

PENNSYLVANIA CAREERLINK[®]

MON VALLEY

COMBINED BUSINESS PLAN/AGREEMENT

SOUTHWEST CORNER WORKFORCE INVESTMENT AREA

Pennsylvania CareerLink[®] Mon Valley
570 Galiffa Drive
Donora, PA 15033
(724) 379-4750
TTY 724-379-5981

Start Date: October 1, 2014

End Date: June 30, 2016

SOUTHWEST CORNER WORKFORCE INVESTMENT AREA
PA CareerLink® Mon Valley Business Plan
July 1, 2014 – June 30, 2016

II. PA CareerLink® Operator Consortium.

The Southwest Corner Workforce Investment Board (SCWIB) is responsible for the oversight of the local Workforce Delivery System. This is accomplished in part through the designation of an operator. In Pennsylvania, the operator is required to be a consortium of program entities that have demonstrated effectiveness in employment and training. SCWIB, with the agreement of the Chief Elected Officials, ensure oversight and full service delivery integration within the PA CareerLink® system.

- 1. PA CareerLink® Mon Valley Operator Consortium** is made up of the following three (3) program entities that have demonstrated effectiveness in employment and training. Working in the Southwest Corner Workforce Investment Area (SCWIA) and having supervisory authority over staff they represent, individual Operator Consortium members for each agency comprise a PA CareerLink® Operator Management Team. Operator Consortium members are:

- Bureau of Workforce Partnership & Operations – Wagner-Peyser program provider;
- Southwest Training Services, Inc – Title I WIA Adult and Dislocated Worker service provider;
- Office of Vocational Rehabilitation – Programs authorized under parts A7B of Title I of Rehabilitation Act.

- 2. PA CareerLink® Mon Valley Operator Consortium Lead** is Title I Operator Southwest Training Services, Inc. (SWTS). **The Lead for the PA CareerLink® Mon Valley Operator Consortium was determined by Local Elected Official Agreement.** In role of WIB Title I Provider, SWTS interacts with majority of partners to coordinate the delivery of services for WIA adult, dislocated worker, and youth funded activities. To encourage consensus building among the Operator Consortium, SWTS will promote the linking of strategic outcome measures to operations in the decision making process.

- 3. Operator Agreement**

See Appendix A.

- 4. PA CareerLink® Partner Agreement**

See Appendix B.

- 5. PA CareerLink® Mon Valley Resource Sharing Agreement (RSA)**

See Appendix C.

- 6. Monitoring and Evaluation**

The monitoring and evaluation of the PA CareerLink® system with the Southwest Corner Workforce Investment Area (SCWIA) will ensure continuous improvement of the Workforce Delivery System, and identify problems, promising practices and trends that can be used to manage the programs. SCWIA will conduct annual compliance and evaluation review of the PA CareerLink® system with results provided to the

SCWIB. Technical assistance will be provided by the SCWIB and its staff. Correct action of any findings must be initiated within thirty (30) days of report to the SCWIB.

PA CareerLink® Mon Valley will also conduct internal monitoring of all services to insure a seamless delivery that meets customer expectations in accordance with the SCWIB Local Plan. In addition, PA CareerLink® Mon Valley will provide necessary information for SCWIB compliance evaluation reviews to support evidence of capacity building and continuous improvement.

7. Partner Responsibilities

All partners who wish to be physically co-located within the PA CareerLink® Mon Valley site will provide their respective services within following parameters:

- A. Make their Core Services available and seamless ad directed by Operator Consortium or Site Administrator to the degree allowable by WIA and other applicable federal and state laws and other contractual agreements.
- B. Make available through Seamless Process other Activities and Programs, if allowed by PA CareerLink® Mon Valley Operator Consortium, authorized under their program direction or authorizing law.
- C. Ensure staff is fully trained on their respective program rules and regulations and capable in the delivery of services.
- D. Enter into PA CareerLink® Partner Agreement with SCWIB that establishes shared success indicators, operating strategies and procedures, customer flow for effective seamless service delivery. *See Appendix B.*
- E. Participate in PA CareerLink® Mon Valley functional unit cross-training of staff as determined necessary by the Operator Consortium.
- F. Ensure Adequate Staff coverage at all times by coordinating with Operator Consortium.
- G. Maintain direct supervision over respective staff and volunteers who support their program.
- H. Commonwealth partners required to ensure state personnel rules and regulations, collective bargaining agreements and partner agency policy continue to govern all state merit staff at PA CareerLink® Mon Valley. Unless otherwise specified by the state, all state employee positions will be treated as nonexempt under the Fair Labor Standards Act.
- I. Commonwealth agencies will follow the Commonwealth discipline policies applicable to their agency for the below actions. Non-Commonwealth partners shall have and follow a personnel policy that addresses the following employee actions:
 - a. Hiring and retaining the sole discretion to determine which employees must occupy positions;
 - b. Termination;
 - c. Discipline;
 - d. Promotion;
 - e. Permanent assignments (functional supervisors may temporarily assign staff coverage and positively impact service);

- f. Permanent transfer (functional supervisors may temporarily assign staff to ensure coverage if consistent with applicable collective bargaining agreements);
- g. Performance evaluations with input from the functional supervisor;
- h. Grievances and complaints (each partner will be responsible for receiving and acting on complaints received from their own employees);
- i. Corrective Action;
- j. Timesheet and leave approval; and
- k. Approval of costs not addressed in the RSA with SCWIB related to the operation of the PA CareerLink® Mon Valley.

III. PA CareerLink® Certification.

Local Workforce Investment Boards are responsible for certifying and re-certifying PA CareerLink® sites under their purview. All PA CareerLink® sites are initially certified by Local Workforce Investment Boards for a three-year period and then must be renewed at least once every three years thereafter, except that PA CareerLink® sites must be recertified immediately if there is a change in the PA CareerLink® Operator Consortium. Local Workforce Investment Boards may certify as many PA CareerLink® sites as are necessary to provide adequate employment and training services to jobseekers and employers in the Local Workforce Investment Area.

A PA CareerLink® Business Plan, covering all PA CareerLink® sites within a local workforce investment area, must be completed by the PA CareerLink® Operator Consortium as prescribed by the Local Workforce Investment Board. The PA CareerLink® Business Plan addresses all major factors that are critical to providing quality services and effective and efficient operations of a PA CareerLink® site. This plan is critical to identifying short- and long-term business planning needs, including tying PA CareerLink® products and services to job seeker and employer needs. It is an inclusive document, in that it requires each PA CareerLink® site to address accessibility, quality review, staff development and other criteria.

A. **CERTIFICATION CRITERIA** - Comprehensive PA CareerLink® Site

- 1. Mission Statement** - The mission of the Pennsylvania CareerLink® Mon Valley is to advance the economic well-being of the region by developing and maintaining a quality workforce and by serving as a focal point for regional workforce development activities.

Vision Statement - To create and promote a competitive workforce allowing businesses and job seekers to 'explore the possibilities' in the realm of workforce opportunities.

2. Full-Time Hours of Operation

- *Monday, Wednesday, Thursday, Friday: 8:30 am to 4:30 pm*
- *Tuesday 10:00am to 4:30 pm (staff meeting held from 9-10)*

- 3. Site Administrator** - The Site Administrator, Patricia Brickner, was chosen by the Operator Consortium based on background, skills, knowledge of the PA CareerLink® system, and experience in management. Her job description includes the task of overseeing the daily operations of this site.

Patricia Brickner, Administrator

570 Galiffa Drive, Donora, PA 15033

Phone: 724-379-4650; Fax: 724-379-6406; TTY: 724-379-5981

- 4. Functions** - PA CareerLink® Mon Valley has established Welcome, Skill and Career Development, and Business Services functions at this site, as follows:

- a. Welcome Function** - The PA CareerLink® Mon Valley staff serving in this function will take a proactive approach in determining the best set of services for all customers. The greeter welcomes individuals and assists them with the sign-in process, using an automated touchscreen kiosk that tracks demographic data for all walk-in traffic.

The greeter also manages initial customer flow by directing individuals to the Help Desk or to their scheduled appointment. The Help Desk staff assists Career Resource Center (CRC) users and job seekers to enroll, search online, and utilize the navigational features of JobGateway. The CRC is the central area of support and service. Written material is available in the CRC and at the Help Desk outlining upcoming events, available resources, and local labor market information. First-time visitors are referred to assigned staff for an initial assessment to determine service level needs. At this stage, appropriate assessment tools will be recommended and referrals to supportive services made.

See Attachment # 1 Job Seeker Resources

- b. Skill and Career Development Function** - The PA CareerLink® Mon Valley staff involved in this function is responsible for assisting customers that require or desire more than informational and self-directed services. Individuals interested in more intensive training and supportive services are referred to this component following the services received in the Career Resource Center. Jobseekers that indicate an interest in skills training are referred to the Education and Training Workshop to explore careers and receive career guidance. Those individuals pursuing a training path are referred to the Title I provider. Individuals seeking employment only are referred to staff assisted core services. At that point, a plan of action is developed outlining recommended intensive and supportive services to meet employment goals.

In addition, the Business Team staff will be consulted to coordinate open job orders with potential qualified candidates.

- c. **Business Services Function** – The PA CareerLink® staff involved in this function is responsible for building relationships with Mon Valley employers through regional initiatives, including but not limited to: industry partnerships, business alliances, and identifying human resource needs of area employers. The goal is to become the bridge between employers and job seekers through PA CareerLink® staff coordination, resulting in pro-active recruitment and referral of qualified job candidates. Services associated with the Business Services Function include, but are not limited to, the following: business outreach; recruitment and referral for job vacancies primarily for targeted business and industry; job candidate qualification review; provision of economic, business and workforce trend data and information; organized service delivery around business and industry needs; referral to human resource and other business services; and job development.

5. Staff Development and Capacity Building - Staff meetings are held on Tuesday mornings from 9:00 a.m. to 10:00 a.m. Business hours have been adjusted so that all staff can attend. Partner Agencies will receive the minutes of the meeting to keep those employees who are unable to attend up to date on events and changes. Discussions in these meeting include, but are not limited to:

- Changes in operations
- Customer service and satisfaction
- Special projects
- Computer skills
- Cross Training through partner agencies
- Partner news and presentations
- Guest speakers, such as:
 - Civil Service
 - Census
 - Human Services
 - New partners
 - Team building skills
 - Accessibility Issues/ ADA
 - Apprenticeship Opportunities
 - Educational Representatives
 - Job Development Seminars
 - Employee Wellness
 - Labor Market Information
 - Community Based Organizations

PA CareerLink® Mon Valley is committed to developing staff competencies by providing training to understand and further develop the system.

The PA CareerLink® Mon Valley will strive to reach the following essential skills and competencies:

- High quality customer service
- Teamwork/relationship building
- Professional behavior/business etiquette
- Office safety awareness
- Knowledge of the PA CareerLink® mission, vision, values, goals, strategies, and partner responsibilities.

- Assessment of customer needs
- Labor Market Information
- Project management
- Knowledge of PA CareerLink® system/PA CareerLink® web site
- Management skills (for managers/administrators) such as supervision, reporting, leadership, strategic planning and outreach

6. Job Seeker and Employer Services

JOB SEEKER SERVICES

The comprehensive PA CareerLink® Mon Valley offers core, intensive and training services as defined under WIA Section 134(d), and provides job seeker access to partner services specified in Section 121(b).

The following services will be available for job seekers who meet eligibility criteria set by the Local Workforce Investment Board in compliance with state and federal policy. The Operator Consortium reviews and approves services available at the PA CareerLink® Mon Valley site, with a list and description of specific services provided to jobseekers.

- a. **Initial Assessments** will be completed by an Employment Interviewer/Job Developer who identifies whether the individual is in crisis, has basic needs, or is work ready and able to get on a path toward a career.
- b. **Core Services Without Significant Staff Involvement** – All of the following core services are offered at PA CareerLink® Mon Valley:
 - i. Resource Room – **Computer Resource Center (CRC)**
 - ii. Career Exploration (PA Career Coach or other occupational exploration tools) - **Online resource tools which include, but are not limited to, Job Gateway/O*Net**
 - iii. Job Search – **JobGateway**
 - iv. Labor Market Information - **Fast Facts, Open Job Order Listings, County Profiles**
 - v. Standardized Skills Assessment
 - a) **O-NET (Occupational Information Network)** is a self-directed career exploration tool helps individuals identify their interest, what they consider important on the job, and their activities in order to explore occupations that relate most closely to those attributes. The O*NET system was chosen because it assists job seekers, students, businesses, and workforce investment and human resource professionals to help them make informed employment, training, and business development decisions. O*NET information on related occupational interests and work values helps the public to select career goals and develop education and training plans for work they are likely to find satisfying.
 - b) **TORQ** – A self-evaluation web-based tool that guides the jobseeker to the best transfer options that match the skills/talent of his/her current occupation.
 - vi. Jobseeker Workshops
 - a) Self-Directed/Computer-Based- Available are self-directed computer based training on typing and 10-key skills.
 - b) Group Workshops- included at this site are workshops for Resume Writing, Applying for Civil Service Jobs, Basic Computer Applications, Interviewing, and Small Business Start-Up.

c. **Core Services With Significant Staff Involvement** – All of the following staff-assisted core services are offered at PA CareerLink® Mon Valley:

- i. Resource Room (Help Desk Assistance)
- ii. Career Exploration Activities
- iii. Job Search Activities (Job Development, Job Order Run Matches)
- iv. Staff-Administered and Interpreted Standardized Skills Assessments

The following assessments are utilized at the PA CareerLink® Mon Valley to provide the best possible matches for job and training seekers and for employers. We have made assurances that we are consistent and non-duplicative and that assessment tools meet federal recommendations.

Assessment is based on need for occupational change, remedial education, program compliance, occupational direction, and for qualification for further advancement.

- **The Test of Adult Basic Education (TABE)** is a norm-referenced test designed to measure achievement in reading and mathematics. This test battery enables us to diagnose, evaluate, and place examinees in adult education programs and GED/Remediation. TABE is used to identify an individual's strengths and weaknesses in reading and math. It is also used to measure improvement in these skills following remedial instruction and provides a prediction of probability of passing the GED Examination. There are four overlapping levels and two forms offered for each level. A TABE Locator is given to identify which of the 4 levels of TABE would be appropriate for each individual. This assessment was chosen because all partners providing assessments at the site, including adult education partners, welfare programs, and Title I, administer it universally.
- **SAGE (System for Assessment and Group Evaluation)** is an assessment that measures vocational interest; cognitive, and conceptual abilities; 11 vocational aptitudes; work attitudes; temperament factors; and learning styles. It provides matches with aptitudes, educational level, attitudes & temperament of individuals to jobs & training. Other aspects: Finds job titles by any of the 30,000 alternate titles. Compares client profile to any job title contained in the DOT. Matches clients to training programs based on local offerings. Job titles can be added to Opportunity Bank by CIP, DOT, OES, or O*NET codes. The ultimate needs of our site are the ability to elicit the strengths and weaknesses of each client enabling an accurate matching and placement. The SAGE system, which is administered by the Title I provider, was also purchased because it permits the processing of large groups with limited staff.

- v. Job Referral with Staff Help in Decision Making Process
- vi. Scheduling Appointments with Appropriate Community Based Organizations
- vii. Follow-up Contact After Job Placement
- viii. Candidate Matching/Placement Assistance- (work readiness workshops, run matches, recruitments)
- ix. Job Vacancy Listing

d. **Intensive Services** – All of the following intensive services are offered at PA CareerLink® Mon Valley:

- i. Individual Employment Plan
- ii. Case Management for individuals seeking training services
- iii. Structured Job Search
- iv. Staff-Administered Skills Development Strategies
- v. Career Planning
- vi. Research on Training Options

- vii. Pre-Employment Workshops
 - viii. Short-Term, Pre-Vocational Services such as Adult Basic Education, English as a Second Language, Basic Computer Literacy, Interviewing Skills, and Soft Skills
- e. **Training Services** – All of the following training services are available at PA CareerLink® Mon Valley:
- i. On-the-Job Training
 - ii. Programs that Combine Workplace Training with Related Instructions (Including Cooperative Education Programs)
 - iii. Skill Upgrading and Retraining
 - iv. Job Readiness Training
 - v. Adult Education and Literacy Activities when Integrated with Other Training Services
 - vi. Customized Training
 - vii. Registered Apprenticeship Programs

EMPLOYER SERVICES

- a. **The Core Services, including those in the Career Resource Center, Provided to Businesses**
- i. Core services are provided by many partners and are monitored by the Business Services Team at PA CareerLink® Mon Valley. Services for employers include: building relationships, assessing needs, consultation, complaint recognition and resolution, tax credit & labor market information, job development, registering businesses, entering job orders, PA CareerLink® services orientation, arranging visits, web site assistance, and placement/matching/referrals.
 - ii. Employers are also encouraged to make use of the Career Resource Center through on-site activities such as interviewing, recruiting, job fairs, and/or training.
 - iii. **Intensive Services Provided to Businesses** - Intensive services are also provided to employers. These services include: employer-based training programs, on-the-job training, incumbent worker training, consultation, needs assessment, rapid response, testing, customized recruitments, special population placement (OVR, Veterans, ex-offenders, seniors, graduating students, etc.)
 - iv. **Other Services Provided to Businesses** - Other services provided to employers include: economic development, customized OJT, subsidized employment, and compliance information (EEOC).

See Attachment # 2 BUSINESS/EMPLOYER CUSTOMER FLOW

7. Mandatory Partners

Programs and activities are physically or virtually accessible, either directly or through referrals, for all eligible jobseeker and employer customers.

See Attachment # 3 MANDATORY PARTNERS CHART

- IV. **SERVICE INTEGRATION.** Service integration requires partners to work collaboratively in the delivery of services available under multiple programs. The Wagner-Peyser Act, which focuses on providing a variety of employment-related labor exchange services for both job seekers and employers, was amended in 1998 to make Wagner-Peyser funded programs a mandatory partner in the Workforce Delivery System. The WIA goal of universal access to core services is to be achieved through close integration of Wagner-Peyser, WIA Adult and Dislocated Worker funded programs and other partners in the Workforce Delivery System (TEGL 11-12).

A. Functional Alignment

The roles and responsibilities of the partners at the PA CareerLink® Mon Valley are:

- To develop and provide a seamless approach to the delivery of services
- Participate in designing and managing the customer flow at the center
- To provide community outreach for the PA CareerLink® system
- To encourage agency staff participation on PA CareerLink® teams for service delivery and on-site operations

The partners are the integral part of day-to-day functions as outlined previously in Section 4a thru 4c. In addition, they assist in the development of cross-functional teams including: Health and Safety; Job Seeker Services; Business Services; Strategic Planning; and Management. Also, the partners have coordinated schedules to adequately service the Career Resource Center. Open communication and partner involvement have allowed our site to grow and develop into an integrated office. Some examples of partner involvement: Our senior employment partner has provided greeters to the site as an in-kind service; and the Title I provider has utilized this site as a work site for summer youth employment opportunities.

See Attachment #4 PARTNER SERVICES INTEGRATION CHART

See Attachment #5 PARTNERS BY PROGRAM

B. Functional Management

1. **PA CareerLink® Operator Consortium.** The PA CareerLink® Mon Valley Operator Consortium will ensure seamless service delivery with the day-to-day functional supervision being conducted by the site administrator. The Operator Consortium will:

- Organize and coordinate all co-located partner staff by function in accordance with state personnel rules, collective bargaining agreements and state policy and guidance;
- Establish a service delivery model that is customizable to the needs of individual customers;
- Develop operational procedures and protocols that promote effective and seamless service delivery ensuring that individual partner program performance and outcomes are not negatively impacted;
- Communicate workforce system policy, directives and information according to communication protocol; and
- Establish policies and procedures for situations such as inclement weather, holidays, breaks or time off, accounting for relevant policies that may not be consistent across partners. (State employees are governed by state personnel rules, collective bargaining agreements and state policy.)

See Attachment #6 FUNCTIONAL ORGANIZATIONAL CHART

Operator Consortium – Operator Point of Contact: In September of 1999, the Southwest Corner Workforce Investment Board directed the Workforce Investment Act Provider (Southwest Training Services, Inc.) to form a consortium to become the CareerLink Operator. These agencies were approved at the December 1999 Southwest Corner Workforce Investment Board meeting:

- SOUTHWEST TRAINING SERVICES, INC.
 - **Operator Point of Contact**
Lisa Neil, President, Southwest Training Services, Inc. (SWTS)
Southwest Training Services, Inc.
90 West Chestnut Street, Suite 150 Lower Level, Washington, PA 15301
Phone: 724-229-1350 x 237; Fax: 724-229-1357
Email: lneil@verizon.net
- BUREAU OF WORKFORCE PARTNERSHIP OPERATIONS
 - **Frank Staszko**, Regional Director, Bureau of Workforce Partnership Operations (BWPO)

PA Dept. Of Labor and Industry | BWPO
c/o PA CareerLink, 135 Wayland Smith Drive, Uniontown, Pa. 15401
Phone: 724-434-5627 x 130; Fax 724-434-2946
Email: fstaszko@pa.gov

- OFFICE OF VOCATIONAL REHABILITATION
 - **Lori Kaczmarek**, District Administrator, Office of Vocational Rehabilitation
Office of Vocational Rehabilitation
201 West Wheeling Street, Washington, PA 15301
Phone: 724-223-4430 x 251; Fax: 724-223-4463
Email: lkaczmarek@pa.gov

2. **Site Administrator** - The PA CareerLink Operator Consortium has designated Patricia Brickner as the Site Administrator for PA CareerLink Mon Valley. The PA CareerLink Administrator serves as a functional supervisor who directs and coordinates all on-site functions and operations in coordination with the State Workforce Investment Board's Strategic Plan and the Local Workforce Investment Board Plan. Program operations for the partners are managed through their established channels and union agreements. The PA CareerLink Administrator manages all building issues, the career resource center, the integration of services, and customer satisfaction.

The Operator Consortium meets on a regular basis with the PA CareerLink Site Administrator to ensure that the site is functioning in a manner consistent with the policies established by the Southwest Corner Workforce Investment Board, the Commonwealth of Pennsylvania, and the US Department of Labor. The operator point of contact, Lisa Neil, is the liaison to the Southwest Corner Workforce Investment Board, and ensures that quarterly reports are provided to the board during their meetings.

3. **State Agency/Workforce Partner Supervisor** - A state or workforce partner supervisor is vested with the authority to hire, terminate, discipline, promote, assign, and transfer their employees. Each state agency or workforce partner supervisor retains authority over all actions that may affect the current base pay, status, or tenure of their employees. The state retains the sole discretion to determine which employees must occupy positions throughout the state. Duties retained by the state and other workforce partners include: changes to permanent work schedule, including lunches and breaks; pre-approval for vacations, sick leave and personal leave; and travel and travel expense approval. State supervisors authority is exercised in compliance with Commonwealth administrative procedures.
4. The Operator Consortium, Site Administrator, and State Agency Supervisor have determined the purpose and activities of the functional units, and have incorporated individual partners as outlined in Attachments 3 and 4.

C. State Partner Staff Provisions

Pennsylvania state personnel laws and collective bargaining agreements continue to govern all state merit staff at PA CareerLink® Mon Valley. No part of this policy shall infringe upon any collective bargaining agreement. Unless otherwise specified by the state, all state employee positions will be treated as nonexempt under the Fair Labor Standards Act.

1. **Performance Evaluations.** State supervisors will complete performance evaluations of state employees in accordance with state rules and regulations, collective bargaining agreements and agency policy.

2. **Grievances and Complaints.** The state partner agency will fulfill the duties and responsibilities defined in the agency and state personnel and collective bargaining agreement's grievance process in the employee's initial grievance meeting. The state will conduct appropriate investigation(s), conduct the initial grievance meeting and follow state policies and procedures. The state retains the responsibility for all actions on grievances after the initial meeting.
 3. **Corrective Action.** The state partner agency will determine and implement any necessary corrective actions, in accordance with the procedures in the agency and state personnel policies, laws, regulations and collective bargaining agreements. All complaints and/or grievances as a result of corrective action will follow the procedures identified in paragraph 3(b) above.
 4. **Disciplinary Action(s).** The state agency retains the sole right to terminate, demote and suspend its employees for disciplinary reasons, pursuant to Commonwealth administrative policies. The PA CareerLink® Operator Consortium and site administrator will assist and provide information deemed necessary by the state partner agency in conjunction with proposed disciplinary action(s).
 5. **Timesheet and Leave Approval.** Final approval of timesheets and leave requests for all state employees remain with the state agency.
 6. **State Veterans' Programs.** Veterans' employment services staff working in PA CareerLink® Mon Valley are functionally supervised consistent with Subsection IV(B). The state veterans employment representative(s) oversee the delivery of veterans' programs and services under Title 38, the Special Grant Provisions, and as provided in the Wagner-Peyser funding proposal. State veterans employment services staff will comply with PA CareerLink® Mon Valley operational procedures, but veteran program requirements and staff responsibilities will continue as stated in Title 38 in accordance with the Grant Agreement, to include 100 percent of their time being assigned to the duties outlined in the grant or program.
- D. **Staff Cross-training.** The Local Workforce Investment Board, through the PA CareerLink® Operator Consortium has established a comprehensive cross-training and development plan for PA CareerLink® Mon Valley and its staff. The purpose of cross-training is to facilitate full access to services and the appropriate exchange of information, not to produce fully interchangeable staff between partners. Cross training is included during staff meetings on an ongoing basis and by attendance at other sites related to available services. If any appropriate training becomes available in our local area and is affordable, staff can request approval to attend.
- E. **Customer Flow.** PA CareerLink® Mon Valley's customer flow model is based on customer need. Upon entering the PA CareerLink® Mon Valley, customer needs are identified at the Customer Help desk and individuals referred to the services for which they present a need. The PA CareerLink® Mon Valley's customer flow model creates one customer pool that will be served jointly by WIA, Wagner-Peyser and other partner staff, specifically at core service level.

See Attachment #7 CUSTOMER FLOW CHART (JOB SEEKER/EMPLOYER)

- F. **Co-enrollment.** Co-enrollment of participants across programs and funding streams, when appropriate, encourages the coordination and leveraging of resources among partners and facilities. Co-enrollment is a strategic necessity in the context of limited resources. PA CareerLink® Mon Valley's partner staff work with

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

- G. Implementing Service Integration and Functional Management.** The Southwest Corner Workforce Investment Board has developed and implemented integrated a services and functional management plan as part of its Local Plan. In addition, a SCWIB CareerLink Committee has been formed to provide guidance for the four (4) PA CareerLinks in the Southwest Corner. This committee includes: WIB Director, WIB Staff; WIB Board Members; Operator Consortium; PA CL Administrators and State Merit Staff.

The PA CareerLink Mon Valley has established an integrated service strategy (ATTACHMENT IV) and has developed a functional management system (See Section B on this plan)

V. OUTREACH AND BRANDING

The workforce delivery system outreach and branding is a shared state and Local Workforce Investment Board responsibility. PA CareerLink® Mon Valley has designated branding to be used to ensure recognition of the statewide seamless workforce service delivery system. All brochures, flyers, advertising media and announcements, stationery, business cards, and name tags used by the PA CareerLink® staff reflects PA CareerLink® branding. Signage outside and inside this comprehensive PA CareerLink® site reflects the PA CareerLink® branding. No single partner or other tenants' signage will be combined or incorporated on comprehensive PA CareerLink® signage. All branding is done in compliance with the PA CareerLink® Name and Logo Usage Guidelines issued by the Department. Any advertising using the trademarked name not covered in the guidance document must be approved by the Department.

VI. COMMONWEALTH WORKFORCE DEVELOPMENT SYSTEM (CWDS).

PA CareerLink® Mon Valley utilizes CWDS as the common management information system. CWDS being the official system of record is used for all data collection and reporting for all required partners located in this comprehensive PA CareerLink® site. Shared information and data agreements are designated to support access to information and information sharing between the partners as allowed by authorizing law and regulation.

VII. JOBGATEWAY®.

PA CareerLink® Mon Valley utilizes JobGateway as the job-match system when job seekers are looking for employment and employers are searching for candidates.

VIII. WORKFORCE SYSTEM COMMUNICATION PROTOCOL.

To promote effective coordination of the delivery of workforce services, all communication regarding workforce system policy, directives and information will flow from the Department to the CEOs, Local Workforce Investment Boards, state regional staff, PA CareerLink® operators and site administrators. The Operator Consortia and site managers must inform PA CareerLink® staff. Communications regarding partner program policy, directives and information will be conveyed from the respective program authority at the state level to appropriate PA CareerLink® staff responsible for program administration ensuring that the state regional staff, Local Workforce Investment Board, PA CareerLink® Operator Consortium and site administrator are simultaneously copied. Communication directly related to state personnel matters will be sent from the state supervisor or official to individual staff. State officials or supervisors in the appropriate offices will be notified when necessary.

Any information related to workforce system policy, directives, and related information is sent to all appropriate staff. Communications regarding program policy; directives and information conveyed from the

respective program authority at the state level is then sent to all appropriate PA CareerLink® staff responsible for program administration.

CONTACT ENTITY: Inquiries regarding this policy should be directed to the Pennsylvania Department of Labor & Industry, Director of the Bureau for Workforce Development Administration, 651 Boas Street, Harrisburg, PA 17121.

RESCISSIONS: Workforce Investment Information Notice No. 3-03 Change 2; Guidelines for One-Stop Chartering and PA CareerLink® Certification, dated January 1, 2007

APPENDIX A: PA CAREERLINK® OPERATOR CONSORTIUM AGREEMENT

APPENDIX B: PA CAREERLINK® PARTNER AGREEMENT

APPENDIX C: PA CAREERLINK® RESOURCE SHARING AGREEMENT (RSA) and BUDGET (RSAB)

ATTACHMENTS:

- **Attachment #1: Job Seeker Resources**
- **Attachment #2: Employer Customer Flow**
- **Attachment #3: PACL Mon Valley Mandatory One-Stop Partners**
- **Attachment #4: Partner Service Integration Chart**
- **Attachment #5: Partners-By-Program**
- **Attachment #6: Functional Organizational Chart**
- **Attachment #7: Job Seeker Customer Flow**

ATTACHMENT #1

JOB SEEKER RESOURCES/ PA CAREERLINK® MON VALLEY

LOCATION

570 Galiffa Drive
Donora, PA 15033

BUSINESS HOURS

Monday-Tuesday-Thursday-Friday 8:30 to 4:30
Tuesday – 10:00 to 4:30
Orientation: Individual and group orientations available

VOICE (724) 379-4750 «» TTY (724) 379-5981 «» SITE ADMINISTRATOR: TRISH BRICKNER

FINDING A JOB

- Enroll on the PA CareerLink website at www.jobgateway.pa.gov click on tab “Register as a Job Seeker”.
- Find jobs in all Pennsylvania counties on our website or read newspaper want ads from across the country.
- The **Bureau of Workforce & Partnership Operations (BWPO)** and other partner staff provide one-on-one assistance, resume review to ensure completeness and accuracy, and answer job search questions.
- Job search reference books, brochures, and videos are available in the Career Resource Center.
- Attend job search classes on career potential, resumes, and/or interviewing, as scheduled.
- **Work Certified Academy** offers a two-week Job Readiness Certification at no cost to any resident or employer in Washington County. *Work Certified* is a national curriculum developed and recognized by employers. The training meets the needs of those who have been laid off, are reentering the workforce, or are recent graduates. Customer service, computers, business communications, resumes, interviewing skills and job search are the focus of this 60 hour program. Contact the Academy at 724-225-2551 or visit www.workcertifiedacademy.org.
- There is a one week **Work Certified Workshop** bi-monthly at the PA CL Mon Valley site. See monthly calendar in CRC for the next workshop available.
- A workshop on **How to apply for Civil Service Jobs** is offered onsite each month. See monthly workshop calendar in the CRC for more information on the next session.

CIVIL SERVICE INFORMATION

- Applications, job announcements, summary of examinations, and instructions:
 - State Civil Service at www.scsc.state.pa.us
 - Federal Civil Service at www.usajobs.opm.gov
 - Visit www.bse.state.pa.us for non-civil-service state employment
 - A workshop on applying for Civil Service jobs is offered monthly onsite. See monthly workshop calendar.

WRITING A RESUME

- Enrolling/registering on the PA CareerLink website creates an “enrollment resume”.
- Resume-writing reference books and videos are available in the Career Resource Center.
- How to Apply for a Job: Resumes, Applications, and Cover Letters class is held once each month.

ADULT EDUCATION/GED INSTRUCTION/UPGRADING BASIC SKILLS

- **Intermediate Unit 1** instructors teach classes Tuesday and Thursday. Call 724-379-4750 x123 for details.
 - Open entry ABLE/GED classes and practice GED tests are offered to students
 - For official GED information please call 1-800-328-6481 ext. 257
- **Community Action Southwest** offers classes on Monday, Wednesday and Friday. The agency also offers classes at its office at 150 West Beau Street in Washington on Tuesday afternoons and until 7pm each Thursday. Their

classes are designed to assist students to obtain their GED, improve their educational abilities, and prepare to attend a trade school or college or to get a job. For more information, call 724-379-4750 ext. 124.

TRANSPORTATION

- *Washington Rides* provides shared-ride public transportation to eligible residents of Washington County through Senior Shared Ride, Rural Transportation for Persons with Disabilities, Medical Assistance, Welfare to Work, & Veterans. The office is 382 W. Chestnut St, Suite 108. Phone 724-223-8747 or 1-800-331-5058.
- Ridesharing and vanpool information is available at www.commuteinfo.org or 888-819-6110.
- Mid Mon Valley Transit Authority (MMVTA) offers public transportation to community riders on a repetitive and fixed schedule. MMVTA also provides service to riders through Paratransit, comparable transportation service required by the Americans with Disabilities Act (ADA), allowing transit to riders with disabilities who are unable to use fixed-route service. Visit website www.mvta.com or call 724-489-0880 for more information.

HIGHER EDUCATION AND TRAINING

- School & state-approved training program information is found on our website: www.pacareerlink.state.pa.us
- Each school's financial aid staff can discuss funding options with prospective students.
- Patti Hanley, **Pittsburgh Technical Institute** is here every other Wednesday morning to meet with prospective students. She can be reached at 412-809-5283 or 1-800-644-7784, extension 5283.
- **California University of PA**, Office of Continuing Education, TAA/WIA Services offering certification, undergraduate and graduate level degrees. Website: www.calu.edu.
- **Douglas Education Center** offers programs in business, medical, cosmetology, oil/gas industry, and special effects. A representative from Douglas is onsite Wednesday mornings. For more information call 1-800-413-6013.
- The **Office of Vocational Rehabilitation** offers assistance with higher education to those who qualify. A person with a disability is eligible for services if the disability interferes with finding and/or keeping a job. OVR staff is here every day but Tuesday or you can call the main office at 724-223-4430.
- **Southwest Training Services, Inc.** has information on training and possible funding for those who cannot find a job after a thorough search. Guidelines must be met to qualify. Call 724-379-4750, ext 121.
- **Mon Valley Career and Technology Center** has daytime and evening occupation-related programs in skilled trades, business, technology, and the medical fields plus individual or group customized training. Information accessed via www.mvctc.tec.pa.us or contact Vern Stouffer at 724-489-9581 ext 242.
- **All State Career** offers 3 trade programs. CDL Advanced (6 months) and the Prep (1 month), Welding, and Heating/Air Conditioning. Contact Stephanie Sedar (Admissions) for more information 1 (800) 872-4618.
- **PIA/Jump Start** offers adults short term training for long term careers as Heavy Equipment Operators and Class-A Commercial Drivers. Each graduate receives assistance with employment opportunities in the transportation industry, energy, construction, and landscaping fields. PIA/Jump Start has an admissions representative in our Washington CareerLink every Wednesday for half the day, either in the morning or the afternoon. Contact us at www.pia.edu or Anthony Sharro: asharro@pia.edu. Funding assistance may be available to individuals who qualify.
- **Westmoreland County Community College** offers Associate degrees in arts, applied sciences, and certificates in oil/gas industry related tracks. View the catalog at www.wccc.edu or call 1-800-262-2103 for more information.
- **Rosedale Technical Institute** prepares students for automotive, diesel, electrical, truck driving and HVAC careers. Call 1-888-545-3103 for more information.

SMALL BUSINESS START-UP

- A representative from the Small Business Development Center is onsite twice each month to meet with potential new business owners and/or existing owners needing budgeting/marketing/business plan development assistance. Appointments can be made by calling 412-624-2290.

COUNTY ASSISTANCE/PUBLIC WELFARE

- The State-wide Customer Service Center (SWCSC) is staffed with caseworkers who answer benefits questions and who can process most changes. If the Center is unable to complete a reported change, they will send a "ticket" to the local County Assistance Office for follow up. The SWCSC number is: 1-877-395-8930.

CHILD CARE

- *Child Care Information Services of Washington County (CCIS)* shares child care and children's services information. For parents who work at least 25 hours a week and meet the income guidelines, financial help for childcare is possible for children from birth to age 12. Call CCIS at 1-888-619-9908 or 724-228-6969.

MEDICAL COVERAGE

- **Washington/ Westmoreland County Assistance Office** offers healthcare coverage such as *Medicaid* and the *Children's Health Insurance Program (CHIP)*. Call 1-800-835-9720 or apply online at www.compass.state.pa.us.
- *Medical Assistance for Workers with Disabilities (MAWD)* provides health care coverage to workers with disabilities. With this program, a person can work and receive Medicaid even if their earnings are above the limits for other Medicaid programs. For information, contact the **Washington/Westmoreland County Assistance Office** at 1-800-835-9720.
- The *Breast and Cervical Cancer Prevention and Treatment Program (BCCPT)* ensures that qualified, uninsured, or under-insured women receive needed medical care through Medicaid. Women of low or moderate income may be eligible for comprehensive free breast and cervical cancer coverage throughout treatment. Call the **Washington County Assistance Office** at 1-800-835-9720 or the Customer Service Center at 1-877-395-8930.

FOOD STAMPS or CASH ASSISTANCE

- Applications for *food stamps or cash assistance* are at 584 Galiffa Drive, Donora, PA or call 1-800-835-9720 or apply online at www.compass.state.pa.us. You may be required to provide documentation or to visit the office.
- A person may be eligible for *expedited food stamps* within five days if: the household has \$100 or less in cash and bank accounts and expects to receive less than \$150 this month OR a person is a migrant or seasonal farm worker OR a person's monthly gross income/cash-on-hand is less than the housing/utility costs for this month. Call the **Washington County Assistance Office** 1-800-835-9720 or Customer Service Center 1-877-395-8930.

HOUSING/FORECLOSURE PREVENTION

- **Community Action Southwest** offers a number of programs to assist area residents with their housing needs. Programs are available for those facing homelessness or in near homeless situations as well as foreclosure. Housing Counselors can also assist first-time homebuyers. For more information, call 1-877-814-0788 ext. 530.

UTILITY ASSISTANCE

- **Community Action Southwest** may provide financial assistance for utility termination or shut off notices. For more information, call 1-877-814-0788 ext.530.

- The Washington County Assistance Office supplies applications for energy assistance when the program is available. For more information call 1-800-835-9720.

BUDGET and CREDIT COUNSELING

- **Community Action Southwest** offers weekly Financial Fitness classes that focus on budgeting, spending, saving and borrowing. For more information, call 1-877-814-0788 ext. 530.
- **Community Action Southwest** has a matched-savings account program that provides a \$2 match for every \$1 saved up to a \$4,000 match for \$2,000 saved. Participants must be employed and willing to save towards purchasing a home, enrolling in a trade school or college or starting a small business.

FREE COMPUTER CLASSES

- **Community Action Southwest** offers free basic computer classes. Call 1-877-814-0788, ext 530.

Additional Services may be available for those in one of the following target areas:

OVER 55 YEARS OF AGE

- **Southwestern PA Area Agency on Aging** helps to enroll seniors on the PA CareerLink Job Gateway website, assist with training search opportunities, training placement opportunities, and interview/assessments. Older workers may qualify for possible training under the *Title V program* if they meet income guidelines. Matt Uram is here Tuesday morning or call him at 724-228-7080 for more information.

VETERANS

- Assistance to veterans is provided for job search, training & education, and referrals to a variety of supportive services. Veterans receive priority of service and first access to resources. Call Doug Short 724-379-4750 ext 118 for more information.
- The *Washington County Veteran's Office* is located at 703 Court House Square. The office can assist veterans with information on State and Federal benefits.
- The Washington VA Medical Clinic can assist veterans with medical issues. Call 724-250-7790.

DISLOCATED WORKER

- **Southwest Training Services, Inc.** offers job development and job search assistance. Call 724-379-4750, ext 121 to see if you qualify for training funds.

YOUTH (AGES 14 to 21)

- **Southwest Training Services, Inc.** has a Youth Program for economically disadvantaged youth between ages 14 and 21. Eligible youth get help with career exploration, work experience, job shadowing, tutoring/mentoring, supportive services, and industry tours. For more information call 724-379-4750 x105 or 724-229-1350 x241.

PERSON(S) WITH A DISABILITY

- The **Office of Vocational Rehabilitation (OVR)** works with persons with a disability (including those who were in high school learning support) that interferes with finding, keeping, or preparing for a job. An OVR staff person is here every weekday but Friday to make an appointment or speak with you or call 724-379-4750 ext. 117.

PREGNANT OR HAVE CHILDREN UNDER THE AGE OF 5

- **Community Action Southwest** has information on food, health, and nutrition for mothers and children (*WIC*). For more information on the WIC program, call 1-877-814-0788, ext. 440.
- **Community Action Southwest** also has information on the Head Start program for children between the ages of 3 and 5. Call 724-225-9550, ext 455 for more information.

CURRENTLY RECEIVING CASH ASSISTANCE OR FOOD STAMPS

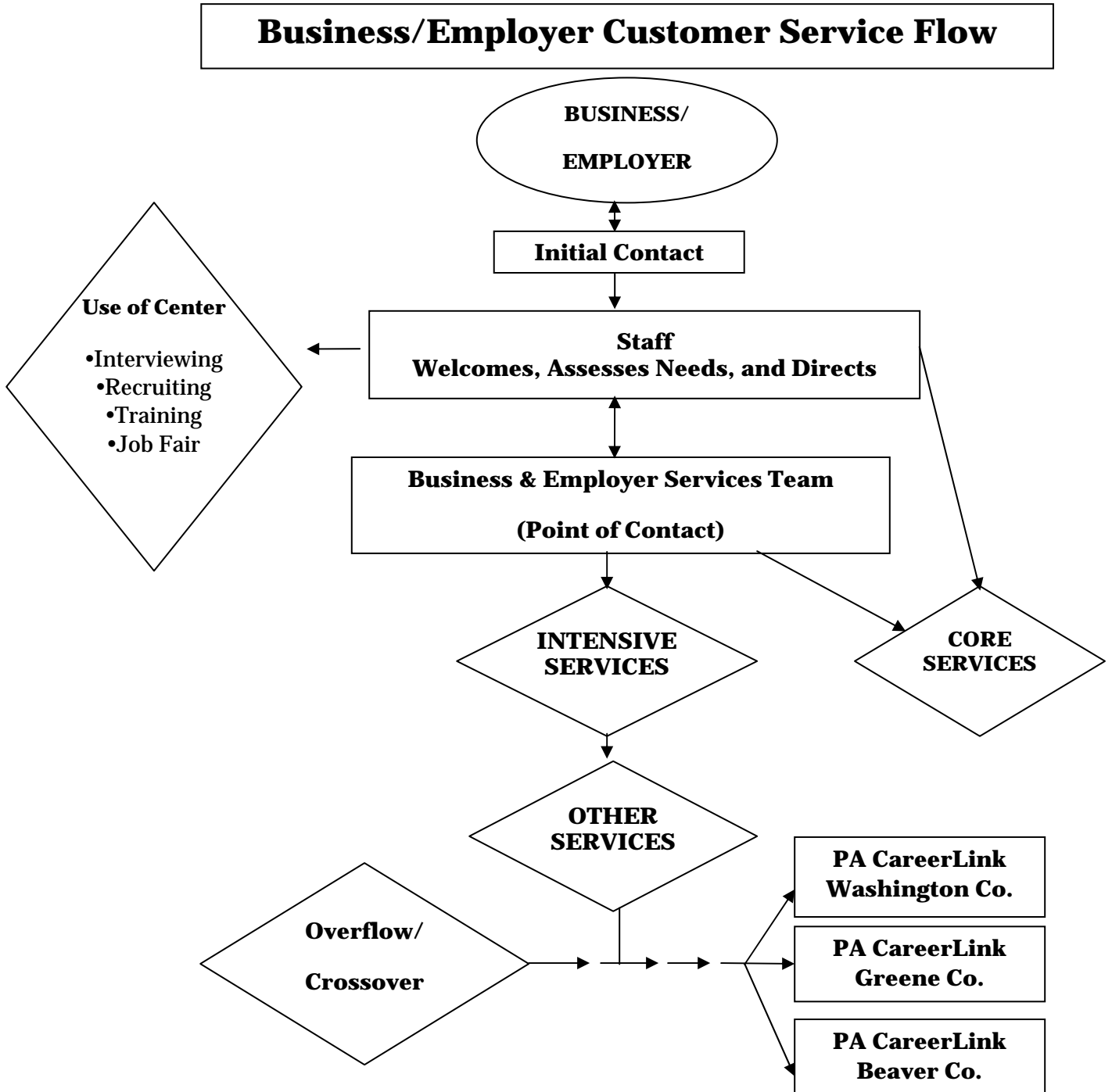
- **Washington Greene County Job Training Agency's *Employment Advancement Retention Network (EARN)*** program assists qualified job seekers through skill-advancement classes in Computer Basics, Hospitality, Business Skills, Work Certified, and Transitional Employment Solutions. GED instruction is also available. One-on-one case management and job development is provided. Contact at 724-379-4750 ext.119 for more information.
- **Community Action Southwest** offers the *Work Ready Program* that works with participants to ensure they are connected with the community resources necessary to mediate or stabilize their barriers to employment including individualized case management, GED classes and general skill building activities. Call 724-379-4750 ext. 124 or 1-877-814-0788.

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Program

Attachment #2

EMPLOYER CUSTOMER FLOW

(One-Stop from Entry through Exit Including Instances of Overflow)



Employer customer flow is employer-driven. If the employer specifies a requested service, that service is provided. During orientation for businesses new to the PA CareerLink® and, during relationship-building visits, business/employer needs will be assessed, typically, but not exclusively, by the staff serving on the Business & Employer Services Team (BEST.) All staff assists and support employers in their use of the Career Resource Center and with many core services. Members of the cross-functional BEST Team work collaboratively with all PA CareerLink® staff to coordinate service delivery.

Attachment #3

Mandatory Partner List

| PA CAREERLINK MON VALLEY MANDATORY ONE-STOP PARTNERS | | | |
|---|---|--|---|
| PROGRAM | ORGANIZATION | CONTACT TITLE ADDRESS | PHONE/FAX /E-MAIL |
| Programs authorized under Title I of the Workforce Investment Act (youth, adult, dislocated worker) | Southwest Training Services, Inc. (WIA Adult, Dislocated Worker, Youth) | Lisa L. Neil, President 90 West Chestnut St., Suite 150 LL Washington, PA 15301 | Phone: 724-229-1350 x 237 Fax: 724-229-1357 Email: lneil@verizon.net |
| | Intermediate Unit #1 (WIA Youth) | Charles F. Mahoney, Executive Director 1 IU Drive Coal Center, PA 15423 | Phone: 724-938-3241 Fax: 724-938-8722 Email: mahoneyc@iu1.k12.pa.us |
| Wagner-Peyser Act Programs (29 United States Code 49 et seq.) | Bureau of Workforce Partnership Operations | Frank Staszko, Regional Director c/o PA CareerLink 135 Wayland Smith Drive Uniontown, Pa. 15401 | Phone: 724-434-5627 x 130 Fax: 724-434-2946 Email: fstaszko@pa.gov |
| Adult Education and Literacy Activities (Workforce Investment Act, Title II) | Community Action Southwest | Darlene Bigler, Executive Director 150 West Beau Street Washington, PA 15301 | Phone: 724-225-9550 Fax: 724-225-2016 Email: dbigler@caswg.org |
| | Intermediate Unit 1 | Charles F. Mahoney, Executive Director 1 IU Drive Coal Center, PA 15423 | Phone: 724-938-3241 Fax: 724-938-8722 Email: mahoneyc@iu1.k12.pa.us |
| Rehabilitation Act of 1973 Programs (29 United States Code 720 et seq.) Title I | Office of Vocational Rehabilitation | Lori Kaczmarek, District Administrator Office of Vocational Rehabilitation 201 West Wheeling Street Washington, PA 15301 | Phone: 724-223-4430 ext 251 Fax: 724-223-4463 Email: lkaczmarek@pa.gov |
| Welfare-to-Work programs authorized under the Social Security Act | Washington Greene County Job Training Agency Inc. | Linda Bell, President Washington Greene County Job Training Agency, Inc. 351 West Beau Street, Suite 300 Washington, PA 15301 | Phone: 724-229-5083 Fax: 724-229-5086 Email: lbell@washingtongreene.org |
| | Washington County Department of Public Welfare | Cathy Peterson Washington Co. Assistance Office 595 Galiffa Drive Donora, PA 15033 | Phone: 724-379-1505 Fax: 724-379-1572 Email: catpeterso@pa.gov |

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|--|--|--|---|
| Older Americans Act of 1965 (42 United States Code 603 (a)(5)) (as added by section 5001 of the Balanced Budget Act of 1997) Title V Activities | Southwestern Pennsylvania Area Agency on Aging, Inc. | Leslie Grenfell, Executive Director Southwestern Pennsylvania Area Agency on Aging, Inc. 305 Chamber Plaza Charleroi, PA 15022 | Phone: 724-489-8080 Fax: 724-228-7397 Email: lgrenfell@swpa-aaa.org |
| Carl D. Perkins Vocational and Applied Technology Education Act Postsecondary Vocational Education Activities (20 United States Code 2301 et seq.) | Mon Valley Career & Technology Center | Brad Deicas, Director Mon Valley Career & Technology Center 5 Guttman Avenue Charleroi, PA 15022 | Phone: 724-489-9581 Fax: 724-489-0711 Email: bdeicas@mvctc.tec.pa.us |
| Trade Act of 1974 (19 United States Code 2271 et seq.) (Title II, Chapter 2) | Bureau of Workforce Partnership Operations | Frank Staszko, Regional Director c/o PA CareerLink 135 Wayland Smith Drive Uniontown, Pa. 15401 | Phone: 724-434-5627 x 130 Fax: 724-434-2946 Email: fstaszko@pa.gov |
| United States Code Title 38, Chapter 41 Activities (Veterans) | US DOL | Frank Staszko, Regional Director c/o PA CareerLink 135 Wayland Smith Drive Uniontown, Pa. 15401 | Phone: 724-434-5627 x 130 Fax: 724-434-2946 Email: fstaszko@pa.gov |
| Community Services Block Grant Act (42 United States Code 9901 et seq.) Employment and Training Activities | Community Action Southwest | Darlene Bigler, Executive Director Community Action Southwest 150 West Beau Street Washington, PA 15301 | Phone: 724-225-9550 Fax: 724-225-2016 Email: dbigler@caswg.org |
| Department of Housing and Urban Development Employment and Training Activities | Community Action Southwest | Darlene Bigler, Executive Director 150 West Beau Street Washington, PA 15301 | Phone: 724-225-9550 Fax: 724-225-2016 Email: dbigler@caswg.org |
| State Unemployment Compensation | Unemployment Compensation | Sue Shaver, Workforce Development Specialist | Phone: 412-267-1469 Fax: 412-267-1475 Email: sshaver@pa.gov |
| ADDITIONAL ONE-STOP PARTNERS NOT MANDATED IN THE WIA | | | |
| Community College | Westmoreland County Community College | Dr. Patrick Gerity, Vice President/Community Education/Workforce & Community Development Westmoreland County Community College 145 Pavilion Lane, Youngwood, PA 15697 | Phone: 724-925-4219 Fax: 724-925-4294 Email: gerrityp@wccc.edu |

| | | | |
|---|---|--|--|
| Proprietary School | Douglas Education Center | Jeffrey Imbrescia, CEO/President 130 Seventh Street Monessen, PA 15062 | Phone: 724-684-3684 Fax: 724-684-7463 Email: jimbrescia@dec.edu |
| Proprietary School | California University of PA | Barbara Crofcheck, Director WIA/TAA/TRA 250 University Drive California, PA 15419 | Phone: 724-938-4491 Fax: 724-938-4564 Email: crofcheck@calu.edu |
| Proprietary School – Non-Profit | PIA Jump Start | Suzanne Markle, Vice President Jump Start Program Pittsburgh Institute of Aeronautics 5 Allegheny County Airport West Mifflin, PA 15122 | Phone: 412-346-2100 Fax: 412-466-0513 Email: smarkle@pia.edu |
| Private 2-year Post-Secondary School | Pittsburgh Technical Institute | Patti Hanley, Admissions Coordinator Pittsburgh Technical Institute 1111 McKee Road Oakdale, PA 15071 | Phone: 412-809-5283 Fax: 412-809-5169 Email: hanley.patti@pti.edu |
| Temporary Assistance to Needy Families authorized under the Social Security Act | Washington County Department of Public Welfare Southwest Training Services, Inc. (TANF Youth) | Cathy Peterson Washington Co. Assistance Office 595 Galiffa Drive Donora, PA 15033 Lisa L. Neil, President 90 West Chestnut St., Suite 150 LL Washington, PA 15301 | Phone: 724-379-1505 Fax: 724-379-1572 Email: catpeterso@pa.gov Phone: 724-229-1350 x 237 Fax: 724-229-1357 Email: lneil@verizon.net |
| Employment and training programs authorized under the Food Stamp Act of 1977 Work programs authorized under the Food Stamp Act of 1977 | Washington County Department of Public Welfare | Cathy Peterson Washington Co. Assistance Office 595 Galiffa Drive Donora, PA 15033 | Phone: 724-379-1505 Fax: 724-379-1572 Email: catpeterso@pa.gov |

Attachment #4

Partner Service Integration Chart

Welcome
Team Leader- Patricia Brickner

Sign-in/Greeter
SW PA Area Agency on Aging

Computer Resource Center
Southwest Training Services, Inc.
Bureau of Workforce Partnership &
Operations
Unemployment Compensation

Skills and Career Development
Team Leader – Patricia Brickner

Education/Training Services
Southwest Training Services, Inc.

EARN Program
Washington/Greene Job Training
Agency, Inc.
Washington/Westmoreland County
Assistance Office

GED/Remediation
Intermediate Unit 1
Community Action Southwest

Disability Services
Office of Vocational Rehabilitation

**Profile Re-Employment Program
(PREP)**
Bureau of Workforce Partnership &
Operations

Senior Services (55 and over)
Southwestern PA Area Agency on
Aging

Trade Adjustment Assistance
Bureau of Workforce Partnership &
Operations
Southwest Training Services, Inc.

Veterans Program
Veterans Services

Youth Services (14-21)
Southwest Training Services, Inc.
Intermediate Unit 1

Business Services
Team Leader - Linda Jack

Business Account Representatives
Bureau of Workforce Partnership &
Operations

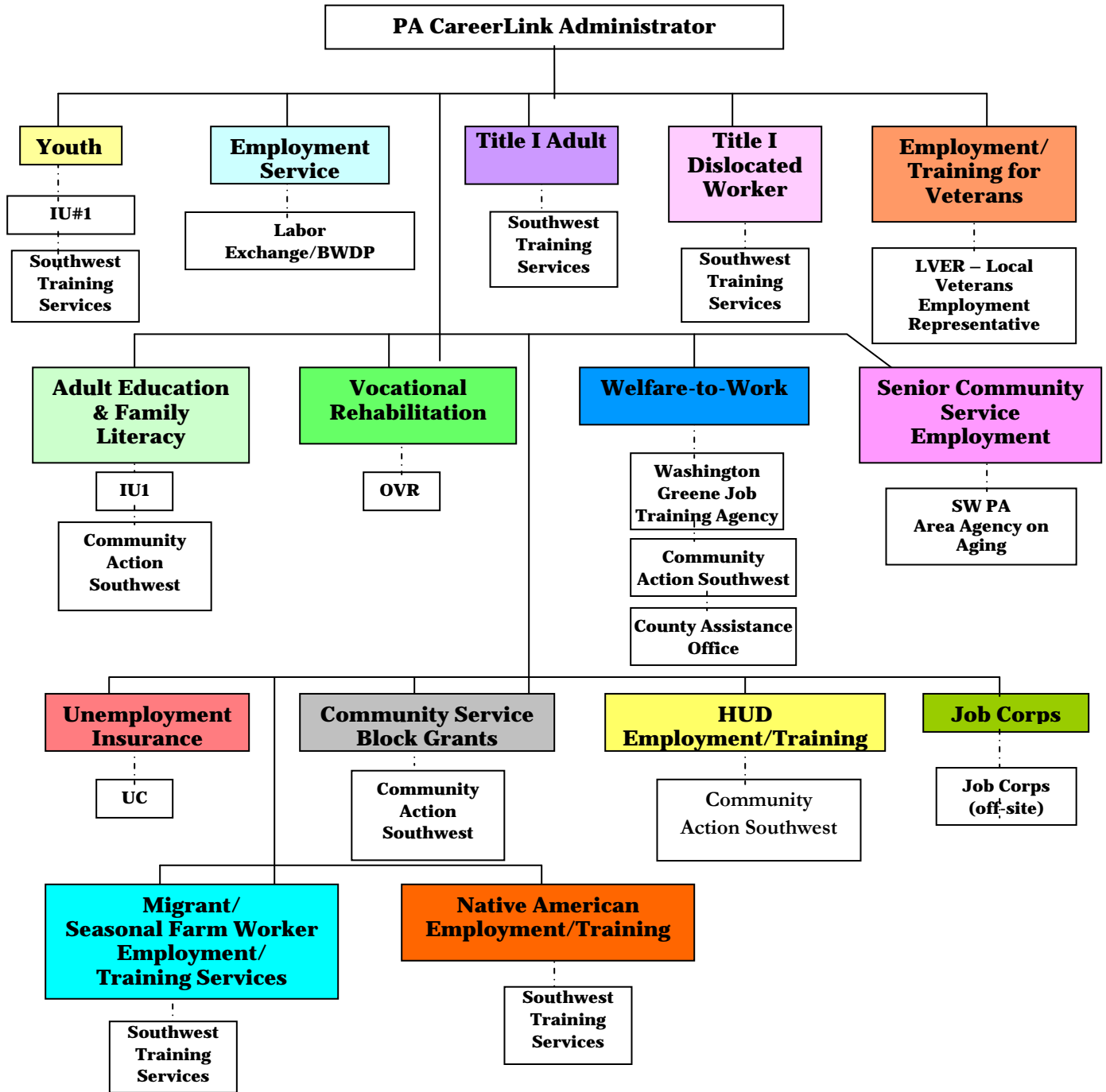
On-the-Job Training
Southwest Training Services, Inc.

Proficiency/Skills Testing
Southwest Training Services, Inc.

Rapid Response Services
Bureau of Workforce Partnership &
Operations

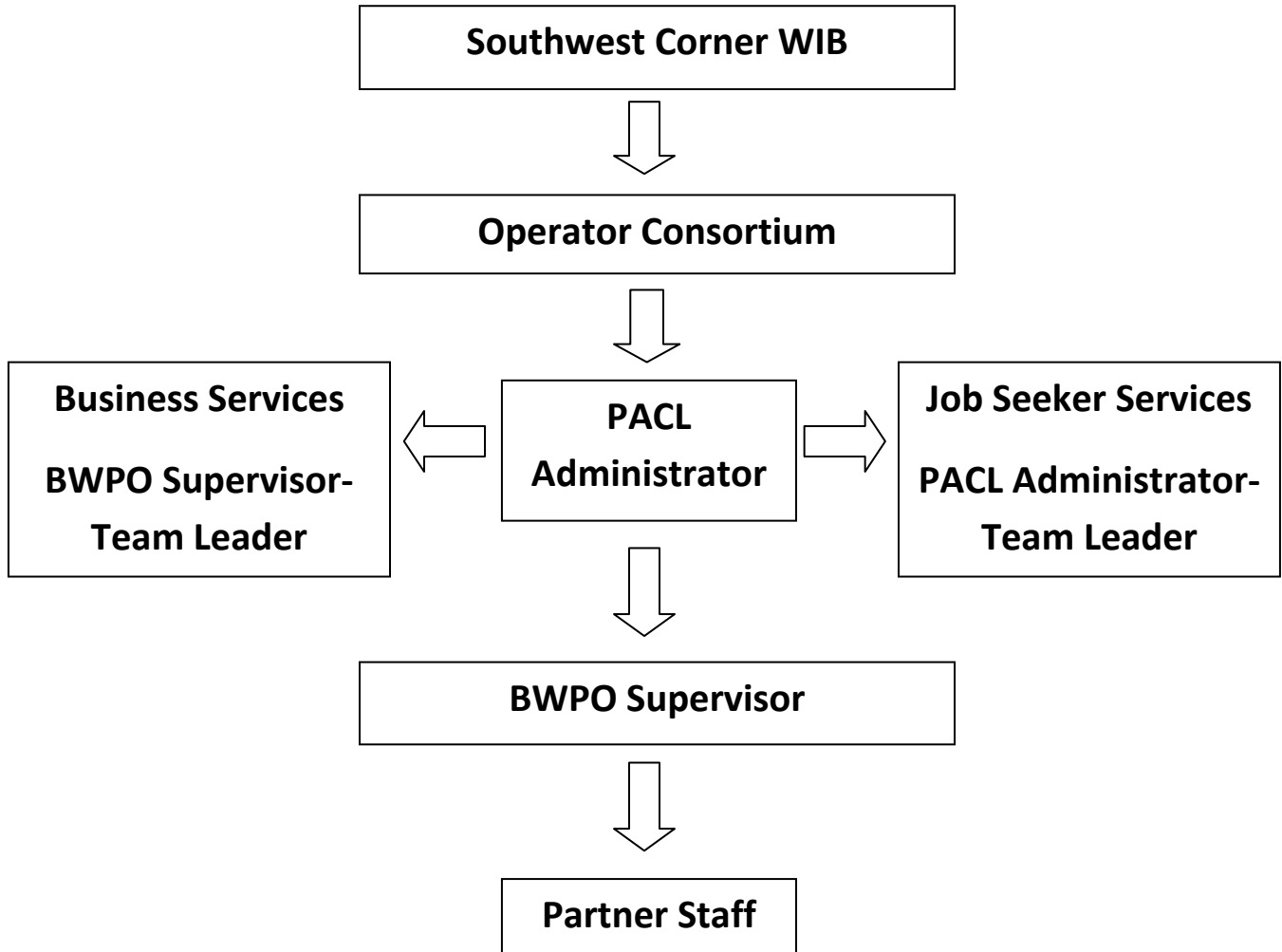
Small Business Start-Up
Small Business Development Center

PARTNERS BY PROGRAM



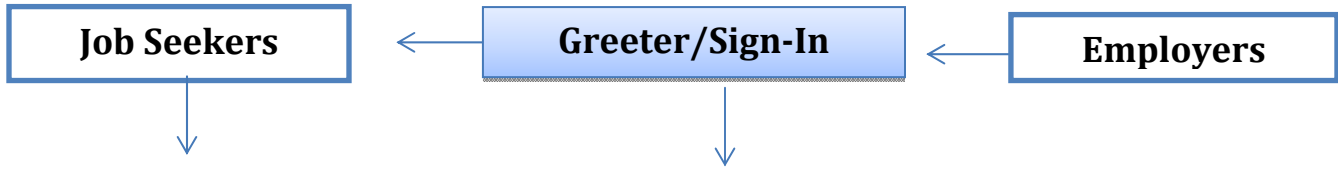
Functional Organizational Chart

PA CareerLink® Mon Valley



Attachment #7

PA CareerLink® Mon Valley
Customer Flow Chart (Job Seeker/Employer)



Customer Help Desk

- Core Services (CRC)
- Initial assessment/Orientation
- Enrollment- CWDS/JobGateway
- Job posting information
- Career/Labor Market Information
- Information on education/training
- Referrals to onsite workshops
- Referrals to partner services
- Referral to supportive services
- Referrals to GED/Remediation
- UC Phone/Fax/Online
- Veterans Eligibility

Business Services

- Needs assessment
- Orientation
- CWDS/JobGateway Enrollment
- Job posting assistance
- Labor market information
- Referrals to job orders
- Skills Testing
- Recruitments
- Training Programs

Skills/Career Development
(Request more than informational/ self-directed services)

- Intensive services
- Employment Development Plan
- Intensive job search assistance
- Case management
- Individualized Education Plan/Training