



DEFINITION OF SERVICES POLICY

- 1.0 Purpose.** The Workforce Investment Act clearly identifies the one-stop system as the service delivery system for programs funded under the Act and its partner programs. In Pennsylvania, the PA CareerLink® system has been designated as the one-stop delivery system. The PA CareerLink® system is a collaboration of site partners that are responsible for administering workforce investment, educational, and other human resource programs and funding streams that provide detailed guidance for the use and protection of all customer information provided as part of assessment and delivery of all services.
- 2.0 Requirements.** Governing guidelines include relevant and applicable local, state, and federal statutes, as well as funding stream requirements and RCWE policies.
- 3.0 Scope.** This policy applies to staff at RCWE as well as contractors, grantees, sub-grantees, and any other authorized user for the handling of confidential information.
- 4.0 Responsibility.** The following are parties, on and off site, involved in the administration of the WIA and the PA CareerLink®:
 - 1) Northwest PA Workforce Investment Board Role and Responsibilities:
 - a) To create the local workforce plan, jointly with the local elected officials.
 - b) To develop agreements with all PA CareerLink® service partners, jointly with Chief Local Elected Officials
 - c) To charter/certify new PA CareerLink® sites, in accordance with Malcolm Baldrige Quality Principles, and recertify existing sites, jointly with local elected officials.
 - d) To approve a list of eligible training providers in the local area, as submitted to the RCWE and the Commonwealth.
 - e) To establish a Youth Council subgroup and award all contracts to WIA-funded youth providers in the local area.
 - f) To develop a budget for the RCWE for Chief Local Elected Official approval.
 - g) To negotiate with Chief Local Elected Officials and the Governor on appropriate performance standards for the local area.
 - h) To coordinate local workforce development activity with local employers and economic development.
 - i) To approve the budget of RCWE.
 - j) To function in the capacity of PA CareerLink® system oversight in conjunction with various RCWE committees.



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- 2) Chief Local Elected Officials (CLEO) Roles and Responsibilities
 - a) To appoint members to the WIB for the Governor's approval.
 - b) To develop and submit the workforce development plan to the Governor, jointly with the WIB.
 - c) To serve as grant recipient and liable party for WIA funds, and distribute local funds to contractors as determined by the WIB.
 - d) To designate a fiscal agent (the RCWE) to serve as grant recipient, while retaining liability.
 - e) To develop agreements with all PA CareerLink® service partners, jointly with the RCWE.
 - f) To certify all local PA CareerLink® service providers, jointly with the RCWE.
 - g) To approve the budget of the RCWE.

- 3) RCWE Role and Responsibilities
 - a) To provide financial management in accordance with generally accepted accounting principles, as the designated grant recipient of the Chief Local Elected Officials.
 - b) To be responsible for fund management, procurement, contract management and financial reporting to all funding sources.
 - c) To approve and monitor all cost-allocation plans of PA CareerLink® Operators in the local area.
 - d) To provide staffing to measure performance and quality assurance of the system, including the monitoring of contractors and the PA CareerLink® system.
 - e) To act as intermediary to coordinate community outreach and private sector engagement.
 - f) To play the role of consultants to the WIB with regard to regional planning efforts, determining policy needs and collecting as well as analyzing regional workforce statistics.

- 4) PA CareerLink® System/Site Partners Roles and Level of Participation.
 - a) Each mandatory partner will provide, at minimum, access to their core services and opportunities for referral to additional intensive and/or training services, as outlined in each partner's agreement with the RCWE and CLEOs. Other voluntary partners will provide services in accordance with their agreements with the RCWE and CLEOs.

 - b) Mandatory and other investor partners at the PA CareerLink®s providing collocated staff and/or resources including: WIA Title I Provider(s) for Adults, Dislocated Workers, Youth, Job Corps, Native American, Migrant and seasonal farmworker, and Veterans' workforce programs; Wagner-Peyser provider(s); WIA Title II Adult Education and Literacy provider(s); OVR; EARN Program provider(s); Title V Older Americans Act Program provider(s); Carl D. Perkins Vocational and Applied Technology Program provider; Title II Trade Adjustment Assistance and NAFTA Program provider(s); Title 38 Veterans and Disabled Veterans Outreach Program provider(s); Community Services Block Grant Employment and Training Program provider(s); Department of Housing and



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Urban Development Employment and Training Program provider(s); State Unemployment Program provider(s).

- c) Voluntary partners provide access to additional workforce development services, including training. Several voluntary partners have chosen to collocate in the PA CareerLink®s to assist in the provision of core services and referrals. Other partners may join at any time, by entering into a partner agreement with the PA CareerLink® Operator Consortium. These partners may include: Title IV Social Security ACT TANF Program provider(s); Food Stamp Employment and Training Program provider(s); Food Stamp Work Program provider(s); National and Community Service Act Program provider(s); and other appropriate Federal, State or local programs, including programs related to transportation and housing and programs in the private sector.
- 5) PA CareerLink® Operator Role and in Relation to the PA CareerLink® partners, Site Administrator, RCWE and CLEOs.
 - a) The RCWE, in agreement with the Chief Local Elected Officials, is responsible for the selection and approval of the PA CareerLink® operator consortium for each PA CareerLink® to provide services within the PA CareerLink® system and is responsible for the attainment of established federal, state and local performance measures. The PA CareerLink® Operators are a consortium of PA CareerLink® mandated partners and other partners. The consortium partners are responsible for financial management and cost allocation within the PA CareerLink®s.
- 6) PA CareerLink® Site Administrator Role in Relation to the PA CareerLink® Operator(s), Partners, RCWE and CLEOs.
 - a) The PA CareerLink® Site Administrators are responsible for day-to-day operations of the PA CareerLink® site, and will insure that operators and partners provide universal access and seamless customer service in accordance with Malcolm Baldrige Quality Principles, negotiated agreements with the RCWE and CLEOs and the local One-Stop Plan.
- 7) Services to be Provided Through the PA CareerLink® System
 - a) PA CareerLink® sites are full-service, and will provide the full continuum of core, intensive and training services. Core services will also be available throughout the service area via Internet access. Collocated staff providing these services are trained in usage of the Commonwealth's Internet PA CareerLink® system for job matching, client tracking and data management. The PA CareerLink® Operator Consortium may develop additional data management methods to facilitate information sharing and promoting the continuous improvement of services. The Consortium will insure compliance with Americans with Disabilities Act to insure accessibility to customers and other pertinent special populations.



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- b) The continuum of services will be universally accessible with priority in areas where there are insufficient funds to provide services to all individuals needing service.
- c) The WIA core, intensive and training services are listed below:
 - i. Core Services:
 - a) determination of individual eligibility for services;
 - b) outreach, intake (including worker profiling) and orientation to the information and other services available through the PA CareerLink® delivery system;
 - c) initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
 - d) job search and placement assistance, career counseling where appropriate;
 - e) provision of employment statistics information and labor market information such as job vacancy listings, job skills necessary to obtain jobs, local in demand occupations, earnings, and skill requirements.
 - f) provision of performance information and program cost information on eligible providers of training services;
 - g) provision of information regarding local area performance on the local performance measures;
 - h) provision of accurate information relating to the availability of supportive services available in the local area;
 - i) provision of information regarding filing claims for unemployment compensation;
 - j) assistance in establishing eligibility for supervised activities and programs of financial aid assistance for training and education programs;
 - k) follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment for not less than 12 months after the first day of the employment; and
 - l) other core services as determined by a partner agency's governing legislation.
 - ii. Intensive Services:
 - a) comprehensive and specialized assessments of the skill levels;
 - b) development of an individual employment plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the individual's employment goals;
 - c) group counseling;
 - d) individual counseling and career planning;
 - e) case management for participants seeking training services; and
 - f) short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training; and
 - g) other intensive services as determined by a partner agency's governing legislation.



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iii. Training Services:

- a) occupational skills training, including training for nontraditional employment;
- b) on-the-job training;
- c) programs that combine workplace training with related instruction which may include cooperative education;
- d) training programs operated by the private sector;
- e) skill upgrading and retraining;
- f) entrepreneurial training;
- g) job readiness training;
- h) adult education and literacy activities provided in combination with services described in items 1-7 above; and
- i) customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training; and
- j) other training services as determined by a partner agency's governing legislation.

8) Referral method for individuals between the PA CareerLink® Operator and the PA CareerLink® Partners

- a) The PA CareerLink®s strive to provide universal access to all customers, and to insure customer satisfaction through informed customer choice. Customers may choose self-service access to services via the Internet from home, the public library system or affiliate partner sites. All mandatory partners who are not located on-site will be coordinated through a formal referral system at each PA CareerLink®.
- b) Customers who seek assisted services may visit the PA CareerLink® - Erie County at 155 West 8th Street in Erie, PA CareerLink® - Oil Region at 255 Elm Street in Oil City; PA CareerLink® - Crawford County at 210 Chestnut Street in Meadville; PA CareerLink® - Clarion County at 22 South Second Avenue in Clarion; or the PA CareerLink® - Warren County at 24 Market Street in Warren, or may access services at our affiliates' sites located throughout the region. Customers entering the PA CareerLink®s will be greeted and asked to sign-in. The customer will then be directed to the Career Resource Center where personnel will be available to assist customers in accessing the services being sought. If services are provided on-site, the customer can choose to be assisted by PA CareerLink® staff or to access the service through self-directed methods.
- c) Staff from partner agencies within the PA CareerLink® are assigned to provide core, intensive and training services. All services are documented. If unsuccessful in securing employment through core services, the customer may continue in intensive services, where service provision will also be documented. If still unsuccessful, the customer may be referred to training services. All efforts will be made to assist the customer in securing financial aid and other partner resources [such as OVR, the CAO and local welfare program contractors] before funding under WIA will be considered.



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Training services under WIA are limited to state approved training programs, and limited by the RCWE's requirements.

5.0 History.

Name	Date	Rev. Level	Description of change	Effective Date
Jim Triplett	9/07/2005	A	New policy	
Deb O'Neil	5/01/2009	B	Update logo, contents, EO Officer	07/01/2009

Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer Program
Paul Newlin – Equal Opportunity Officer
Phone: (814) 333-1286
TTY/TDD (814) 337-7205