



One-Stop Service Plan (OSSP)

July 1, 2013 thru June 30, 2015

Submitted: 9/30/13



One-Stop Service Plan (OSSP) **7/1/13 – 6/30/15**

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I. Introduction and Purpose

This One-Stop Service Plan (OSSP) is designed to guide the PA CareerLink®-Chester County to providing quality services to our Employers and Job Seekers and to ensure effective operations of an integrated One-Stop Center.

With the development of the Chester County Workforce Investment Board's Five-Year Local Plan, the PA CareerLink® - Chester County partnership has developed a strategy to take us into the future with the focus of improving services and developing a comprehensive workforce delivery system for Chester County.

By aligning our vision, mission and values with that of the Chester County Workforce Investment Board's, the PA CareerLink® - Chester County partnership (**Appendix A**) has made commitment to ensuring that resources are being leveraged and services are being coordinated and delivered in a manner that increases our customer's competitive advantage while not duplicating services.

Our Vision

Our objective is to be the labor exchange system of choice for both employers and job seekers; the recognized authoritative source for information on training providers and resources; and the center from which our County's workforce development services operate.

Our Mission

PA CareerLink-Chester County® has been established to provide high-quality, value-added services to our customers, employers and job seekers, so we can meet the needs of these customers, exceed their expectations, and achieve our organizational outcomes, both as set for us by funding sources, the Chester County Workforce Investment Board, and defined by our own Measures of Success.

Our Values

We value a team-based, quality-driven, high performance structure with a focus on customer satisfaction. We design our processes to meet customers' needs and we consistently measure our performance. We work in an atmosphere of honesty, candor and trust. We respect our customers and recognize them as the source of our employment. We reject cynicism and believe we can be fully competitive with the best in our industry. We act with integrity, work hard, respect individual differences, and strive to deserve each other's trust. We accept the full responsibility of partnership, the determination that all of us must succeed. We will not settle for "good enough"; we want to be the best. These are our key values.

We exist to meet the needs of our employer and job seeker customer, to ensure the success of all partnering agencies through the wholly integrated and coordinated delivery of various workforce development services/programs and initiatives as directed by our funding sources and the Chester County Workforce Investment Board.

II. Local Workforce Investment Board (WIB) Goals and Objectives

Within their 5-Year Local Plan, the Chester County Workforce Investment Board has identified ***Four Overarching Strategies*** where they will focus their attention and resources over the next several years. These strategies are very much in-line with Governor Corbett's JobsFirst PA Initiative.

The Chester County Workforce Investment Board's ***Four Overarching Strategies*** are:

1. Focus on Employers

- a) Maximize the job matching services for employers within the CareerLink system with all Chester County WIB programs required to participate.
- b) Outreach and engage employers through all programs and partners possible including the CareerLink – Chester County, Business Services Team, the Chester County Economic Development Council through the Hire One and Industry Partnerships, the Chester County Chamber of Business and Industry and the workforce developers of the EARN, Work Ready and WIA Youth (The HOOD).
- c) Identify career opportunities and pathways through the Industry Partnerships.
- d) Identify skill gaps in occupations through the Hire One – employer survey, which requests employers to communicate positions that they are having problems filling due to the applicant's skill gaps.
- e) Prioritize training funds to meet the skill gaps identified by Employers.
- f) Assist employers with marketing job and career opportunities to adult jobseekers, students (K-12) and teachers (K-12).

2. Focus on the Job-Seekers

- a) Priority on obtaining employment (JOBSFirst PA). The CareerLink and all workforce programs will consistently encourage job-seekers to pursue appropriate employment. Maximize the job matching services for job-seekers within the PA CareerLink® system.
- b) Encourage training that leads directly to meaningful employment (family sustaining wage jobs).
- c) The Chester County WIB and CareerLink system will continue to stay attuned to the hiring methods being used by employers and adjust programs to meet the needs of the job-seekers to compete for these jobs.

3. Return on Investment

- a) The Chester County WIB's committees will be charged with establishing appropriate and meaningful measurements to determine the return on investment of all Chester County WIB funded programs.
- b) Chester County WIB staff will utilize the CareerLink system and other data sets (such as Hire One surveys) to collect and present the return on investment to the Chester County WIB at regular meetings.
- c) If necessary, Chester County WIB staff will develop new systems to efficiently capture data from employers and job-seekers using Chester County WIB funded programs.

4. Financial Stability Center

- a) Expand the CareerLink model to include other related services. Over the last two years, the Chester County WIB has been working with the United Way of Chester County to create a Financial Stability Center to provide services to address three items: increase income, increase assets and decrease debt.
- b) The Chester County WIB understands that the county geographically, with 760 square miles, is a large area to provide workforce programming. Consequently, moving forward, the Chester County WIB wants to encourage mobile programming with an emphasis on technology. The Chester County Library system will play an important role in ensuring that all parts of the county are provided with workforce development programs.
- c) The Financial Stability Center model is a tremendous example of coordination along with maximizing and leveraging resources. Appropriate partners within the Financial Stability Center will not only co-locate services, but also collaborate on the delivery of services to individuals that need more than just workforce development services.

III. Connection to Local WIB Goals and Objectives

In an effort to ensure that PA CareerLink® - Chester County's programs were in alignment with the Chester County Workforce Investment Board's Five-Year Local Plan, the PA CareerLink® - Chester County held a two day Strategic Planning Session on August 1st and August 8th of 2013.

As 'the link' between hundreds of County residents and County employers, the PA CareerLink® - Chester County partnership was interested in understanding what steps the partnership could take to ensure:

- a) Our programs are aligned with the Chester County Workforce Investment Board's Four Overarching Strategies.

- b) Our programs are meeting the needs of our job seeker and employer customers.
- c) Our programs are exceeding the expectations of our job seeker and employer customers.

Partner staff, as well as stakeholders from various supporting community-based agencies came together to brainstorm and identify areas of improvement related to service delivery, develop action items for improving services to our job seeker and employer customers; and identified metrics and responsible individuals for ensuring the action items are carried out.

The Action Steps the PA CareerLink® - Chester County partnership will take to support the Chester County Workforce Investment Board's Five-Year Local Plan can be found in the **Appendix - B**.

As a result of the work that was put in at these strategy sessions it became evident that It is our Partners' shared aspiration to provide programming in a manner which is consistent with the Chester County Workforce Investment Board's Five-Year Local Plan. The Chester County Workforce Investment Board's Five-Year Local Plan can be found on their website www.chesco.org/wib

Additionally, the input received at these strategy sessions was both timely and critical as the partnership is ramping up to a re-location and partner to offer services consistent with the Financial Stability Center concept. Under this Financial Stability Center model, not only would workforce development services continue to be offered, but additional agencies will be co-located in an effort to assist customers increase their income, increase their assets and decrease their debt. The vision, mission, guiding principles and goals of the Financial Stability Center are outlined fully in **Appendix - C**.

To ensure a continued connection to the Chester County Workforce Investment Board Five-Year Local Plan, the PA CareerLink® - Chester County partnership, led by the PA CareerLink Administrator, will use the already existing Partner Staff Information and Coordination meetings to take the necessary steps to ensure a strategic, focused approach of service delivery. Within these staff meetings, the partnership will:

- a) On a quarterly basis, review the PA CareerLink® - Chester County developed Action Items and Measurables (**Appendix - B**) to ensure that programs/services are focused on defined action items/goals.
- b) Take the opportunity to Cross-Train staff on Partner/Community Resources (e.g. Disability Awareness Training by OVR, Literacy Resources in Chester County, Financial Stability Partnership Initiatives, etc.).
- c) Provide any staff development on topics supported by the Partnership.
- d) Continue to monitor surveys/feedback from customers to ensure continuous improvement of resources, programs and services.

IV. Duration

The term of the One Stop Service Plan is from **July 1, 2013 to June 30, 2015**. This plan may be terminated on the part of any party by thirty (30) days written notice with cause or ninety (90) days of such notice without cause, although the financial obligation remains unchanged.

This Plan may be terminated by repeal of the Workforce Investment Act of 1998 (WIA) or successor legislation, or by other action of law or by the withdrawal for cause of partner agencies.

The PA CareerLink® - Chester County partners agree that the terms of this One Stop Service Plan (OSSP) will continue in effect from **July 1, 2013 until June 30, 2015** or until such time as any partner or partners will modify, extend or terminate this OSSP.

Termination of the One Stop Service Plan will be effective in either of two situations:

1. All partners agree in writing to its termination; or
2. One of the partners receives written notification of termination from another partner.

Any partner to the OSSP may request modification or amendment of its terms. Ratification of the request by all the other partners will constitute the modification or amendment in question.

Any partner to this OSSP may withdraw, giving written notice of its intent to withdraw as a partner. In such case, all pertinent terms of the OSSP will continue in effect for the remaining partners. Any partner may cancel the contract or agreement at anytime for cause, or may cancel without cause on a 30 day written notice.

The agreement on the part of any Partner shall be considered to have been breached if that partner fails in any material way to live up to the terms of the agreement, i.e.

- By not meeting the financial obligations set forth in the Resource Sharing Agreement; or
- Substantially reducing the level of staffing or other support provided to the site; or
- Withdrawing, by notice or in fact, its commitment to the basic principles of the CareerLink; or
- Other actions or omissions, which significantly deviate from the basic agreement.

Any substantive differences between the One Stop Operator and the other Partners which reach an impasse will follow a three-part resolution process:

- Discussion with the operator consortium of the CareerLink partnership;
- Failing resolution of the first step, mediation by an individual appointed by operator consortium;
- Failing resolution at that step, submission to a binding decision by an individual jointly agreed upon by the Chester County Workforce Investment Board and the Chester County Commissioners.
- The Chester County Commissioners will be the final arbiter of any disputes arising with any of the parties to this agreement.

The Partners, as part of this OSSP agree to the resolution process described immediately above. New Partners may join the Operator by agreeing to all terms in this OSSP by contacting the Site Administrator.

V. Organizational Structure

Our management and organizational structure flows from our vision for the One-Stop system and our commitment to the One-Stop principles of universal access, integration, customer choice, and accountability. We have always considered our One-Stop as an original enterprise, not a working collaboration of separate organizations. The core of that enterprise is a consortium of investor partners, which serves as the One Stop Operator and has been, so designated the WIB/Operator Agreement. The consortium performs its management function through collegial, consensus-driven meetings; multi-agency integrated work teams; and with a commitment to market products and services under the PA CareerLink® brand/name. A graphic representation of the integration of center staff is illustrated in the PA CareerLink® - Chester County Organizational Chart which can be found in **Appendix - D**.

Our organization structure is as follows:

Local Elected Officials (LEOs)

In Chester County, the Chief Elected Official is the County Commissioners. They have endorsed and designated the consortia of partners described as the “Operator” (Investor Partners) and have agreed to develop and execute this One Stop Service Plan (OSSP) relating to the operation of PA CareerLink® - Chester County. Additionally, the roles and responsibilities of the LEOs include:

- Appointment of members to the Workforce Investment Board
- Development of the Strategic Plan for the Local Workforce Investment Area (LWIA)
- Serve as the grant recipient for Workforce Investment Act (WIA) funds

- Approve local funds to service providers as recommended by the Workforce Investment Board
- Develop agreements with all service providers
- Approve the budget for the Workforce Investment Board

Chester County Workforce Investment Board (WIB)

The Chester County Workforce Investment Board (WIB) exercises its oversight responsibilities with the CareerLink system through the talents of key decision makers and experts in numerous fields who comprise its membership in conjunction with the local operator consortium.

The WIB is charged with developing the Local Plan that identifies and describes certain policies, procedures and local activities that are carried out in the Local Workforce Investment Area (LWIA) and that are consistent with the State Plan. The WIB's Local Plan identifies a strategy to serve the interests of all LWIA employers and residents seeking employment in an efficient, effective, and well-coordinated manner.

The WIB aspires to have a high-quality, cost-effective and productive One-Stop system. The WIB roles and responsibilities include:

- Oversight of the One-Stop system, youth activities and all employment and training activities under Title I of the Workforce Investment Act to ensure compliance with the Local Plan as well as State and Federal policies and regulations.
- Monitor and determine compliance with all Agreements.
- Perform duties as the designated Fiscal Agent appointed by the Local Elected Officials (LEO) for the LWIA and the One-Stop.
- Develop and implement administrative and fiscal policy and procedures.
- Develop policies and work in conjunction with the Operator Consortium to develop procedures to guide the administrative and fiscal operations.
- Develop budgets in conjunction with the Operator Consortium and partners and oversee and monitor the use of funds.
- Approve budgets and expenditures of all contracted funds received or passed through the WIB.
- Set the strategic vision and mission for One-Stop system delivery.
- Develop policies and work in conjunction with the Operator Consortium to develop procedures to guide the operations and services to customers.
- Network and establish relationships with business and economic development community.
- Select a One-Stop Operator Consortium hereafter referred to as "Operator Consortium" with agreement of the LEO.
- Select the location and charter the PA CareerLink® - Chester County site.

- Negotiate the OSSP for certification as a PA CareerLink® - Chester County site.
- Approve any new partners or significant expansion or change of services occurring within the PA *CareerLink*®-Chester County site, prior to implementation.
- Establish and negotiate federal performance measures and goals with agreement of LEO.
- Conduct ongoing overall evaluation of the One-Stop system operations to evaluate outcomes and consider modifications.
- Actively seek grants and additional funds to support the One- Stop System.

The Chester County Department of Community Development serves as the Fiscal Agent for Workforce Investment Act (WIA) funding activities and the PA CareerLink® initiatives in Chester County. As such, they oversee the disbursement of funds and serve on all State/Regional forums as appropriate.

The Chester County Workforce Investment Board and Chester County Department of Community Development Executive Director is:

Patrick Bokovitz, Executive Director
Chester County Department of Community Development
Government Services Center
601 Westtown Rd, Suite 365
P.O. Box 2747
West Chester, PA 19380-0990
(V)610-344-6900 ~ (F)610-344-6925
E-mail: pbokovitz@chesco.org
www.chesco.org/dcd

PA CareerLink® - Chester County Operator Consortium

The Operator Consortium is responsible for directing and coordinating the activities of the PA CareerLink® partnership to meet the workforce and economic development needs of its customer base as defined by the Workforce Investment Board (WIB).

PA CareerLink® - Chester County's Operator Consortium consists of the following entities:

- Chester County Workforce Investment Board
- PA Bureau of Workforce Development Partnership
- PA CareerLink® - Chester County® - (Title I Staff)
- PA Office of Vocational Rehabilitation
- PA Department of Public Welfare - Chester County Assistance Office
- PA VETS Program

Each Operator Consortium member acts as a liaison for its respective funding source and will ensure that their program counterparts are informed of all policies, procedures, address service delivery issues, resolve conflict, secure and organize outcome and performance measures, secure financial and budgetary information for the WIB, and that systems comply with all Agreements.

The Operator Consortium roles and responsibilities include:

- Develop, maintain and continually review service delivery structures for the PA CareerLink® - Chester County site in the LWIA to ensure adequate levels of service, proportional to customer needs.
- Work in conjunction with the WIB in the development of procedures.
- Integrate, coordinate, streamline and consolidate workforce development services for employers and job-seeking customer.
- Ensure the PA CareerLink® - Chester County site adheres to policy and procedures established by the WIB and the Operator Consortium.
- Work in conjunction with the WIB to determine Regional Outreach strategies.
- Manage, oversee and interface with all partners to coordinate the delivery of services as part of the system.
- Provide levels of staff support and staffing patterns that will be required to conduct activities within the service delivery system.
- Work with the other decision-making authorities of those agencies whose funding streams are not represented on the Operator Consortium but who may seek to integrate staff and/or offer services in the PA CareerLink® - Chester County site.
- Monitor the PA CareerLink® - Chester County site for quality, outcome and cost performance.
- Measure performance and customer satisfaction. Implement Continuous Improvement procedures and identify Best Practices.
- Assist WIB in determining partners in recommending the PA CareerLink® - Chester County facility location and negotiate OSSP and RSA for Chartering and Certification of the PA CareerLink® - Chester County site.
- Work in conjunction with WIB and partners, evaluate available resources and develop comprehensive operational service delivery plans designed to meet the needs of the labor market.
- Ensure that adequate services exist and partner conflicts are resolved.
- Select a PA CareerLink® - Chester County Administrator for the site. The selected individual will be from one of the mandated partner agencies.
- Ensure necessary resources are available to the PA CareerLink® - Chester County Administrator to conduct business and to support and reinforce their management authority among all partners.

PA CareerLink® -Chester County Administrator

The PA CareerLink® - Chester County Administrator will coordinate the CareerLink initiative and as such, he will convene One-Stop Operator meetings, provide support to the Steering Committee Chair and coordinate activities among the partnering agencies. He will serve on all State/Regional forums as appropriate.

The Administrator's roles and responsibilities include:

- Direct, manage and coordinate all functions and operations of the PA CareerLink®-Chester County site on a daily basis to ensure compliance and alignment with the Commonwealth of Pennsylvania and Chester County Workforce Investment Board's Strategic Plan.
- Demonstrate superior skills in the areas of Leadership, Local Planning, Workforce Connections, Job Seeker Service Delivery, Business/Employer Services, Resource Management and Facility Maintenance.
- Development of One-Stop Services Plan.
- Development of One-Stop Operator Agreement.
- Development of One-Stop Partner Agreement.
- Outreach and Public Relations.
- Integration and Coordination of Partner Services.
- Development of Working Processes and Procedures for the Partnership/Center.
- Facilitation of Information and Coordination Meetings for Partner Staff.
- Budget Management (Resource Sharing Agreement –Budget Development).
- Convene and Chair Quarterly Operator/Partner Meetings.
- Serve on the Local Workforce Investment Board and various committees.

The PA CareerLink® Administrator for Chester County is:

Walter Urban, Jr., Administrator
PA CareerLink® - Chester County
250 E. Harmony Street
Coatesville, PA 19320-5409
(V)610-384-9393
(F)610-384-1699
TTY 484-340-3490
E-mail: burban@chesco.org
www.pacareerlinkchesco.org

PA CareerLink®- Chester County Partners

It is the goal of the local partnership to integrate the services of both federally mandated partners and optional partners into a seamless delivery system in order to better meet the needs of both employers and job seekers. Towards that end, the local CareerLink partners have eliminated duplication where possible, developed a common application for use, combined resources to provide universal core services and share in the operating cost of the PA CareerLink® site.

Following are both the Mandated and Optional Programs that are represented as part of the PA CareerLink® - Chester County partnership:

Mandated Partners:

- Programs under Title I WIA: full time staff paid by Title I WIA funds will be at the CareerLink site every day to assist adults, dislocated workers and youth in receiving WIA services. A Job Corps representative uses the CareerLink site as a recruitment and meeting center. Regional staff of the State's Dislocated Worker Unit is also located at the site.
- Wagner-Peyser Act Program: full time Bureau of Workforce Development Partnership (BWDP) staff is located at the site to provide core and intensive services for job seekers and employers.
- Programs authorized under Title I of the Rehabilitation Act of 1973: full time staff of the Pennsylvania Office of Vocational Rehabilitation is located at the site.
- Activities under Title V of the Older American's Act: part time staff is located at the site
- Veterans Services: full time staff is located at the site with outreach on a weekly basis at the local Veterans Administration Medical Center (VAMC).
- Unemployment Compensation: one courtesy telephone with a direct "dial down" to the Unemployment Compensation Service Center is provided along with an internet connected computer provided for electronic filing;
- The Department of Public Welfare, staff providing information on how to access their services

Optional Partners:

- Title II of WIA (Adult Education): literacy and GED classes are provided on site
- Career and Technical Education: information and linkages are provided with the Chester County Technical College High Schools

- Financial Stability Center (United Way of Chester County, Open Hearth, Family Service of Chester County)
- Maternal Child Health Consortium
- Job Locator (EDSI)

PA CareerLink® - Chester County's Partners are contained in **Appendix - A**.

These programs address the needs of dislocated workers, economically disadvantaged adults and youth, veterans, individuals with disabilities, older individuals, migrant and seasonal farm workers, public assistance recipients, minorities, displaced homemakers, individuals seeking non-traditional training/employment opportunities, individuals with limited English speaking ability, through the collective resources of the partner agencies and a referral network of community services.

Some partners provide a full range of services and are physically located at the CareerLink Office. Others are linked electronically to provide easy access to information so customers can be referred to the right location to obtain information or the comprehensive services needed.

Any new partners are added via the approval of the investor partners and the operating consortium.

Partner Supervisors and Staff

All partners with staff assigned at the PA CareerLink® - Chester County location have designated a supervisor or lead worker for that staff. All Human Resource related issues as it pertains to partner staff (e.g. discipline, requests for leave, completion of performance evaluations and job assignments) are the responsibility of the designated partner.

Within the PA CareerLink® - Chester County partnership, ***beginning July 1, 2013***, the following agencies are co-located at 250 E. Harmony Street, Coatesville PA 19320:

Organization	Partner or Member Partner Agency	# of FTE on Site	Level of Participation
Bureau of Workforce Development Partnership (BWDP)	Partner	2	High
Trade Program (TAA)	Partner	1	High
County of Chester (WIA Staff)	Partner	9	High
County Assistance Office (CAO)	Partner	3	High
Office of Vocational Rehabilitation (OVR)	Partner	1	High

PA VETS Program	Partner	1	High
Pathstone, Inc.	Partner	.5	Moderate
Financial Stability Center (Open Hearth, United Way, Family Service of Chester County)	Partner	1	High
Chester County OIC	*Member	n/a	High
Unemployment Compensation	*Member	n/a	High
Goodwill Keystone Area	**In-kind (via WIA)	n/a	High
Maternal Child Health Consortium (MCHC)	**In-kind (via WIA)	n/a	Moderate
Experience Works	**In-Kind (via WIA)	n/a	High
EDSI, INC. – Job Locator	WIB Sub-contracted Staff	n/a	High
	Total	18.5	

* Member Partners rent square footage within the facility as opposed to paying a FTE share.

** Goodwill, MCHC and Experience Works are provided in-kind space with funding provided by the WIB to occupy space and provide resources and programming to customers.

A comprehensive listing of staff can be found in RSA Narrative Staffing Survey in **Appendix – E**.

The current funding sources received by our various Partners contribute to the provision and delivery of services to customers in Chester County is:

- The Wagner-Peyser Act of 1933
- The Workforce Investment Act of 1998
- Veterans Services
- The Trade Act of 2002
- The Family Support Act of 1988
- The Personal Responsibility and Work Opportunity Reconciliation Act of 1998
- Title I - The Rehabilitation Act of 1973
- Carl D. Perkins Career and Technical Education Improvement Act of 2006
- Title V - The Older American Act of 1965
- The Economic Opportunity Act of 1963
- Federally-funded Adult Education and Literacy Programs
- Community Development Block Grant and HUD activities

As outlined on the functional team chart in **Appendix - F**, partner staff is organized into teams by services provided, not by their employing entity. This chart outlines how partner

staff and their programs are organized within the center. Their supervisors create work assignments and direct the work of all staff on their teams.

All teams are functional work units and team members are physically located together. All teams report to the PA CareerLink® Administrator.

- *Business Services Team (BST)*
This team is responsible for public relations and outreach to selected industries. This team consults with business on their current and future skill needs and, provides employers with the necessary training to utilize JobGatewaySM, and connects them with a pool of job-ready candidates. This team meets regularly to share information, develop marketing strategies and sales techniques based on customer driven needs. A more detailed outline of the function of the BST can be found in Section VII – Business Services.
- *Career Resource Center and Customer Team (CRC)*
This group has the responsibility for ensuring that customers have the necessary guidance to utilize the resources contained in the CRC and that customer needs are addressed in an appropriate and professional manner.
- *Ex-Offender Team*
This team provides core and intensive workforce development services to recently released offenders and may conduct Job Search Workshops in correctional facilities prior to inmate release or conduct workshops for recently paroled individuals on topics related to workforce re-entry.
- *Rapid Response (RR) Team*
This team provides information and services to affected dislocated workers prior to employment separation at the employer or other location.
- *Trade Services (TAA) Team*
This team provides integrated Trade related services to eligible customers through dual enrollment (CareerLink and training services) at initial contact.
- *Non-Program Based Case Management Team*
This team provides case management and other intensive services to non-program mandated customers, i.e. resume preparation, application completion for LEP customers, workshops for professional level job seekers and entrepreneur training.
- *Veteran Services Team*
This team provides core, intensive and training services to all veteran programs eligible customers.

- *Training Services Team*
This team provides information, enrollment services and training related placement services for all training funded providers.

Additionally, our organizational structure encourages PA CareerLink® - Chester County staff participation on various workforce/community-based committees. Participation on these committees is critical as it supports the delivery of services to our customers. These committees include: Job Fair Committees, HireOne Task Force, Various Industry Partnership Committees and Boards, Chester County Intermediate Unit Perkins Committee and School-to-Career initiatives.

VI. Accessibility and Compliance

EO/ADA Certification

The PA CareerLink® - Chester County partnership has been fully committed to accessibility for all customers since opening our doors in June 1999.

Initially, the Pennsylvania Department of Labor & Industry's Office of Equal Opportunity conducted an on-site Equal Opportunity Compliance April 6, 2005. This review included ADA compliance. After submitting documentation of corrective action, PA CareerLink® - Chester County was placed in compliance status on 10/6/05. This original certification expired on 10/31/12.

In December 2012, PA CareerLink® - Chester County received communication from the Acting Chief of the PA Department of Labor Industry's Office of Equal Opportunity outlining the steps necessary for PA CareerLink® - Chester County to take to renew their EO/ADA certification.

Between 1/14/13 and 1/30/13, the PA CareerLink® - Chester County took the following steps to renew their EO/ADA Certification:

- Completed and submitted the required *Information Request Form* – This form was completed and submitted to the Office of Equal Opportunity on 1/14/13.
- Completed and submitted the *Non-discrimination and Equal Opportunity Self-Evaluation Guide* – This guide was completed by the PA CareerLink® - Chester County Administrator with assistance from the Chester County EO Office. The guide is too lengthy to include in this plan, however, the completed Self-Evaluation Guide is on file at PA CareerLink® - Chester County, 250 E. Harmony Street, Coatesville, PA 19320. The compliance letter which accompanied the submission can be found in **Appendix – G.**

- Completed and submitted the *Physical and Program Access Self-Assessment Process Guide*– This self assessment was completed on 1/30/13 in partnership with the Office of Vocational Rehabilitation staff. This self-assessment process required the inspection and measurement for accessibility within the center. The guide is too lengthy to include in this plan, however, the completed Self-Assessment Process Guide is on file at PA CareerLink® - Chester County, 250 E. Harmony Street, Coatesville, PA 19320. The compliance letter which accompanied the submission can be found in **Appendix – G**.

PA CareerLink® - Chester County received receipt of our submission for re-certification on 4/25/13. The partnership is currently awaiting formal approval of our submitted re-certification paperwork.

Language Assistance Plan

PA CareerLink® - Chester County's Language Assistance Plan for Limited English Proficient (LEP) persons is reviewed and updated annually and provided to staff at PA CareerLink® - Chester County Staff Information and Coordination Meetings. The Language Assistance Plan for LEP can be found in **Appendix – H**.

PA CareerLink® - Chester County has an active license with Language Line (www.LanguageLine.com) to provide translation services for individuals accessing services at our center. Language Line provides over the phone interpretation and document translation in more than 150 languages for individuals in need as illustrated in the chart found in **Appendix - I**.

PA CareerLink® - Chester County has a Memorandum of Understanding (MOU) in place with the Deaf Hearing Communication Centre based out of Swarthmore, PA for the purposes of provide hearing-impaired customers with interpretation services.

Training has been provided to staff as it relates to the local Language Assistance Plan. Subsequent training will be provided annually as part of the Disability Awareness Training agenda.

Disability Awareness Training

The Chester County's EO Officer and EO Liaison, along with technical assistance and training provided by the PA Office of Vocational Rehabilitation (OVR) will conduct annual Oversight Monitoring and Disability Awareness Training to all PA CareerLink® - Chester County Partner Staff.

PA CareerLink® - Chester County works closely with OVR and will continue to use them as a resource to provide annual Disability Awareness Training for partner staff. PA CareerLink® - Chester County is equipped to provide handouts/information in Braille and in alternative formats such as large print and audiotapes.

Assistive technology is available in our center's Career Resource Center (CRC). Disability Awareness Training, facilitated by OVR, will be provided to staff at Information and Communication Meetings in March of each year.

The partnership will take necessary measures to ensure continual monitoring of our resources and make any necessary enhancements to meet the needs of individuals with disabilities who access our services. The monitoring will ensure compliance with related job seeker and employer services in PA CareerLink® operations.

VII. Business Services

Business Services Team (BST)

The Business Services Team (BST) unites PA CareerLink® - Chester County staff and contracted direct service providers to coordinate and share outreach and services to local employers. PA CareerLink® - Chester County's Business Services Team consists of individuals from the following entities:

- Local PA CareerLink® Staff (BWDP, VETS and WIA Staff)
- EARN Program Staff
- Youth Program Staff
- WIB Subcontracted Staff (EDSI - Job Locator Program)
- Members of HireOne Task Force

These staff members are responsible for business outreach and direct service to employers and meet frequently to discuss updates, avoid duplication of outreach, and plan for upcoming employer activities. The BST is overseen by the local PA CareerLink® Administrator, and the PA CareerLink® BWDP Program Supervisor. The goal of the Business Services Team is to deliver PA CareerLink® - Chester County services, not individual agency services to the employer customer.

The BST provides the outreach services to employers to discuss their short and long term needs, assist with developing services to meet those needs and then meet with staff to share that information. The PA CareerLink® BST staff provide direct services to all employers to meet the county's workforce development objectives.

Business Services

The PA CareerLink®-Chester County's goal is to provide a full range of economic and workforce development services through our partnering agencies to meet the needs of our employer customers. These services are characterized as either: Core Services, Intensive Services, or Training Services:

Core Services	Intensive Services	Training Services
List/Post of Job Orders in CWDS	Applicant Search by pre-screening of Applicants	Keystone Works
Technical Assistance with use of CWDS	Assistance in identifying appropriate Training Resources	On-the-Job Training (WIA)
Provision of Information and/or referral to Community Resources	Job Development, Subsidized Employment, Post-placement Follow-up	Referral to Industry Partnership/Incumbent Worker Training
Labor Market Information	Customized Recruitment Assistance	Referral to WEDNET
Basic Skills Testing	Job Fairs	Customized Job Training (CJT)
Recruitment and Maintenance of a Qualified Applicant Base	Veteran Job Fairs	
Information on Hiring Incentives and Training Resources	Recruitment/Interview Space	
Foreign Labor Certification	Use of CareerLink Office Space	
Maintenance of EO Hiring Efforts	Staff-Assisted on-site Recruitment Services	
Rapid Response Services as appropriate	Promotion of Employer Events/Activities	
Federal Bonding Information	Support for WOTC , EIC Tax Credit Programs	
Employer Workshops	Support for Export-Import Issues	

A full range of services are included in the Employer Services Brochure found in **Appendix - J**.

The PA CareerLink®-Chester County office offers on-site recruitment services to all employers at no charge. Employer customers are provided with technical assistance and trained to use the CWDS so that they can more efficiently accomplish their workforce objectives.

The employer may use desk/office space, telephone, fax and copier as well as pre-screening services from staff. Employer customers are schooled in the PA CareerLink® system enrollment and use, employer core services, employer intensive services, and training services.

PA CareerLink® Business Service Team staff assists the employer community through first identifying their needs, developing services to meet those needs then revisiting the employers as a sales team to offer the required services. In addition these services may include On-the-Job Training, Keystone Works, Veterans services, and OVR services.

PA CareerLink® BST staff facilitates conversations with business partners regarding services that may assist them in achieving the fulfillment of their needs.

Employer shortages may be addressed through WIB-funded On-the-Job Training Initiatives, Customized Job Training (CJT) and Individual Training Account (ITA) offerings.

The Chester County Workforce Investment Board's (WIB) Industry Partnerships have provided PA CareerLink® - Chester County BST staff the opportunity to make meaningful connections with employers participating in these initiatives. For the purposes of understanding the job openings in the local labor market, connecting job seekers to High Priority Occupations, and making sure employers are aware of our services, PA CareerLink® - Chester County will continue its participation in these Industry Partnerships:

- Agriculture
- Bio Science
- Health Care
- Information Technology
- Energy

PA CareerLink® - Chester County has a long history of providing customized workforce development and recruitment for local business customers. It is PA CareerLink® - Chester County's goal to provide a full range of economic and workforce development services through our partnering agencies to meet the needs of our employer customer as illustrated in the Employer Flow Chart found in **Appendix - K**.

PA CareerLink® - Chester County's Business Services Team has developed a set of performance measurements and benchmarks, which will be reported to the WIB regularly. The standardized performance metrics for the Business Services Team can be found in **Section X - Measures of Success**

HireOne Initiative

Decreased funding and reductions in staffing have had an impact on PA CareerLink® - Chester County employer outreach efforts over the past several years. In an effort to increase business outreach, the Chester County Workforce Investment Board (WIB) has contracted with the Chester County Economic Development Council to implement the HireOne program as described in **Appendix - L**.

As it relates to PA CareerLink® - Chester County, HireOne's mission/goals are:

- To identify and facilitate effective linkages among the job seekers and companies hiring in Chester County and to develop an outreach campaign for referral to PA CareerLink® services.

- To persuade employers in Chester County to commit to hiring at least one new local full-time employee within the next year.

It has been through HireOne's efforts, that they provide a large portion of initial outreach to Chester County employers and regional business. HireOne has been highly effective in making the initial connection with employers and connecting them with PA CareerLink® Business Services Team for either self-directed or staff-assisted services.

As an initiative that is supported by the Chester County Workforce Investment Board (WIB), HireOne is required to meet a separate set of performance criteria and benchmarks as established by the WIB.

VIII. Job Seeker Services

Overview

It is the goal of the local PA CareerLink® - Chester County partnership to integrate the services of both federally mandated partners and optional partners into a seamless delivery system in order to meet the needs of Chester County job seekers.

Towards that end, the local PA CareerLink® - Chester County partnership has taken measures to:

- Eliminate duplication where possible,
- Develop a common application for use,
- Combine/Leverage resources to provide universal core services and share in the operating cost of the PA CareerLink® - Chester County site.

Some partners provide a full range of services and are physically located at the PA CareerLink® - Chester County office. Others are linked electronically to provide easy access to information so clients can be referred to the right location to obtain information or the comprehensive services needed.

PA CareerLink® - Chester County has one full-time comprehensive location for job seekers to access services:

PA CareerLink® - Chester County

250 E. Harmony Street

Coatesville, PA 19320

p. (610) 384-9393 – tty. (484) 340-3490

web: www.pacareerlinkchesco.org – e-mail: pacareerlink@chesco.org

To ensure that individuals with limited transportation have access to services, the partnership has identified Access Points at various locations throughout the Chester

County for customers to access core services: The current Access Points for PA CareerLink® - Chester County are:

The House of Original Dreams (H.O.O.D.)

530 E. Union Street
West Chester, PA 19380

Chester County OIC, Inc.

790 E. Market Street
West Chester, PA 19380

Chester County Library

450 Exton Square Parkway
Exton, PA 19341

Limited or no staff assistance is available at designated Access Points. The PA CareerLink® Operator Consortium will monitor the need on a quarterly basis to assess the need to add any additional points of access.

PA CareerLink® - Chester County has developed an integrated approach to the delivery of workforce development services to job seekers as illustrated in the Job Seeker Flow Chart **in Appendix - M**. Our system of customer need identification guides us on the most effective method of customer referral/enrollment.

PA CareerLink® - Chester County services are 'customer-driven'. PA CareerLink® - Chester County has taken significant measures to outreach and market programs and

services to job seeker customers as evidenced by:

- Developing a local web presence at www.pacareerlinkchesco.org to communicate resources, programs and services,
- Establishing an on-line calendar which allows job seekers to register for workshops and various services,
- Creating a social media presence for the local partnership by creating a presence on Facebook, LinkedIn and Twitter,
- Purchasing a List-Serve service which allows for the dissemination of an electronic e-newsletter for PA CareerLink® customers.

Samples of outreach materials which include flyers, workshop calendars, marketing materials, workshop announcements are contained in **Appendix - N**.

The initial contact with the job seeker is enrollment into the JobGateway™ system, an assessment of the customer's needs and the dissemination of information to meet those needs. The customer may receive information through one-on-one interviews, group

orientations (i.e. WIA, EARN, PREP, REA, Veteran Services) or outreach activity (i. e. Rapid Response, Ex-offender, special recruitment and job fairs). All staff provide information on services available through the CareerLink office, not just their particular agency. Several partners participate in staffing the Career Resource Center on a regularly scheduled rotation.

Many of our professional/technical job seekers never visit the office but use our internet based services most effectively. Some of our computer illiterate customers receive intensive one-on-one service to ensure maximum exposure to all workforce development services. The overarching goal is to provide meaningful, self-sustaining employment to job seekers and a qualified workforce for our business customer. As indicated on our Functional Team Chart in **Appendix - E**, all non-programmatic eligible customers have access to all case management services as appropriate.

As a PA CareerLink® office, our focus is to offer workforce development services based on the need of the job seeker, not the function of the staff providing that service. This approach ensures meaningful referrals among partner staff to meet our job seeker customer's needs. To that end, we hold bi-monthly staff Information and Coordination meetings to ensure the seamless delivery and coordination of services.

As part of the Action Plan and Goal Setting sessions Partner Staff participated in during the month of August 2013, the PA CareerLink® - Chester County identified areas for

improvement, action steps to take, and established performance measures as it relates to the delivery of job seeker services. Beginning in September 2013, the partnership will coordinate services for job seekers in a manner that is consistent with the WIB's 5-year Local Plan and defined in the Action Steps and Goals established by the partnership (**Appendix - A**).

Job Seeker services are characterized as either: **Core, Intensive**, and **Training** and are defined as and include the following:

Core Services

Access to core services is universal and requires no eligibility requirements. Core services are characterized as self-service, with none or minimal staff assistance provided.

- CareerLink Orientations
- Computer Resource Center
- Job Search Assistance
- JobGatewaySM Enrollment/Registration
- Career Fairs (off-site)
- On-Site Employer Application/Interview events

- General Workshops
- Local Veteran Employment Services
- Labor Market Information Access
- UC Courtesy Phone and PC Enrollment

Intensive Services

Access to intensive services may require eligibility determination for participation. Intensive services are characterized as staff-assisted services with intensive staff assistance provided. Receipt of intensive services require the development of an Individual Service Strategy.

- Individual Service Strategy Development
- Career Counseling (Resume Development and Interviewing)
- Job Skills Assessment – KeyTrain®
- Training and Career Exploration Services
- G.E.D. Preparation Services
- Job Locator Services
- Financial Stability Center Services
- WIA-sponsored Workshops
- Employment Essentials Workshop Series
- Job Quest

Intensive services are delivered to customers based on needs that are identified either through self referral, staff assessment, customer surveys or program based eligibility. Additionally, intensive services are measured by individual partner agencies with informal lines of communication among staff, the means for sharing common information, particularly how it relates to how services are impacting customers. As a means of continuous improvement and pressing forward, the driving force will be to develop a more pro-active customer demand driven approach to identify, deliver and measure the success of the various intensive services we offer.

Training Services

Access to training services require the completion of required core and intensive services, including eligibility determination. As funds are provided for various training services, job seekers may apply for funding for WIB-approved funding activities.

- Individual Training Accounts
- On-the-Job Training
- Cohort Training
- Trade (TAA) Services

A full menu of Job Seeker Services, which includes Workshop Descriptions, a Monthly Calendar, and Labor Market Information along with other resources, can be found on the PA CareerLink® - Chester County website at www.pacareerlinkchesco.org . A job Seeker Services brochure is contained in **Appendix - O**.

IX. Service to Special Populations

PA CareerLink® - Chester County strives to deliver services to all customers through integrated service teams structured around function, not individual funding streams; this philosophy drives services delivery to all Special Population customers.

Veterans

Veterans and their spouses will receive Priority of Service from all PA CareerLink® - Chester County partners as outlined in the Priority of Service Policy contained in the **Appendix - P**.

Veterans are identified at intake and receive services through staff at PA CareerLink® and the designated Veteran's Representative. PA CareerLink® - Chester County also has established relationships with the Veteran's Administration, County Veterans Services office, Civil Service as well as other community-based organizations to provide transition and employment services.

Literacy (ABE/GED)

Adult Basic Education (ABE) and General Equivalency Degree (GED) preparation classes are held on site at the PA CareerLink® - Chester County. PA CareerLink® partners have the ability to refer their clients to the program. The classes are administered by PA CareerLink® - Chester County Member Partner, the Chester County OIC, Inc.

Ex-Offenders

Ex-Offenders self-identify themselves at the time of intake. When an Ex-Offender discloses their criminal record to PA CareerLink® staff, they are offered services including information pertaining to the Federal Bonding Program, Tax Credits and Information on how to handle criminal records on applications, resumes and interviews.

PA CareerLink® - Chester County has established a partnership with EDSI, Inc, for the facilitation on a workshop entitled, "Removal of Real Life Barriers Workshop" which provides Ex-Offenders information and strategies for handling past offenses on applications, interviews, etc.

PA CareerLink® - Chester County also has a partnership with Legal Aid of Southeastern PA. Legal Aid provides one-on-one counseling and assists ex-offenders in getting their criminal record expunged. Ex-Offenders are eligible for all core, intensive, training services provided they meet the program suitability requirements.

Individuals with Disabilities

The Office of Vocational Rehabilitation (OVR) has staff available daily to provide appropriate services to any qualified customer seeking their services. Initial application for services must be submitted to the OVR regional office in Norristown prior to receiving services on site at PA CareerLink® - Chester County. OVR also is instrumental in providing Partner Staff Disability Awareness Training on an annual basis.

We also work closely with Handi-Crafters, Inc., an agency providing services to customers with physical, emotional or mental disabilities.

Older Individuals (55 and older)

Goodwill Keystone Area administers the Senior Community Service Employment Program on site at the PA CareerLink® - Chester County. Individuals are referred to the program through partner organizations or by self-referral upon entry into the office. PA CareerLink® - Chester County also serves as a community worksite for Goodwill Keystone Area by providing four individuals work experience opportunities in the Computer Resource Center (CRC) and the Front Desk.

Workforce Investment Act (WIA) - Title I Adults, Dislocated Workers, Youth

Eligible Title I Adults and Dislocated Workers are identified by information provided at intake and at eligibility determination meetings. They also may be identified in the Profile Re-Employment Program (PREP), the Re-Employment Eligibility Assessment (REA) Program, and Rapid Response or from partner referrals.

Eligibility as a Title I Adult and/or Dislocated Worker may be required for Intensive and Training services as outlined earlier in this plan. Eligibility does not create an entitlement for services, but rather, establishes one's ability to apply for a specific service. Other requirements may apply for entry into programs.

PA CareerLink® - Chester County has a long standing, established relationship with the WIA Youth Program. Program services for Youth are provided at The House of Original Dreams (H.O.O.D.). Individuals that meet the Youth criteria are referred to The H.O.O.D. for intake, eligibility determination and enrollment. Program services for youth are structured around literacy, G.E.D. attainment, entry into post-secondary education and/or placement into employment.

Unemployment Compensation (UC) Claimants

Unemployment Compensation is a Member Partner with PA CareerLink® - Chester County and is afforded all rights and privileges as outlined in the Member Agreement found in **Appendix – Q**. As a member partner, Unemployment Compensation provides a direct dial

phone for UC claimants to contact Unemployment Compensation directly, and an internet-connected PC for UC benefits applications.

EARN Clients

PA CareerLink® - Chester County has a long-standing relationship with the County Assistance Office (CAO), their customers and the Employment, Advancement, Retention Network (EARN) program. The CAO supports the local PA CareerLink® partnership by staffing 3 FTE's on site at our center to meet with clients and to refer them into various PA CareerLink workshops, programs and services. The CAO will be moving towards incorporating a weekly job club for CAO clients within the next year.

X. Measures of Success

The Chester County Workforce Investment Board's vision and the driving force for the PA CareerLink® - Chester County partners is to produce workers better equipped to:

- Compete in today's global economy,
- Continue to be perceived as a destination of choice for Employers and Job Seekers,
- Continue to be a desirable place to invest, live and work; and
- Continue to sustain a coordinated workforce and economic development system.

Each partner in our one-stop has performance goals for their individual programs. We understand an integral part of our responsibility for working together is that we all may reach our programmatic goals. In order to create a sense of team in this multi-agency organization, we have identified the following organizational goals based on the Chester County Workforce Investment Board's Five Year Local Plan.

- **Business Services Measurements and Benchmarks** - PA CareerLink® - Chester County's Business Services Team has developed a set of performance measurements, which will be reported to the WIB regularly. The standardized performance metrics for the Business Services Team are:
 - Increase the number of **Total CareerLink Employers** by **10%** annually (businesses who have signed up to use the CWDS System for employment postings- as documented in *PA Workforce Stats Report in CWDS*).
 - Increase the number of **New Job Orders** posted in CWDS by **10%** annually (as documented in *PA Workforce Stats Report in CWDS*).
 - **Employer Market Penetration Rate** – The data for this measure is provided by CWDS and Reference USA. The formula is as follows:

$$\text{Employer Market Penetration Rate} = \frac{\text{\# of Chester County Employers Registered in CWDS}}{\text{\# of Chester County Employers in Reference USA with 5+ employees}}$$

- For **Program Year 2012** (7/1/12 to 6/30/13) - Chester County had an employer penetration rate of **29.7%** (2758/9282).
 - The Employer Market Penetration Rate Goals for PY 2013 and PY 2014 are:
 - **PY 2013 Goal:** 32%
 - **PY 2014 Goal:** 35%

- **Job Seeker Services Measurements and Benchmarks**- PA CareerLink® - Chester County's has developed a set of performance benchmarks, which will be evaluated and reported to the WIB regularly. The standardized performance metrics are:
 - Increase the number of **Job Seekers Accessing JobGatewaySM** in their job search by **15%** annually.
 - Increase in employment for people with disabilities by **10%** annually
 - Increase in enrollment of disabled veterans by **15%** annually
 - Increase PA CareerLink® **Call-Ins** (applicant matches) by **10%** annually.
 - Increase **Staff Assisted Referrals** to open positions by **10%** annually.

- **Job Seeker/Workshop Satisfaction Survey** – a job seeker/workshop satisfaction survey contained in **Appendix – R**. is utilized to measure satisfaction as it relates to job seekers services and workshops. This survey has an impact on service delivery and PA CareerLink® - Chester County's ability to deliver new products and services to meet the needs of job seekers. Formal customer feedback (quantitative and qualitative) assists us in our efforts to provide the services our customers need, and to deliver them in a manner that produces high levels of satisfaction. We collect this data at process points throughout the service delivery: Career Resource Center, Job Fairs, closed job orders and various/multiple workshops. The survey is customized to request information related to the specific service provided. The qualitative information is reviewed by management with reports provided to the Operator and WIB.

- **Employer Satisfaction Survey** - It is the current policy of the PA CareerLink® - Chester County partnership to contact all employers within twenty-four hours of the input of a job order. This contact is to verify the employer, acknowledge the job opening and offer additional services such as pre-screening. We also conduct an

employer customer satisfaction survey once the job order is closed, see **Appendix - S**. While employers may respond to multiple surveys in a given time period, we use the information gathered on each job order to gain local market information on the high demand/growth occupations of our employers.

- **Walk-in Traffic** –Customer traffic is measured to determine the number of job seekers accessing services on a daily basis compared to the unemployment rate and labor force statistics. This data will also be used to ensure that appropriate resources are being allocated for various services.
- **Workshop Participation and Employer Events** – Participation in workshops and Employer Job Fairs is tracked to show results of outreach efforts and determine future programming of workshops.
- **Additional Data** - PA CareerLink® - Chester County also collects data on the following to ascertain office impact and future programming:
 - New Employers Using JobGateway™
 - New Job Seekers Using JobGateway™
 - Total Active Job Seeker
 - Total Active Employers
 - New Job Orders
 - New Spidered Job Orders
 - Job Order Referrals and Assisted Referrals
 - ITA's and OJT's Issued
 - KeyTrain® Assessments Administered
 - UC Phone Usage
 - PREP and REA Attendance
 - Workshop Attendance
 - Orientation Attendance
- **Workforce Investment Act (WIA) Performance Measures** – WIA performance requirements are used to ascertain the effectiveness of participants enrolled in WIA Intensive and Training Services. It is the goal of the Chester County Workforce Investment Board and PA CareerLink® - Chester County to ensure that programs are structured in a manner that promotes viable, family-sustaining employment opportunities for participants. It is the goal of the WIB and PA CareerLink® to meet and/or exceed the 9 WIA performance requirements for the local area.
- **Staff Satisfaction** – Staff feedback and satisfaction is currently antidotal and not very objective. The partnership will aim to institute an internal customer satisfaction survey for both staff and supervisory positions. These surveys will permit us to develop a more tractable system to measure areas of success as well as areas of improvement and potential development of staff capacity and team building training.

XI. Authority and Signatures

The individuals signing below have the authority to commit the parties they represent to the terms of this document and do so commit by signing below:



Patrick Bokovitz - Executive Director
Chester County Department of Community Development
Chester County Workforce Investment Board
Authorized LWIB Representative



Walter Urban, Jr. - Administrator
PA CareerLink® - Chester County
Operator Point of Contact



One-Stop
Service Plan (OSSP)

Appendix – A

PA CareerLink® -Chester County
Partners



PA CareerLink® - Chester County Partnership

As partners to the PA CareerLink® - Chester County, the following organizations have staff co-located at PA CareerLink® - Chester County to provide services:

Partners

- PA Department of Labor and Industry - Bureau of Workforce Development Partnership (BWDP)
- PA Department of Labor and Industry - Trade Services
- PA Department of Veteran Services
- County of Chester – County WIA
- Department of Public Welfare – County Assistance Office
- Office of Vocational Rehabilitation
- Financial Stability Center**
- Pathstone, Inc.
- Goodwill Keystone Area**
- Maternal Child Health Consortium**
- EDSI, Inc.**

Member Partners

- Chester County OIC, Inc.
- Unemployment Compensation

***Partnership supported by Chester County Workforce Investment Board*



One-Stop
Service Plan (OSSP)

Appendix – B

Action Steps and Goals &
Strategy Session Outcomes



Action Plan and Goal Setting Strategy Session Outcomes

August 1st and August 8th, 2013

AUGUST 2013

Strategy Session Attendees

Name	Organization
Walter Urban, Jr	PA CareerLink-Chester County
John Brunken	PA CareerLink-Chester County - BWDP
Patrick Bokovitz	Chester County Workforce Investment Board
Lila Singleton	Chester County DCD
Laura Markley	Chester County DCD
Kenneth Costello	PA CareerLink-Chester County - BWDP
Donna Acker	PA CareerLink-Chester County - BWDP
Cecil Holloway	PA CareerLink-Chester County - BWDP
Janice McConnell	PA CareerLink- Chester County - WIA
William Thigpen	PA CareerLink-Chester County - WIA
Tracey Dougherty	PA CareerLink-Chester County - WIA
Mike Weishaar	Chester County DCD
Jeanette Roman	Chester County DCD
Tara Okon	Office of Vocational Rehabilitation
Brian Hoerz	Office of Vocational Rehabilitation
Denise Brown	Office of Vocational Rehabilitation
Dorothy Marshall	Goodwill - Keystone Area
Ashley Rhoads	Open Hearth
Terry Kenworthy	United Way of Chester County
Mame Linford	Chester County Intermediate Unit
Evelyn Rodriguez	Pathstone Inc - EARN Program
Helen Goss	Pathstone Inc - EARN Program
Bill O'Brien	EDSI - Job Locator
Mary Lou Foy	EDSI - Job Locator
Kurt Walser	Family Service of Chester County
Stella Vlahos	County Assistance Office
Joan Van Winkle	County Assistance Office
Cherie Wright	Chester County Economic Development Council
Marliessa Armentrout	The H.O.O.D. (Pathstone Inc.)
Kerri Nelson	Chester County DCD
Bethany Younkens	Chester County DCD - Intern
Will Nash	Chester County DCD - Intern
Jim Bianchetta	Bianchetta Resources

AUGUST 2013

Focus on Employers

Strategy 1: Maximize the job matching services for employers within the CareerLink system with all Chester County WIB programs required to participate.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Identify Employers that are hiring (now/future) and</p> <p>Identify jobs that need to be filled along with the skills that are required.</p>	<p>a) Determine how many employers are hiring and number of employees in database for a reference point,</p> <p>b) ID employers who are hiring now and in the future</p> <p>c) Once employers are ID'ed the Employer Engagement Committee target which employers are approached (to eliminate duplication)</p>	<p>Measurement is number of employers engaged and using the system to post jobs</p> <p>a) 10% Increase non-actives in CWDS,</p> <p>b) 10% increase in active employers</p>	<p>Bill O'Brien (EDSI), Kenneth Costello (CareerLink), HireOne for Outreach, Business Services Team (BST)</p>
<p>Help employers understand the job matching features in Job Gateway</p>	<p>a) Assess need for sales training materials,</p> <p>b) Establish a sales team(the job developers) to meet with employers,</p> <p>c) Send out a survey to employers to determine what they want (September 2013),</p> <p>d) Provide quarterly workshops on a continuous basis for employers including training modules,</p> <p>e) After the workshop by request employers can request one on one trainings on what they want to focus on</p>	<p>a) 10% increase in number of employers using Job Gateway</p> <p>b) 10% increase in the number of employers that have it and are now active</p>	<p>BST (John Brunken and Ken Costello)</p>
<p>Create a Job Matching Measurement Tool which identifies the effectiveness of the PACL Job Matching Process</p>	<p>a) Educate the employer how to maximize the job match by utilizing filters (John and Ken);</p> <p>b) Design or select a satisfaction survey for the employer focusing on job matching and other relevant areas (Helen and Jeannette design survey,</p> <p>c) Send survey to employer contact on job posting upon it being posted; create</p> <p>d) CWDS Adhoc report to measure job match effectiveness (how many employers use job match feature)</p>	<p># of employers reached quarterly, success target is 25 employers per quarter</p>	<p>BWDP Staff (John Brunken/Ken Costello), Helen Goss, Jeanette Roman</p>

Strategy 2: Outreach and engage employers through all programs and partners possible including the CareerLink – Chester County, Business Services Team, the Chester County Economic Development Council through the Hire One and Industry Partnerships, the Chester County Chamber of Business and Industry and the workforce developers of the EARN, WorkReady and WIA Youth (The HOOD).

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Help Employers understand how PACL will add value to their business/organization</p> <p>Help Employers understand the benefits of using Job Gateway and PACL services, including the candidates they will be able to reach.</p>	<p>a) Examine existing outreach material b) Update and revise outreach materials c) ID employer groups to 'present', d) Follow up on continuous business (on-going). employee groups to present to include Chambers, CCEDC, In house sessions for employers</p>	<p># of Employers reached quarterly, success target is 25 employers per quarter</p>	<p>September 2013</p> <p>MaryKay Owen Marketing and Data Outreach; CL Partners, BST, EEC</p>

Strategy 3: Identify career opportunities and pathways through the Industry Partnerships.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Bolster Industry Partnership (IP) effectiveness</p>	<p>a) Participate in HireOne and Industry Partnership Meetings b) Communicate to Employers the benefits of the PACL programs for purposes of connecting them to PACL resources c) Communicate back to Partner Staff and Job Seekers the Hiring Needs and of Employers and training needed by customers to become employed.</p>	<p>a) Ensure representation on all IP Committees b) Attend all Monthly Meetings c) Increased Employer Connections (job postings, OJT, etc.)</p>	<p>IP Reps to be identified by Butch Urban and John Brunken by 10/1/13.</p>

Strategy 4: Identify skill gaps in occupations through the Hire One – employer survey, which requests employers to communicate positions that they are having problems filling due to the applicant’s skill gaps.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Skill Gaps Identified: Basic Computer Skills, Soft Skills (Interviewing, Resume Prep, 'Fitting-In', Mind-set of Workers, Workplace Etiquette, Career Transition, Employer Expectations), Occupational Skills - Welding and CNC Machinists</p>	<p>a) Review Workshops to ensure appropriate offering of workshop/training opportunities (Survey job seekers as appropriate). b) Communicate to the WIB the Needs of the Employer expectations (soft skills/training) c) Work with schools to include training (Welding/CNC) on State Approved List in CWDS. d) Understand the outcome/result of any skill gap analysis performed by HireOne and/or Industry Partnerships. e) Communicate employer needs (as a result of skill gap analysis) back to job seeker</p>	<p>Increase # of workshop opportunities around topic of soft skills.</p>	<p>ACE Committee</p>

Strategy 5: Prioritize training funds to meet the skill gaps identified by Employers.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>See Strategy 4 Above</p>			

Strategy 6: Assist employers with marketing job and career opportunities to adult jobseekers, students (K-12) and teachers (K-12).

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Improve marketing capabilities of PA Careerlink and WIB system to Educators</p>	<p>a) Disseminate Marketing Materials and Labor Market Info to Educators, b) Support local Career-to-Work Initiatives by participation in CCIU Perkins/School-to-Work Committees, c) Participate in and Support WIB initiatives geared to introducing Youth to Employment Opportunities (Health Career Fair, GETT, etc.)</p>	<p>Review/Update Brouchures/Marketing Materials on a Quarterly Basiss</p>	<p>Marketing and Data Outreach (MaryKay Owen) CL Partners, BST, EEC</p>

Focus on Job Seekers

Strategy 1: Priority on obtaining employment (JOBSFirst PA). The CareerLink and all workforce programs will consistently encourage job-seekers to pursue appropriate employment.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Evaluate and find other place to do workshops/trainings/etc. (mobilize services, make services more accessible)</p>	<p>a) What are gaps of service-Butch August 15th b) Identify population/audience being served and what service is needed Butch/The Ace Committee Eric Forsythe/ August 30th c) Identify funding needs/issues- Lila September 30th d) Identify provider-Lila September 30th e) Locate appropriate venues-Butch f) Marketing- Mike W. November 30th</p>	<p>Measurement: *Attendance at session *Consumer feedback *Number of new off-site sessions *Number of job placements as result . of workshop</p>	<p>Implement by 1/1/14</p>
<p>Find ways to better engage job seekers (include personal assessment, etc, get people to use databases available.)</p>	<p>a) Design a questionnaire for the jobseeker b) Identify population to work with (EARN, HOOD, PACL, Hire One) Education job seekers on LMI based on County demographics- contracted provider c) Understand goals and needs of job seekers- Contract provider d) Identify skills and gaps of job seekers- contracted provider e) Educate partners on services of various services: DCD, CareerLink, immediate, on-going partners meetings include front desk personnel f) Education job seekers about services available to them, know the eligibility criteria for each provider: DCD, CL, Providers g) Share/Market Testimonials, successes</p>	<p>Measurements: * Follow-up with job seekers *Enrollment increase at providers/ programs</p>	<p>ACE Committee October 1st</p>

Strategy 2: Maximize the job matching services for job-seekers within the CareerLink system.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Keep jobs seekers and job seekers of tomorrow updated on labor market information.</p> <p>Keep job seekers and job seekers of tomorrow informed of the newer initiatives that can be accessed at PACL.</p>	<p>a) Equip job seekers with updated Labor Market Information, such as high priority occupation lists, top 50 employers keeping job seekers with up to date info about who is hiring what types are available (monthly jobs report, etc.)</p> <p>b) Market availability of services to job seekers, including workshops (Resume, Employment Essentials, Interview, Networking, etc) and various initiatives available to adults and job seekers such as the Job Locator Initiative</p> <p>c) Use LinkedIn, FaceBook, Twitter, Vertical Response to maximize outreach to all job seekers.</p> <p>d) Identify/implement access points for CareerLink services (e.g. North/South, East/West- @ Libraries, community centers, etc.)</p>	<p>Keep website updated with most recent Labor Market Information (on-going)</p> <p>Increase the # of Followers, Likes, Connections on social media sites by 15% annually.</p> <p>Implement Access Points in all corners of the county (by March 2014).</p>	<p>PA CareerLink Partners and/or Operator Consortium (Butch Urban)</p>

Strategy 3: Encourage training that leads directly to meaningful employment (family sustaining wage jobs).

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p>Improve Individual Service Strategy (ISS), Individual Development Plan (IDP) for job seekers</p>	<p>a) Create a uniform individual assessment for job seekers (Needs Assessment) b) Define the Assessment and Referral Process to move individuals through the pipeline so they don't get stuck (provide staff with necessary tools or aids) c) From the assessment determine where to direct customers d) Train Staff to use the assessment</p>	<p>*100% job seekers get assessment *75% will address barriers *50% increase income</p>	<p>Ashley Rhoads (Open Hearth), WIA Staff October 1</p>
<p>Encourage Employers to Recruit Candidates on-site at PA CareerLink</p>	<p>a) Identify employers hiring with significant hiring needs Aug 20th b) assess employer interest, educate c) schedule outside dates Aug 23 d) Marketing employer event along with open job opportunities (to public, partner organizations) e) Market testimonials</p>	<p>* Number of event on monthly basis (1 plus) * Number of applicants and interviews per event (15) * Number of applicants hired (2 plus) * Number of repeat business (who thought it was a good event and would want to come back) (70%)</p>	<p>BST, including Job Locators (Beginning 10/1 – ongoing)</p>

Strategy 4: The Chester County WIB and CareerLink system will continue to stay attuned to the hiring methods being used by employers and adjust programs to meet the needs of the job-seekers to compete for these jobs.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
<p style="text-align: center;">Hold Reverse Job Fair For Employers</p>	<p>CareerLink would be at the table, employers would come in "Try the Free before you pay the fee", develop the pipeline appeal for employers to come in</p> <ul style="list-style-type: none"> a) Name Baby, by action teams by November 15th b) Employer the customer c) Invitees: employers and providers d) location: financial stability center - have an open house for grand opening of the center 	<p style="text-align: center;">Attendance of employers and providers</p>	<p style="text-align: center;">CareerLink Administrative – First Week of November 2013, Monitor/Examine need for recurrence.</p>

Financial Stability Center

Issue: The Financial Stability Center model is a tremendous example of coordination along with maximizing and leveraging resources. Appropriate partners within the Financial Stability Center will not only co-locate services, but also collaborate on the delivery of services to individuals that need more than just workforce development services.

AREAS FOR IMPROVEMENTS	ACTION STEPS	GOALS/MEASUREMENTS	DUE DATE/RESPONSIBLE
Staff and Partner Staff need to understand what services are available through all Partners and assure consistent delivery of service.	<ul style="list-style-type: none"> a) Continue with bi-monthly staff Information and Coordination Meetings, b) Continue to incorporate cross training sessions into Information and Coordination Meetings c) Explore possibilities for staff development. d) Develop a robust stakeholder feedback mechanism. 	n/a	
Expand Networking Opportunities for agency reps/CL Staff.			



One-Stop
Service Plan (OSSP)

Appendix – C

Financial Stability Center (FSC)
Vision and Purpose

Chester County Financial Stability Center

A strategic partnership of the Chester County Department of Community Development, the Chester County Department of Human Services and United Way of Chester County

Our Vision

Chester County residents motivated to improve their financial situation will have access to a one-stop resource to achieve and sustain financial independence.

Our Purpose

To help families and individuals in Chester County achieve greater financial stability by decreasing debt, increasing income and building assets.

How It Works

The Chester County Financial Stability Center is a business and family-friendly service hub that is conveniently located in Chester County and easily accessible by major roadways and public transportation. In the future, services will be available via satellite locations and online.

Welcoming service navigators help residents clarify their financial goals and connect them to a customized and integrated (or "bundled") set of employment, credit counseling, budgeting, home ownership, free tax preparation and related services needed to achieve these goals.

A coordinated network of public and nonprofit agencies will deliver financial services to residents with support from a dedicated management organization and a robust technology infrastructure linked to the Chester County Client Management Information System.

Guiding Principles

- Financial stability plans are consumer-driven based on individual needs, goals and eligibility requirements
- Navigators and service providers committed to quality, integrity and customer service
- Consumers committed to personal responsibility and accountability
- Service providers selected based on a strong track record of performance and innovation in the community
- Use of best practices in program and service delivery
- Transparency and regular updates on return on investments to funders and the community
- Engagement of the community

FSC Goals	FSC Strategies
Goal 1. Help families and individuals in Chester County to reduce their financial debt.	<ul style="list-style-type: none"> • Debt management and credit repair workshops and counseling • Budget coaching • Emergency help with shelter or food • Utility assistance • Assistance accessing public and workplace benefits
Goal 2. Help families and individuals in Chester County to increase their income level.	<ul style="list-style-type: none"> • Job training and education programs • Employment assistance and matching programs • Free tax preparation and tax credits
Goal 3. Help families and individuals in Chester County to build their financial assets.	<ul style="list-style-type: none"> • Housing assistance, including foreclosure prevention • Home repair assistance • First time homebuyer programs • Matched savings program for homeownership and education



Financial Stability Center at Career Link

Are you experiencing financial hardship, are you unemployed,
or are you underemployed?

Contact Kurt Walser at 610-696-4900

- Confidential counseling to address the emotional, relational and personal challenges related to financial hardship
- Help is available to improve your financial situation
- Support and accountability as you move forward

Financial Stability Center
a CareerLink partner
250 East Harmony Street
Coatesville, PA 19320

Kurt Walser
610-696-4900
kwals@familyservice.us

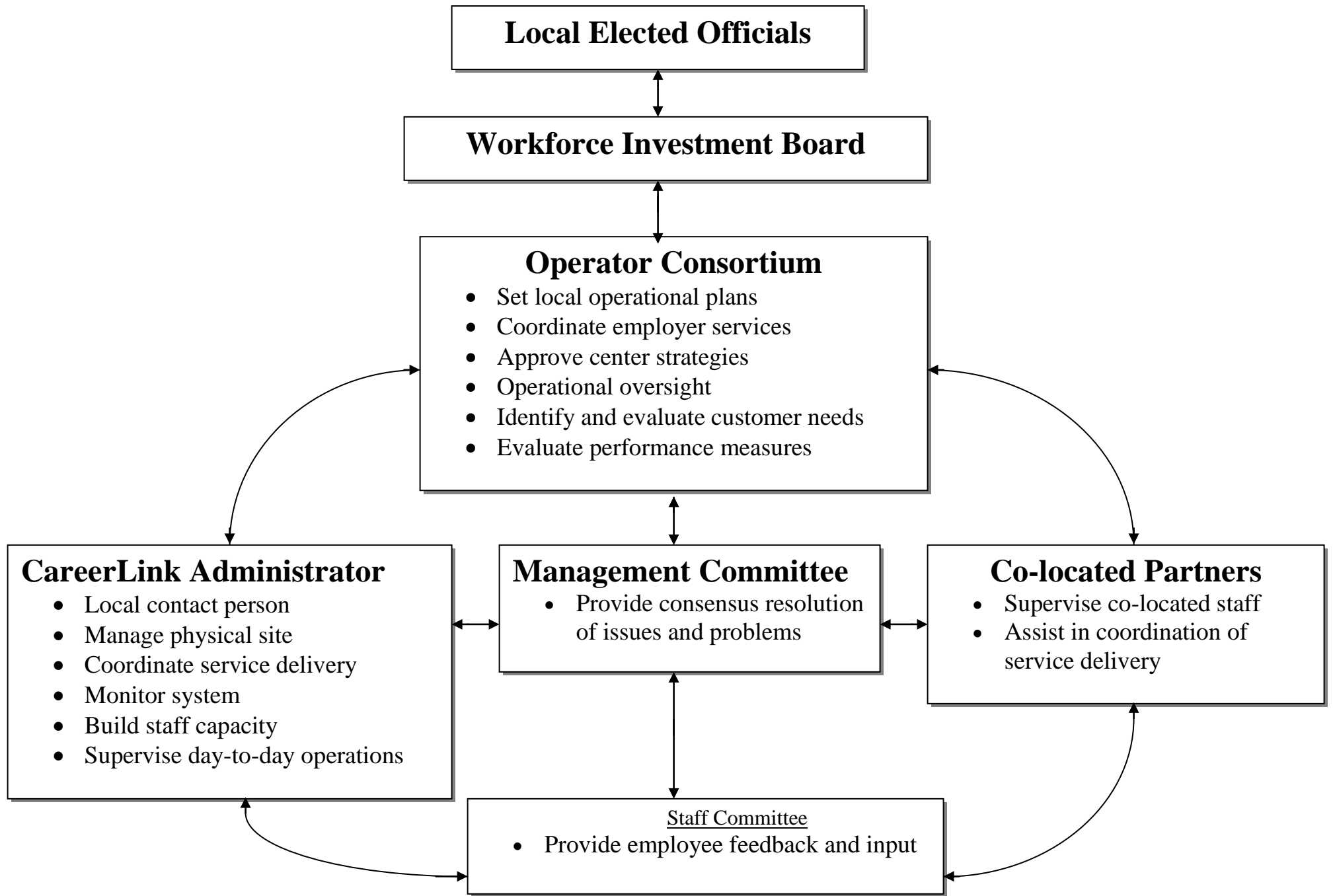




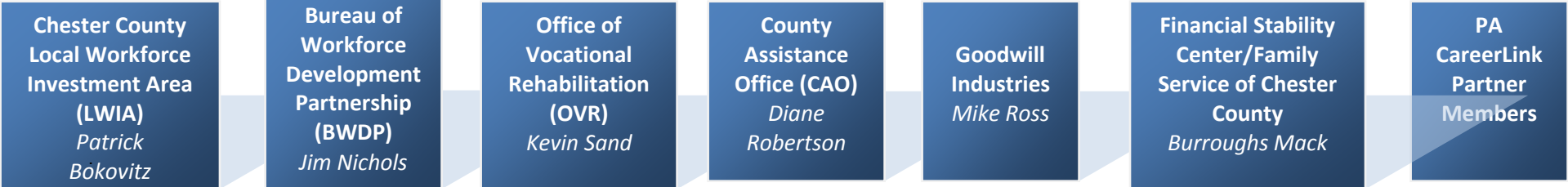
One-Stop
Service Plan (OSSP)

Appendix – D

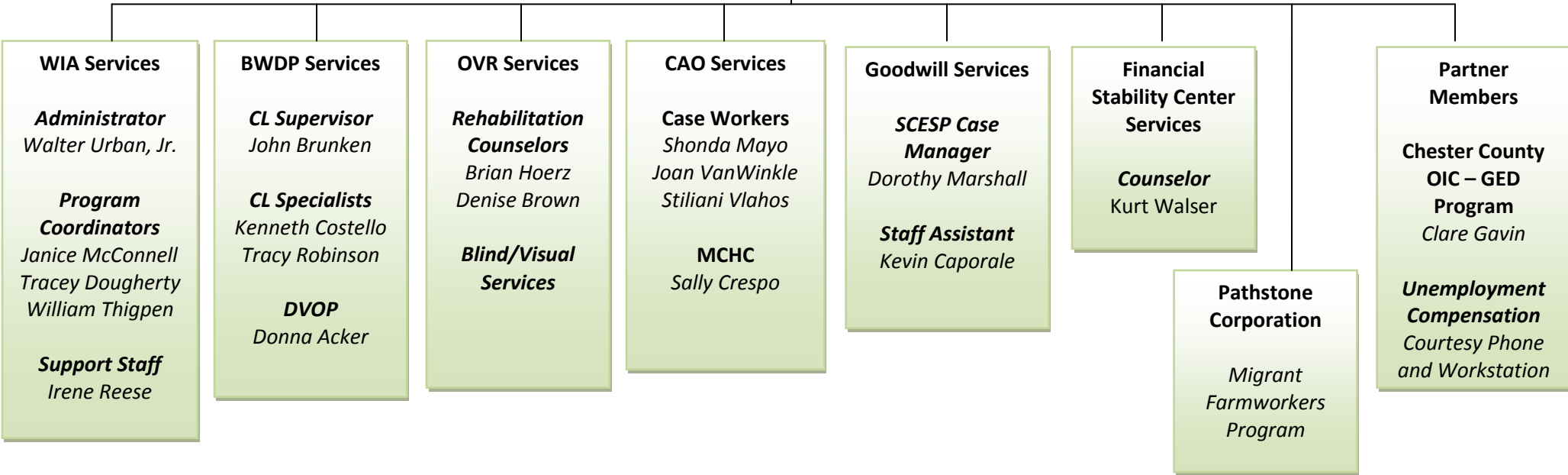
PA CareerLink® - Chester County
Organizational Chart



PA CareerLink-Chester County® Operators Consortium
Chester County LWIA, Bureau of Workforce Development Partnership, PA CareerLink –Chester County®,
Office of Vocational Rehabilitation, County Assistance Office



PA CareerLink – Chester County® Administrator
Walter Urban, Jr.
Functional Supervision of Partner Staff





One-Stop
Service Plan (OSSP)

Appendix – E

Resource Sharing Agreement (RSA)
Narrative, Budget and Staffing Survey

CHESTER COUNTY WORKFORCE INVESTMENT BOARD

AND

PACAREERLINK®-CHESTER COUNTY

Resource Sharing Agreement (RSA)

PY 2013 (7/1/13 – 6/30/14)



**Original Submission
Effective: July 1, 2013**

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6. Modification	6-7
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1. Introduction

- a. This Agreement is between the Chester County Workforce Investment Board (WIB), hereinafter referred to as the WIB, the One-Stop Operator Consortium, hereinafter referred to as the Operator, and the various PACareerLink®-Chester County Partners, hereinafter referred to as the Partners.
- b. The WIB is the designated and certified Workforce Investment Board for the Chester County Workforce Investment Area. The Operator is the Consortium of organizations designated by the WIB and agreed to by the Local Elected Officials, as specified in the One-Stop Operator Agreement. The Partners are the various organizations signatory to the One-Stop Operator Agreement and this Resource Sharing Agreement.
- c. The primary contacts designated as primary contact and/or signatories for the Partners to this Agreement are:
 - (1) For the WIB—the WIB Chief Operating Officer
 - (2) For the Operator—the Fiscal Agent
 - (3) For the Partners—the PACareerLink®-Chester County Administrator as the primary contact, with the understanding that each Partner organization shall be a signatory

2. Purpose

- a. The purpose of this Agreement is to define and specify what costs associated with the PACareerLink®-Chester County will be commonly or jointly pooled and paid by the Partners and the basis and methodology of pooling or sharing those costs. Further, this Agreement also describes which costs will be directly billed to the individual Partners and on what basis and which costs will be paid by the Partners individually rather than through the PACareerLink®-Chester County structure. Finally, the Agreement describes how any increase of revenues over expenses will be utilized for commonly agreed to PACareerLink®-Chester County purposes.

3. Terms of the Agreement

- a. This Agreement shall become effective **July 1, 2013**, superceding any previous and similar agreement, and shall remain in force until it terminates on **June 30, 2014**.
- b. The Agreement may be terminated by the repeal of the Workforce Investment Act of 1998 (WIA) or successive legislation, or by other action of law, or by withdrawal for cause of the parties to the Agreement.
- c. Any party to the Agreement may withdraw from the Agreement by giving written notice of intent at least ninety (90) days advance notice. For purposes of equity and to allow predictability in budget planning, withdrawal of a Partner shall not relieve the Partner of the

obligation to continue to support the PACareerLink®-Chester County Budget through the remainder of the current budget year on the basis projected in the Resource Sharing Agreement at the beginning of the budget year.

- d. Should any one Partner withdraw, the Agreement will remain in force and in effect with respect to the remaining Partners.

4. **Costs**

- a. The Partners constituting the PACareerLink®-Chester County as an entity have available to it only such funds as the Partners and any other funding sources are willing and able to commit to common purposes. The PACareerLink®-Chester County itself is not, and will not be, a funding agency.
- b. The basic constant used to identify shared costs among the PACareerLink®-Chester County Partners is that these costs shall include those required to provide core services to customers.
- c. Except in specific instances which shall be identified in the Resource Sharing Agreement Budget, the shared costs shall not include the personnel costs incurred by any of the Partners with respect to salaries, fringe benefits, travel and expenses or similar expenditures.
- d. The costs identified by the Operator and Partners, and approved by the WIB as part of the Resource Sharing Agreement budget shall be allocated on the basis of Full-Time Equivalent Employees (FTEs), with the exception of those costs identified as "direct charges" on the RSA. FTEs are defined, for purposes of the Agreement, as "individuals in the building" regardless of the number of hours per week worked.
- e. The Fiscal Agent for the WIB, the Administrative and Finance Team, shall be the Fiscal Agent for the PACareerLink®-Chester County.
- f. All procurement and purchases made with Resource Sharing Agreement Budget funds will be made following policies and procedures set by the Fiscal Agent and the County of Chester.
- g. The Commonwealth of Pennsylvania is the owner of the premises, managed through the Department of General Services by the PA Department of Labor and Industry.
- h. The Operator, through the PACareerLink®-Chester County Administrator, shall submit Requests for Payments to the Fiscal Agent for review and approval.
- i. The Resource Sharing Agreement Budget shall apportion charges among the Partners on the basis of cost pools structured around the functions the Partners have agreed to and from which they benefit. All such pools shall be calculated on the basis of FTEs, with the exception of those costs identified as "direct charges" on the RSA.

- j. For purposes of equity and to allow predictability of budget planning, the number of FTEs each Partner projects at either (1) the beginning of a budget year (July 1 to June 30) or (2) the quarter in which they enter the partnership (if after July 1) shall not be reduced during that budget year. However, on a quarterly basis the Fiscal Agent shall recalculate the apportionment on which Partners will be billed upward the number of FTEs for those Partners who have added staff over and above the totals of their FTEs at the beginning of the budget year. The effect is that the number of FTEs projected for each Partner for the budget year will not be reduced during that year, but may be increased, and the proportionate share of costs for each Partner will rise during the budget year only if they have added additional FTEs.
- k. The WIB, in its capacity as Fiscal Agent, will provide the Operator with monthly statements of account on the Resource Sharing Agreement Budget.
- l. The Commonwealth of Pennsylvania, owner of the property, and all partners and parties to this Agreement agree to abide by the terms of the Commonwealth of Pennsylvania in those areas that are applicable for an occupant of the premises.
- m. None of the Partners shall make any alteration to the Premises without the prior written consent of the Fiscal Agent and County of Chester, and such consent shall not be unreasonably withheld.
- n. All Partners will cooperate with the Commonwealth in maintaining the facility in good condition. The service Purchase Contracts for the general maintenance, i.e. HVAC, electrical, janitorial, plumbing and snow removal will be supported by all operators per this Resource Sharing Agreement.
- o. Each Partner shall procure and maintain at its expense, unless it is self-insured under the laws of the Commonwealth, the following types of insurance issued by companies acceptable to the Commonwealth and authorized to conduct such business therein.
 - (1) Worker's Compensation Insurance for all partner employees and any of its contractors engaged in work at the premises in accordance with the Workmen's Compensation Act of 1915 as amended.

Prior to use or occupancy of the premises, all Partners shall provide Certificates of Insurance to the Fiscal Agent. Any Partner which is self-insured will notify the Fiscal Agent in writing, and explain the procedures for filing a claim. The Fiscal Agent will maintain copies of Certificates of Insurance and make them available upon request to the Commonwealth. These Certificates should contain a provision that the coverage afforded under the policies shall not be canceled or changed until at least 30 days advance written notice has been provided to the Fiscal Agent.

- p. Each Partner shall be responsible for and agrees to indemnify and hold harmless the Commonwealth from damage to property and injuries (including death) to any person(s) and any other losses, damages, expenses, claims, demands, suits, and actions by any party against the Commonwealth in connection with the Partner's use of the premises.

Partners that are political subdivisions of the Commonwealth are liable only to the extent authorized by law.

- q. The Partner's agreement to pay facility costs to the Commonwealth through the Fiscal Agent shall be binding upon all of the Partners and their respective successor(s) and assigns.
- r. The Partners agree to comply with all Federal, State, County, Municipal and other governmental statutes, laws, rules, orders, regulations, and ordinances affecting the premises.

5. Program Income

- a. Program income for the PACareerLink®-Chester County will be generated whenever the PACareerLink®-Chester County receives payment in the form of revenue over expense for providing a service and that service is not clearly attributable to any Partner or funding source, but is rather provided by the common resources of the PACareerLink®-Chester County. Examples might include the daily rental of space to an employer for on-site recruiting, specialized testing and/or assessment services over and above the Core Services provided by the PACareerLink®-Chester County or similar situations and circumstances.
- b. All program income so generated will be expended within the program year in which it is earned for purposes consistent with this Agreement.
- c. The most common usages of program income shall be for the purchase of goods and/or services which would otherwise be paid out of pooled or shared support by the Partners, or from the reduction of what would otherwise be billable charges to the Partners.
- d. Decisions on the expenditure of program income will be the prerogative of the Operator but shall always be for common purposes, rather than the benefit of any Partner or individual.
- e. The WIB, in its capacity as Fiscal Agent for the PACareerLink®-Chester County, will provide the Operator with monthly statements of account for program income.
- f. The Operator, in the expenditure of program income, will follow purchasing and procurement guidelines as established by the Fiscal Agent.

6. Modification

- a. This Agreement may be modified through mutual consent of the WIB, Operator and a majority of the Partners given thirty (30) days advance notice in writing, except as provided in the One Stop Partners Agreement with respect to termination or withdrawal of a Partner.
- b. The parties to the Agreement delegate to the Operator the authority to act for the Partners in the execution of minor modifications, as so designated by the WIB.
- c. Any modification to the Agreement must, to be valid, be in writing, signed, dated by the Partners with the effective date noted, and appended to the original Agreement.

- d. If any part of this Agreement is, for any reason, later found to be invalid, the effectiveness of the rest of the Agreement shall not be voided.

7. Authority and Signatories

- a. The individuals signing have the authority to commit their respective organizations to the terms of this Agreement and do so by signature below.
- b. This Agreement may be executed in one or more counterparts, should that at any time be more convenient to the signatories, and the originals of which, when taken together and bearing the signature of all parties to the Agreement, shall constitute one and the same Agreement.
- c. The Signatories agree the effective date of this Agreement is **July 1, 2013**.

PA CAREERLINK RESOURCE SHARING AGREEMENT BUDGET (RSAB)

Chester County, PA (SE030)

259 E. Harmony Street, Coatesville, PA 19320

Contract Name: Walter Urban, Site Admin
 Contact's Phone Number: 610-384-0003

Modification Number
 Modification Date
 LWMA Name & #
 CL#

SE030
 0104

RSAB Effective Date
 PA CareerLink Business Plan

7/1/2013
 7/1/2013

Personnel/Staff	COST CATEGORIES	Type of Expenses	Method of Allocation	Budget Amount	Priority Cost
				\$ 90,184	
CareerLink Administrator		Salary - 100%	Staff #1	\$ 64,680	NS
		FICA & Impo Benefits - 100%	Staff #1	\$ 10,449	NS
CareerLink Administrator		Retirement - 100%	Staff #1	\$ 8,222	NS
		Wages - 100%	Staff #1	\$ 8,571	NS
Receptionist		FICA - 100%	Staff #1	\$ 658	NS
				\$ 72,445	
Facility/Building				\$ 1,250	
Rent-U.C.		50 Sq. Ft. @ 25.00	Rent only	\$ 10,000	NS
Rent-O.I.C. CED Program-Small Cleanroom		400 Sq. Ft. @ 25.00	Rent only	\$ 4,000	S
Show Removal		Show Removal Service	Staff #1	\$ 5,000	S
HVAC		HVAC Maintenance	Staff #1	\$ 750	S
Plumbing		Plumbing Service	Staff #1	\$ 750	S
Electrical Repair		Electrical Repair Service	Staff #1	\$ 2,300	S
Water		Monthly Water	Staff #1	\$ 1,000	NS
Trash		Trash Removal Service	Staff #1	\$ 23,895	S
Janitorial Service		Janitorial Service	Staff #1	\$ 23,000	S
PECO		Monthly Electric	Staff #1	\$ 500	S
Miscellaneous		Fire Extinguisher Inspection/Miscellaneous Facility Repairs and Expenses	Staff #2	\$ 15,151	NS
Communications		Local connection lines and service	Staff #1	\$ 7,111	NS
Telephone/Fax			Staff #1	\$ 5,640	S
State LAN Connection-CRC		10 PCs @ \$45 & 1 Printer @ \$20 each per month	Staff #1	\$ 2,400	S
State LAN Connection-CRC (Assessment)		8 PCs @ \$ 25 each per month	Staff #1	\$ 6,285	
General		Lease Copier	Staff #1	\$ 2,786	S
Copier-BWDP		ADA/ALP	Staff #1	\$ 250	NS
Reasonable Accommodations		Copier and General Office Supplies	Staff #1	\$ 3,250	S
Supplier-Office Supplies				\$ 190,006	
Grand Total				\$ (11,250)	
Program Income				\$ 178,815	
Adjusted Grand Total					Previous Balance Difference

BWDP	Trade	VETS	OVR	DPW(Careworker)	County WIA	Chester County O.I.C.(ABLE)	Pathstone	Family Services	U.C.	Total
\$ 10,397	\$ 5,190	\$ 5,109	\$ 5,190	\$ 15,897	\$ 46,784	\$ -	\$ 2,800	\$ 5,190	\$ -	\$ 90,184
\$ 6,892	\$ 3,487	\$ 3,487	\$ 3,487	\$ 10,480	\$ 31,488	\$ -	\$ 1,748	\$ 3,487	\$ -	\$ 64,680
\$ 1,778	\$ 880	\$ 880	\$ 880	\$ 2,887	\$ 8,003	\$ -	\$ 445	\$ 880	\$ -	\$ 16,449
\$ 629	\$ 315	\$ 315	\$ 315	\$ 844	\$ 2,832	\$ -	\$ 157	\$ 315	\$ -	\$ 5,822
\$ 827	\$ 463	\$ 463	\$ 463	\$ 1,380	\$ 4,170	\$ -	\$ 232	\$ 463	\$ -	\$ 8,571
\$ 71	\$ 35	\$ 35	\$ 35	\$ 106	\$ 321	\$ -	\$ 18	\$ 35	\$ -	\$ 658
\$ 6,618	\$ 3,306	\$ 3,306	\$ 3,306	\$ 9,924	\$ 28,787	\$ 10,000	\$ 1,684	\$ 3,308	\$ 1,250	\$ 72,445
\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,250	\$ 1,250
\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,000	\$ -	\$ -	\$ -	\$ 10,000
\$ 433	\$ 216	\$ 216	\$ 216	\$ 649	\$ 1,948	\$ -	\$ 108	\$ 216	\$ -	\$ 4,000
\$ 542	\$ 270	\$ 270	\$ 270	\$ 811	\$ 2,432	\$ -	\$ 135	\$ 270	\$ -	\$ 5,000
\$ 81	\$ 41	\$ 41	\$ 41	\$ 122	\$ 363	\$ -	\$ 20	\$ 41	\$ -	\$ 750
\$ 81	\$ 41	\$ 41	\$ 41	\$ 122	\$ 363	\$ -	\$ 20	\$ 41	\$ -	\$ 750
\$ 249	\$ 124	\$ 124	\$ 124	\$ 373	\$ 1,120	\$ -	\$ 62	\$ 124	\$ -	\$ 2,300
\$ 108	\$ 54	\$ 54	\$ 54	\$ 161	\$ 488	\$ -	\$ 27	\$ 54	\$ -	\$ 1,000
\$ 2,583	\$ 1,292	\$ 1,292	\$ 1,292	\$ 3,875	\$ 11,620	\$ -	\$ 646	\$ 1,292	\$ -	\$ 23,895
\$ 2,487	\$ 1,243	\$ 1,243	\$ 1,243	\$ 3,730	\$ 11,186	\$ -	\$ 622	\$ 1,243	\$ -	\$ 23,000
\$ 54	\$ 27	\$ 27	\$ 27	\$ 81	\$ 243	\$ -	\$ 14	\$ 27	\$ -	\$ 500
\$ 1,639	\$ 819	\$ 819	\$ 819	\$ 2,457	\$ 7,370	\$ -	\$ 409	\$ 819	\$ -	\$ 15,151
\$ 770	\$ 384	\$ 384	\$ 384	\$ 1,153	\$ 3,460	\$ -	\$ 192	\$ 384	\$ -	\$ 7,111
\$ 610	\$ 305	\$ 305	\$ 305	\$ 915	\$ 2,743	\$ -	\$ 152	\$ 305	\$ -	\$ 5,640
\$ 259	\$ 130	\$ 130	\$ 130	\$ 389	\$ 1,167	\$ -	\$ 65	\$ 130	\$ -	\$ 2,400
\$ 680	\$ 341	\$ 341	\$ 341	\$ 1,020	\$ 3,062	\$ -	\$ 170	\$ 341	\$ -	\$ 6,285
\$ 302	\$ 151	\$ 151	\$ 151	\$ 452	\$ 1,353	\$ -	\$ 75	\$ 151	\$ -	\$ 2,786
\$ 27	\$ 14	\$ 14	\$ 14	\$ 41	\$ 119	\$ -	\$ 7	\$ 14	\$ -	\$ 250
\$ 351	\$ 176	\$ 176	\$ 176	\$ 527	\$ 1,580	\$ -	\$ 88	\$ 176	\$ -	\$ 3,250
\$ 19,334	\$ 9,687	\$ 9,687	\$ 9,687	\$ 28,988	\$ 86,883	\$ 10,000	\$ 4,833	\$ 9,687	\$ 1,250	\$ 190,006
\$ (1,217)	\$ (603)	\$ (603)	\$ (603)	\$ (1,804)	\$ (5,473)	\$ -	\$ (304)	\$ (603)	\$ -	\$ (11,250)
\$ 18,117	\$ 9,084	\$ 9,084	\$ 9,084	\$ 27,174	\$ 81,510	\$ 10,000	\$ 4,529	\$ 9,084	\$ 1,250	\$ 178,815
\$ 28,185	\$ 9,409	\$ 9,409	\$ 9,409	\$ 28,246	\$ 84,546	\$ 10,000	\$ 4,703	\$ 9,409	\$ 1,250	\$ 166,330
\$ (9,981)	\$ 9,887	\$ 268	\$ 268	\$ 19,589	\$ 2,437	\$ -	\$ 90	\$ 268	\$ -	\$ 26,738

Partner	Direct Sq Ft.	% of Direct Sq. Ft.	Total Sq Ft.	% Rent Only	Number of Staff #1	Staff #1	Number of non-Lat PCs into State L.A.N.	% non-Lat PCs into State L.A.N.
BWDP					2.0	10,397		
Trade					3.4	17,778		
VETS					1.0	5,109		
OVR					1.0	5,190		
DPW					2.0	15,897		
County WIA					0.5	1,380		
Chester County O.I.C. (ABLE)					0.5	1,250		
Pathstone					1.0	2,800		
Family Services					1.0	3,308		
U.C.					1.0	1,250		
Grand Total					19.5	90,184		

Chester County O.I.C. is an ABLE partner.

PA CareerLink Staffing Survey

Office #	PA CareerLink® Office	Staff Name	Job/Position Name/Title	Funding/Affiliation	E-MAIL Address	Phone Number	FTEs
0104	Chester County	Walter Urban, Jr.	Site Administrator	WIA (9)	burban@chesco.org	610-384-9393	1
		Tracey Dougherty	WIA Program Coordinator	WIA	tdougherty@chesco.org	610-383-1399	1
		Janice McConnell	WIA Program Coordinator	WIA	jmcconnell@chesco.org	610-383-4782	1
		William Thigpen	WIA Program Coordinator	WIA	wthigpen@chesco.org	610-380-1357	1
		Irene Reese	P/T Receptionist	WIA	ireese@chesco.org	610-384-9393	1
		Bill O'Brien	Job Locator	WIA	bobrien@edisolutions.com	610-384-9393	1
		Goodwill/MCHC	Shared Non-Profit Partner Desk	WIA	n/a		1
		County WIA has absorbed cost for 2 FTE's due to Partner Reduction in Workforce					2
		paying for 9					
		Total FTEs: 7					
		John Brunken	CL Supervisor	BWDP	ibrunken@pa.gov	610-380-5250	1
		Tracy Robinson	CL Specialist	BWDP	tracrobins@pa.gov	610-380-5265	1
		Total FTEs: 2					
		Kenneth Costello	CL Specialist	BWDP/Trade	kcostello@pa.gov	610-380-5262	1
		Total FTEs: 1					
		Donna Acker	DVOP	VETS (1)	doacker@pa.gov	610-380-5269	1
		Total FTEs: 1					
		Brian Hoertz	OVR Counselor	OVR (1)	bhoertz@pa.gov	610-384-9393	0.5
		Denise Brown	OVR Counselor	OVR	denisbrown@pa.gov	610-384-9393	0.5
		Total FTEs: 1					
		Shonda Mayo	CAO Caseworker	DPW (3)	shmayo@pa.gov	610-380-5255	1
		Stilliani Vlahos	CAO Caseworker	DPW	svlahos@pa.gov	610-380-5251	1
		Joan VanWinkle	CAO Caseworker	DPW	vanwinkle@pa.gov	610-380-5266	1
		Total FTEs: 3					
		Nita D'Agostino	Pathstone	Pathstone (.5)	ndagostino@pathstone.org	610-925-5600	0.5
		Total FTEs: .5					
		Kurt Wasler	Family Services - Financial Stability Center	Family Services (1)	kwasler@familyservice.us	610-380-5252	1
		Total FTEs: 1					
		Claire Gavin	GED Instructor - Chester County OIC - Partner Member	\$25 per sq/ft	cgavin@cc-oic.org	610-383-1381	0
		Total FTEs: 1					
		Deives Only	Unemployment Compensation - Partner Member	\$25 per sq/ft	n/a	1-888-313-7284	0
		Total FTEs: 1					
		Total FTEs: 18.5					
			18.5 FTEs and 2 Partner members				



PY 2013
Resource Sharing Agreement (RSA)
Signature Page

The individuals signing have the authority to commit their respective organizations to the terms of this Agreement and do so by signature below.

This Agreement may be executed in one or more counterparts, should that at any time be more convenient to the signatories, and the originals of which, when taken together and bearing the signature of all parties to the Agreement, shall constitute one and the same Agreement.

By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is **July 1, 2013**

Partner:

A handwritten signature in black ink, appearing to read "Walter Urban, Jr.", written over a horizontal line.

Walter Urban, Jr., Site Administrator
PA CareerLink – Chester County

A handwritten date "5/10/13" in black ink, written over a horizontal line.

date



PY 2013
Resource Sharing Agreement (RSA)
Signature Page

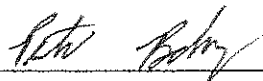
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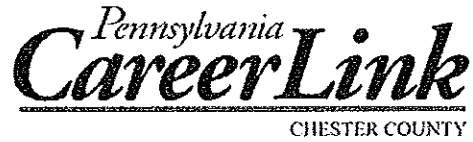
Partner:



Patrick Bokovitz, Director
Chester County WIB/WIA
Chester County Department of Community Development

6/3/2013

date



PY 2013
Resource Sharing Agreement (RSA)
Signature Page

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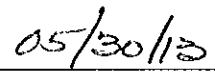
By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is July 1, 2013

Partner:



Diane Robertson, Director
Chester County Assistance Office



date



PY 2013
Resource Sharing Agreement (RSA)
Signature Page

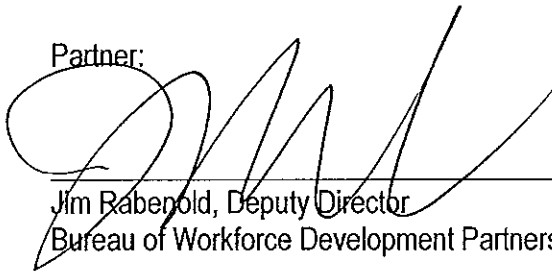
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By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is **July 1, 2013**

Partner:



Jim Rabenold, Deputy Director
Bureau of Workforce Development Partnership

5/23/13
date



PY 2013
Resource Sharing Agreement (RSA)
Signature Page

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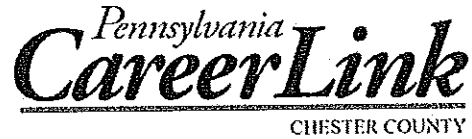
Partner:



Veteran Services

5/23/13

date



PY 2013
Resource Sharing Agreement (RSA)
Signature Page


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By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is July 1, 2013

Partner:



Unemployment Compensation

5/23/13

date

Pennsylvania
CareerLink
CHESTER COUNTY

PY 2013
Resource Sharing Agreement (RSA)
Signature Page

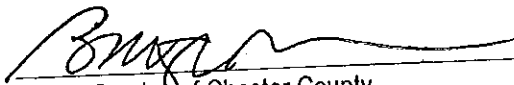
The individuals signing have the authority to commit their respective organizations to the terms of this Agreement and do so by signature below.

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By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is **July 1, 2013**

Partner:



Family Service of Chester County

6/4/2013
date



PY 2013
Resource Sharing Agreement (RSA)
Signature Page

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By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is July 1, 2013

Partner:

A handwritten signature in cursive script, appearing to read "Kim Ford".

PA Office of Vocational Rehabilitation

5/13/13

date

Pennsylvania
CareerLink
CHESTER COUNTY

PY 2013
Resource Sharing Agreement (RSA)
Signature Page

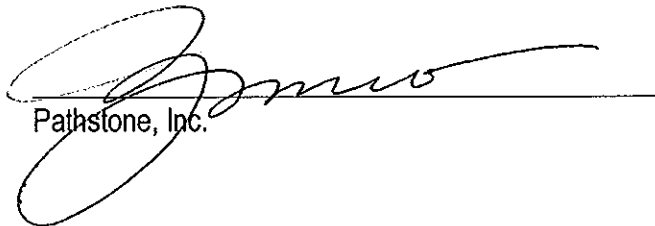
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By signing this agreement, the Signatories agree to the Resource Sharing Agreement Narrative and Budget as attached.

The effective date of this Agreement is July 1, 2013

Partner:


Pathstone, Inc.

5/13/13
date

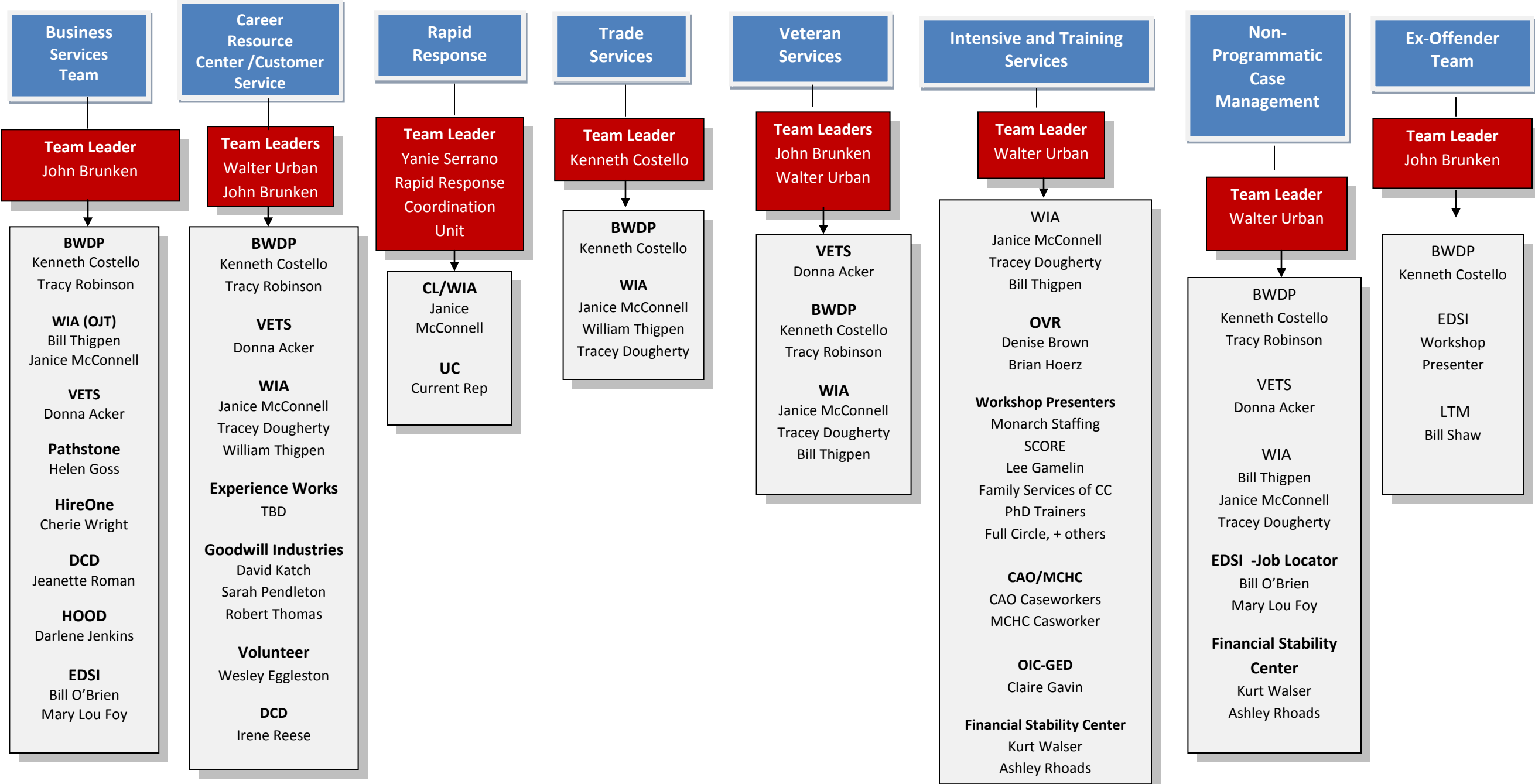


One-Stop
Service Plan (OSSP)

Appendix – F

Functional Team Chart

Functional Teams



Business Services Team

Career Resource Center /Customer Service

Rapid Response

Trade Services

Veteran Services

Intensive and Training Services

Non-Programmatic Case Management

Ex-Offender Team

Team Leader
John Brunken

Team Leaders
Walter Urban
John Brunken

Team Leader
Yanie Serrano
Rapid Response
Coordination
Unit

Team Leader
Kenneth Costello

Team Leaders
John Brunken
Walter Urban

Team Leader
Walter Urban

Team Leader
Walter Urban

Team Leader
John Brunken

BWDP
Kenneth Costello
Tracy Robinson
WIA (OJT)
Bill Thigpen
Janice McConnell
VETS
Donna Acker
Pathstone
Helen Goss
HireOne
Cherie Wright
DCD
Jeanette Roman
HOOD
Darlene Jenkins
EDSI
Bill O'Brien
Mary Lou Foy

BWDP
Kenneth Costello
Tracy Robinson
VETS
Donna Acker
WIA
Janice McConnell
Tracey Dougherty
William Thigpen
Experience Works
TBD
Goodwill Industries
David Katch
Sarah Pendleton
Robert Thomas
Volunteer
Wesley Eggleston
DCD
Irene Reese

CL/WIA
Janice
McConnell
UC
Current Rep

BWDP
Kenneth Costello
WIA
Janice McConnell
William Thigpen
Tracey Dougherty

VETS
Donna Acker
BWDP
Kenneth Costello
Tracy Robinson
WIA
Janice McConnell
Tracey Dougherty
Bill Thigpen

WIA
Janice McConnell
Tracey Dougherty
Bill Thigpen
OVR
Denise Brown
Brian Hoerz
Workshop Presenters
Monarch Staffing
SCORE
Lee Gamelin
Family Services of CC
PhD Trainers
Full Circle, + others
CAO/MCHC
CAO Caseworkers
MCHC Casworker
OIC-GED
Claire Gavin
Financial Stability Center
Kurt Walser
Ashley Rhoads

BWDP
Kenneth Costello
Tracy Robinson
VETS
Donna Acker
WIA
Bill Thigpen
Janice McConnell
Tracey Dougherty
EDSI -Job Locator
Bill O'Brien
Mary Lou Foy
Financial Stability Center
Kurt Walser
Ashley Rhoads

BWDP
Kenneth Costello
EDSI
Workshop
Presenter
LTM
Bill Shaw



One-Stop
Service Plan (OSSP)

Appendix – G

Letter of Compliance
Submitted to Office of Equal Opportunity

Pennsylvania **CareerLink**

CHESTER COUNTY

February 15, 2013

Office of Equal Opportunity
651 Boas Street, Room 514
Harrisburg, PA 17112

To Whom It May Concern:

Enclosed for your review are the documents for the EO/ADA Re-certification of our **PA CareerLink Chester County**. This entire re-certification process was a self-assessment process which included the following:

- 1) Completion of the **Information Request Form** – This form was completed and submitted to the Office of Equal Opportunity on 1/14/13. I have attached this form if you did not receive a completed copy of it.
- 2) Completion of the **Non-discrimination and Equal Opportunity Self-Evaluation Guide** – This form was completed by myself with assistance from Lila Singleton of the Chester County WIB. Lila also serves as the Chester County LWIA EO/AA officer. As noted in the report, no corrective action is needed.
- 3) Completion of a **Physical and Program Access Self-Assessment Process** – This self assessment was completed on 1/30/13 in partnership with the Office of Vocational Rehabilitation (OVR) and the Chester County Workforce Investment Board (WIB).
Special thanks to the Chester County WIB and OVR for their assistance in completing the Physical and Program Access Self-Assessment.

The particular corrective action we need to take includes the following:

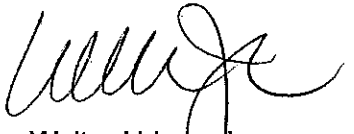
- Replacement of a broken Strobe/Smoke Alarm – approximate cost \$125
- Lever Lock in Men's Staff restroom is not handicapped accessible – need to purchase/install – approximate cost \$30
- Software Purchase – Dragon Naturally Speaking – software is for individuals who have cognitive/learning disabilities, this corrective action fall under the category of having material in alternative format. Cost is approximately \$165.
- Disability Awareness Training – Need to schedule annual training on this topic... to be conducted annually by our OVR partner

- CRC Computer Accessibility – Foam wrist guard needed for CRC accessible computer, approximate cost is \$25
- Emergency Contact list – needs to be updated and updated as staff changes on a go-forward basis.
- While not a deficiency, OVR suggested that we look into the feasibility of the install of automatic door openers. Current door pressure (4.5 lbs) is within the required door pressure range (5 lbs), however, this may be something we consider stalling should we be occupying the building for years to come. – To address this issue, the partnership will get an estimate to see what this modification would cost.
- The full corrective action plan begins on page D-4 of the guide and includes timeframes for corrective action to occur.

If anyone has any questions regarding this submission, please direct them to my attention via e-mail at burban@chesco.org or by phone at 610-384-9393.

Thank you for the opportunity to provide you with our submission.

Regards,



Walter Urban, Jr.
Administrator
PA CareerLink – Chester County ®



One-Stop
Service Plan (OSSP)

Appendix – H

Language Assistance Plan (LAP)
Limited English Proficiency Plan (LEP)



LANGUAGE ASSISTANCE PLAN FOR LIMITED ENGLISH PROFICIENT PERSONS

**Pennsylvania CareerLink ~ Chester County
250 E. Harmony St.
Coatesville, PA 19320-5409**

Pennsylvania CareerLink ~ Chester County, the One Stop Center for the Chester County Local Workforce Investment Area, has nine major investor partners and numerous contributing partners who provide the funding and staffing for services in the center.

In developing this language assistance plan for Limited English Proficient (LEP) persons, the PA CareerLink-Chester County has considered the following criteria:

- the number or proportion of LEP persons in the service area
- the frequency with which LEP persons access services
- the nature and importance of the variety of programs, activities and services provided
- the resources available to CareerLink and the cost to provide language services

U S Census Bureau data indicates the following Latino population growth rate for Chester County: for the year 2000; 3.7% or 16,126 individuals self-identified as Latino and Spanish speaking. For the year 2005 census data, the rate increased to 4.0% or 18,961 individuals.

This document addresses the five elements critical to an effective language assistance plan:

- identifying LEP individuals who need assistance
- the language assistance measures
- training staff
- providing notice of services to LEP individuals
- monitoring and updating the plan

The plan appendices outline the mix of LEP services currently available in the context of core services - those provided to the general public, and intensive services - those provided to individuals meeting the eligibility requirements of specific funding sources. The types of Limited English Proficient services are written translation, oral interpretation, and Spanish language-only services. The plan also sets goals for future enhancement of services available to LEP individuals.

Identifying LEP Individuals Who Need Assistance

LEP individuals often self-identify their need for language assistance services. Many are referred by community agencies or downsizing employers who make their needs known to staff members in advance of their arrival for services. Various brochures and handouts have been translated into Spanish to demonstrate and advertise several of the services available to LEP individuals. For customers whose language is other than Spanish, we use the AT&T Language Line to provide access to services. "Interpretation Services Available" posters are located in the reception area and in the resource room. Written materials are translated into languages other than Spanish when needed to serve non-Spanish speaking LEP customers.

Language Assistance Measures

Pennsylvania CareerLink ~ Chester County, through its partner organizations, utilizes a significant English/Spanish bilingual staff. In January 2013 the makeup of the staff is:

- Partner – Pathstone, Inc.
- Partner – Maternal Child Health Consortium

Letters, forms, brochures and documents are translated as needed. Non-bilingual staff utilize an on-call system for an interpreter when the need arises. The wide array of services available to LEP persons are outlined in Appendix A and Appendix B.

Training Staff

CareerLink staff members receive updates as new written translation, oral interpretation and Spanish-only services are added. In addition, once a quarter this plan is reviewed and updated and all staff complete training on services for LEP customers.

Each CareerLink staff member employed by the investor partners has an individual staff development plan that can address and provide for more in-depth training to serve LEP customers, as appropriate.

Providing Notice of Service to LEP Individuals

Pennsylvania CareerLink ~ Chester County has close working relationships with community organizations that serve a large customer base of LEP individuals: the Literacy County of Chester County, La Commidad Hispana and Rural Opportunities, Inc. La Commidad Hispana and Rural Opportunities also serve as CareerLink Access Points and provide information about other CareerLink services to the LEP community.

In addition, information about CareerLink and its services to Spanish-speaking LEP individuals is provided through:

- brochures and notices
- presentations at schools and community organizations
- presentations at dislocated worker meetings

Monitoring and Updating the Plan

The Language Assistance Plan for Limited English Proficiency Persons will be reviewed and updated quarterly. Changes may involve the provision of additional LEP services, postings of signs, and announcements in outreach documents as needed. The process will include:

- input gathered from CareerLink staff
- input gathered from community organizations
- input gathered from customer satisfaction surveys
- management review of available time, space, staff and financial resources
- management review of legislative mandates
- selection and implementation of additional LEP services
- selection and implementation of off-site access point for services
- staff training

APPENDIX I

CORE LIMITED ENGLISH PROFICIENCY SERVICES IN SPANISH CURRENTLY AVAILABLE

Written Translation Services

- paper forms for job seeker enrollment in the Pennsylvania CareerLink website
- customer satisfaction surveys
- list of Pennsylvania CareerLink ~ Chester County partners and available free info-sessions
- description of free info-sessions, monthly calendar of events, employer recruitment list, website tips for job seekers, website tips for employers, and links to workforce development websites
- event advertising, i.e. such as a handout
- community service information, including tax credits, child care information, domestic violence information, health screening information
- EEO posters
- information on the Unemployment Compensation Call Center
- instructional materials used in Spanish-only info-sessions
- letters, notices and brochures as needed

Oral Interpretation Services

- in-house interpreter assistance in reception area
- in-house interpreter assistance in interviews with non-bilingual staff
- in-house interpreter assistance for group presentations, including Benefits Rights Interviews and dislocated worker Rapid Response meetings
- AT&T Language Line

Spanish-only Services

- info-sessions, including Cover Letters, Thank You Letters, etc.
- employment planner consultations
- customer service representative in the Resource Room
- employment representative services, including job matching and job referral

All services are available to non-Spanish speaking LEP customers through Language Line interpreting and translating services as appropriate.

APPENDIX II

INTENSIVE LIMITED ENGLISH PROFICIENCY SERVICES IN SPANISH CURRENTLY AVAILABLE

Written Translation Services

- customer satisfaction surveys
- civil rights forms
- grievance and EEO procedures
- letters, notices and brochures as needed

Oral Interpretation Services

- bilingual staff for daily CareerLink service delivery
- job retention services for employed program participants
- use of AT&T Language Line by CareerLink partners
- in-house interpreter assistance for individual or group services

Spanish-only services

- assistance with resume preparation and employer application completion
- case management services, including development of individualized employment plans
- job retention services for employed program participants

All services are available to non-Spanish speaking LEP customers through Language Line interpreting and translating services as appropriate.

APPENDIX III

WEBSITES WITH ALTERNATE LANGUAGE TRANSLATION

There are a number of websites useful for CareerLink staff, job seeker customers and employers that are translated into other languages, including Spanish.

* www.careeronestop.org - America's Career One Stop - information and links to workforce topics including employment, relocation, financial aid, skills, business, training and education, testing and assessment, labor market information, and career tools

* www.ajb.org - America's Job Bank – posted job openings for employers, posted resumes for job seekers, creation of cover letter, search for jobs

* www.acinet.org - America's Career InfoNet – information and links to general employment outlook, wages and trends, state information

* www.servicelocator.org - America's Service Locator – information on location, contact information and driving directions to one-stop centers and other services

* www.govbenefits.gov - GovBenefits – information and links to locate wide variety of federal and state programs and benefits, only Spanish translation available

* www.firstgov.gov - FirstGov – listing of resources and links to a variety of government programs, services and benefits, can order Spanish language publications on numerous topics

* www.lep.gov - guidance on language access for federal programs and grant recipients, resources and links to services including IRS, Medicare, Social Security, and voting rights for community based organizations and individuals, home page in English only

* www.pueblo.gsa.gov/multilanguage - Federal Citizen Information Center – links to information about federal resources in 25 languages

The following websites are specifically for workforce development professionals.

* www.onetcenter.org/db_spanish.html - O*NET - Spanish version of the O*NET database for incorporation into Spanish language occupational information systems

* www.doleta.gov/usworkforce/lep/glossary/eta_default.cfm - DOL's ETA website with a glossary and definition of terms used in WIA and workforce development services translated in 17 languages, to assist with interpretation of documents using DOL/WIA/workforce jargon, soon plans to have an LEP Peer Expert Directory

APPENDIX IV

LANGUAGE LINE USAGE

Pennsylvania CareerLink ~ Chester County has sufficient staff resources to provide services to Spanish speaking Limited English Proficient (LEP) customers. For customers whose language is other than Spanish, we will use the Language Line to provide access to services. All staff have been trained to access and use the Language Line.

For Language Line usage, Pennsylvania CareerLink-Chester County services have been broken into two categories: CareerLink Core Services and Program Services.

- **CareerLink Core Services**
 - Greeter/Reception
 - Resource Room
 - Information on ESL classes
 - Information on partner agencies/services (Resource Room Customer Service Request survey)
 - Referral to ES Team for access to employers hiring LEP applicants
 - Description of Core Information Session topics
 - Enrollment on CareerLink website
 - Core Information Sessions
 - The information from these sessions will be put in written form and translated upon request: Career decision making/LMI, hidden job market, goal setting/time management, resume writing, cover letters, interviewing, health care careers.
- **Program Services**
 - BWDP: Wagner-Peyser, MSFW, PREP, etc.
 - CCDCED: WIA Title I, EARN, MPPE, etc.

Language Line services can take two forms: oral interpretation of conversations or written translation of documents. Only the CareerLink Program Supervisor may request written translation services.

When a non-Spanish speaking LEP customer visits our center, have them identify their language by showing them the I-Speak poster located in the reception area. Then contact appropriate staff:

- To deliver access to CareerLink Core Services.
- To deliver access to program services

Staff will take the customer to a workstation equipped with a speaker telephone.



One-Stop
Service Plan (OSSP)

Appendix – I
Language Line Chart



Interpretation Service Available

English Translation:

Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.

Arabic عربي <p>أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم المذأور مجاناً.</p>	Korean 한국어 <p>귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
Armenian Հայերէն <p>Ցոյց տուէք ո՞ր մէկ լեզուն կը խօսիք՝ Թարգմանիչ մը կանչել կը տանք. Թարգմանիչը կը տրամադրուի անվճար.</p>	Laotian ພາສາລາວ <p>ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.</p>
Cantonese 廣東話 <p>請指認您的語言， 以便為您提供免費的傳譯服務。</p>	Mandarin 國語 <p>請指認您的語言， 以便為您提供免費的口譯服務。</p>
French Français <p>Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.</p>	Polish Polski <p>Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.</p>
German Deutsch <p>Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.</p>	Portuguese Português <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
Hindi हिंदी <p>अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।</p>	Russian Русский <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
Hmong Hmoob <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	Spanish Español <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
Italian Italiano <p>Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	Tagalog Tagalog <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
Japanese 日本語 <p>あなたの話す言語を指して下さい。 無料で通訳を提供します。</p>	Thai ไทย <p>ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย</p>
Khmer (Cambodian) ខ្មែរ (កម្ពុជា) <p>សូមចង្អុលភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។</p>	Vietnamese Tiếng Việt <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>

Printed on recycled paper 5/05



One-Stop
Service Plan (OSSP)

Appendix – J
Employer Services Brochure

We can make your job a lot easier

Thousands of Pennsylvanians come to PA CareerLink® each month looking for that perfect job. Looking for YOU.

From pharmacists to nurses... sales clerks to software engineers... teachers to manufacturing specialists— we connect you with qualified candidates throughout the region.

Whether you're looking for good work or **good workers**... it's PA CareerLink®.



Employer Services

- Staff-assisted job postings, resume screening and job referrals
- Employer Folder Management
- WorkKeys® Assessment Services
- WorkKeys® Job Profiling (fee)
- Employer Tax Credit Information and Referrals
- On-the-Job Training Reimbursement for New Hires
- Industry Partnership/Incumbent Worker Training opportunities
- Employer Workshop Series
- Coordination of Job and Career Fairs
- Labor Market Information for Employers
- Facility Rental (fee)

All services are free of charge, unless otherwise noted above.

Sign-up for our monthly e-Newsletter!

Contact us at:

(610) 384-9393

pacareerlink@chesco.org

Whether you're looking
for good work or
good workers

Pennsylvania
CareerLink
CHESTER COUNTY



www.pacareerlink.state.pa.us

Auxiliary aids and services are available upon request to individuals with disabilities. Equal opportunity employer/program.

PA CareerLink® is with you every step of the way

Finding a good employee is a tough task. Finding a good employee qualified for the position you're trying to fill . . . even tougher. But thanks to PA CareerLink® - *your job just became a lot easier.*

Who is PA CareerLink® ?

PA CareerLink® professionals provide personalized assistance for recruitment and placement of employees. From posting positions to screening of applicants—we're here to help. You can even use our facilities for your interviewing process.

PA CareerLink® can help you:

- Assess and test the skills of potential employees **prior** to hiring.
- Coordinate job fairs and on-site recruitment.
- Identify funding to assist with **On-the-Job Training** for new hires and **Incumbent Worker Training** for existing employees.
- Locate and hire the perfect candidate for your position!



Visit PA CareerLink® Online anytime

One of the unique things about PA CareerLink® is that you can talk to an expert personally at our professionally staffed centers conveniently located throughout Pennsylvania.

Or . . . Visit us online anytime.

PA CareerLink® offers a self-service job posting and recruitment system at www.pacareerlink.state.pa.us.

Log on anytime to:

- **Post** a job opening—post unlimited job openings online at no charge!
- **Create** a business folder—100% confidential and employer-controlled.
- **Search** for candidates—allows you to pre-screen your selections.
- **Showcase** your company's logo—a direct link to your information.
- **Access** information—including government resources, Labor Market Information and business reference materials.

Find the right candidate now!

Contact us today and we'll help you get started!

PA CareerLink® ~ Chester County
250 East Harmony Street
Coatesville, PA 19320

(610) 384-9393

TTY: (484) 340-3490

pacareerlink@chesco.org

www.pacareerlink.state.pa.us



www.pacareerlink.state.pa.us

EMPLOYER HIRING INCENTIVES

- **Work Opportunity Tax Credit**
- **Federal Bonding Program**

Your Business Qualifies When You Hire Eligible Individuals

- No limit to the number of new hires
- Any size employer can benefit
- Employers decide whom to hire
- Minimal paperwork to request tax credit
- Both tax credits can be claimed on the same individual in the same taxable year

Work Opportunity Tax Credit (WOTC)

Created by the Small Business Job Protection Act of 1996 and extended by the Small Business and Work Opportunity Act of 2007. The American Recovery and Reinvestment Tax Act of 2009 added two additional categories. The federal WOTC is available to employers who hire persons who have been deemed to have barriers to employment*. For most target groups this tax credit is in effect for new hires starting before Sept. 1, 2011. (The Unemployed Veteran and Disconnected Youth target groups are for individuals hired in 2009 and 2010.)

Employment Incentive Payment (EIP) Tax Credit

This program expired December 31, 2009.

Minimum Employment or Retention Period

WOTC:

New adult hires must work a minimum of 120 hours and Summer Youth employees must work at least 90 days, between May 1 and Sept. 15, before an employer is eligible to claim this tax credit.

Applying for Tax Credits

WOTC:

The applicant completes the front of the **IRS Form 8850** (Pre-Screening Notice and Certification Request); the employer completes the back. The completed IRS Form 8850 with original signatures must be postmarked within 28 calendar days after the new hire's start date;

and the applicant also completes the **ETA 9061** (Individual Characteristics Form). This form has no required postmark date but should be mailed with the IRS Form 8850.

Note: The tax credit document(s) must indicate at least one potentially eligible target group in order for the request to be processed. Requests must be filed within the time guidelines indicated above.

Who and What Doesn't Qualify

- No tax credit may be claimed for federally subsidized On-The-Job Training (OJT); however, wages paid after OJT expires can qualify for the credit.
- Not-for-profit employers
- Wages paid to relatives
- Rehires are not eligible for the federal tax credit

Where To Obtain Tax Credit Forms

- Forms can be downloaded at:
www.dli.state.pa.us,
- Click on: Workforce Development;
 - Click on: Employment Tax Credits.

Or contact:

- Pennsylvania CareerLink® Offices
- Pennsylvania Vocational Rehabilitation Offices
- Welfare County Assistance Offices

Or contact:

- Tax Credit Coordination Services
1.800.345.2555

* For target group definitions and other details, see reverse side.



pennsylvania

DEPARTMENT OF LABOR & INDUSTRY
BUREAU OF WORKFORCE DEVELOPMENT PARTNERSHIP

www.dli.state.pa.us

Tax Credit	Target Group Name	Target Group Definition	Maximum Amount of Credit
WOTC	Title I/A Recipient	A member of a family who received Temporary Assistance to Needy Families (TANF) for any nine out of the 18 month period ending on the hire date.	40% of first-year Qualifying Wages for those new hires employ 400 hours; 25% of first-year Qualifying Wages for those new hires between 120 and 399 hours.
WOTC	SNAP (Supplemental Nutrition Assistance Program)	An 18-39 year-old member of a family who received SNAP (formally known as Food Stamps) for at least six consecutive months ending on the hire date. OR for at least three of the five month period ending on the date of hire, but no longer receiving on the hire date.	Same as above
WOTC	Qualified Veteran	An individual who served at least 180 days of active duty and is a member of a family who received SNAP for at least three consecutive months during the 15-month period ending on the hire date.	Same as above
WOTC	Qualified Disabled Veteran	An individual who is entitled to compensation for a service-connected disability AND is hired within one year after having been discharged or released from active duty, OR has been unemployed for six months or more (whether or not consecutive) within the one-year period ending on the hire date.	Same as above
WOTC	Unemployed Veteran	An individual who was discharged or released from active duty in the Armed Forces at any time during the five-year period ending on the hire date. AND received unemployment compensation under State or Federal law for not less than four weeks during the one-year period ending on the hire date. Must be hired in 2009 or 2010.	Same as above
WOTC	Designated Community Resident	An 18-39 year-old who is a resident of one of the federally designated Renewal Communities (RC), Empowerment Zones (EZ) or Rural Renewal Counties (RRC) (There are three designated areas in PA: parts of Philadelphia and all of Venango and Warren Counties). For verification information on RC/EZ/EC locations, visit the HUD Web site at: http://egis.hud.gov/egis/cpd/rcezecezec_open.htm .	Same as above
WOTC	Summer Youth	A 16 or 17 year-old who is a resident of one of the federally designated Renewal Communities (RC), or Empowerment Zones (EZ) and is hired between May 1 and Sept. 15. There is one area in PA: parts of Philadelphia. For verification information on RC/EZ locations, visit the HUD Web site at: http://egis.hud.gov/egis/cpd/rcezecezec_open.htm .	Same as above
WOTC	Disconnected Youth	A 16-24 year old who has not attended a secondary, technical, or post-secondary school for more than an average of 10 hours per week, not counting periods which the school was closed for scheduled vacations; AND during the past six months, if employed, during each consecutive three-month period within the past six months, earned less than the applicable minimum wage for 30 hours work every week during the three-month period; AND does not have certificate of graduation from a secondary school or General Education Development (GED) certificate OR has a certificate that was awarded at least six months ago and has not held a job or been admitted to a technical or post-secondary school since receiving the certificate. Must be hired in 2009 or 2010.	Same as above
WOTC	Vocational Rehabilitation Referral	An individual receiving or having received services pursuant to an Individual Plan of Employment through a state Office of Vocational Rehabilitation or the U.S. Dept. of Veterans Affairs within two years prior to the hire date, including eligible Ticket-to-Work Individuals receiving Social Security Disability Insurance (SSDI).	Same as above
WOTC	Ex-Felon	An individual who was convicted of or released after serving time for a felony within one year prior to the hire date.	Same as above
WOTC	SSI Recipient	An individual who received Supplemental Security Income (SSI) benefits within 60 days prior to the hire date, including eligible Ticket-to-Work individuals receiving Social Security Disability Insurance (SSDI).	Same as above
WOTC	Long-Term Family Assistance Recipient	A member of a family who has received TANF for at least the last 18 consecutive months ending on the hire date; OR for any 18 months beginning after 8/5/97, and was hired within two years of the 18th month; OR stopped being eligible for TANF payments within the last two years because federal or state law limited the maximum time those payments could be made. (This was formerly known as Welfare-to-Work)	1 st year: 40% of Qualifying Wages for those new hires employ hours; 25% of Qualifying Wages for those new hires employ between 120 and 399 hours. 2 nd year: 50% of Qualifying Wages for those employed at least 400 hours; 25% of Qualifying Wages for those employed between 120 and 399 hours.

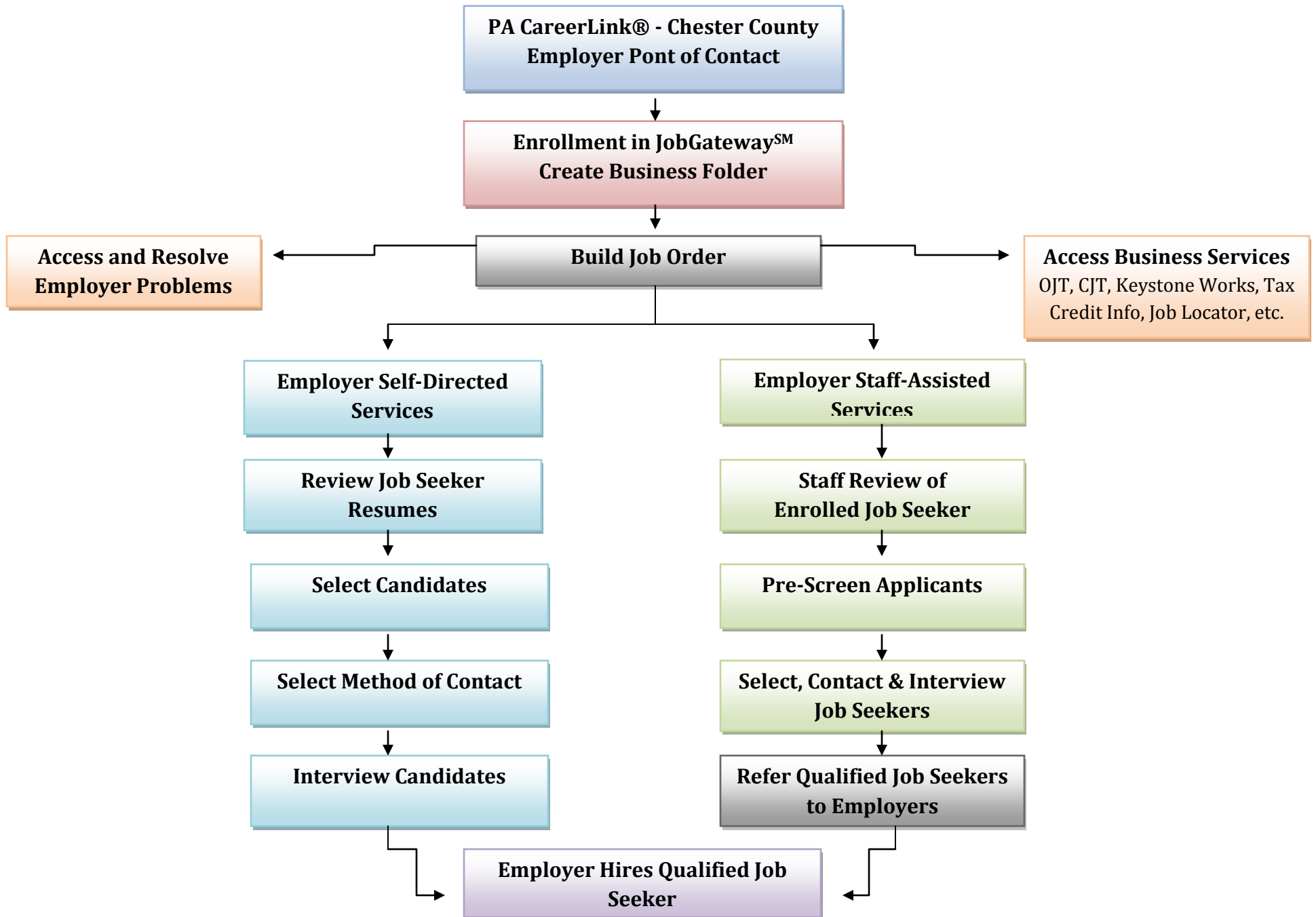


One-Stop
Service Plan (OSSP)

Appendix – K

Employer Flow Chart

EMPLOYER SERVICES FLOW CHART





One-Stop
Service Plan (OSSP)

Appendix – L

HireOne Initiative Flyer

hireONE

Southeastern Pennsylvania, one of the strongest regions in the state, has a reported 177,000 residents currently unemployed. However, that number is much higher when part-time and marginally employed are included.*

That number is increasing monthly. Many of those unemployed workers have been laid-off for the first time in their careers. It is critical that we join together and find innovative and responsive approaches to hiring these unemployed residents now.

The Chester County Economic Development Council (CCEDC), the Chester County Workforce Investment Board, PA CareerLink, and numerous other committed organizations have established a task force to develop key strategies for successfully connecting job seekers to hiring employers by effectively leveraging available resources. Join our campaign, HIRE ONE, and help us put our talented and skilled people back to work!

Mission

To identify and facilitate effective linkages among the job seekers and companies hiring in Chester County and the region and to develop and conduct a marketing campaign that supports the HIRE ONE initiative.

Goal

To persuade every employer in Chester County and the region to commit to hiring at least one new local, full-time employee within the next year, and for those employers that have planned worker reductions, to commit to reducing those plans by 2.5%.

Benefits

As a **HIRE ONE** company, you will:

- 1 Reinforce your positive community image throughout southeastern PA by your commitment to HIRE ONE.
- 2 Be listed on the HIRE ONE webpage where local job seekers can connect with your current job postings.
- 3 Become an integral part of the HIRE ONE initiative to increase employment levels and keep qualified, skilled workers in our region.
- 4 Be acknowledged as a pioneer contributor to growing the economy of Chester County and the region.

*Source: PA Department of Labor and Industry, August 2010

Be Part of HIRE ONE!

For more information, please contact Laura Heikkila at 610-458-5700, ext. 401 or HireOne@cceconomicdevelopment.com.

www.HireOneCC.com



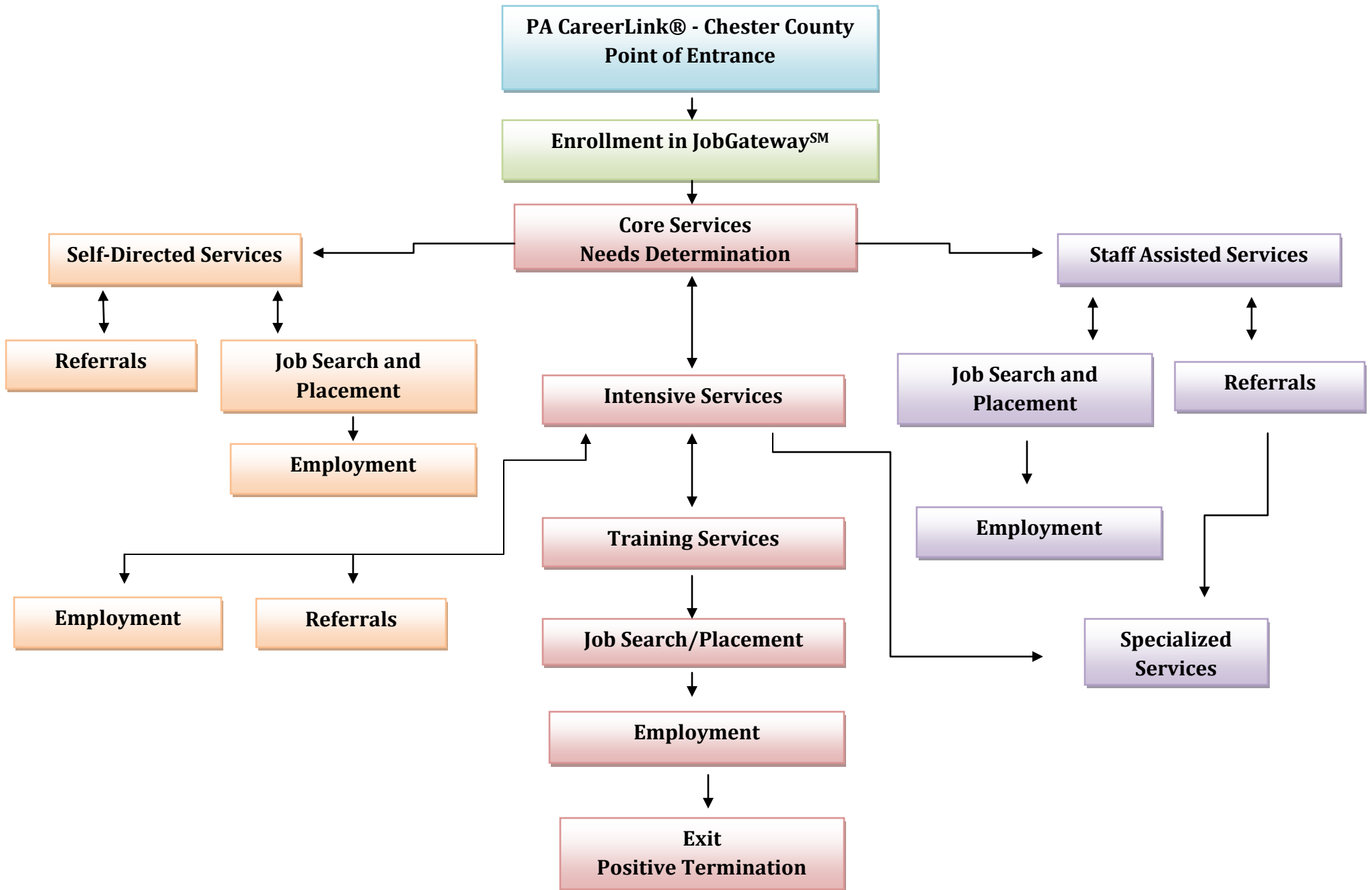


One-Stop
Service Plan (OSSP)

Appendix – M

Job Seeker Flow Chart

JOB SEEKER / CUSTOMER FLOW CHART





One-Stop
Service Plan (OSSP)

Appendix – N

Marketing and Outreach Materials



CHESTER COUNTY

250 East Harmony Street
Coatesville, PA 19320

610-384-9393 | Fax: 610-384-1699 | TTY: 484-340-3490

web: www.pacareerlinkchesco.org | pacareerlink@chesco.org

Office Hours: Monday thru Friday 8:30 am - 4:30 pm

July 2013

Workshop Registration
now available on-line:
www.pacareerlinkchesco.org



Monday	Tuesday	Wednesday	Thursday	Friday
1 Job Corps - 10 am	2	3 KeyTrain® Assessments	4 HOLIDAY INDEPENDENCE DAY	5
8 CAO Orientation - 9am CAO Job Club - 1pm	9	10 How to Present Yourself When You Have a Criminal Record @Chester County OIC - 10:30 am *Call (610) 692-2344 to register	11 Carelink Orientation - 1:30 pm	12 REA Orientation @ GSC 9:30am
15 CAO Orientation - 9am CAO Job Club - 1pm	16 Alliedarton Security Apps and Interviews 10:30 am - 2 pm *By Appointment Only Call (610) 384-9393 to register	17 Cover Letter Writing -10 am KeyTrain® Assessments	18 Carelink Orientation - 1:30 pm	19 REA Orientation @ GSC 9:30am
22 CAO Orientation - 9am CAO Job Club -1pm	23 Staffing Plus Apps and Interviews 12 pm - 4 pm *By Appointment Only Call (610) 384-9393 to register	24 Personal Credit and Budgeting Basics - 10 am @Chester County OIC *Call (610) 692-2344 to register	25 Goodwill Job Club 10 am Carelink Orientation - 1:30 pm	26 REA Orientation @ GSC 9:30am
29	30 Wearing the Right Attitude - 1:30 pm	31 KeyTrain® Assessments		

Workforce Development Services

Services Provided:	PA CareerLink	Monster.com	CareerBuilder	Yahoo Hot Jobs	Flip Dog
Provides career services to employers and job seekers online	YES	YES	YES	YES	YES
Website Available 24/7	YES	YES	YES	YES	YES
Pre-screens Applicants	YES	YES	YES	YES	YES
Links you directly to other state and federal government resources	YES	NO	NO	NO	YES
Post Jobs for Free	YES	NO	NO	NO	NO
Provides WorkKeys® assessments for Employers and Job Seekers	YES	NO	NO	NO	NO
Allows you to sign up for community job fairs	YES	NO	NO	NO	NO
Has network offices throughout the state of Pennsylvania	YES	NO	NO	NO	NO
Offers in-person career counseling services	YES	NO	NO	NO	NO
Offers office space for interviewing applicants	YES	NO	NO	NO	NO
Provides personalized on the job training programs	YES	NO	NO	NO	NO
Works in partnership with state agencies and organizations to provide diverse pool of applicants	YES	NO	NO	NO	NO
Identifies financial incentives for employers	YES	NO	NO	NO	NO

PA CareerLink® - Chester County

Local Web Presence



Sign up for PA CareerLink®
Chester County e-Newsletter

- ABOUT
- JOB SEEKERS
- EMPLOYERS
- CALENDAR
- NEWS
- RESOURCES
- PARTNERS



August 2013 Job Seeker Workshops - Register online today!

PA CareerLink® - Chester County offers a variety of workshops daily to demonstrate to job seekers the skills they need to succeed as they compete in the job market. Workshops are free of charge, but advance registration is required.

Unemployment Rate May 2013



Seasonally adjusted rates
Click for more information

LABOR EXCHANGE



PA CareerLink® - Chester County
Monday - Friday, 8:30am - 4:30pm
250 East Harmony Street, Coatesville, PA 19320
pacareerlink@chesco.org

PH: (610) 384-8303
TTY: (484) 340-3498
FAX: (610) 384-1699

PA CareerLink® and WIA-funded programs & activities
are equal opportunity programs. Auxiliary aids and
services for individuals with disabilities are available
upon request.

ABOUT

Overview
Mission
Operating Documents

JOB SEEKERS

Looking for Good Work?
Individual Training Accounts (ITA)
Workshop Offerings
Job Spawning
Veteran Services
WorkKeynet

EMPLOYERS

Looking for Good Workers?
On-the-Job Training (OJT)
Tax Credits
Industry Partnerships
WorkKeynet

RESOURCES

Labor Market Information
Downloads

PARTNERS

Our Partners
Opportunity
Initiatives

www.pacareerlinkchesco.org

Need Help With Your Job Search?

Pennsylvania
CareerLink

CHESTER COUNTY

www.pacareerlinkchesco.org

View schedules, register for workshops, and see the latest job postings!

250 East Harmony Street | Coatesville, PA
| Phone: 610-348-9393 | TTY: 610-340-3490



twitter

Follow us to get the latest updates in 140 characters or less
@pacareerlinkcc

facebook



For the latest CareerLink news "Like Us" at
www.facebook.com/pacareerlinkcc



Linked in

Join our group
"PA CareerLink Chester County"
for discussions on employment, networking and other
Job Seeker topics.

Pennsylvania **CareerLink**

CHESTER COUNTY

March 2013 Workforce e-Update

March 2013 Workshop Offerings

PA CareerLink - Chester County's current list of workshops for **March 2013**:

- **March 12th** - "Cover Letter Writing"
- **March 18th** - "Fundamentals for Starting Your Own Business"
- **March 18th** - "Coping with Job Loss"
- **March 19th** - "Networking in the 21st Century"
- **March 19th** - "Own the Interview"
- **March 20th** - "Wearing the Right Attitude"
- **March 26th** - "Job Search & Networking Online"
- **March 28th** - "Goodwill Job Club"

Seats are Limited ~ Advance Registration is Required.

Call the CareerLink today at 610-384-9393 or register on-line at www.pacareerlinkchesco.org to reserve your seat for a workshop.

If you would like to see what else *PA CareerLink - Chester County* has to offer we have orientations every **Thursday** at **1:30pm**. To register for an orientation please contact us at the number above.

[Click Here To View A Calendar of Events](#)

Employment Essentials Workshop Series



- **Do You Have What It Takes to Close The Interview?**
- **Are You Looking for Jobs In All The Wrong Places?**
- **Are You Sending Out the Same Resume for Every Job You Apply For?**

If you answered Yes to any of these questions, considering signing up for the **Employment Essentials Workshop Series**.

This three-part workshop seminar includes: Resume Writing, Interviewing and Networking and builds your skills using a learner-centered model that features applications and interactive exercises.

For more information, workshop availability, and/or to register for this workshop series, please call (610) 384-9393 or contact us by e-mail at pacareerlink@chesco.org



Applications and Interviews

[AlliedBarton Security Services](#) is accepting applications for available employment opportunities for security guard and security-related employment opportunities in Chester County and the surrounding area on Tuesday, March 12th at PA CareerLink-Chester County, located at 250 E. Harmony Street, Coatesville, PA 19320

An AlliedBarton representative will be on site to accept applications and perform on-site interviews.

To ensure a one-on-one meeting with AlliedBarton, **interested candidates are required to pre-register by calling (610) 384-9393** to schedule an appointment.

Fast Facts

The Fast Facts are a snapshot of Pennsylvania and Chester County's different labor market, and economic datasets:

[Pennsylvania Fast Facts](#)
[Chester County Fast Facts](#)

Job Openings Report

The Job Openings Report is a list of the latest positions open in Chester County. Come in to the CareerLink or [click here](#) to search for the opening using the job number.

[Job Openings Report](#)



PA CareerLink is an Equal Opportunity Employer/Program
Auxiliary Aids and Services are Available Upon Request
250 E. Harmony Street | Coatesville, PA 19320 | Phone: 610.384.9393 | TTY: 484-340-3490
web: www.pacareerlinkchesco.org | e-mail: pacareerlink@chesco.org



The Art of Networking in the 21st Century

Wednesday, June 26th
10 am to 12 noon

Technology has changed not only the way we do business, but also how we look for work. This 2-hour seminar, led by Strategic Job Search Trainer and Coach, Lee Gamelin, rejects laundry lists of conventional wisdom in favor of a streamlined job search approach that produces results quickly and effectively.

In three steps, facilitator Lee Gamelin shows you how to select, prioritize and contact prospective employers so you can land that critical first interview.

SIGN UP FOR THIS WORKSHOP TODAY

www.pacareerlinkchesco.org
or by calling 610-384-9393

Pennsylvania
CareerLink
CHESTER COUNTY





Fundamentals for Starting Your Own Business

In partnership with Chester County SCORE, PA CareerLink® - Chester County will present a workshop designed for people interested in starting their own business. Many people aspire to become entrepreneurs, but don't know where to begin.

The curriculum is designed to help budding entrepreneurs understand the practical aspects of basic business principles vitally important to startup businesses. These include organization, sales, marketing, accounting, finance, legal, insurance, etc. An introduction to Chester County SCORE, a non-profit resource concludes the seminar.

Workshop to be Held at:

PA CareerLink-Chester County ~ 250 Harmony Street , Coatesville, PA 19320

January 22nd	February 25th
March 18th	April 15th
May 23rd	June 10th
September 16th	October 21st
November 18th	December 9th
All Sessions run from 10:30 am to 12:30 pm	

Individuals can register for these workshops by calling the PA CareerLink® - Chester County at (610) 384-9393 or by visiting www.pacareerlinkchesco.org



PA CareerLink® is an Equal Opportunity Employer/Program. Auxiliary aids are available to individuals with disabilities upon request.



Overcoming the Age Barrier in Your Job Search

An interactive workshop session facilitated by an experienced HR Director and Career Coach who will share his experiences and lead the discussion on ways to combat this problem of age barrier in your job search.

You will walk away from this discussion with both common sense and some surprising tips to address this situation.

Discussion will center around resume and interview preparation, interviewing strategies, networking groups and associations, job searching techniques, your mind and skill sets, your presentation style (physical and verbal) and your attitude during your job search.

**Thursday, October 3rd ~ 10 am
PA CareerLink-Chester County®
250 E. Harmony Street ~ Coatesville, PA**

Workshop Presented By Kiran Taunk, MBA, MA, PHR

Mr. Taunk is a forward-thinking Human Resources Leader with over twenty five years of solid experience in both employee relations and recruitment. He is recognized for his strong work ethic, approachable management style and focus on the big picture.

He is a conscientious, results-oriented business advisor with a reputation for strong business acumen, sound judgment and achieving win-win solutions.

On-the-Job Training (OJT) Key Questions & Answers:

- Q:** *As an employer, how do I access OJT training dollars?*
- A:** The process is simple and there are no complicated forms. A PACareerLink Business Services Team member can answer your questions over the phone or meet with you at your place of business to discuss your needs, the position(s) for which you are seeking OJT training dollars and walk you through the process.
- Q:** *Who can be an OJT Contractor / Employer?*
- A:** Any company or business which has an opening for a skilled worker and for which qualified individuals are not readily available. Employers must ensure that wages paid to OJT trainees are reasonable, considering industry, geographic location and trainee proficiency.
- Q:** *How do I benefit by participating in the OJT Program?*
- A:** Chester County's OJT program enables you to be reimbursed for up to 50% of a new employee's wages while they are in training, for a period of 12-16 weeks.
- Q:** *What kind of positions are eligible for consideration of OJT?*
- A:** Occupations with growth potential that result in permanent, full-time employment.

Individuals must complete core and intensive services at PACareerLink-Chester County and must be determined eligible and appropriate for the OJT program.

For more information about the On-the-Job Training Program and Chester County Business Services, contact a Business Services Team member at:

PACareerLink-Chester County
250 East Harmony Street, Coatesville, PA 19320
Phone (610) 384-9393

Online at:

www.pacareerlinkchesco.org



Pennsylvania CareerLink

CHESTER COUNTY

Chester County's On-the-Job Training Program is funded through the Workforce Investment Act and administered by the Chester County Workforce Investment Board.



CHESTER COUNTY
WORKFORCE INVESTMENT BOARD
Advancing Chester County's Workforce

Equal Opportunity Employer.
Auxiliary Aides Available Upon Request.

ON-THE-JOB TRAINING PROGRAM



ADVANCING CHESTER COUNTY'S WORKFORCE

Pennsylvania CareerLink

CHESTER COUNTY

PA CareerLink-Chester County

*Chester County's one-stop center
for employment and career
services*



PA CareerLink-Chester County
offers employers a comprehensive
menu of services to meet your
workforce development needs.

Their goal is to assist you with
identifying and recruiting qualified
and skilled employees.

If you're an employer, you
understand all too well the cost of
hiring and retaining
qualified employees.

In many cases, candidates have the
right combination of
enthusiasm and intelligence but lack
the specific skills you need for
the job.

What is On-the-Job Training (OJT)?

Chester County's On-the-Job
Training Program can help your
business save money while turning a
great candidate into a productive and
profitable employee.

OJT is training conducted by an
employer for an individual while he
or she is working and learning the
skills and information necessary for
productive and satisfactory job
performance.



*Employers are eligible for a 50%
reimbursement of a new
worker's salary while in training,
not to exceed \$6,000.*

Your Local Employment Connection in Chester County



PA CareerLink will pre-screen and
profile worker skill levels with the
WorkKeys assessment system to
ensure career readiness in
specific industries.

To be approved as an OJT trainee,
an individual must meet the
eligibility criteria of the
Workforce Investment Act for
low-income adults, dislocated
workers and/or youth.

Employment Essentials FAQ's ...

Q: How do I register for the Employment Essentials Workshop Series?

A: You should call 610-384-9393 to register for the workshop and to set up a date to complete the eligibility application

Q: Do I need to attend all three workshops? Do I need to take the workshops in the sequence listed?

A: Yes. Attendance is required for all workshops. The seminars are **sequential** and **competency-based** and build skills utilizing a learner-centered model that features application and interactive exercises.

Q: Who should sign up for this workshop series?

A: If you are unemployed and sending out countless resumes without landing any interviews, you will certainly benefit by participating. Or if you are interested in creating efficiencies and maximizing your job search capabilities, you should also participate.

Q: Are there prerequisites needed for this workshop series?

A: Basic computer knowledge is preferred. The ability to work in a MS Word or similar environment utilizing features such as cut and paste is necessary. If you do not have the necessary computer knowledge, we will be able to refer you to an agency that may be able to provide you some assistance.

Individuals must complete a WIA eligibility application to participate in this Workshop Series.

For more information, please contact a PA CareerLink representative at:

PA CareerLink-Chester County
250 East Harmony Street
Coatesville, PA 19320
Phone (610) 384-9393

www.pacareerlinkchesco.org



Pennsylvania
CareerLink
CHESTER COUNTY

The **Employment Essentials Workshop Series** is funded in part by the PA Department of Labor and Industry and the Chester County Workforce Investment Board.



CHESTER COUNTY
WORKFORCE INVESTMENT BOARD
Advancing Chester County's Workforce



**Equal Opportunity Employer
Auxiliary Aides Available Upon Request**

EMPLOYMENT ESSENTIALS WORKSHOP SERIES



**RESUME WRITING
INTERVIEWING
JOB SEARCH & NETWORKING
JOB QUEST**

Pennsylvania
CareerLink
CHESTER COUNTY

What is the Employment Essentials Workshop Series?

Employment Essentials is a series of three seminars that address the most frequently requested re-employment services:

Resume Writing
Interview Skills
Networking/Job Search
Job Quest

The seminars are *sequential* and build skills utilizing a learner-centered model that features application and interactive exercises.

Successful graduates are invited to join Job Quest, a network of determined job seekers whose quest is to find the right job while helping others.



Resume Writing

Employers no longer want a resume where “one size fits all”. Employers want a resume tailored to their open positions and their corporate values.



Come learn “How To” by participating in a hands on resume writing experience.

Interview Skills

Are you dressed for success? How do you maximize effective eye contact? What questions do you never ask?

The **Interview Skills** workshop will provide you tips to move the employer to making **YOU** the job offer and allow you to participate in a real job interview experience

Networking and Job Search

Did you know that jobseekers spend 80% of their time searching for jobs on the internet, while employers spend 80% of their time utilizing their networks?

Networking, the number 1 method for landing that next job.

Learn “How To” expand your network, connect with employers and discover those jobs in the hidden market.



Job Quest

Employment Essentials graduates are invited to participate in **Job Quest**, a network of determined job seekers whose quest is to find the right job while helping others do the same.

By participating in Job Quest, you will continue to have access to job search resources and network with participants and staff. Meetings are held regularly with free space and meeting support provided by PA CareerLink® - Chester County.

Considering employment? We Can Help!

What is SCSEP?

The Senior Community Service Employment Program (SCSEP) is a community service and paid job training program for older workers. It was authorized by Congress in Title V of the Older Americans Act of 1965 to provide subsidized, part-time, job training for low-income persons 55 years of age or older.

SCSEP is designed to help seniors receive the training they need to find jobs in the community. Goodwill recognizes the importance of work in your life.



For more information about the Senior Community Service Employment Program, contact Goodwill at:

Phone: 215-653-7095

Toll Free: 888-216-1501

Fax: 215-653-0974

1250 Virginia Drive
Suite 130

Fort Washington, PA 19034

OUR MISSION

To support persons with disabilities and other barriers to independence in achieving their fullest potential as workers and as members of the broader community.



Keystone Area

yourgoodwill.org

Senior Community Service Employment Program



Keystone Area

yourgoodwill.org

Are you eligible for SCSEP?

Eligible participants:

- Must be 55 years of age or older
- Meet income eligibility requirements
- Not currently employed

Please note that priority is given to persons over 60 years of age, Veterans and individuals with the greatest economic need.



What is the goal of SCSEP?

In addition to providing community services and paid part-time job training, the program has a goal of building your skills and confidence to succeed in a job.

You would train an average of 20 hours a week and are paid the highest of federal, state or local minimum wage. There are a wide variety of community service training opportunities at non-profit and public facilities, including day-care centers, senior community centers, schools and hospitals.

Thousands of individuals come to Goodwill to receive support and services in finding a job.

Let us help you meet your goals!



yourgoodwill.org

Goodwill Services for Seniors

To help you find a job, Goodwill will:

- Help you develop an employment plan
- Provide guidance and orientation
- Assist you in finding and keeping employment





One-Stop
Service Plan (OSSP)

Appendix – 0

Job Seeker Services Brochure

PACARERLINK® PARTNERS

Statewide Partners:

- ⇒ PA Department of Community & Economic Development
- ⇒ PA Department of Education
- ⇒ PA Department of Public Welfare
- ⇒ PA Department of Aging
- ⇒ PA Bureau of Workforce Development Partnership
- ⇒ PA Department of Labor & Industry:
 - Office of Vocational Rehabilitation
 - VETS
 - PA Rapid Response Coordination Services
 - Unemployment Compensation Services

Local Partners:

- ⇒ Chester County Department of Community Development
- ⇒ Chester County Workforce Investment Board
- ⇒ Chester County Industry Partnerships: Agriculture, Smart Energy, IT/AG, Healthcare, & BioScience
- ⇒ Chester County Economic Development Council
- ⇒ Chester County Department of Human Services
- ⇒ Chester County Assistance Office
- ⇒ Chester County Intermediate Unit
- ⇒ Delaware County Community College
- ⇒ Chester County Library System
- ⇒ Penn State Cooperative Extension
- ⇒ Chester County E.A.R.N.
- ⇒ The HOOD Youth One-Stop
- ⇒ Goodwill Senior Employment

CHESTER COUNTY'S COMPREHENSIVE EMPLOYMENT CONNECTION



PACARERLINK®- CHESTER COUNTY

250 East Harmony Street
Coatesville, PA 19320
Phone (610) 384-9393
TTY: (484) 340-3490
Fax: (610) 384-1699
www.pacareerlink.state.pa.us

PARTNERSHIP OPPORTUNITIES

Businesses from the private sector, community-based organizations, employment & training agencies and others are encouraged to contact [PACareerLink@Chester County](mailto:PACareerLink@ChesterCounty.pa.us) at (610) 384-9393 for more information.

Pennsylvania CareerLink

CHESTER COUNTY



CHESTER COUNTY
WORKFORCE INVESTMENT BOARD
Advancing Chester County's Workforce



Commonwealth Workforce
Development System

Pennsylvania CareerLink

CHESTER COUNTY



CHESTER COUNTY'S
ONE-STOP
CAREER CENTER
for
JOB SEEKERS
and
EMPLOYERS



Make the Connection...

www.pacareerlink.state.pa.us

WHAT IS...

Pennsylvania
CareerLink
CHESTER COUNTY

Based on the "One-Stop" concept, **PACareerLink®** is a cooperative program where job seekers and employers share access to a wide array of job training, education and employment services.

PACareerLink®-Chester County now has the capability to pre-screen and profile worker skill levels with the **WorkKeys** assessment system to ensure career readiness for specific occupations.

PACareerLink®-Chester County professionals are available to provide personalized assistance for recruitment and placement of employees. From posting positions to screening applicants, we're here to help.

Where to Access **PACareerLink®** Services:

- ⇒ At the comprehensive site located in Coatesville;
- ⇒ At established community-based access points;
- ⇒ Online at:

www.pacareerlink.state.pa.us

PACareerLink® and WIA-funded programs & activities are equal opportunity programs.

Auxiliary aides and services for individuals with disabilities are available upon request.

JOB-SEEKER SERVICES

Core Services

- ⇒ **PACareerLink®** Enrollment
- ⇒ Orientation to Self-Support Career Services
- ⇒ Access to Career Resource Center Computers
- ⇒ Job Search Assistance
- ⇒ Interviewing Skills
- ⇒ Resume Writing
- ⇒ Local Veterans Employment Services
- ⇒ Access to Labor Market Knowledge and Occupation Outlooks
- ⇒ Video Resources

Intensive Services

- ⇒ Career Counseling
- ⇒ Job Search Workshops
- ⇒ Job Skills Assessment Testing:
 - WorkKeys Assessment System
- ⇒ Confirm Job Interests and Talents
- ⇒ KeyTrain Aptitude Upgrade Program
- ⇒ Training & Career Exploration Services
- ⇒ Eligibility Determination
- ⇒ GED Preparation/Adult Basic Education

Training Grants

- ⇒ \$4,000 Individual Training Account (ITA) grants are available to customers who meet federal eligibility requirements.
- ⇒ Customers who cannot obtain or retain employment after completing required core and intensive services may apply for ITA consideration.
- ⇒ Pre-approved statewide training vendors are listed on the **PACareerLink®** website.

EMPLOYER SERVICES

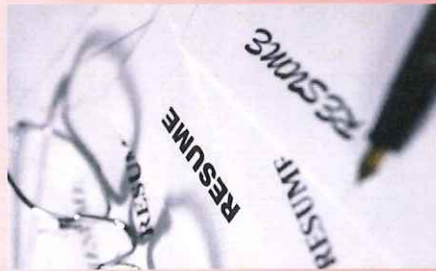
- ⇒ Orientation to Workforce Development Services
- ⇒ Self-Service Job Posting & Recruitment
- ⇒ Applicant Screening
- ⇒ Internet Resume Access
- ⇒ Recruitment Assistance & Interview Space
- ⇒ WorkKeys Assessment System Candidate Pre-Screening to Help Identify Competent, Qualified Job-Seekers
- ⇒ Training Information & Assistance
- ⇒ Account Executive Services
- ⇒ Labor Market Research
- ⇒ Tax Credit Information
- ⇒ Technical Assistance:
 - ADA requirements;
 - Labor law/compliance;
 - Unemployment compensation
- ⇒ Rapid Response Layoff Support Services
- ⇒ Showcase Company Logo and Link to Your Information
- ⇒ Access to **PACareerLink®-Chester County** Business Services & Industry Partnerships



We can make your job search a lot easier

Pennsylvania companies post thousands of job openings with the PA CareerLink® each month looking for that perfect candidate.

Looking for YOU.



From pharmacists to nurses...sales clerks to software engineers... teachers to manufacturing specialists.

We connect job-seekers with hiring employers throughout the region.

Whether you're looking for good work or good workers... it's PA CareerLink®.

Sign-up for our monthly e-Newsletter!

Contact us at:

pacareerlink@chesco.org

Job Seeker Services

The process of finding a first job, changing jobs, selecting a career or changing careers can be challenging.

PA CareerLink® -Chester County offers free Employment Services that can be customized to meet the needs of all job-seekers, regardless of education level, training background, work experience or current employment status.

A variety of services, programs, and workshops are available to help you determine what jobs best match your interests and skills, learn new workplace skills, find employment and meet personal career goals.

Occupational skills training programs provide a certificate of completion and help increase a person's ability to obtain a job, enter a new career path or receive a promotion.



Use your Smartphone to scan the Quick Reader (QR) code to access our website!

Whether you're looking for good work or good workers

Pennsylvania
CareerLink
CHESTER COUNTY



www.pacareerlinkchesco.org

PA CareerLink® is with you every step of the way

Finding a good job is a tough task, but thanks to PA CareerLink®-Chester County, your quest for a new job just became a lot easier.

Who is PA CareerLink®?

PA CareerLink® professionals provide one-on-one, personalized assistance for your job search. From helping you complete your resume to helping you find the right financial aid and training to further your career — we're here to help.

PA CareerLink® can help you:

- Determine your **skill** sets.
- **Plan** the career path that's right for you.
- Polish your **interviewing** skills.
- Obtain information on **job fairs** in your area.
- Connect with **training programs** to gain new job skills.
- Identify companies that offer **On-the-Job Training** for new hires.
- Build a resume.
- Find and **get** the right job for you!



Visit our local PA CareerLink® office, or go online anytime

One of the unique things about PA CareerLink® is that you can talk to an expert personally at our professionally staffed center conveniently located at 250 East Harmony Street in Coatesville, Pennsylvania. This office serves all of Chester County so feel free to stop in or call for more information.

PA CareerLink® offers an online self-service system where you can access employment, education and training resources.

www.pacareerlink.state.pa.us

Log on anytime to:

- **Develop** a resume online.
- **View** job openings — our site features an average of 16,000 open positions each month.
- **Apply** for jobs online — you can even use our site to research a company's business profile before you apply.
- **Access** information, including government resources, Labor Market Information and business reference materials.
- **Customize** or create a "Personal Folder", which manages your job search by storing multiple resumes and tracks positions for which you've applied.

Find the right job now!

Contact us today and we'll help you get started!

PA CareerLink® ~ Chester County
250 East Harmony Street
Coatesville, PA 19320
(610) 384-9393
TTY: (484) 340-3490
pacareerlink@chesco.org

www.pacareerlinkchesco.org

Auxiliary aids and services are available upon request to individuals with disabilities. Equal opportunity employer/program.



We'll help you make the right connections



One-Stop
Service Plan (OSSP)

Appendix – P
Priority of Service Policy



Priority of Service Policy

Core Services

Core services will remain available on a continual *and* universal basis for all individuals regardless of eligibility requirements as long as funding is available to support such services.

Intensive/Training Services

In the event that allocated funds become limited, priority of service shall be given to eligible recipients, most in need of services in the following order, particularly:

1. Veterans and eligible veteran spouses

- Veterans will be given preference on all job orders received by PA CareerLink® - Chester County and will be given priority of service by receiving the first opportunity to respond to new job orders.
- Veterans will be given priority of service when applying for/accessing Individual Training Account (ITA) grants when funds become limited.

2. Individuals that possess *multiple* barriers to employment as defined by WIA. Barriers to employment may include the following:

- Individual with Disability
- Basic Skills Deficient
- Single Parent
- Public Assistance Recipient
- Institutionalized
- Long-term Unemployed (15+ weeks)
- UC Exhaustee
- Older Individual (55+)
- School Dropout
- Limited English Language Proficiency
- Any other at-risk characteristic which may limit employability



One-Stop
Service Plan (OSSP)

Appendix – Q

PA CareerLink® - Chester County
Member Agreement



MEMBERSHIP AGREEMENT

Program Year 2013

7/1/13 – 6/30/14

This agreement dated _____ is between the PA CareerLink® Chester County Operator Consortium (hereafter referred to as PA CareerLink) and _____ (hereafter referred to as the Member) at PA CareerLink® Chester County.

The following sets forth the terms of this Agreement, agreed upon by both PA CareerLink and the Member.

1. **Effective date:** This agreement is effective on 7/1/13 and terminates on **6/30/2014**.
2. **Sums due:** The total amount owed by the Member to PA CareerLink Chester County for the duration of this Agreement is \$_____. per month. The payment is due by the 10th of each month.
 - a. The base for calculating this sum is per a Square Footage (Sq. Ft.) cost as indicated on the PA CareerLink® Chester County Resource Sharing Agreement worksheet for the current program year. The Member agrees to pay \$_____⁰⁰ for usage of _____ square feet. Total annual costs are \$_____⁰⁰
3. **Use:** For consideration of the sums paid by the Member, PA CareerLink shall provide the Member the use of the office space in the _____ during normal operating hours (Monday through Friday - 8:30 am to 4:30 pm) along with the following:
 - Electric
 - Gas
 - Water
 - HVAC Maintenance (repairs)
 - Electrical Maintenance (repairs)
 - Snow Removal
 - Janitorial Services
 - Recycling Services
 - Telephone Service
 - Fax Services
 - Copier Services
 - Reasonable Accommodations (individuals with disabilities)
 - Receptionist Services – Greeting potential students and fielding potential phone calls and referring customers to the program
 - CareerLink Administrator – Functional Supervision

Costs for Supplies, Postage and Internet Connectivity are the responsibility of the Member and not included in the membership fee.

The Member's employees and visitors shall adhere to all PA CareerLink® Chester County policies and procedures. PA CareerLink does not guarantee access to the facility on holidays or inclement weather days.

4. **Insurance/Indemnification:** At its expense the Member shall carry and maintain in full force and effect at all times during the term of this Agreement the following insurance coverage:
- a. Worker's Compensation Insurance in statutory limits.
 - b. Property insurance for all equipment, furnishing, materials, etc., brought on to the premises.
 - c. Comprehensive General Liability insurance covering bodily injury and property damage with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.
 - d. Business Automobile Liability insurance with a combined single limit of not less than \$1,000,000.
 - e. Excess liability insurance with limits of not less than \$2,000,000 per occurrence and \$2,000,000 aggregate.
 - f. Employer's Liability insurance with limits of not less than \$100,000 each accident, \$500,000 disease-policy limit, and \$100,000 disease-each employee.

Prior to commencement of this Agreement, the Member shall furnish to the County of Chester a certificate of insurance evidencing all required coverage in at least the limits required herein, naming the County of Chester, its elected officials, agents and employees as additional insured parties under the Comprehensive General Liability coverage, and providing that no policies may be modified or cancelled without thirty (30) days advance written notice to the County. Such certificate shall be issued to the PA CareerLink® Chester County, 250 East Harmony Street, Coatesville, PA 19320, Attention: Site Administrator.

5. **Termination:** Termination of this Agreement can occur in any of the following circumstances.
- a. **Termination for Convenience:** PA CareerLink or Member may request a termination for convenience upon ninety (90) days prior written notice to the other party or such shorter period as may be mutually agreed to by Member and PA CareerLink.
 - b. **Termination for Lack of Funding:** PA CareerLink may immediately terminate this Agreement if for any reason either the U.S. Department of Labor (DOL) or the Commonwealth of Pennsylvania fails to provide funds to operate the PA CareerLink.
 - c. **Termination Due to Relationship Change:** PA CareerLink reserves the right to unilaterally terminate this Agreement upon thirty (30) days written notice to the Member in the event that federal, state, or municipal regulations guidelines, contracts or agreements of understanding, governing PA CareerLink's

operations, necessitates an organizational or other change which precludes PA CareerLink from continuing a financial relationship with the Member.

- d. Breach by Member:** Upon identifying a breach of this Agreement by the Member, PA CareerLink may terminate the Agreement immediately by sending written notice to the Member.

- 6. **Amendment and Assignment:** This agreement may only be amended or modified in writing as agreed upon by both parties. Neither this agreement nor any of the rights of obligations of either the Member or PA CareerLink under this Agreement may be assigned or transferred without the prior written consent of both parties.

- 7. **Notices:** All notices shall be delivered in writing, and shall be mailed or personally delivered to the parties at the following addresses:
 - a. **If to PA CareerLink®:** Walter Urban, Jr. , Administrator, PA CareerLink Chester County, 250 E. Harmony Street, Coatesville, PA 19320
 - b. **If to Member:** Name, Organizaton,Address,

- 8. **Governing Law:** This Agreement shall be governed by the laws of the Commonwealth of Pennsylvania.

- 9. **Compliance with the Law:** The Member agrees to comply with all applicable federal, state and local laws, rules and regulations with respect to the Premises and the business conducted by Member on or within the Premises and with the policies and procedures established for the PA CareerLink Chester County.

- 10. **Entire Agreement:** There are no other Agreements, conditions or understanding, either written or oral, between the parties with respect to this Agreement other than those in this Agreement or incorporated by reference.

BY:

PA CareerLink ® Chester County

Agency/Organization

Walter Urban, Jr.
PA CareerLink Administrator

<Name>
<Job Title>

Date

Date



One-Stop
Service Plan (OSSP)

Appendix – R

Job Seeker and Workshop
Satisfaction Surveys



Workshop Evaluation

Name of Workshop: _____

Date: _____ Workshop Presenter(s): _____

- I. As a workshop attendee, we ask that you complete this short workshop evaluation. Your input is valuable to us as we plan future workshops. Please reflect on this workshop and let us know what worked and what needs improvement. *Your responses to this survey will be kept confidential.*

	Strongly Agree - 4	Tend to Agree - 3	Tend to Disagree - 2	Strongly Disagree - 1
The workshop registration process was easy	4	3	2	1
The design of the workshop facilitated a productive discussion between attendees and the workshop facilitator	4	3	2	1
The workshop events engaged me in active learning related to its goals	4	3	2	1
The workshop sessions were well facilitated	4	3	2	1
You have a better understanding on the subject matter.	4	3	2	1

- II. Please indicate your overall satisfaction with this workshop by circling the appropriate rating:

10 9 8 7 6 5 4 3 2 1
 Excellent Poor

- III. How did you hear about the workshop (circle one):

Website/E-newsletter CareerLink Calendar at Orientation Other _____

- IV. Please comment on any of your ratings, particularly if you disagreed with any:



Job Seeker Satisfaction Survey

In order to improve our Customer Service, we would appreciate your feedback. Please complete the survey questions and return this form to the receptionist.

- 1. How satisfied are you with the 'Overall' service you have received from PA CareerLink® Staff?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 2. How did the staff meet your needs as it relates to their knowledge, promptness and reliability?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 3. Were the PA CareerLink® services beneficial to you as a Job Seeker?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 4. Would you recommend PA CareerLink® to a friend?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 5. If you are a person with a disability, could you easily access all the services?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

Thank you for your assistance with our efforts to improve customer services. Please provide any additional personal comments below or on the reverse side of this survey:



One-Stop
Service Plan (OSSP)

Appendix – S

Employer Satisfaction Survey



Employer Satisfaction Survey

To determine how effective was in assisting you with the services you had requested, we would like to ask you to complete the following survey. We appreciate your input, as your responses will help us improve the services offered by our office. Thank You.

- 1. How satisfied are you with the 'Overall' service you have received from PA CareerLink® Staff?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 2. How did the staff meet your needs as it relates to their knowledge, promptness and reliability?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 3. Was the PA CareerLink® JobGatewaySM easy to use?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 4. Were the PA CareerLink® services beneficial to you as an Employer?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

- 5. Would you recommend PA CareerLink® to a colleague?**

1 2 3 4 5 6 7 8 9 10
Not Satisfied Very Satisfied

Thank you for your assistance with our efforts to improve services for our employers. Please include any additional comments below or on the reverse side of this survey with how we may be of improved assistance to you: