

**POCONO COUNTIES
WORKFORCE
INVESTMENT AREA**

**THREE-YEAR COMPREHENSIVE
WIA OPERATIONAL PLAN
MODIFICATION**

July 1, 2001 – June 30, 2004

76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
(570) 325-2462
(570) 325-8547 (Fax)
E-mail: pocsda15@ptd.net

Grant Number: NE- 135
Modification: Yes X No Date 2/12/01

GRANT SUMMARY INFORMATION AND SIGNATORY AUTHORIZATION FORM

(1) Local Workforce Investment Area Name: Pocono Counties Workforce Investment Area Local Workforce Investment Area Number: NE 135	(2) Term of Grant: June 1, 2001 – June 30, 2004
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(3) Fiscal Agent
Name: **Pocono Counties WIA**
Address: **76 Susquehanna Street, Suite 1, Jim Thorpe, PA 18229**

Phone Number: **(570) 325-2462**

(4) IRS Tax Number (FEIN) of the Fiscal Agent: **24-6000722**

(5) Identify the Legal Entity of the Fiscal Agent:

<input type="checkbox"/> For Profit Organization	<input checked="" type="checkbox"/> Governmental (Select One)
<input type="checkbox"/> Sole Proprietorship	<input checked="" type="checkbox"/> County
<input type="checkbox"/> Partnership	<input type="checkbox"/> Local
<input type="checkbox"/> Corporation	<input type="checkbox"/> School Districts
<input type="checkbox"/> Non-Profit Corporation	
<input type="checkbox"/> Other (Specify) _____	

(6) Fiscal Agent Contact Person
Name/Title: **Keith Ramsay, Chief Financial Officer**
Address: **76 Susquehanna Street, Suite 1, Jim Thorpe, PA 18229**

Phone Number: **(570) 325-2462**
Email: pocsda15@ptd.net

(7) Authorized Signature. Name, Title, date and Signature of Individual Authorized to Sign all grants and/or amendments necessary to fulfill the terms of the plan of activities.

Name Joseph J. Sebelin	Title Executive Director	Date
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(8) Signatory Authorization. The aforementioned individual is authorized to sign all grants and/or amendments necessary to fulfill the terms of the plan of activities. Type name, title and date with the signature of the Individual Authorized to Appoint a Signatory for all grants and/or amendments necessary to fulfill the terms of the plan of activities above the name and title. (This signatory should be the chief elected official(s) for the local area)

Wayne Nothstein, Chairman, Local Elected Officials	Date
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STATEMENT OF COMPLIANCE WITH THE ACT

PLAN IDENTIFICATION INFORMATION	
<u>Workforce Investment Area:</u> Pocono Counties Workforce Investment Area	
<u>Contact Person for Plan:</u> Joseph Sebelin, Executive Director (570) 325-2462 pocsda15@ptd.net	

This is to certify that the membership for the Workforce Investment Board (WIB) for the Pocono Counties Workforce Investment Area is in compliance with Section 117 of the Workforce Investment Act. The WIB developed the local area plan in partnership with the appropriate chief elected officials. The local area plan is consistent with Section 118 of the Workforce Investment Act, the State plan and local area plan instructions developed by the Governor. Both the WIB and the chief elected official(s) have approved the local area plan. Said local area plan is submitted to the Pennsylvania Department of Labor and Industry jointly by the WIB and the chief elected official(s).

Anthony Manzione	
Signature and typed names of the WIB Chairperson(s)	Date

The chief elected official(s) appoints the County of Carbon as the Fiscal Agent.

Wayne E. Nothstein, Chairman, Carbon County Board of Commissioners	
Mario Scavello, Chairman, Monroe County Board of Commissioners	
Karl A. Wagner, Jr., Chairman, Pike County Board of Commissioners	
Anthony Herzog, Chairman, Wayne County Board of Commissioners	
Signature of Chief Elected Official(s)	Date

1. Local Area Vision and Goals

- a. As this plan, the Three Year Comprehensive WIA Operational Plan Modification, is the third in a series of plans developed within the past 12 months, the same plan development process for the previous two plans was utilized for this plan. The Executive Committee was directed to work with staff, board members, local elected officials and all interested parties to develop the Three Year Comprehensive Plan. Meetings and conference calls were conducted to coordinate a draft version of the plan which

The Pocono Counties Workforce Investment Area will further the development of a Comprehensive Workforce and Economic Delivery System by utilizing the following strategic goals:

- Economic opportunity for all
 - Economic self-sufficiency
 - An educated workforce with relevant skills
 - A skilled labor force for area/regional businesses
- b. The area's vision and goals have not changed as a result of the Strategic Plan in that the Board developed the One Year Comprehensive Plan in May, 2000, and completed the Three Year Strategic Plan in December of 2000. The Board is committed to their vision and goals statement which has not changed in six months. The Board is committed to an integration of workforce development and economic development within our local area, within the region and bordering states.

2. Local Area Market Analysis

- a. The Pocono Counties Workforce Investment Area lies in the Northeastern Corner of the State. Accordingly, it is in close proximity to a number of other labor markets in Pennsylvania, New York and New Jersey, such as Scranton/Wilkes-Barre, PA, Allentown/Bethlehem/Easton, PA, Phillipsburg, New Jersey, Middletown, New York and others. This proximity results in regular interaction between these markets, with a number of residents from our area commuting to these areas to go to work.

The following is a profile of the Pocono Counties Workforce Investment Area Labor Market as defined by its geographic limits, however, our customers are definitely not limited to this geographic area in terms of their ability to take advantage of existing job opportunities.

Like most areas in the State, the Pocono Counties Workforce Investment Area has experienced tremendous growth in service producing employment in recent years. However, our area is also unique in that we have also experienced significant population growth in the ten years since the last census. Over eighty (80) percent of all jobs as well as the majority of the major employers fall within the service-producing sector.

The Pocono area has become a year-round vacation spot. Consequently, the hotels and lodging industry is one of the region's major industries. Most employment opportunities

in this industry require little or no formal training. In Hotels & Lodging Places (SIC 701), almost 94 percent of jobs (such as room cleaners, desk clerks, and food service workers) require on-the-job training or work experience. There are some positions, however, that call for more training. In Camps & Recreational Parks (SIC 703), for instance, nearly 20 percent of jobs require a bachelor's degree or more for positions such as recreation workers or general managers. In any case, knowledge in areas such as customer & personal service, clerical, mathematics, English language, and sales and marketing are needed to succeed in this industry.

Another key industry in the region is health services. As expected, many health-related occupations require advanced education and training, particularly in Doctors Offices (SIC 801) and Health Practitioners Offices (SIC 804), where professional occupations often require a bachelor's degree or more. In Hospitals (SIC 806), over 46 percent of jobs require associate degrees or some post-secondary training. However, there are also many jobs within health services that require less formal training. For example, over two-thirds of the jobs in Nursing and Personal Care (SIC 805) require only on-the-job training or work experience. Some of the key knowledge needed to excel in health service occupations includes: clerical, customer & personal service, English language, medicine & dentistry, and various sciences depending on the particular field.

The major manufacturing industry in the Pocono Counties WIA is Drug Manufacturing (SIC 283). Approximately two-thirds of the jobs in the industry require on-the-job training or related work experience. Machine operators, hand packers, material handlers, general laborers, and various office positions are the kind of jobs that fit this category. Making up a little more than a quarter of drug manufacturing jobs are positions such as scientists, engineers, and business professionals, which require a bachelor's degree or more. Some of the key knowledge needed to excel in this industry includes mathematics, mechanical, production and processing, and engineering and technology.

See Attachment #1 for more specific information on job opportunities.

- b. See Attachment #2
- c. Of the principal demand occupations mentioned in the previous sections, at least eighty (80) percent require educational skills up to the level of a high school diploma or equivalent, and approximately ten (10) percent require post secondary education such as on the job training or short term intensified vocational skills programs. See attachment #2.

Skill requirements for these positions include people skills, organizational skills, clerical skills, manual skills, communication skills and basic English and math skills.

3. Plan Development Process

- a. As this plan, the Three Year Comprehensive WIA Operational Plan Modification, is the third in a series of plans developed within the past 12 months, the same plan development process for the previous two plans was utilized for this plan. The Executive Committee was directed to work with staff, board members, local elected officials and all interested parties to develop the Three Year Comprehensive Plan. Meetings and conference calls

were conducted to coordinate a draft version of the plan which evolved into the final format.

- b. The Plan was available for a 30 day public comment process commencing on January 9, 2001. Public notices advising the public of the comment period were advertised in local newspapers throughout the four counties. Copies of the plan were available at CareerLinks and satellite centers within the Workforce Investment Area, County Offices and via e-mail from the Administrative Office.
- c. There were no Public Comments received on the Three Year Comprehensive WIA Operational Plan Modification.
- d. Working with the One Year Operational Plan as a base, the Board developed the Three Year Strategic Plan. The natural progression of development was to utilize the information attained in the development of both plans to produce the Three Year Operational Plan.

4. Local Area Governance

a. Local Elected Officials

- (1) The Local Elected Officials of the counties of Carbon, Monroe, Pike and Wayne have formed a consortium to implement Workforce Investment Act Programs within their jurisdiction. Collectively and individually, they take very seriously their responsibilities in the development and governance of programs and activities funded under the Act. The Local Elected Officials appointed Workforce Investment Board members who are representative of the diversity of industry within the PCWIA. Nominations were provided by local Chambers of Commerce and business organizations representing the Private Sector. Additional nominations were received from other agencies or sectors required as members of the Board.

The role and responsibilities of the Local Elected Officials of the Pocono Counties Workforce Investment Area is defined in the Local Elected Official/Workforce Investment Board Agreement. The Local Elected Officials are invited to all Workforce Investment Board meetings and committee meetings.

- (2) For the purposes of administering the Act and for entering into and implementing agreements, the Governing Board of the Local Elected Officials of the Pocono Counties Workforce Investment Area shall consist of twelve (12) Commissioners of the counties of Carbon, Monroe, Pike and Wayne. The Local Elected Officials acknowledge program accountability and the Governing Board shall review and approve grants agreements and modifications relative to the operation of Workforce Investment Programs. In the event of a disagreement, a majority vote on the issue shall determine the resolution of said issue.

The Executive Board shall be comprised of one Commissioner from each county designated by their respective Boards. The Executive Board shall be empowered

to act on behalf of the Governing Board in the intervals between regular meetings. Executive Board action shall be subject to ratification by the Governing Board.

For purposes of administering the Act and for entering into and implementing agreements in accordance with the Act, the Local Elected Officials of the Counties of Carbon, Monroe, Pike and Wayne, authorize the Chairperson of the Carbon County Board of Commissioners to act as the Chief Elected Official pertaining to Workforce Investment Act Programs and as such has signatory authority for the Local Elected Officials.

- (3) Copy of Local Elected Officials Agreement (Attachment A).

b. Local Workforce Investment Board (local WIB)

- (1) The Workforce Investment Board will enable its membership to fully participate in planning, oversight and all related responsibilities through a Committee System. The full Board will meet, at a minimum, four times per year. The Chairperson can call a special meeting if he/she deem it necessary. The Executive Committee which is comprised of the four elected officers and an additional member from each county, will act on behalf of the full Board between regularly scheduled meetings.

Special Committees are appointed by the Chairperson in order to address issues relating to Workforce Investment Act Programs and Activities. Committees in place to address relevant responsibilities include but are not limited to the following Committees:

- Executive Committee
- Youth Council
- Training Review Committee
- Performance Committee
- Planning Committee

- (2) Local Elected Officials are represented as members of the Workforce Investment Board. Two Commissioners serve as representatives to the Board. They also serve on the Governing of the Local Elected Officials of the Pocono Counties Workforce Investment Area.

Local Elected Officials are invited to all Workforce Investment Board Meetings, Committee & Subcommittee Meetings and Executive Sessions. They are involved in the planning process associated with the development of this Operational Plan and are required to sign-off on all agreements relative to Title I Activities.

- (3) The Pocono Counties Workforce Investment Board is comprised of decision-makers and leaders from the private and public sectors. Board Members will use their respective expertise to support and build a workforce development system

that meets both the local and regional needs of employers and individuals needing assistance in securing employment and/or training. The Board has many functional roles to address and is comprised of individuals who will provide the required assistance and guidance to address many diverse issues. The Workforce Investment Board shall address their functions and responsibilities in cooperation with the Local Elected Officials of the four Pocono Counties. Functions of the Board shall include:

- Visionary and Leadership Functions: The Pocono Counties Workforce Investment Board will be a catalyst for the design and development of programs and activities that meet the specific workforce development needs of each local area with emphasis on regional cooperation and collaboration. The Pocono Counties Workforce Investment Board will take a leading role in developing the mission, objectives, strategy and policies of the four county Workforce Investment Area.
- Technical Functions: The Pocono Counties Workforce Investment Board, as key decision-makers and experts within their respective private and public sectors, will provide the local workforce area with technical assistance and guidance in the development of effective, responsive programs that serve the needs of the employment and training community with special emphasis on private sector employment. The Board understands its responsibility to look beyond local boundaries and work on a regional approach.
- Oversight: The Pocono Counties Workforce Investment Board is responsible for the oversight of the operations of each of the four local One-Stop CareerLink Systems that have and will be developed within the four Pocono Counties. The Board also recognizes its responsibility for oversight of Workforce Investment Act funds and other public workforce development resources that may be secured.
- Community Relation Functions: The Pocono Counties Workforce Investment Board will assist in developing, fostering and maintaining strong ties to the community within the four Pocono Counties. The Board recognizes the importance of local support and understanding Workforce Investment Act Programs and systems to insure successful program implementation, integration, and management of a new Workforce Development System.
- Leveraging of Resources Function: The Pocono Counties Workforce Investment Board will utilize the membership to leverage the various program and agency resources from within the community for the purpose of developing a comprehensive workforce development system. The Board will inventory existing resources and seek additional sources of funding in order to coordinate a unified delivery system and ensure services are not duplicated.

(4) The Pocono Counties Workforce Investment Board is committed to utilizing the Malcolm Baldrige principles as its fundamental evaluation tool for assessing the progress in implementing the goals and objectives of the Workforce Investment Act. In keeping with its leadership role, a subcommittee of the Board has been organized to develop benchmarks that will act as indicators of quality assurance and continuous improvement in key areas of organizational development, including, increased board member involvement in setting program priorities and policies, the development of an integrated and well defined management structure, instituting timely and relevant customer and management information systems, continuous staff training and retraining and customer relations and satisfaction. An integral part of this process will be the development of a system of monitoring and oversight utilizing tools designed to evaluate the progress toward continuous improvement of the quality of service to the customer. The evaluation process will focus on the following areas:

- Management Information Systems: A periodic review of MIS will be designed to determine whether it is capable of meeting state and local reporting requirements while being flexible enough to generate specific information on demand that will allow for flexible and timely local decision-making.
- Staff Training and Development: A tool for monitoring personnel and training system will be developed to insure that CareerLink management is continuously developing its human resources in key areas, such as an improving work environment, the continuous development of critical skills through continuing education, cross training and team building.
- Customer Relations: An evaluation of the system for improving customer relations at the CareerLink level will be developed to insure that CareerLinks are instituting measures to continually improve their relations with the customer. This will include the customer contact and recruitment process, the customer relationship evaluation process and the customer complaint process. The purpose will be to determine whether CareerLink management can quickly identify and act on weaknesses in the system and make the necessary adjustments.
- CareerLinks: The ability of CareerLink management to measure customer satisfaction will also be evaluated, including the tools they will utilize to implement this process, such as customer satisfaction survey cards, customer evaluation and complaint forms, and the development of performance indicators of improvement.
- Service Providers: All service providers will be required to develop a customer evaluation tool and submit it for approval as part of their response to the RFP. This tool will be utilized as part of the onsite monitoring process to measure program performance.
- Business Results: Measurements of improvement in overall performance will be evaluated in critical areas such as the development of Title I

Performance in regard to entered employment, job retention, and customer satisfaction, as well as cost.

- (5) The Pocono Counties Workforce Investment Board will utilize the Conflict of Interest Code from the Act, titled “Conflict of Interest” (Act 111(f) and 117(g)).
- Costs associated with the awarding of financial assistance or procurement activities, which are determined to be an organizational or a personal conflict of interest or the appearance of conflict of interest.
 - No individual in a decision-making capacity including Local Board Members shall engage in any activity, including participation in the selection, award, or administration of a subgrant or grant supported by WIA funds if a conflict of interest, real or apparent, would be involved.
 - No member of any council under this Act shall cast a vote on the provision of services by that member (or any organization which that member directly represents) or vote on any matter which would provide direct financial benefit to that member. (Act 141(f)) Local Board Members must abstain from voting on any matters which would provide direct financial benefit to that member, member’s family, or place of business or which may appear to provide direct financial benefit to the same. However, neither membership on the Local Board nor the receipt of WIA funds to provide training and related services shall be construed, by itself, to violate these provisions.
 - Funds which are paid to any non-governmental individual, institution, or organization to conduct any evaluation of any program under the Act are unallowable costs when such individual, institution, or organization is associated with that program as a consultant or a technical advisor.
- (6) Upon notification by the Rapid Response Unit, an organization within the Bureau of Employment Services and Training, a plant closing and/or worker dislocation, the Workforce Investment Board will assist via the local CareerLink in providing assistance. The Regional Rapid Response Representative will work with the Workforce Investment Board to convene a service strategy meeting with all the principals involved in the plant closing, i.e., employer, dislocated workers, union, and other related agencies. Resources available through Workforce Investment Act Programs will be utilized to assist dislocated workers.
- (7) The Local Elected Officials of the counties of Carbon, Monroe, Pike and Wayne have designated the County of Carbon as the Fiscal Agent/Grant Recipient for Workforce Investment Act funds allocated to the Pocono Counties Workforce Investment Area. The Local Elected Officials and the Carbon County Board of Commissioners understand the “separation of staff” to the Workforce Investment Board. Staff to the Workforce Investment Board must be separate from staff involved in providing services and the operation of CareerLink/One Stop Centers. The County of Carbon will provide Administrative and Fiscal Staff to the

Workforce Investment Board. Staff to the Board will be under the direction of the Workforce Investment Board, the Governing Board of the Local Elected Officials of the counties of Carbon, Monroe, Pike and Wayne and the Chairperson of the Carbon County Board of Commissioners.

Carbon County Program Staff involved in CareerLink/One Stop activities will be under the direction and supervision of the Carbon County Human Services Coordinator. There is a clear and distinct separation of the Workforce Investment Board Administrative Staff and the Program Staff who will be involved with Title I Workforce Investment Act Programs.

As specified in option number 6, Local Board Staffing Policy, “staff to the Workforce Investment Board, fiscal agent and monitoring functions must be in separate departments and report to a different chain of command than the One Stop operations or training and youth providers.” There is a clear and distinct “firewall” between Administrative and Fiscal Staff assigned to the Workforce Investment Board and the Program Staff who will be involved in CareerLink/One Stop operations and training. The Administrative and Fiscal Staff have no interaction with the Carbon County Workforce Investment Program Staff. Administrative and Fiscal Staff assigned to the Board will be approximately five individuals. An Executive Director and Administrative Secretary; Chief Financial Officer, MIS/Planning Director and an Independent Monitor/EEO will be assigned to the Board.

See Attachment B for the organizational chart.

- (8) See Attachment C for the WIB-Local Elected Officials Agreement.
- (9) The Board is firmly committed to the integration of workforce development and economic development within the Workforce Investment Area and Regionally. A unified strategy to address the needs of the economic development community with the resources’ of workforce development will be directed by the Board.

c. Youth Council

- (1) The Pocono Counties Workforce Investment Board (WIB) established the following process to solicit, select and replace members of our local Youth Council:
 - The WIB, in consultation with the Local Elected Officials, appointed a committee to solicit members for nomination to our local Youth Council. The committee was comprised of a WIB member from each of the four counties within our local area. The committee was charged with the responsibility of recommending the size and composition of the Youth Council and to compile a nomination list for submission to the WIB who will consult with the local elected officials for final approval.

- The WIB, in concurrence with our local elected officials approved the recommendations of the committee at the 10/20/99 WIB meeting.
- The composition of our Youth Council is made up of three (3) representatives from each of our four (4) counties and two (2) regional representatives comprising a youth council of fourteen (14) members.
 - 2 WIB Members
 - 1 Juvenile Justice
 - 1 Law Enforcement
 - 2 Housing (HUD members)
 - 2 Parents of eligible youth
 - 2 Individuals with Youth program experience
 - 1 Job Corps Representative (Regional)
 - 1 Tech-Prep Representative (Regional)
 - 2 Other
 - 14 Members
- Members will be replaced upon recommendations from the county they represent (WIB & LEO) and within the category they represented.

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

(3) Youth Council member will be invited to all WIB meetings and be slotted on each agenda to report on youth activities and progress. Non-WIB Youth council members will have no vote at these meetings but will be able to interact and report on youth related issues.

The Youth Council has two (2) WIB members on the Council who will report on WIB activities at all Youth Council meetings.

(4) Members of our local Youth Council will provide direction-setting leadership at both the regional and local youth programming system through their interaction with various youth groups and associations within our area. Local Youth Council members retain membership on the following boards/councils. This list is not all inclusive:

- Youth Employment Services (YES)

- School-To-Work Partnerships
- Junior Achievement of NEPA
- Numerous School Districts
- Vocational Technical Schools
- Community Colleges
- Youth Forestry Camps
- Juvenile Probation
- Family Centers
- Chamber of Commerce
- Education Committee
- Tech-Prep
- Job Corps
- Drug & Alcohol
- Business Education Partnerships
- Youth Church Groups
- Economic Development Council of NEPA
- Team Pennsylvania

- (5) The Pocono Counties Youth Council will utilize the same procedures developed by the WIB for adult and dislocated worker programs as identified in section 4.b, (4) of this narrative.
- (6) At the present, the Workforce Investment Board staff, as described in section 4.b.(7), will provide the necessary administrative support required under the Act to the Youth Council. If and when it becomes necessary for the Youth Council to require additional support to meet its administrative mandates, a formal request will be made to the Workforce Investment Board for approval.

d. Fiscal Agent

- (1) The Local Elected Officials from Carbon, Monroe, Pike and Wayne Counties have selected the County of Carbon as the Fiscal Agent for the Pocono Counties Workforce Investment Area.
- (2) Organizational Chart of the Fiscal Agent (see Attachment D).
- (3) 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 PCWIA will be received by the Automated Clearing House (ACH) and deposited directly into the WIA account with the Summit Bank located in Lehighton, PA. The funds will cover all WIA related activities within the PCWIA. Disbursements of funds 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 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.

(4) Property Management

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 CETA and 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 CETA and 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, JTPA or CETA funds have an official JTPA or WIA Property Tag affixed. Property requiring tags are those items with a single unit acquisition cost of \$5,000 or more.
- 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 in order to purchase new equipment.

Property Utilization

The Pocono Counties Workforce Investment Area Property Manager will:

- Ensure that all property acquired with WIA, JTPA or CETA 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.

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, JTPA or CETA 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.

- (5) The County of Carbon, as the Fiscal Agent for the Pocono Counties WIA, will be responsible for the billing and collecting of costs for all CareerLink sites in Carbon, Monroe, Pike and Wayne Counties. The Fiscal Agent will be responsible for maintaining the fiscal integrity of the CareerLink Sites with regard to the operational costs of those sites. The following are some of the responsibilities of the Fiscal Agent:

- Participating in planning meetings for the establishment of cost allocation plans and cost allocation agreements for each CareerLink site.
- Signatory approval of each site’s MOU/Combined Business Plan/Agreement
- Liaison between CareerLink sites and the Commonwealth regarding operational costs at the sites.
- Invoicing and collecting costs directly associated with the operation of the CareerLink sites.
- Administering the Cost Allocation Plan.
- Collecting revenue from non-partners, and tracking expenditures related to those revenues.
- Notifying the CareerLink Operators and the Workforce Investment Board when changes to the cost allocation plan or cost allocation agreement are necessary.

5. CareerLink System for Service Delivery

- a. The Pocono Counties Workforce Investment Area is made up of four counties, Carbon, Monroe, Pike and Wayne. CareerLink Proposals for comprehensive sites have been developed for each of the four counties. The Monroe and Carbon County CareerLink sites have been approved and chartered by the Pocono Counties WIB. Combined Business Plan/Agreements between the WIB and these 2 CareerLinks have been executed. The Business Plan for the Wayne County CareerLink has also been approved by the WIB and the Local Elected Officials. The Wayne County CareerLink is in the process of implementing their business plan and is expected to apply for its’ initial charter by July,

2001. Pike County is reviewing options regarding their site location, and will submit their Business Plan to the Pocono Counties WIB once that site is selected.

The staff of the partner agencies listed below will be responsible for the core, intensive, and training services that pertain to their agency's primary mission. Teams will be established for CareerLink activities such as intake, assessment, job search workshops, job placement, etc., in order to avoid duplication of effort and maximize the staff resources available.

Additional partners who wish to be involved with the local CareerLink Delivery System will apply to the CareerLink Operator and local Advisory Board. All partners who can add value to the services available at the centers will receive consideration for inclusion. Availability of space in the centers and the proposed partner's ability to support and enhance customer services will be taken into consideration

(1) Mandated Partners

- (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 four proposed CareerLink in all four counties. 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 Employer & Career Services is represented on the WIB and have staff that are, or will be, located in the four proposed CareerLink sites in all four counties. 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 have staff that are, or will be, located in the four proposed CareerLink sites in all four counties. 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. Staff from the Local County Assistance offices will be available on a part time basis in most of the CareerLink sites. DPW staff will coordinate referrals and case management activities for their customers through the team approach. The teams involved with Welfare-to-Work include Workforce Training, Bureau of Employer & Career Services, DPW, and Training contractor staff. This referral and case management process will ensure that Welfare-

to-Work 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 proposed CareerLink sites in all four counties. 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. The local Vocational-Technical and Community Colleges are represented on the WIB. Some plan to have staff available on a full or part time basis in the CareerLink sites in all four counties. Information on the training services available through these institutions will be available in the Career Resource Area of the CareerLink sites. 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 Employment and Career Services 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 Representatives that are part of the Bureau of Employer & Career Services 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 at the four CareerLink 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.
HUD is represented on the WIB, even though there are currently no employment or training activities carried out by the Department of Housing and Urban development in the Pocono Counties Workforce Investment Area. Information regarding the services and programs funded by the local HUD agencies will be made available to job seekers through the Career Resource areas at the four CareerLink 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 vocational-technical schools, 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.

(2) Optional Partners

- (A) Programs authorized under Part A of Title IV of the Social Security Act (TANF).
- (B) Programs authorized under Section 6(d)(4) of the Food Stamp Act of 1977.
- (C) Work programs authorized under Section 6(o) of the Food Stamp Act of 1977.
The Department of Public Welfare is represented on the WIB and administers the programs in paragraphs A, B & C. Staff from the Local County Assistance offices will be available on a full or part time basis in most of the CareerLink sites. DPW staff will coordinate referrals and case management activities for their customers through the team approach used for SPOC, Up Front, and Welfare-to-Work activities. This referral process will ensure access to all CareerLink partners and their services.
- (D) Programs authorized under the National and Community Service Act of 1990.
See the description of services in paragraph (B) provided by the Department of Public Welfare.
- (E) Other appropriate Federal, State, or local programs, such as Single Point of Contact and programs in the private sector.

SPOC, Up Front, and Welfare-to-Work activities will continue to utilize the team approach involving Title I Agency, Job Service, DPW, and Contractor staff to coordinate the case management and training activities of these programs. In addition, there will also be several private sector agencies involved with economic development, private sector employment services, and private sector entities involved with special needs clients such as individuals with disabilities who plan to have staff located in the CareerLink sites.

- b.** The CareerLink system throughout the Pocono Counties four county area will be designed to meet the needs of all of our customers universally in a customer-focused approach with quality services and customer satisfaction being emphasized. The following is a listing of some of the ways specialized classifications of individuals needs will be met:

- **Dislocated Workers:**
 - Core Services
 - Job Search
 - Career Resource Center
 - Intensive Services
 - Basic Skills Training
 - Seminars
 - Testing
 - Case Management
 - Plan Development
 - Training Services
 - ITA's
 - OJT
 - Customized Training
 - Rapid Response
- **Displaced Homemakers:**
 - Core Services
 - Intensive and Training Services (when eligible)
 - Referral to partner services
 - Referral to area services
- **Low Income Individuals:**
 - Core Services
 - Intensive and Training Services (when eligible)
 - Referral to partner services
 - Referral to area services
- **Public Assistance Recipients**
 - Core Services
 - Intensive and Training Services
 - SPOC Programs
 - Welfare to Work Programs
 - Referral to County Services

Other individuals including women, minorities, individuals training for non-traditional employment, veterans, and individuals with multiple barriers to employment (including older workers, people with limited English speaking ability and people with disabilities) will be served utilizing all of our partners services with a focus being placed on employment and elimination of their employment barriers through case management and training.

- c. The Pocono Counties has included youth activities in the development of our integrated service delivery system through the inclusion of youth agencies and agencies dealing with youth as partners within our CareerLink design. The following agencies have helped identify and develop our youth service system to meet the needs of our area's youth:

- Youth Employment Services (YES)
- Monroe County Area Vocational Technical School
- Northampton Community College
- East Stroudsburg University
- Job Corps
- Tech-Prep
- Junior Achievement
- School-to-Work
- Juvenile Justice
- HUD
- School Districts

The emphasis locally will be on serving economically disadvantaged in-school and out-of-school youth through a variety of services. In-school youth will be served primarily through our summer youth employment programs, with follow-up services during the school year to help them reach their long term goals. Out-of-School Youth will have a variety of services available, depending on their individual needs and occupational goals. This will include services designed to improve their basic skill levels and work maturity skills, ged programs, work experience programs, and occupational training services such as classroom training and on-the-job training assistance. Our local system will have the ability to identify the needs of our youth and refer to outside agencies where eligibility is not met.

- d. The CareerLink system designed by the Pocono Counties CareerLink partners will ensure the continuous improvement of eligible providers and ensure that our providers meet the employment and training needs of our employers, workers and job seekers throughout our four county area. This will be accomplished in the following ways:

- Performance Management
 - Daily review of performance standards
 - Entered Employment Rate
 - 6 Month Retention
 - 6 Month Post Program Wage Increase
 - 6 Month Replacement Rate
 - Diploma/GED Rate
 - Daily review of Participant Satisfaction Rate
 - Daily review of Employer Satisfaction Rate

- Independent Monitoring Unit who will carry out the responsibility for oversight, monitoring and corrective action for Title I programs in accordance with Malcolm Baldrige principles.
- Yearly program audits
- State database on ITA approved programs on-line with performance included
- Interval CareerLink Management Team recommendations

Our system will include a regimen of Critical Measures of Success, including process outputs, organizational outcomes, and customer satisfaction. These will include, but not be limited to, the Performance Standards unique to each organizational funding stream as well as those specified for the CareerLink Center itself. We will take mutual ownership and accountability for each of our Partner’s performance requirements. We will also share our measurements with our staff, funding sources, board and governance structures and other stakeholders. The Center will use customer satisfaction surveys as a means of identifying customer perceptions of Center services.

Our principles were identified very early in our planning process and are entirely compatible with the Malcolm Baldrige Principles upon which this CareerLink and the Workforce Investment effort is built. Adherence to the Baldrige Principles and making them an ongoing part of our strategic and operational planning will give us the framework to successfully measure and improve our CareerLink.

The CareerLink co-managers will measure, at a minimum, the following process outputs, which we see as key to achieving our vision:

- Referrals
- Customers served in the Resource Center
- Customers provided with informational workshops
- Enrollment and/or completion of training
- Employment plans developed

We will also track these organizational outcomes as a critical measure of our success:

- Job orders filled
- Turnaround time on job orders
- Placements
- Retentions
- Earnings gain
- Average wage or earnings
- Gains in employer market share

While we recognize employers and job seekers as our primary customers, we will not lose sight of the importance of referral agencies, training vendors and supportive service providers. We will measure both their satisfaction with the CareerLink and our customers’ satisfaction with their services. Customer satisfaction information will also be available in the Resource Center to further assist customers to make informed choices.

We should, and will, view customer complaints as a gift, an opportunity to fix problems we might otherwise not have known about. In this way, service recovery becomes not only the second chance at customer's satisfaction, but a continuous improvement opportunity for our entire system.

One of our most critical measures will be expanding market share as evidenced by the number of employers accessing the Center's services. We see retention as the prime indicator of success in this area. Our ability to attract job orders, especially in the higher pay, higher-skill, critical need technical-level jobs, and to recruit and fill them with quality applicants, is a prime market objective.

- e. The comprehensive CareerLink sites in Monroe and Carbon Counties were chartered on 5/18/2000. The comprehensive CareerLink site in Wayne County is operational, but has not yet been chartered. Residents of Pike County are receiving most of the core, intensive, and training services that are available at the other comprehensive sites. Those services that are not yet available at the Pike County site are handled through referrals to other partner agencies in the area.

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

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

Pike County CareerLink
107 West High Street, Milford, PA 18337
Business Plan in development/Site to be determined

Wayne County CareerLink
Route 191, Honesdale, PA 18431
Business Plan approved 9/6/2000/Chartering Review not yet scheduled.

- f. The local WIB in agreement with the Local Elected Officials from our four county local area are responsible for the selection of the CareerLink operator(s) for each established CareerLink site. The method used to select CareerLink operators was through the recognition of a consortium, which includes at least three entities from the state established mandated CareerLink partner list. A presentation was made at a combined WIB/LEO meeting and the operators were approved based on a completed Business Plan/Agreement. This process will be duplicated (a reapplication process) by the WIB during the chartering process for each CareerLink site. This process will be publicized in an effort to provide opportunities for other interested parties/consortia to apply. All decisions regarding CareerLink operators will be made publicly in accordance with the sunshine act.
- g. The WIB and LEO have selected the consortium comprised of Monroe County Job Training, the Bureau of Employment and Career Services, and the PA Office of

Vocational Rehabilitation as the CareerLink Operator for the Monroe County CareerLink site. The consortium for the Carbon County CareerLink is comprised of the Carbon County Workforce Training Agency, the Bureau of Employment and Career Services, and the Carbon County Vocational-Technical School/Adult & Continuing Education Department. The consortium for the Wayne County CareerLink is the Bureau of Employer & Career Services, Wayne County Job Training, and the PA Office of Vocational Rehabilitation. The WIB's review process for selecting the CareerLink Operators is consistent with the guidelines established by the State Workforce Investment Board.

- h.** The Pocono Counties WIB has decided to use the Combined Business Plan/Agreement format for each site. Attachment E is a copy of the Combined Business Plan/Agreement for the Monroe County CareerLink site, E-2 is the Agreement for the Carbon County CareerLink site, and E-3 is for the Wayne County CareerLink site.
- i.** The Pocono Counties WIB has established a Chartering Committee responsible for reviewing the Business Plan/Cost Allocation Plan for each CareerLink Consortium which applied to have their site chartered. The Business Plan/Cost Allocation Plans were reviewed, and the sites were visited by the Chartering Committee to ensure that the proposed site is consistent with both the strategic goals of the Pocono Counties WIB and the State Plan established by the State Workforce Investment Board. The Chartering Committee then makes its' recommendation to the WIB regarding the site's ability to meet the chartering criteria. Both the Monroe and Carbon County CareerLinks have been chartered by the Pocono Counties WIB through 6/30/2002.

The services for all 14 of the mandated partners are available at the 3 comprehensive CareerLink sites that have been approved either by having staff located at the sites, or through established referral systems.

6. Services

a. General

- (1)** Customers will be able to access Title I information and services through Pennsylvania's CareerLink website, or by contacting the local CareerLink site by phone or in person. Job Seekers will complete a common application that will assist in preliminary Title I eligibility screening and assist in determining the customer's needs and goals. A CareerLink staff person will 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 application will also assist in screening for eligibility for possible training services. 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.
- (2)** The Pocono Counties WIB has 3 comprehensive CareerLink sites in place as of the date of this plan. The agencies that administer Title I services are located in each of these county CareerLink sites, and the Pike County Workforce

Development Agency provides Title I services to our customers in that county. This ensures universal access to Title I services for all the residents of our 4 county area.

b. Adults and Dislocated Workers

(1) 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.

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 .

Job Seekers Training Services

Occupational skills training, including training for nontraditional employment will be provided through ITA(s) for adults and dislocated workers.

On-the-job training.

Private sector training programs.

Skill upgrading and retraining.

Entrepreneurial training.

Job readiness training.

Adult education and literacy activities, where they are integrated with other training services.

Customized training conducted with the commitment to employ the individuals upon successful completion of the training.

Registered apprenticeship and training programs.

Most of the activities and services listed above have been available and used effectively by the CareerLink partner agencies for years. Many have proven track records of effectiveness. The CareerLink system has the potential to increase the effectiveness of these systems in two ways. One is to provide easier access to these services to segments of the workforce who were no aware of these services in the past. The second is to create a system that facilitates the coordination of these services and allows us to maximize the effectiveness of the resources available in our area.

- (2) Informed customer choice and the use of Individual Training Accounts will be facilitated in two ways. The first step involves developing comprehensive and easily accessible information on the availability and effectiveness of training programs in the region that have been approved by the Pocono Counties WIB. This will be done through the Career Resource Areas of the four CareerLink sites that have been, or will soon be in place. The second step involves the ability of the CareerLink staff who assist our customers to develop individual employment and training plans. The Title I Program staff within the Pocono Counties Workforce Investment Area have extensive experience in providing these services. The ITA approach is not new to our area, and has been used effectively and productively to meet the needs of our customers who require training for over 10 years.
- (3) **The WIB policy for Individual Training Accounts (ITA's) for Adult and Dislocated Workers will include a maximum training cap of \$5,000.00 per customer and a maximum time limit of 1 year for completion of a training plan with the exception of LPN training. 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 completed their ITA program.**
- (4) 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 \$6.00/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 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.

- (5) Customer choice is ensured by the wide variety of training services listed in paragraph 1 of this section, and our efforts to educate our customers in need regarding their availability. The training programs approved by the WIB for ITA referrals include most of the training programs operating within our four county area, as well as many additional training programs within commuting distance of our customers. These include community colleges, vocational-technical schools, many colleges, and private proprietary schools in our region. These are training programs that have established an excellent performance record with the CareerLink partner agencies over the past 10 years.
- (6) Competitive Requests for Proposals will be solicited from area training providers utilizing a standardized RFP package. Solicitation of said RFP's will be accomplished through ample notice to the general public via the local newspapers,

direct mailings or other means as deemed necessary to encourage as many proposals as possible. All proposals will be reviewed by the “Workforce Investment Board, the WIB Staff, and the CareerLink Operators prior to approval. A standardized rating sheet has been developed as a vehicle for the awarding of contracts and includes criteria such as cost, effectiveness of program design, ability to meet stated performance goals, and prior record of performance as a service provider to the WIA. All providers whose proposals have been rejected have the right to appeal that rejection to Joseph Sebelin, Executive Director for the Workforce Investment Area, within thirty days of the notice of rejection.

All local training providers have been notified of the steps necessary to be approved for inclusion in the State’s list of eligible training providers for WIA services. They have also been notified by the WIB of proposed policy changes, performance standards, and the recertification process that will be in place for their programs to remain on the State approved list of training providers. This information also includes the appeals process for those training providers who have been denied or removed from the list. The Pocono Counties WIB has made every effort to encourage quality training providers to apply for inclusion in the State wide list. This effort is necessary in order to maximize the customer choice available to our customers.

- (7) Job Seekers who register for services will be interviewed immediately (if possible) or scheduled for a group orientation within 7 working days. This initial step will be primarily to determine the initial needs and goals of the job seeker. Once this initial step is completed, the job seeker will be directed to the core or intensive services that are determined to best meet their needs. The CareerLink staff workers who initially interview the job seeker will be familiar with the core and intensive services offered by the partner agencies and their scheduled availability. Intensive services, such as Adult Basic Education, GED or Basic Computer Literacy Programs may be offered in conjunction with core activities if the Job Seeker is assessed to be in need of these services. If openings or resources for Intensive Services are not immediately available, the job seeker will be placed on a waiting list while they continue with core services.

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.

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.

The CareerLink staff who provide the core and intensive services will monitor the progress and/or success of job seekers in securing employment. Those customers who fail to secure employment through these activities and who meet the eligibility criteria established by the WIB may be considered for Training Services. The following factors will be considered in which customers will be referred for Training Services.

- Job Seeker meets the eligibility criteria established by the WIB for Adult or Dislocated Training Services.
- Job Seeker has been unsuccessful in securing employment through the core and intensive services.
- Job Seeker has been assessed by the CareerLink staff to lack the skills and/or certifications necessary to achieve their employment goal.
- Job Seeker has a clearly identifiable employment goal that can be addressed through the use of training services. The training goal must also meet the time and cost constraints of the WIB and the customer must show that the plan has been well developed and provides for a reasonable chance for completion.
- Sufficient training resources are available.

Job Seekers Training Services

Occupational skills training, including training for nontraditional employment will be provided through ITA(s) for adults and dislocated workers.

On-the-job training.

Private sector training programs.

Skill upgrading and retraining.

Entrepreneurial training.

Job readiness training.

Adult education and literacy activities, where they are integrated with other training services.

Customized training conducted with the commitment to employ the individuals upon successful completion of the training.

Registered apprenticeship and training programs.

- (8) The Pocono Counties WIB approved the following priority of service policy. See Attachment 3.
- (9) 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.
- (10) The Pocono Counties WIB recognizes that the needs of emergent, incumbent, and transitional workers are very diverse, and that a flexible service approach will be necessary to meet the needs of such divergent groups. Our focus will be on developing efficient and effective intake and assessment procedures aimed at identifying both the skill levels of our customers, and the level of services they will require to meet their individual goals as quickly as possible when they access the CareerLink system. It is expected that many, though not all, emergent workers will require intensive and training services to prepare them for employment. Our core and intensive services are designed to meet the needs of most incumbent workers in moving on to higher skill and higher wage employment opportunities leading to self-sufficiency. The needs and the abilities of the transitional workers will vary a great deal, from those requiring minimal assistance and services to those who will require intensive and training services due to their lack of transferable job skills. Our ability to develop a flexible approach to meet the needs of our varied customers is key to the success of the CareerLink system.
- (11) Recognizing the value and the needs of incumbent workers, the Pocono Counties WIB has adopted policies that will provide core and intensive services to many incumbent workers. Although the priority is still on serving those most in need, incumbent workers whose family incomes are less than 125% of the LLSI will be able to access a wide variety of services that will be of assistance to them in achieving their employment goals. The Pocono Counties WIB will also market the availability of other training resources to serve incumbent workers, such as the CareerLink Technical Institute, WED-NET funding, and other resources through the CareerLink system.
- (12) The Pocono Counties WIB has elected not to transfer funds between the Adult and Dislocated Worker funding streams at this time. However, the Pocono Counties WIB reserves the right to transfer funds (not to exceed 20%) if the need arises in the future.
- (13) Many of the supportive services needed by workers in our area are being provided by CareerLink partners. These include child care, drug & alcohol, mental health, transportation, GED, ESL, and adult basic education and literacy services. These and other supportive services are being provided by CareerLink partners located at the comprehensive sites, or through well developed linkages with the partners who are not physically present at the CareerLink sites. 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.).

c. Youth

- (1)** 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.

- (2)** The Workforce Development, Job Center, Education, WIB members and CareerLink partners are experts 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.

- (3)** 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.

- (4)** The Pocono Counties local area will meet the Act's requirements regarding program design in the following (non inclusive) way:

 - (A)** 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

 - (B)** 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
- (C)** 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
- (D)** Effective Linkages with intermediaries with strong employer connections
- WIB
 - Youth Council
 - Chambers of Commerce
 - Vacation Bureaus
 - Team Pennsylvania Representatives
 - School-to-Work Partnership
- (E)** 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
- (F)** Summer Employment Opportunities
- Title I Youth programs (summer)
 - Vacation Industry (PMVB)
 - CareerLink Database
 - Youth Employment Services (YES)
 - Job Service Availabilities
- (G)** Paid and Unpaid Work Experience
- Summer Youth Programs
 - Internships

- Job Shadowing
 - Welfare to Work programs
 - Mentoring
 - Youth Employment Services (YES)
- (H)** Occupational Skill Training
- Vocational Technical Schools
 - Approved State Programs
 - Tech Prep programs
 - Basic Skills Programs
 - Universities and Community Colleges
 - Training Providers
- (I)** 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
- (J)** Comprehensive Guidance and Counseling
- School Districts
 - Youth Employment Services (YES)
 - Employment Counselors
 - Educational Opportunity Centers (CareerLink Partners)
- (K)** 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
- (L)** Follow-Up Services
- Up to six months following employment
 - Weekly by training providers
 - Monthly at a minimum by caseworkers
 - As necessary when problems arise

(5) The Local WIB will utilize the following initial criteria when awarding grants for youth related activities:

- Youth Council Recommendations
- Past Performance
 - Placement
 - Completion
 - Positive Termination/Retention (6 months)
- Cost
- Customer Service

(6) 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

(7) 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 which 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 will be a client-centered diagnostic approach to evaluate the needs and employment barriers of youth without regard to services or training programs currently available. This diagnostic evaluation of the individual's employment barriers will address:

- family situation
- work history
- education
- occupational skills
- interests
- aptitudes (including those for non-traditional occupations)
- attitude towards work
- motivation
- behavior patterns affecting employment potential
- financial resources and needs
- personal employment information (as it relates to the local labor market)
- individual's weaknesses and strengths

Although the methods utilized by each office may vary from county to county, there is a definite positive attitude of cooperation between all agencies which 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 will be a client-centered diagnostic approach to evaluate the needs and employment barriers of youth without regard to services or training programs currently available. This diagnostic evaluation of the individual's employment barriers will address:

The objective assessment is an ongoing process and should not be viewed as a one-time event. It is to be a multi-faceted approach with a full array of options including but not limited to:

- structured interviews;
- paper and pencil tests;
- performance tests (skills and/or work samples);
- behavioral observations;
- interest and/or aptitude inventories;

- career guidance instruments;
- aptitude tests and
- basic skills tests

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 objective assessment is an ongoing process and will be revisited regularly and amended, as appropriate, when additional needs are identified or goals achieved.

The Pocono Counties CareerLinks will utilize a specific format that develops a systematic process which identifies each participants goals and outlines in a sequential order the activities and services which 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 which 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 he participant and staff member follow through on their responsibilities and to provide a basis for monitoring the process 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 employment goal.

- (8) 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.
- (9) 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.
- (10) The CareerLink staff funded under Title I of W.I.A. 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 W.I.A. Title I Staff will also train CareerLink partners in this process when requested.
- (11) Many of the supportive services needed by workers in our area are being provided by CareerLink partners. These include child care, drug & alcohol, mental health, transportation, GED, ESL, and adult basic education and literacy services. These and other supportive services are being provided by CareerLink partners located at the comprehensive sites, or through well developed linkages with the partners who are not physically present at the CareerLink sites. 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.).

d. Non-WIA Eligibles

- (1) The broad list of core services identified in paragraph 1 of this section of the plan will be available to those 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.

7. Procurement

- a. The Pocono Counties Workforce Investment Area’s procurement policies for competitive contracts, as well as the dissemination of information on the availability of grants and contracts, will be the same as those described under section 6. b. (6) and 6. c. (5) of this document. For non-competitive contracts the policy will be as follows. For On-the-Job Training Programs, awarding of a contract will be based upon an employer’s interest in the program and their commitment to the hiring of a WIA eligible person. Once this interest has been expressed, a standardized contract will be executed stipulating the terms under which the employer will be reimbursed. All other non-competitive contracts will be negotiated individually through the use of a purchase order authorizing a fee for the service as described in the purchase order agreement.

8. Equal Opportunity (EO), Affirmative Action, and Grievance Procedures

- a. EO Policy Statement – See Attachment K.
- b. Equal Opportunity Officer
The Equal Opportunity Officer for the Pocono Counties Workforce Investment Area is:

Wil Coombs
Monitor/Equal Opportunity Officer
(570) 325-2462
76 Susquehanna Street, Suite 1
Jim Thorpe, PA 18229
pocsda15@ptd.net

Monitor/Equal Opportunity Officer Job Description – See Attachment L.

This is presently a part time position which is held by our Independent Monitor. We have assigned him to these duties for two principal reasons. First, as an independent contractor, he has no direct affiliation with any employing entity within the Workforce Investment Act and reports only to the Executive Director of the Workforce Investment Area and the Workforce Investment Board. Second, this region has been fortunate to have had little or no E.O. Complaints. In fact, during the past two years, we have had zero complaint activity as reflected in our bi-monthly E.O. Reports.

- c. The Equal Opportunity Liaison for the CareerLink sites:

Monroe County CareerLink
Donna Butler
(570) 620-2850

Monroe County CareerLink Site EO Liaison – See Attachment M1

Carbon County CareerLink:
Judy Barron
(570) 325-2701

Carbon County CareerLink Site EO Liaison - See Attachment M2

Wayne County CareerLink
Mary Coccodrilli
(570) 253-7135

Wayne County CareerLink Site EO Liaison – See Attachment M3

- d. The County CareerLinks will continue to ensure that the recruitment and hiring of staff will be done in such a manner as to reflect the available workforce of the labor market area without regard to race, sex, color, religion, age, disability, national origin, political affiliation or belief, and for beneficiaries only, citizenship or participation in programs funded under the WIA Title I as amended. This is exemplified in the CareerLink’s radio, newspaper advertising, and placement of WIA Title I job orders.
- e. The Equal Opportunity Officer at the CareerLink level will monitor information provided by all service providers on its equal opportunity performance on a quarterly basis. Service providers showing deficiencies in the area of equal opportunity will be targeted for an equal opportunity monitoring review. Equal opportunity monitoring will be conducted in conjunction with routine program monitoring and reviewed by our EO Officer for compliance.

9. Performance Management

- a. Performance Standards – See Attachment N.
- b. The Pocono Counties Workforce Investment Board has elected to focus its efforts on the core standards. Other standards may be developed and negotiated in the future after the CareerLink Operators have established their ability to meet the core standards.
- c. The Title I Program Operators in all 4 counties are an integral part of the core, intensive, and training services available to our customers in the CareerLink delivery system of the Pocono Counties Workforce Investment Area. As such, the services offered by the Title I Program Operators will have a positive impact on the performance standards of the other CareerLink partners. By increasing the skill levels of our customers, we will increase their employability, their earnings capacity, and their value to our local employers.

10. Customer Satisfaction and Relationships

a. Customer Satisfaction

- (1) The Pocono Counties Workforce Investment Board and CareerLink staff will work to ensure employers and workforce development participants are highly satisfied with workforce development services. Customer satisfaction is a measurement of the degree to which the CareerLink staff is successful in providing the information, service and/or product desired in a timely and respectful manner. Customer satisfaction will be based on information that customers volunteer through expressions of appreciation or complaints, formal surveys, and focus groups to name a few.

Customer satisfaction/dissatisfaction determination and relationship building are key components of the customer focus initiative for the CareerLink system.

Data to be used for customer satisfaction/dissatisfaction includes:

- Judgement of quality by the customer
- Cycle time for services
- Service/product delivery satisfaction follow-up
- Dissatisfaction determination
- Performance relative to other customer choices
- Understanding why qualified non-customers go elsewhere
- Lost customers and reason for leaving
- Growth customers and reason for increasing use of service

Data to be used for relationship building includes:

- Repeat business from customers
- Referrals and recommendations of services to others by customers
- Visiting and interviewing customers for preferences and feedback
- Surveys that place emphasis on customer needs

The comprehensive assessment of customer satisfaction will be geared to continuous improvement. The CareerLink staff and Workforce Investment Board will use a variety of methods (mentioned above) to target and track various categories of customer groups (job seekers and employers) in order to ensure feedback will be valid and suitable for improving services and to assess the satisfaction of specific target groups (i.e. youth, dislocated worker, incumbent worker, current and emerging employers). Customer satisfaction feedback will be accomplished from customers accessing services through the Internet, in person and by phone.

Customer feedback will be collected using the following methods:

- Holding open-ended customer forums
- Conducting general “exit surveys” or periodic follow-up surveys
- Surveying customers regularly about specific services
- Surveying the general public or employers or job seekers who have not used our services to determine barriers to utilization

These customer satisfaction surveys will establish baseline data by which improvement in any area can be measured through future survey instruments. The findings will be summarized and analyzed on a regular basis and circulated to all staff for continuous improvement. In addition, focus groups will convene with current and prospective customers to obtain up-dated perspectives on customer needs and interests. On –going interagency project teams will also be formed to review the adequacy of services to employers and job seekers.

POCONO COUNTIES WORKFORCE INVESTMENT AREA
WORKFORCE INVESTMENT ACT
LOCAL ELECTED OFFICIALS AGREEMENT

In accordance with Section 112(b)(5) of the Workforce Investment Act, Public Law 105-220, hereinafter referred to as the Act, the County Commissioners of Carbon, Monroe, Pike and Wayne Counties, acting on their authority as the Chief Elected Officials as described in the Act, enter into this agreement to organize and implement activities pursuant to the Act as proposed by the Governor of the Commonwealth of Pennsylvania for the purposes of administering Workforce Investment Act Programs in the aforementioned counties.

The organization, composition and nature of the entity vested to provide Workforce Investment Act Programs within the Counties of Carbon, Monroe, Pike and Wayne, shall be known as the Pocono Counties Workforce Investment Governing Board (WIGB).

GOVERNING BOARD - For the purposes of administering the Act and for entering into and implementing agreements in accordance with the Act, the Governing Board shall consist of the twelve (12) Commissioners of the counties of Carbon, Monroe, Pike and Wayne. Pursuant to the Act, said Local Elected Officials acknowledge program accountability. The Governing Board shall review and approve grants, agreements and modifications relative to the operation of Workforce Investment Programs.

EXECUTIVE BOARD - The Executive Board shall be comprised of one Commissioner from each County designated by their respective Boards. The Executive Board shall be empowered to act on behalf of the Governing Board in the intervals between regular meetings. Executive Board actions shall be subject to ratification by the Governing Board.

A Chairperson shall be elected, together with a Vice-Chairperson, and Secretary/Treasurer by majority vote of the twelve (12) members of the Pocono Counties WIGB. The officers shall serve for a two (2) year term effective the 1st day of January and ending the 31st day of December.

The Pocono Counties WIGB shall prepare in conjunction with the Pocono Counties Workforce Investment Board (WIB), as required by the Governor, a Workforce Investment Plan, and/or other documents required by the Federal Government, the Commonwealth of Pennsylvania, and/or other potential funding sources.

The WIGB hereto shall establish a WIB within the four county Workforce Investment Area in accordance with the Act and as prescribed by the Commonwealth. The Local Elected Officials from each county shall, consistent with the Act, be responsible to appoint WIB Members from the Private Sector with emphasis on individuals who represent significant employment groups and individuals with significant decision making and leadership authority.

The name of the area is the "Pocono Counties Workforce Investment Area," comprised of the Counties of Carbon, Monroe, Pike and Wayne.

As required by the Pennsylvania Department of Labor and Industry, the WIGB recognize and name the County of Carbon as Interim Fiscal and Administrative Agent for related and necessary activities under the Act.

As required by the Act, the WIGB, in cooperation with the WIB, shall develop, administer and approve the establishment of no less than one (1) One Stop/Team Pennsylvania CareerLink Center in the Pocono Counties Workforce Investment Area.

Each county assumes financial liability for all disallowed costs attributed to the respective county. Administrative liability associated with the fiscal and administrative functions of the program shall be apportioned between the parties to this agreement.

Program allocations to each county shall be determined annually utilizing an allocation formula mutually agreed upon by the WIGB and WIB. The apportionment of funds, after Administrative costs have been allocated to the Administrative Entity, shall be based upon the allocation formula.

In Witness Whereof, the parties hereto have set their hands to this Agreement.

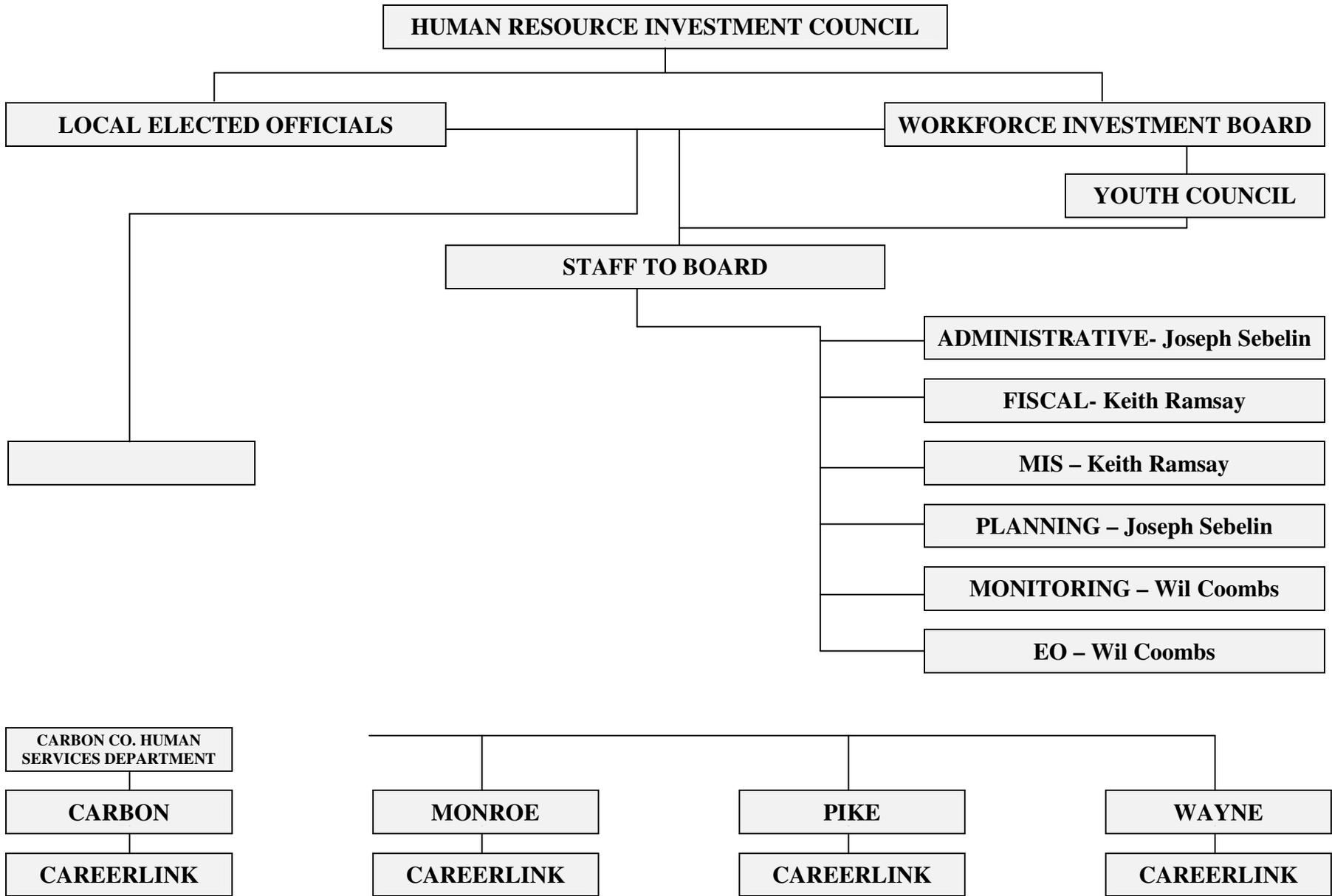
Charles Getz, Chairperson
Carbon County Board of Commissioners

Janet Weidensaul, Chairperson
Monroe County Board of Commissioners

Sally Thomson, Chairperson
Pike County Board of Commissioners

Anthony Herzog, Chairperson
Wayne County Board of Commissioners

ORGANIZATIONAL CHART – POCONO COUNTIES WORKFORCE INVESTMENT AREA



47

WORKFORCE INVESTMENT ACT AGREEMENT

between

THE COUNTIES OF CARBON, MONROE, PIKE AND WAYNE

and

THE POCONO COUNTIES WORKFORCE INVESTMENT BOARD

THIS AGREEMENT for the Pocono Counties Workforce Investment Area is made this 22nd day of September, 1999, by the Chief Elected Officials of the Counties of Carbon, Monroe, Pike and Wayne (hereinafter referred to as the CEO) as represented by the Chief Elected Officials agreement of May 21, 1999, and the Pocono Counties Workforce Investment Board (hereinafter referred to as the WIB) with Members appointed according to the requirements of Section 117 of the Workforce Investment Act (Public Law 105-220, August 7, 1998) (hereinafter referred to as the Act) by the Counties' Boards of Commissioners.

WITNESSETH:

Whereas, the Workforce Investment Act (Public Law 105-220) has been duly enacted by the Congress of the United States and signed into law by the President on August 7, 1998; and

Whereas, the counties of Carbon, Monroe, Pike and Wayne have been certified and recognized by the Governor of the Commonwealth of Pennsylvania as a Workforce Investment Area under the Act; and

Whereas, the individual Boards of County Commissioners have exercised their prerogative under Section 117 of the Act to appoint members to the Pocono Counties Workforce Investment Board; and

Whereas, the State Human Resources Investment Council has, at its August 25, 1999, meeting "chartered" the Pocono Counties Workforce Investment Board; and

Whereas, the Interim Final Rule appurtenant to the Act (20 CFR 652 et al) provides in Section 661.300 for an agreement describing the respective roles and responsibilities of the parties:

NOW THEREFORE, intending to legally bound, the Counties and the Workforce Investment Board agree as follows:

1. The Name of the region shall be the Pocono Counties Workforce Investment Area.

2. The Chief Elected Officials of the Counties of Carbon, Monroe, Pike and Wayne shall be the recipient of the funds issued under the Act and shall be accountable for their use and management in accordance with regulation and statute.
3. The Chief Elected Officials and the Workforce Investment Board agree that the County of Carbon shall be the Fiscal Agent and Grant Recipient of funds received pursuant to the Act, whether through the Commonwealth of Pennsylvania or directly from the United States Department of Labor and shall be accountable for their use according to the provisions of the Act, any appurtenant regulations, Federal Management Circulars, or other policy issues.
4. The County of Carbon will designate Administrative Staff to provide and coordinate staff support to the Workforce Investment Board. These shall include, but not limited to, assisting the WIB in developing its strategic vision and plans; overseeing and managing the implementation of specific WIB initiatives; developing and facilitating the functioning of community partnerships which advance the WIB's goals; maintaining relationships with Federal, State, and local funding sources; and assuring adequate flow of information, including performance indicators, to assist the WIB's oversight and decision making processes.
5. Workforce Investment Board Directors and Officers Liability insurance will be provided to protect individual liability actions taken in pursuance of their responsibilities as Workforce Investment Board members indemnifying and holding harmless the WIB and its individual members from all liability, including but not limited to the amount of any judgement obtained against them in State or Federal court, or in the amount of any settlement of a court, provided that the error or omission for which such liability arose or occurred when the WIB and/or individual was acting within the scope of the duties encompassed in their appointment to the WIB and subject to the conditions outlined in any pertinent law.
6. The Chief Elected Officials and the Workforce Investment Board will consult and agree on the appointment of a Youth Council in accordance with the provisions of Section 117(h) of the Act.
7. The Chief Elected Officials and the Workforce Investment Board shall support and develop CareerLink Centers as well as Itinerant Access Sites as developed under Planning and Implementation Grants received from the Commonwealth.
8. The Chief Elected Officials and the Workforce Investment Board shall agree on and designate at least one One-Stop (CareerLink Office) in the Workforce Investment Area, and shall designate the One-Stop Operator. The Chief Elected Officials and the Workforce Investment Board shall agree on termination of One-Stop Operator(s) for cause, as applicable.
9. The Chief Elected Officials and the Workforce Investment Board shall develop and approve a five-year plan that meets the requirements of Section 118 of the Act, as well as other related plans for the Workforce Investment Act services.
10. The Chief Elected Officials and the Workforce Investment Board shall negotiate with the Governor to reach agreement on performance measures.

11. The Workforce Investment Board shall enter into Memoranda of Understanding (MOU) with the One-Stop Operator(s). Chief Elected Officials shall approve the MOUs.
12. The Workforce Investment Board shall coordinate its activities with local and regional economic development activities.
13. The Workforce Investment Board shall be responsible for ensuring oversight of the CareerLink system, Workforce Investment Act Title One subcontractors, and ensuring that overall program performance evaluation is conducted.
14. The Workforce Investment Board agrees to evaluate recommendations of the Youth Council and to select eligible youth providers.
15. The Workforce Investment Board shall conduct evaluations of providers of educational services as required by the Act, and shall approve the process to issue Individual Training Accounts to eligible participants for institutions that meet set standards.
16. The Workforce Investment Board will assist the Governor in developing a statewide system for employment statistics.
17. The Workforce Investment Board shall develop a priority system for intensive and training services for low income individuals.
18. In instances where there is disagreement between the Local Elected Officials and the Workforce Investment Board, the decision of the Local Elected Officials will be final. If the Workforce Investment Board and the Local Elected Officials desire to do so, a joint meeting can be held for the purpose of negotiation and compromise.
19. The Workforce Investment Board will conduct all business in an open manner as required by Section 117 of the Act, and will make available to the public on a regular basis information about its activities. This includes: plans, allocations, contracts, agreements, and minutes of said meetings.
20. If any terms or provisions of this agreement or the application thereof to any person or circumstance shall, by any extent, be held invalid or unenforceable, the remainder of this agreement, or the application of such terms shall not be affected.
21. Workforce Investment Board members, by acceptance of appointments, represent and warrant that they have not offered or given any gratuity to any Local Elected Official or agent thereof, for the purpose of personal gain.
22. This agreement shall remain in force until either party provides the other with ninety (90) days written notice of intent to terminate.

Approved:

Approved:

County of Carbon

Pocono Counties Workforce Investment Board

Charles Getz, Chairman

Chairperson

County of Monroe

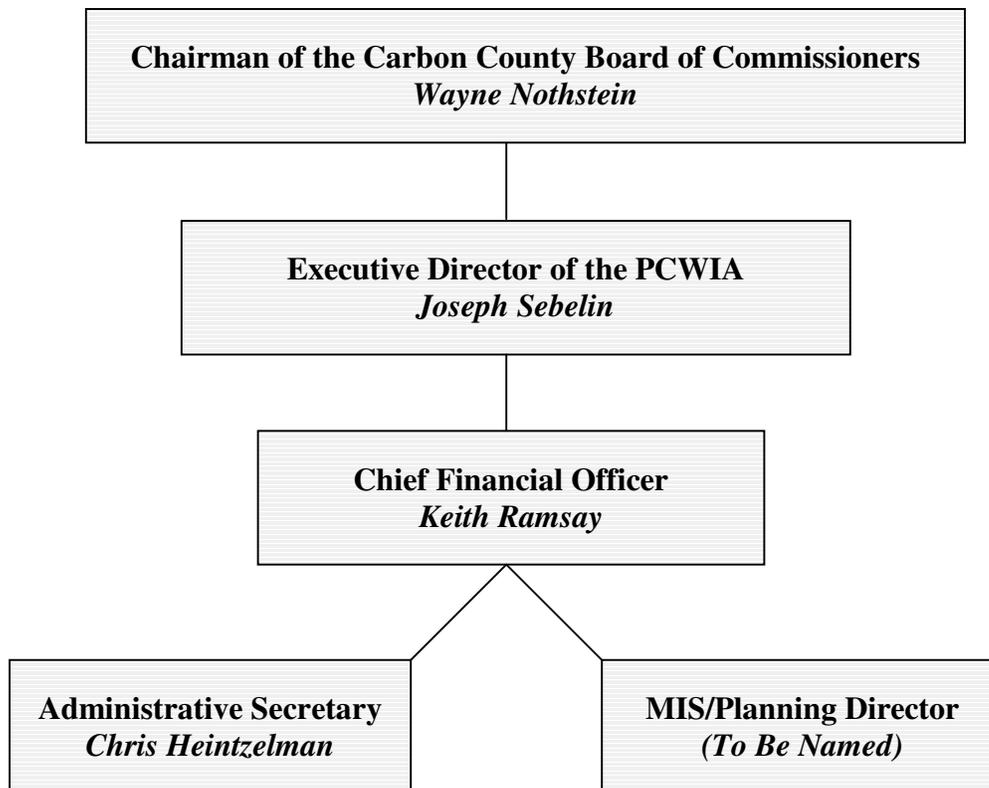
Janet Weidensaul, Chairman

County of Pike

Sally Thomson, Chairman

County of Wayne

Anthony Herzog, Chairman

Organizational Chart of the Fiscal Agent

The staff of the Workforce Investment Board will be lent by the County of Carbon. This staff will be responsible for all administrative functions of the WIB, including the duties of the Fiscal Agent. The staff will report directly to the Chairman of the Carbon County Board of Commissioners, the Workforce Investment Board, and the Local Elected Officials. This staff will have no relationship to the CareerLink Operator(s).

EO Policy Statement

The Pocono Counties Workforce Investment Area coordinates Workforce Investment Act (WIA) activities on behalf of the Governor of the Commonwealth of Pennsylvania in the counties of Carbon, Monroe, Pike and Wayne.

One of our major responsibilities is to ensure that equal opportunity--as enshrined in the United States Constitution--is available to all.

In "Implementation of Nondiscrimination and Equal Opportunity Requirements" for federally funded or assisted programs, as set forth at 29 CFR 37, and Section 188 of the Workforce Investment Act of 1998, Workforce Investment Act programs are prohibited from discriminating on the grounds of race, color, religion, sex (sexual harassment is a form of sex discrimination), national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in programs funded under the WIA.

It is the policy of the Pocono Counties Workforce Investment Area to promote the underlying principles of equality and to vigorously and conscientiously enforce and uphold the nondiscrimination and equal opportunity laws by which WIA is governed. This statement is to serve as continuing notice that the Workforce Investment Area or other WIA funded or assisted programs are prohibited from discriminating against applicants, eligible applicants, claimants, participants, applicants for employment, employees and members of the public. Additionally, the prohibition against discrimination extends to individuals with disabilities, vision or hearing impairments and individuals with limited or no English speaking proficiency in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with any WIA program or activity.

The individual designated as the EO Officer for the Pocono Counties Workforce Investment Area is Mr. Wil Coombs, Monitor, Pocono Counties Workforce Investment Area, 76 Susquehanna Street, Suite 1, Jim Thorpe, PA 18229, telephone (570) 325-2462, TDD--1-800-654-5984 (Relay Center).

If anyone believes that he/she has been subjected to discrimination in a WIA program or activity, he/she may file a complaint within 180 days from the date of the alleged violation with the Office of Equal Employment Opportunity, Department of Labor and Industry, Room 514, Labor and Industry Building, Seventh and Forster Streets, Harrisburg, PA 17120, or telephone 1-800-622-LIAA or (717) 787-1182, or you may file a complaint directly with the Directorate of Civil Rights (DCR), U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N-4123, Washington, DC 20210.

Monitor/Equal Opportunity Officer

Monitor

Will be required to conduct both on-site and desk review monitoring of all subcontractors/service providers within the four county Workforce Investment Area (WIA).

Will conduct an annual review of all programs according to an established time frame and within specific guidelines established by WIA policies and procedures.

Examples of Work Performed

- Review all contracts with service providers to assure compliance with WIA policies and procedures.
- Conduct periodic reviews of all service providers to assure their compliance with Pocono Counties Workforce Investment Area (PCWIA) contract provisions.
- Conduct exit interviews with the administrative head of each service provider to review and discuss monitoring review findings.
- Recommend corrective actions that can be taken to correct deficiencies that may be discovered.
- Provide technical assistance to correct deficiencies if necessary.
- Prepare reports to the attention of the PCWIA Executive Director to officially inform him of findings.
- Conduct follow up reviews on major or unresolved deficiencies to insure compliance and inform the PCWIA Executive Director of outstanding deficiencies that remain unresolved.

Equal Opportunity Officer

Will be required to perform duties in accordance with monitoring, oversight and compliance with Equal Opportunity policies and procedures contained in 29 CFR Part 37, at 37.24 & 37.25, of the Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act (WIA) of 1998.

Will act as the liaison between the complainant and the respondent to resolve any grievances that may arise to the satisfaction of both parties.

Examples of Work

- Conduct self evaluations to assure that WIA funded programs are accessible to individuals with a disability as well as those with serious language barriers.
- Disseminate EO related guidelines and information to service providers as appropriate and applicable.
- Provide technical assistance on EO compliance to service providers as necessary.
- Conduct monitoring and EO compliance reviews of service providers as part of an overall monitoring process.
- Orient new and existing staff on EO policies and guidelines as necessary.

Monroe County CareerLink Site EO Liaison

Career Counselor Coordinator/Case Manager/EO

The Career Counselor Coordinator/Case Manager is to supervise the Career Development Department in all aspects of employment and/or career planning, facilitates job skills development and training, and conducts case management of individuals with problems affecting their employability; performs related work as required.

Typical Examples of Work

Supervises, directs and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.

Coordinates daily work activities; organizes and prioritizes department workload; makes work assignments; monitors status of work in progress; inspects completed work; troubleshoots problem situations.

Performs the determination of eligibility for services through Workforce Development such as family income, citizenship, residency, age, and selective service registration. Completes assessment forms and related documentation to determine funding titles.

Provides case management in relation to customers needs and abilities; records information required, maintains case records and writes follow-up reports to document customer's progress toward vocational/educational plan.

Assists customers to form realistic, reasonable and achievable vocational/educational goals and plans; identifies barriers to employment; jointly formulates, plans directed at maximizing the customers' potential; jointly develops steps to check progress in achieving short and long range goals.

Required Knowledge, Skills and Abilities

Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that, which is clearly measurable or verifiable.

Minimum Education and Experience

Bachelor's degree in Social Science, Education, Human Resources, or closely related field: supplemented by three (3) years previous experience and/or training that includes human services, social work, or human resources;; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Equal Opportunity Officer

Responsible for adhering to EO and AA guidelines of Monroe County Careerlink. This involves hearing complaints and clarifying issues by contacting and conferring with the appropriate parties to verify, document and remedy any problems. Prepares report of findings and makes recommendations for corrective actions.

Assures customers and staff are apprised of their "Civil Rights" and complaints procedures. Assures that EO posters are displayed as required.

Keeps records on complaints by assigning case numbers, date of receipt, name, address, and telephone number of complaining party and description of complaint. Keeps copies of written complaints or summary of oral complaints. Keeps record of contacts made and information obtained.

Requested WIA Title I Performance Levels for WIB

	<u>PY 2001 to 2003</u>		
	WIB Negotiated PY 01 Level	WIB Negotiated PY 02 Level	WIB Negotiated PY 03 Level
Adult EER	70%	71%	72%
Adult Retention	79%	79%	80%
Adult Gain	\$3250	\$3320	\$3390
Adult Credential	50%	50%	60%
DW EER	80%	80%	81%
DW Retention	89%	89%	90%
DW Replacement	90%	91%	92%
DW Credential	50%	50%	60%
19-21 EER	63%	63%	64%
19-21 Retention	75%	76%	77%
19-21 Gain	\$2510	\$2510	\$2560
Youth 19-21 Credential	40%	40%	50%
Youth Dip/GED	50%	50%	50%
Youth Goal Attainment	68%	70%	72%
Youth Placement & Retention	45%	50%	55%
Participant Customer Satisfaction	67%	68%	68%
Employer Customer Satisfaction	60%	63%	66%

The above WIA Title I performance levels constitute our Workforce Investment Area's requested performance levels. They are forwarded for state approval.

Anthony Manzione
Name

(570) 685-8030
Phone Number

WIB Chairperson
Title

woodpay@woodloch.com
E-mail address

John Casella
Name

(570) 620-2960
Phone Number

WIB Member
Title

jcasella@dli.state.pa.us
E-mail address

ADMINISTRATIVE ASSURANCES

The purpose of distinguishing the following assurances is to highlight specific requirements and does not limit local area responsibilities in any way. Local areas are required to ensure that the local area and its subrecipients are held accountable to all state and federal laws, regulations, and policies. By signing the Grant Summary Information and Signatory Authorization Form and the Statement of Compliance with the Act Form, and including the following assurances in the Grant Narrative, the local area assures the state that the local area and all of its subrecipients will abide by the following requirements:

The local area assures that:

ASSURANCES
1. The financial management system satisfactorily accounts for and documents the receipt and disbursement of all WIA funds;
2. Information pertaining to subgrants and contract awards, obligations, unobligated balances, assets, expenditures and income will be maintained;
3. Effective internal controls in place will safeguard assets and assure their proper use (including property location and usage);
4. All source documentation will be maintained to support accounting records that will permit the tracking of funds to a level of expenditure adequate to establish that funds have not been used in a violation of the applicable restrictions on the use of such funds;
5. The local area's financial system will permit the tracking of program income, potential stand-in costs, and other funds that are allowable;
6. The local area will maintain a comparison of actual expenditures with budgeted amounts for each subgrant and contract and that this comparison will be used to assess program progress and success;
7. The local area will prepare and submit the required financial reports in a timely manner;
8. All persons and/or subrecipients who are authorized to receive or deposit WIA funds, or to issue financial documents, checks or other instruments of payment for WIA program costs, will be bonded in accordance with Federal and State regulatory requirements for protection against loss;
9. No excess cash will be kept on hand and that procedures exist for maintaining and monitoring the minimum amount of cash on hand necessary to efficiently improve the timing and control of disbursements;
10. Operating programs funded wholly or in part with state and/or federal funds will maintain financial and program records, with all supporting documents for at least three years from the date of submission of the closeout reports for each program;
11. All audit findings that impact the WIA program will be addressed and/or resolved by appeal or corrective action within the time frames prescribed;
12. Assures that the local area will maintain an audit resolution file documenting the disposition of reported questioned costs and corrective actions taken for all findings;
13. WIA training shall be provided only for those occupations for which there is a demand in the area served or in another area to which the customer is willing to relocate;
14. The process used by the local elected officials to solicit and select members of the local Workforce Investment Board will comply with the WIA and State Criteria;

15. The local WIB will provide direction-setting leadership for the regional and local workforce development system;
ADMINISTRATIVE ASSURANCES CONTINUED
16. Pursuant to the WIA nondiscrimination regulations published at 29 CFR part 37, the WIB assures that all program customers, regardless of disability, including persons of limited English speaking ability, are provided access to all program activities; that qualified program customers with disabilities will be provided with reasonable accommodation, unless providing the accommodation would cause undue hardship; and that reasonable modifications will be made to policies, practices, or procedures when the modifications are necessary to avoid discrimination, unless making the modifications would fundamentally alter the nature of the service, program, or activity;
17. The WIB assures that it will utilize the complaint and grievance procedures, including mediation procedures, developed by the Department of Labor and Industry, Office of Equal Opportunity;
18. The WIB assures that records will be maintained for purposes of equal opportunity which include characteristic data on race/ethnicity, sex, age and disability status on applicants, registrants, eligible applicants/registrants, participants, individuals exiting the program, applicants for employment, and employees;
19. The WIB assures that all recruitment brochures and other materials which are ordinarily distributed to the public to describe programs funded under WIA must certify the above using the following wording: "This WIA-funded program or activity is an equal opportunity employer/program, auxiliary aids and services are available upon request to individuals with disabilities";
20. The local WIB assures that the public, including individuals with disabilities, has access to local WIB meetings and information regarding local WIB activities, including membership and meeting minutes;
21. In providing an opportunity for public comment and input into the development of the Plan, the WIB consulted with persons with disabilities and has provided information regarding the Plan and planning process, including the Plan and supporting documents, in alternative formats when requested;
22. The WIB assures that it will include local EO officers and advocates for groups protected for discrimination under WIA section 188 in the planning process in a meaningful way, beginning with the earliest stages;
23. No funds received under WIA will be used to assist, promote, or deter union organizing; and
24. All confidentiality and disclosure mandates will be strictly applied and enforced.
25. The Local WIB assures that the EO Officer position will be filled at all times and will not unknowingly be vacant.

**Certification Regarding Debarment, Suspension, and
Other Responsibility Matters Primary Covered
Transactions**

Certification Regarding
Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

**(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH
ARE AN INTEGRAL PART OF THE CERTIFICATION)**

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
 - (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Joseph Sebelin, Executive Director
Name and Title of Authorized Representative

Signature

Date

Drug Free Workplace Requirements Certification

Alternate 1. (Grantees Other Than Individuals)

Pursuant to the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F, I, Joseph Sebelin, the undersigned, in representation of the Pennsylvania Department of Labor and Industry, the grantee, attest and certify that the grantee will provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - (a) The dangers of drug abuse in the workplace;
 - (b) The grantee's policy of maintaining a drug-free workplace;
 - (c) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (d) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1);
4. Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under the grant, the employee will:
 - (a) Abide by the terms of the statement; and
 - (b) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing ten calendar days after receiving notice under subparagraph (4) (b) from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every grant officer on whose grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected grant.
6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4) (b), with respect to any employee who is so convicted:
 - (a) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended; or

- (b) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (1), (2), (3), (4), (5) and (6).
- 8. Notwithstanding it is not required to provide the workplace addresses under the grant, as of today the specific sites are known and we have decided to provide the specific addresses with the understanding that if any of the identified places change during the performance of the grant, we will inform the agency of the changes. The following are the sites for the performance of work done in connection with the specific grant including street address, city, county, state, and zip code:

County of Carbon

 76 Susquehanna Street, Suite 1

 Jim Thorpe, Carbon, PA 18229

Check () if there are workplaces on file that are not identified here.

Check () if an additional page was required for the listing of the workplaces.

I declare, under penalty of perjury under the laws of the United States, and under the penalties set forth by the Drug-Free Workplace Act of 1988, that this certification is true and correct.

Joseph Sebelin, Executive Director

I, Joseph Sebelin, certify that I am the Executive Director, the grantee; that I who sign this Drug-Free Workplace Certification on behalf of the grantee, do so by the authority given by the County of Carbon, and such signing is within the scope of my powers.

Authorized Signature

Executed on: _____

Certification Regarding Lobbying

CERTIFICATION FOR GRANTS AND COOPERATE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying, in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all* subawards at all tiers (including subcontracts, subgrants and contract under grants, loans, and cooperative agreements) and that all* subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

County of Carbon	Workforce Investment Act
Grantee/Contractor Organization	Program/Title

Joseph Sebelin		
Name of Certifying Official	Signature	Date

*Note: In these instances, "All," in the Final Rule is expected to be clarified to show that it applies to covered grant transactions over \$100,000 (per OMB).

Employment Opportunities by Industry in the Pocono Counties Workforce Investment Area

3 digit SIC

Construction

152 Residential Building Construction

Manufacturing

283 Drugs

Transportation and Public Utilities

421 Trucking, Local and Long Distance

Wholesale and Retail Trade

531 Department Stores

541 Grocery Stores

581 Eating and Drinking Places

594 Miscellaneous Shopping Goods Stores

Finance, Insurance, and Real Estate

653 Real Estate Agents and Managers

Services

701 Hotels, Motels, and Tourist Courts

703 Camps and Recreational Vehicle Parks

736 Personnel Supply Services

799 Misc. Amusement, Recreational Services

801 Offices of Physicians

805 Nursing and Personal Care Facilities

806 Hospitals

823 Educational Services – Local Government

836 Residential Care

1998-1999* Job Service Activity in Pocono Counties Workforce Investment Area

*For period beginning 07/01/98 and ending 06/30/99

Ranked by Total
Openings

Occupation	Applicants	Openings		Unfilled
		Total	Filled	
Freight, Stock & Material Handlers	429	389	112	250
Cashiers	417	312	120	42
Fast Food Workers	52	214	27	407
Waiters And Waitresses	205	150	50	143
Food Preparation Workers	129	128	40	61
Retail Salespersons	203	126	19	156
Truck Drivers-Heavy Or Tractor-Trailer	329	124	31	47
Interviewing Clerks	18	123	74	134
General Laborers	219	121	57	63
General Office Clerks	225	118	215	15
Secretaries (Except Legal & Medical)	240	106	19	58
All Other Machine Operators	28	102	7	96
Nursing Aides	212	100	18	27
Pipelaying Fitters	149	98	43	20
Janitors	120	92	57	34
Pump Operators	2	89	42	48
Carpenters	133	77	12	39
Assemblers (Except Machine/Elect./Precision)	137	74	25	39
Customer Service Representatives-Utilities	40	71	68	2
All Other Constr. & Extractive	78	67	21	31
Cooks-Restaurants	109	62	14	34
Supervisors-Cleaning & Building Services	52	62	49	3
Maids & Room Cleaners	87	54	14	42
Sheet Metal Workers	14	53	0	45
Telemarketers,Vendrs,Door-To-Door Sales Wkrs	40	50	10	40
Sewing Machine Operators-Garment	54	47	7	23
Security Guards	96	46	22	80
All Other Managers & Administ.	77	43	2	36
Maintenance Repairers (General)	163	42	3	29
Bartenders	45	39	6	9
Industrial Truck & Tractor Operators	183	39	21	21
Cooks-Short Order	18	36	2	14
All Other Protective Service	15	32	3	10
Auto Mechanics	80	32	4	9
Bookkeeping & Accounting Clerks	143	32	8	9
Recreation Workers	15	32	4	23
Amusement & Recreation Attendants	16	31	7	14
Electrical & Electronic Assemblers	26	30	8	17
Receptionists & Information Clerks	126	29	6	7
Registered Nurses	67	29	9	10
Machine Feeders & Offbearers	93	27	16	6
All Other Machinery Mechanics	85	23	4	8
All Other Service Supervisors	66	23	2	6
Food Servers (Outside)	13	23	4	8
Statistical Clerks	10	23	1	0
Stock Clerks-Sales Floor	52	23	8	10
Tellers	35	23	2	4

Attachment 1

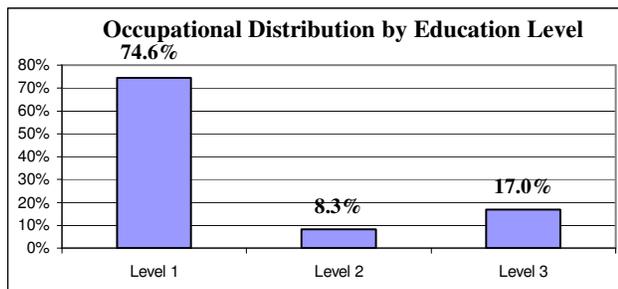
<i>Electricians</i>	63	22	2	12
<i>General Managers & Top Executives</i>	44	22	0	4
<i>Data Entry Keyers (Except Printing)</i>	85	21	5	22
<i>Stock Clerks-Stockrm, Warehouse, Storage Yard</i>	72	21	4	9
Travel Clerks	7	21	6	12
<i>Truck Drivers-Light (Including Delivery)</i>	49	21	4	6
All Other Food Service Workers	5	20	8	4

Occupations in ***Bold Italics*** have been identified as demand occupations.

Staffing for SIC 152 - General Building Contractors

General contractors primarily engaged in the construction of residential buildings. These contractors can be involved in new work, additions, alterations, remodeling and repair.

Pocono Counties WIA employment for this industry is 1,143.



Level 1 - On-the Job Training and Work Experience

- | | | |
|---|---|--|
| Carpenters | Brick & Stonemason & Hard Tile Setter Helpers | Heating, A/C & Refrigeration Mechanics |
| Carpenter Helpers | Painters & Paperhangers-Construction | Supervisors-Clerical Workers |
| Supervisors-Construction & Extractive Workers | Plumbers & Pipefitters | Truck Drivers-Light (Including Delivery) |
| Laborers, Landscaping & Groundskeeping | Switchboard Operators | Receptionists & Information Clerks |
| General Office Clerks | General Laborers | Concrete And Terrazzo Finishers |
| Bookkeeping & Accounting Clerks | Drywall Installers | Truck Drivers-Heavy Or Tractor-Trailer |
| Maintenance Repairers (General) | Structural Metal Workers | Assemblers (Except Machine/Elect./Precision) |
| Brickmasons | Operating Engineers | Janitors |
| Electricians | Cabinetmakers & Bench Carpenters | |

Level 2 - Some Post Secondary or Associates Degree

- | | | |
|--------------------------------------|--------------------------|----------|
| Secretaries (Except Legal & Medical) | Real Estate Sales Agents | Drafters |
|--------------------------------------|--------------------------|----------|

Level 3 - Bachelor's Degree or more

- | | | |
|-----------------------------------|------------------------|--------------------|
| Construction Managers | Cost Estimators | Financial Managers |
| General Managers & Top Executives | Accountants & Auditors | |

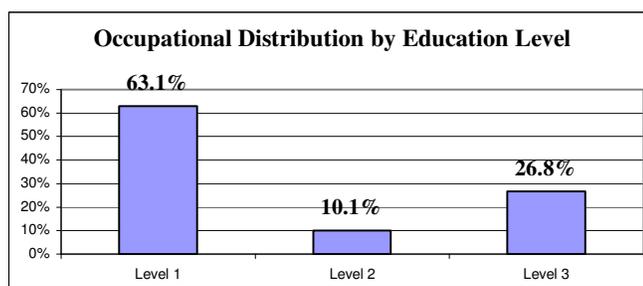
Key knowledge necessary to excel in this industry:

- | | |
|----------------------------------|---|
| Building and Construction | Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings |
| Mathematics | Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications |
| Mechanical | Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance |
| English Language | Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar |
| Design | Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models |

Staffing for SIC 283 - Manufacturing: Drugs

Establishments primarily engaged in manufacturing, fabricating, or processing medicinal chemicals and pharmaceutical products. Also included are establishments primarily engaged in the grading, grinding, and milling of botanicals.

Pocono Counties WIA employment for this industry is 1,143.



Level 1 - On-the Job Training and Work Experience

Chemical Eq. Controllers & Operators	Machine Feeders & Offbearers	Industrial Truck & Tractor Operators
Packaging & Filling Machine Operators	Janitors	Supervisors-Clerical Workers
Hand Packers & Packagers	Shipping, Receiving & Traffic Clerks	Cleaning/Pickling Equipment Operators
Supervisors-Prod. & Operating Workers	Maintenance Repairers (General)	Bookkeeping & Accounting Clerks
General Laborers	Electricians	Enforcement Inspectors (Except Construction)
Sales Representatives-Scientific Prod., Services	Boiler Operators & Tenders (Low Pressure)	Extruding & Forming Machine Setters
Production Inspectors, Testers & Graders	Machinery Maintenance Workers	Adjustment Clerks-Merchandise & Billing
Crushing/Grinding/Mixing Machine Operators	Order Clerks	Sales Representatives(Except Scientific, Retail)
Machinery Mechanics-Water Or Power Plant	Water & Waste Treatment Plant Operators	Heating, A/C & Refrigeration Mechanics
Supervisors-Mechanics, Installers & Repairers	Millwrights	Assemblers (Except Machine/Elect./Precision)
Freight, Stock & Material Handlers	Stock Clerks-Stockrm, Warehouse, Storage Yard	Supervisors-Transp./Material Moving Equip. Oprs
General Office Clerks	Security Guards	Supervisors-Sales
Chemical Plant & System Operators	Animal Caretakers (Except Farm)	Carpenters
Plumbers & Pipefitters	Production & Expediting Clerks	Billing, Cost & Rate Clerks
		Industrial Machinery Mechanics

Level 2 - Some Post Secondary or Associates Degree

Chemical Technicians (Except Health)	Biological, Agricultural & Food Technicians	Industrial Engineering Technicians
Secretaries (Except Legal & Medical)	Welders & Cutters	

Level 3 - Bachelor's Degree or more

Biological Scientists	General Managers & Top Executives	Purchasing Agents
Chemists (Except Biochemists)	Marketing & Public Relations Managers	Financial Managers
Medical Scientists	Systems Analysts	Personnel Specialists
Chemical Engineers	Personnel Managers	Writers & Editors
Industrial Production Managers	Accountants & Auditors	Industrial Engineers (Except Safety)
Engineering, Math & Science Managers	Administrative Services Managers	Purchasing Managers

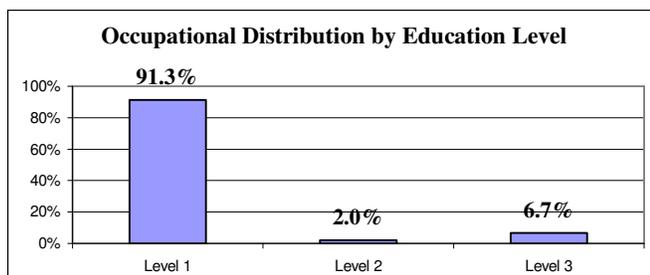
Key knowledge needed to excel in this industry:

Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Mechanical	Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance
Production and Processing	Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods
Engineering and Technology	Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications

Staffing for SIC 421 - Trucking & Courier Services, Except Air

Establishments furnishing local or long-distance trucking or transfer services and non-air courier services. It also includes storage if part of the trucking operation.

Pocono Counties WIA employment for this industry is 1,405.



Level 1 - On-the Job Training and Work Experience

Truck Drivers-Heavy Or Tractor-Trailer	Supervisors-Clerical Workers	Receptionists & Information Clerks
Truck Drivers-Light (Including Delivery)	Billing/Posting/Calculating Machine Operators	Hand Packers & Packagers
General Laborers	Supervisors-Helpers,Laborers,Material Handlers	Typists (Including Word Processing)
Bus, Truck & Diesel Engine Mechanics	Shipping, Receiving & Traffic Clerks	Supervisors-Sales
Industrial Truck & Tractor Operators	Stock Clerks-Stockrm,Warehouse,Storage Yard	Personnel Clerks (Except Payroll)
General Office Clerks	Vehicle Washers & Equipment Cleaners	Enforcement Inspectors (Except Construction)
Dispatchers (Except Police, Fire & Ambulance)	Maintenance Repairers (General)	Credit Checkers
Supervisors-Transp./Material Moving Equip.Oprs	Mechanic & Repairer Helpers	Production & Expediting Clerks
Refuse & Recyclable Materials Collectors	Payroll Clerks	Tire Repairers & Changers
Billing, Cost & Rate Clerks	Supervisors-Mechanics, Installers & Repairers	File Clerks
Business Services Sales Representatives	Adjustment Clerks-Merchandise & Billing	Industrial Machinery Mechanics
Bookkeeping & Accounting Clerks	Auto Body Repairers	

Level 2 - Some Post Secondary or Associates Degree

Secretaries (Except Legal & Medical)	Auto Mechanics	Data Entry Keyers (Except Printing)
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Level 3 - Bachelor's Degree or more

General Managers & Top Executives	Personnel Managers	Financial Managers
Trans. & Public Utility Managers	Marketing & Public Relations Managers	Personnel Specialists
Accountants & Auditors	Administrative Services Managers	

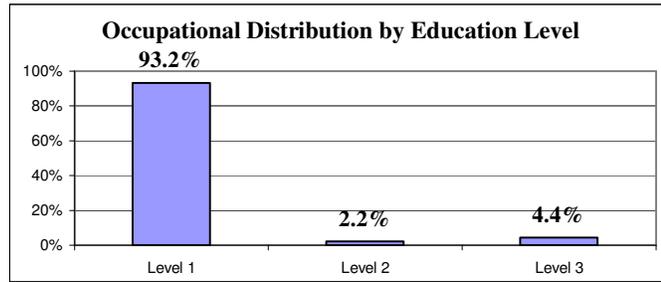
Key knowledge needed to excel in this industry:

Transportation	Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations
Mechanical	Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance
Geography	Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications

Staffing for SIC 531 - Department Stores

Department stores carrying a general line of apparel, homefurnishings, major appliances and housewares. These stores usually provide their own charge accounts, deliver merchandise, maintain open stocks, and normally have 50 employees or more.

Pocono Counties WIA employment for this industry is 2,497.



Level 1 - On-the Job Training and Work Experience

- | | | |
|---|---|---|
| Retail Salespersons | Industrial Truck & Tractor Operators | Custom Tailors & Sewers |
| Cashiers | Receptionists & Information Clerks | Maids & Room Cleaners |
| Stock Clerks-Sales Floor | Marking Clerks | Pharmacy Technicians |
| Supervisors-Sales | Billing/Posting/Calculating Machine Operators | Waiters And Waitresses |
| Adjustment Clerks-Merchandise & Billing | Sales Representatives-Scientific Prod.,Services | Production Inspectors, Testers & Graders |
| Shipping, Receiving & Traffic Clerks | Security Guards | Food Preparation Workers |
| General Office Clerks | Cooks-Short Order | Credit Checkers |
| Freight, Stock & Material Handlers | Bookkeeping & Accounting Clerks | File Clerks |
| Supervisors-Clerical Workers | Production & Expediting Clerks | Bill & Account Collectors |
| Janitors | Hand Packers & Packagers | Heating, A/C & Refrigeration Mechanics |
| General Laborers | Assemblers (Except Machine/Elect./Precision) | Tire Repairers & Changers |
| Counter & Rental Clerks | Maintenance Repairers (General) | Counter Attendants-Coffee Shop Or Cafeteria |
| Purchasing Clerks | Personnel Clerks (Except Payroll) | Pharmacy Assistants |
| Fast Food Workers | Switchboard Operators | Conveyor Operators & Tenders |
| Order Fillers-Wholesale & Retail Sales | Order Clerks | Auto Body Repairers |
| Private Detectives & Investigators | Supervisors-Helpers,Laborers,Material Handlers | Opticians (Dispensing) |
| Stock Clerks-Stockrm,Warehouse,Storage Yard | Food Service & Lodging Managers | |
| Parts Salespersons | | |

Level 2 - Some Post Secondary or Associates Degree

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|--------------------------------------|----------------|-------------------------------------|
| Cosmetologists | Auto Mechanics | Data Entry Keyers (Except Printing) |
| Secretaries (Except Legal & Medical) | | |

Level 3 - Bachelor's Degree or more

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|---------------------------------------|--------------------------------------|--------------------------------------|
| Computer Programmers | Technical Writers & Editors | Sales Engineers |
| Systems Analysts | Accountants & Auditors | Credit Analysts |
| Computer Engineers | Data Base Administrators | Industrial Engineers (Except Safety) |
| Computer Support Specialists | Operations Analysts(Except Computer) | Purchasing Agents |
| General Managers & Top Executives | Personnel Specialists | Budget Analysts |
| Engineering, Math & Science Managers | Management Analysts | Writers & Editors |
| Marketing & Public Relations Managers | Administrative Services Managers | Loan Officers & Counselors |
| Electrical & Electronic Engineers | Personnel Managers | Public Relations Specialists |
| Financial Managers | | |

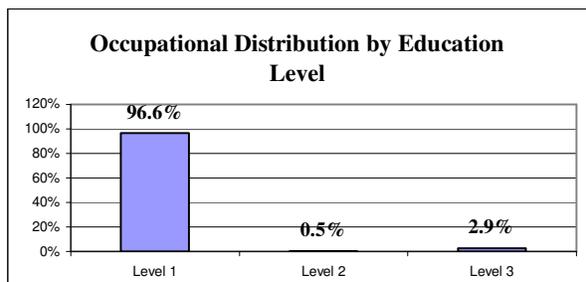
Key knowledge needed to excel in this industry:

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|--------------------------------------|---|
| Customer and Personal Service | Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques |
| Mathematics | Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications |
| Sales and Marketing | Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems |
| Clerical | Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology |
| English Language | Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar |

Staffing for SIC 541 - Grocery Stores

Stores, commonly known as supermarkets, food stores, and grocery stores, primarily engaged in the retail sale of canned goods, dry goods, fresh fruits, vegetables, fresh and prepared meats, fish, and poultry.

Pocono Counties WIA employment for this industry is 3,212.



Level 1 - On-the Job Training and Work Experience

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|---|---|--|
| Cashiers | Bookkeeping & Accounting Clerks | Industrial Truck & Tractor Operators |
| Stock Clerks-Sales Floor | Freight, Stock & Material Handlers | Conveyor Operators & Tenders |
| Supervisors-Sales | Cooks-Short Order | Maintenance Repairers (General) |
| Hand Packers & Packagers | General Laborers | Cooks-Institution Or Cafeteria |
| Fast Food Workers | Waiters And Waitresses | Buyers-Farm Products |
| Retail Salespersons | Weighers, Measurers & Checkers (Clerical) | Order Clerks |
| Food Preparation Workers | Shipping, Receiving & Traffic Clerks | Truck Drivers-Light (Including Delivery) |
| Meat Cutters | Truck Drivers-Heavy Or Tractor-Trailer | Production Inspectors, Testers & Graders |
| Bakers-Bakery Shops & Restaurants | Packaging & Filling Machine Operators | Personnel Clerks (Except Payroll) |
| General Office Clerks | Computer Oprs (Except Peripheral Equipment) | Security Guards |
| Stock Clerks-Stockrm, Warehouse, Storage Yard | Supervisors-Clerical Workers | Counter & Rental Clerks |
| Order Fillers-Wholesale & Retail Sales | Adjustment Clerks-Merchandise & Billing | Switchboard Operators |
| Janitors | Pharmacy Technicians | Driver/Sales Workers |
| Counter Attendants-Coffee Shop Or Cafeteria | | |

Level 2 - Some Post Secondary or Associates Degree

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|--------------------------------------|-------------------------------------|----------------|
| Secretaries (Except Legal & Medical) | Data Entry Keyers (Except Printing) | Auto Mechanics |
|--------------------------------------|-------------------------------------|----------------|

Level 3 - Bachelor's Degree or more

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|-----------------------------------|---------------------------------|---------------------------------------|
| General Managers & Top Executives | Pharmacists | Accountants & Auditors |
| Purchasing Managers | Buyers-Wholesale & Retail Trade | Marketing & Public Relations Managers |

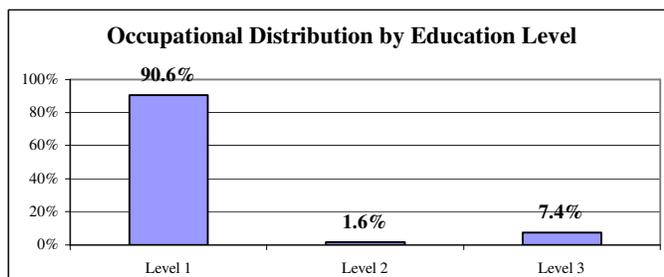
Key knowledge needed to excel in this industry:

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|--------------------------------------|---|
| Mathematics | Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications |
| Customer and Personal Service | Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques |
| Clerical | Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology |
| English Language | Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar |
| Economics and Accounting | Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data |

Staffing for SIC 594 - Miscellaneous Shopping Goods Stores

Miscellaneous retail stores specializing in personal use items such as sporting goods, books, stationery, jewelry, cameras, toys, gifts, luggage, and needlework.

Pocono Counties WIA employment for this industry is 626.



Level 1 - On-the Job Training and Work Experience

Retail Salespersons	Shipping, Receiving & Traffic Clerks	Order Clerks
Supervisors-Sales	Bicycle Repairers	Counter Attendants-Coffee Shop Or Cafeteria
Cashiers	Vehicle Washers & Equipment Cleaners	Supervisors-Helpers,Laborers,Material Handlers
Stock Clerks-Sales Floor	Adjustment Clerks-Merchandise & Billing	Waiters And Waitresses
Stock Clerks-Stockrm,Warehouse,Storage Yard	Assemblers (Except Machine/Elect./Precision)	Maintenance Repairers (General)
Sales Representatives(Except Scientific,Retail)	Truck Drivers-Light (Including Delivery)	Supervisors-Clerical Workers
Order Fillers-Wholesale & Retail Sales	Security Guards	Receptionists & Information Clerks
Bookkeeping & Accounting Clerks	Janitors	Maids & Room Cleaners
General Office Clerks		

Level 2 - Some Post Secondary or Associates Degree

Jewelers & Silversmiths	Secretaries (Except Legal & Medical)	Cosmetologists
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Level 3 - Bachelor's Degree or more

General Managers & Top Executives	Marketing & Public Relations Managers	Designers (Except Interior Designers)
Buyers-Wholesale & Retail Trade	Accountants & Auditors	Financial Managers
Purchasing Managers		

Key knowledge needed to excel in this industry:

Sales and Marketing Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems

Customer and Personal Service Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques

Mathematics Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications

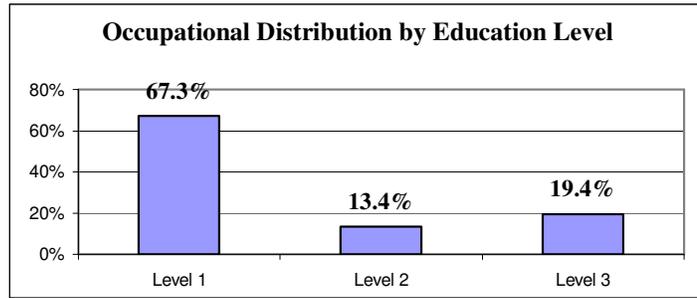
English Language Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Clerical Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology

Staffing for SIC 653 - Real Estate Agents & Managers

Establishments primarily engaged in renting, buying, selling, managing, and appraising real estate for others.

Pocono Counties WIA employment for this industry is 1,138.



Level 1 - On-the Job Training and Work Experience

Maintenance Repairers (General)	Laborers, Landscaping & Groundskeeping	Typists (Including Word Processing)
Receptionists & Information Clerks	Real Estate Brokers	Carpenters
General Office Clerks	Supervisors-Sales	Billing, Cost & Rate Clerks
Janitors	Real Estate Clerks	General Laborers
Maids & Room Cleaners	Counter & Rental Clerks	File Clerks
Bookkeeping & Accounting Clerks	Supervisors-Clerical Workers	Supervisors-Construction & Extractive Workers
Security Guards	Painters & Paperhangers-Construction	

Level 2 - Some Post Secondary or Associates Degree

Secretaries (Except Legal & Medical)	Real Estate Sales Agents
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Level 3 - Bachelor's Degree or more

Property & Real Estate Managers	Real Estate Appraisers	Insurance Sales Agents
General Managers & Top Executives	Financial Managers	Administrative Services Managers
Accountants & Auditors	Marketing & Public Relations Managers	

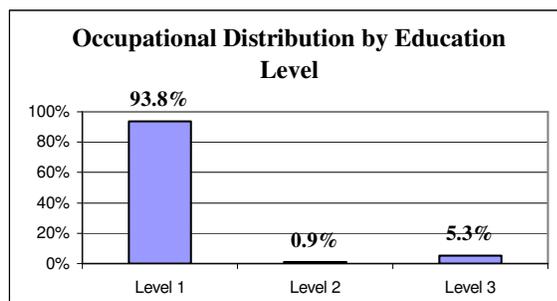
Key knowledge necessary to excel in this industry:

English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Economics and Accounting	Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data

Staffing for SIC 701 - Hotels & Lodging Places

Commercial establishments, known to the public as hotels, motor hotels, motels, or tourist courts, primarily engaged in providing lodging, or lodging and meals, for the general public.

Pocono Counties WIA employment for this industry is 5,940.



Level 1 - On-the Job Training and Work Experience

Maids & Room Cleaners	Laundry & Dry-cleaning Machine Operators	Switchboard Operators
Waiters And Waitresses	Baggage Porters & Bellhops	Supervisors-Sales
Hotel Desk Clerks	Laborers, Landscaping & Groundskeeping	Bakers-Bakery Shops & Restaurants
Cooks-Restaurants	Bookkeeping & Accounting Clerks	General Office Clerks
Bartenders	Supervisors-Clerical Workers	Truck Drivers-Light (Including Delivery)
Food Preparation Workers	Amusement & Recreation Attendants	Taxi Drivers & Chauffeurs
Dining Room, Cafeteria & Bartender Helpers	Cashiers	Supervisors-Construction & Extractive Workers
Food Service & Lodging Managers	Fast Food Workers	Counter Attendants-Coffee Shop Or Cafeteria
Maintenance Repairers (General)	Reservation & Transportation Ticket Agents	Parking Lot Attendants
Janitors	Retail Salespersons	Carpenters
Hosts & Hostesses-Restaurants & Lounges	Cooks-Institution Or Cafeteria	Payroll Clerks
Supervisors-Cleaning & Building Services	Cooks-Short Order	Receptionists & Information Clerks
Food Servers (Outside)	Business Services Sales Representatives	General Laborers
Security Guards		

Level 2 - Some Post Secondary or Associates Degree

Secretaries (Except Legal & Medical)

Level 3 - Bachelor's Degree or more

General Managers & Top Executives	Marketing & Public Relations Managers	Personnel Managers
Recreation Workers	Financial Managers	Administrative Services Managers
Accountants & Auditors		

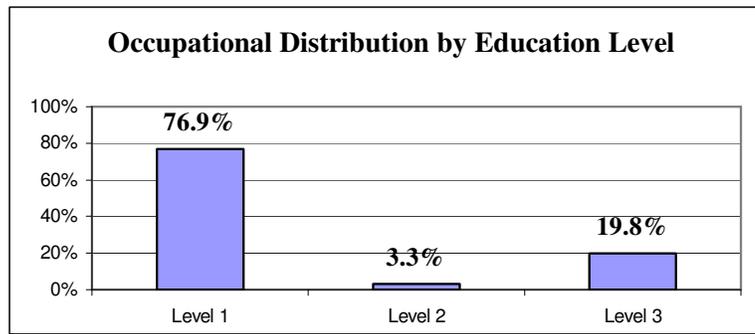
Key knowledge needed to excel in this industry:

Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
Sales and Marketing	Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems

Staffing for SIC 703 - Camps & Recreational Parks

Establishments primarily engaged in providing overnight or short-term sites for recreational vehicles, trailers, campers, or tents. Included with these are establishments operating sporting and recreational camps, such as boys' and girls' camps, and fishing and hunting camps.

Pocono Counties WIA employment for this industry is 842.



Level 1 - On-the Job Training and Work Experience

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|--|---------------------|------------------------------|
| Maintenance Repairers (General) | Cashiers | Janitors |
| Laborers, Landscaping & Groundskeeping | Hotel Desk Clerks | General Office Clerks |
| Maids & Room Cleaners | Retail Salespersons | Supervisors-Clerical Workers |
| Food Preparation Workers | Security Guards | |

Level 2 - Some Post Secondary or Associates Degree

- Secretaries (Except Legal & Medical)

Level 3 - Bachelor's Degree or more

- | | |
|--------------------|-----------------------------------|
| Recreation Workers | General Managers & Top Executives |
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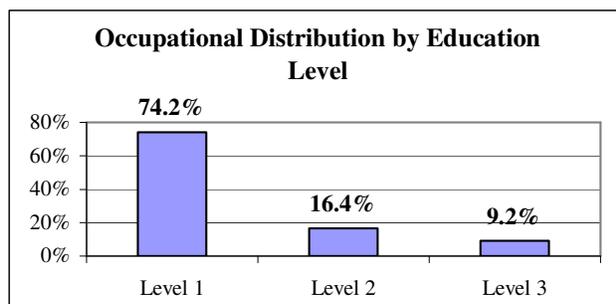
Key knowledge necessary to excel in this industry:

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|--------------------------------------|---|
| Customer and Personal Service | Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques |
| English Language | Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar |
| Mathematics | Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications |
| Clerical | Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology |
| Mechanical | Knowledge of machines and tools, including their designs, uses, benefits, repair, and |

Staffing for SIC 736 - Personnel Supply Services

Establishments primarily engaged in providing employment services commonly referred to as employment agencies and temporary help agencies.

Pocono Counties WIA employment for this industry is 410.



Level 1 - On-the Job Training and Work Experience

General Office Clerks	Maids & Room Cleaners	Peripheral Computer Equipment Operators
Hand Packers & Packagers	Business Services Sales Representatives	Electricians
General Laborers	Painters & Paperhangers-Construction	Production Inspectors, Testers & Graders
Receptionists & Information Clerks	Office Machine Repairers	Mail Machine Operators
Freight, Stock & Material Handlers	Truck Drivers-Light (Including Delivery)	Personnel Clerks (Except Payroll)
File Clerks	Packaging & Filling Machine Operators	Dispatchers (Except Police, Fire & Ambulance)
Typists (Including Word Processing)	Order Clerks	Machinists
Shipping, Receiving & Traffic Clerks	Counter & Rental Clerks	Billing/Posting/Calculating Machine Operators
Bookkeeping & Accounting Clerks	Plumbers & Pipefitters	Painting, Coating & Decorating Workers (Hand)
Carpenters	Laborers, Landscaping & Groundskeeping	Messengers
Janitors	Bill & Account Collectors	Electrical & Electronic Assemblers (Precision)
Bindery Machine Operators	Billing, Cost & Rate Clerks	Truck Drivers-Heavy Or Tractor-Trailer
Home Health Aides	Machine Forming Operators-Metal/Plastic	Duplicating Machine Operators
Nursing Aides	Production & Expediting Clerks	Security Guards
Industrial Truck & Tractor Operators	Computer Oprs (Except Peripheral Equipment)	Taxi Drivers & Chauffeurs
Mail Clerks(Except Postal Service)	Payroll Clerks	Bus, Truck & Diesel Engine Mechanics
Cashiers	Maintenance Repairers (General)	Credit Checkers
Stock Clerks	Printing Press Operators	Correspondence Clerks
Adjustment Clerks-Merchandise	Supervisors-Sales	Sales Representatives(Except Scientific,Retail)
Telemarketers	Solderers & Brazers	Insulation Workers
Switchboard Operators	Heating, A/C & Refrigeration Mechanics	Sales Representatives-Scientific Prod.,Services
Proofreaders	Inspectors, Testers & Graders, Precision	Supervisors-Mechanics, Installers & Repairers

Level 2 - Some Post Secondary or Associates Degree

Secretaries (Except Legal & Medical)	Drafters	Stenos, Court Reporters & Transcriptionists
Data Entry Keyers (Except Printing)	Welders & Cutters	Auto Mechanics
Registered Nurses	Electrical & Electronic Engineering Technicians	Data Entry Keyers (Printing)
Data Processing Equipment Repairers	Licensed Practical Nurses	Mechanical Engineering Technicians

Level 3 - Bachelor's Degree or more

Computer Support Specialists	Administrative Services Managers	Data Base Administrators
Employment Interviewers	Personnel Specialists	Technical Writers & Editors
Systems Analysts	Computer Programmers	Marketing & Public Relations Managers
General Managers & Top Executives	Personnel Managers	Industrial Engineers (Except Safety)
Accountants & Auditors	Mechanical Engineers	Chemists (Except Biochemists)
Computer Engineers	Financial Managers	Engineering, Math & Science Managers
Electrical & Electronic Engineers		

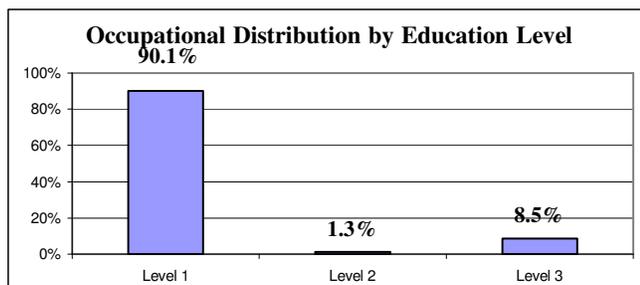
Key knowledge needed to excel in this industry:

Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications
Computers and Electronics	Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques

Staffing for SIC 799 - Personnel Supply Services

Establishments engaged in providing amusement or entertainment services such as physical fitness facilities, golf courses open to the general public, coin-operated amusement devices, amusement parks, membership sports and recreation clubs, and various other amusement and recreation services.

Pocono Counties WIA employment for this industry is 1,683.



Level 1 - On-the Job Training and Work Experience

Amusement & Recreation Attendants	General Office Clerks	Bus Drivers (Except School)
Instructors -Sports,Physical Training	Guides	Instructors-Nonvocational Education
Laborers, Landscaping & Groundskeeping	Dining Room, Cafeteria & Bartender Helpers	Electricians
Waiters And Waitresses	Receptionists & Information Clerks	Music Directors, Singers & Composers
Counter & Rental Clerks	Bookkeeping & Accounting Clerks	Sales Representatives(Except Scientific,Retail)
Food Preparation Workers	General Laborers	Industrial Truck & Tractor Operators
Fast Food Workers	Food Service & Lodging Managers	Carpenters
Cashiers	Locker & Dressing Room Attendants	Truck Drivers-Light (Including Delivery)
Bartenders	Athletes, Coaches, Umpires & Related Workers	Bill & Account Collectors
Security Guards	Parking Lot Attendants	Supervisors-Cleaning & Building Services
Cooks-Restaurants	Cooks-Short Order	Freight, Stock & Material Handlers
Janitors	Ushers & Ticket Takers	Mechanic & Repairer Helpers
Maintenance Repairers (General)	Supervisors-Clerical Workers	Laundry & Drycleaning Machine Operators
Supervisors-Sales	Hosts & Hostesses-Restaurants & Lounges	Payroll Clerks
Child Care Workers	Painters & Paperhangers-Construction	Telemarketers,Vendrs,Door-To-Door Sales Wkrs
Counter Attendants-Coffee Shop Or Cafeteria	Private Detectives & Investigators	Small Engine Specialists
Maids & Room Cleaners	Sales Representatives-Scientific Prod.,Services	

Level 2 - Some Post Secondary or Associates Degree

Secretaries (Except Legal & Medical)

Level 3 - Bachelor's Degree or more

General Managers & Top Executives	Recreation Workers	Computer Support Specialists
Financial Managers	Personnel Managers	Designers (Except Interior Designers)
Marketing & Public Relations Managers	Accountants & Auditors	Administrative Services Managers

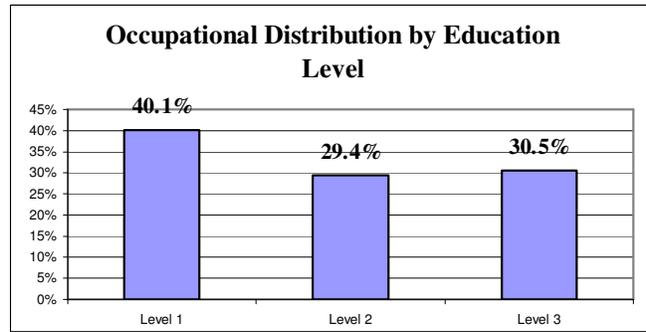
Key knowledge needed to excel in this industry:

Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications
Sales and Marketing	Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology

Staffing for SIC 801 - Offices & Clinics of Medical Doctors

Establishments of licensed practitioners having the degree of M.D. and engaged in the practice of general or specialized medicine and surgery.

Pocono Counties WIA employment for this industry is 973.



Level 1 - On-the Job Training and Work Experience

- | | | |
|---|---|--|
| Medical Assistants
Receptionists & Information Clerks
General Office Clerks
Billing, Cost & Rate Clerks
Supervisors-Clerical Workers
Typists (Including Word Processing)
File Clerks
Bookkeeping & Accounting Clerks
Janitors | Billing/Posting/Calculating Machine Operators
Insurance Claims Clerks
Bill & Account Collectors
Nursing Aides
Maids & Room Cleaners
Opticians (Dispensing)
Switchboard Operators
Physical Therapy Assistants & Aides | Interviewing Clerks
Dental Assistants
Statistical Clerks
Adjustment Clerks-Merchandise & Billing
Electroencephalograph Technologists
Order Clerks
Cashiers
Electrocardiograph Technicians |
|---|---|--|

Level 2 - Some Post Secondary or Associates Degree

- | | | |
|---|--|---|
| Registered Nurses
Medical Secretaries
Licensed Practical Nurses
Radiologic Technologists
Secretaries (Except Legal & Medical) | Medical Laboratory Technicians
Medical Records Technicians
Stenos, Court Reporters & Transcriptionists
Surgical Technologists | Cardiology Technologists
Data Entry Keyers (Except Printing)
Nuclear Medicine Technologists
Radiation Therapists |
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Level 3 - Bachelor's Degree or more

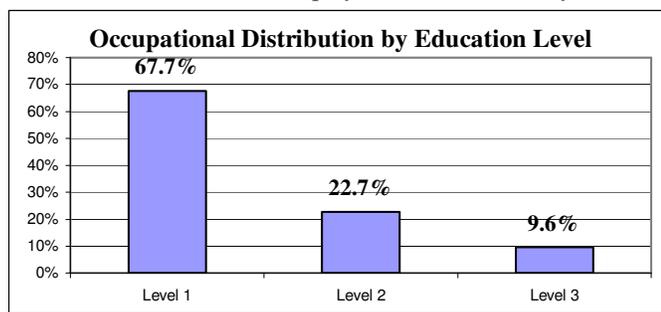
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|--|---|--|
| Physicians & Surgeons
Physician Assistants
Health Services Managers
General Managers & Top Executives
Optometrists
Medical Laboratory Technologists | Physical Therapists
Financial Managers
Accountants & Auditors
Social Workers (Medical & Psychiatric)
Administrative Services Managers
Engineering, Math & Science Managers | Psychologists
Dietitians
Pharmacists
Dentists
Speech Pathologists & Audiologists |
|--|---|--|

Key knowledge needed to excel in this industry:

English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
Medicine and Dentistry	Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques

Staffing for SIC 805 - Nursing & Personal Care Facilities

Establishments primarily engaged in providing inpatient nursing and health-related personal care. Pocono Counties WIA employment for this industry is 1,486.



Level 1 - On-the Job Training and Work Experience

Nursing Aides	Supervisors-Cleaning & Building Services	Switchboard Operators
Food Preparation Workers	Home Health Aides	Supervisors-Mechanics, Installers & Repairers
Maids & Room Cleaners	Security Guards	Stock Clerks-Stockrm, Warehouse, Storage Yard
Cooks-Institution Or Cafeteria	Cooks-Short Order	Billing/Posting/Calculating Machine Operators
Drycleaning Machine Operators	Supervisors-Clerical Workers	Teachers-Vocational Education & Training
Dining Room & Cafeteria Helpers	Food Service & Lodging Managers	Insurance Claims Clerks
Food Servers (Outside)	Human Services Workers	Personnel Clerks (Except Payroll)
Waiters And Waitresses	Payroll Clerks	Industrial Machinery Mechanics
Maintenance Repairers (General)	Psychiatric Aides	Purchasing Clerks
Receptionists & Information Clerks	Occupational Therapy Assistants & Aides	Order Clerks
Physical Therapy Assistants & Aides	Amusement & Recreation Attendants	Interviewing Clerks
Personal & Home Care Aides	Child Care Workers	Bill & Account Collectors
Janitors	Laborers, Landscaping & Groundskeeping	General Laborers
General Office Clerks	Billing, Cost & Rate Clerks	Statistical Clerks
Bookkeeping & Accounting Clerks	Taxi Drivers & Chauffeurs	Typists (Including Word Processing)

Level 2 - Some Post Secondary or Associates Degree

Licensed Practical Nurses	Medical Records Technicians	Medical Secretaries
Registered Nurses	Dietetic Technicians	Cosmetologists

Level 3 - Bachelor's Degree or more

Recreation Workers	Social Workers (Medical & Psychiatric)	Personnel Managers
Health Services Managers	Clergy	Purchasing Managers
General Managers & Top Executives	Financial Managers	Personnel Specialists
Social Workers (Except Medical & Psychiatric)	Speech Pathologists & Audiologists	Physicians & Surgeons
Recreational Therapists	Dietitians	Residential Counselors
Physical Therapists	Marketing & Public Relations Managers	Nursing Instructors
Administrative Services Managers	Accountants & Auditors	Public Relations Specialists
Occupational Therapists		

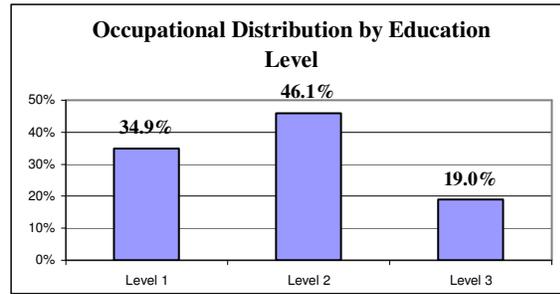
Key knowledge needed to excel in this industry:

Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Medicine and Dentistry	Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
Chemistry	Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods

Staffing for SIC 806 - Hospitals

Establishments primarily engaged in providing diagnostic services, extensive medical treatment including surgical services as well as continuous nursing services and have an organized medical staff, - inpatient beds, and equipment and facilities to provide complete health care.

Pocono Counties WIA employment for this industry is 2,456.



Level 1 - On-the Job Training and Work Experience

Nursing Aides	Statistical Clerks	Shipping, Receiving & Traffic Clerks
General Office Clerks	Electrocardiograph Technicians	General Laborers
Maids & Room Cleaners	Insurance Claims Clerks	Food Service & Lodging Managers
Receptionists & Information Clerks	Laundry & Drycleaning Machine Operators	Plumbers & Pipefitters
Food Preparation Workers	Supervisors-Cleaning & Building Services	Laborers, Landscaping & Groundskeeping
Interviewing Clerks	Computer Oprs (Except Peripheral Equipment)	Boiler Operators & Tenders (Low Pressure)
Janitors	Personnel Clerks (Except Payroll)	Heating, A/C & Refrigeration Mechanics
Psychiatric Aides	Occupational Therapy Assistants & Aides	Purchasing Clerks
Food Servers (Outside)	Cashiers	Billing/Posting/Calculating Machine Operators
Billing, Cost & Rate Clerks	Messengers	Ambulance Drivers & Attendants
Security Guards	Child Care Workers	Truck Drivers-Light (Including Delivery)
Supervisors-Clerical Workers	Adjustment Clerks-Merchandise & Billing	Library Technical Assistants
Stock Clerks-Stockrm, Warehouse	Teachers-Vocational Education & Training	Dispatchers-Police, Fire & Ambulance
Pharmacy Assistants	Electricians	Instructors-Nonvocational Education
Physical Therapy Assistants & Aides	Payroll Clerks	Supervisors-Sales
Switchboard Operators	Painters & Paperhangers-Construction	Parking Lot Attendants
Maintenance Repairers (General)	Carpenters	Taxi Drivers & Chauffeurs
Cooks-Institution Or Cafeteria	Electromedical Equipment Repairers	Enforcement Inspectors (Except Construction)
Typists (Including Word Processing)	Counter Attendants-Coffee Shop Or Cafeteria	Personal & Home Care Aides
File Clerks	Order Clerks	Cooks-Short Order
Bill & Account Collectors	Electroencephalograph Technologists	Dental Assistants
Medical Assistants	Human Services Workers	Fast Food Workers
Bookkeeping & Accounting Clerks	Industrial Machinery Mechanics	Photographers
Dining Room, Cafeteria Helpers	Stationary Engineers	Bakers-Bakery Shops & Restaurants
Home Health Aides	Supervisors-Mechanics, Installers & Repairers	

Level 2 - Some Post Secondary or Associates Degree

Registered Nurses	Medical Records Technicians	Data Entry Keyers (Except Printing)
Licensed Practical Nurses	Surgical Technologists	Biological, Agricultural & Food Technicians
Secretaries (Except Legal & Medical)	Emergency Medical Technicians	Computer Programmer Aides
Radiologic Technologists	Stenos, Court Reporters & Transcriptionists	Dental Hygienists
Medical Secretaries	Cardiology Technologists	Civil Engineering Technicians
Respiratory Therapists	Nuclear Medicine Technologists	Electrical & Electronic Engineering Technicians
Medical Laboratory Technicians	Dietetic Technicians	
Psychiatric Technicians	Radiation Therapists	

Level 3 – Bachelor's Degree or more

Physicians & Surgeons	Accountants & Auditors	Recreation Workers
Health Services Managers	Speech Pathologists & Audiologists	Clergy
Medical Laboratory Technologists	Physician Assistants	Computer Programmers
Social Workers (Medical & Psychiatric)	Financial Managers	Purchasing Managers
Pharmacists	Systems Analysts	Budget Analysts
Physical Therapists	Recreational Therapists	Computer Engineers
General Managers & Top Executives	Personnel Specialists	Mechanical Engineers
Occupational Therapists	Personnel Managers	Librarians
Psychologists	Computer Support Specialists	Counselors (Vocational & Educational)
Administrative Services Managers	Marketing & Public Relations Managers	Medical Scientists
Dietitians	Purchasing Agents	Data Base Administrators
Social Workers (Except Medical & Psychiatric)	Engineering, Math & Science Managers	Mathematical Scientists
Nursing Instructors	Public Relations Specialists	Dentists

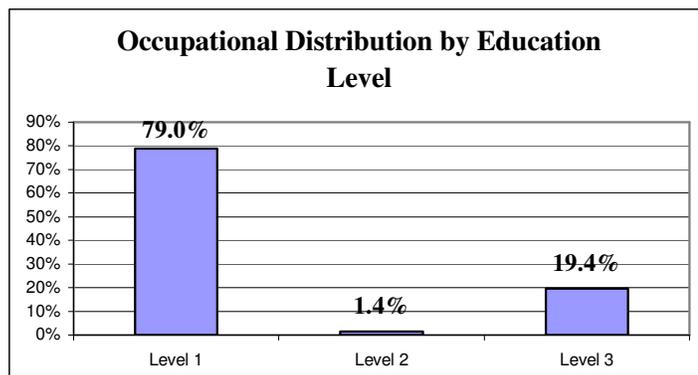
Key knowledge needed to excel in this industry:

Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Medicine and Dentistry	Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
Biology	Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment

Staffing for SIC 823 - Libraries

Establishments primarily engaged in providing library services, including the circulation of books and other materials for reading, study, and reference.

Pocono Counties WIA employment for this industry is 101.



Level 1 - On-the Job Training and Work Experience

Library Assistants & Bookmobile Drivers	Janitors	Maintenance Repairers (General)
Library Technical Assistants	Bookkeeping & Accounting Clerks	Teachers-Vocational Education & Training
General Office Clerks	Supervisors-Clerical Workers	Receptionists & Information Clerks

Level 2 - Some Post Secondary or Associates Degree

Secretaries (Except Legal & Medical)

Level 3 - Bachelor's Degree or more

Librarians	General Managers & Top Executives
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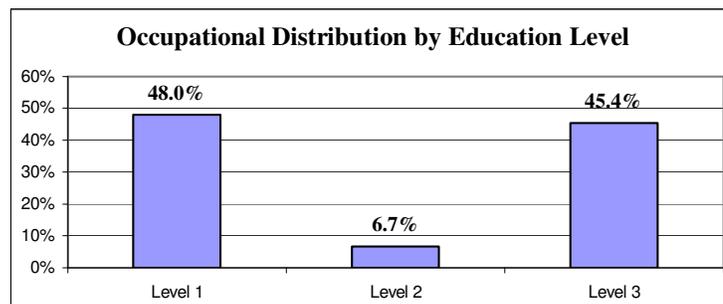
Key knowledge needed to excel in this industry:

Clerical	Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Computers and Electronics	Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming
Mathematics	Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications

Staffing for SIC 836 - Residential Care

Establishments primarily engaged in the provision of residential social and personal care for children, the aged, and special categories of persons with some limits on ability for self-care, but where medical care is not a major element.

Pocono Counties WIA employment for this industry is 610.



Level 1 - On-the Job Training and Work Experience

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|--|--|--|
| Personal & Home Care Aides | Teacher Aides (Clerical) | Typists (Including Word Processing) |
| Nursing Aides | Security Guards | Laundry & Drycleaning Machine Operators |
| Human Services Workers | Bookkeeping & Accounting Clerks | School Bus Drivers |
| Child Care Workers | Dining Room, Cafeteria & Bartender Helpers | Payroll Clerks |
| Home Health Aides | Receptionists & Information Clerks | Billing, Cost & Rate Clerks |
| Cooks-Institution Or Cafeteria | Instructors-Nonvocational Education | Enforcement Inspectors (Except Construction) |
| Maids & Room Cleaners | Supervisors-Clerical Workers | Laborers, Landscaping & Groundskeeping |
| Food Preparation Workers | General Office Clerks | Switchboard Operators |
| Waiters And Waitresses | Food Service & Lodging Managers | Personnel Clerks (Except Payroll) |
| Teachers-Vocational Education & Training | Supervisors-Cleaning & Building Services | Driver/Sales Workers |
| Maintenance Repairers (General) | Occupational Therapy Assistants & Aides | |
| Janitors | Taxi Drivers & Chauffeurs | |

Level 2 - Some Post Secondary or Associates Degree

- | | | |
|--------------------------------------|-----------------------------|-------------------------------------|
| Registered Nurses | Psychiatric Technicians | Dietetic Technicians |
| Licensed Practical Nurses | Medical Records Technicians | Data Entry Keyers (Except Printing) |
| Secretaries (Except Legal & Medical) | Computer Programmer Aides | |

Level 3 - Bachelor's Degree or more

Residential Counselors	Financial Managers	Dietitians
Social Workers (Ex. Med. & Psychiatric)	Teachers-Preschool	Teachers-Elementary School
Social Workers (Medical & Psychiatric)	Personnel Managers	Occupational Therapists
General Managers & Top Executives	Psychologists	Physicians & Surgeons
Administrative Services Managers	Accountants & Auditors	Employment Interviewers
Health Services Managers	Education Administrators	Physical Therapists
Recreation Workers	Marketing & Public Relations Managers	Purchasing Managers
Counselors (Vocational & Educational)	Personnel Specialists	Speech Pathologists & Audiologists
Education Program Specialists	Public Relations Specialists	

Key knowledge needed to excel in this industry:

Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Psychology	Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
Administration and Management	Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods
Therapy and Counseling	Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects

TITLE I WIA PROGRAM ELIGIBILITY/PRIORITY GUIDELINES

*** A Resident Adult, Youth, or Dislocated Worker is defined as an individual whose primary residence is located within the Pocono Counties Workforce Investment Area. Services to Pennsylvania Residents outside of the Pocono Counties Workforce Investment Area may be provided on a case by case basis subject to available resources.**

	ADULT (18 or Older)	YOUTH (14 – 21)	DISLOCATED WORKER (18 or Older)
Core Services Registration for Jobs, Job Referrals, General Labor Market Information, Job Search Workshops, Access to Self-Service Information in the Career Resource Area	<p>Any Adult 18+ years of age, who is a citizen or eligible to work, and is registered for selective service (if applicable).</p> <p>No residency requirement.</p>	<p>Any Youth, ages 14 – 21, who is a citizen, or eligible to work, and is registered for selective service (if applicable).</p> <p>No residency requirement.</p>	<p>Any Adult, 18 or older, who is a citizen or eligible to work, is registered for selective service (if applicable) and who meets one of the following definitions.</p> <ul style="list-style-type: none"> A. Terminated/Laid Off: Eligible for UC and unlikely to return to same/similar occupation B. Laid off due to Permanent Closure or Substantial Layoff C. Worker impacted by a general announcement of closure D. Formerly Self-Employed/ Currently Unemployed E. Displaced Homemaker <p>No residency requirement.</p>

	ADULT (18 or Older)	YOUTH (14 – 21)	DISLOCATED WORKER (18 or Older)
<p>Intensive Services Case Management, Individual Training Plan, Job Search Workshops, Comprehensive Assessment of skills, aptitudes, etc., and other WIA intensive services (ABE, GED, Computer Literacy Skills, etc.) contracted through the WIB</p>	<p>Priority to Resident Adults who have received core services and who meet the following criteria:</p> <ul style="list-style-type: none"> A. Receiving Cash Public Assistance. B. Family Income at or below the poverty line or 70% of the Lower Living Standard. C. Receiving or Eligible for Food Stamps within the past 6 months. D. Homeless E. Foster Child F. Individual with a disability who's income meets the above cited income guidelines. <p>Also eligible (if funding is available) Resident Adults of the Pocono Counties WIA or PA resident adults who are determined in need of training services, who exceed the income levels cited above, and who have 2 or more of the following barriers to employment:</p> <ul style="list-style-type: none"> 1. Basic Skills Deficient. 2. School Dropout. 3. Homeless. 4. Individual with little, no, or sporadic work history. 5. Individuals receiving cash or non-cash welfare. 6. Offenders. 7. Individuals who were unemployed during the past 6 months and are not receiving unemployment compensation. 8. Individuals who are at or below 125% of the Lower Living Standard. 9. Individuals with a disability. 10. Individuals working below their skill potential. 11. Individuals working in a declining industry. 	<p>Not Applicable No youth intensive services.</p>	<p>Priority to Resident Dislocated Workers *who have received core services and meet the definition of Dislocated Worker.</p>

	ADULT (18 or Older)	YOUTH (14 – 21)	DISLOCATED WORKER (18 or Older)
<p>Training Services Individual Training Accounts, On-the-Job Training, Summer Youth Employment, Paid Work Experience, and other Customized training services.</p>	<p>Resident Adults who have received core and intensive services meeting the following criteria:</p> <ul style="list-style-type: none"> A. Receiving Cash Public Assistance. B. Family Income at or below the poverty line or 70% of the Lower Living Standard. C. Receiving or Eligible for Food Stamps within the past 6 months. D. Homeless E. Foster Child F. Individual with a disability who’s income meets the above cited income guidelines <p>Also eligible (if funding is available) Resident Adults of the Pocono Counties WIA or PA resident adults who are determined in need of training services, who exceed the income levels cited above, and who have 2 or more of the following barriers to employment.</p> <ul style="list-style-type: none"> 1. Basic Skills Deficient. 2. School Dropout. 3. Homeless. 4. Individuals with little, no, or sporadic work history. 5. Individuals receiving cash or non-cash welfare. 6. Offenders. 7. Individuals who were unemployed during the past 6 months and are not receiving unemployment compensation. 8. Individuals who are at or below 125% of the Lower Living Standard. 9. Individuals with a disability. 10. Individuals working below their skill potential. 11. Individuals working in a declining industry. 	<p>Resident Youth, ages 14 – 21, who have received core services and who meet the following criteria:</p> <ul style="list-style-type: none"> A. Receiving Cash Public Assistance. B. Family Income at or below the poverty line or 70% of the Lower Living Standard. C. Receiving or Eligible for Food Stamps within the past 6 months. D. Homeless E. Foster Child F. Individual with a disability who’s income meets the above cited income guidelines. <p>And have one of the following barriers:</p> <ul style="list-style-type: none"> 1. Basic Skills Deficient 2. School Dropout 3. Homeless, Runaway, or Foster Child 4. Pregnant or Parenting Youth 5. Offender 6. Youth, including an individual with a disability, who requires assistance to complete an educational plan or secure and hold employment. (Determined by local case management staff.) <p>Also, up to 5% of youth participants who do not meet the income guidelines, but who have one of the barriers to employment listed above, or one of the additional barriers listed below:</p> <ul style="list-style-type: none"> 7. Behind Grade Level 8. Youth who requires assistance to complete an educational plan or secure and hold employment. 	<p>Resident Dislocated Workers who have received core and intensive services and who meet the definition of Dislocated Worker.</p>

Public Comments

The Plan was developed in a series of four “Planning Sessions” held throughout the four Pocono Counties. Input was requested from Board Members, Local Elected Officials, Youth Council Members, Representatives of Agency Staff receiving Title I Funds and the general public. The Final Draft Version of the Plan was completed on February 16, 2000. Public Notices were placed in the following newspapers: The Times News, The Pocono Record, the Pike County Dispatch and The Wayne Independent.

The Final Draft Version was approved for submission by the Workforce Investment Board at the March 1, 2000, Meeting. Administrative Staff was directed to include all public comments as part of the Plan. Public comment was received from the following sources:

Mr. John Haupt, Pennsylvania Job Center

- Correction of Titles – corrected
- Attachment 1 - corrected

Ms. Lee Bond – WIB Member\Manufacturers Resource Center

- Labor Market Analysis – Noted

Mr. Robert Rosti – Youth Council Member/Keystone Job Corps

- Job Corps addressed

Mr. Thomas Harp – WIB Member/Office of Vocational Rehabilitation

- Sector (c) Programs Authorized – corrected

Ms. Jacqueline Stash – Youth Council\Tech Prep

- Section (c) (1) – addressed
- (4) (a) addressed
- (4) (B) addressed
- (4) (H) addressed
- (4) (I) addressed

All comments were addressed and incorporated into the plan. Copies of the public comments are available upon request.