



425 Old Kersey Road • Kersey PA 15846

**Workforce Delivery System Committee
Update on PA CareerLink®**

Partners: Kelly Davis, Chris Palmer, Bruce Jones, Blythe Brunner, Greg Lezanic, Nancy Smithbauer
Board Staff: Linda Franco
Site Administrators and Operator Tom Bogacki, Todd Vanderburg, Sharon Engel, Operator,

Update on status of PA CareerLink Services in Response to COVID-19

The Workforce Navigators, under the direction of the Operator, have each purchased tracphones with distinct phone numbers to answer all phone calls coming into their respective CareerLink center. They have all been supplied up-to-date email directories with all (working) staff email addresses. When a phone call comes in, they will gather contact information (phone and email) and then alert the appropriate staff member via email. That staff person will then reach out to the customer.

All PA CareerLink® centers have signage to include this new (temporary) phone number in addition to the UC number and corresponding websites. It was agreed to keep the signage simple and not overwhelm customers that come to the centers expecting to enter.

Phone messaging has been updated to reflect the new numbers and additional information on all except for Potter and McKean counties. The antiquated phone system in both of those counties cannot be changed by the contractor and voicemails cannot be accessed by staff. Every effort to post information via social media, radio, newspaper and other outlets has been made. Site Administrators are currently obtaining quotes to update these systems.

New temporary phone numbers for each PA CareerLink center are listed below. You will note that there is one phone number for both Jefferson and Potter. This is because the Operator and Site Administrator were in the process of hiring a new Navigator for Potter when all this happened. We agreed the best option for Potter was to have those calls forwarded to an experienced Navigator and Jefferson with lower traffic made the most sense.

(Elk/Cameron): 814-335-4738
(DuBois): 814-661-4424
(Jefferson and Potter): 814-590-6837
(Clearfield): 814-496-2018
(McKean): 814-331-3971

The sanitization of each PA CareerLink® center is still being explored and no unauthorized staff are permitted in the centers until further notice.

To the best of my knowledge ALL but a few BWPO staff (who do not have the technology) are working remotely so most services, although somewhat different, have continued. Title II and OVR are also working remotely to serve their customers.

Managing postal mail by Site Administrators or designated staff is still being worked on.

As of today 99% of calls coming into the centers relate to Unemployment Compensation and those calls are being referred to state staff or the toll free UC phone number and website.