

WASHINGTON COUNTY

PENNSYLVANIA

CAREERLINK®

**COMBINED BUSINESS
PLAN/AGREEMENT**

SOUTHWEST CORNER WORKFORCE
INVESTMENT AREA

Pennsylvania CareerLink® Washington County
90 West Chestnut Street, Suite 150 Lower Level
Washington, PA 15301
(724) 223-4500
TTY 724-250-4670

Start Date: October 1, 2014

End Date: June 30, 2016

SOUTHWEST CORNER WORKFORCE INVESTMENT AREA
PA CareerLink® Washington County 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® Washington County 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® Washington County Operator Consortium Lead** is Title I Operator Southwest Training Services, Inc. (SWTS). **The Lead for the PA CareerLink® Washington County 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® Washington 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® Washington County 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® Washington County 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® Washington County 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® Washington County 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® Washington County 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® Washington County. 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® Washington County.

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 Washington County Pennsylvania CareerLink® 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.

2. Full-Time Hours of Operation - Full-time hours of operation are maintained for WIA Adult and Dislocated Worker Services, Wagner-Peyser Labor Exchange, and access to Unemployment Insurance assistance.. The following hours of operation are posted on the door or in view of the outside entrance.

- *Monday, Tuesday, Thursday, Friday: 8:00 am to 4:30 pm*
- *Wednesday 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 CareerLink® system and experience in management.

Patricia Brickner, Administrator

90 West Chestnut Street, Suite 150 Lower Level, Washington, PA 15301

Phone: 724-884-0286; Fax: 724-223-4670; TTY: 724-250-1254

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

- a. **Welcome Function** - PA CareerLink® Washington County staff welcomes and directs all customers who visit the site in a friendly and helpful manner and approach all individuals in a way to determine the best set of services to meet the needs they present when entering.

The Career Resource Center (CRC) is the central area of support and service. Staff provides walk-in customers with PA CareerLink® orientation and an initial assessment on a one-on-one basis and/or in a group setting.

At this time, staff reviews customers' needs with an **Action Plan**. This document is completed immediately following orientation/initial assessment, (and throughout our hours of operation) staff is available in the CRC to help job seekers enroll and search online. Written material is provided in folders with event and service information and is given out at orientation and to all job seekers in the CRC.

Along with the registration and orientation/initial assessment process, customers may receive labor market information, access to resource room, access to assessment tools that assist individuals in the identification of basic skills, self-assisted job referral and placement, referrals to upcoming workshops, and referral to other community services.

All staff working in this function will coordinate with the staff of the Skills/Career Development and Business Services functions to manage and coordinate services.

A team approach with all partners engaged in common service delivery such as enrollment and workshops is used to guide customers through the system. Movement between services can occur when customers express a need, when staff recognizes the need, or when a customer's needs or goals are not yet met.

In instances of customer enrollment overflow we are well equipped to provide core services in our annex computer lab with six PC stations and individual workspace.

See Attachment # 1 Job Seeker Resources

See Attachment # 2 Action Plan

- b. **Skill and Career Development Function** – Individuals interested in more intensive training and supportive services are referred to this component following the services received in the Career Resource Center. Staff at this level will work with individuals who require or have an interest in more than informational and self-directed services. Included but not limited are: aptitude testing, intensive job search, case management, and remediation (if needed). Customers can move from intensive and training services back to core services for referral and/or placement at any time.
- c. **Business Services Function** – The PA CareerLink® Washington County business team members build relationships with employers through regional initiatives, including but not limited to: sector partnerships, business alliances and identifying opportunities to address the human resource needs of employers. The goal is to become the bridge between business hiring needs and job candidates by coordinating with all PA CareerLink® staff to actively recruit and refer qualified job candidates based on the needs of business.

Services associated with the Business Services Team include but are not limited to the following:

- Employer & 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
- Job development.

5. **Staff Development and Capacity Building** -To ensure individuals working with customers have the skills and knowledge needed to provide exemplary customer service, staff will be required to complete any core competencies training, provided by the Department, with annual refreshers related to policies and customer service.

Staff meetings are held on Wednesday 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
- 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® Washington County is committed to developing staff competencies by providing training to understand and further develop the system

The PA CareerLink® Washington County 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 CareerLink® system/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® Washington County 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. A list of specific

services available to job seekers at PACL® Washington County is available for all individuals onsite.

- a. **Initial Assessment** – During this level of working with individuals, the PA CareerLink® Washington County staff identify whether the individual is in crisis, has basic needs met, is work ready or needs to get on a path toward a career. This can be provided on a one-on-one basis and/or in a group setting. At this time, staff review customers' needs with an **Action Plan**. This document is completed immediately following orientation/initial assessment (and throughout our hours of operation) staff is available in the CRC to help job seekers enroll and search online. Written material is provided in folders with event and service information and is given out at orientation and to all new job seekers in the CRC.

When in the Career Resource Center, if an individual appears to be in crisis and needs more individual assessments completed, he or she is referred to the a staff person who will meet and discuss his or her barriers to become ready to work and/or to get on a career path.

- b. **Core Services Without Significant Staff Involvement** – All of the following core services are offered at PA CareerLink® Washington County:

- i. Career Resource Room
- ii. Career Exploration (PA Career Coach or other occupational exploration tools)
- iii. Job Search (JobGatewaySM)
- iv. Labor Market Information
- 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 job seeker to the best transfer options that match the skills/talent of his/her current occupation.

- vi. Jobseeker Workshops
 - a. Self-Directed/Computer-Based
 - b. Group Workshops

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

- i. Resource Room
- ii. Career Exploration Activities
- iii. Job Search Activities

iv. Staff-Administered and Interpreted Standardized Skills Assessments

The following assessments are utilized at the PA CareerLink® Washington County 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 G.E.D. 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® Washington County:

- 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 PACL® Washington County:

- 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. Services for employers at PA CareerLink® Washington County 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 onsite 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).

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

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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® Washington County 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 operations. 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 has allowed our site to grow and develop into an integrated office. Some examples of partner involvement: Our senior employment partner (Title V) has provided greeters to the site as an in-kind service; the Title I provider has utilized this site as a work site for summer youth employment opportunities.

Attachment # 4 Partners by Program Chart
Attachment # 5 Functional Teams

B. Functional Management

- 1. PA CareerLink® Operator Consortium.** The PA CareerLink® Washington County 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.)

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® Washington County. 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. Although Patricia Brickner manages the PA CareerLink® Washington County, in her absence, Lisa Neil, President of Southwest Training Services, Inc. will function as the person in charge of office operations. In their absence, Carl North, CareerLink® Program Supervisor, Bureau of Workforce Partnership Operations, will be in charge and, if these three people are not on-site, Cindy Derrico, Vice President, Southwest Training Services, Inc. will be in charge of the operations of the site. Ken Hathaway has been designated as the Office Coordinator so that in the unlikely event that no members of the Management Team are on-site, Ken will be responsible to assist staff with operational needs.

The Operator Consortium meets with the PA CareerLink® Administrator on a regular basis to assure 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 Dept. 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 or workforce partner supervisor** - The PA CareerLink® Administrator reports to the PA CareerLink® Operator Consortium. The Consortium makes operational decisions, with ultimate responsibility back to the Workforce Investment Board. Partner Staff are supervised by their respective agencies/personnel supervisors in regard to their program function and personnel issues.

C. State Partner Staff Provisions –

Pennsylvania state personnel laws and collective bargaining agreements governs all state merit staff in a PA CareerLink® Washington County. 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 must 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 must 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 must 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 must remain with the state agency.
6. **State Veterans' Programs.** Veterans' employment services staff working in PA CareerLink® sites must be functionally supervised consistent with Subsection IV(B). The state veterans employment representatives must 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 must comply with PA CareerLink® operational procedures, but veteran program requirements and staff responsibilities must 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, ensures that a comprehensive cross-training and development plan is established for the PA CareerLink® Washington County site 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.

E. Customer Flow. PA CareerLink® Washington County utilizes a customer flow model based on customer need. The customer flow procedure incorporates a methodology to identify customer needs upon entry, and provides immediate engagement and connectivity to services during the customer's first visit. The PA CareerLink® Operator Consortium ensures that staffing is adjusted according to customer needs and traffic flow. A customer flow model will create one customer pool that will be served jointly by WIA, Wagner-Peyser and other partner staff, specifically at core service level.

Attachment #6 Job Seeker Customer Flow Chart
Attachment #7 Business Employer Flow Chart
Attachment #8 Business Customer Services Flow

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® Washington County'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 an 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; PACL Administrators and State Merit Staff.

The PA CareerLink Mon Valley has established an integrated service strategy (**ATTACHMENT V**) 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. The PA CareerLink® Washington County has designated branding to be used to ensure recognition of the statewide seamless workforce delivery system. All brochures, flyers, advertising media and announcements, stationery, business cards, and name tags used by the PA CareerLink® staff reflects the PA CareerLink® branding. Signage outside and inside this 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. PA CareerLink® Brand Recognition: Each staff member wears a PA CareerLink® nametag vs. being recognized by partner affiliation. In addition, staff in the PA CareerLink® Washington County have business cards that reflect the PA CareerLink® logo in addition to their name, title, and telephone number. In addition, all outgoing materials such as flyers, brochures, and stationary include the logo. All of the above are done in compliance with the PA CareerLink® Name and Logo Usage guidelines issued by the department.

VI. COMMONWEALTH WORKFORCE DEVELOPMENT SYSTEM (CWDS)

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

VII. JOBGATEWAY®

PA CareerLink® Washington County utilizes JobGateway® as the job-match system when job seekers are looking for employment and employers are searching for candidates. All jobseekers are referred to and assisted with the enrollment on Job Gateway and encouraged to utilize this site for job searching and other available resources. In addition, the business services team staff use this site to job match individuals with appropriate job orders.

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 Consortiums 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.

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: Action Plan Inquiry**
- **Attachment 3: PACL Washington County Mandatory One-Stop Partners**
- **Attachment 4: Partners-By-Program**
- **Attachment 5: Functional Organizational Chart**
- **Attachment 6: Job Seeker Customer Flow**
- **Attachment 7: Employer Customer Flow**

ATTACHMENT 1

JOB SEEKER RESOURCES PA CAREERLINK WASHINGTON COUNTY

LOCATION

90 West Chestnut Street
Suite 150, Lower Level
Washington, PA 15301

BUSINESS HOURS

Monday-Tuesday-Thursday-Friday 8:00 to 4:30
Wednesday – 10:00 to 4:30
8-8:30 & 4-4:30 hours are independent access (no staff on duty)
Orientations: Available during staff assisted hours

VOICE (724) 223-4500 «» TTY (724) 250-1254

«» 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.

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

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

10/30/2014 10:20 AM

- **Intermediate Unit 1** instructors teach classes Tuesday, Wednesday and Thursday. Call 1-800-328-6481 ext. 257 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 1-877-814-0788 ext. 530.

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.

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.
- **Penn Commercial Business/Technical School** has short-term, certificate, Associate Degree courses and Diploma programs. Information on these and financial aid (including PELL and PHEAA) is available.
- 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.
- The **Office of Vocational Rehabilitation (OVR)** 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 and eligibility must be met to qualify. For more information call 724-229-1350, ext 292.
- **Western Area 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 and registration forms can be accessed via www.wactc.net or contact 724-746-2890, ext 182. The CDL training program offers Class A CDL, Class A Refresher, Class B upgrade, Gas Well Tending with Class A, and Gas Well Tending. For these programs, call 724-746-2890, ext 123 or 724-603-3501.
- **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.

- **Douglas Education Center** offers programs in business, medical, cosmetology, oil/gas industry, and special effects. For more information call 1-800-413-6013.
- **Community College of Beaver County- Southpointe** offers training in the Casino and the Gas & Oil Industries and computer classes designed to upgrade your skills. View the catalog at www.ccbc.edu or call 724-480-3581.

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 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 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 167 North Main St (Washington) 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

- **SPHS Area Agency on Aging** helps to enroll seniors on the PA CareerLink website, assist with job searches, job placement, interview/assessments, and job clubs. Older workers may qualify for possible training under the *Title V program* if they meet income guidelines. Matt Uram is here Wednesday afternoon or call him at 724-228-7080.

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 Sam Jocuns at 724-223-4520 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 724-229-1350, ext 292 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. Call 724-229-1350 for Ester Clark (ext 241) or Shawn Jurik (ext 294.)

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 Tuesday to make an appointment or speak with you or call 724-223-4430.

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 Terri Taylor at 724-229-5083.
- **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 1-877-814-0788 ext. 530.

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

ATTACHMENT 2

Action Plan Inquiry

Last Name _____ First Name _____

Today's Date _____ Date of Birth _____

Address _____ City _____

State _____ Zip _____ County _____ Phone _____

REASON FOR TODAY'S VISIT?

HOW MAY WE HELP YOU?

Please check all that apply:

- Career Exploration
- Effective Job Searching
- Applications, Cover Letters and Résumés
- Interviewing
- Civil Service
- Educational Support
 - Math skills
 - Writing skills
 - GED Preparation
 - Reading Skills
- Computer Skills
- Training or Higher Education Information
- Transportation
- PA Driver's License
- A Vehicle/Vehicle Repairs
- Child Care
- Health Insurance
- Public Welfare assistance
 - No, I currently do not want/need information
 - Yes, one or both: Cash Assistance/SNAP
- Housing
- Utilities Assistance
- Budget Counseling
- Legal Services
- VITA (Tax Preparation-Seasonal)

- Services for people with disabilities
 - I am an individual with "Physical Impairment"
 - I am an individual with "Mental Impairment"
 - I am an individual with both "Physical and Mental Impairment"
 - Do not wish to disclose
 - No disability

How did you hear about PA CareerLink®?

Employment Status

- Employed
- Unemployed
- Employed, but have a notice of termination
- On active military duty, but have a date of separation

Unemployment Compensation Status

- Claimant – eligible to receive unemployment compensation. Please check one:
 - Referred to PREP
 - Not referred to PREP
- Exhausted all unemployment benefits

- ☒ Ineligible (monetarily)

Education Status

- ☒ In High School
- ☒ High School diploma
- ☒ GED
- ☒ Highest grade completed_____
- ☒ Special Education Certificate (if disabled)
- ☒ Other Post-Secondary Degree or Certification
- ☒ Associate's Degree
- ☒ Bachelor's Degree
- ☒ Master's Degree
- ☒ Doctorate
- ☒ ___ Number of years of college or technical school
(no degree)

You May Qualify for Additional Services.

Are You:

- ☒ Age 55 or older?
- ☒ A Veteran or
- ☒ The spouse or dependent of a veteran?
- ☒ A Dislocated Worker?
- ☒ Between the age of 14-21?
- ☒ Currently in the Military? Not in the military
- ☒ A Migrant & Seasonal Farmworker

We recommend the following action(s) to help you reach your employment goals:

- ☐ Register on JobGateway and complete your résumé
- ☐ Review and use the Resources Guide
- ☐ View job postings on CWDS/JobGateway every three days

- ☐ Work Certified Program Referral 724-225-2551
- ☐ How to Explore your Career Potential
- ☐ How to Search for a Job
- ☐ How to Apply for a Job: Cover Letters, Resumes
- ☐ How to Ace Your Interview
- ☐ Civil Service
PA State Civil Service Commission 412-565-7666
Federal Civil Service www.usajobs.opm.gov
State employment web sites: www.scsc.state.pa.us & www.bse.state.pa.us
- ☐ Adult Basic Education/G.E.D.
IU1 724-938-3241 x257
Community Action Southwest 724-225-9550 x424
- ☐ Computer Skills
Community Action Southwest 724-225-9550 x492
- ☐ Training or Higher Education Information
Southwest Training Services, Inc. 724-229-1350 x292
- ☐ Transportation
Washington Rides 724-223-8747
G G & C Bus Company 724-222-2320
PA Driver's License www.dmv.state.pa.us
- ☐ Vehicle/Vehicle Repairs
County Assistance Office 724-223-4300
Ways to Work (low-interest loan program)
866-965-5929 x650
www.pawaystowork.org
- ☐ Child Care
County Assistance Office 724-223-4300
Child Care Information Services 724-228-6969

- ☐ Health Insurance
Medicaid, Childrens Health Care (CHIP) 724-223-4300
www.compass.state.pa.us
- ☐ Public Welfare Cash Assistance or Food Stamps
County Assistance Office 724-223-4300
- ☐ Housing
Community Action Southwest 724-225-9550 x438
Red Cross 724-222-4750
Homeowner's Emergency Mortgage Assistance
1-800-342-2397
www.phfa.org/programs/hemap
Washington Housing Authority 724-228-6060
Homeless Children's Initiative 724-938-0820 x21
- ☐ Utilities Assistance
Community Action Southwest 724-225-9550 x438
County Assistance Office 4-223-4300
- ☐ Budget Counseling
Community Action Southwest 724-225-9550 x423
- ☐ Legal Services
Southwestern PA Legal Services 724-225-6170
www.splas.org
Legal Services for the Elderly 724-228-7080
- ☐ VITA (Tax Preparation-Seasonal)
Community Action Southwest 724-255-9550 x448
- ☐ Services for people with disabilities
OVR 724-223-4430
- ☐ Services for those 55 years of age or older
Area Agency on Aging 724-228-7080

Additional Comments/Recommendations _____

I have received a copy of this plan and I consent that the information collected may be shared with other service providers/partner agencies within the PA CareerLink® Washington County.

Participant Signature _____

Date _____

*Auxiliary Aides and services are available on request to individuals with disabilities.
Equal Opportunity Employer/Program. Veterans receive priority of service and first access*

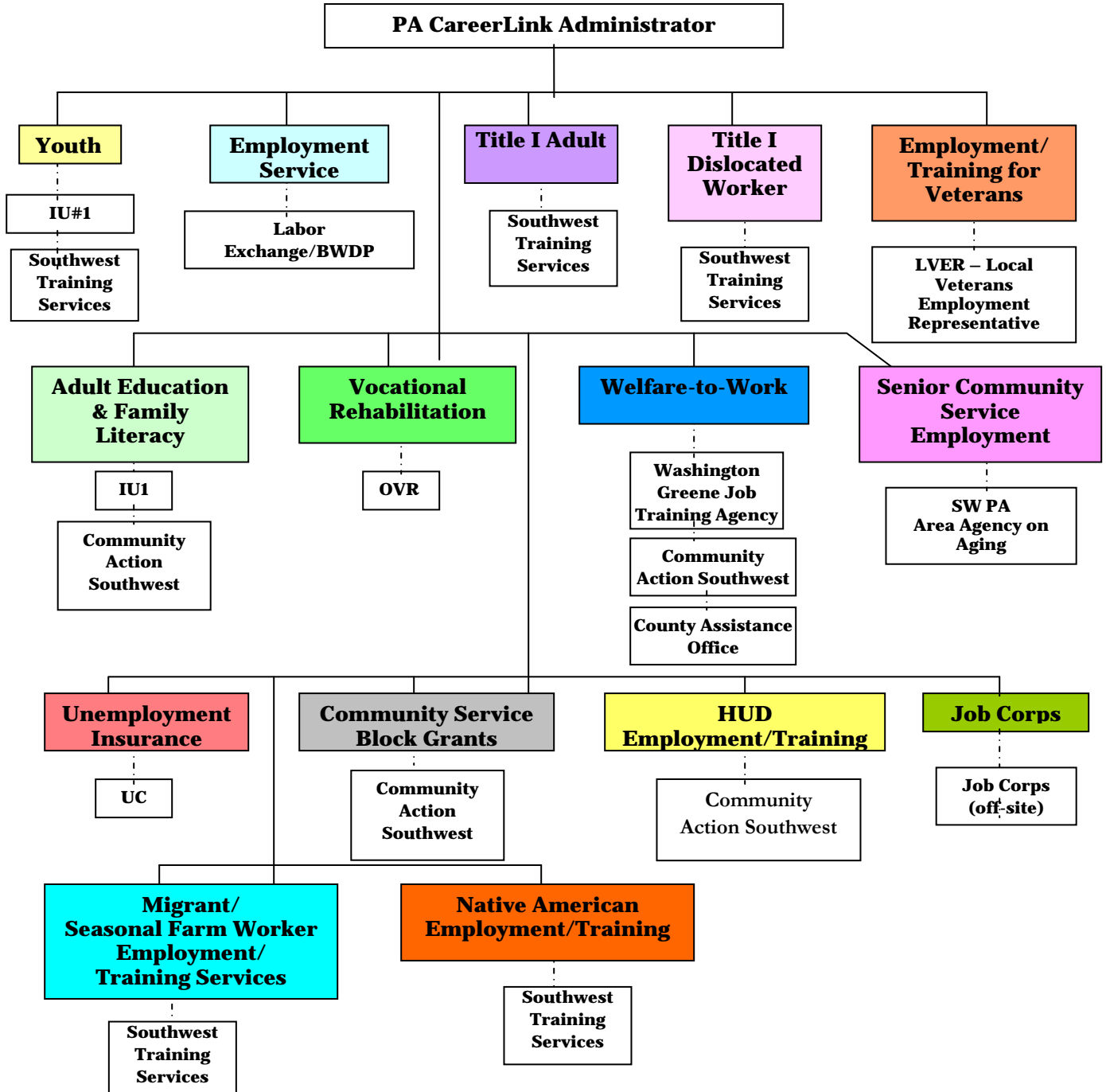
ATTACHMENT 3

PA CAREERLINK WASHINGTON COUNTY 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: 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: 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	David Reese, Executive Director Washington Co. Assistance Office 167 N Main St Washington, PA 15301	Phone: 724-223-4300 Fax: 724-223-4675 Email: dreese@pa.gov

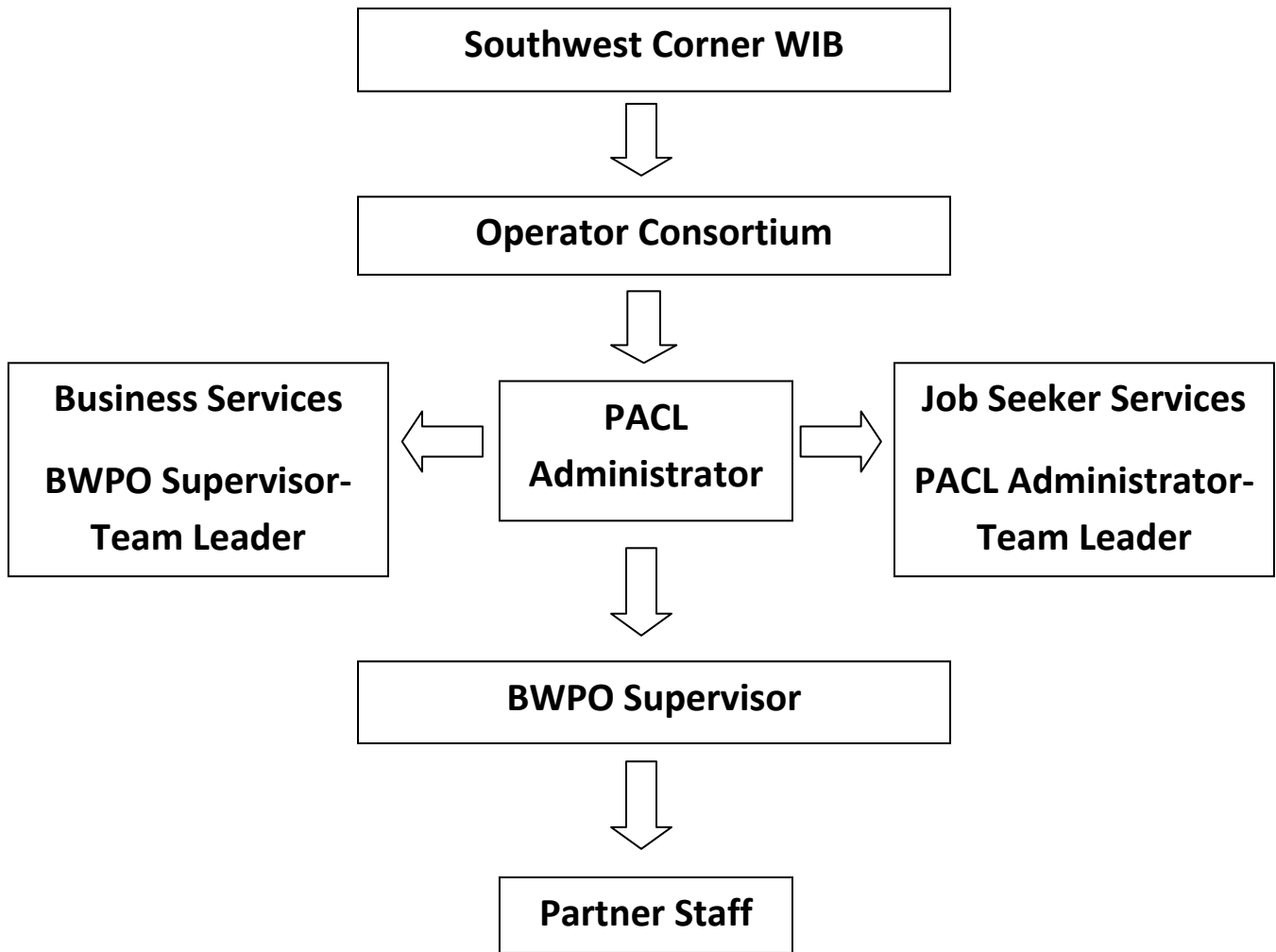
Older Americans Act of 1965 (42 United States Code 603 (a)(5)) (as added by section 5001 of the Balanced Budget Act of 1997) Title V Activities	Southwestern Pennsylvania Area Agency on Aging, Inc.	Leslie Grenfell, Executive Director Southwestern Pennsylvania Area Agency on Aging, Inc. 305 Chamber Plaza 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.)	Western Area Career & Technology Center	Dr. Dennis McCarthy, Director Western Area Career & Tech. Center 688 Western Avenue Canonsburg, PA 15317	Phone: 724-746-2890 x 114 Fax: 724-746-6966 Email: dmccarthy@wactc.edu
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: 724-228-9966 Email: dbigler@caswg.org
Department of Housing and Urban Development Employment and Training Activities	Washington County Housing Authority	Darlene Bigler, Executive Director Community Action Southwest 150 West Beau Street Washington, PA 15301	Phone: 724-225-9550 Fax: 724-228-9966 Email: dbigler@caswg.org
State Unemployment Compensation	Unemployment Compensation	Sue Shaver Unemployment Compensation 14 Linden Street Duquesne, PA 15110	Phone: 412-267-1469 Fax: 412-267-1475 Email: sshaver@pa.gov
ADDITIONAL ONE-STOP PARTNERS NOT MANDATED IN THE WIA			
Community College	Community College of Beaver County – Washington County Center at Southpointe	John Goberish Community College of Beaver Co. – Washington Co. Center at Southpointe Bailey Center I, 125 Technology Dr. Canonsburg, PA 15317	Phone: 724-480-3581 Fax: Email: john.goberish@ccbc.eu
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	Penn Commercial Business & Technical School	Robert Bazant, President 242 Oak Spring Road Washington, PA 15301	Phone: 724-222-5330 Fax: 724-222-4722 Email: rbazant@penncommercial.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
Employer	Valley National Security	Mark Giovanelli, President Valley National Security 318 East Maiden Street Washington, PA 15301	Phone: 724-225-8916 Fax: 724-225-8960 Email: markg1591@yahoo.com
Temporary Assistance to Needy Families authorized under the Social Security Act	Washington County Department of Public Welfare	David Reese Washington Co. Assistance Office 167 N Main St Washington, PA 15301	Phone: 724-223-4300 Fax: 724-223-4675 Email: dreese@pa.gov
	Southwest Training Services, Inc. (TANF 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
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	David Reese Washington Co. Assistance Office 167 N Main Street Washington, PA 15301	Phone: 724-223-4300 Fax: 724-223-4675 Email: dreese@pa.gov

PARTNERS BY PROGRAM

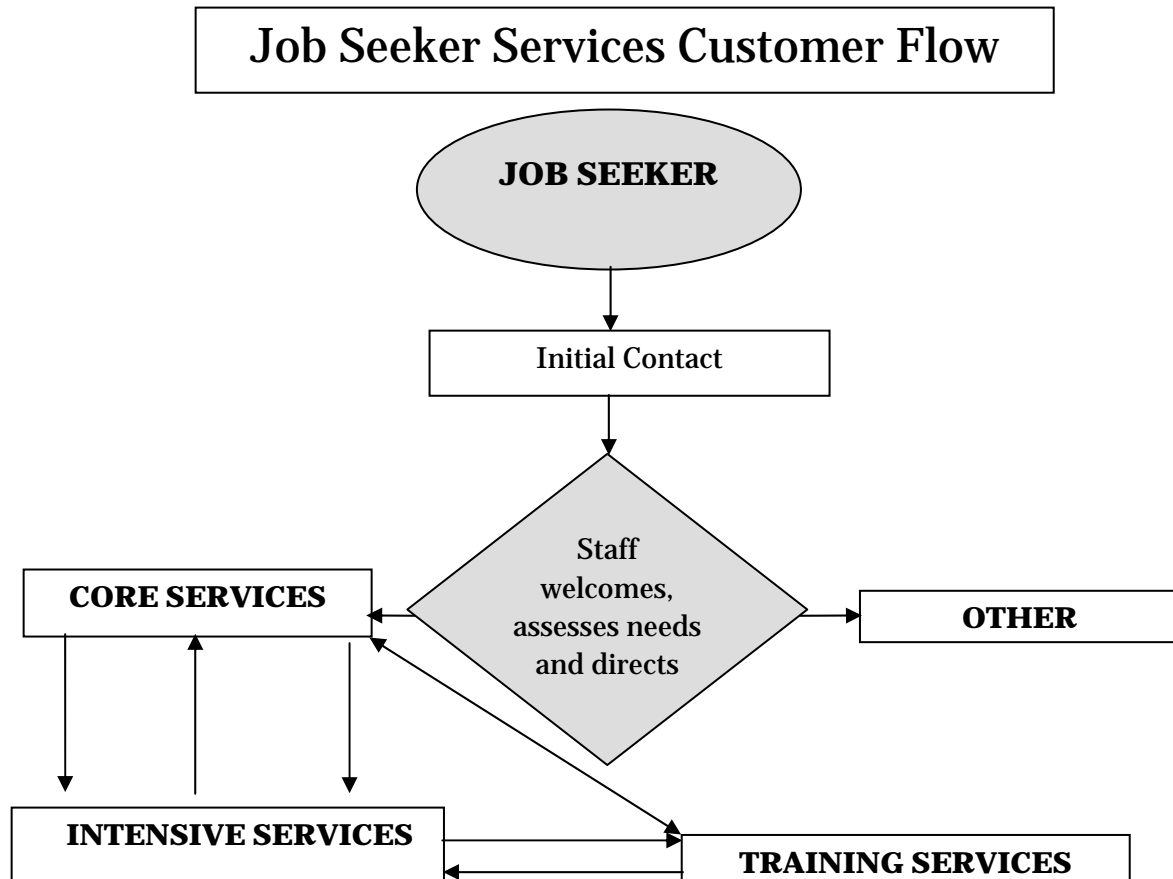


**Functional Organizational Chart
PA CareerLink® Washington County**



ATTACHMENT 6

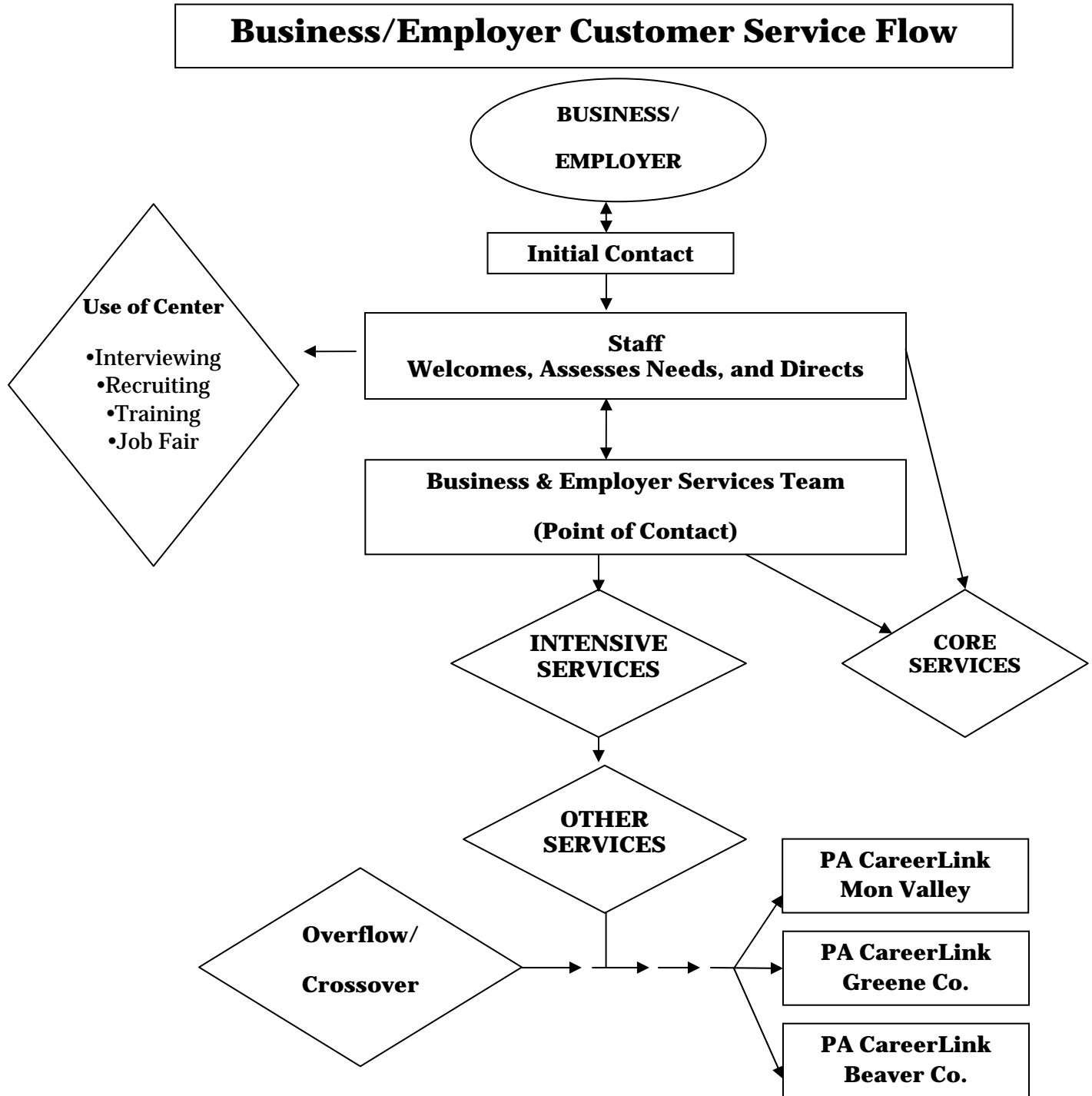
Job Seeker Customer Flow in the One-Stop from Entry through Exit



A greeter welcomes and directs all customers who visit the site. The Career Resource Center (CRC) is the central area of support and service. Staff provides customers with PA CareerLink® orientation four times per week. Immediately following orientation (and throughout our hours of operation) staff is available in the CRC to help job seekers enroll and search online. Written material is available in folders with event and service information and is given out at orientation and to all job seekers in the CRC. A team approach with all partners engaged in common service delivery such as enrollment and workshops is used to guide customers through the system. Movement between services can occur when customers express a need, when staff recognizes the need, or when a customer's needs or goals are not yet met. Customers will be reassessed before moving into intensive services. When this occurs, an eligibility assessment will be done to determine which partner is most appropriate to provide the services. An individualized plan will be formed outlining the steps to be taken to meet the needs of the customer. All intensive services including aptitude testing, intensive job search, case management, and remediation (if needed), are appropriately provided for each individual. Customers can move from intensive and training services back to core services for referral and/or placement at any time.

In instances of customer enrollment overflow we are well equipped to provide core services in our annex computer lab with six PC stations and individual workspace.

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.