

# Pennsylvania CareerLink®

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Pennsylvania House of Representatives  
Human Services Committee  
West Side Career and Technical Center  
75 Evans Street, Pringle, PA  
May 18, 2017***

Good morning Representative Kaufer, committee members, and staff. Thank you for the opportunity to testify before you. I am here today representing the PA CareerLink® Luzerne County.

## **Introduction**

The Pennsylvania CareerLink® Luzerne County is the connecting link between hundreds of county residents who come to the PA CareerLink® weekly to search for jobs, upgrade their skills and look for new careers and Luzerne County businesses. All our services are focused on providing skilled, qualified workers to local businesses. Workforce services are delivered by the PA CareerLink® offices in Luzerne County through funding provided by the Luzerne/Schuylkill Workforce Investment Board under the Workforce Innovation and Opportunity Act (WIOA). Our services are provided at no cost.

The PA CareerLink® Luzerne County operates two offices. We also have a third office in Pottsville, Schuylkill County with the same services. Hours of operation are Monday through Friday 8:00 a.m. to 4:30 p.m. with appointments after hours when needed.

Strong assets include spacious, centrally located sites in downtown areas with access via public transportation. The physical facilities include adequate space, provide for a safe, accessible environment and meet the needs of customers with disabilities.

PA CareerLink® centers are accessible to all customers, including individuals with disabilities. The PA CareerLink® centers have universal design with a focus on customer service. Individuals with disabilities and barriers are offered specialized services in the PA CareerLink®. To serve our non-English speaking customers, we employ bilingual staff and

*PA CareerLink® Luzerne County at Wilkes-Barre*

*32 East Union Street*

*Wilkes-Barre, Pa 18701-2795*

*Phone: (570)822-1101*

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*75 North Laurel Street*

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

Various workshops are available to PA CareerLink® customers. Workshops include Resume Writing, Interviewing, Job and Labor Market Information, Budgeting Information, and Basic Computer Skills. These workshops are determined by feedback from jobseekers, counselors and employers.

Training is available in Luzerne County to eligible customers. This training is based on targeted industry clusters and trains customers in high demand occupations that allow customers to find employment that provide a reasonable hourly wage and benefits. Training includes occupational skills training, on-the-job training (OJT), and individual training accounts (ITA). The training provider and courses must be listed on the statewide eligible training programs/providers list.

Training is available to customers following an interview, assessment and an evaluation indicating if training is necessary in order to obtain or remain employed. Supportive services are available to eligible individuals if necessary to cover the costs in addition to training expenses.

Career Resources Areas are available in each CareerLink® office. These areas are staffed continuously and provide computers with internet connection and software to help with resume preparation and career exploration as well as other resources that are designed to assist individuals with job-search activities.

#### Core Programs

The PA CareerLink® Luzerne County collaborates with the six core programs: Adult, Dislocated Worker, Youth, Adult Education and Literacy, Wagner-Peyser Programs, and Vocational Rehabilitation. Most partners are co-located in the PA CareerLink® or offer services in concert with the PA CareerLink® as needed or as referred. Co-enrollment in programs is encouraged to best meet the customer's needs in order to be successful in their employment and careers. By leveraging resources, and through direct communication with the partners in the respective programs, there are no duplication of services.

Our strategies evaluates and incorporates the skills and abilities of individuals with barriers to employment, including individuals with disabilities, veterans, ex-offenders, Temporary Assistance for Needy Families (TANF) recipients and those who do not speak English well or at all, to meet present workforce needs and future demand.

#### WIOA Adult

The Adult program targets individuals 18 years of age and older who are in need of services to become employed or to advance their careers. Eligible adult individuals are recipients of public assistance, other low income individuals, individuals who are basic skills deficient and individuals who are both underemployed and low income. The Adult program offers residents of Luzerne County career services and training services. General eligibility is determined during enrollment and through the use of assessments for training.

#### WIOA Dislocated Worker

The Dislocated Worker programs assist individuals who are being laid off from employment or have lost their jobs and could benefit by assistance through on-the-job

### Business Services

Our integrated Business Services Team (BST) focus on establishing and maintaining relationships with employers. Each BST member works to match the skills of our customers to job leads that have been identified. The BST members act as ambassadors to the business community through relationships with the Chambers of Commerce, Economic Development, industry targeted sectors such as Advanced Manufacturing, Food Processing, Healthcare, Logistics and Transportation and other business-oriented groups.

There are a variety of business services available through the PA CareerLink®. We offer customized recruitment services where a BST member is paired with a particular employer to provide enhanced services. Services include employer resources and seminars, candidate assessments labor market information, pre-screening, job matching, on-site recruitment events, tax incentives, rapid response, OJT training opportunities, and vocational rehabilitation assessments.

### Skills Training

PA CareerLink® Luzerne County coordinates with secondary and post-secondary education partners in a variety of ways. PA CareerLink® Luzerne County staff sit on Perkins Participatory Committees, career and technical school advisory committees and partner with our community colleges on the TAAACCT (PATH) grant.

The PA CareerLink® Luzerne County partner with Carl D. Perkins Career and Technical Education Program Providers who link academic and technical skills that are needed to succeed in a skills-based economy. Perkins Act supports career and quality technical education that prepares students transitioning from secondary to postsecondary education into a career pathway of their choice or directly into the workplace. This collaboration helps safeguard that the career and technical programs are academically rigorous and up-to-date with the needs of business and industry.

### Other Training Opportunities

The Luzerne/Schuylkill Workforce Investment Board has been successful in leveraging available resources far beyond what is provided solely through WIOA formula funding through the availability of federal and non-federal resources. Additional projects and funding opportunities have been successfully secured and administered by the PA CareerLink® Luzerne County through the following grants and funding opportunities: Industry Partnerships for Logistics & Transportation, Agriculture (Food Processing), Advanced Materials and Diversified Manufacturing (IP); Make It In America (MIIA); Rapid Response Additional Assistance (RRAA); National Emergency Grants (NEG) for flood damage; National Emergency Grant (JD/NEG) for long-term dislocated workers; National Emergency Grant (NEG/OJT) for long-term dislocated workers for On-the-Job Training; National Emergency Grant (NEG/DWT) for long-term dislocated workers; a Walmart Foundation Grant (TDL) to help the transportation and logistics companies with employment training needs; Temporary Assistance for Needy Families (TANF) and Medicaid Infrastructure Grant (MIG) to assist individuals with disabilities and employment opportunities; and Strategic Innovation Grant for Northeast PA Regional Building and Construction Pre-Apprenticeship Initiative.