



Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative

Program Year 2022
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Josh Shapiro, Governor



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Waivers

Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ETA's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

Pennsylvania had no active WIOA waivers during the last program year.

Effectiveness in Serving Employers Pilot

Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.

Pennsylvania has two selected measures for the Effectiveness in Serving Employers performance indicator pilot: Employer Penetration Rate and Repeat Business Customers. In addition to these federal measures, Pennsylvania has also chosen to pilot three state-established measures. The first is the Employer Penetration Rate, which will be measured quarterly, rather than annually using the FEIN definition of employer in the denominator as opposed to the QCEW definition of establishments. The second is the Repeat Business Customers, which will be measured each quarter, rather than annually. This is calculated by dividing the number of establishments in the Commonwealth Workforce Development System (CWDS), PA's statewide system of record, that received a service within both the current quarter and the previous quarter, by the number of establishments in CWDS that received a service in the previous quarter. The third state-established measure is Active Job Orders with Referrals, which will be measured each quarter, rather than annually. This will be calculated by dividing the total number of job orders receiving a referral within a given quarter by the total number of active job orders within a given quarter.

Evaluations

Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies, and local boards; (c) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

Digital Literacy Grant Round 1 - 3rd Party Evaluation

In the previous program year, the Pennsylvania Department of Labor & Industry (L&I) brought on a third-party vendor to evaluate the effectiveness, impact, return on investment, and overall success of the Digital Literacy and Workforce Development Grant. The evaluator visited 31 grantee sites to examine each grantee's quality of curriculum, best practices, challenges, technical assistance needs, successes, and other information requested by the Bureau of Workforce Development Administration. In early 2023, L&I received the evaluator's final report. We served 1,774 unique individuals across Pennsylvania under this initiative and provided 20,342 hours of digital literacy training for a total of 2,394 completed digital literacy trainings. The grant program had very high participant satisfaction: 97 percent of participants said they met their overall learning goals, 99 percent stated that their digital literacy skills improved as a result of training, 95 percent of participants said the content of the trainings was well organized and easy to follow, and 97 percent of participants reported that the digital literacy training met their expectations. We also

asked sites to pick a focus demographic for the grant which included female or non-binary individuals, rural citizens, individuals without post-secondary diploma or GED, English language learners, single parents/pregnant individuals, non-residents/immigrants, returning citizens, and veterans.

There were two main requests for improvement that the state will incorporate in future initiatives. The first is to include supportive services for participants, especially transportation and childcare, and to add an extra allowable training that would be individual- or site-specific.

Digital Literacy Phase II – Communication Toolkit

The Digital Literacy Evaluation of PA CareerLink® to better understand customer levels of digital literacy, conducted in 2021, indicated a need to reevaluate the messaging for PA CareerLink® for consistency at all centers. In Program Year 2022, L&I used the resulting recommendations from the evaluation to develop a Communication Toolkit to communicate who we are and what we do to assist employers, jobseekers, and other state and community agencies to increase referrals to workforce programs.

The outreach materials were completed and shared with regional and local staff in all areas by June 2023. Local areas are already using these materials at public events and some areas have enlarged the materials to poster size. The materials have united PA CareerLink® messaging and efforts continue to align the look, feel and message of PA CareerLink®. Recently, the Commonwealth Communications Team created digital templates that can be used by all offices to post events on social media.

Business Service Delivery Evaluation

Initiated by the Pennsylvania Keystone Command Center, L&I and the Department of Community & Economic Development (DCED) evaluated whether the workforce and economic development (WED) system is effectively serving businesses and if the system infrastructure is sufficient to support service delivery. The evaluation concluded on March 30, 2023. It included components for a research review of best and promising practices, a qualitative study of business services in the Commonwealth, and a quantitative study of business services data that includes a five-year forecast of industry growth trends.

The evaluation identified small and medium employers as the prime target for engagement. It outlined the need for consistent statewide communication and training for employers, and consistent engagement of all partners and community agents that interact with employers across the state. The Commonwealth is currently working on initiatives to move services to employers forward in all areas.

Reemployment Services and Eligibility Assessment Program (RESEA)

In alignment with new federal regulations for the RESEA program, PA's first annual RESEA evaluation concluded on June 30, 2023, which viewed the program pre-Covid. The evaluation was used to build data on the efficacy of the program performance metrics, including shortening the time the claimant receives unemployment benefits and employment retention, and to measure the value of program participation.

In the next phase of the RESEA evaluation, we will use a randomized controlled trial study to:

- Compare UC benefit durations of virtual RESEA participants, in-person RESEA participants, and non-participant claimants.
- Compare rates of employment (two and four quarters after exit from the program) of virtual RESEA participants, in-person RESEA participants, and non-participant claimants.
- Compare the wages (two and four quarters after exit from the program) of virtual RESEA participants, in-person RESEA participants, and non-participant claimants.

Digital Literacy Grant Round 2 - 3rd Party Evaluation

L&I developed a statement of work (SOW) seeking services from a vendor with knowledge and experience in research and evaluation methodologies and WIOA workforce development systems to evaluate the efficacy and impact of the Digital Literacy and Workforce Development Grant. A vendor was selected in August 2022 and began working as the evaluator in September 2022. The evaluator began right away, by participating on the monthly calls with the grantees and utilizing 30-45 minutes each month to get to know the grantees and understand each of their projects and how they will fulfill the goals of the Digital Literacy Round 2 grant. The evaluator started collecting the data that was submitted to L&I's Bureau of Workforce Development Administration (BWDA) and began to compile it into a monthly report to update the grants' progress and to share with BWDA any challenges that the grantees may be encountering along the way. Site visits began in March 2023 and all 20 grantees were visited by the evaluator. Each site visit lasted anywhere from two to four hours, depending on the size of the organization, and the evaluator met with all key employees from instructors to fiscal operations to project managers. A final report was presented to BWDA in September 2023 to share and discuss performance outcomes, challenges incurred, and overall status of the grant utilization for each grantee. It was incredible to learn that this grant served 2,533 individuals. Collectively, the cohort served only 15 of Pennsylvania's 67 counties (22 percent), but these counties together represent close to half of the state's population (49 percent). The final report also contained recommendations for future Digital Literacy and Workforce Development Grants.

Grant Performance Evaluation

In collaboration with the Center for Workforce Information and Analysis (CWIA), the Apprenticeship Training Office (ATO), and the PA Workforce Development Board (WDB), the Grants Unit in the Bureau of Workforce Development Administration (BWDA) drafted a Statement of Work to contract with a vendor who will provide full-time staff to:

- Analyze existing grants and new Notices of Grant Availability (NGAs) and recommend improvements to performance monitoring strategies;
- Create data collection tools and performance report dashboards; and
- Evaluate incoming grant performance data and produce summary documents, reports, dashboards, and infographics for department leadership and other stakeholders as requested.

Pennsylvania began working with KPMG in Program Year 2022 on this initiative to determine Key Performance Indicators, create data collections tools, and securely collect data for tracking. In addition, L&I has extended its partnership with the Harvard Kennedy School Government Performance Lab through June 2024 to build on efforts to improve grantmaking processes, including principles of Active Grant Management.

Pre-Apprenticeship Success in Serving Youth and Integration into the Secondary School System

At the beginning of 2022, L&I's Apprenticeship and Training Office (ATO) conducted a program to gauge development and success of existing pre-apprenticeship programs registered with the Commonwealth. Unsurprisingly, there has been a lack in participation in many programs due to the COVID 19 pandemic; a good majority of our pre-apprenticeship programs are focused on secondary education sectors, so consistency of school participation was a big issue for most. This—along with the most recent updates the ATO has implemented for a more structured role in pre-apprenticeship—has caused several sponsors to consider a restructuring of their programs. As a result of the audit and a revamping of Pre-apprenticeship Policy, ATO has implemented the following Pre-apprenticeship Programmatic updates: Separation of Pre-Apprenticeship programs by curriculum, updated Pre-Apprenticeship certificates, further progress on pre-apprentice data tracking (working in partnership with L&I's Center for Workforce Information and Analysis), and a reoccurring push toward aligning CTE programming with the pre-apprenticeship to

apprenticeship training model. Additionally, Pre-apprenticeship programs are being created, assessed, and potentially refocused with further consideration for Act 158: Pathways to Graduation. Pennsylvania's Act 158 of 2018 allows for successful completion of a pre-apprenticeship program approved by L&I or USDOL as a potential "alternative assessment pathway" to high school graduation.

Common Digital Intake Form

In direct response to recommendations made by the Keystone Economic Development and Workforce Command Center 2020 report, L&I initiated a project to streamline PA CareerLink® intake processes by developing a common digital intake form for statewide implementation. The project is identified as a priority in the WIOA Combined State Plan and will support the Commonwealth and local sites by providing centralized, reliable, uniform, and robust intake data to ensure comprehensive, customer-centered, and equitable service delivery.

Before implementation of a common digital intake form, every one of the sixty-two PA CareerLink® offices used a unique set of forms during its intake process, resulting in over 300 unique questions across PA CareerLink® offices, with some questions often being repeated throughout an individual's visit. The new digital intake form will be standard across all PA CareerLink® sites, providing an improved high-quality customer experience no matter which office one visits.

This digital form improves the way information is gathered and collects the most relevant data points to assist in adequate and targeted service provision, including remediation of barriers to employment. By utilizing the Commonwealth Workforce Development System (CWDS), the form facilitates adoption and fidelity to implementation by PA CareerLink® site administrators and staff. In addition, because it is digital, reports and statistical analysis will be more readily available to aid in short-term and long-term service provision, inform data-driven decision-making that supports programs and partners, and develop policies and procedures.

Five PA CareerLink® offices that represent each of the five areas designated to each Assistant Regional Director were selected to serve as pilot offices. The pilot offices – represented by their county names, Bradford-McKean, Lawrence, Cumberland, Lehigh, and Allegheny East – are also a sample of urban, rural, small, and large office structures. Their input and collaboration have been a pivotal component in research, design, and support of implementation.

The three stages of this initiative include design, development, and implementation. Implementation began in January 2023 with readiness activities for the Pilot offices. Go-live of these five sites took place in June and continues with a phased and staggered approach of subsequent offices. Statewide implementation is slated to be completed by December 2023.

CWDS Visioning and Accomplishments

We continue to develop and expand functionality in the Commonwealth Workforce Development System (CWDS). In addition to the Digital Intake effort, we have:

- Integrated Apprenticeship and Training Office activities into CWDS.
- Created a portal for local board monitoring that will give the Oversight Services and Fiscal units a better snapshot of Local Board compliance and fiscal stability. The new portal will streamline the monitoring process for local boards.
- Integrated TANF Youth into CWDS to better track expenditures and outcomes.

Future enhancements include:

- A PA CareerLink® app that will allow citizens to view and apply for jobs, interact with their career advisors and complete required program activities.
- Integrate pre-apprenticeship activities into CWDS. This effort will further solidify the collaboration between workforce and apprenticeship activities.

Workforce Longitudinal Data System

In 2021, Pennsylvania initiated the planning and development of a comprehensive Workforce Longitudinal Data System (WLDS), building on its current education data system, to provide an opportunity for data-informed decision making, particularly in the space of education and workforce development across multiple agencies. High-level goals of the WLDS project include:

- Understand long-term outcomes and contribute to better informed funding and policy decisions.
- Spend less time finding and validating disparate data sources and more time analyzing it.
- Establish transparent and trackable goals.
- Consider options across the Commonwealth for improving outcomes.
- Develop partnerships to identify key research questions, performance measures, and outcomes.
- Align investments to effective programming.
- Demonstrate progress towards workforce system goals and recommendation.

Pennsylvania was awarded a Workforce Data Quality Initiative grant to begin developing the longitudinal data system. Pennsylvania is using WDQI grant funds to continue to build this system and to begin to utilize it to evaluate workforce development system performance and efficacy. Initial projects launched during PY 2022 include examining workforce outcomes of Title II participants and looking at the employment, social, and health outcomes released from Pennsylvania State Prisons, including how those outcomes relate to services received from the Pennsylvania Department of Human Services.

National Governors Association Workforce Innovation Network Digital Literacy Grant

Using a planning grant from the National Governors Association Workforce Innovation Network, a cross-agency team reached out to state and local programs that provide digital skill trainings for adults, to understand where digital skills training resources were located throughout the Commonwealth, and to identify where there were gaps in training availability. Pennsylvania, in partnership with a vendor, developed an interactive asset map of digital literacy training programs across the state, hosted on the PA Open Data Portal web page.

Continuous Improvement Strategies

To improve our service to job seekers and employers, the Commonwealth equips PA CareerLink® staff with training and resources that apply the results of studies and evidence-based practices to workforce development programs. As a result of the Professional Development Delivery Model Recommendations from the PA Workforce Development Administration (PWDA), the Bureau of Workforce Partnership and Operations (BWPO) Staff Development team strategically shifted its focus during this performance year to provide programmatic training and technical assistance for BWPO-administered programs, which include:

- WIOA Title I Adult;
- WIOA Title I Dislocated Worker;
- Rapid Response;
- WIOA Title I Disaster Grant;
- WIOA Title I Youth;
- TANF Youth;

- Labor Exchange/Wagner Peyser;
- Trade;
- Reemployment Services and Eligibility Assessment (RESEA);
- Foreign Labor Certification;
- Work Opportunity Tax Credit;
- Federal Bonding;
- Jobs for Veterans State Grants; and
- Eligible Training Provider List (ETPL).

“Back to Basics” was the training theme for this performance year – ensuring workforce development professionals have the foundational knowledge, skills, and resources to deliver effective services to our shared job seeker and employer customers. In addition to program-specific trainings and resources created, there were two major projects that highlighted the back to basics theme this performance period. They were the CareerLink 101 course and CWDS Foundational Training project.

CareerLink 101 (CL101)

The CareerLink 101 course is designed for any workforce development professional that is a part of the PA CareerLink® system, no matter their role. CL101 was updated and redesigned this past performance year. The course is now a combination of self-paced interactive learning modules, reflection questions and activities, and collaboration with other workforce development professionals during a four hour live virtual session. CL101 teaches workforce development professionals how PA CareerLink® came to be and its innovative service strategies; our shared customers and the importance of working together for them; PA CareerLink® programs, services, and how they are provided; and how our work is measured. It helps provide an understanding of the important role everyone plays in the PA CareerLink® system and the impact of working together. 782 workforce development professionals representing the six WIOA core programs and various partner programs completed CL101 this performance year.

Commonwealth Workforce Development System (CWDS) Foundational Training

BWPO made significant progress this performance year in developing and starting to deliver foundational training on the PA CareerLink® system of record – CWDS. The goal of the training and resources is to bring all CWDS users up to the same knowledge and skill level and provide access to the training and resources for new users as they come on board. This project started this performance period and will carry over into next year’s performance period. Most of this period was used to complete a training needs assessment, develop resources, and create live and web-based training.

During this performance year, the following CWDS Foundational Training resources were released:

Job Aids:

- Basics of WIOA Title I Application and Eligibility
- Adding Planned Services to an Individualized Employment Plan (IEP) / Individual Service Strategy (ISS) (WIOA Title I)
- Introduction to Title I Youth Services
- Updating a Service Record with a Post-Assessment Test (WIOA Title I)
- Updating Service Record and Measurable Skill Gains (WIOA Title I)
- Basics of Hard Exits Versus Soft Exits (WIOA Title I)
- Understanding the Basics of Exemptions (Exclusions) from Performance (WIOA Title I)
- Entering Labor Exchange Services

- Introduction To Title I Adult, Dislocated Worker, and Disaster Grant Services
- Understanding Basics of Employer Services
- Navigating the Basics of Job Postings
- Understanding Basics for Individualized Employment Plan (IEP)/Individual Service Strategy (ISS) (WIOA Title III)
- Introduction to the Basics of Employer Registration in PA CareerLink®

Web-Based Trainings:

- Understanding CWDS Basics
- Understanding the Basics of the Labor Exchange Program and Services
- Understanding the Basics of Accessing Reports (Ad Hoc)

Program-Related Training and Resources

- In addition to CL101 and the CWDS Foundational Training, the following program-related training and resources were released this performance year:
- Trade Adjustment Assistance (TAA) Petition Process
- Scam Prevention
- Foreign Labor Certification Training and Desk Guide
- JVSG Desk Guide
- WIOA Title I Hard and Soft Exits and Hold Outcomes
- Primary Indicators of Performance

Interval Trainings

Short interval training sessions were held monthly. The following topics were covered this performance year:

- On the Job Training
- CWDS Training Website TRN
- Workforce Procurements
- RESEA Program—Identifying UC Issues
- Labor Exchange & WIOA Title I Services
- Co-Enrollment in TAA & WIOA Dislocated Worker Programs
- WOTC & Foreign Labor Certifications
- Registered Apprenticeship
- WIOA Title I Program Eligibility & Adult Priority of Service
- The Suspension List
- CWDS Access

ETPL Training

Training sessions were held for providers on the Eligible Training Provider List (ETPL). These sessions offered a presentation and demonstration of the steps of the provider flow and built in Q&A. The goal of the training was to answer questions and mitigate confusion or uncertainty before service applications are submitted to avoid delays in service application approval for the ETPL. This was presented using the CWDS Training site with live demonstrations of the ETPL process flow. ETPL provider trainings covered topics such as: dashboard review, local board process flow, the HPO list, O*Net, performance measures (which are required for new submissions), an overview of the report module in PA CareerLink®, common mistakes, and upcoming system enhancements.

Rapid Response Outreach Training for PA CareerLink®

The Rapid Response Team (RRT) added enhancements to CWDS that centered around outreach to customers affected by a layoff and/or closure. The enhancements allow for PA CareerLink® staff to access Rapid Response case information such as customer demographics and work/transferrable skills that may lead to re-employment. Additionally, the system add-ons allow staff to send correspondence (mail or e-mail) to customers that attended or did not attend a Rapid Response event. To ensure that staff were aware of these new features on CWDS and how to use them effectively for outreach, the RRT embarked on an in-person training tour at all PA CareerLink® sites. The training included theory and hands-on practice. In total, the RRT visited 52 offices and provided training to an approximate 380 case managers. This training resulted in stronger ties between the RRT and PA CareerLink® and highlighted the importance of rapid engagement with a customer whether they did or did not participate in a Rapid Response event.

Managerial Training

Managers, supervisors, and above from the Bureau of Workforce Development Administration, Bureau of Workforce Partnership & Operations, and the Apprenticeship and Training Office join for a monthly in-person training series. L&I's aim is to build our management teams' leadership skills; strengthen communications and collaborative relationships across bureaus; provide managers with the modeling, guidance, and tools they need to support and retain their staff; and support the growth of future leaders. Training topics have included change management, project management, effective communication, interviewing skills, civility and psychological safety (diversity, equity, and inclusion), setting performance standards, and trauma-informed human resources.

Approach to Customer Satisfaction

Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.

Customer satisfaction under the WIOA grant is monitored on a continuous basis using surveys given to job seekers and employers. These surveys, generally created by local workforce development areas, evaluate the quality of the service provided, the knowledge of the employee/presenter/facilitator, areas of the service/presentation that were helpful, areas of the service/presentation that need improvement, and solicit general feedback given as overall comments (like whether the service was provided in a timely manner) through open-ended questions. These surveys are given to customers as part of staff-assisted services like workshops or employer events. In addition to the customer satisfaction services offered through the PA CareerLink®, the local workforce development boards create similar surveys to provide to customers as part of the triennial PA CareerLink® certification monitoring, where each center is evaluated to ensure it meets certification criteria and is also gathered as part of the local board's annual monitoring of the service providers and one-stop operators. The results of these surveys and monitoring are used to provide staff development and cross-training to improve the quality of the services provided.

Combined State Plan Progress

Progress made in achieving the state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.

Pennsylvania's modification to its WIOA Combined State Plan took effect on July 1, 2022. PY 2022 was spent implementing and tracking progress on the objectives and goals in the Plan. Pennsylvania began the process of developing and drafting the 2024 WIOA Combined State Plan in spring of 2023.

Pennsylvania's 2022 WIOA Modification maintained five broad goal categories:

- Goal 1: Career Pathways and Apprenticeship
- Goal 2: Sector Strategies and Employer Engagement
- Goal 3: Youth
- Goal 4: Continuous Improvement of the Workforce Development System
- Goal 5: Strengthening the One-Stop Service Delivery System

During PY 2022, key areas of progress include:

Goal 1.3: The Commonwealth will promote Pre-Employment Transition Services (Pre-ETS) for all transition-age youth with disabilities.

In alignment with both WIOA and Employment First, Pennsylvania's Office of Vocational Rehabilitation provided Pre-ETS services to 19,247 individuals in PY 2022, which represented a decrease of 18.1 percent over PY 2021.

Goal 2.3: The Commonwealth will expand access to online education and training programs that result in a credential or certification of value.

Pennsylvania launched SkillUp™ PA in PY 2021. Over 52,000 individuals have registered for SkillUp™ PA accounts. As of October 2023, 33,326 courses have been completed, and 21,000 training hours have been accomplished. All 22 LWDBs have individual local portals to develop networks of employers and job seekers with no-cost access to SkillUp™ PA.

Goal 4.1: Share data across partner programs to assist in the ability to coordinate services to participants and to track participant outcomes, to maximize the positive impact of limited financial resources, including expanding the Commonwealth's Statewide Longitudinal Data System, and implementing a common intake form across all Pennsylvania CareerLink® locations.

In PY 2022, the PA Longitudinal Data System began work on two initial projects. The first is to examine workforce outcomes for individuals who participated in Title II programs and the second is to look at outcomes, including recidivism rates, of formerly incarcerated individuals who have access to public supports, including TANF and SNAP, compared to those who do not.

L&I, with input from system partners, was wrapping up the final piloting stage of the common digital intake form in PY 2022, and is looking forward to full implementation in fall of 2023.

Goal 4.4: The Commonwealth will streamline the occupational licensing process by removing barriers preventing qualified individuals from receiving occupational licensure.

Pennsylvania is finalizing regulations for the Occupational Licensing Reform Law (Act 53 of 2020) to ensure that there are more opportunities for individuals with unrelated criminal convictions to enter licensed professions.

Goal 5.5: Business Service Teams will focus on collaborative efforts across programs to increase

engagement with employers in a more coordinated way, especially as it relates to barrier remediation and worker recruitment.

Pennsylvania participated in the USDOL and Jobs for the Future Job Quality Academy. As part of that work, we are working to develop a toolkit for businesses that provides them with the tools for increasing job quality, with a particular focus on improving worker recruitment and retention, as well as informing employers on how supporting individuals with barriers will help in both arenas.

Sector Strategies and Career Pathways

Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

Schools-to-Work

In January 2023, the Department of Labor & Industry (L&I) awarded a third round of Schools-to-Work Grants, with the goal of developing and enhancing workforce development partnerships between schools, employers, organizations, and associations, for pre-apprenticeship and training pathways for students in grades nine through twelve. 10 workforce development programs and training centers were awarded \$2.2 million in funding for this third round of Schools-to-Work funding, which began June 1, 2023, and will run until May 30, 2025. Meanwhile, throughout PY 2022, the first and second rounds of Schools-to-Work Grants continued in their performance periods.

Industry Partnerships

Industry Partnerships are one of the primary sector strategy investments made in Pennsylvania, and in PY 2022 the Department of Labor & Industry (L&I) awarded \$5.4 million to 25 partnerships across the Commonwealth. L&I currently supports partnerships in these sectors: healthcare, information technology, manufacturing, building and construction, and agriculture.

Across the state, there is a shared communal vision for economic vitality, global competitiveness and expanding opportunity. Pennsylvania Industry Partnerships (IPs) are a vehicle to bring collaboration between education, workforce, economic development and answer the call of being responsive to the needs of business and industry, now more than ever. PA has a long history of successfully supporting IPs that bring together business leaders from the same sector to tackle shared economic and workforce development needs. PA has been nationally recognized for its success in achieving outcomes for employers as well as workers. The PA Workforce Development Board (PA WDB), L&I, and the Department of Community & Economic Development have all come together to support industry partnerships around the state. Also in the past program year, the PA WDB Industry Partnership and Employer Engagement Committee sponsored a recommendation in that was unanimously passed by the PA WDB around core goals for the IP program. The core goals revolve around eliminating silos, increasing learning and economic opportunities for PA residents, increasing connections between businesses, exploring and implementing new approaches, growing targeted industry sectors, acting upon solutions supported by data, creating a long-lasting system, and creating and implementing a strong evaluation plan.

Additionally, the Commonwealth has deployed specialized training for Pennsylvania IP Conveners, Core Groups and Support Teams. Trainings include: (1) Community of Practice calls (facilitated by the state team), which are monthly peer networking calls designed for practitioners to share experiences with peers across the state, ask questions of one another, and exchange ideas and strategies for successfully launching and sustaining partnerships; (2) specialized technical assistance, including facilitation training,

coaching and sustainability measures; (3) professional development; and (4) regular check-in calls with each partnership and the state team liaisons.

Apprenticeship Integration into Workforce System

The Apprenticeship and Training Office (ATO) within L&I continues to prioritize apprenticeship integration into the workforce system. With the increase of regional Apprenticeship and Training Representatives (ATRs) and other strategic staffing within the office leading to increased capacity, the ATO has begun the process of cultivating close relationships with Local Workforce Development Boards (LWDBs) and PA CareerLink® as they build apprenticeship into their local efforts, plans, and professional development. Recently, the ATO has rolled out a comprehensive training on registered apprenticeship and pre-apprenticeship, offered through a full one-day, onsite, Professional Development Day (PDD). These PDDs are designed to educate workforce staff, including LWDBs, PA CareerLink® leadership, and frontline staff, on strategies to best interact and engage with job seekers, employers, and the ATO. The ATO provides guidance on introducing registered apprenticeship and registered pre-apprenticeship to engage employers and job seekers as well as information on how apprenticeship is one of the most effective strategies for engaging employers and increasing performance outcomes for the public workforce system as apprenticeship programs can help states and local areas meet their targets on the WIOA primary indicators.

The ATO continues to support the Registered Apprenticeship Navigator program, an apprenticeship program that trains professionals to develop and manage apprenticeship programs. This program has trained nearly two dozen LWDB, PA CareerLink®, and Office of Vocational Rehabilitation (OVR) staff, with more set to graduate. Having workforce staff certified through this apprenticeship program offers an added layer of local support to current and prospective programs, as well as a level of expertise within each local workforce location, further extending the ATO's reach and allowing workforce providers to offer apprenticeship support and expertise more easily to both jobseeker and employer clients. Additionally, PAsmart Ambassador Network grantees are required to partner with PA CareerLink® or One Stop Centers with a concentration on training or supporting Title One staff or other workforce development professionals who act as Ambassadors of Apprenticeship and grow this work.

To further strengthen and modernize Pennsylvania's growing network of registered apprenticeship programs, the ATO awarded a total of \$1,833,330 to ten LWDBs in support of its Apprenticeship Building America (ABA) grant from USDOL. This initiative will collectively serve 27 counties in Pennsylvania. The LWDBs have recently launched their efforts and will continue to work closely with the ATO to build local apprenticeship strategies and support the development and expansion of apprenticeship and pre-apprenticeship programs over the next three years.

In 2023, the ATO released a Desk Guide for PA CareerLink® staff with strategies to link jobseekers to apprenticeship and workforce funding and information for business service representatives around how to assess an organization's fit for apprenticeship and how to assist in the program building process. The following projects have further supported workforce system integration:

Pennsylvania-Specific Apprenticeship Knowledge Product Creation: The ATO has developed a wide array of knowledge products aimed at making it easier for potential sponsors to develop and register apprenticeship and pre-apprenticeship programs and to see the benefits of the framework and speak to the Pennsylvania-specific guidelines and processes. Available knowledge products include registration guides for apprenticeship and pre-apprenticeship aimed at helping potential sponsors gain an understanding of what is required to develop and register a program as well as a quick reference flow

chart. Templates and examples are available for Job Books and Work Processes, and a series of Quick guides are available to help employers and job seekers better understand the components and benefits of registered apprenticeship and pre-apprenticeship and how to build and fund new programs.

Apprenticeship Webpage and Digital Footprint Enhancement: Two new apprenticeship websites were launched. The main site, housed within the PA CareerLink® One-Stop portal, provides an overview of the ATO, and has different sections aimed at providing relevant information and resources to employers/sponsors, jobseekers, and workforce professionals interested in apprenticeship and pre-apprenticeship.

Commonwealth Data System of Record Apprenticeship Pathway Buildout: Over the past two years, the ATO has worked to develop and implement an I.T. upgrade to ensure WIPS reporting related to apprenticeship and apprentices funded by U.S. Department of Labor grants (outside of WIOA). Upgraded in late 2022, the system now serves as a full apprenticeship participant case management system and will act as a secondary system to supplement the data found in the Registered Apprenticeship Partners Information Database System (RAPIDS) as is required. The customization/upgrade of the Commonwealth Workforce Development System, Pennsylvania’s statewide data system of record, provides the conduit for the exchange of data between the Pennsylvania Department of Labor & Industry and the U.S. Department of Labor via WIPS for grant-funded apprentices and programs. We have also allowed for reporting of information on apprenticeship and apprentices being supported by alternate discretionary grants and state funding, including PAsmart, and this will allow us to provide integral information related to outcomes for these initiatives.

Apprenticeship and Training Office (ATO) and Career and Technology Centers

The pre-apprenticeship division of the L&I Apprenticeship and Training Office has maintained its presence with Pennsylvania Association of Career & Technical Administrators (PACTA) and held workshops at both of their annual conferences. The emphasis of this continued presence has been to encourage educators to use registered pre-apprenticeship to creatively expand their existing programs of study. The flexible structure of pre-apprenticeship allows for educators to lean on the employer focus that the apprenticeship model promotes. Out of the 106 registered pre-apprenticeship programs in the state of Pennsylvania, 26 of them are sponsored by a Career and Technology Center (CTC), with an additional 16 programs known to be affiliated with Career and Technology Centers, or schools that have Career & Technical Education (CTE) curricula. There have been significant strides in further aligning with the Bureau of Career and Technical Education of the Pennsylvania Department of Education. The national and state focus on infrastructure work and the accompanying need for skilled occupations have prompted the pre-apprenticeship division to consider creating a “crosswalk” with CTE programming in the coming year to develop foundational pre-apprenticeship programs that could apply to all CTCs, and schools that offer CTE, in the Commonwealth.

PAsmart: Growing Registered Apprenticeship and Pre-apprenticeship

Through the 2018 and 2019 PAsmart Growing Registered Apprenticeships and Pre-Apprenticeships initiative, \$12,078,130.50 was invested across 84 projects in the construction, education, healthcare, information technology, and manufacturing sectors. As of June 2023, the first two years of the initiative resulted in the creation of 42 new pre-apprenticeship and 88 new apprenticeship programs. These new programs reached a total of 1,627 apprentices and 1,655 pre-apprentices and served 2,339 employers and 744 training providers across the Commonwealth. The 2020 and 2021 PAsmart Growing Registered Apprenticeships and Pre-Apprenticeships initiative invested nearly \$15,957,225.89 to support 40 projects across all 67 counties in the accommodation and food service, agriculture, forestry, fishing, and hunting,

professional and business services, early childhood development, electric power generation, healthcare and social assistance, information technology, animal production, administrative and support services, transportation, building and construction, and manufacturing sectors. As of June 2023, this most recent investment has supported 43 pre-apprenticeship and 14 apprenticeship programs across Pennsylvania, engaging 1,587 employers and 821 training providers, and reaching a total of 489 apprentices and 455 pre-apprentices.

PAsmart STEM and Computer Science Initiative

PDE awarded three rounds of PAsmart STEM and Computer Science Advancing Grants between 2019 and 2022, totaling about \$44.4 million in highly competitive grants of up to \$500K each to more than 90 recipients representing education, industry, and community partnerships. Through an “ecosystem approach,” partnerships leverage resources to expand CS and STEM experiences across regions with a focus on underserved populations such as English Learners, individuals with disabilities, and low-income students. PDE awarded 42 such ecosystem-building proposals on June 14, 2022, including an award to grow the capacity and aid the long-run sustainability of the Pennsylvania Statewide STEM Ecosystem, a coalition of regional ecosystem leaders who support growing STEM ecosystems across Pennsylvania. These projects continued throughout Program Year 2022 and will be completed by June 30, 2024.

Small State Allotment

If the state has received a small state allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-of-school youth remains a priority.

Pennsylvania did not receive a small state minimum allotment exception.

Performance Accountability System

Any specific state performance measure or goals and progress towards meeting them.

Not applicable.

Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.

Not applicable.

The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy.

Pennsylvania does not have a common exit policy; however, business rules established in CWDS exit participants from common measures after 90 days of not receiving a partner service. This business rule applies to WIOA titles I and III and Trade Act participants.

Negotiated performance levels for local areas for titles I and III core programs for Program Years 2022 and 2023.

Negotiated performance levels are outlined within Appendix A, which covers both PY 2022 and PY 2023.

The state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

Data validation consists of internal controls to verify the accuracy, validity, and reliability of data. Data validation helps ensure the accuracy of the annual statewide performance reports; safeguards data integrity; and promotes the timely resolution of data anomalies and inaccuracies (2 CFR 200.328). Data validation ensures that all programs are consistently and accurately reflecting the performance of each core program. All participants across core programs must be validated for the common data elements of the Participant Individual Record Layout (PIRL).

The U.S. Department of Labor requires the Commonwealth to validate the accuracy of its annual performance report submissions to ensure decisions about WIOA policy and funding are made based on a true picture of program outcomes. Quarterly performance reviews are completed to monitor for data errors, missing data, out-of-range values, and anomalies. These reviews assure that compliance with applicable federal requirements and programmatic performance expectations are being achieved.

Annual data element validation will be conducted to ensure that the data elements in participant records are accurate—to maintain system integrity, to ensure completeness of data, and to identify and correct specific issues associated within the reporting process. The effectiveness of the data validation process will be assessed annually.

Annual Process:

Per the *Pennsylvania WIOA Common Measures Data Validation Desk Guide*, local area staff collect documentation supporting the data elements on an ongoing basis. This data collection becomes the foundation for the annual data element validation. Documentation may be stored electronically in the system of record (Commonwealth Workforce Development System) or in a paper file.

For data validation, the Center for Workforce Information and Analysis at the Pennsylvania Department of Labor & Industry developed a statistical model to randomly select participants whose data were included in the Participant Individual Record Layout (PIRL) file provided for the annual performance report.

A worksheet for each PID will be created from the PIRL file that contains all applicable data elements and documentation reported during the reporting period to be validated.

Staff from the Bureau of Workforce Partnership & Operations' Quality Assurance division will validate the worksheets against the source documentation in the participant's electronic and paper files to ensure compliance with federal and state guidance.

Each data element that is required to be validated and is supported or matched by acceptable documentation will "pass."

Any data element that is required to be validated and is not supported or matched by acceptable documentation, or is inconsistent with other documentation, will "fail." In addition, inaccurate CWDS data entry that negatively impacts WIOA reporting will be considered a failure.

Quality Assurance will provide data element validation training in June each year to staff in comprehensive PA CareerLink® offices who offer WIOA Title I and III services and programs.

Activities Provided with the Governor's Reserved Funds

Activities provided with the funds reserved by the governor, which can be up to 15 percent of the state's allotment.

Agribusiness Workforce Services Engagement

In collaboration with the Department of Agriculture, BWDA revised the structure of agriculture initiatives and plans to solicit proposals beginning in January 2024. A selected vendor for this project will connect small agribusinesses to workforce development resources and offices; they will also develop training and guidance for navigating the unique workforce circumstances in the agribusiness industry. The program will educate eligible farmers and agribusiness owners to ensure that they understand and have access to the services offered through the PA CareerLink®/PA Workforce Development System, including tax credits, On-the-Job Training Contracts, Apprenticeship Opportunities, writing effective job postings and job descriptions, and Recruitment of diverse populations not traditionally employed in agriculture.

Digital Literacy and Workforce Development Grant-Round 3

A continuation and enhancement of the Digital Literacy and Workforce Development Round 1 grant (DLWDG), grantees in Round 3 were able to continue their existing projects with 12 months of additional funds (up to \$45,000/project). L&I's \$600,000 Digital Literacy & Workforce Development Round 3 Grant supports sixteen (16) effective programs that enhance foundational digital literacy skills for these job seekers in their local communities. This grant has a period of performance from October 1, 2022, through September 30, 2023. These grants support L&I's vision to prepare individuals for job searching and emerging employment opportunities, to gain access to employment with family sustaining wages, and to increase communities' infrastructures for providing foundational digital literacy skills. Acquiring these skills will prepare today's job seekers and employees for success in the 21st century labor market.

Digital Literacy and Workforce Development Grant-Round 4

A continuation and enhancement of the Digital Literacy and Workforce Development Round 2 grant, grantees in Round 4 were able to continue their existing projects with 12 months of additional funds (up to \$45,000/project). The award totals nearly \$700,000 and will connect Pennsylvania workers with the skills they need to effectively navigate the technology platforms used in today's workplaces. Digital Literacy & Workforce Development Round 4 Grant supports sixteen (16) effective programs that enhance foundational digital literacy skills for these job seekers in their local communities. This grant has a period of performance from August 1, 2023, through July 31, 2024. This is an additional round of digital-literacy funding that builds on \$835,000 awarded in May 2022 (DLWDG Round 2) to support local programs that provide computer-skills training to help people find good jobs in Pennsylvania. Digital literacy grants support the Commonwealth's Workforce Innovation and Opportunity Act (WIOA) Combined State Plan and are 100 percent federally funded.

Business Education Partnerships

The Pennsylvania Department of Labor & Industry (L&I) awarded 23 Business Education Partnership (BEP) grants to local workforce development boards (LWDBs) for Program Years 2021 - 2023. Awards totaled more than \$3.2 million. The BEP program allows school districts to collaborate with local business and LWDBs to educate students, parents and guardians regarding HPOs and in-demand career pathways. The partnerships provide career-related experiences, exposure to different workplace opportunities and knowledge regarding opportunities in the state through internships, job shadowing, career mentoring, career awareness activities and tours.

Youth Reentry

In PY 2022, L&I awarded \$5.5 million in Youth Reentry Grant funding to 10 LWDBs. The goal of this initiative is to engage youth, ages 18-24, who were incarcerated or subject to the justice system, into a career pathway leading to postsecondary education, advanced training, and/or meaningful employment.

Near Completer

The Near Completer grant program was designed for Pennsylvanians who started post-secondary education in high-priority, in-demand fields but stopped without completing their degrees or certificates. Under the guidance of local workforce development boards (LWDBs) and partner schools, participants gain the skills and job training needed to obtain quality employment with family-sustaining wages—a key priority of Governor Josh Shapiro’s budget proposal. LWDBs awarded grant funding partner with PASSHE schools or other post-secondary education institutions, businesses, workforce leaders, and community partners to help eliminate common barriers faced by individuals seeking re-enrollment. Over \$6 million was awarded to four LWDBs.

Rapid Response Activities and Layoff Aversion

Data on the number of companies served and the number of individuals served.

Pennsylvania served 187 Worker Adjustment and Retraining Notifications (WARNs) during PY 2022 which saved 1,044 jobs at 13 companies.

Discussion of strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in the Trade Adjustment Assistance and Dislocated Worker programs.

During PY 2022, the Rapid Response Team (RRT) focused on an outreach strategy to promptly connect customers that participated in a Rapid Response (RR) activity with PA CareerLink®. The RRT focused on what information housed in a RR case (in the Commonwealth Workforce Development System, or CWDS) can be shared with PA CareerLink® staff that will foster a connection with customers threatened with a layoff/company closure. The RRT worked on enhancing outreach features within the Rapid Response environment on CWDS that enabled PA CareerLink® staff to gain access to customer demographics, education levels, and transferable skills.

Having this information available allows for PA CareerLink® to strategically plan the approach to engage a particular group of workers. The new outreach features allow for PA CareerLink® staff to see how many customers attended a Rapid Response event, schedule an appointment, and set up an in-person or virtual appointment with the customer. The staff member also has access to the customer RR survey, which highlights work interests, desired re-employment services, and possible barriers to be addressed.

Additionally, the outreach tools highlight customers that were invited to a RR event, but for unknown reason opted not to attend. PA CareerLink® staff now have access to this pool of workers and engage promptly to provide re-employment services. The intent of this outreach initiative is to increase collaboration between the RRT and PA CareerLink®, which then translates to a better connection with the shared customer. It is vital for a customer that loses employment through no fault of their own to connect with Rapid Response and equally important to engage PA CareerLink® for re-employment services. The RRT believes that this strategy, alongside the tools provided in the system of record, will increase customer engagement with PA CareerLink®.

Discussion of layoff aversion strategies, including any metrics / outcomes developed and/or tracked by the

state with respect to the layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion.

For Program Year 2022, the Rapid Response Team (RRT) strengthened their ties with the Steel Valley Authority (SEWN) to provide layoff aversion services to employers who emerged from the pandemic. Through the SEWN partnership, many businesses in PA saw the need to pivot their services to meet post-COVID needs and thus required assistance in services such as operations/cost management, financial restructuring, new market opportunities, and technology.

During the program year, 88 companies received layoff aversion services from the SEWN partnership saving a total of 1044 jobs throughout the state. Referrals to layoff aversion came from the Governor's Action Team, local economic development, Rapid Response Coordinators, and employer customer referrals. The result of saving 1044 jobs equates to a savings of \$26,826,624 in unemployment costs.

While the RRT and its partners want to exhaust all possibilities to save a business from layoffs/closures, the reality is that not all businesses can be saved. Hence, the RRT expanded virtual services allowing employers to select from a menu of pre-layoff/layoff services through any platform of their choosing. The RRT continues to include PA CareerLink® as a valued partner to engage recently laid-off workers and connect them with re-employment services, thus minimizing the length of unemployment.

Discussion of how Rapid Response and layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts, which may include a discussion of any systems, tools, networks of approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools.

During PY 2022, the RRT, SEWN, and related partners embarked on a layoff aversion project and business engagement project called the WorkTech® Program. Both SEWN and the RR teams developed a streamlined process and intervention strategy that helps small businesses utilize the tools at their disposal to tackle digital disconnect and leap forward to today's digital marketplace. In some instances, a business may not need vast amounts of cashflow to retrain employees, but simply update what they use to connect with their customers. Therefore, the objective of this initiative is to interact with Pennsylvania-based manufacturing and related industry companies by providing a formalized assessment and technology roadmap to identify employee team to strategies to address:

- Bridging skills gap challenges.
- Employee retention in today's workforce environment.
- Digital marketing in today's e-commerce driven marketplace.
- Digital transformation using employee-friendly technology.
- Access to a full range of vetted services available statewide.

The WorkTech® Program will provide companies with achievable implementation plans as well as their technology roadmap to improve employee output, enhance technology advancements, and empower expansion into today's e-commerce marketplace. Employee-driven team strategies will assist with employee retention/attraction efforts and digital transformation initiatives to create positive future results for the company thus greatly diminishing potential job reduction situations.

The infrastructure of this initiative is now in place for RR and SEWN teams to establish certain thresholds that include outreach to an estimated 300 companies with a workforce between 10 and 200 employees in the Southeast, Northeast, and Northwest regions of the state (pilot phase), achieving a 5 - 10 percent

engagement rate. Tracking, reporting, and performance measurements will be used to analyze an improvement in company output, savings on personnel costs, and effective usage of in-house human capital and software. Based on SEWN's current statistics of job savings, WorkTech® anticipates conducting these activities at less than \$3000 per worker engaged.

Discussion of specific types of services or workshops provided to both companies and affected workers.

PA Rapid Response is triggered by receipt of a WARN (Worker Adjustment and Retraining Notification). A WARN is required by federal legislation and offers protection to workers, their families and communities by requiring employers to provide notice 60 days in advance of a covered-business closing and covered-business mass layoff. Enforcement of the WARN Act falls under U.S. Department of Labor jurisdiction.

The Pennsylvania Rapid Response Services team initiates rapid response assistance as soon as information is received that a mass dislocation or plant closure is scheduled to take place. Rapid Response Assistance is triggered by a variety of information sources including the Worker Adjustment Retraining Notification (WARN) Act 20 CFR Part 639, public announcements, press releases by the employer or representatives of an employer, and other less formal information developed by early warning networks, individual phone calls, or other sources. A "Public Notice" is a closing or layoff confirmed through a Rapid Response Unit contact. Every effort has been made to have a creditable source of information or confirmation from the employer or some other clearly credible evidence of an imminent dislocation event before listing it as a public notification of layoff.

The RRT continued to conduct Fact-Finding meetings with employers experiencing layoff/closure within 48 hours of receiving notice. Contact is made with the employer and any union to develop a preliminary service strategy. Rapid Response information meetings are held either at the workplace or at a convenient site to provide workers with a wide range of information about benefits and services that are critical for a successful transition to new employment or training for an HPO. When possible, information meetings are held prior to the layoff date and on company time and/or a virtual platform of the employer's choosing.

Information sessions are tailored to the needs of the employer and affected workers. In general, the sessions cover the following services:

- unemployment compensation
- career counseling/resume preparation/job-search assistance
- education and training opportunities (includes Trade Adjustment Assistance)
- supportive services
- limited English proficiency classes
- adult basic education
- referrals and information about services available through OVR
- healthcare
- services exclusively for veterans and adult w/ disabilities.

For employers, RRT offers:

- quick response to transition planning needs
- confidentiality concerning business decisions
- assistance with understanding government regulations
- information about alternatives that may reduce or avoid layoffs

- for small- to medium-sized businesses, referral to agencies that can help in re-structuring to avoid layoffs or closing the business.

For PY 2022, the RRT focused on promoting pre-layoff services to businesses and affected workers. Within 48 hours of a public notice or WARN, the RRT makes all attempts to establish a fact-finding (information gathering) meeting with the employer to obtain specifics about the layoff/closure. During this interaction, the RR Coordinator highlights the importance of early engagement with the affected workforce to minimize the impact of employment loss. This engagement is made possible through pre-layoff services. The coordinator encourages the employer to share an employee survey with their workforce to tailor pre-layoff services. The survey provides an array of topics that the workforce may find interest, such as:

- Unemployment Compensation (group & individualized sessions)
- Healthcare Benefits
- Retirement Options
- Financial Counseling
- Training/Re-skilling (includes OJTs, Apprenticeships)
- Pa CareerLink® Website Registration assistance (www.pacareerlink.pa.gov)
- Resume Workshops
- Social Services programs
- Crisis counseling

The RR Coordinator works with a network of partners to provide information on any of the related topics via workshops that are scheduled in conjunction with the employer’s management team (Unions are included in the decision making when applicable). When pre-layoff services are provided, it establishes a strong connection between the affected workforce and the RRT. This established relationship increases the opportunity for early engagement with PA CareerLink® staff that will provide case management services to many of the affected workforce. Thus far, this initiative has allowed the RRT to successfully provide pre-layoff services to 20 companies affecting 1,100 workers. The RRT will continue to promote pre-layoff services as a tool for early engagement and rely on the data entered on CWDS to gauge the effectiveness of these services.

Wagner-Peyser Activities

Activities provided under the Wagner-Peyser Act Employment Services section 7(b) (e.g., services to groups with special needs or extra costs of exemplary models for delivering services).

Professional Development Delivery Model for Pennsylvania’s Workforce Development System

Over several years, the Pennsylvania Department of Labor & Industry’s Workforce Deputate (Deputate) has worked on a project to assess professional development needs, skill shortages, and possible areas of service delivery improvement through professional development across the service delivery system and to build a suitable model for addressing these needs. Prior to Program Year 2022, the Deputate contracted with a vendor to build upon identified performance gaps of system staff and provide the Deputate with actionable steps to design and launch a professional development delivery structure within the PA CareerLink® system. In PY 2022, the Deputate reviewed the vendor’s recommendations and created an action plan to launch a statewide professional development delivery model for workforce professionals across Pennsylvania.

Implementation of Digital Literacy Strategies

In Program Year 2020, L&I began working with a vendor to evaluate customer engagement with the PA

CareerLink® system, focusing on ways to improve virtual services and digital literacy services. In 2021, L&I contracted with a vendor to support the implementation of a PA CareerLink® Outreach Toolkit, which was one of the 12 recommended strategies that came out of the evaluation. This vendor worked with the L&I Team to develop a proactive outreach strategy that can be implemented across the brick-and-mortar service delivery system, as well as the PA CareerLink® online platform. The strategy was tailored to be successful among the Commonwealth's diverse community types: urban, rural, and suburban. In Program Year 2022, L&I was building the Outreach Toolkit based on the evaluation's recommendations. At the completion of this project, L&I will have templates to assist PA CareerLink® staff in building community partnerships and to engage with jobseekers with lower digital literacy skills and employers during outreach events.

National Dislocated Worker Grants

Any National Dislocated Worker Grants (NDWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.

Comprehensive and Accessible Reemployment Through Equitable Employment Recover (CAREER) – Grant Period: October 1, 2021 - September 30, 2023: L&I received a \$3M award to implement a three-component project that will build on the success of SkillUp™ PA, a Metrix On-Line Learning Platform. The CAREER National Dislocated Worker Grants project allows historically marginalized communities to benefit from self-directed, self-paced, on-line training modules that will significantly increase their skills and assist with job search. The platform offers more than 6,000 courses, many of which are custom-bundled, and allows for career exploration. Since the official SkillUp™ PA campaign launched in October of 2021, each of the 22 LWDBs have launched their portals and had their PA CareerLink® staff trained in the Metrix platform and are available to offer support and assistance to participants, further ensuring the possibility of success for marginalized groups and Pennsylvania's dislocated workers. In addition to funding two years of unlimited Metrix licensing renewals, the grant provides funds for an upcoming targeted outreach campaign and CWDS and Metrix Connectivity, which will be used to enhance Metrix connectivity with the CWDS system for tracking and returning the Metrix Skills Gains and Credential Attainments to the Pennsylvania CareerLink® system allowing for greater efficiency and enhanced case management delivery.

Technical Assistance Needs

Any technical assistance needs of the state workforce system.

Pay-for-Performance Contracts

Pennsylvania is interested in obtaining more information regarding pay-for-performance contracts. After reviewing guidance issued by the U.S. Department of Labor, as well as information through WorkforceGPS, PA's workforce stakeholders have expressed an interest in evaluating models from other states that have demonstrated effectiveness in serving diverse populations groups and individuals who face significant barriers to employment.

Integrated Education and Training Activities for Title I and II

We believe it would be beneficial for ETA and OCTAE to develop a Peer Learning Cohort, similar to the ones that were conducted around co-enrollment and credential attainment, to assist states in learning how to better braid funding to support integrated education and training activities across Title I and II programming.

Promising Practices, Lessons Learned, and Success Stories

Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state’s evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment or other populations the state may wish to discuss.

Adult Education: Facilitating Credentialing

The Department of Education’s Division of Adult Education implemented a policy change in June 2023 that allows adult learners to combine portions of the General Educational Development (GED) and High School Equivalency Test (HiSET) exams and to take portions of the exams in English and Spanish to meet the Commonwealth Secondary Diploma requirements. These changes immediately resulted in 22 Pennsylvanians receiving diplomas and being able to meet minimum hiring standards for thousands of jobs in the Commonwealth. Two were credentialed by combining the GED and HiSET tests, and 20 were credentialed by combining English and Spanish subtests. Upon passing the exams, DiplomaSender’s system automatically sends an email to the individuals letting them know that they have earned the credential.

Department of Education: Helping Schools Create Dual Credit Opportunities

Act 55 of 2022 amended the Pennsylvania School Code to require all public high schools and career and technical education centers to have at least one dual enrollment agreement with an institution of higher education beginning with the 2022-23 school year. As part of the 2022-23 state budget, the Department of Education awarded \$6.5 million to 100 schools to implement the new law and to create or expand equitable and innovative dual credit opportunities for all secondary school students, including students experiencing educational instability, students enrolled in career and technical education programs, low-income students, and historically underserved student groups. Schools have until June 30, 2024 to use the grant money.

PA CareerLink® Accessibility

A collaborative effort between L&I’s Workforce, Office of Vocational Rehabilitation, and Office of Equal Opportunity staff resulted in an Americans with a Disabilities Act (ADA) accessibility review of Pennsylvania’s 62 PA CareerLink® centers and additional access points. These evaluations were laser-focused on determining if each of the comprehensive and affiliate sites in PA fully met all accessibility standards—and created a welcoming environment for customers with a disability. LWDB executive staff were provided a copy of the final report for each of their centers upon completion of the review. When opportunities for improvement were identified, LWDB staff (and state staff where necessary) quickly responded to ensure any shortcomings were rectified as quickly as possible. Where it was determined that technology equipment and systems were outdated or non-functional, the devices were replaced. Necessary software such as ZoomText and Jaws was updated Commonwealth-wide. The results of this effort were shared with the Pennsylvania Workforce Development Board and the Office of Vocational Rehabilitation’s board, as well as other organizations with an interest in support persons with a disability in the Commonwealth.

To sustain this work well into the future, each LWDB was outfitted with an ADA-Compliance Assessment Kit. The team will offer a tactical training for WIOA monitoring staff assigned to each LWDB so those staff can continue monitoring the PA CareerLink® centers and making recommendations for improvements as

necessary in the PA CareerLink® service delivery centers. This training will occur in November 2023.

The Office of Vocational Rehabilitation (OVR) Professional Connections Experience Program
OVR's Transition Division was very excited to offer the Professional Connections Experience (PCE) program again this summer to high school students with disabilities who are potentially eligible or are eligible for OVR. The PCE was rolled out for Summer 2021, and it was a great success, so the District Offices (DOs) and providers wanted to offer it to the students again for Summer 2023.

PCE provides workplace readiness and job exploration to students, as well as an introduction to the world of work. A PCE includes group presentations on workplace readiness and job exploration, exploration of the world of work through job shadows, informational and mock interviews, or in-person workplace tours and acquisition of prerequisite work documents (e.g., photo ID, work permits, financial documentation). Upon completion of the PCE, the students can each earn a \$625 stipend.

Around the state, there are 40 different providers approved to conduct PCEs. There are PCE providers available in 18 of the 21 BBVS and BVRS DOs. Since its inception in 2021, there have been 191 PCE sessions that served 58 students with disabilities, 26 of which were students involved with juvenile justice. OVR's Business Services and Outreach Division implemented the following programs, which were successful and plan to be replicated and expanded across the Commonwealth, as we plan for the upcoming fiscal year.

OVR Internship Programming for College Students with Disabilities

OVR's State Employment Internship Program highlights the importance of state VR agencies partnering with other state entities to promote employment opportunities for individuals with disabilities. This year, in collaboration with the PA Office of Administration, 30 OVR customers completed a 10-week paid summer internship in various state agencies in the Pittsburgh, Harrisburg, and Philadelphia regions. This experience afforded college students with disabilities the opportunity to experience state employment while at the same time gaining real-life work experience in addition to their college studies.

OVR also partnered with eight different Centers for Independent Living (CIL) to provide internships during the summer of 2022. These internships were aimed at OVR college students pursuing degrees related to social services. A total of six OVR customers completed the CIL internships with great successes reported including one intern participating in his first ever work experience.

Serving Employers with a Statewide Footprint through the Single Point of Contact Model

During this program year, OVR continued to effectively utilize a statewide Single Point of Contact (SPOC) process to maintain a large-scale recruitment initiative for an employer partner committed to hiring individuals with disabilities—InspiriTec. OVR assisted them with the recruitment and onboarding of 86 OVR customers into competitive integrated employment. To effectively manage an initiative this large, local OVR district offices identified SPOCs to manage referred candidates through a centralized statewide tracking system managed by VR Specialists from OVR's Business Services & Outreach Division. The centralized VR Specialists then served as a Single Point of Contact team for the employer directly, by facilitating regular meetings and communication between OVR field SPOCs and InspiriTec. Another example of serving a large-footprint employer with recruiting efforts, is OVR's partnership with PeopleShare—a staffing service with a footprint across PA and other states that places thousands of individuals into temporary, temp-to-hire, and direct placement job positions with their many employer partners. OVR has been actively working with PeopleShare to help secure employment opportunities for the customers we serve using the Single Point of Contact (SPOC) model. OVR's Central Business Services

Specialist coordinated referrals for interested OVR customers along with any on-the-job accommodations needed for those hired. This partnership resulted in a total of 15 OVR customers hired for remote customer service positions. OVR expects to fulfill future needs of other employers with statewide and regional footprints to successfully meet workforce demands using the Single Point of Contact model.

Serving Employers and Individuals with Disabilities: On-The-Job Training (OJT) Expansion

In this program year, OVR continued to utilize OJT Training funds at 100 percent wage reimbursement for 90 *working* days. This, coupled with new partnerships with large-footprint employer agencies committed to hiring individuals with disabilities, led to an increase of OJTs provided. Since 2020, OJT totals went from 65 OJTs to 443 OJTs in 2022, an increase of 580 percent. This expansion continues and was supported through statewide and local training, toolkit development, and field support to staff and employers to onboard OJT providers, market OJTs, implement OJTs, and capture measurable skill gains.

Serving Communities, Employers, and Individuals with Disabilities: ADA/Accessibility Compliance Reviews of PA CareerLink® Offices

Furthering the spirit of WIOA, OVR continued to partner with workforce development partners by conducting comprehensive ADA accessibility reviews of the one-stop service system's primary "PA CareerLink" centers across PA. Reviews are intended to help partners ensure programmatic and physical accessibility of the centers for equal access for individuals with disabilities. This required OVR business services staff across the state to visit the primary PA CareerLink centers, take necessary measurements, document access technology available, compile evaluation reports, and share with center administrators. Evaluation information has already been used by many centers to begin making modifications to physical buildings, parking spaces, offices, cubicles, etc. along with the procurement of access technology to be fully ADA accessible. During this program year, OVR completed 60 reviews of PA CareerLink centers across the Commonwealth. Private businesses have utilized OVR to provide ADA Accessibility reviews including: the Junior Achievement Center in western PA and MobilityWorks in Allegheny County.

Promoting Inclusion of People with Disabilities in Apprenticeship Initiatives

Throughout the program year, OVR assigned three statewide Specialists (now 4) to participate in a year-long intensive Registered Apprenticeship Navigator program through the Keystone Development Partnership (KDP). This program taught them how to actively engage with business in various sectors across the Commonwealth to explain and expand registered apprenticeships in both traditional and non-traditional job positions and to assist businesses in the development of registered apprenticeship and pre-apprenticeship programs. To date, a total of seven OVR employees have/are currently participating in the Apprenticeship Navigator apprenticeship as we strive to build Apprenticeship expertise into our services across the State and our Districts of both Bureaus. This has led to increased partnership with the PA Apprenticeship & Training Office by providing disability expertise and consultation for apprenticeship and pre-apprenticeship. As a result, OVR now has representation as an ex officio member of the Pennsylvania Apprenticeship and Training Council (PATC) and is working to ensure inclusivity of persons with disabilities (PWD) in apprenticeship development from sponsor application to completion.

OVR is also working with existing registered pre-apprenticeships and registered apprenticeships to enhance their efforts around expanding access and inclusivity to their opportunities for persons with disabilities. OVR has assisted businesses in the development and phrasing of information that is reviewed by the PATC for approval of a registered apprenticeship program. The Uniquely Abled Program is a 16-week training program for people on the Autism Spectrum to be CNC machinists. A national program in other states, is now in PA in Crawford County (Erie OVR) combining technical classroom instruction with hands on learning in the tech school setting. Upon completion, students are matched with local machine

shops for paid employment. The first cohort began in October 2022 and ended in February 2023. Next cohort is scheduled to begin on 10/2/2023. The Uniquely Abled program is a set up like a pre-apprenticeship, the PA Apprenticeship & Training Office is very interested in making the program a “registered pre-apprenticeship” when the principals are ready. It would be the first of its kind for people with disabilities.

L&I collects quarterly highlights of workforce success stories. These brief synopses provide a glimpse into the real-life impact of these programs in the life of Pennsylvanians by outlining the customers’ starting position and need, and how the services provided helped them achieve their goals and improve their lives. Success stories are shared with USDOL, in the L&I Secretary Spotlight and the State Workforce Board Quarterly Report. Below are some examples:

U.S. Airforce Veteran Achieves Career Dreams

Veterans Representatives from the PA CareerLink® worked with Julie an Air Force Veteran and spouse of a current active-duty service member who was on the PA CareerLink® Tioga County Self-Service Job Search Outreach Initiative report. Julie is a single mother moving back to the area with her 13-month-old child. She had just finished her master’s degree in clinical nutrition in December 2022 and wanted to become a Neonatal Intensive Care Unit (NICU) Dietitian. She was currently studying for her PA Dietitian Certification. Despite receiving support from TANF, SNAP, WIC, Medical Assistance and receiving 10 percent compensation from the VA she was still in need of assistance. While waiting for her exam in May 2023 she worked with the DVOP to overcome her barriers of not having childcare or transportation. The DVOP was able to provide Julie with referrals to local day care agencies. The DVOP and Veteran also worked on updating her resume to highlight her education and healthcare background so when she passed her exam, she would be ready to apply for openings. The veteran passed her state exam in May 2023 and was immediately offered a position as a Pediatric Clinical Dietitian - Acute Care in the NICU in a local medical facility. She started in August and is doing well. She was also able to find daycare during this time to allow her to work. The veteran has gone from unemployed to earning \$55,000 a year with fulltime benefits. She was also able to buy a used car thanks to the support and assistance provided. She is excited to start a new chapter in her life and grateful for the support from the DVOP and her EARN case manager in helping her to achieve her goals and not give up.

Career-Ready in Southwestern PA

Eric began working with the Washington Bureau of Vocational Rehabilitation Services office when he was a high school senior. He is an individual who has autism, cyclothymic disorder, ADHD and oppositional defiant disorder. While in high school, he participated in job exploration counseling and counseling on postsecondary training opportunities, and in paid work experiences. Eric enrolled in the Commonwealth Technical Institute at the [Hiram G. Andrews Center](#) in the spring of 2018 and started in its welding program in November 2019. He obtained his diploma in Welding Technology in April 2022, and in August 2022, Eric began his first job as a welder. Throughout his training at the Commonwealth Technical Institute, Eric faced and overcame adversity. As he was adjusting to the academic requirements of his program, independence and college life, his educational program was interrupted by COVID-19. Through all of this, Eric persevered and succeeded. About his experience as a student there, Eric shared that the school “sets people up to succeed.” For example, he credits group therapy with helping him get beyond his comfort zone and the dorm counselors with providing additional support. His advice for other students with disabilities as they consider work and postsecondary options is to “show up on time. Be consistent at work. Be able to work independently or with others. Be open to learn new things.”

Career Launch at the School District of Philadelphia

Philip, a high school student in Philadelphia, interned with the School District of Philadelphia through “Project Career Launch,” a program supported by the Philadelphia Bureau of Vocational Rehabilitation Services and local partners that is designed to help students who do not have an intellectual disability diagnosis but need hands-on support to be successful in finding employment. Philip worked at the school district sorting, moving, casing, and repairing Chromebooks. He shared that the best benefit of the internship was the connections he was able to make. His advice to employers on hiring people with disabilities is: “Make sure to look at the big picture...Keep it in mind that they might be a very, very good worker. They might be very unique and be able to add something that nobody else was able to in the workforce.”

Workforce System Challenges

Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenge.

Data Sharing Prohibitions

Integration of services between programs and agencies who provide workforce services is a tenet of WIOA. Pennsylvania continues to implement innovations to improve collaboration among programs and ensure seamless and efficient delivery of services to individuals seeking workforce services, no matter which “door” the individual enters. However, it remains challenging at times to articulate the level of this integration through data due to state and national prohibitions on data sharing and the cost of integrating established data systems across agencies. Strides have been made in this area; however, many staff and system resources are necessary to accomplish the goal.

Vocational Rehabilitation

Some of the challenges that the Office of Vocational Rehabilitation has been presented with during this period include Rehabilitation Counselor recruitment, as well as provider staffing and availability, which has impacted service delivery.

Digital Access, Literacy, and Divide

Many Pennsylvanians face barriers accessing workforce development tools and systems due to limited digital access, digital literacy disparities, and the digital divide. Broadband internet has not reached large portions of Pennsylvania’s terrain, and its cost, and lack of digital literacy, inhibits participation in the workforce. PA CareerLink® is acutely aware of the challenges customers face with a lack of technical skills, accessibility, and affordability of internet. Pennsylvania is currently working on initiatives to bridge the digital divide by finding ways to provide digital literacy training through partners such as public libraries.

Staffing

The Bureau of Workforce Partnership and Operations (BWPO) has experienced staff shortages due to retirement and positions being reallocated to other bureaus to grow the governor’s priority programs. BWPO requires additional staff to grow programs to achieve the United States Department of Labor’s vision for RESEA and JVSG programs.

Pay-for-Performance

Any strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.

Pennsylvania has no Pay-for-Performance contracting to report in Program Year 2022.

Appendix A

Program Year 2022 Final Negotiated Goals by Local Workforce Development Area (LWDA) for Each Outcome Measure

	Pennsylvania	Allegheny County	City of Pittsburgh	Berks	Bucks	Central	Chester	Delaware	Lackawanna	Lancaster	Lehigh Valley	Luzerne-Schuylkill	Montgomery	North Central	Northern Tier	Northwest	Philadelphia	Pocono Counties	South Central	Southern Allegheny	Southwest Corner	Tri-County	West Central	Westmoreland-Fayette	
	42000	42005	42095	42015	42020	42175	42030	42035	42055	42060	42070	42075	42080	42125	42130	42170	42090	42135	42180	42100	42165	42110	42145	42045	
Adult																									
Employment (Second Quarter after Exit)	73%	73%	73%	65%	70%	73%	73%	66%	73%	75%	74%	71%	69%	76%	85%	67%	67%	68%	75%	65%	81%	75%	80%	73%	
Employment (Fourth Quarter after Exit)	71%	72%	72%	60%	70%	73%	71%	63%	68%	73%	71%	67.5%	66%	78%	83%	68%	65%	71%	72%	64%	75%	72%	78%	74%	
Median Earnings (Second Quarter after Exit)	\$6,250	\$5,700	\$5,700	\$6,700	\$7,000	\$6,350	\$6,250	\$5,250	\$6,200	\$7,000	\$8,000	\$5,750	\$6,100	\$5,500	\$7,400	\$6,000	\$5,800	\$5,400	\$6,700	\$5,850	\$7,200	\$6,100	\$6,500	\$7,100	
Credential Attainment Rate	67%	67%	67%	75%	75%	62%	72%	70%	66%	68%	76%	70%	80%	76%	68%	72%	50%	74%	67%	80%	73%	76%	70%	70%	
Measurable Skill Gains	50%	53%	53%	65%	50%	53%	50%	50%	60%	50%	65%	40%	40%	68%	51%	70%	40%	42%	59%	65%	70%	70%	62%	34%	
Dislocated Workers																									
Employment (Second Quarter after Exit)	77%	77%	77%	76%	73%	81%	78%	77%	78%	82%	80%	77%	81%	84%	78%	70%	71%	75%	77%	82%	83%	83%	78%	82%	
Employment (Fourth Quarter after Exit)	76%	75%	75%	81%	72%	81%	76%	77%	76%	80%	80%	76%	78%	86%	75%	70%	68%	76.5%	78%	77.5%	84%	83%	78%	83%	
Median Earnings (Second Quarter after Exit)	\$8,500	\$8,500	\$8,500	\$9,000	\$9,000	\$8,800	\$10,000	\$9,700	\$8,400	\$8,700	\$9,000	\$8,000	\$10,700	\$7,800	\$7,800	\$7,300	\$8,500	\$8,750	\$9,100	\$8,400	\$9,500	\$9,250	\$8,300	\$9,500	
Credential Attainment Rate	70%	68%	68%	80%	75%	64%	80%	77%	77%	63%	75%	72%	83%	72%	79%	72%	44%	77%	70%	66%	79%	79%	80%	74%	
Measurable Skill Gains	44%	55%	55%	70%	70%	65%	50%	40%	70%	70%	70%	45%	40%	78%	59%	70%	46%	42%	55%	72.5%	70%	72%	65%	35%	
Youth																									
Employment (Second Quarter after Exit)	66%	67%	67%	70%	57%	66%	66%	71%	66%	76%	70%	62%	68%	67%	66%	61%	62%	55%	66%	71.5%	75%	67%	68%	69%	
Employment (Fourth Quarter after Exit)	62%	60%	60%	70%	58%	65%	62%	67%	65%	70%	68%	60.5%	62%	68%	65%	59%	60%	60%	62%	70%	75%	66%	61%	68%	
Median Earnings (Second Quarter after Exit)	\$3,000	\$2,300	\$2,300	\$4,000	\$3,000	\$3,100	\$3,000	\$3,300	\$3,500	\$3,400	\$4,000	\$2,500	\$3,100	\$3,500	\$4,000	\$3,000	\$2,800	\$4,150	\$3,000	\$3,390	\$3,500	\$3,200	\$4,000	\$3,600	
Credential Attainment Rate	65%	78%	78%	67%	60%	56%	65%	72%	60%	75%	70%	65%	65%	60%	65%	37%	60%	54%	55%	39%	79%	66%	50%	57%	
Measurable Skill Gains	58%	80%	80%	57%	58%	65%	58%	25%	50%	72%	65%	58%	55%	55%	56%	38%	52%	39%	50%	65.5%	69%	51%	53%	35%	
Wagner Peyser																									
Employment (Second Quarter after Exit)	62%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Employment (Fourth Quarter after Exit)	62%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Median Earnings (Second Quarter after Exit)	6,250	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Credential Attainment Rate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Measurable Skill Gains	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Program Year 2023 Final Negotiated Goals by Local Workforce Development Area (LWDA) for Each Outcome Measure

	Pennsylvania	Allegheny County	City of Pittsburgh	Berks	Bucks	Central	Chester	Delaware	Lackawanna	Lancaster	Lehigh Valley	Luzerne-Schuylkill	Montgomery	North Central	Northern Tier	Northwest	Philadelphia	Pocono Counties	South Central	Southern Allegheny	Southwest Corner	Tri-County	West Central	Westmoreland-Fayette
	42000	42005	42095	42015	42020	42175	42030	42035	42055	42060	42070	42075	42080	42125	42130	42170	42090	42135	42180	42100	42165	42110	42145	42045
Adult																								
Employment (Second Quarter after Exit)	75%	75%	75%	68%	71%	74%	75%	69%	75%	76%	75%	72%	71%	77%	86%	68%	68%	69%	76%	66%	82%	75%	81%	74%
Employment (Fourth Quarter after Exit)	72%	73%	73%	64%	72%	74%	72%	65%	69%	74%	72%	68%	67%	79%	84%	69%	66%	72%	73%	65%	76%	73%	79%	75%
Median Earnings (Second Quarter after Exit)	\$6,500	\$5,900	\$5,900	\$6,900	\$7,200	\$6,500	\$6,500	\$5,300	\$6,300	\$7,200	\$8,200	\$6,000	\$6,350	\$5,700	\$7,600	\$6,100	\$5,900	\$5,600	\$6,900	\$5,900	\$7,300	\$6,250	\$6,700	\$7,200
Credential Attainment Rate	68.5%	67%	67%	77%	77%	63%	75%	73%	67%	69%	76%	72%	82%	77%	70%	73%	52%	75%	68%	81%	75%	77%	72%	72%
Measurable Skill Gains	50.5%	55%	55%	67%	52%	54%	52%	50%	65%	55%	68%	42%	45%	69%	51%	71%	45%	43%	60%	66%	71%	71%	64%	35%
Dislocated Workers																								
Employment (Second Quarter after Exit)	78.5%	80%	80%	79%	74%	82%	80%	78%	80%	82%	82%	78%	83%	85%	79%	72%	73%	79%	78%	83%	84%	84%	79%	84%
Employment (Fourth Quarter after Exit)	77%	78%	78%	82%	73%	82%	77%	78%	77%	80%	82%	77%	80%	87%	76%	72%	70%	77%	79%	78%	85%	84%	79%	85%
Median Earnings (Second Quarter after Exit)	\$8,750	\$8,750	\$8,750	\$9,200	\$9,500	\$8,800	\$10,500	\$9,800	\$8,500	\$9,000	\$9,250	\$8,250	\$11,000	\$8,000	\$8,000	\$7,500	\$8,600	\$9,000	\$9,200	\$8,450	\$9,750	\$9,500	\$8,500	\$9,750
Credential Attainment Rate	72%	70%	70%	82%	77%	65%	82%	78%	78%	65%	77%	74%	83%	73%	80%	75%	48%	80%	72%	67%	80%	80%	82%	76%
Measurable Skill Gains	46%	57%	57%	72%	75%	65%	55%	42%	72%	72%	72%	47%	45%	79%	60%	72%	48%	44%	57%	73%	71%	73%	70%	45%
Youth																								
Employment (Second Quarter after Exit)	67%	69%	69%	71%	58%	67%	67%	72%	67%	78%	71%	64%	69%	68%	68%	62%	63%	58%	67%	72%	78%	70%	69%	70%
Employment (Fourth Quarter after Exit)	64%	61%	61%	73%	59%	66%	64%	69%	66%	71%	69%	61%	64%	69%	67%	60%	61%	65%	64%	71%	77%	67%	62%	70%
Median Earnings (Second Quarter after Exit)	\$3,500	\$2,500	\$2,500	\$4,500	\$3,250	\$3,200	\$3,500	\$3,500	\$3,650	\$3,600	\$4,100	\$2,800	\$3,200	\$4,000	\$4,250	\$3,100	\$2,900	\$4,300	\$3,500	\$3,400	\$3,700	\$3,300	\$4,200	\$3,600
Credential Attainment Rate	66%	80%	80%	68%	63%	56%	66%	74%	62%	78%	71%	66%	70%	61%	66%	38%	65%	58%	60%	40%	80%	67%	52%	60%
Measurable Skill Gains	60%	82%	82%	60%	60%	65%	60%	30%	60%	73%	66%	59%	57%	55%	58%	39%	53%	41%	55%	66%	70%	52%	54%	45%
Wagner Peyser																								
Employment (Second Quarter after Exit)	64%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Employment (Fourth Quarter after Exit)	64%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Median Earnings (Second Quarter after Exit)	\$6,500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Credential Attainment Rate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Measurable Skill Gains	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-