

Quarterly Workforce Board Report
4th Quarter 2020-2021

April 1st through June 30th

| | Clearfield | DuBois | Elk/Cameron | Jefferson | McKean | Potter | Region 4th Qtr. | Region 1st Qtr | Region 2nd Qtr | Region 3rd Qtr |
|--------------------------------|---------------|--------------------|--------------------|------------------|---------------|---------------|-----------------|----------------|----------------|----------------|
| New Employers To PA CareerLink | 5 | 4 | 6 | 1 | 5 | 3 | 24 | | | |
| New Businesses | 0 | 4 | 0 | 0 | 7 | 1 | 12 | | | |
| Businesses Increase/Recall | 6 | 9 | 3 | 7 | 5 | 9 | 39 | | | |
| Businesses Downized/ Lay off | 0 | 0 | 0 | 0 | 2 | 2 | 4 | | | |
| Businesses Closed | 1 | 0 | 0 | 0 | 1 | 0 | 2 | | | |
| Calls | DuBois 791 | Clearfield 1483 | Elk/Cameron 975 | Jefferson 674 | McKean 957 | Potter 600 | Region 5480 | | | |
| Walk-ins | 438 | 694 | 562 | 204 | 665 | 428 | 2991 | | | |
| UC | 520 | 1222 | 750 | 587 | 733 | 344 | 4156 | | | |
| Participant Services | 2834 | 3513 | 2216 | 886 | 1858 | 970 | 12277 | | | |
| Employer Services | 327 | 157 | 218 | 407 | 331 | 198 | 1638 | | | |

New Businesses:

1. DuBois - PA Signs/Sekula Signs, Breaking Bread Homestyle Restaurant, First United Methodist Church and Auto Zone

McKean Kites Kids LLC

Businesses Closed:

McKean and Potter Siemens Corp. Olean NY effecting 86 PA residents Rapid response and Carrelink staff involved

Clearfield: Clearfield Pharmacy

Businesses Downized/Layoff:

none to report

Businesses Increase/Recall:

Potter- Kites Kids LLC

Clearfield: Cen Clear Child Services, Continental Carbonic Products, Forum Energy Technologies, Colonial Courtyard, Martell Glass, Shop N Save

Jefferson County: ATTEM Inc. (Staffing Agency) Charter Foods (Taco Bell/KFC), Femco Holding AKA: Femco Machine Co., PLCB, Merakey Home Health Agency, Brookville Fireman's Club, SAS Retail Services

Special Events:

Potter Staff met with Morgan Advanced Metals regarding urgent need for hires. In less than a week a job fair was held with 24 customers attending. 10 of the 24 are pending hire, awaiting screening and background check.

DuBois - Open Interviews/job fair - ESS, Outreach events - Moonlite Drive in and DuBois Community Days. Governor's Achievement Award with Sintergy, Inc.

McKean staff toured Case knives, met with HR staff. Planned 2 open interview events. First event had 23 customers interviewed. Case has 28 current openings

McKean Crosby Mini Mart Open Interviews

McKean Beacon Light Open Interviews

Elk - Outreach events - Donuts & Discussion and POP! in to the Careerlink

Elk - Open Interview Events with the following employers, Source For Teachers, Embassy Powdered Metals, Amphenol, BlueWater Thermal Solutions, Burger King, Alleghent Coatings.

Elk - Outreach with Probation and Domestics

Jefferson: PA CareerLink Jefferson County and PA CareerLink Clearfield County at DuBois hosted a free Movie Night at the Moonlite Drive-In Theatre in Brookville on May 20, 2021. PA CareerLink staff were on hand to greet customers as the theatre presented "Millions" on a sunny and warm spring evening. Those staff welcomed 26 cars and approximately 88 people to the theatre and each car was given a PA CareerLink bag with service information from all partners. Six individuals won a free large popcorn and large drink compliments of the theatre and two individuals won Sheetz gift cards. Carl the Career Bear greeted the enthusiastic children in attendance and was available for photo opportunities and impromptu dance parties near the concession stand before the movie began. Attendees were encouraged to bring donations for the Gateway Humane Society. Through their support, PA CareerLink was able to donate \$160 and 2 boxes of items including dog food, kitty litter, paper towels and cleaner to the Humane Society. Most who attended said they heard of the PA CareerLink-sponsored event through social media, primarily Facebook

Clearfield: PA CareerLink Clearfield County @ Clearfield-Six Rapid Response Sessions were held for the Workers of the Moshannon Valley Correction Facility (MVCF) that closed its doors in March of 2021. As of the beginning of June 2021 the PA CareerLink of Clearfield has provided services to 200 MVCF participants with approximately 580 services. There have been 25 MVCF employees who have enrolled in the WIOA Program. There are 3 additional enrollments scheduled in July. There have been 11 ITAs approved. There are 13 ITAs in process that will be submitted in July/August. There was also an individual who was employed by the food service (contracted) vendor who enrolled and is on an OTI.

Issues and/or Challenges:

UC: McKean and Potter:

Many employers have contacted CareerLink regarding the new UC site and needing information on fraudulent claims against their accounts. Staff work with employers to give updated UC information and refer to UC employer and fraud phone line.
Staff assist all in person UC claimants with navigating UC website and providing basic information on filing

Clearfield & Jefferson: UC issues:

One employer was able to create an account but when he tried to add his HR person for access, it wouldn't allow him to add her to the company's profile. Conveniently, it directed him to call our office for assistance.

A second employer created a Keystone ID for the UC site, but it showed up as a duplicate on PA CareerLink and he still didn't have access to UC.

Customers are still having the Workmens Comp issue where they select "no" but are asked at the end to provide more information about their injury. Then they can't complete the claim because it won't let them proceed. UC reports that it has been fixed, but it's not fixed.

Still having issues with the message center. Sometimes, messages will go through. Most times, we're met with an error message.

Issue with a customer where we created his Keystone ID and password on CareerLink and it wouldn't let us log on to UC. I've been doing it all day long with other customers and this is the first time it didn't work.

The Workman's Comp issue that was supposed to be resolved is not. A union guy was here and clearly marked that he did not receive Workman's Comp, but at the end, it asked him for details about his Workman's Comp. It wouldn't let us go any further. I tried to send a message, but was met with an error message. Two customers experienced a glitch on the UC site where they entered their information on the first page, then have to enter their SSN, then it keeps looping back to the first page and they can't proceed. Another issue ... when we try to send messages from the customer dashboard, it just comes back with an error message.

Also can't go back to edit/change information when you review the claim.

The issues that are most common today are the site requesting more information about the employer, but it keeps bringing us back to the same point, no matter how many times we enter info. It keeps cycling back and we can't proceed.

A lot of customers are creating Keystone IDs only to have them not be recognized minutes later.

We've also seen issues where customers did not report that they were receiving Workman's Comp, only to be asked to fill in "required information" about Workman's Comp