

FINAL & APPROVED

**POCONO COUNTIES WORKFORCE
INVESTMENT AREA**

TITLE I LOCAL PLAN

OCTOBER 1, 2006 – JUNE 30, 2007

76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462
(570) 325-8547 (Fax)
EMAIL: pocsa15@ptd.net
WEBSITE: www.pcwia.org

I PLAN DEVELOPMENT

Describe the process for the development of the Local Plan, including:

- **A description of the involvement of the Local Elected Officials (LEO), the Local Board and stakeholders in the development of the Plan;**
- **A description of the collaboration between the Local Board and representatives from economic development, education, the business community and other interested parties in the development;**
- **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 include or address all comments received within the review period. [A copy of the published notice should be included as Appendix A. (For Internet publication, a screen print is acceptable.)] Any comments related to the Plan should be included as Appendix B.**

Plan Development

The Pocono Counties Workforce Investment Area Local Plan was developed with the involvement of the Workforce Investment Board, Local Elected Officials, Youth Council and area stakeholders. The development of the Local Plan started in February during the Board's Self-Assessment Review Process relative to High Performing Board Status. During the review, the Three Year Comprehensive WIA Operational Plan was reviewed in anticipation of modifying the Operational Plan and the Board's Strategic Plan. Board Members, Local Elected Officials and Title I Operators were invited to a series of meetings relative to the Plan. A review session was held in Pike County on February 13, 2006, Wayne County on February 16, 2006, Carbon County on February 23, 2006 and Monroe County on February 27, 2006. The Operational Plan was also addressed at the Workforce Investment Board Meeting on March 1, 2006.

The Operational Plan requirements were forwarded to all Board Members and Local Elected Officials on June 2, 2006. The Board reviewed sections of the Draft Version of the Local Plan at their June 7, 2006, Workforce Investment Board Meeting. Board Members, Local Elected Officials and Title I Operators were asked to comment on the Plan during the development process. Access to the Local Plan was via the Workforce Investment Act 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 a series of meetings on the development of the Local Plan. Input from the meetings was incorporated into the plan. 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 commenced on August 1, 2006 and will end on September 1, 2006. A legal advertisement has been placed in the "Legal Notice" section of the following newspapers: The Times New, Wayne Independent and the Pocono Record. Printed copies of the Draft Version of the Local Plan can be found at the following locations: Pocono Counties WIA Administrative Office located at 76 Susquehanna Street, Suite 1, Jim Thorpe, PA; Carbon County CareerLink, 76 Susquehanna Street, Jim Thorpe, PA; Monroe County CareerLink, 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 can also be accessed on the Workforce Investment Area website: www.pcwia.org

Public comments received on the Draft Version of the Local Plan will be reviewed by the Pocono Counties Workforce Investment Board at their September 6th, 2006, Board Meeting and will be included in the Final Version of the Local Plan.

Legal Notice – (APPENDIX A)

II. VISION AND PRIORITIES

A. Vision

Describe how the LWIB will:

- **Utilize available resources to support local 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 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 within four key clusters: Building & Construction; Advanced Materials and Diversified Manufacturing, Life Sciences and Logistics and Transportation.

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.

- **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 Plastics, Metal and Metal Fabrication, Logistics and Transportation and Electronics Partnership 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.

- **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 sections 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. The Electronic 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 a Metal Fabrication Industry Partnership. Pocono Counties is also part of the Regional

Logistics and Transportation Industry Partnership and Incumbent Worker Program and a Regional Plastics Incumbent Worker Program. The Partnerships are key to addressing workforce challenges within the region. The Board is also involved regionally in the federally funded WIRED Program.

B. Priorities and Goals

Identify key workforce investment priorities for the local workforce system.

Describe how each supports the local workforce development vision. Include strategies to:

- **align with the *Strategic State Workforce Investment Plan*;**
- **the Governor’s *Job Ready Pennsylvania* priorities;**
- **issues identified through analysis of the local economy and labor market, and;**
- **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 Incumbent Worker Programs in Metal/Metal Fabrication, Plastics, Logistics and Transportation and Electronics. The Board partnered with three area Workforce Investment Boards to make this a “Regional” Program.

The Board supports the creation of new small businesses through its’ involvement in the Self Employment Assistance Program. 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.

SECTION III – GOVERNANCE STRUCTURE

A.) Organization

- 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.**

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.

- 2. Identify the WIA Title I Operator. Describe the process for selection and the relationship of the Title I Operator to the Board.**

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.

- 3. Identify the entity responsible for the disbursement of grant funds, as determined by the Chief Elected Official (CEO). Provide all contact information for this entity.**

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

- 4. Provide an organizational chart (Appendix C) that delineates the relationship between the agencies involved in the workforce development system, including the LEO and the required and optional PA CareerLink partner 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 Board 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 a Plastics, Metals, Logistics and Transportation & Electronics Industry Partnership and Incumbent Worker Training Programs. The Pocono Counties Workforce Investment Board is the Fiscal Agent for the Metals 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.

- 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 Board ensures timely, open and effective sharing of information between state and federal agencies, other boards 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, 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 relationship of the Youth Council to the LWIB and to the WIA Title I Operator.**

The Board considers the Youth Council as a Subcommittee to the Board. Workforce Investment Board Members are also members of the Youth Council. The Youth Council provides input in the development of local and strategic 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.

6. **Describe the process used to identify and select local Board 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.

7. **Describe the process to identify a potential conflict of interest for, or any matter that would provide a financial benefit to: a Board member, a member’s immediate family, or a representative entity. Include actions to be taken by the Board or Board 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 a detailed analysis of the local economy, the labor pool, and labor market. This analysis must include the following:

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

- Based on 2002 data, the Poconos WIA had a total of 94,170 nonfarm jobs. Eighty-five (85) percent of all jobs were service-producing jobs and 15% were goods-producing jobs.
 - Healthcare and Social Assistance, Retail Trade and Educational Services are the three largest service-producing industries, accounting for 48,000 jobs or 60% of all service-producing jobs.
 - Construction dominates the goods-producing sector and accounts for over 4,600 jobs or 34% of all goods-producing jobs.
 - All jobs in the Poconos WIA netted an average annual payroll of \$2.5 billion in 2002. Average annual earnings across all industries were around \$27,000.
- Over the course of a year, the average worker in goods-producing industries earned \$11,750 more than the average worker in the service-producing industries.
- Currently, the Poconos WIA focuses its activities on four of the Commonwealth's key industry clusters: Building and Construction, Advanced Materials and Diversified Manufacturing, Life Sciences and Logistics and Transportation.
 - Together these four clusters account for 27% of the total workforce.
 - The Advanced Materials and Diversified Manufacturing cluster was the only cluster that did not grow and actually demonstrated a contraction of 5% between 2000 and 2004.
 - Between 2000 and 2004, Building and Construction, Life Sciences and Logistics and Transportation together added over 4,500 jobs.
- The Poconos WIA continues to look for the emergence of other competitive clusters.

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

- Based on long-term industry projections (2002-2012), employment is expected to demonstrate growth with an average annual growth rate of over 2%.
 - Goods producing industries are expected to demonstrate a growth of 11%, or the addition of 1,500 jobs.
 - Job growth in the service-producing industries is expected to show a significant increase of 23,000 jobs.
 - Accommodation, Food Services and Drinking Places, Ambulatory Health Care Services, Membership Associations and Organizations and Professional and Technical

Services are projected to be the top 5 growth industries in the Poconos WIA. All of these are service-producing industries.

- Apparel Manufacturing is projected to demonstrate the greatest decline in employment.

- Based on long-term occupational projections (2002-2012), half of the job openings will be attributable to the need to replace workers exiting the labor force for a variety of reasons, including retirement. The remaining 50% of the jobs will be created by industry growth.

The twenty-five occupations representing the greatest demand for growth include

Cashiers
Retail Salespersons
Waiters & Waitresses
Combined Food Preparation & Serving Workers
Janitors & Cleaners
Truck Drivers, Heavy & Tractor-Trailer
Supervisors - Retail Sales Workers
General & Operations Managers
Secondary School Teachers
Maids & Housekeeping Cleaners
Laborers & Freight, Stock & Material Movers, Hand
Elementary School Teachers
Registered Nurses
Office Clerks, General
Maintenance & Repair Workers, General
Secretaries
Landscaping & Groundskeeping Workers
Stock Clerks & Order Fillers
Teacher Assistants
Carpenters
Nursing Aides, Orderlies & Attendants
Receptionists & Information Clerks
Cooks, Restaurant
Automotive Service Technicians & Mechanics
Child Care Workers

- The majority of the occupations projected to show decline are related to goods production.

C. 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 Poconos WIA, 47% of jobs in 2002 were considered skilled, 34% considered unskilled and 19% were professional positions. This distribution is expected to stay constant through 2012.

- Skilled positions are expected to demonstrate the greatest growth between 2002 and 2012; of those 53% of the growth will be due to new job creation, while 47% will be due to replacements. Conversely, almost 60% of the openings for unskilled workers will be caused by replacements.

- Most skilled occupations require some level of training beyond high school, but the majority do not require more than 2 years of education. The top ten skilled occupations demonstrating the greatest volume of job openings through 2012 are:

- ○ Retail Salespersons
- ○ Truck Drivers, Heavy & Tractor-Trailer
- ○ Supervisors - Retail Sales Workers
- ○ Maintenance & Repair Workers, General
- ○ Nursing Aides, Orderlies & Attendants
- ○ Carpenters
- ○ Teacher Assistants
- ○ Customer Service Representatives
- ○ Hairdressers, Hairstylists & Cosmetologists
- ○ Cooks, Restaurant

- • While there will continue to be some demand for unskilled workers, the requirements are general. The top 10 occupations with projected overall growth for unskilled workers include:

- Cashiers
- Waiters & Waitresses
- Janitors & Cleaners
- Combined Food Preparation & Serving Workers
- Maids & Housekeeping Cleaners
- Landscaping & Groundskeeping Workers
- Office Clerks, General
- Child Care Workers
- Receptionists & Information Clerks
- Laborers & Freight, Stock & Material Movers, Hand

Local Industries that have projected growth within the Workforce Investment Area are concentrated in the Service Industry. The development of the area as a hub for factory outlets has been concentrated in Monroe County. Local affiliates of national chain stores such as Gap, Liz Claiborne, Polo, Ralph Lauren, Tommy Hilfiger, etc., are part of a 100 store outlet requiring a substantial number of individuals for employment.

In the Trucking Industry, the location of Pocono Counties with close proximity to major metropolitan areas of the northeast via direct access to Interstate 80, 81 & 84 provide an array of jobs within the industry. A major freight consolidation distribution center operated by Roadway Express, Inc., The Walmart Distribution Center, Tobyhanna Army Depot and a number of private trucking companies account for job growth within the industry.

The location of East Stroudsburg University, Community Colleges and expanding school districts account for the growth within Education.

The growth in Healthcare is attributed to the number of medical facilities located within the Workforce Investment Area, Wayne Memorial Hospital, Blue Mountain Health Care System, Pocono Medical Center and Geisinger Medical Center. The Pocono region boasts exceptional healthcare services with physicians, hospitals, community health care agencies, nursing care facilities, specialty medical practices and related support services requiring skilled workers.

D. Occupations that are most critical to the local economic base.

The Poconos Workforce Investment Area uses the High Priority Occupation List to determine those occupations that are eligible for training dollars. Based upon information provided by the Center for Workforce Information and Analysis, Pocono Counties has identified the following occupations that are most critical to the local economic base. In addition to or in supplement of the list, Pocono Counties identifies those occupations that occur most often based on industrial staffing patterns.

- Logistics and Transportation

Truck Drivers, Heavy and Tractor-Trailer
Industrial Truck and Tractor Operators
Laborer and Material Movers
Truck Drivers, Light
Shipping, Receiving & Traffic Clerks

- Life Sciences

Registered Nurses
Receptionists and Information Clerks
Nursing Aides, Orderlies and Attendants
Personal & Home Care Aides
Licensed Practical and Licensed Vocational Nurses

- Building and Construction

Carpenters
Supervisors – Construction/Extraction Workers
Painters, Construction & Maintenance
Construction Managers

- Advanced Materials and Diversified Manufacturing

Maintenance and Repair Workers

Welders, Cutters, Solderers, and Braziers

Industrial Machinery Mechanic

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

Skill needs for critical, available and projected jobs within the Pocono Counties Workforce Investment Area are identified through information provided by the Center for Workforce Information and Analysis from the O’Net Dictionary of Occupational Titles. O’Net provides measures for 46 possible skills for each job. Each skill is rated on two separate scales. Skills are rated on its respective importance to the job. The other rating is based on the performance required for the job. There are 10 possible basic skills and 36 cross-functional skills.

The information provided by the Center for Workforce Information and Analysis is utilized to provide an overview of the skills required for specific jobs. Information is also provided by Industry Partnership Members.

The O’Net information provided by the Center for Workforce Information and Analysis is extensive and comprehensive.

F. Current and projected demographic of the available labor pool, including the incumbent workforce.

The following workforce demographics were reported for 2005 for the Poconos WIA from the Center for Workforce Information and Analysis:

CATEGORY	POCONO REGION
CIVILIAN LABOR FORCE	157,900
Employed	149,400
Unemployed	8,500
Rate	5.4%

Source: Pennsylvania Department of Labor and Industry Center for Workforce Information and Analysis

Based on 2002 data provide by the Center for Workforce Information and Analysis, approximately 45% of the labor force is female. Veterans account for 15% and minority groups (black, other races and Hispanic) make-up 14% of the labor force. Both Veterans and minority groups demonstrated higher than average unemployment rates.

Using the year 2002 as a base period, the population of individuals between the ages of 15 and 44 is expected to grow nearly forty-six percent (46%) by 2015. However, there is a projected increase of only thirty-three percent (33%) for people between 45 and 54 and thirty percent (30%) for the retired population (over the age of 65). Most importantly, though, is the sixty-one percent (61%) projected increase for individuals ages 55-64. This indicates that within the next decade, the population in the Pocono Counties may get older, but there may potentially be a significant source of younger individuals (of the age 15-44) to temporarily postpone the onset of the aging workforce.

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

Due to the proximity of the Poconos to New York and New Jersey, there is significant out migration of the workforce. Forty (40) percent of the workers who live in the Poconos 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 Poconos 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 Poconos 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.*

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

The High Priority Occupation List identifies those jobs that will be in greatest demand based on a number of factors including under supply of qualified workers and the opportunity to earn family sustaining wages. Together, the following 10 jobs atop the Pocono Counties Workforce Investment Area’s High Priority Occupation list are expected to supply over 700 openings per year through 2012:

Truck Drivers, Heavy & Tractor-Trailer

Secondary School Teachers - Math, Science & Foreign Languages

Elementary School Teachers

Laborers & Material Movers

Registered Nurses

Maintenance & Repair Workers, General

Office Clerks

Secretaries

Carpenters

Teacher Assistants

While some of these occupations require advanced training, others do not. By looking at the skills and knowledge related to these occupations based on O*Net descriptions, the Poconos WIA was able to identify the most critical skills and knowledge that will be in demand and may be obtained from a variety of educational and work-based opportunities. The majority of these skills are not specific to one occupation but rather form the foundation for successful employment, regardless of the occupation.

The Poconos WIB has analyzed the critical skills needed by workers in the occupations in which local job demand exceeds the supply of trained workers. Despite the fact that these critical occupations occur in a wide variety of occupational fields, they exhibit some noticeable similarities in their skill requirements.

Most of these occupations share the need for basic content-related skills – speaking, active listening, reading comprehension and writing. A second commonality is in the area of complex-problem solving skills, specifically, the need for problem identification skills, or understanding the nature of problems.

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 mechanical skills.

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.

V. Planning and Evaluation

A. **Describe the PA CareerLink system in the local area. Provide strategic information about the availability and coordination of PA CareerLink services including:**

1. **Number and type of site (PA CareerLinks and access points) and site locations.**

The Pocono Counties Workforce Investment Area is made up of four counties, Carbon, Monroe, Pike and Wayne. Comprehensive CareerLink Centers have been chartered in two of the four counties. The Monroe and Carbon County CareerLink Centers have been approved and chartered by the Pocono Counties WIB. In addition, 2 WIA Outreach Offices have been established in Pike and Wayne Counties. This network of Centers and WIA Outreach Offices provides universal access to both job seeker and employer customers within the Pocono Counties WIA.

PA CareerLink Carbon County
76 Susquehanna Street, Jim Thorpe, PA 18229
Chartered 5/18/2000

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

Pike County WIA Outreach Office
The Shohola Business Center, 837 Route 6, Unit 2, Shohola, PA 18458

Wayne County WIA Outreach Office
Wayne County Courthouse, Honesdale, PA 18431

2. Factors used to assess the effectiveness of such configuration. Include factors for determining a location's business hours and the types of services offered.

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 CareerLink sites included partner interest, partner resources and services and area labor market information. The effectiveness of this configuration is evaluated using the CareerLink Operating system information on customers and services provided, the continuous improvement processes established in the CareerLinks, PA CareerLink Quality Reviews, and through the CareerLink reviews conducted by the WIB's Independent Monitor.

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

The Board utilizes the Labor Market Information provided by the Center for Workforce Information and Analysis during the program planning process. Labor Market Information is reviewed by the Board on a regular basis. RDAT Information was used by the Board for the development of our industry cluster initiatives. Based on the information provided by the Center for Workforce Information and Analysis, the Board targeted four clusters as key local industries: Building and Construction; Transportation and Logistics; Life Sciences and Advance Materials and Diversified Manufacturing. The information provided was utilized to identify high priority occupations, essential skill sets and training required within the industries and provide the Board with the information necessary to align Workforce, Economic Development and educational resources that will allow for maximum impact to retain and grow existing industries and to attract other industries to the area. CWIA labor market data is distributed through the WIB to the PA CareerLink Business Service Teams. This allows the teams to prioritize their outreach efforts, to identify employers within the WIB's high priority sectors of the economy. This

data useful in identifying the key employers in our WIA whose success and growth are critical to our local labor market.

C. Describe how LWIA ensures that the strategic direction and performance goals are communicated for PA CareerLink planning and alignment.

The WIB's strategic direction and performance goals for the CareerLink network within the Pocono Counties is communicated through the WIB quarterly meetings and other regular correspondence with the site Administrators and partners. It is also detailed in the One Stop Partner Agreements between the WIB and the partners in both the comprehensive sites.

D. Describe innovative strategies for improving services to business customers.

The services and strategies for meeting the needs of business customers have been developed and refined by the Business Services Teams in the Monroe & Carbon Centers. Some of the innovative strategies that are being utilized are the use of the Business Retention and Expansion Program (BREP) information to evaluate employers' needs, and the development of a case management database to assist in tracking employer services. The local Business Service Teams are also utilizing high priority occupational cluster data and prioritizing their outreach efforts to target local employers in these industry clusters.

E. Describe any regional workforce development partnerships. Describe the purpose of these partnerships, the roles, goals and objectives along with the activities (such as regional planning, information sharing and/or coordination activities) that will help improve performance.

The Pocono Counties Workforce Investment Area has been interacting with our "Regional Partners" for years. Three Workforce Investment Areas; Poconos, Luzerne/Schuylkill and Lackawanna County are part of the Northeastern Pennsylvania Alliance. A cross section of local Workforce Investment Area Board Members are members of NEPA. Regional Strategic Planning has been an on-going process. The three Workforce Investment Areas together with the Northern Tier Workforce Investment Area are engaged in Regional Industry Partnerships in Plastics, Metal/Metal Fabrication, Logistics and Transportation and Electronics.

Pocono Counties is also involved in various projects with the Lehigh Valley Workforce Investment Board. Pocono Counties, Lackawanna, Luzerne/Schuylkill, Lehigh Valley and Berks County Workforce Investment Areas are involved in a Federally Funded Program entitled, "WIRED." The WIRED Grant will be funded at \$15,000,000 over three years and provide the region with an opportunity to attract new businesses related to finance, communication, insurance and related services to Northeastern Pennsylvania. The program will also provide infrastructure to expand businesses currently located within the region. The enhanced infrastructure and relocation of business from New York and New Jersey will serve as an "incubator" to enhance the business climate of the region which translates into additional employment opportunities for area residents.

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 CareerLink proposals, and from customer feedback during the past 6 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 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 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 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 CareerLink sites. Information on the training services available through these institutions will be available in the Career Resource Area of the 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 CareerLink sites will continue to administer and coordinate the job development and referrals, and case management responsibilities for veterans who access the 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 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 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 CareerLink staff. Customers who have questions about their claims, or who wish to file their claims from the 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 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 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 CareerLink sites.

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.

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 Partner Agreement (MOU) (See Appendix D-1 & D-2).

a. Adults and Dislocated Workers

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.

b. 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 Outreach Offices 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 Partner Agreement. Various partner staff or teams provide these services, through a customer flow process developed at the local level.

Job Seeker Core Services

Outreach, intake (which may include Worker Profiling and Reemployment Services), and orientation to the 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.

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.

3. Intensive Services

Staffs at the 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 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.

4. Training Services

The 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 aide 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 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 \$5,000.00 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 \$5,000. ITA participants will not be eligible for additional ITA services for a period of five years from the date they ended their ITA program. There are no exceptions to the use of ITA's for training at this time.

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.

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 CareerLink staff utilizes the OJT Program as a tool to assist employers who are experiencing difficulties in finding experienced workers. 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. 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 Pocono Counties WIB has not utilized Title I Funds for Customized Training to date. However, the Board reserves the right to do so if deemed necessary by the WIB at a later date.

The Pocono Counties WIB has no plans to use Title I funds for apprenticeship training. However, the Board reserves the right to do so if deemed necessary by the WIB at a later date.

C. Services to Specific Populations

1. Most of the services offered by the CareerLink system within the Pocono Counties WIA are available to all job seekers, including job seekers within the specific populations listed below.

In addition, these populations may qualify for services offered by Partners or other workforce development entities in the region to address barriers specific to their needs. The CareerLink staff have developed close working relationships, referral procedures for services outside of those offered by CareerLink partners, and resource information to help our customers overcome barriers to their employment goals. These additional services and resources are described briefly below for each specific population.

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.

Dislocated Workers

Access to WIA or TAA services. Some local training institutions have also offered financial aide to this job seeker group.

Displaced Homemakers

Access to WIA Adult or Dislocated worker services, information on local Single Parent Programs, Day care services, and DPW services for those who qualify.

Low-Income Individuals, including migrant workers, seasonal farm workers, women, minorities, Prisoner Re-entry, Ex-offenders and individuals training for non-traditional employment.

Access to WIA services, DPW services, Single Parent and Non-Traditional Training services, and Day Care Services.

Veterans

Access to Veterans Representatives, county veteran affairs services, and WIA services.

Public Assistance Recipients

Access to WIA Adult services, TANF Services through the EARN, Supported Work, MPPE, or other Welfare to Work Programs in the area, Day Care Information and assistance.

Individuals with multiple barriers to employment, including older individuals, persons with limited English proficiency, persons with disabilities, and ex-offenders.

Assess to WIA Adult services, Office on Aging services, Senior Employment services, ESL literacy services, and Vocational Rehabilitation services.

The following strategies are utilized to provide services to the special populations listed below.

Re-employment Services Customers

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 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.

Unemployment Compensation Work Test Customers

These customers are eligible for many core services offered through the CareerLink network. However, customers who fail to comply with their requirements to participate in required activities, such as Re-Employment Services, or who refuse to accept suitable employment while receiving unemployment compensation are advised that this may impact on their eligibility to receive unemployment compensation benefits.

Integration of Rapid Response Customers

The Rapid Response Coordinator notifies CareerLink staff regarding any regional plant closings or significant layoffs as soon as they are aware of such events. 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.

Dislocated Workers

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

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 CareerLinks, and tracking of service outcomes for Trade Act eligible workers, have been adopted by the CareerLinks within the Pocono Counties WIA. 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.

Services to Individuals with Disabilities

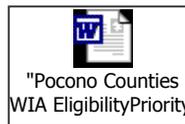
Job seeker services for this population group are provided the full array of services offered to other job seekers through the CareerLink system. In addition, the resources and services offered by the Office of Vocational Rehabilitation are utilized to address the barriers encountered by this population in attempting to achieve their employment goals. The expertise of OVR's case managers are a vital service for this population in evaluating the needs of these job seekers, and assisting them in developing an employment plan to address their specific needs.

D. Priority of Service Policy

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 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.

Attachment 1



The CareerLink staff work with the BWDP Veteran Representatives and County Veteran Affairs Directors to assist veterans achieve their employment goals. CareerLink staffs responsible for job order referrals make every attempt to ensure that Veteran Job seekers are aware of all job opportunities in the region, and are also referred to other CareerLink staff that might be of assistance to them in pursuing a training or employment goal.

E. Rapid Response

The Pocono Counties WIB has instructed the 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. As was cited before, the Rapid Response Coordinator notifies CareerLink 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 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. 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

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 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.

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 CareerLinks 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 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.

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. Many of them have no eligibility guidelines and require no Title I resources for youth to participate. 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, studying skills, and preparation of post-secondary educational opportunities

- Individualized Training Plan
- Employment Counseling
- School-to-Work Activities
- Tech Prep programs
- Remediation Programs
- Community College and University guidance

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

Alternative Education 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
- Concern

Summer Employment Opportunities

- Title I Youth programs (summer)
- Vacation Industry (PMVB)
- CareerLink Database
- Youth Employment Services (YES)
- Job Service Availabilities

Paid and Unpaid Work Experience

- 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 (CareerLink Partners)

Supportive Services

- 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

The services and linkages listed above are designed to meet both the needs of Title I eligible youth, including out-of-school youth with barriers to employment, homeless youth, foster care youth, youth offenders, low income youth, children of incarcerated parents, children of Migrant and Seasonal Farm Workers, and other at-risk youth populations, and the general youth population of our WIA. Many of the services listed above 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 Youth Council is comprised of members from each of the four Pocono Counties plus one regional representative. The Youth Council consists of 20 (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
5 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.

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 CareerLink agencies to provide job placement opportunities for Job Corps graduates.

The 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.

The 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 CareerLink partners in this process when requested.

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.

CareerLink partners located at the comprehensive sites, or through well-developed linkages with the partners who are not physically present at the 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 will receive \$250 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 CareerLink within our local area for youth; however each system will utilize one or more of the following methods:

- 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 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 CareerLinks 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.

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 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 CareerLink system have services and resources that can assist our Non-WIA customers in achieving their employment and/or training goals.

G. Business Services

Describe the role of the Business Service Team in the PA CareerLink system.

1. 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 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.

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.

2. The local strategic plans and goals of the PA CareerLink system are communicated to the Business Service Teams through the 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.

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.

3. 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.

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.

4. 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.

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.

5. The Pocono Counties have 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.

C.) 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 CareerLinks 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.

Section VII – Administration

A. Program Administration

Describe any local polices 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 policies 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 Lehigh, 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.

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 the Act. 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. 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 \$500 to \$4,999. 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 \$500 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, JTPA or CETA 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, or a multiple of like items with a single unit cost of \$100 or more and having a total combined 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, or a multiple of like items with a single unit cost of \$100 or more and having a total combined 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.
- For any property items having a single unit acquisition cost of \$10,000 or more, or a multiple of like items with a single unit cost of \$100 or more and having a total combined 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.

C. Procurement

- 1.) **Describe the competitive and no-competitive process that will be used to award grants and contracts for activities under Title I of WIA, including how potential bidders are made aware of the availability of grants and contracts. Include the process to procure training services that are made as exceptions to the ITA process.**

All grants and contracts for training activities under Title I of WIA will be awarded using a competitive RFP process, with the exception of Individual Training Accounts (ITAs) and On-the-Job Training Contracts (OJT's). ITA's will be issued to contractors that are on the State Approved providers List. OJT's will be issued to employers who have a full-time position (30 hours a week or more) have a pay rate not less than \$8.00 per hour, have a specific vocational preparation (S.V.P.) of not less than 3, and the position must provide sufficient work for long-term employment.

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, directing mailings, the WIB internet site (www.pcwia.org) 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 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 Workforce Investment Area.

In compliance with Final Rule 20CFR part 652 of the Workforce Investment Act, the Pocono Counties WIA conducts reviews of all subrecipients on a regular basis to ensure they are in compliance with federal and state laws and regulations including debarment, tax liabilities, delinquent obligations and the Lobbying Act.

2.) **Describe the criteria used for awarding grants for youth activities and providers of such activities.**

The awarding of Grants for youth activities will be the same as described in Section C (1.). There are 2 differences in how grants are awarded for youth activities. The first difference being that the proposals will be brought to the Youth Council for review and recommendation before being taken to the Workforce Investment Board for approval. The second difference is that youth program proposals are reviewed to ensure that their design will meet the specific goals and objectives for youth activities as described in the Act.

D. Appeals Process

Describe the procedure established for providers of youth or training services to appeal a denial of eligibility. A termination of eligibility or other action by the Board 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.

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

E. Equal Opportunity and Affirmative Action

Describe the system to insure compliance with all applicable and state laws and regulations including those regarding debarment, tax liabilities or delinquent obligations, the Federal Lobbying Act, Minority and women business discrimination and harassment.

1. The Pocono Counties Workforce Investment Area complies with all applicable federal and state laws and regulations. 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 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
76 Susquehanna Street
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

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

2. 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 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.

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

3. Appeal processes to assure 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 are as follows:

“If you think that you have been subjected to discrimination under a Title I-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- ❖ The recipients Equal Opportunity (EO) Officer (or the person whom the recipient has designated for this purpose); or
- ❖ The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

For information or to file a complaint, contact:

Department of Labor and Industry
Office of Equal Opportunity
Room 514 Labor & Industry Building
Seventh & Forster Streets
Harrisburg, PA 17120

(717) 787-1182 TTD 1-800-654-5984
1-800-622-5422 VOICE 1-800-654-5988

All complaints will be handled confidentially.”

The Pocono Counties Workforce Investment Area also maintains a Complaint and Hearing Procedure to supplement the above process. This procedure is as follows:

“Complaints alleging a violation of the Workforce Investment Act (WIA) or regulations or other agreements under the Act shall seek resolution of such allegation through this procedure as provided.

STEP 1 - The opportunity to file a complaint. All COMPLAINTS SHALL BE IN WRITING. The complainant who has an alleged complaint will first meet with the designated representative of the subrecipient or the immediate supervisor, explain the problem, and, together they shall attempt to resolve the issue informally.

STEP 2 - The opportunity for an informal conference. If the complainant remains dissatisfied, he/she must file a complaint within five (5) days, with the WIA administrative entity and request an informal conference. This request must be in writing. The informal conference must be held within ten (10) days from the date of receipt of the request by a designated representative. The complainant and assigned representative will discuss the allegation and attempt to resolve the issue informally. The findings must be submitted to the complainant not later than ten (10) days following the informal conference. Included with the findings, must be notification of the right to request a hearing if a satisfactory resolution is not accomplished.

STEP III - The opportunity for a hearing. If the complainant is not satisfied with the results of the informal conference, he/she must so inform the WIA administrative entity within five (5) days and request a hearing to seek resolution of this issue.

In honor of this request, an impartial hearing officer will be appointed, who will attempt to resolve the issue and render an independent decision. The requested hearing will be held within thirty (30) days from the date on which the complaint was filed. Written notification of the hearing will be sent out by the hearing officer, stating the date, time and place of hearing and the issues to be heard. All involved parties have the right to be accompanied by an attorney or other duly authorized representative, the right to present testimony, to bring witnesses and records, and must attend the hearing.

A written decision will be issued by the hearing officer to the complainant and all parties who attended the hearing within sixty (60) days of the filing of the complaint and will include: 1) A synopsis of the facts, 2) a

statement of reasons for the decision, and 3) notification of recourse. All correspondence will be mailed certified with a return receipt requested.

STEP IV - Notice of Recourse. If the complainant is still dissatisfied, or a decision is not reached within sixty (60) days of filing the complaint, a request to have the complaint reviewed by the Governor should then be made. The request for this review should be submitted to the Deputy Secretary of Labor, 1700 Labor and Industry Building, Seventh and Forster Streets, Harrisburg, PA 17120, within ten (10) days of the receipt of the unfavorable decision or ten (10) days from the date on which the decision should have been received from a hearing officer. The Governor will conduct a review of the complaint and issue a decision within thirty (30) days from the date of receipt of the review request. The decision rendered by the governor will be final.

Complainants who initially file complaints at the State level, on which a decision is not rendered within sixty (60) days, or on which an adverse decision is rendered, will be afforded the opportunity for independent state review by the Governor. A decision based on the independent state review will be issued within thirty (30) days, and the Governor's decision will be final.

In instances where the Governor may fail to issue a decision in the prescribed time frame, the complaint and hearing procedure provides an opportunity to request a determination whether reasonable cause exists to believe that the Act or regulations have been violated, from the Secretary, U.S. Department of Labor. The request for a determination must be submitted to the Secretary within ten (10) days of the date on which the Governor's decision should have been issued. In accordance with Section 629.52 (d)(2) of the regulations, the Secretary shall act within ninety (90) days and, as appropriate, direct the Governor to take further action pursuant to State and local procedures, where there is reasonable cause to believe the Act or regulations have been violated."

VIII.

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 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 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. 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
- CareerLinks
- Service Providers
- Program Vendors
- Individual Training Accounts
- On-the-Job Training
- Youth Programs
- Welfare Initiative Programs
- NEG Grants

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 reviews Title I Performance and reports to the Workforce Investment Board. 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 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. All locations provide core, intensive and

training services that meet the needs of our customers. The services provided to customers are tracked through the PA CareerLink Operating system. All partner staff have access to the job seeker's service history, regardless of which service location they have utilized in the past, to ensure that job seekers are not required to participate in core services that they have already received. This system assists staff in their effort to avoid the duplication of effort and services for customers.

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 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. 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.

Performance is a primary concern of the Pocono Counties Workforce Investment Board. Emphasis has always been placed on training programs outcomes funded by the Board. With the transition from 15 Performance Standards to the Federal Common Measures, the Board is working with Staff to insure compliance. The implementation of Common Measures has required meetings with Title I Operators, Vendors, Subcontractors and CareerLinks to provide information on Common Measures and how they affect program design. A series of training and informational meetings were conducted by representatives of the Administrative Staff to address the implementation of Common Measures. A preliminary report on program exiters relative to Common Measures, indicates Pocono Counties has met or exceeded Seven of the Nine Common Measures.

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. The Pocono Counties Workforce Investment Area ranks second in the State for the issuance of Individual Training Accounts. Focusing on training with occupations listed on the High Priority Occupation List, the Board reviews outcomes relative to employment with family sustaining wages and career opportunities.

The Board reviews performance levels for Common Measures baselined by the PA Department of Labor and Industry. The Board interacts with Administrative Staff to assess the baseline measures.

- 2. Provide a listing of the LWIA performance standards for the Adult, Dislocated Worker, and Youth Programs negotiated with the Center for Workforce Investment and Analysis, as Appendix E in the Plan.**
Performance Standard Negotiation (APPENDIX E ATTACHED).

APPENDIX A – Published Notice



"APPENDIX A.doc"

APPENDIX B



"APPENDIX B.doc"

APPENDIX C



"Appendix C-1.doc" "APPENDIX C-2.doc" "APPENDIX C-3.pdf"

APPENDIX D

D-1 Carbon CareerLink MOU



"Carbon Business
Plan Agreement 2006"



"carbon careerlink
signature pages.doc"

D-2 Monroe CareerLink MOU



"APPENDIX D-2.doc"



"monroe careerlink
signature pages.doc"

APPENDIX E – Performance Measures & Levels – Pocono Counties WIA PY2006 WIA Local Plan



"Appendix E - PCWIA
PY2006Perform.xls"