

## **OUTREACH EFFORTS**

Describe examples of outreach efforts including those related to youth, adults, dislocated workers, employers as well as outcomes of the outreach efforts.

- Staff outreach to discuss referrals with OVR
- Follow up with agencies and schools
- Met with staff of Project Rapport and Destination Bradford
- Coordinated with local probation contacts
- McKean: BARN – Staff fills out attendance logs for those on probation so they can get 1 ½ hours for every hour they are at the CareerLink, participating in the programs or looking for employment
- BSR in McKean facilitated Job Fair with Keystone Powdered Metals on 10/24/17; very successful event and currently have 6 OJT's
- Staff participated in the Youth Consortia meetings
- Participate in CJAB meetings
- Follow up with Dickinson's Case workers
- Follow up meeting with Elk County Family Resource Network Collaborative Board
- DST meeting: discuss services and enrollment goals under WIOA
- Met with Amy Goode, Discovery Grant Rep. to discuss ISY and OSY referrals
- Met with Ridgway YMCA, Welcome Center to discuss TANF work experience opportunities.
- Participated in Job Fairs
- Presented at Chamber of Commerce Luncheon
- Presented at WIC-Clearfield Staff meeting
- Outreach at the Port Allegany Borough on 12/8/17
- Veterans Outreach Job Fair, facilitated by the Vet. Rep in McKean; BSR, Site Administrator and Employability Counselor attended and provided information about CareerLink services
- Meeting with Business Youth Liaison for Potter County Education Council
- Potter County Collaborative Board Meeting
- Contacted the Potter County Veterans Representative
- Employability Counselor attended Veterans Outreach Job Fair
- Johnsonburg Library, Community Center & Borough
- Met with domestic relations, CYS, & probations in Cameron County along with the IU-9 to market and promote services
- Scheduled follow up meeting with all case managers at Dickinson Center on January 9
- Met with North Central PA Building and Construction Trades
- Participated in "A Vision for Punxsutawney" Public Workshop
- Attended Title I event at Brookville School District
- Met with OVR staff and youth in follow up, youth participated in effort to reach youth at ABBA House after hours outreach, he accomplished a goal by doing this.
- Follow up with agencies and schools, staff met with Triangle Tech, Jeff Tech and Penn State DuBois, received referrals from the LPN program and enrollment from participant in Building Trades.
- Met with employers and set up new work experience worksites, resulted in youth completing work experience, he went into an OJT opportunity and he is doing well and able to pay his probation fines.
- After hours Connection Café-met with youth at ABBA House and presented an over view of CareerLink services 6:00 p.m. – 8:00 p.m.
- Contacted DuBois Ministerial and set a date to meet with local pastors to present CareerLink services.
- Working with Bob Chunta from Job Corps and arranging a polycom to be broadcast to other offices.
- Staff attended the BC3 Advisory Board meeting and updated the participants of CareerLink activities and services.
- DuBois staff met with WIC staff and received a referral
- Staff met with Vet Rep and BWPO staff regarding referrals
- Staff met with high schools resulting in enrollments and youth working in work experience

- Staff met with Goodwill and opened up additional work experience opportunities for under age youth by proposing Goodwill have all store managers and one other staff get their clearances resulting in younger youth being able to work.
- Attended two guidance classes (20 students) at Clearfield High School with the focus on assisting each HS Junior/Senior with accessing job gateway, obtaining an ID, building and reviewing a resume along with guidance on filling out job applications; in Jan. we will be assisting with mock interview skills to complete the process; also presented on TANF program and received several apps.
- Attended two different classes (25 students each) and completed a presentation on careers on prezi.com to seniors at Curwensville HS on current and future trends of employment; also, presented on opportunities with the TANF program as well as WIOA ISY assessment. Have received 5 potential clients thus far from this opportunity.
- Presented at a local Boy Scout meeting on the importance of attaining job readiness skills, building a resume and important aspects of being a good employee. Discussed TANF & WIOA requirements/opportunities as well as what they can expect to find at career link and how we can help them as well as friends/family members in their job/career search. So far, one WIOA potential applicant and 2 TANF forms have come from just this one meeting.
- Attended a Youth Career/Counseling Planning Meeting at Curw. High School in early December. Assisting the school with their Career Fair planning as well as was able to take 5 minutes during the meeting to share what services we are able to provide youth ages 14-24 to teachers, administrators and guidance counselors.
- Was present during 1 ½ hour lunch period at Clearfield HS to share with students TANF information as well as services available at career link. Was invited by guidance office to do this on a monthly basis to help get the word out to students as to what we have available. Talked with about 8 students who came up to me to ask questions and get information. So far, 2 TANF applications have derived from this simple set up.
- We have been staffing the lobby at the Clearfield Assistance Office on a monthly basis in an effort to recruit.

### **STAFF DEVELOPMENT**

Identify efforts undertaken to ensure staff professional development and continuous improvement with regard to increasing staff capabilities.

- Workforce Operation Bi-weekly Video conference meetings
- Workforce Solutions Monthly Workforce Spot light webinar
- Youth webinar (State wide)
- Office review of enrollments and outreach activities
- PA CareerLink staff meeting(s)
- TABE on-line training, new software
- Office orientation to IdentiGO fingerprinting system
- Potter County Job Seeker Team Meeting 12/8/17
- Attended Manufacturing Day events at Miller Welding and Machine Co
- Participation in the CareerLink Certification Process

## **PARTNERSHIP BUILDING**

Identify efforts underway to increase/improve collaboration between your agency and other PA CareerLink partners. Attached also any new Youth Services MOU's that have been put into place.

- Business Service Team meets monthly to discuss employer visits, outreach activities
- PWDA Operation Council meeting
- ENGAGE/PREP meetings to address business calling collaboration
- Schedule program services with DST members
- Community Development/Transportation meeting with local agencies to assess transportation networking for customers
- Outreach event with Potter Educ. Council and Penn Technology
- BWPO Instruction utilizing UC Call-in letters and CWDS for referrals
- BSR met with Sherri Geary, Economic Development of McKean Co
- Individual interview/meeting with Susie Snelick
- 12/7 individual interview with Pam Striech as a part of the CareerLink credentialing process.
- Monthly meetings of job seeker team, welcoming committee team, and business service team within the Career Link
- Meeting with DCED Director in Cameron County
- Met with Community Actions Adult Education Department to arrange TABE testing for the PA CareerLink
- The Workforce Development staff collaborated with Brockway High School and Goodwill to get under age youth in work release from school to work
- Staff identified agencies who provide Leadership and Mentoring services, MOU's were established
- Staff participated in Youth Consortium Meetings
- Met with Children's Aid Society/Big Brother – Big Sister representative to discuss how we could better serve youth together; we shared information on each of our programs and learned that we provide similar services especially when it comes to mentoring.
- Center Intermediate Unit 10- TABE and Adult tutoring.

## **CHALLENGES & EMERGING TRENDS**

Identify challenges encountered in the provision of WIOA Title I services and any efforts to address the issues. In the provision of services, have trends emerged or service gaps been identified? If so, please specify.

- Transportation continues to be an issue for job seekers in the area. Referrals are made to agencies that may assist as well as supportive services are used were available.
- RESEA-referrals/enrollment to WIOA program has decreased since the onset of RESEA
- Employability Counselors will be presenting at RESEA meetings to share services
- Limited Training Providers on State Approved Provider's List
- Utilization of CWDS reports and/or lack of reliable reports
- Addressing referrals with partner agencies; Meetings are being held to review and Workforce Delivery System committee is addressing in January meeting

- Addressing CareerLink staff concerns over recruitment letter for U.C./dislocated workers
- Use of Facebook as a means to market the Career Link
- A challenge was presented when moving PA CareerLink- DuBois office, while continually meeting with current participants and scheduling appointments with perspective participants and maintaining a presence in the community
- Contacting TANF applicants/parents during our normal day time hours is a huge challenge. To address this, staff work in the evening once or twice a month to better serves this need. By being able to contact folks/teens/young adults in the evening and meet with them in the evening has been a huge help. It is a better use of my time instead of constantly leaving messages to folks who seldom return my calls

## **INNOVATIONS**

Please describe any innovative strategies, programs, service or outreach that have developed.

- Development of Brochures/Flyers
- Peer to peer: bring a friend to Connection café
- Monthly adult and dislocated worker counselor video conference/CLOUD meeting (Peer to peer)
- Connection café is being offered at some off site locations, during non-traditional working hours (evenings or Saturdays)
- Attempting to set up a meeting with residents of Oxford House (nationwide ¾ house program) in Coudersport to discuss programs
- Employer visits with BWPO Staff
- Community outreach with IU-9 Staff
- Setting up video conference connection with McKean County Jail/Probation
- The Workforce Operations staff collaborated with Brockway High School, Goodwill Industries to get under age youth in work release from school to work