will also allow funding of a year round Work Experience Component for older, Out-of-School Youth. The availability of ARRA funds to support work experience activities year round will also allow us to provide much needed financial support for older youth around their training schedule. Our current assessment process was designed to identify those Out-of-School Youth who were interested in pursuing high demand occupational skills training and credentialing beyond the normal Summer Youth Employment Program timelines. The ability to identify work experience opportunities, aligned with their occupational goals whenever possible, that provide income support to eligible youth in training activities is a valuable tool for our Youth Case Management staff.

Participants have access to \$500.00 in Supportive Services Funds.

10. Describe strategies to incorporate the required youth program elements within the design framework. Elements to include are:

The Pocono Counties local area will meet the Workforce Investment Act requirements regarding Title I program design in the following (non inclusive) way.

The programs and services listed under each of the following program elements/objectives are designed to provide youth who participate in them with information, experience, guidance, and resources necessary to assist them in their individual employment/training plan. Youth who participate in these programs will obtain the skills and knowledge central to the goal of the program element header. In order to maximize the youth services available to our customers, and avoid duplication of effort, the Title I services provided to our youth customers are supplemented by other Youth Programs, services, and activities available within our Workforce Investment Area. These other programs and services available to assist youth customers do not usually have any income or other related eligibility criteria as services provided through the Title I Youth Program. Staff providing Title I Youth services, through their involvement in Youth Council meetings, are aware of other youth service

providers and information in the region, and assist youth customers in both exploring and accessing those services when appropriate to meeting the youth customers' needs. In addition, these other Youth Service providers also often refer youth customers who may meet the eligibility criteria for Title I Youth services to our PA CareerLink® Sites and affiliate service locations for possible enrollment in these activities. The Title I programs and resources that are part of this list are reserved for eligible youth determined most in need, including such youth as migrant and seasonal farm worker youth, youth of incarcerated parents, youth in or aging out of foster care, and homeless youth.

- Tutoring, study skills training, instruction leading to secondary school completion, including dropout prevention;
 - Individualized Training Plan
 - Employment Counseling
 - School-to-Work Activities
 - Tech Prep programs
 - Remediation Programs
 - Community College and University guidance

- Alternative secondary school services;
 - School-to-Work Partnership
 - Pocono Mountain Academy
 - Wordsworth
 - Home Schooling
 - IU's
 - Tech Prep
 - Job Corps
 - Bethesda
 - Youth Forestry Camp #2
 - PCC
 - Crossroads
 - Spectrum

- Summer employment opportunities linked to academic and occupational learning;
 - Title I Youth programs (summer)
 - Vacation Industry (PMVB)
 - PA CareerLink® Database
 - Youth Employment Services (YES)
 - Job Service Availabilities

- Paid and unpaid work experiences;
 - Summer Youth Programs
 - Internships

- Job Shadowing
- Welfare to Work programs
- Mentoring
- Youth Employment Services (YES)
- Occupational skill training;
 - Career and Technical Institutes
 - Approved State Programs
 - Tech Prep programs
 - Basic Skills Programs
 - Universities and Community Colleges
 - Training Providers
- Leadership development opportunities;
 - School-To-Work Programs
 - Tech Prep programs
 - Leadership Pocono
 - Boy and Girl Scouts
 - Youth Employment Services
 - Junior Achievement
 - School Programs
 - Job Corps
 - 4H
 - Youth Forestry Camp #2
- Comprehensive guidance and counseling;
 - School Districts
 - Youth Employment Services (YES)
 - Employment Counselors
 - Educational Opportunity Centers (PA CareerLink® Partners)
- Adult mentoring;
 - Paid and unpaid Work Experience
 - Academic and Occupational Learning
 - Leadership Pocono
- Linkages between academic occupational learning
 - Summer Youth Work Experience/Life Skill Programs
 - Co-Op Education Opportunities
 - School-to-Work Programs
 - Tech Prep programs
 - Job Shadowing
 - Mentoring

- Job Clubs
- Preparation for Unsubsidized Employment Opportunities
 - School-To-Work Programs
 - Summer Youth Programs
 - Individual Plan Development
 - Employment Counseling
 - Junior Achievement Programs
 - Co-Op Programs
 - Job Shadowing
 - Mentoring
- Effective Linkages with intermediaries with strong employer connections
 - WIB
 - Youth Council
 - Chambers of Commerce
 - Vacation Bureaus
 - Team Pennsylvania Representatives
 - School-to-Work Partnership
- Supportive services; and
 - Assistance with Transportation
 - Assistance with Child Care
 - Assistance with Drug & Alcohol
 - Assistance with Housing
 - Assistance with Clothing
 - Assistance with Identified Employment Barriers
 - C & Y (Independent Living)
 - Transitional Living Programs
- Follow-up services.
 - Up to six months following employment
 - Weekly by training providers
 - Monthly at a minimum by caseworkers
 - As necessary when problems arise

11. Describe services provided to non-WIA eligible youth under the 5% exception (WIA Section 129(c)(5)). Include the process and criteria used to determine “serious barriers to employment.”

The Pocono Counties Youth Council has identified the additional youth eligibility criteria to be used by our local area as “Youth who require assistance to complete an educational plan or to secure and hold employment”. It has

been determined that these youth face serious barriers to employment and represent the next most critical group in need of our services after the mandated economically disadvantaged youth and those groups of youth already identified in the 5% exemption category:

- School Dropouts
- Basic Skills Deficient
- Behind Grade Level
- Pregnant or Parenting
- Individuals with Disabilities
- Homeless or Runaway Youth
- Offender

The Youth Council has defined “deficient in basic literacy skills” for youth as being assessed as having English, reading, writing or computing skills at or below the eighth grade level on a generally accepted standardized test or a comparable score on a criteria referenced test.

Non-WIA Eligibles

The broad list of core services identified earlier in this plan will be available to those Youth customers who are not eligible for WIA services. In addition, the PA CareerLink[®] partners will make every effort to identify resources and services available outside of those offered by the Workforce Investment Act. Many of the agencies that are part of the PA CareerLink[®] system have services and resources that can assist our Non-WIA customers in achieving their employment and/or training goals

12. Describe the Summer Youth Employment Program (SYEP) authorized by the Recovery Act. In your description, distinguish between WIA-funded and Recovery Act-funded youth as appropriate when different program components apply, including:

The program design and program elements for WIA Youth Funds provided under the Recovery Act will be the same as the Board’s design for youth served under WIA Youth Formula Grants. This design is spelled out in Section VI F 8. For youth ages 18-24 the Summer Program which began on May 15, 2009, will continue as allowable under the current PA State Waiver, through March 31, 2010.

- Pre-/post-work readiness test

[Pocono Counties WIA Work Readiness Policy
2009 Work Readiness Evaluation](#)

- Types of worksites

Public, non-profit

Government agencies
Private, for-profit

- Use of wages and/or stipends

Wages for work experience activities, stipend for classroom activities

G. Business Services

1. Describe the role of the Business Services Team in the PA CareerLink[®] system.

The role of the Business Service Teams operating within the Pocono Counties WIA are to conduct systematic and targeted outreach efforts to employers, to establish close working relationships between the PA CareerLink[®] network and the employers within our business community, and to serve as a point of contact to assist employers with the information and services necessary for them to succeed and grow.

2. Describe how the Local Area ensures that local strategic plans and goals of the PA CareerLink[®] system for business services are communicated and connected with Business Services Teams.

The local strategic plans and goals of the PA CareerLink[®] system are communicated to the Business Service Teams through the PA CareerLink[®] Administrators via Bureau Policy Directives, WIINS, e-mail, and other correspondence. The Board ensures that this information is shared through the minutes of the Business Service Teams, and through the fact that these strategic plans and goals are addressed in the PA CareerLink[®] One Stop Plans for both the Carbon and Monroe County sites.

3. Describe service innovations offering human resource solutions for business customers, including development of: career ladders, industry recognized credentialing, customized service delivery, and collaboration or partnership.

The Board has emphasized the importance of local Business Service Teams in addressing the needs of the Business Community. The Business Service Teams are an important component of the One Stop System. Information provided by the Board addresses Industry Cluster Analysis of the four county area and regionally. Interaction by the Business Service Team with the employer community provides insight on current job openings and the future employment information. Collaboration on a regional basis with adjoining Workforce Investment Areas also provide information on jobs within the region. Identification of regional industry needs are also part of the regional dialogue.

The Industry Cluster Initiative has also developed into Industry Partnership on a Regional Basis with four adjoining Workforce Investment Areas. An Industry Partnership in Electronics has the Board interacting with the largest employer in

the region, Tobyhanna Army Depot. The Depot has expressed concern to the Board over the availability of a trained workforce focusing on a two-year degree in Electronics. Working directly with the Depot and our partners in education, training courses are available to address human resource issues at the Depot. The educational component addresses a strategy focusing on a career ladder and an industry recognized credential. The whole process is customized to meet the needs of a regional employer and provide the training necessary for job seekers to attain a life-sustaining wage with benefits.

The Depot Project involves an Electronics Industry Partnership. Collaboration at the secondary education level in cooperation with local career and technical institutes partnered with the local community colleges for an Associates Degree in Electronics.

The Board has also endorsed grant applications for local training providers which will allow them to upgrade or replace equipment used to train youth and adults in high demand/high priority occupations. This helps ensure that the job seekers employers have available to them have the skills necessary to meet their needs. PA CareerLink® staff support career ladders for employers and job seekers through their assessment process. This process is helpful in identifying transferable skills and experience that allow job seekers to move to higher skill and higher paying employment opportunities within their occupations and related industries. The Board also assists in the effort to upgrade the skills of the workforce and meet the human resource needs of business customers through the use of ITA and OJT services for eligible job seekers.

4. Describe any Local Area plans for waiving the required 50% matching employer payment for Customized Training. If applicable, describe the criteria that will determine the percentage of cost to be paid by the employer.

The Pocono Counties have not utilized customized training services to date. However the Board reserves the right to do so if deemed necessary by the WIB at a later date. At that time, the Board will determine criteria to determine waving the 50% match if it chooses to do so.

5. Describe any plans the Local Area has to permit the use of up to 10% of Local Area formula funds to conduct Statewide Activities, such as Incumbent Worker Training. **(Previously at Section A)**

Pocono Counties has no current plans to utilize 10% of the Local Funds to support statewide activities. However the Board reserves the right to do so if deemed necessary by the WIB at a later date.

H. Faith-Based and Community Organizations

Describe service coordination with Faith-Based and Community Organizations.

The WIB communicates and coordinates its service delivery strategies with community organizations and faith based organizations in our area and region in 2

ways. This communication takes place through the publication of its Operational and Strategic Plans on its website, and it also takes place through the partnerships and referral procedures used by the PA CareerLink[®] sites in our area. Organizations such as the Salvation Army, food pantries, literacy organizations, and other faith-based and community-based organizations are part of the resources used by the PA CareerLink[®] staff to meet the needs of their customers.

VII. ADMINISTRATION

A. Program Administration

Describe any local policies or guidelines implemented to support WIA Title I program operations that are not addressed elsewhere in the Plan. Include information regarding the purpose, development, implementation, and monitoring of such policies.

No additional local polices or guidelines have been implemented by the Pocono Counties Workforce Investment Area relative to Title I Program Operations.

B. Fiscal Administration

1. Describe the administration of WIA funds used by the LWIB. Include oversight responsibilities for WIA funds, PA CareerLink[®] and other workforce development resources.

The financial system developed by the Pocono Counties Workforce Investment Area will maintain effective control over and accountability for all funds, property and other WIA assets and adequately safeguard all such assets in accordance with generally accepted accounting principles.

WIA Funds for the Pocono Counties Workforce Investment Area will be received by the Automated Clearing House (ACH) and deposited directly into the WIA account with the Bank of America located in Lehighton, PA. The funds will cover all WIA related activities within the Pocono Counties Workforce Investment Area. Disbursements for the Carbon County payroll checks will be handled through the county payroll system. All other disbursements will be handled through a voucher system.

Voucher System

1. Each individual request for payment is checked for accuracy.
2. It is checked against contract if applicable, no payment of funds will be made without a fully executed contract.
3. Chief Financial Officer gives voucher a budget number in order to charge to correct title and cost category.
4. Voucher is checked and signed by the Executive Director of the PCWIA.

5. Voucher is then sent to Chairman of the Carbon County Board of Commissioners for approval.
6. After approval is received, a check for payment against the voucher is issued using a computerized checkwriting system.
7. The checks are signed by two of the authorized signatories.

Checks will be processed once a week. The checkwriting system will generate both a voucher register and check register. The voucher register will be posted to the general ledger by the Chief Financial Officer. The PCWIA maintains its records on the cash basis, however, the Financial Status Reports are reported on the accrual basis.

Monthly financial reports will be issued by the Fiscal Agent that provide comparisons of actual expenditures with budgeted amounts for each program. These reports are distributed to the Local Elected Officials, the WIB, and to the four county WIA offices. This monitoring allows the WIB to modify program performance and expenditures in order to meet program objectives

All checks issued are required to have two (2) of the following five (5) signatures: Chairman of the WIB; Chairman of the Carbon County Board of Commissioners; Treasurer of the WIB; Executive Director of the Workforce Investment Area; and the Chief Financial Officer.

The Fiscal Agent in Partnership with the PA CareerLink[®] Site Administrator and One-Stop Operators develop the RSA and supporting documentation to define, allocate, and fund shared costs. Once the RSA is completed, it is submitted to all partners for approval. When all partners approve, the RSA is submitted by the Fiscal Agent to the State. The Fiscal Agent invoices all PA CareerLink[®] Contractors for all costs incurred by the PA CareerLink[®]. The Fiscal Agent files all required PA CareerLink[®] Reports to BWDP in a timely manner.

All requests for funds will be checked by the Workforce Investment Area Executive Director and Chief Financial Officer to assure that funds are used solely for the purpose of WIA. This system will maintain effective control over and accountability for all funds and property.

All subrecipients will be mandated to operate programs in compliance with regulations/policies outlined by the Department of Labor and Industry and the Department of Public Welfare. They will also use accounting procedures that are in accordance with generally accepted accounting principles. This will be reviewed by the Monitoring Staff and the county which initiated the contract. All Subrecipients will be required to comply with the Single Audit Act. The Pocono Counties WIA will be included as part of the Single Audit of Carbon County.

These procedures will be used to administer all funds received by the PCWIA including funds from the Department of Labor and Industry, the

Department of Public Welfare, PA CareerLink® and any other workforce development funds that might be received.

2. Describe measures to eliminate duplicative administrative costs being used by the LWIB.

The Pocono Counties Workforce Investment Board has a staff that consists of an Executive Director, A Chief Financial Officer, an Administrative Assistant and a part-time Independent Monitor, Wil Coombs. Due to the limited amount of staff, there are no duplicative administrative costs being charged by the Pocono Counties Workforce Investment Board. The Chief Financial Officer will monitor all administrative functions to ensure that there are no duplication of costs.

3. Describe the property management approach used by the LWIB.

The Pocono Counties Workforce Investment Area has established a Property Management and Procurement System to insure compliance with WIA regulations. The following goals have been identified to implement a Property Management and Procurement System.

- Maintain a property management and procurement system which will control the purchase of property and have an inventory control system listing all property purchased with WIA funds, and property transferred from JTPA that is located within the PCWIA.
- Maintain a standardized purchasing system to address the procedure of purchasing property within the PCWIA.
- Report to the Department of Labor and Industry on all matters concerning the rules, regulations and procedures relative to property management.

The Property Manager for the Pocono Counties Workforce Investment Area is:

Joseph Sebelin
76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462

Definitions and Explanatory Notes

This section deals only with those terms which are related to property acquisition and management and are defined herein for the purposes of uniformity and general understanding.

Nonexpendable Personal Property - This terminology refers to tangible personal property with a useful life of more than one (1) year, having a

unit acquisition cost of \$500 or more per unit. Unless otherwise stated, references using the word “property” made in this section will mean nonexpendable personal property, as defined.

Procurement and acquisition - Both terms apply to any method of obtaining property (purchase, transfer, and rental or lease). The terms “procure” and “acquire” are not synonymous with “purchase”, although “purchase “ is one method of procurement or acquisition.

Rental or Lease - these terms refer to agreements contracted for the use of property where title remains with the vendor. Renting is usually short-term while leasing usually reflects a longer period of time and may or may not include a purchase option.

Code of Conduct/Conflict of Interest

The PCWIA will adhere to the following code of conduct as well as ensuring that all subrecipients operating within its jurisdiction also adhere to this code when WIA funds are involved in any type of procurement. It should be noted that these standards apply to any acquisitions of nonexpendable personal property, and for all services and supplies.

These standards provide that the PCWIA shall not:

- Solicit or accept gratuities, favors, or anything of monetary value from suppliers or potential suppliers; or
- Participate in the selection, award or administration of a procurement subject to this section where, to the individual’s knowledge; any of the following has a financial or other substantial interest in any organization which may be considered for award –
 - the officer, employee or agent; any member of his or her immediate family;
 - his or her partner; or a person or organization which employs any of the above with whom any of the above has an arrangement concerning prospective employment; or
 - any WIB members, WIB member’s immediate family, or place of business.

Any violations of law or established standards of conduct by the PCWIA or its subrecipients may be subject to penalties, sanctions or other disciplinary actions (such as suspension, termination or civil action to recover money damages), to the extent permissible by Federal, State and local law.

Responsibilities

The Property Management and Procurement system is designed to insure compliance for the procurement, control and utilization of nonexpendable personal property acquired with WIA funds. This system also addresses control and utilization of property acquired with JTPA funds. This system does not include procurement, control or utilization of consumable goods (i.e. paper, pens, computer diskettes, etc.) as the responsibility for those items lies with each subrecipient.

Property Control

The PCWIA Property Manager will:

- Conduct an annual property inventory review of the PCWIA and its subrecipients and submit an Annual Property Inventory form (WIA-5d) to the Bureau of Workforce Development listing all property with a single unit acquisition cost of \$5,000 or more.
- Conduct an annual inventory review of the PCWIA and its subrecipients relative to property with a single unit acquisition cost of \$2500 or more. A list of this property will be maintained and updated and kept on file in the PCWIA's Administrative Office.
- Ensure that all property purchased with WIA funds that have a single unit acquisition cost of \$5,000 or more will have a state issued WIA Property Tag affixed. All property with a single unit acquisition cost of \$2500 or more will have a numbered Pocono Counties WIA Property Tag affixed.
- During the annual review, will determine if any property may no longer be needed. This will be determined by discussing with the agency where the property is located, whether the property is still being utilized on a regular basis. If the property is deemed to be excess, steps will be followed in accordance with the Property Control Manual.
- During annual property review, ensure that all property within the PCWIA and its subrecipients are safely contained in areas where controls such as locked doors, cabinets, etc., are present.
- Ensure that all subrecipients who are in possession of property purchased with WIA or JTPA funds, maintain an adequate system of property management. Said property must be properly identified and safeguarded.

Property Acquisition

The Pocono Counties Workforce Investment Area Property Manager will:

- Obtain written approval from the Department of Labor and Industry for the purchase of any property with a single unit acquisition cost of \$5,000 or more. The Department of Labor and Industry's procedures for requesting approval for acquisition, as found in the WIA Manual, will be followed.
- Prior to request for acquisition, attempt to locate surplus property within the PCWIA or by contacting the property division of the Department of Labor and Industry. If surplus property is not available, the necessary procedures will then be initiated to acquire the requested property.
- Obtain, in writing, a request from a subrecipient for purchase of any property item having a single unit acquisition cost of \$500 or more. Upon the Property Manager's receipt of said request, necessary procedures will be initiated to acquire the requested property.
- Obtain three (3) telephone price quotations on any property item having a single unit acquisition cost of \$500 to \$2,499. The price quotes are to be recorded and kept on file.
- Obtain three (3) written price quotations on any property item having a single unit acquisition cost of \$2,500 to \$9,999. Written price quotations will be evaluated based upon the specifications of the items requested for purchase. Verification of the written quotes will be maintained by the Property Manager.
- Property items having a single unit acquisition cost of \$10,000 or more, require a competitive procurement process. The Property Manager will develop specifications for the property to be purchased. The specifications will be a clear and accurate description of the technical requirements and must not contain features which would restrict, eliminate or otherwise restrain competition. Notice for request for bids will be advertised in local newspapers within the PCWIA at least three (3) times at intervals of not less than three (3) days where daily newspapers of general circulation are employed, or, in case where weekly newspapers are employed, then the notice shall be published not less than ten days prior to the date fixed for the opening of bids. Specific time frames will be established for the bidding process. The Property Manager will review and evaluate the bids and forward the evaluation to either the Executive Committee or the Workforce Investment Board for approval. The competitive procurement process is designed to insure free and open competition.
- Pocono Counties Workforce Investment Area reserves the right to purchase property directly from vendors who are on the

Commonwealth of Pennsylvania's approved state contract vendor list in lieu of the procurement steps described above.

- Obtain approval from the Department of Labor and Industry, in writing, any requests to trade in items with the unit acquisition cost of \$5,000 or more in order to purchase new equipment.

Property Utilization

The Pocono Counties Workforce Investment Area Property Manager will:

- Ensure that all property acquired with WIA or JTPA funds are utilized for WIA purposes only.

Leasing or Renting Nonexpendable Personal Property

The PCWIA will allow leasing or renting when a purchase option is not financially feasible, or where leasing or renting is an only option. Any subrecipient requesting lease or rent of nonexpendable personal property must contact the Property Manager, in writing, prior to entering said agreement. The Property Manager will review said request and determine whether leasing or renting is appropriate versus purchase.

The Property Manager will contact the Department of Labor and Industry prior to executing a lease or rental agreement in order to determine if excess property may be available for transfer.

Should the PCWIA determine that leasing or rental will be used, open and free competition will be ensured. Competitive procurement would be required for any item, or multiple of like items, having a value of \$10,000 or more. The Property Manager will develop specifications for the property to be leased or rented. The specifications will be a clear and accurate description of the technical requirements and must not contain features which would restrict, eliminate or otherwise restrain competition. Notice of request for bids will be advertised in local newspapers within the PCWIA at least three (3) times at intervals of not less than three (3) days where daily newspapers of general circulation are employed, or, in case where weekly newspapers are employed, then the notice shall be published not less than ten days prior to the date fixed for the opening of bids. Specific time frames will be established for the bidding process. The Property Manager will review and evaluate the bids and forward the evaluation to either the Executive Committee or the Workforce Investment Board for approval.

Single items, or multiples of like items, having a value of \$2,500 to \$9,999, will require three (3) written quotes for lease or rental. Written price quotations will be evaluated based upon the specifications of the items requested to be leased or rented. Verification of the written quotes will be maintained by the Property Manager. The PCWIA does not

encourage the lease or rental of any item with the exception when lease or rental is the only option, or in the case where the item is known to be needed for short-term use.

Pocono Counties Workforce Investment Area reserves the right to lease or rent property directly from vendors who are on the Commonwealth of Pennsylvania's approved state contract vendor list in lieu of the steps described above.

Any lease or rental agreement entered into by the PCWIA or its subrecipients utilizing WIA funds, will ensure that a contingency clause is included in the agreement. The clause must state that either party may terminate the lease or rental agreement within a specified period of time. It must also state that the agreement is contingent upon continued receipt of Federal funding.

Transferring

Any property which is no longer needed by a subrecipient within the PCWIA may be transferred from one location to another within the PCWIA by contacting the Property Manager, in writing, prior to transfer. The Property Manager will then determine if another subrecipient within the PCWIA would like the property transferred to their location. The cost and responsibility of transfer of said property will be borne by the recipient. If said property had a single unit acquisition cost of \$5,000 or more, a Notification of Property Transfer form (WIA-5b) must be completed by the Property Manager and forwarded to the Department of Labor and Industry per instructions in the WIA Policies and Procedures Manual.

If property within the PCWIA is deemed excess, and it is known that another WIA is interested in having the item transferred to their jurisdiction, the PCWIA Property Manager will notify the Department of Labor and Industry when the transfer is complete and a Notification of Property Transfer Form (WIA-5b) will be forwarded if the item had a single unit acquisition cost of \$5,000 or more. The PCWIA will then be released of its responsibility for said property.

Property Damage, Loss or Theft

The PCWIA requires that all property purchased, rented or leased with WIA or JTPA funds be provided adequate safeguards for protection. Said property should be located within buildings/rooms capable of being locked. Maintenance coverage and security measures, including adequate insurance coverage are required for all WIA property.

Should property be damaged, stolen or reported missing, the Property Manager of the PCWIA must be notified immediately, in writing. In the case of theft, or damage by vandals, the incident must also be reported

to the local police department and a copy of their report must be forwarded to the Property Manager.

If the property damaged, stolen or reported missing had a single unit acquisition cost of \$5,000 or more, a Property Damage, Loss or Theft Report Form (WIA-5c) will be completed by the Property Manager and forwarded to the Department of Labor and Industry. Copies of the reports to the local police will accompany the WIA-5c.

Final Disposition of Property

The Property Manager will determine if the nonexpendable personal property is:

- No longer needed in WIA Programs.
- Out of date and no longer useful.
- Unserviceable.

Nonexpendable personal property with a current per-unit fair market value in excess of \$5,000 may be retained or sold and the awarding agency shall be reimbursed a share by applying the formula outlined in Section 97.32, 29CFR, Part 97. Nonexpendable personal property with a current per-unit fair market value of less than \$5,000 may be retained, transferred, utilized as a trade-in, disposed of, or sold (proceeds from sale would be used for WIA Activities), depending on condition of property in question.

Nonexpendable Personal Property With a Single Unit Acquisition Cost of \$4,999 or Less

Any property having a single unit acquisition cost of \$500 to \$4,999 which is no longer needed by a subrecipient within the PCWIA must be reported to the Property Manager, in writing.

The disposition procedures for the disposal of all nonexpendable personal property with a single unit acquisition cost of \$500 to \$4,999 are as follows:

The Property Manager will determine if the nonexpendable personal property is:

- No longer needed in WIA Programs
- Out of date and no longer useful
- Unserviceable

If the property can be sold it will be to the highest bidder with all proceeds being used for WIA Activities. If the property has no value, as determined by the Property Manager, it will be disposed of and properly documented in the inventory files.

Expendable Personal Property

Supplies no longer needed for Federal supported programs with a residual inventory of \$5,000 in total aggregate fair market value, shall be retained and the awarding agency shall be compensated its share.

4. Describe how the LWIB will ensure that Recovery Act funds will supplement, not supplant, existing resources

The Pocono Counties Workforce Investment Board will utilize Recovery Act Funding which will enable the Board to serve many more individuals through training and retraining activities. The Recovery Act Funds will assist in reversing declining funding cycles from WIA formula appropriations. The Board will continue to spend formula dollars and supplement the urgent need for additional funds to support the increased numbers of individuals receiving Unemployment Compensation and Public Assistance Payments with Recovery Act dollars.

The Board understands Congressional intent that Recovery Act Funds for and training be spent concurrently with WIA formula funds to increase capacity to serve workers in need utilizing strategies that meet immediate needs when supporting longer term economic recovery. The Recovery Act Funds will be spent primarily on training with specific emphasis on serving the hard to serve population of our Workforce Investment Area.

5. Describe the monitoring and oversight criteria and procedures the Local Area has in place to ensure not only compliance with the laws, regulations and guidance but also with the intent and spirit of the Recovery Act, particularly plans to monitor reemployment services and summer employment, including summer employment worksites. **(New – Recovery Act)**

The Pocono Counties Workforce Investment Board will use the Monitoring and Oversight Procedures developed by the Board to monitor and review Recovery Act Program Activities. The Board employs an Independent Monitor, Wil Coombs, who will perform reviews of all aspects of the Recovery Act Program. The Pocono Counties Workforce Investment Area's monitoring system meets the requirements of 20CFR 667.410 (b) (2).

Pre-employment services and summer youth employment will be monitored in accordance with the requirements of 20CRF667.410(b)(2).

6. Describe pro-active risk management strategies the LWIB will implement to prevent waste, fraud, and abuse of all funds and activities. **(New)**

The Chief Financial Officer of the Pocono Counties Workforce Investment Board will monitor all administrative functions to prevent waste, fraud and abuse of all funds and activities. This will be done by closely monitoring all

activities and invoices submitted by subrecipients. The Independent Monitor, Wil Coombs, conducts reviews of both subrecipients and vendors during the year. These reviews include an overview of the company and its current operations. Any problems encountered will result in a closer review of the company.

C. Procurement

1. Describe the competitive process used to award grants and contracts (WIA Section 118(b)(9)). Include how community-based organizations, including faith-based organizations, are notified of contract opportunities (TEGL 17-01). Also include the process to procure training services that are made as exceptions to the ITA process.

The Board does not operate programs within the Pocono Counties Workforce Investment Area. The Board solicits programs through a Request for Proposal Process. Competitive Proposals are solicited from training providers utilizing a standardized RFP Package. Solicitation of proposals are addressed through public notices placed in area newspapers, direct mailings from a list of potential bidders and other means deemed necessary to encourage participation in the process.

All Proposals are reviewed by the Workforce Investment Board and Administrative Staff. A standardized rating system is used to evaluate proposals which include criteria such as cost, effectiveness of program design, ability to meet stated performance goals and prior record of performance as a service provider.

Justification to choose providers is based upon the Board's Request for Proposal Process. Competitive Requests for Proposals will be solicited from area training providers utilizing a standardized RFP package. Solicitation of said RFP's will be accomplished through ample notice to the general public via the local newspapers, direct mailings or other means as deemed necessary to encourage as many proposals as possible. All proposals will be reviewed by the "Workforce Investment Board, the WIB Staff, and the PA CareerLink[®] Operators prior to approval. A standardized rating sheet has been developed as a vehicle for the awarding of contracts and includes criteria such as cost, effectiveness of program design, ability to meet stated performance goals, and prior record of performance as a service provider to the WIA. All providers whose proposals have been rejected have the right to appeal that rejection to Joseph Sebelin, Executive Director for the Workforce Investment Area, within thirty days of the notice of rejection. All local training providers have been notified of the steps necessary to be approved for inclusion in the State's list of eligible training providers for WIA services. They have also been notified by the WIB of proposed policy changes, performance standards, and the recertification process that will be in place for their programs to remain on the State approved list of training providers. This information also includes the appeals process for those training providers who have been denied or removed from the list. The Pocono Counties WIB has made every effort to

encourage quality training providers to apply for inclusion in the statewide list. This effort is necessary in order to maximize the customer choice available to our customers. The Board has solicited providers for both formula and ARRA funded programs. The Board will continue to solicit programs on an as needed basis during the duration of ARRA Funding. Primary providers of training are selected from the Eligible Training Provider List for Individual Training Accounts which comprise the largest percentage of training funding.

The Board specifically requests Proposals for Innovative Youth Programs. The Board has contracts in place with institutions of higher education within the Northeast Region which will allow facilitation of training programs designed to accommodate multiple individuals in high demand occupations. The Board also has the ability to accommodate individual training slots that will not limit customer choice.

2. Describe criteria used for awarding grants for all WIA and Recovery Act youth activities, including criteria used to identify effective or ineffective youth activities and providers of such activities. **(Revised – Recovery Act)**

See #1 above.

3. Describe how providers of all youth services are procured under the Recovery Act. If using funds for summer employment opportunities and the fiscal agent or the LWIA is not operating this program element, please specifically describe procedures for procuring summer employment operational entities and job opportunities. **(New – Recovery Act)**

Youth services for Recovery Act Funds are procured using the RFP process described in number 1 above. The Pocono Counties Workforce Investment Area will also use the ITA Youth waiver to provide youth with training using the State ITA process. The local Workforce Investment Area is operating the summer youth employment opportunities element of the program.

4. Describe the process to award contracts for Customized Training, On-the-Job Training. **(New)**

On-the-Job Training Services are available to Adults, Dislocated Workers and Out of School Youth. The On-the-Job Training Program is utilized as a tool to assist employers who are experiencing difficulty finding experienced workers. PA CareerLink® Staff screen qualified job seekers for On-the-Job Training Opportunities who have occupational goals that can be achieved thru the program and match this population to job orders on file.

Employers seeking eligible clients for the On-the-Job Training Program must have the job posted on the PA CareerLink® System. Posted position must be full-time (30 hours per week or more), have a minimum starting wages of \$8.00 per hour, have a Specific Vocational Preparation (SVP) Level of not less than 3 and the jobs must provide sufficient work for long-term employment.

Employers must be in compliance with all Unemployment Compensation, Workmen's Compensation, EO, Civil Rights, ADA and other related regulatory requirements of both the State and/or Federal Government.

Occupations listed on the High Priority Occupations List are given primary consideration for funding, however, if an OJT position meets the requirement listed above, the OJT can be funded.

Upon approval of the On-the-Job Training request, a contractual agreement is entered into with the employer which specifically lists the rules, roles and responsibility of the employer. The contract lists the participant(s) name, total hours of training time, total reimbursement costs associated with the training and other pertinent information required by the Workforce Investment Board.

Pocono Counties has not utilized formula funds for Customized Training to date. The Board reserves the option to utilize Customized Training Funds if determined necessary by the Board.

5. Describe how the LWIA will implement the Recovery Act provision allowing the LWIB to award a contract to an institution of higher education or other eligible training provider if the LWIB determines that it would facilitate the training of multiple individuals in high-demand occupations, and if such a contract does not limit customer choice. **(New – Recovery Act)**

The Board utilizes the Request for Proposal Process to award contracts to institutions of higher education and/or eligible training providers. Training Programs designed to train multiple individuals on high demand occupations within the Workforce Investment Area are extremely difficult to contract due to the rural nature of the Workforce Investment Area. The Board will implement Recovery Act provisions allowing the Board to award contracts to institutions of higher learning and other eligible training providers to facilitate the training of multiple individuals in high demand occupations if a "situation" requires such action.

6. Describe the system to assure compliance with federal and state laws and regulations regarding Minority and Women Business, discrimination or harassment. **(Moved from VII(E)(1))**

The Pocono Counties Workforce Investment Area complies with all applicable federal and state laws and regulations. The Pocono Counties Workforce Investment Area will review, monitor and provide equitable consideration to RFP and bids from minority and women business in accordance with applicable laws. The Pocono Counties Workforce Investment Area Policy has been designed to reflect Section 29 CFR Part 37.1 and Section 188 of the Workforce Investment Act which "prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for the beneficiaries only, citizenship or participation in a WIA Title I-financially assisted program or activity."

The Pocono Counties Workforce Investment Area Policy states:

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;

Providing opportunities in, or treating any person with regard to, such a program or activity; or

Making employment decisions in the administration of, or in connection with, such a program or activity.

The Pocono Counties Workforce Investment Area has established consistent policies and procedures to insure compliance with the above-mentioned regulations. It begins with an RFP process that is designed to insure that all potential service providers qualify to receive federal funds and are not debarred from entering into a contractual arrangement with the Pocono Counties Workforce Investment Area... Second, all contracts with existing service providers contain provisions that specifically prohibit them from discrimination toward any of the above-mentioned target groups. Third, the Independent Monitor, Wil Coombs, reviews both ADA and EO Compliance during regular on-site visits to service providers and cites deficiencies when they are not in compliance that are reported directly to the Executive Director of the Workforce Investment Board. The EO Officer submits bi-monthly reports to the Commonwealth describing any grievances that are pending and the outcome of those grievances.

Wil Coombs
EO Officer
Pocono Counties WIA
76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462

TDD/TTY – (570) 325-7850

Ms. Donna Gerrity
PA CareerLink® Carbon County
69 Broadway
Jim Thorpe, PA 18229
(570) 325-2701
TDD/TTY – (570) 325-7850

Ms. Donna Gerrity
PA CareerLink® Monroe County
Merchants Plaza
P. O. Box 869
Tannersville, PA 18372
(570) 620-2850 extension 3323
TDD/TTY – (570) 620-2854

Mr. Autro Heath, Jr., Director
Office of Equal Opportunity
Department of Labor & Industry
Room 514, Labor & Industry Building
651 Boas Street
Harrisburg, PA 17120
1-800-622-5422
TDD/TTY 1-800-654-5984 or PA Relay 711

or

Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW
Room N-4123
Washington, DC 20210
(202) 219-7026
TDD (202) 219-7003

D. Appeals And Grievances

1. Describe the procedures established for providers of youth or training services to appeal a denial of eligibility, a termination of eligibility or other action by the LWIB or One-Stop Operator.

Training providers will have twenty (20) working days from the mailing of the denial notice of a training program in which to file an appeal to the Pocono Counties Workforce Investment Board. The request must clearly identify the program that was denied approval and the reason for the appeal. The PCWIA

will issue a decision on the appeal within thirty (30) working days after the appeal has been filed. The providers are made aware of the Appeal Process in the RFP Package they receive. It is described in the General Information Section.

If the training provider is not satisfied with the decision, they may file a request for review to the PA Department of Labor and Industry within twenty working days from the date of the decision. Within twenty working days of the receipt of that request, the Department will issue a decision on that appeal.

Training providers who receive a denial of eligibility or a determination of suspension will have twenty days to appeal that decision to the Commonwealth of PA. Within sixty (60) days of the receipt of the appeal, the training provider will be notified of the date, time and place of a hearing that will be conducted for the purpose of making a determination. All appeals must be sent to the following address:

DEPARTMENT OF LABOR AND INDUSTRY
BUREAU OF WORKFORCE DEVELOPMENT AND PARTNERSHIP
12TH FLOOR, LABOR AND INDUSTRY BLDG.
HARRISBURG, PA 17121
ATTENTION: DIRECTOR

2. Describe the procedure(s) for individual customers to appeal a denial of eligibility, reduction or termination of services or other adverse action by the PA CareerLink[®] or service provider. **(New)**

Complaints filed by the complainant or his/her authorized representative must be filed in writing and must contain the complainant's and respondent's name and address, date alleged incident of discrimination occurred, a description of the allegations with enough detail to allow a determination by the Civil Rights Center (CRC) or Department of Labor & Industry about jurisdiction over the complaint, whether or not the complaint was filed in a timely manner, apparent merit, and, if true, whether the allegations would violate any of the nondiscrimination and equal opportunity provisions of WIA, and the complainant's or his/her authorized representative's signature. This procedure is given to all applicants and explained to them during the application process.

Procedures for Complaint Processing at the Local Workforce Investment Area Equal Opportunity Officer Level

Upon notification of a discrimination complaint, the LWIA EO Officer must inform the complainant of their right to file a complaint and have it investigated at the local, state or federal level. *All complaints filed with the LWIA Equal Opportunity Officer must be immediately reported to the EO Officer in the Department of Labor & Industry.*

If the complainant elects to attempt resolution at the local level, the LWIA EO Officer, based on consultation with the State OEO, will conduct fact-finding/ investigation at the local level in consonance with procedures outlined in the WIA.

The LWIA Equal Opportunity Officer shall meet with the complainant or his/her authorized representative within ten (10) business days from the date of receipt of the written allegations, to conduct a fact finding or investigation of the circumstances underlying the allegations and attempt to informally resolve the issue(s). The LWIA EO Officer's findings will be submitted in writing to the complainant not later than ten (10) business days following the fact-finding/investigation. The written notification shall include notice of the complainant's right to request a formal investigation by the EO Officer at the state level if a satisfactory resolution is not accomplished at the local level.

If the Complainant is dissatisfied with the attempted informal resolution, he/she must inform the LWIA EO Officer and the EO Officer at the State level within five (5) business days of receipt of the unsatisfactory decision and request a formal investigation by the State Equal Opportunity Office.

All complaints filed at the local level must be documented on the WIA/SESA local complaint log that is submitted to the State Equal Opportunity Office on a quarterly basis.

Procedures for Complaint Processing at the Local Workforce Investment Area State Equal Opportunity Office Level

Acceptance of Complaint

If it is determined that the OEO has jurisdiction over the complaint/allegation filed, within ten (10) days of receipt, the Equal Opportunity Officer will send an acknowledgment of receipt of the letter to the complainant and advise him/her of the following:

- (1) Their right to be represented in the complaint process;
- (2) A list of the issues raised in the complaint;
- (3) A statement of whether the issue will be accepted for investigation or rejected by the OEO; if rejected, the reason for the rejection; and
- (4) The right to seek resolution through the Mediation/Alternate Dispute Resolution (ADR) process. NOTE: If the complainant elects resolution through ADR, the complaint will be forwarded to a Mediator.

The Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. He/she will also be advised if the complainant elects mediation as the means of resolution.

Otherwise the Equal Opportunity Officer will meet with the complainant and/ or his/her authorized representative and the respondent, within 15 days from

the date of receipt of the written allegations, to initiate a fact finding or investigation of the circumstances underlying the allegations, and attempt to informally resolve the issue(s). If the complaint is resolved informally, the resolution will be documented and maintained in the OEO files.

If the Complainant is dissatisfied with the attempted informal resolution or prefers to have a formal investigation, an investigator will be assigned to the case. The investigator will interview the complainant, respondent and witnesses for both parties as identified by the parties. At the conclusion of the investigation, a *Notice of Final Determination* will be issued. *The Notice of Final Determination* will be strictly based on the evidence obtained during the investigation. The notice will be issued within 90 days of filing the complaint. The written notice will include, for each issue raised, a decision on the issue(s), an explanation of the reasons underlying the decision, or a description of the way the parties resolved the issue(s) and notification of recourse.

If by the end of the 90 days, the OEO has not completed processing the complaint or fails to issue a notice of Final Determination, the complainant or his/her representative may, within 30 days of the expiration of the 90-day period, file a complaint with the Director, Civil Rights Center (CRC) who may extend the 30 day time period for good cause shown.

If the Notice of Final Determination is issued during the 90-day period and the Complainant is dissatisfied with the decision, the complainant is advised of his/her right to file a complaint with the CRC within 30 days of the date on which the complainant received the *Notice of Final Determination*.

3. Describe the grievance procedure for PA CareerLink[®] staff. **(New)**

The Staff assigned to work at the PA CareerLink[®] sites or affiliate sites within the Pocono Counties LWIA are subject to the personnel policies, including grievance provisions, of their respective agency. As such, there are no standard grievance procedures for the PA CareerLink[®] sites or the partner staff that provide services. These policies and grievance provisions are communicated to them by their respective agencies.

Under Section IV, Partners Roles and Responsibilities, of the One Stop Partner Agreement “The staff of the site are governed by their respective agency’s personnel system, and the Fiscal Agent will provide the fiscal system necessary to handle the PA CareerLink[®] sites shared financial costs as described in the Resource Sharing Agreement.”

Section IX, Impasse Resolution, of the One Stop Partner Agreement does provide for a process to resolve disputes between the Partners, Operating Consortium, and WIB, but it is not designed specifically to address staff grievances. The Impasse Resolution Section is as follows:

IX. Impasse Resolutions

- (a) In the event that an impasse should arise between the partner(s), PA CareerLink[®] Operating Consortium, and/or the Pocono Counties WIB regarding the terms, conditions, performance, or administration of this Agreement, the following procedures will be initiated. In all cases, attempts to resolve the impasse will be made through the administrative process, in lieu of litigation. All negotiations and efforts to resolve the impasse will be documented.
- (b) An impasse between partner agencies will be submitted to the PA CareerLink[®] Operating Consortium for review.
- (c) If the impasse is unresolved or the partner(s) wishes to appeal the decision of the Operating Consortium, it will then be taken to the WIB and the Local Elected Officials.
- (d) If the impasse is between the PA CareerLink[®] Carbon County and the Pocono Counties WIB, the Pennsylvania Department of Labor and Industry will be asked to review the issue and assist in finding a resolution. The findings of the WIB and the Local Elected Officials will be final.

4. Attach copies of each of the above processes. **(New)**

[EO Grievance and Hearing Procedure](#)

E. Equal Opportunity and Affirmative Action

1. Provide contact information for the Equal Opportunity (EO) Officer and EO Liaison(s) in the Local Area.

Wil Coombs
EO Officer
Pocono Counties WIA
76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462
TDD/TTY – (570) 325-7850

Ms. Donna Gerrity
PA CareerLink[®] Carbon County
69 Broadway
Jim Thorpe, PA 18229
(570) 325-2701
TDD/TTY – (570) 325-7850

Ms. Donna Gerrity
PA CareerLink[®] Monroe County
Merchants Plaza
P. O. Box 869

Tannersville, PA 18372
(570) 620-2850 extension 3323
TDD/TTY – (570) 620-2854

2. Describe how the identity of the EO Officer and the complaint process are made available.

The identity of the EO Officer and the appeal process are made know to customers in a variety of ways. At the point of application, each customer receives a document that describes in detail our equal opportunity and affirmative action policies. The name of the EO Officer and contact information is listed on the documents. During the interview, each WIA applicant is handed a step-by-step grievance procedure detailing the steps involved in filing a complaint. The EO Officer's name and contact information is included in the document. All customer entry points, including each PA CareerLink[®], has on display an Equal Employment Opportunity poster that lists the names of both the local and State EO Officers at the bottom. These posters are in plain view near the reception desk.

3. Describe the process for assuring that no individual shall be excluded from participation, denied benefit or employment, nor subjected to discrimination under or in connection with, any program or activity for any reasons, including but not limited to: race, color, religion, national origin or citizenship, age, disability, political affiliation or belief.

Individuals, specific classes of individuals, or authorized representatives may file complaints/allegations of discrimination about LWIA programs or services with the Local Workforce Investment Area's Equal Opportunity Officer, or directly with the State Equal Opportunity Officer. Complainants are also made aware of their right to file allegations directly with the USDOL Civil Rights Center (CRC).

NOTE: Complaints/allegations do not have to be submitted on the prescribed complaint form in order for them to be considered valid complaints or allegations. Discrimination complaints may be submitted to:

Wil Coombs
EO Officer
Pocono Counties WIA
76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462
TDD/TTY – (570) 325-7850

Ms. Donna Gerrity
PA CareerLink[®] Carbon County
69 Broadway

Jim Thorpe, PA 18229
(570) 325-2701
TDD/TTY – (570) 325-7850

Ms. Donna Gerrity
PA CareerLink® Monroe County
Merchants Plaza
P. O. Box 869
Tannersville, PA 18372
(570) 620-2850 extension 3323
TDD/TTY – (570) 620-2854

Or

Mr. Autro Heath, Jr., Director
Office of Equal Opportunity
Department of Labor & Industry
Room 514, Labor & Industry Building
651 Boas Street
Harrisburg, PA 17120
1-800-622-5422
TDD/TTY 1-800-654-5984 or PA Relay 711

or

Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW
Room N-4123
Washington, DC 20210
(202) 219-7026
TDD (202) 219-7003

Complaints filed by the complainant or his/her authorized representative must be filed in writing and must contain the complainant's and respondent's name and address, date alleged incident of discrimination occurred, a description of the allegations with enough detail to allow a determination by the Civil Rights Center (CRC) or Department of Labor & Industry about jurisdiction over the complaint, whether or not the complaint was filed in a timely manner, apparent merit, and, if true, whether the allegations would violate any of the nondiscrimination and equal opportunity provisions of WIA, and the complainant's or his/her authorized representative's signature.

Procedures for Complaint Processing at the Local Workforce Investment Area Equal Opportunity Officer Level

Upon notification of a discrimination complaint, the LWIA EO Officer must inform the complainant of their right to file a complaint and have it investigated at the

local, state or federal level. *All complaints filed with the LWIA Equal Opportunity Officer must be immediately reported to the EO Officer in the Department of Labor & Industry.*

If the complainant elects to attempt resolution at the local level, the LWIA EO Officer, based on consultation with the State OEO, will conduct fact-finding/investigation at the local level in consonance with procedures outlined in the WIA..

The LWIA Equal Opportunity Officer shall meet with the complainant or his/her authorized representative within ten (10) business days from the date of receipt of the written allegations, to conduct a fact finding or investigation of the circumstances underlying the allegations and attempt to informally resolve the issue(s). The LWIA EO Officer's findings will be submitted in writing to the complainant not later than ten (10) business days following the fact-finding/investigation. The written notification shall include notice of the complainant's right to request a formal investigation by the EO Officer at the state level if a satisfactory resolution is not accomplished at the local level.

If the Complainant is dissatisfied with the attempted informal resolution, he/she must inform the LWIA EO Officer and the EO Officer at the State level within five (5) business days of receipt of the unsatisfactory decision and request a formal investigation by the State Equal Opportunity Office.

All complaints filed at the local level must be documented on the WIA/SESA local complaint log that is submitted to the State Equal Opportunity Office on a quarterly basis.

Procedures for Complaint Processing at the Local Workforce Investment Area State Equal Opportunity Office Level

Acceptance of Complaint

If it is determined that the OEO has jurisdiction over the complaint/allegation filed, within ten (10) days of receipt, the Equal Opportunity Officer will send an acknowledgment of receipt of the letter to the complainant and advise him/her of the following:

- (1) Their right to be represented in the complaint process;
- (2) A list of the issues raised in the complaint;
- (3) A statement of whether the issue will be accepted for investigation or rejected by the OEO; if rejected, the reason for the rejection; and
- (4) The right to seek resolution through the Mediation/ Alternate Dispute Resolution (ADR) process. NOTE: If the complainant elects resolution through ADR, the complaint will be forwarded to a Mediator.

The Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. He/she will also be advised if the complainant elects mediation as the means of resolution.

Otherwise the Equal Opportunity Officer will meet with the complainant and/ or his/her authorized representative and the respondent, within 15 days from the date of receipt of the written allegations, to initiate a fact finding or investigation of the circumstances underlying the allegations, and attempt to informally resolve the issue(s). If the complaint is resolved informally, the resolution will be documented and maintained in the OEO files.

If the Complainant is dissatisfied with the attempted informal resolution or prefers to have a formal investigation, an investigator will be assigned to the case. The investigator will interview the complainant, respondent and witnesses for both parties as identified by the parties. At the conclusion of the investigation, a *Notice of Final Determination* will be issued. *The Notice of Final Determination* will be strictly based on the evidence obtained during the investigation. The notice will be issued within 90 days of filing the complaint. The written notice will include, for each issue raised, a decision on the issue(s), an explanation of the reasons underlying the decision, or a description of the way the parties resolved the issue(s) and notification of recourse.

If by the end of the 90 days, the OEO has not completed processing the complaint or fails to issue a notice of Final Determination, the complainant or his/her representative may, within 30 days of the expiration of the 90-day period, file a complaint with the Director, Civil Rights Center (CRC) who may extend the 30 day time period for good cause shown.

If the Notice of Final Determination is issued during the 90-day period and the Complainant is dissatisfied with the decision, the complainant is advised of his/her right to file a complaint with the CRC within 30 days of the date on which the complainant received the *Notice of Final Determination*.

VIII. PERFORMANCE

A. Performance Management

1. Describe the monitoring process and oversight criteria and procedures utilized to move the system workforce investment toward the LWIA goals.

In compliance with Final Rule 20 CFR part 652 of the Workforce Investment Act, the Pocono Counties Workforce Investment Area conducts reviews of all subrecipients and recipients on a regular basis. Reviews are performed by an Independent Monitor, Wil Coombs, who reports to the Workforce Investment Board. The Monitor works with a [Monitoring Guide](#) developed by the Workforce Investment Board designed to provide direction to the monitoring staff relative to the purpose, philosophy and overall objectives of the monitoring

process. The Guide reviews target administrative and programmatic aspects of Workforce Investment Act Programs.

The principal objectives of the monitoring process are to assist the Pocono Counties Workforce Investment Board in developing Quality Assurance, Technical Assistance, Oversight and continuous improvement for programs funded under the Act. The primary focus of program monitoring is to enhance the quality of service by fostering a close working relationship between the Pocono Counties Workforce Investment Board and program vendors and service providers. Monitoring will be utilized to identify issues in the delivery of services and to recommend immediate action to correct issues identified. In situations requiring immediate attention, monitoring staff will work with the Workforce Investment Board and the Executive Director to ensure corrective action in a timely manner.

Monitoring is the principal responsibility of the Independent Monitor, Wil Coombs, who is a subcontractor to the Pocono Counties Workforce Investment Board. All grantees participating in the Request for Proposal Process developed by the Board and who are awarded a program contract exceeding fifty thousand (\$50,000) dollars per year are monitored annually. All other contractors are monitored no less than once every two years. Fifty percent of all OJT Contracts are monitored. Grantees are monitored according to a pre-defined, quarterly schedule. The Board can direct a review of any subcontractor at any time during the Program Year if the Board so desires. The primary focus of program monitoring will be concentrated in the following areas:

- Internal & Financial Operations of the Workforce Investment Area
- PA CareerLink® sites
- Reemployment Services at CareerLink
- Service Providers
- Program Vendors
- Individual Training Accounts
- On-the-Job Training
- Youth Programs
- Welfare Initiative Programs
- NEG Grants

The Independent Monitor follows specific procedures established to ensure effective oversight which includes desk reviews; on-site reviews; timekeeping and recordkeeping; interviews with participants, supervisors and staff; records review; payroll, wage and timesheet review; job descriptions; time and attendance records; etc.

IMU also monitors performance quarterly by requiring training providers to establish a client tracking system for all Pocono Counties WIA participants and to submit reports to IMU regarding the status of all enrollees. The information must include the current status of the enrollee in terms of whether they have

successfully completed the training program, whether they have found employment and what type, or whether they are still enrolled.

2. Describe the system to capture and report performance data.

Performance is a central issue addressed by the Pocono Counties Workforce Investment Board and the Local Elected Officials. Performance reports are provided to the membership at the Quarterly Board Meetings. The Independent Monitor, Wil Coombs, reviews Title I Performance and reports to the Workforce Investment Board. PA CareerLink® Performance is also reviewed by the Board. The PA CareerLink® Operating System is the System of Record for Performance Evaluations.

3. Describe how partner services are made available through PA CareerLink®, including how the LWIA will avoid duplication of core services.

The PA CareerLink® locations in Pocono Counties offer a seamless delivery system of services that focus attention on the job seeker and employers with an emphasis on customer choice. Both locations provide both core and intensive services that meet the needs of our customers. Our Operations Committees meet on a regular basis and discuss the service delivery strategy with the goal of improving overall efficiency and avoiding duplication of services. Our Business Services Teams also meet regularly to discuss how employer services can be improved and how all partners can interact to better serve the business community.

All partners Staff have access to the job seeker's service history, regardless of which service locations they have used in the past to insure that job seekers are not required to participate in core services they have already received.

Oversight for all services is conducted jointly by the Operations Manager, the Independent Monitor, Wil Coombs, and the Workforce Investment Board.

4. Describe how the LWIA identifies areas needing improvement and any processes in place to address deficiencies.

The Local Workforce Investment Area identifies areas needing improvement through the Monitoring Process. The Independent Monitor, Wil Coombs, reviews all aspects of programs and completes an overall evaluation for each review. The Monitor submits a report to the Executive Director with recommendations for issues requiring improvement. The Administrative Entity forwards a copy of the review to the Program Operator, Vendor, subrecipient, etc., outlining the issues raised by the Independent Monitor, Wil Coombs. Technical assistance is offered to address any deficiency identified with specific timeframes listed for corrective action.

5. Describe LWIA policies or strategies to ensure effective implementation of Common Measures. Identify the performance indicators and goals established

to track progress toward meeting strategic goals and implementing the LWIA's vision for the workforce investment system.

Performance is a priority issue for the Pocono Counties Workforce Investment Board. In order to ensure the achieving of the Common Measures of Entered Employment Rate, Average Earnings, Youth Attainment and Youth Literacy, the Board has implemented the following procedures. The Independent Monitor, Wil Coombs, will review performance of service providers and present Quarterly Reports to the Board. These reports will be compared to the Common Measures Goals to see that they are performing adequately. Employment and Retention Verification will be coordinated between the providers of training and the PA CareerLink® sites to verify that customers have gained or retained employment. ITA's will only be funded in high demand occupational areas. Staff will attend training sessions, workshops and point of contact meetings provided by the Department of Labor and Industry and PA Partners Technical Workgroups to receive the most up to date information on Common Measures.

6. The Recovery Act emphasizes the importance of accountability. Describe overall efforts for performance and reporting of the results of activities funded by the Recovery Act, and how the LWIB will measure whether it has achieved the local goals for implementation as described in "Local Vision and Priorities."

Accountability is a hallmark of Workforce Development Programs administered by the Pocono Counties Workforce Investment Board. The Board is accountable for the goals and objectives of the Recovery Act. The Board will monitor programs to ensure the PA CareerLink® sites, service providers, educational and training entities have increased enrollments because of the increase in funding from the Recovery Act; insure priority of service groups are being served; increase the number of youth participating in Summer Work Experience Programs and insure Recovery Act Funds are spent appropriately and result in jobs. The Board will monitor Recovery Act funded programs on a monthly basis.

The Independent Monitor, Wil Coombs, will be responsible to conduct Performance Reviews on a monthly basis. The Monitor will forward a report to the Executive Director who will provide the information to the Board Chair and the Executive Committee.

7. Describe the methodology for determining whether Summer Youth Employment Program participants have attained a measurable increase in work readiness skills and what tools will be used for this determination.
(New – Recovery Act)

The procedures adopted by the Pocono Counties Workforce Investment Board to determine Work Readiness, are aligned with the policy goals outlined in TEGL No. 14-08, Section 16, E, program Design Consideration. A pre and post assessment of work readiness skills must be administered to each SYEP applicant to determine if a measurable increase in work readiness skills has

occurred. Pocono Counties will utilize a Work Readiness Assessment Tool to assess work readiness skill levels. The pre and post assessment scores will be evaluated. An increase in assessment scores of a minimum of 20% will be deemed as successfully achieving the Work Readiness Goal. Pocono Counties has developed and implemented testing and evaluation instruments to determine Work Readiness Skills.

B. Negotiated Performance

1. Describe how levels of negotiated performance ensure and support the LWIA vision.

The Pocono Counties Workforce Investment Board emphasizes training as a primary component of Workforce Investment Act Funding. Focusing on Individual Training Accounts in occupations listed on the High Priority Occupations List, the Board reviews performance on a quarterly basis and utilizes this information and past performance data to achieve levels of negotiated performance.

2. Provide a listing of the negotiated LWIA performance standards for the Adult, Dislocated Worker, and Youth Programs, as Appendix G in the Plan.

Negotiated Performance Standards for Adults, Youth and Dislocated Workers for the Pocono Counties Workforce Investment Area are in Appendix G.

APPENDICES

Appendix A - Published Notice
Appendix B - Plan Review Comments
Appendix C - Organizational Chart
Appendix D - LWIB / One-Stop Partner Agreement(s)
Appendix E – ITA Policy
Appendix F – Priority Policy
Appendix G - Performance Measures and Levels

APPENDIX A – Published Notice

[Appendix A](#)

APPENDIX B - Plan Review Comments

[Appendix B](#)

APPENDIX C - Organizational Chart

[Appendix C-1](#)

[Appendix C-2](#)

[Appendix C-3](#)

APPENDIX D - LWIB / One-Stop Partner Agreement(s)

[Appendix D-1 PA CareerLink® Carbon County One Stop Partner Agreement](#)

[Appendix D-2 PA CareerLink® Monroe County One Stop Partner Agreement](#)

APPENDIX E – ITA Policy

[Appendix E](#)

APPENDIX F - Priority Policy

[Appendix F](#)

APPENDIX G - Performance Measures & Levels

[Appendix G](#)