

PA CAREERLINK
POLICY AND PROCEDURE TRAINING

Questions and Answers

April 23, 2007

CONFIDENTIALITY

1. **What is the regional policy for PACL employees that take files (hard copy client files) out of the office? i.e., taking files home to work on?** *Discuss with your supervisor specific precautions to follow if work is to be taken out of the office.*

CONTRACTING

2. **Will you email us to let us know name of fiscal coordinator when hired?** *Yes.*

CRIS

3. **Will Social Security Numbers be eliminated on CRIS?** *Our intention is to suppress Social Security Numbers until we replace them with Job Seeker ID numbers.*

GENERAL PA CAREERLINK SERVICES

4. **Where do I locate the 2007 PACL Calendar?** *Your PA CareerLink Administrator should have a copy.*
5. **What about new nametags?** *The purchase of new nametags is something to discuss with your CareerLink Administrator. If you don't have a nametag, ID badges worn around the neck are acceptable in that they identify you as a staff member.*
6. **Can someone be working on GED and getting services?** *Yes. Customers will be served in Core services while they are getting their GED. Once they obtain their GED, they will be able to move into core requiring registration or intensive services. Youth and Welfare customers can be working on their GED while receiving services.*

WIN

7. **Does WIN timeout when on a screen?** *Yes, WIN will eventually time out.*
8. **Is WIN intended to be entirely self-directed?** *WIN is self directed, but there is a management tool available to view how long a person is spending in each level. it would be appropriate for staff to provide instructional assistance when appropriate when customers are using WIN.*
9. **What are the responsibilities of the WIN lab monitor?** *It will depend on the CareerLink.*
10. **Should this person be able to offer supplemental instruction to WIN learners?** *It will depend on the CareerLink, but this is a necessary job function that will be required by someone in the CareerLink. .*
11. **Battery of three tests – rfi (reading for information)/am (applied math)/li (locating information)? Is it possible for individual to take other tests?** *Yes, it is possible for*

individuals to take other assessments. There are varying costs for the type of assessment. For now, we are concentrating the efforts of the CareerLinks on providing the three areas that are associated with obtaining a Career Readiness Certificate (reading, math and locating information).

12. Are WIN workshops mandated by WIB? *By September 2007, each PA CareerLink will be required to offer WIN and WorkKeys onsite, including WIN laboratory or open computer laboratory time. Some CareerLinks are operational and are offering these services now.*

13. How many CareerLinks have WIN workshops? *As each CareerLink begins using WIN, they will be required to offer open WIN laboratory or open computer laboratory time. Currently, the PA CareerLinks in Lewistown and Williamsport have laboratory time offered for individuals to work on WIN.*

14. Who is to provide WIN tutorial? Who is to monitor WIN remediation? *Each site decides how these tasks will be carried out. What may work well in one site may not work for another site.*

INTENSIVE SERVICES ELIGIBILITY (does not apply to Youth and Welfare services)

15. What should staff do about a customer who may be unable to obtain a GED? *These individuals would never be permitted intensive services, correct? Correct. They will be given Core Services.*

16. Must individuals obtain a GED before being offered intensive service? *Yes this pertains to core requiring registration and intensive services.*

17. Some students are unable to gain a GED or need employment before GED attainment. Can these people receive intensive service? *No. They will receive Core Services while they are working towards their GED.*

WORKKEYS

18. Because of new residency requirement, would we be able to pay for WorkKeys for customers from another area? *Yes, we can pay for WorkKeys assessments for intensive customers even if they live in another Workforce Investment Area. (The residency requirement pertains to training services, wherein a workforce specialist should first make sure an out-of-region resident is not receiving WIA training dollars from their home Area before we would fund training.)*

19. Who pays for WorkKeys test for Veterans? *If a veteran is registered for Intensive Services, Title I would pay for it. If the customer is not a Title I customer, they could pay \$45 for the assessment.*

20. Why isn't Writing and Business Writing offered for WorkKeys certification? *We are making the assumption that you are referring to the Career Readiness Certificate. Nationally, the Career Readiness Certificate is focused on three skill areas, Reading for Information, Locating Information and Applied Mathematics. These are the three areas that are most commonly identified as necessary for employment.*

TRACKING FORM

21. You note Americorps, and CRA on tracking form. Also Food assistance, Housing, Energy, Family Savings Account. Staff should be making these referrals. *Noted.*
22. CRA definition of service: Enrollment only? Or any service? Please clarify this question.

WORKSHOPS

23. What about Higher Ed through Penn State? *We are unsure what this question is referring to, please clarify and ask the question of a supervisor.*

CUSTOMER INFORMATION FORM – PLEASE MAKE SURE YOU HAVE THE LATEST COPY from cris.cpwdc.org

24. Where is Customer Information Form Stored? What if multiple programs need it? How do we know if this has been done? *Each site will need to develop their own methods of filing these forms so they are accessible to staff and to ensure that proper referrals were made. Also, the form was developed specifically so that individuals are not filling out the same information multiple times. If multiple programs need the information, there should be a central place where it is kept or some type of logging of who filled it out so that customers are not inconvenienced.*
25. (On the Customer Information Form), Why is the Career Readiness Certificate not listed as “What Can We Do To Help You?” *We will update the form accordingly as locations come online with using WIN/WorkKeys. If you need an updated form because you are now implementing WorkKeys, please contact Shannon Miller at smiller@cpwdc.org for a new Customer Information Form that contains this information.*

EO/PROGRAM COMPLAINTS

26. Are all EO complaints, including employers, filed? Or is it just complaints pertaining to CareerLinks? *Just EO complaints involving PA CareerLink activities are filed.*
27. What about ADA complaint? *We need more information to respond to this question.*

CRIS

28. Will case notes be transferred from CRIS to CWDS? *We are hopeful that this will be possible, but will know more after CWDS trainings.*

TITLE I TRAINING POLICY AND PROCEDURES

29. Who will figure out share of tuition when working with other agencies (PHEAA and OVR)? *The Workforce Specialists will work with other agencies and the customer to determine the shared costs.*

- 30. Additional Information:** *ITAs with Trade funds included in part of the contract cannot require an individual to pay a portion of the training, this includes the \$100 contribution requirement. In such cases, the \$100 fee will be waived.*
- 31. How many people were trained using WIA Title I funds?** *You can actually go on the Contract Tracking Form that Pauline demonstrated at the training to find out this information. You can search according to Fiscal Year and by Site.*
- 32. What about taking occupations off the hpo (High Priority Occupation) list?** *We are going to ask to have Medical Assistant taken off the High Priority List. We have found the courses to be costly in relation to the starting wage which is usually a little over minimum wage. We have also found in talking to employers involved with the Healthcare industry that the coursework does not match careers that open in the industry. We don't know yet if we will be successful in removing an occupation.*
- 33. With SWCs (Subsidized Wage Contracts for Welfare Clients), the reimbursement for first 30 days of employment, days 31-60, etc. Is this days worked, total hours, or calendar days?** *We are referring to days worked.*
- 34. Are individuals on Work Support not allowed to work on GED?** *This particular policy statement regarding GED obtainment that was included in the training only referred to individuals that may be eligible for WIA Title I Adult and Dislocated Worker programs. We stated that an individual must have a GED prior to entering intensive services.*

Labor Market Training

- 35. What were the public access websites that were discussed during the training?** *The public access websites have been added to the CRIS website under the Labor Market Information section in the left column entitled "Useful Links". For your information, the websites are:*
- www.paworkstats.state.pa.us – Pennsylvania's Labor Market website
<http://lehd.dsd.census.gov/led/datatools/qwiapp.html> -- US Census Bureau's Local Employment Dynamics
[http://factfinder.census.gov/home/saff/main.html? lang=en](http://factfinder.census.gov/home/saff/main.html?lang=en) – US Census American Fact Finder
www.bls.gov – Bureau of Labor Statistics
- 36. How can I request specific labor market information or find out more information from the CPWDC Research Department?** *We will continue to update the CRIS website with relevant labor market information so check back regularly. If you have special requests, need assistance in determining data availability or appropriate usage or want to discuss projects with the CPWDC Research Department, please contact Rachel Smith at rsmith@cpwdc.org or Bill Berry at wberry@cpwdc.org. You can also call the CPWDC at 570.522.0600 and ask to speak with someone in the Research Department.*

Below is the updated list of Rapid Response contacts for the Central Region while Dan Heitsenrether is out of the office.

PENNSYLVANIA DEPARTMENT OF LABOR & INDUSTRY Bureau of Workforce Development Partnership Rapid Response Coordination Services Directory March 16, 2007	
Staff Person Name & Address	Counties
EASTERN REGION	
<p style="text-align: center;">Terri Zimmerman Rapid Response Coordination Services Eastern Region Supervisor 135 Franklin Avenue Scranton, PA 18503</p> <p>Phone: (570) 963-4814 FAX: (570) 963-4927 FAX E-mail: tezimmerma@state.pa.us</p>	(Supervisor—East)
<p style="text-align: center;">Robert Green Rapid Response Coordination Services East Central Region P.O. Box 20490 1601 Union Boulevard Lehigh Valley, PA 18002-0490</p> <p>Phone: (610) 437-5627, ext. 450 FAX: (610) 434-4122 E-mail: robgreen@state.pa.us</p>	Bucks, Lehigh, and Northampton Counties Montour, Union, Snyder, Northumberland
<p style="text-align: center;">Richard Parry Rapid Response Coordination Services North Eastern Region 32 East Union Street, Room 103 Wilkes-Barre, PA 18711-0651</p> <p>Phone: (570) 826-2379 Fax: (570) 826-2443 E-mail: riparry@state.pa.us</p>	Carbon, Lackawanna, Luzerne, Monroe, Pike, Schuylkill, and Wayne Tioga, Bradford, Susquehanna Sullivan, Wyoming, Lycoming, Columbia,

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WESTERN REGION

<p style="text-align: center;">Sharon Burk Rapid Response Coordination Services Western Region Supervisor 3001 Fairway Drive Altoona, PA 16602</p> <p>Phone: (814) 940-6232 FAX: (814) 940-6236 E-mail: shburk@state.pa.us</p>	<p>(Supervisor—West)</p>
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<p style="text-align: center;">William G. McManus Rapid Response Coordination Services Western Region 54 Pennsylvania Avenue Huntingdon, PA 16652</p> <p>Phone: (814) 641-6408, ext. 127 FAX: (814) 641-6414 E-mail: wmcmanus@state.pa.us</p>	<p>Bedford, Blair, Cambria, Fayette, Fulton, Huntingdon, Somerset, and Westmoreland Centre, Clinton, Mifflin</p>
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