



ONE VISION. *Connected.*

*Regional Center for
Workforce Excellence*

Northwest Pennsylvania Workforce Investment Board
and Regional Center for Workforce Excellence

Annual Report 2009

CEO REPORT

"In prosperity, our friends know us; in adversity, we know our friends."

— John Churton Collins

Our program year began with a focused effort on analyzing and improving our CareerLink® system processes, with the goal of providing better quality services to our clients. Early fall brought with it news of a looming recession and the beginning of what would be some of the highest unemployment statistics for our region in the last two decades. In response, our attention quickly turned to grant writing with priority given to obtaining additional dollars to provide needed supportive services to families who found themselves unable to make ends meet.

As RCWE kicked into full "fund-seeking" gear, our CareerLink® system rose quickly to the occasion rallying unprecedented community resource events now termed "Here to Help." Community leaders

across our six county region turned out, bringing programs, support and resources to help in assisting individuals with a softer transition from an employed worker status to that of an unemployed job seeker. Spring brought with it news of the American Recovery and Reinvestment Act (ARRA) and our program providers ramped up efforts to implement a summer youth employment program serving better than 400 youth in the northwest region. Partnerships were formed with municipalities, non-profits and businesses to provide them with opportunities

to develop work experiences and bring, in some cases, the only "paycheck" home to their families.

In reflecting on the last year and our trials and tribulations as a system, I find comfort in the realization that our true friends, our true partners, have come forward to support our work and join in our vision. While the following report of projects and accomplishments are indicative of our system's efforts over the last program year, the true strength of this community lies between the written lines ... in the collaboration of shrinking resources, the volunteer efforts of our dislocated workers, the community partnerships formed. One Vision ... Connected!

On behalf of the NWPA WIB and the RCWE, I would like to take this opportunity to offer our sincerest gratitude to those individuals who give their time and energy to our system. Much of our work would not be possible without their support and dedication.

Respectfully submitted,



Michele A. Zieziula, Chief Executive Officer
Regional Center for Workforce Excellence



WELCOME

On behalf of the Northwest Pennsylvania Workforce Investment Board (WIB) and the Regional Center for Workforce Excellence (RCWE), we are pleased to present the Northwest Pennsylvania Workforce Investment Board's Annual Report for Program Year July 1, 2008 – June 30, 2009.

Much of our time in the last year focused on the impact of a heavy economic recession, high unemployment rates, dramatically declining job opportunities, and an ever increasing call to support regional employers' needs to keep their human capital in sync with new technologies and innovations required to compete in global markets. A refocus of our CareerLink® system and an effort to ensure adequate support to handle the increasing numbers of unemployed jobseekers quickly became top priority. Fortunately, we were able to

address some of the concerns through the influx of federal dollars from the American Recovery and Reinvestment Act (ARRA), which provided the necessary investment back into our unemployed workforce through re-skilling efforts and supplying summer employment opportunities to our youth. This level of investment placed us in a heightened position of ensuring the type of accountability and transparency the general public expects from stewards of their trust in a time of unprecedented federal assistance.



We are proud to say that we have faced these challenges head on with much work still ahead of us and remain strongly committed to supporting efforts that foster the continued development, training and preparation of a workforce that meets current and future needs in Northwest Pennsylvania.

Respectfully,

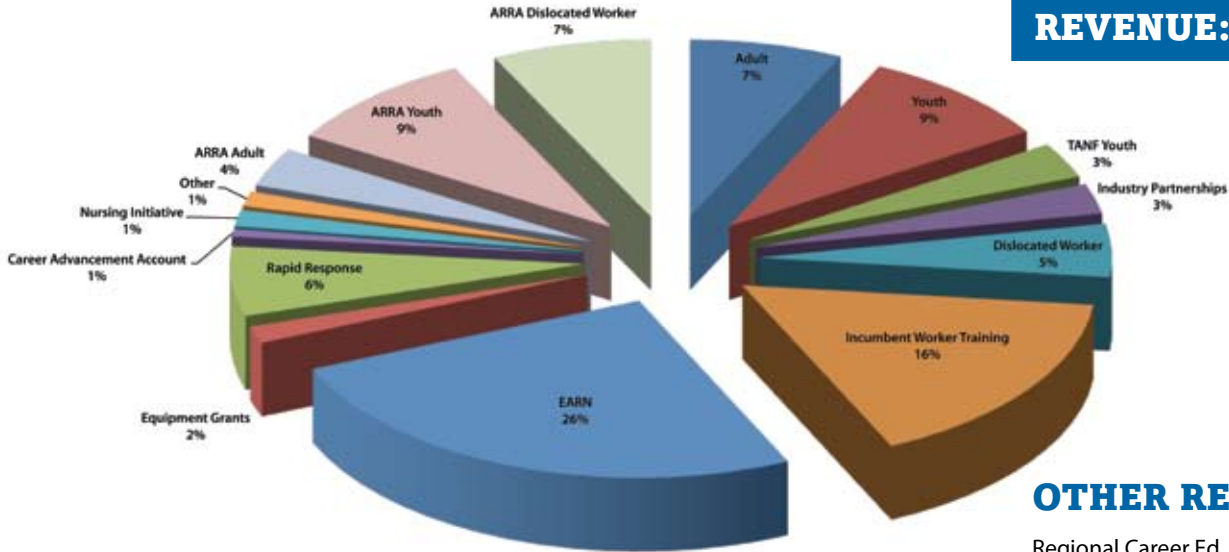
A handwritten signature in black ink that reads "Kerry Schwab". The signature is written in a cursive, flowing style.

Kerry Schwab, Chair
Northwest PA Workforce Investment Board



2008-2009 FINANCIAL REPORT

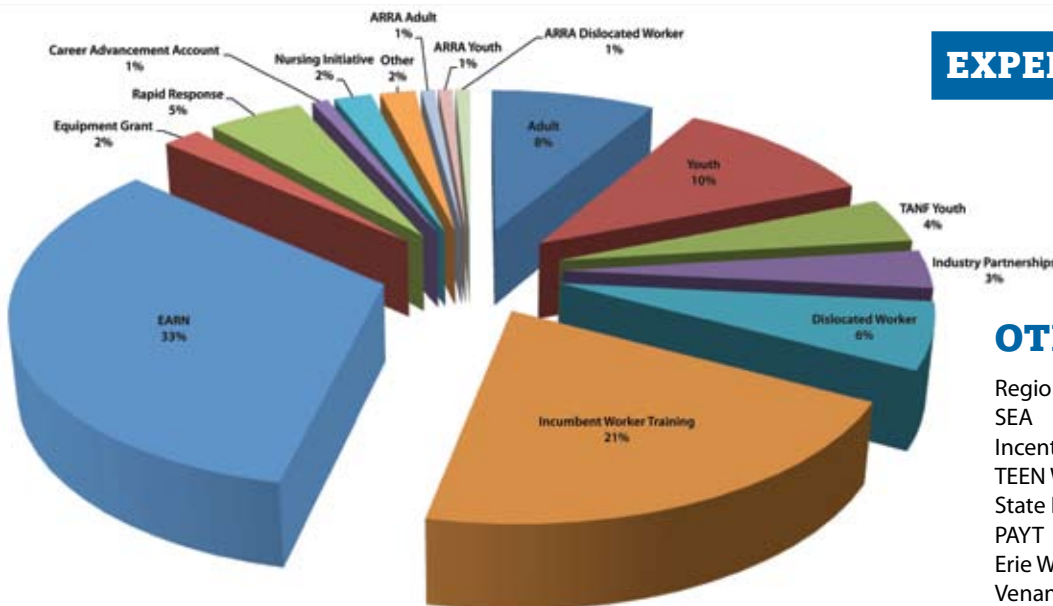
REVENUE: \$18,903,162



OTHER REVENUE

Regional Career Ed.	\$93,751
SEA	\$17,098
Incentive	\$16,568
State Needs Based	\$19,938
Venango County Community Services Block Grant	\$7,000
PAYT	\$72,231
Erie Workforce Study	\$29,250
TOTAL OTHER REVENUE:	\$255,836

EXPENDITURE: \$14,651,428



OTHER EXPENDITURE

Regional Career Ed.	\$56,203
SEA	\$17,098
Incentive	\$16,568
TEEN West Central	\$48,283
State Needs Based	\$19,938
PAYT	\$69,955
Erie Workforce Study	\$29,250
Venango County Community Services Block Grant	\$7,000
TOTAL OTHER EXPENDITURE:	\$264,295

GRANT AWARDS

Abbatron LLC	\$5,097	Gannon University SBDC	\$93,994	RD / Green Building Education	\$32,000
Accuspec Electronic Services	\$19,647	GECAC	\$1,830,528	RFI Energy	\$3,525
Air-Con, Inc.	\$17,200	Goodwill Industries of NCPA, Inc.	\$10,395	Roofers Local 210	\$19,784
AR Trucking	\$4,675	Great Lakes Building and Construction Trades	\$47,150	Rouse Estate	\$1,035
Associated Charities	\$5,000	Greater PA Regional Council of Carpenters	\$18,530	Saint Martin Center	\$14,696
Brevillier Village	\$11,280	Hamot Health Foundation	\$50,880	Sarah A. Reed Children's Center	\$15,088
C & J Industries, Inc.	\$12,073	Health Care Ventures Alliance	\$27,000	Sarah Reed Retirement Center	\$12,905
Center for Family Services, Inc.	\$41,863	Heatrex, Inc.	\$2,658	Self Help Associates	\$22,000
Child to Family Connections	\$1,698	IBEW Local 56	\$6,533	Shorts Tool & MFG., Inc.	\$11,057
Clarion County Career Center	\$10,500	Industrial Sales & Manufacturing, Inc.	\$6,200	Solar Revolution	\$9,900
Clarion County Economic Development	\$25,000	Kenneth C. Borland	\$23,000	Smith Provision Company	\$1,500
Clarion Forest Visiting Nurses, Inc.	\$1,000	Laborers Local 603	\$6,270	Specialty Fabrication PC	\$970
Clarion Hospital	\$62,231	Liberty Electronics	\$17,000	Sprinkler Fitters Local 669	\$16,147
Clarion Hotel & Conference Center	\$5,081	Maloney Tool & Mold	\$1,200	St. Benedict Education Center	\$4,242,703
Clarion University	\$196,327	Maple Donuts	\$250	St. Mary's Home of Erie	\$1,050
Comfort Care & Resources, Inc.	\$110,115	Matric Limited	\$39,211	St. Paul Homes	\$7,125
Commodore Homes	\$20,772	McGill, Power, Bell & Associates	\$61,841	St. Vincent Health System	\$14,812
Community Services of Venango County	\$27,120	Meadville Area Chamber of Commerce	\$17,000	Stairways Behavioral Health	\$9,850
Composiflex, Inc.	\$14,688	Meadville Forging	\$2,500	Sunburst Electronics	\$13,561
Corry Micronics	\$6,191	Meadville Medical Center	\$40,137	Superior Tire & Rubber Corp.	\$7,655
Crawford County Career & Tech Center	\$28,442	Mercy Center for Women	\$118,893	Tech Molded Plastics, L.P.	\$9,235
Crawford County Literacy Council	\$3,008	Modern Industries	\$16,408	Technology Council of Northwest Pennsylvania	\$204,250
Crossett, Inc.	\$18,608	Molded Fiber Glass Tray	\$11,430	The Achievement Center	\$13,363
D & E Machining, Inc.	\$18,586	Moon Tool & Die Co.	\$8,800	The Warren Company	\$32,500
Design Chain Associates	\$10,000	National Tooling & Machining Association	\$7,000	Union City Area School District	\$4,000
Diversified Manufacturing System, Inc.	\$10,200	New Era Building Systems	\$10,000	Universal Electric Corporation	\$10,250
Economic Progress Alliance	\$25,000	Northwest PA Industrial Resource Center	\$311,979	Venango Technology Center	\$58,588
Edinboro University - Department of Nursing	\$21,000	Northwest Tri-County IU #5	\$1,573	Venango Training and Development Center	\$1,059,998
Elkhorn Energy	\$1,359	NSF International	\$9,995	Viking Plastics	\$11,773
Emergycare, Inc.	\$12,275	NuTec Tooling Systems, Inc.	\$2,412	Viking Tool and Gage	\$10,610
Energy & Environmental Solutions	\$61,500	NW PA Area Health Education Center	\$75,750	Warren County Career Center	\$31,841
Entech	\$1,125	Oil Region Alliance	\$25,000	Warren County Chamber of Commerce	\$25,000
Erie Community Foundation	\$34,085	Optical Filters	\$3,295	Warren General Hospital	\$4,287
Erie Homes for Children and Adults	\$16,170	Painters Local 549	\$1,814	Warren Industrial Solutions	\$1,141
Erie Molded Plastics	\$17,633	Partners for Performance	\$1,731,239	Warren/Forest Higher Education Council	\$7,228
Erie Regional Chamber and Growth Partnership	\$100,000	Pennsylvania State University	\$238,845	Welch Foods	\$91,147
Erie School District	\$1,168,816	Plastikos	\$28,503	Wesbury United Methodist Community	\$3,500
Eriez Construction	\$19,532	Plumbers & Steamfitters JATC of NWPA	\$36,000	West Central Job Partnership (WCJP)	\$215,147
Excalibur Machine	\$2,422	Port Erie Plastics	\$4,050	Western PA Operating Engineers	\$14,937
Fisher & Ludlow	\$15,555	Precision Manufacturing Institute	\$150,000	Whirley Industries	\$17,679
Foamex	\$4,700	Presbyterian Homes—Erie	\$8,400	Wm. T. Spaeder	\$4,000
Franklin Bronze & Alloy	\$4,580	Progressive Tool & Die, Inc.	\$2,200	WS Packaging	\$6,100



INDUSTRY PARTNERSHIPS

Industry Partnerships were created in response to the Job Ready PA Initiative, a workforce development program designed to ensure that Commonwealth employees possess the skills and education required to compete in a global economy. These collaborative ventures bring together regional employers, economic developers, labor leaders and educators to improve the competitiveness of businesses and organizations sharing similar products or services. The partnerships help employers retain and recruit employees by identifying training needs, developing new career pathways, and aligning educational curricula to industry demands. More than 200 organizations participate in Industry Partnerships in Northwest Pennsylvania.

BUILDING AND CONSTRUCTION TRADES

Highlights from the Great Lakes Building and Construction Trades Industry Partnership:

- Implemented the “Better Together” public awareness campaign to market the local building and construction industry to target customers.
- Conducted extensive consortium training for all trades, including training to build awareness of “green” building opportunities with the vision to be leaders in energy-efficient and environmentally friendly building technology and systems.
- Contributed to volunteer community service projects, including Little League sponsorships, United Way campaigns, Community Blood Bank of NWPA blood drives, construction of handicapped accessible facilities, and Housing for Humanity.

PLASTICS

Highlights from the Plastics Industry Partnership:

- Continued exploration of new market development opportunities in the biomedical, aerospace and composite plastics markets.
- Collaborated with Penn State University, The Behrend College to provide input in the development of a new curriculum, training programs and consulting support to companies pursuing advanced plastics manufacturing technologies.

METALS AND METAL FABRICATION

Highlights from the Metal and Metal Fabrication Industry Partnership:

- Continued work with the National Tooling and Machining Association (NTMA) of NWPA to provide outreach activities on behalf of employers to increase the number of skilled workers entering the industry.
- Continued collaboration with NTMA to further develop the pipeline through their exciting RoboBOTS IQ program to increase career awareness and initiated a LEGO® League, designed to promote careers in manufacturing and technology to children.
- Explored collaborative market development opportunities and compiled an analysis of regional capabilities of member companies.

HEALTHCARE

Highlights from the Healthcare Industry Partnership:

- Continued leadership provided by 80 participating organizations to advance workforce development within the industry.
- Trained more than 2,500 incumbent workers during this fiscal year.
- Educated more than 2,530 young people and adults regarding the opportunities and benefits of a healthcare career.
- Worked on a pilot partnership with the Erie CareerLink® to streamline and improve the recruitment and screening process for healthcare workers.



ELECTRONICS

Highlights from the Electronics Manufacturing and Service Providers Industry Partnership:

- Remained the Commonwealth's leader in green manufacturing education and training.
- Conducted outreach events to increase employer awareness and involvement throughout the Commonwealth.
- Held consortium training webinar series, making a variety of educational programs with top industry experts accessible to companies throughout Pennsylvania.
- Completed best practice research in waste stream management and utilized a job seeker video to help recruit workers into the industry to assist companies in remaining competitive.
- Compiled data on the capabilities of regional member companies from which a collaborative marketing campaign can be initiated.

FOOD PROCESSING

Highlights from the Food Processing Industry Partnership:

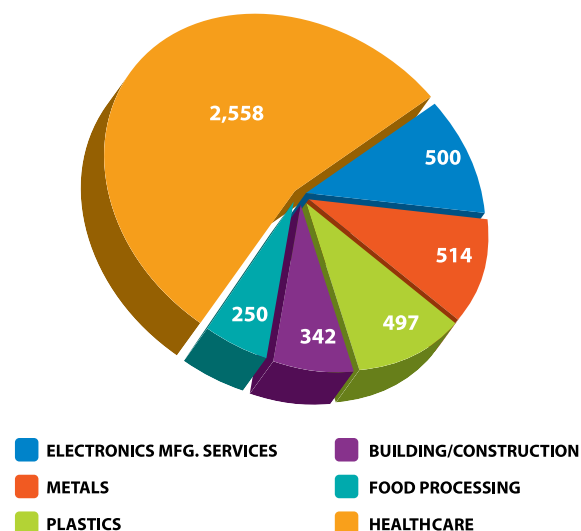
- Continued to support incumbent worker training in an effort to remain competitive.
- Provided consortium training through NSF International (formerly the National Sanitation Foundation) on SQL and HACCP, state-of-the art techniques to support quality improvement and safety.
- Conducted best practice research on waste stream management and capital funding programs to support competitiveness and growth.
- Explored implementing a group purchasing collaborative throughout the region.
- Participated in an RFID Food Processing Conference.

TECHNOLOGY

Highlights of the Technology Industry Partnership:

- Completed a successful evolution to become the Green Industry Technology and Renewable Energy Industry Partnership.
- Continued support of the integration and deployment of technology along with a regional broadband implementation initiative.
- Supported incumbent worker training in regional companies through planning and implementation of a curriculum for advanced technology training within the industry.
- Supported pipeline development and recruitment into the industry through outreach to schools, internship placement programs and regional education programs.

INDIVIDUALS TRAINED THROUGH INDUSTRY PARTNERSHIPS FISCAL YEAR 2008–2009





PA CAREERLINK® SYSTEM

PA CAREERLINK® RESPONDING TO CHANGE

With unemployment rates reaching levels not seen for several decades and number of staff at an all time low, PA CareerLink® offices in Northwest Pennsylvania responded to the challenges faced in PY 2008-2009 with a high level of professionalism and respect for the task at hand. With a record number of job seekers coming through their doors, PA CareerLink® staff came together to address the needs of the region's displaced workforce, creating and implementing innovative solutions to provide high-quality services to job seekers.

“Here to Help” Events

Across the United States, One-Stop Career Centers are looking to Northwest Pennsylvania as a model for effectively providing information and access to services available to dislocated workers following mass layoffs. An idea, invented in the small town of Clarion, Pennsylvania, has caught the attention of One-Stop Career Centers across the nation.

Clarion PA CareerLink® Staff partnered with the United Way in early February to bring over 125 dislocated workers together for what was then called a Resource Luncheon—a forum for speakers to inform the group of valuable programs ranging from healthcare assistance to training opportunities.

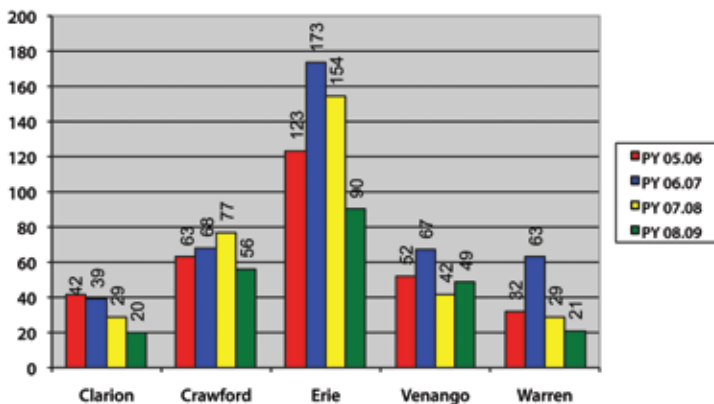
Government officials soon took notice, and Governor Rendell announced that the events would be duplicated across the Commonwealth, coining the Resource Luncheons as “Here to Help” events. The remaining PA CareerLink® offices in our region and throughout the Commonwealth soon hosted “Here to Help” events that benefited hundreds of dislocated workers.

PA CareerLink® Assists Unemployment Compensation Call Center

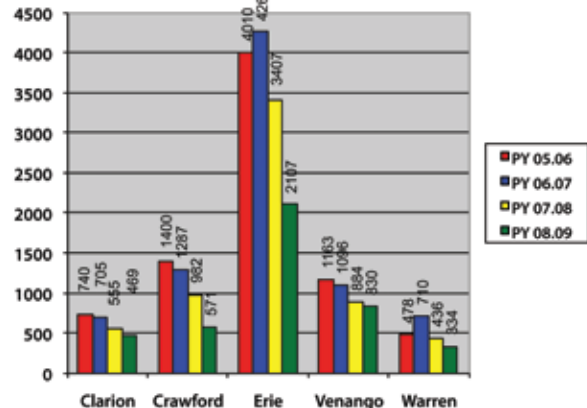
Since the inception of local Unemployment Compensation (UC) Offices, the PA CareerLink® and its staff have struggled to overcome the perception that they were the UC office. Until the economic crisis of this past year, the PA CareerLink® had not assisted with UC Claims, as that responsibility was performed by the UC Call Center that was created to replace the local UC offices.

With unemployment rates rising in the Commonwealth and the UC Call Center becoming overrun with claims, Governor Rendell turned to the PA CareerLink® System to step up and provide assistance to the UC Call Center by serving as a local point of contact for dislocated workers. With assistance of retired State Employees, the PA CareerLink® Offices were able to support the call center and dislocated workers filing UC claims.

New Employers



New Job Orders





Opportunities Erie

The development of a Dislocated Worker Transition Team (DWTT) this year demonstrated the ability of individuals to achieve great progress.

“Opportunities Erie” originally began as an informal group of laid-off employees from General Electric who wanted to provide support and networking opportunities to each other. The volunteer group quickly expanded to include dislocated workers from other companies. Recently, the group was officially recognized by the Department of Labor and Industry as a DWTT, and in partnership with Rapid Response, they continue to plan and implement innovative strategies in response to regional dislocations.

Opportunities Erie developed an operation plan and meets on a weekly basis, striving to “promote the re-building of our community through Training, Employment and Entrepreneurship.” This peer support network has resulted in several members finding new employment and has initiated a strategic process to drive systemic change to “reinvent the business landscape of Erie.”

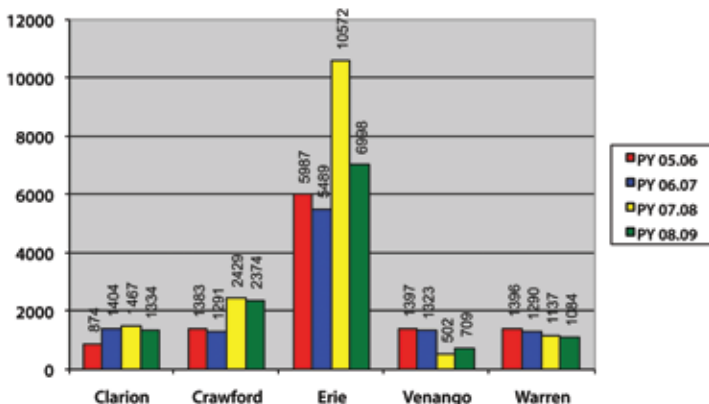
Value Stream Mapping

The Erie PA CareerLink® underwent a Value Stream Mapping Process to examine methods to streamline processes for assisting job seekers and employers. This mapping allowed the Erie, Pennsylvania CareerLink® to re-examine its approaches and customer-service flow, leading to a restructuring of operations.

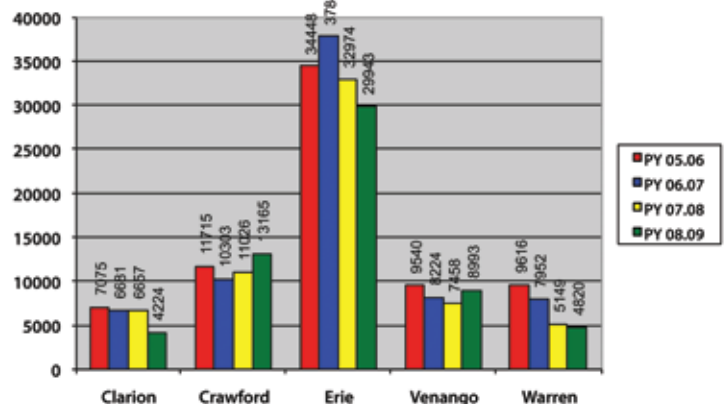
Major changes to be implemented as a result of the Value Stream Mapping process include:

- A new triage area staffed by three full-time employees, focused solely on assessing incoming job seekers and directing them to programs and services.
- An increased emphasis upon direct and personalized customer care from PA CareerLink® staff.
- A quarterly breakfast series to educate employers on workforce development topics.

Newly Registered Job Seekers



Walk In Traffic



ADULT AND YOUTH PROGRAMS

ADULT PROGRAMS

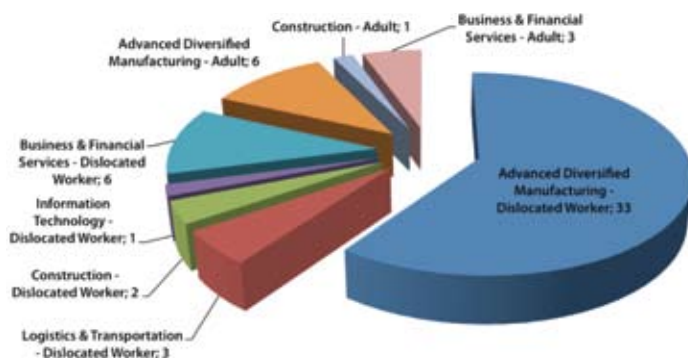
WIA Adult and Dislocated Worker Programs

- The WIA program contractors, Greater Erie Community Action Committee (GECAC) and Partners for Performance (PFP) served 865 individuals through WIA Intensive and Training services (10% increase over last PY).
- From March-June 2009, three times as many individuals entered training through the WIA program compared to the same time period in 2008.
- GECAC received a grant from the Erie Community Foundation to create a link between job seekers and the Industry Partnerships (IPs). Participants were provided basic skill credentialing, remediation, and/or training to address their needs and were matched with participating IP employers.
 - Of the 68 people enrolled, 28 have entered employment at an average wage of \$13.77 and others will remain in case management for continued training, placement and retention services over the next two years.
- PFP partnered with Precision Manufacturing Institute (PMI) to provide classroom and on-the-job training opportunities for individuals in the Senior Services program. In response to the increased volume of clients, PFP began conducting regular WIA orientation sessions for CareerLink® customers and is working with local literacy councils to provide assessments for WIA and TAA clients.

Employment and Retention Network Program (EARN)

- St. Benedict Education Center (SBEC) implemented many new strategies to serve 2,734 low-income individuals.
- Staff participated in innovative client-centered training focused on helping clients reach job retention.
- SBEC became a licensed provider of the nationally known “Work Certified” program that provides course training to ensure that clients are prepared in basic skills and work behaviors prior to entering employment. On-site work experiences were also developed including a bicycle repair/donation program with assistance from the City of Erie Police Department.

ON-THE-JOB TRAINING



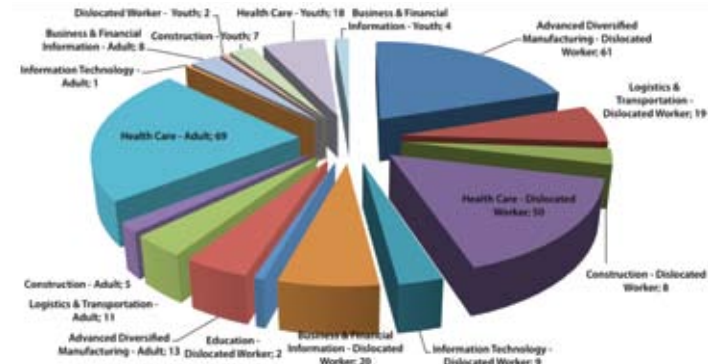
YOUTH PROGRAMS

The NWPA Regional Career Education Partnership (RCEP) merged with the NWPA Youth Council. More than 5,100 youth are better prepared to complete their education, move on to post-secondary training and enter the workforce through this new partnership.

Highlights from the WIA program:

- 31 youth receiving tuition assistance through individual training accounts.
- 117 participating in work experiences.
- 416 youth taking part in the Summer Youth Employment Program.
- Funds were provided to support career development programs through community organizations and schools.
- The “CareerLink® in the Schools” initiative providing high schools with a CareerLink® Youth Specialist to meet 1-on-1 with students expanded from Clarion County into Venango and Forest Counties.
- The middle school Industry Club program expanded to include 16 schools across the region. Approximately 125 students representing 13 clubs attended the year-end Industry Club Expo, held at the University of Pittsburgh at Titusville. Wayne Middle School from Erie County took home top honors.
- April 2009—The NWPA WIB and Youth Council helped to support the first regional Science, Technology, Engineering and Math (STEM) Forum. The NWPA STEM Initiative provided support for the Real World Design Challenge in which high-school student teams develop a project to solve a real-world engineering problem. Eight teams from the NWPA STEM region participated in this first year of competition.

INDIVIDUAL TRAINING ACCOUNTS



VISION

Northwest Pennsylvania will have a skilled workforce that is responsive to the current and future needs of the region.

MISSION

To connect people with jobs through collaborative workforce development efforts and strong partnerships with the economic development, business, education and government sectors in the Northwest Pennsylvania region.

ONE VISION. *Connectea*

WIB MEMBERS 2008-2009

Kerry Schwab *
Chair
Bel-Aire Hotel

Edward Althof
Loesel Schaaf Insurance

Peg Bly
Accudyn Products, Inc.

Butch Campbell
Campbell Real Estate Management

Hope Couch
Crawford County Assistance Office

Beverly Fetzner
Comfort Care Resources

Abby Flockerzi
Matric Limited

Felix (Chip) Folletti
Carpenters District Council

Dr. Richard Gacka
Stairways Behavioral Health

Dr. Joseph Grunenwald *
Clarion University

Larry Harvey
Crawford County Labor Union Council

Scott Henry
Forest County Economic Development

Jack Hewitt
Office of Vocational Rehab

Louis Kraft *
Kraft Concrete Products, Inc.

Don Lewis *
Structural Modulars, Inc.

Georgia Lewis
First Energy

William Liddle *
Franklin Industries

Matthew Loeffler
BNY Mellon

Lisa Lynch *
National City Bank

Sister Miriam Mashank
St. Benedict Education Center

Dale McBrier *
McBrier Properties Group

Dr. Joyce Miller
Keystone Research Corporation

Dr. Eric Randall
Edinboro University

Andrew Restauri
First United National Bank

Linda Schell
Oil Region CareerLink

Joy Sherry
Dad's Pet Care

Kenneth Smith *
Software Technology Concepts, LLC

Bob Spaulding
Erie County Government

Ronald Steele
Greater Erie Community Action Committee

Don Stolarski
Entech Plastics

David Stone
Mickey's Central Fire Station

David Van Amburg *
Mutualgravity, Inc.

Eugene Ware *
Retirement Services of Erie

Arthur Whelan
Logistics Plus, Inc.

** Denotes Executive Committee*

RCWE STAFF

Michele Zieziula
Chief Executive Officer

Kristin Arendash
Program Coordinator

Joelyn Bush
Marketing & Communications Specialist

Jessica Culver
Accounting Tech I-Contracts & Invoicing

Scott Deissler
Network Specialist & Facilities Management

Kelly Emerson
Accounting Tech II-Fund Management

Amy Groger
Receptionist/Clerical Assistant

Nick Hoffman
Green Systems Coordinator

Michelle Horn
Accounting Tech II-AR/AP/Payroll/Benefits

Patty McEwan
Clerical Support

Deb McGraw
Senior Aid

Paul Newlin
Quality Assurance Coordinator & E.O. Officer

Deb O'Neil
Quality Assurance Specialist

Robert Silvis
Network Specialist

Abigail Skinner
Grants Specialist

Marsha Walker
Outreach Coordinator

Lynette Watkins
Executive Assistant/
Administrative Services Coordinator

BUSINESS SERVICE UNITS

Connie Frantz
Crawford County

Ray Fryan
Clarion and Forest Counties

Deb Lutz
Venango County

Doug Massey
Erie County

Ashley Pelletier-Caldwell
Erie County

Heidi Powley
Warren County



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