

Welcome Center

Orientation will be conducted on demand at the One-Stop, beginning in the Welcome Center. An “on-demand” orientation process in the Welcome Center creates a customer-driven approach that eliminates delays and unnecessary sequences of services. An overview of PA CareerLink[®] services via an automated audio-visual presentation describes in detail the programs, partnerships, service levels and resources available through the workforce system. An online assessment tool initiates collection of job seeker data that is housed in a universal database and used as the basis for future documentation of programmatic services. Staff, in real time, review the assessment information during an assessment interview to determine and recommend basic career, individualized career and support services. At the same time, staff determine program eligibility and complete referrals to Financial Stability Center partners with the exception of EARN and RESEA/Prep customers and other community partners. A Career Pathway Plan, outlining customized next steps in the workforce system, is developed and documented in the online system, which all staff can access as a job seeker moves through the various levels of service.

Job seekers will work with Welcome Center and/or Career Resource Center (CRC) staff to ensure their JobGateway[®] enrollment includes JobGateway[®] resumes and job preferences. Services offered through the Welcome Center, CRC, workshops, career exploration and assessments are provided in collaboration with Commonwealth staff.

An introduction to the WIOA program will begin in the Welcome Center when job seekers are pre-screened for program eligibility. Each individual receives an information sheet outlining WIOA services and required eligibility. We offer our two-hour WIOA information session weekly, and additional sessions are scheduled as needs arise. The two-part session consists of an overview of program services and guidelines, then job seekers are individually screened to ensure eligibility and advised of basic career, individualized career or partner services tailored to their reemployment needs.

The WIOA PowerPoint presentation includes an explanation of individualized career services, including case management, skills assessment, directed job search activities, work-based and occupational training, and follow-up services. Business Services staff participate to expand on the value, support and services offered in Directed Job Search. Our WIOA “work first” discussion includes the qualifications for potential participation in a training program. Eligibility is defined for both income-eligible adults and dislocated workers, with a review of the documentation needed for verification. We review JobGateway[®] functionality with an emphasis on the default resume, job preferences and job search activities. Online resources that support career assessment and training are explored in detail, including the state-approved Training Programs/Providers List, O*Net, CareerOneStop, and KeyTrain[®].

Welcome Center Hours:

Monday thru Friday

9:30 am to 2:30 pm