SECTION I: STRATEGIC PLAN

A. VISION

Any successful company needs a quality workforce to be competitive in today's economy. The Northern Tier's economic future depends on a workforce able to compete in today's global economy. In order for the region to be economically competitive and its residents to acquire careers that pay family-sustaining wages, the region needs to ensure that its workforce system is steered by employer and employee needs, which is a shift from a historically client-based system. A skilled and well-trained workforce can be achieved by better aligning the workforce development system with industry and education.

Overall, the mission of the Northern Tier Workforce Investment Board is to coordinate, develop, and maintain an effective and responsive system of programs and services that integrates the needs of employers for an ample and productive workforce with the needs of the region's residents for meaningful work that enhances their quality of life.

We see a system that takes a leading and influencing role within what is really a network of systems. We envision a workforce that is adequate in numbers and equipped with a work ethic, foundational academic skills, and specific occupational skills that fit the needs of local employers. We see a diverse workforce and prospective workforce with equal access to educational resources and a diverse job market where there is equal opportunity for all workers and prospective workers.

In addition, we see an environment where individuals find success and satisfaction in their careers and in the financial rewards that flow from them. We envision a system that is responsive to workforce needs as they emerge with the power and influence to make change happen. Ultimately, this overall process keeps the regional economy strong by encouraging established businesses to grow and prospective businesses to consider the region as a venue for their enterprises.

Over the years, we have used this framework to inform our dialogue with the systems with which we interrelate – business and industry, economic development, and education – in order to encourage better coordination and eliminate duplication. We have used this vision to promote system change within the public workforce system, re-inventing one-stop services and better aligning the services provided by our contractors with the intentions of the Board. We made the PA CareerLink the operational storefront of the Board by providing clear direction and regular oversight.

Increasingly, as we reach out to business, our vision attempts to anticipate the changing priorities of public sector funding with regard to incumbent worker training. We have organized and continue to support industry partnerships with the health care and diversified manufacturing. We piloted groundbreaking work with training directly related to the natural gas industry. Much of this work has been done with our workforce colleagues in the Central workforce investment areas. Our vision of being responsive is challenged with the fluidity of the natural gas industry, which adjusts greatly with the market price of the natural gas.

We also envision a Business Services Team that continues to increase its overall market penetration and continue to make adjustments as new employers enter and exit the region.

B. OVERARCHING STRATEGIES

Our vision of a responsive system, greater service of employers, increased outreach to education, and a prepared workforce is what leads the LWIB, the staff, and the communication throughout the public workforce system.

In alignment with the Commonwealth's plan, we strive for a quality workforce, education and training programs that deliver the knowledge, skills, and abilities to support current industry, foster economic growth, promote incumbent worker advancement and put hardworking Pennsylvanians back to work.

As with the commonwealth, we will cultivate a demand-driven workforce to provide employers with the resources they need to compete and grow, such as:

- A highly-skilled workforce trained for high-priority and in-demand occupations;
- Employer driven partnerships with industry; and
- Innovative economic and workforce development services.

We will utilize the path laid out with JOBSFirst PA, which is the catalyst for economic recovery and growth in Pennsylvania, providing a comprehensive roadmap that harnesses the commonwealth's resources and talents to prioritize private-sector job creation and retention. The fundamental building blocks include:

- The development and expansion of career pathways;
- More effective job matching services to assist all job seekers; and
- Education and training investments targeted to high-priority occupations that lead to family supporting jobs.

JOBSFirst PA is a path to certainty, stability and opportunity for Pennsylvania's job creators and it puts the citizens of Pennsylvania first. It is guided by the belief that government does not create jobs, but rather fosters an environment where companies can increase profitability and productivity to grow and create jobs. To achieve sustainable economic growth, JOBSFirst PA embraces innovation, prioritizes governmental reform and workforce development, and launches entrepreneurial initiatives to grow industries and establish a business climate that positions job creators to compete nationally and globally.

The WIB staff have a very visible presence with the regional community, interacting with other training providers, chambers of commerce, economic development groups and attend events, including job and career fairs, that allow networking opportunities. As an extremely rural region, there are fewer entities providing services so there are working relationships with every post-secondary educator in the region in Mansfield University, Penn College, Penn State Cooperative Extension, Keystone College, the two Career and Tech Centers, and Lackawanna College. The WIB leverages funds and maximizes dollars by cooperating in projects with other groups, including economic development groups while developing other projects and grants.

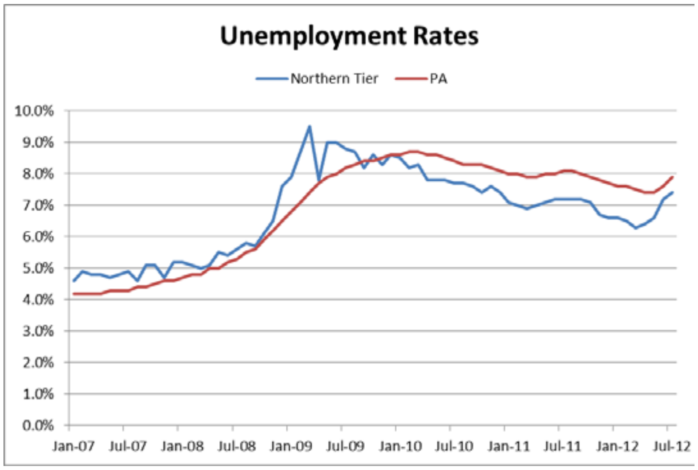
A project has begun that brings the workforce system into the school systems. These sessions introduce students to the system, which includes some basic soft-skill workshops and allows an introductory look into the local economy and future opportunities.

The WIB also has partnered with a group of WIBS to create a research partnership which provides labor market information in a presentable format. This information has been openly shared with many agencies across the region, including secondary schools and career centers. Feedback from this is resulting in more interaction with the education system as schools are using this data to evaluate their curriculum and career awareness opportunities.

C. ECONOMIC & LABOR MARKET ANALYSIS

The Northern Tier Region covers more than 4,000 square miles in rural Pennsylvania consisting of Bradford, Sullivan, Susquehanna, Tioga and Wyoming Counties, three of which border New York State to the north. While outside the Northern Tier, four cities act as supporting regional service centers to the Northern Tier: Elmira and Binghamton, NY to the north; Williamsport, PA to the southwest; and Scranton/Wilkes-Barre, PA to the southeast. Each of the counties are influenced by the respective cities which they are closest. Because of the region's highly rural nature and its historic economic growth problems, the area is included the Appalachian Regional Commission's (ARC) development area.

The National Bureau of Economic Research (NBER) determined that a national economic recession began in December 2007 and officially ended in June 2009. As the effects deepened in the Commonwealth, Northern Tier's unemployment rate increased from 4.9 percent in 2007 to 7.8 percent in 2010. The Great Recession may be officially over, but its lasting effects continue to provide challenges for Northern Tier's workforce and employers. Signs of recovery became evident in 2011 as the local unemployment rate fell to 7.0 percent. The unemployment rate has risen slightly to its current level of 7.4 percent since peaking at 9.5 percent in March 2009. The indicators of an economic recovery continue into 2012 and are beginning to manifest into reductions in the unemployment rate, increases in jobs, or increases in the size of the labor force. The graph below illustrates Northern Tier's unemployment trend as compared to the State rate since 2007.



Additional labor market information of relevance to the strategic plan includes:

- Based on July 2012 data, there are 7,600 unemployed local residents in the Northern Tier, there were 1,900 initial claims for Unemployment Insurance, and there were 13,500 continued claims for UI.
- In January 2012, new legislation modified the unemployment compensation system, most notably requiring claimants to actively search for work. Since then, the labor force has grown by 5,000. This was due to the employed population increasing by 3,900, but also due to 1,100 job seekers entering or returning to the labor market in search of jobs.
- As of July 2012, Northern Tier had more than 9,000 online job postings.
- According to Economic Modeling Specialists (EMSI), Northern Tier's growth rate of 1.1% between 2002 and 2012 was about a quarter of the the 4.0% seen across the State

Growth Industries

Over the last year (2011-2012), jobs held in the Northern Tier increased by 2,600 to a level of 87,300, according to EMSI. With the ensuing discussion of industry employment, it should be noted that EMSI categorizes public education and some public hospitals under the government industry sector.

Private employment (non-Government industries) increased by 2,600 between 2011 and 2012, while public employment (Government) remained stagnant. Goods-producing jobs increased by 1,400 to 26,500, accounting for 30.4% of all local employment. In fact, this proportion increased since 2011, indicating goods-producing jobs grew at a faster rate than service-providing jobs. Furthermore, goods-producing jobs are up 1,800 (+7.4%) from 2007 when the recession began. Additionally, employment has increased for all goods-producing sectors - Mining, Quarrying, and Oil and Gas Extraction, Construction, and Manufacturing – over the last year, except for Agriculture, Forestry, Fishing and Hunting. Mining, Quarrying, and Oil and Gas Extraction jobs increased 18% (870 jobs), while construction added 400 jobs (7%). Furthermore, since 2007, the Mining, Quarrying, and Oil and Gas Extraction added 3,000 jobs, an increase of 113%. Northern Tier has a tremendous opportunity to create additional jobs with the discovery and ability to recover natural gas in the Marcellus Shale region. Led by Marcellus Shale opportunities, employment in natural gas core industries rose by 2,500 jobs from 2007 to 2012, an increase of 2374%. There are currently 51 establishments within these core industries.

Over the last year, service-providing jobs increased by 1,200 jobs to 60,800 in 2012, accounting for 69.6% of all local employment. Similar to the increasing trends for goods-producing industries since the recession in 2007, employment in services-providing industries grew by 4,900 jobs. The best performing service-providing industry sectors since 2007 have been Transportation and Warehousing; Real Estate and Rental and Leasing; Administrative and Support and Waste Management and Remediation Services; and Accommodation and Food Services. These four industry sectors account for 23.6% of all service-providing employment and grew by 3,200 jobs from 2007 to 2012. Typically, in the early stages of an economic recovery, some firms will expand their labor force by extending hours and/or hiring temporary workers, and only when they are convinced that the rebound has taken hold will they increase their permanent complement.

Using July 2012 Job Spidering data provided by the PA Department of Labor and Industry's Center for Workforce Information and Analysis (CWIA), the following table shows the proportion of available online job postings by education/training level:

On-Line Job Postings		
Education/Training Level	**Count**	**Percent**
Short-term on-the-job training	633	18.9%
Moderate-term on-the-job training	228	6.8%
Long-term on-the-job training	107	3.2%
Work experience in a related occupation	163	4.9%
Postsecondary vocational award	143	4.3%
Associate's degree	312	9.3%
Bachelor's degree	133	4.0%
Bachelor's or higher degree, plus work experience	107	3.2%
Master's degree	200	6.0%
Doctoral degree	13	0.4%
First professional degree	51	1.5%
Online Postings not matched to SOC Codes	853	25.4%
Online Postings without an Education Level	409	12.2%
Total	**3,352**	**100.0%**

This table shows that 28.9% of all online job postings require some form of on-the-job training. Conversely, 11.1% of all on-line postings require a bachelor's degree or higher. Postings with short-term training requirements account for the most job postings (18.9%), while those requiring an associate's (9.3%) or moderate-term on-the-job training (6.8%) make up the next largest amounts.

Online Postings not matched to SOC Codes: This includes any on-line posting that was identified with the 99999999 ONET code, and therefore was not aligned with an SOC code.

Online Postings without an Education Level: This includes any on-line posting that was identified with a ##000000 ONET code. While this does represent an SOC occupational code (##-0000(, education/training levels are only available at the 6-digit level.

Using CWIA's July 2012 Job Spidering data, the following table identifies the number and percentage of online job postings in the Northern Tier by occupational category:

Online Job Postings by Occupational Grouping

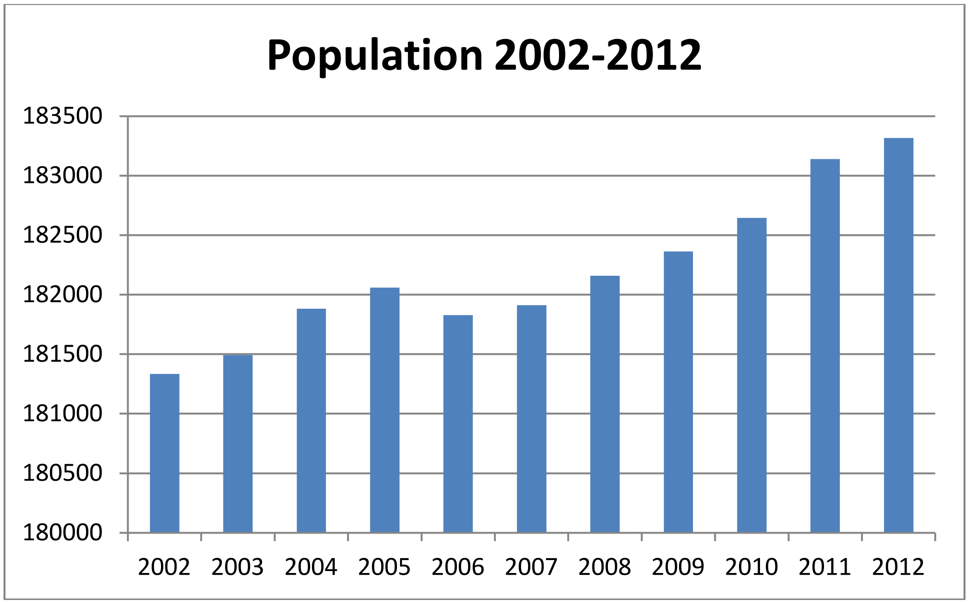
SOC	Occupational Grouping	Count	Percent
11-0000	Management	279	8.32%
13-0000	Business and Financial Operations	68	2.03%
15-0000	Computer and Mathematical	41	1.22%
17-0000	Architecture and Engineering	75	2.24%
19-0000	Life, Physical, and Social Science	29	0.87%
21-0000	Community and Social Services	20	0.60%
23-0000	Legal	4	0.12%
25-0000	Education, Training, and Library	66	1.97%
27-0000	Arts, Design, Entertainment, Sports, and Media	79	2.36%
29-0000	Healthcare Practitioners and Technical	519	15.48%
31-0000	Healthcare Support	202	6.03%
33-0000	Protective Service	38	1.13%
35-0000	Food Preparation and Serving Related	177	5.28%
37-0000	Building and Grounds Cleaning and Maintenance	56	1.67%
39-0000	Personal Care and Service	22	0.66%
41-0000	Sales and Related	217	6.47%
43-0000	Office and Administrative Support	177	5.28%
45-0000	Farming, Fishing, and Forestry	16	0.48%
47-0000	Construction and Extraction	69	2.06%
49-0000	Installation, Maintenance, and Repair	72	2.15%
51-0000	Production	41	1.22%
53-0000	Transportation and Material Moving	231	6.89%

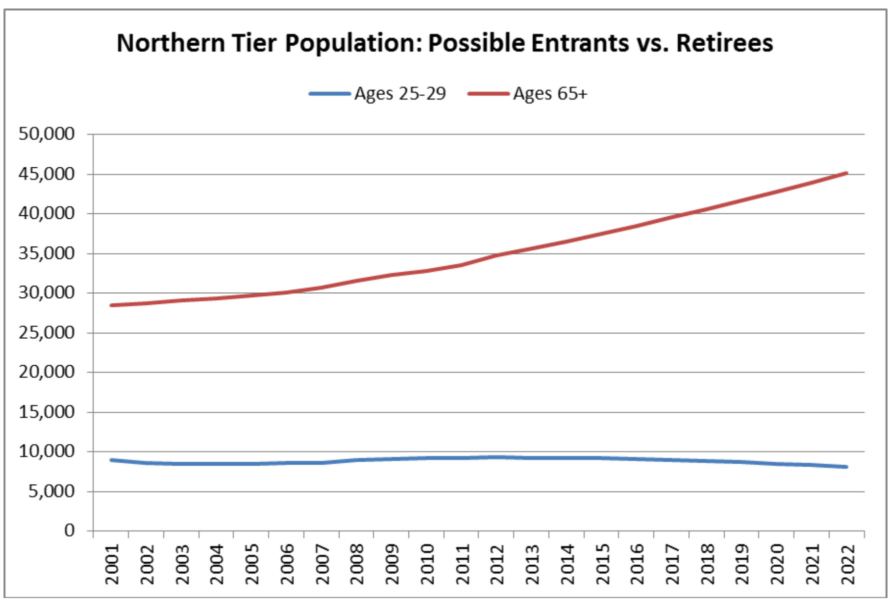
55-0000	Military	1	0.03%
99-0000	Unclassified Occupation	853	25.45%
Total		**3,352**	**100.00%**

The top 5 occupational groupings highlighted in the table, excluding the Unclassified Occupation category, account for 1,400 online job postings, or 43.2% of the total.

Throughout the recession and recovery, employers have struggled to fill critical workforce positions while at the same time individuals remain unemployed for extended periods. Much of this paradox may be attributed to a skills mismatch. The skills today's workers most need are obtained through advanced education and training, resulting in relevant credentials that are valued by employers. Youth in particular, including recent graduates of both high school and college, have struggled to find employment. Job prospects are even worse for disengaged youth, including high school dropouts, and youth with disabilities

Demographics – Northern Tier's population is one of the factors impacting the skills mismatch in the region. The oldest cohort of workers from the baby-boom generation (individuals born between 1946 and 1964) turned 65 in 2011, and the youngest will reach that age in 2029. Normally, the increasing wave of retirements opens up opportunities for younger workers. The current economic climate has resulted in many older workers choosing to remain in the workforce, thereby impacting the jobs horizon for younger workers. However, baby-boomers will eventually leave the workforce, taking with them key knowledge, skills and abilities. As shown by the chart below, far fewer youth (ages 25-29) will be available to enter the labor market to replace these workers (ages 65+) creating a shortage in the pipeline, especially in industries such as manufacturing and healthcare. This shortage is projected to manifest itself in next few years. The chart is based on the total population, not the workforce. However, it does demonstrate the idea of an aging workforce that possible entrants to the workforce (individuals ages 25-29) will not keep pace with the number of potential retirees from the workforce (ages 65+).





Long-term Unemployed – The long-term unemployed, including entry-level and professional-level workers, have been detached from the labor force in excess of 26 weeks. Often, the skills they possess are not current or relevant in today's labor market, or they lack the education or credentials needed to find gainful employment. Some lack the resources or abilities to pursue relevant training or relocate to find employment, while others are waiting for opportunities paying wages comparable to their previous jobs.

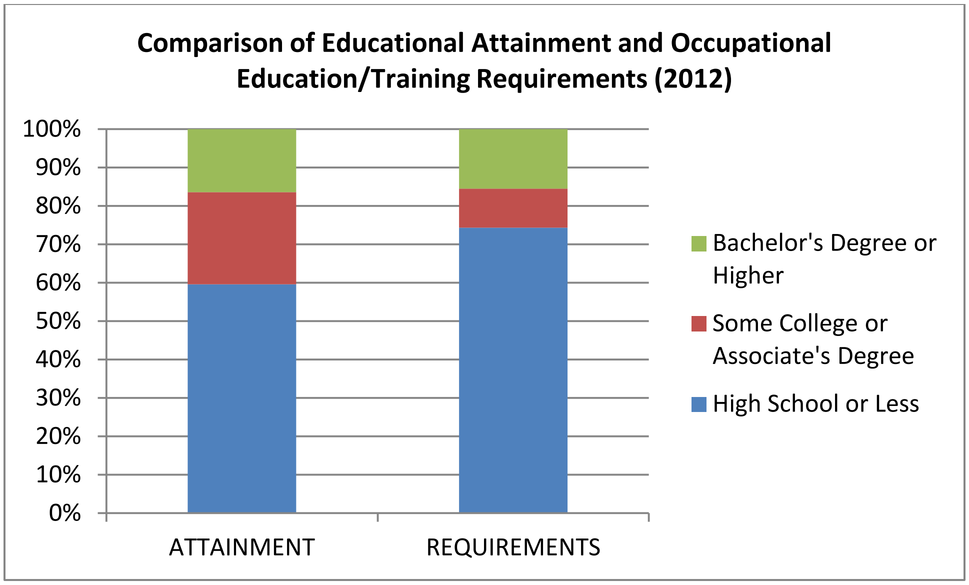
Across the Commonwealth in 2007, the long-term unemployed constituted only 15.2 percent of the unemployed. This increased to 40.2 percent in 2010, before falling to 40.1 percent in 2011. In the first quarter of 2012, this modest improvement continued as the percentage of the long-term unemployed fell to 37.0 percent. Even as unemployment has fallen, the problem of long-term unemployment persists.

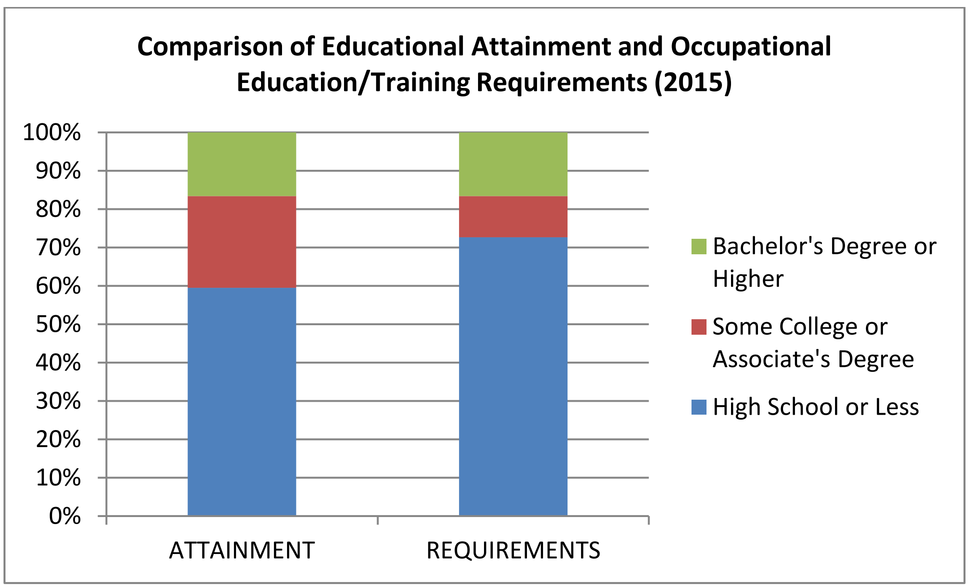
Current Demographics of incumbent workforce

	Northern Tier		PA	
Total	52,796	100.0%	5,395,430	100.0%
Male	27,037	51.2%	2,674,959	49.6%
Female	25,758	48.8%	2,720,471	50.4%
14-18	1,526	2.9%	126,807	2.4%
19-21	2,777	5.3%	263,031	4.9%
22-24	2,979	5.6%	321,448	6.0%
25-34	9,777	18.5%	1,081,233	20.0%
35-44	11,117	21.1%	1,113,331	20.6%
45-54	13,400	25.4%	1,317,719	24.4%
55-64	8,879	16.8%	918,359	17.0%
65+	2,340	4.4%	253,499	4.7%

Education – The K-12 system suffers from a lack of academic alignment to career pathways, while educators and trainers are either unaware of the jobs available in the labor market or misunderstand what skills are needed for those jobs. In 2009 for the entire State, 33 percent of high school graduates attending higher education institutions required some remediation at a cost of more than $26.3 million to taxpayers. In addition, many graduates lack general knowledge of what is expected in a work environment, commonly referred to as "soft skills."

For a period from 2009 to late 2011, the region became the center of the natural gas boom as many factors made this the hotbed of the Marcellus Shale play.





The region's diverse industries create many challenges to both the workforce and economic development programs. While still one of the most important sectors, manufacturing units have remained consistent and employment has dropped slightly. Healthcare has continued to steadily increase employment as well as units since 2000. Overall, the healthcare industry is the largest employer in the region and among the top paying. Government and Educational Services are significant employing more than 9600 in the region and provide weekly wages above $450. Hospitals, ambulatory health care services and residential care facilities round out the top five employers.

D. KEY PRIORITIES AND GOALS

Based on the vision and the economic and labor market analysis, the priorities for the region are to increase and improve the engagement with the private sector, including the employers affected by the natural gas industry. Another priority is to significantly increase the system's impact on the secondary school system which will increase awareness of the job opportunities, necessary skills, and how to use the PA CareerLink and CWIA systems.

The board's activity with Department of Community and Economic Development (DCED), Labor and Industry (L&I), Pennsylvania Department of Education (PDE), Government Action Team (GAT) and other funding streams, improves the knowledge of other programs and providers to offer support and cooperation with projects. In order for a business in the Northern Tier to be competitive in today's economy, the company needs a well-trained workforce. The Northern Tier's economic future depends on a workforce able to compete in today's global economy. In order for the region to be economically competitive and its residents to acquire careers that pay family-sustaining wages, the region needs to ensure that its workforce system is steered by employer and employee needs, which is a shift from a historically client-based system. A skilled and well-trained workforce can be achieved by better aligning the workforce development system with industry and education.

There are working relationships with the two Career and Technology Centers (CTC) and the post-secondary educators in the region: Mansfield University, Penn College, Penn State Continuing Education, Keystone College and Lackawanna College. The WIB leverages funds and maximizes dollars by cooperating in projects with other groups, including economic development groups while developing other projects and grants.

The Business Service Team (BST) is the "sales" arm of the PA CareerLink® and provides outreach to the business community and is a vital connection between the services, partnerships and the businesses. The group works in a coordinated effort to target specific industry clusters as determined by information from CWIA and the research partnership.

The WIB has partnered with a group of other regional WIBs to create a research partnership which provides labor market information in a presentable format. This information has been openly shared with many agencies across the region, including every secondary school and career center. Feedback from this is resulting in more interaction with the education system as schools are using this data to evaluate their curriculum and career awareness opportunities.

One of the biggest workforce challenges across the region includes the opportunities for our citizens. There are a limited number of training providers and therefore a limited number of training opportunities for anyone to receive training in the region. The WIB is examining ways to address this issue, although the isolation and smaller population makes it a nebulous project.

The WIB will continue to develop and strengthen the partnerships and participation in the workforce development system of three major groups: employers, educators and service agencies. The board will develop and maintain an effective and efficient workforce system that uses the power and influence of the Board to attract partners, build alliances and coordinate resources.

Through industry partnerships, sustained efforts continue to meet the needs of the employers. Business service team members also work to improve the future competitiveness of local industries by providing as much information and opportunity related to their workforce needs.

The Board is continually improving its public relations efforts to communicate the vision, goals, and programs of the Board to the public at large and public policymakers. The Board also is developing and will maintain an on-going process of data collection that attempts to identify current needs and emerging trends on the demand and supply side of the workforce picture.

WorkKeys, is an assessment tool for the region, will aid in the addressing of matching skill sets with needs of the employers and better determine the best path for clients. The WIB and PA CareerLink® management team is evaluating the communication process and how information and data gets from the employers' mouths to the ears of the customers walking through the door.

There will be promotion of an intensive network of services to address the special educational and employment needs of persons on the margins of the mainstream workforce (dropouts, persons reentering the workforce after long absences). The workforce system will provide the emerging workforce with adequate career guidance that leads to a successful school-to-work transition. The effort will continue to educate K-12 students and teachers on employment opportunities that require Science Technology Engineering Math (STEM).

A goal of briefing every school superintendent in the County on the work and priorities of the Board has been established. All skill and career path materials developed in the sector strategy outlined above have a well-defined linkage with regard to skill development that reaches back into school curricula. Those connections are regularly discussed with curriculum planners and school guidance counselors.

The Youth Council and Board encourage the use of recently developed multi-media resources to illustrate examples of employment opportunities in the Northern Tier through, including CWIA's new initiatives, the program and distribute those to schools and other community resources around the region.

As with the superintendents, a goal is set to meet annually with school counselors to share information and develop programs that reach back into the early junior high years to integrate career development into curriculum.

The Council will continue to provide ongoing labor market information to school district career personnel, school boards and students through publications, career fairs and career exploration information to parents of young people. An effort to distribute career awareness information to non-educational institutions such as churches and community based organizations that serve youth will be established. The council will begin to evaluate and revamp existing programs to stay current with employment trends and employer needs.

Youth providers will work school districts to identify at-risk youth on the verge of dropping out. The Youth Council will seek additional sources of funding to serve out-of-school youth.

We utilize a regional sector strategy with the NEPA Healthcare Industry Partnership which brings together providers from 13 counties that helps create a singular voice for the industry as the partnership seeks to address common issues.

We also are using our successful NEPA Manufacturing industry partnership (administered through the Pocono WIB) to build upon the Manufacturing report http://teampa.com/wpcontent/uploads/2012/08/GMAC_FinalReportRecommendations1.pdf to the governor by his hand-picked committee, to regionally address their recommendations regarding talent and workforce.

Youth are exposed to career and training opportunities throughout their program participation. Employer visits, career fairs, trips to post-secondary trainers and speakers from local industry are provided to educate youth on in-demand occupations. Labor market information is regularly distributed to local school districts, parents, and shared with program participants

In-school presentations by workforce staff educate students about program services, career pathways and career readiness tools that are available to them. A "menu" of topics for in-school presentations is currently being developed in addition to those already mentioned, including resume workshops and job search techniques.

Collaboration between workforce staff, the YC, local school districts, OVR, welfare and many human service agencies ensure that youth most in need of services are identified and provided with the activities and support needed to achieve employment success. Building a strong relationship between the youth and their program advisor is an important part of the overall strategy to keep youth in the program long enough to attain their goals. Using the ISS as a roadmap to achieve their goals, the youth participant in a wide variety of activities designed to prepare them for a career success.

E. DESIRED OUTCOMES

The common measures set the benchmark for the performance of the WIA programs. The Northern Tier has an excellent track record meeting and exceeding its performance measures having met or exceeded all nine for the past two years.

Levels of negotiated performance are based on current economic status of the region, data provided by the Center of Workforce Investment Analysis (CWIA) and performance history. Goals are aligned with the LWIA vision in continuing to provide quality services to our customers. We always strive to increase our services and our performance and try to negotiate higher than the previous year. However, it is the local vision to ensure quality services over quantity.

Performance is tracked locally through monthly reports provided to WIB staff to provide the WIB with as much real time data as possible. Tracking consists of locally devised reporting in addition to reports generated from the CWDS system. As the CWDS reporting system evolves we rely less on manual tracking methods. As a result, training regarding the CWDS system is imperative for staff ensuring they are accurate and consistent with the information they enter into CWDS. Examples of monthly reporting include, but are not limited to, entered employment & retention rates, number trained, credentialing, foot traffic, new employers and hires. These reports are compared with previous months/years to identify trends and plan for future needs.

Appendix A: Northern Tier Common Measures

F. PLAN DEVELOPMENT

The WIB Director conducts regular meetings at the county level with the commissioners, state representatives, senators and/or their staffs, and members of the NTRPDC's committees, which includes the WIB, Economic Development committee and Transportation Committee. These informal meetings allow open communication for what and how the workforce system is doing, what could be changed, targeted and a local perspective on what is happening in their respective areas.

A plan of the draft was presented and discussed during the September meeting of the NTRPDC Executive Committee, which consists of the commissioners from all five counties and private sector representation from all five counties.

The plan was discussed at two WIB meetings and approved at the September 26 meeting before being sent out for public comment.

The WIB and its staff have been active with the Commonwealth's new concept of Partnerships for Regional Economic Performance (PREP). LDD, SBDC, IRC, Local Economic Development Organizations (EDO) and regularly receiving input from the region on workforce needs.

Appendix B: Public Notice
Appendix C: Public Comments

SECTION II: OPERATIONAL PLAN

A. OVERVIEW OF THE LOCAL WORKFORCE SYSTEM: STRUCTURE

The local elected officials are responsible for governance of the Workforce Investment Act system in partnership with the Workforce Investment Board. The Chief Elected Official is the Chairman of the Northern Tier Executive Committee. The Executive Committee is comprised of two county commissioners from each of the five counties and six private sector members for a total membership of 16. The Chairman of the Executive Committee is a yearly appointment that rotates between the counties. The third commissioner from each county serves as an alternate. The Northern Tier Workforce Investment Board and the joint board of county commissioners (NTRPDC Executive Committee) approves and supports decisions regarding: appointing a youth council, the designation of PA CareerLink® sites, the allocation of funds, the development of plans, the negotiation of performance standards, and the negotiation of MOU's. The County Commissioners meet each month as determined necessary by the board of commissioners. Regular and consistent meetings ensure that both boards can meet and make decisions in a timely manner about Title I and workforce activities. The WIB Director meets with and reports to the commissioners every month.

Appendix D: LWIB/LEO Agreement

The Northern Tier Regional Planning and Development Commission is the fiscal agent and disperses grant funds. Kevin Abrams is the Executive Director of NTRPDC at 312 Main St. Towanda, PA 18848 at 570.265.9103 and Abrams@northerntier.org.

Preparation of budgets and source financial data is prepared by Workforce Development staff. The formal accounting system including financial reporting, payroll, vouchers and cash receipts and are maintained in the agency finance department by a two person staff on an integrated basis with the Community and Economic Development Division, Loan fund, and Foundation accounting. The total agency is subject to a single audit in compliance with Circular A-133. Other federal and state agencies reserve the right to period program audits. The three most recent audits have no findings or unfavorable comments.

The software used in the accounting office is the GMS Grants Management System and is supported by monthly-budget-to-actual reporting. Full closings are completed each month and routine reconciliation is prepared. Formal financial reports are prepared on a quarterly basis for the NTRPDC Executive Committee.

Policies concerning separation of duties, reconciliations, approval of invoices, cash receipts, budget preparation and approval and review of project reports are maintained as reasonably as possible. As stated before the system is frequently monitored and all documents are traceable. All audit findings will be addressed and corrected in compliance with Circular A-133 and as outlined in Section 627-480 and 627-481 of the Federal Register Volume 57, no. 250, dated December 29, 1992.

Board members are sought through communication with chambers of commerce, employer organizations, local elected officials and local businesses and recommended by agencies across the region whenever new members are needed. Particular attention is paid to the region's targeted industry clusters as well as industries that have high priority occupations. These nominations are then made and presented to the commissioners who approve all nominations.

The Northern Tier WIB and staff are active in many areas of the workforce system. The board participates locally with the GAT, the LDD and other economic developers when new businesses are exploring the area. With the recent natural gas activity, staff is meeting with incoming employers regarding their needs. Staff also are serving on county-wide task forces that have been put together to address the industry.

The board provides labor market information to the local chambers of commerce, the CareerLink, business services team, school districts, and local requests. Staff are active with advisory groups for the career and technical centers. With the creation of a shared position between workforce and economic development, the WIB has been involved in many more ventures involving the business community across the region. We are the lead in a 13-county Healthcare Industry Partnership and participate in a Diversified Manufacturing partnerships, as well as active in extensive efforts with the gas industry.

The board has co-hosted events with Industrial Resource Centers promoting services available to local businesses including industry partnerships and incumbent worker programs. The WIB also is operating an extensive National Emergency Grant following the flooding of September 2011.

There are regular meetings with the WIB staff, Title I directors and the PA CareerLink Administrator. There also are meetings with PA CareerLink staff and WIB staff on what is now at least a quarterly basis. This consistent interaction helps ensure coordination, and invitations are sent to other providers or programs that provide a workforce service.

As an extremely rural region, having limited options is a hindrance, but at the same time the positive is that agencies and individuals are forced to cooperate and share information, data, and services. The operator's consortium attends the WIB meetings. The staff of the WIB meets with the WIA service providers and the PA CareerLink site administrator, on average, three times a month at various meetings, including the Local Management Committee (LMC), an individual meeting before the LMC, the WIB, PA CareerLink Operator's Consortium, Youth Council and the Northern Tier Development Team. The Development Team is a meeting of all business service providers from economic development organizations, to IRC's, banks, export, Ben Franklin, PennTap, NTIEC. Groups give alternating updates on their activities in an attempt to be sure that everyone knows what is happening out there. The region also hosts a working committee designed to simply align the job developers.

The board committees are the CareerLink Committee which reviews CareerLink as the retail side of the workforce system, its current benchmarks, who the partners are and services provided. The committee consists of WIB Staff, private sector, CareerLink® staff, and non-profit groups. Based on this, the committee will evaluate both sites and offer input for improving services (employer and individual) and provide new ideas. This could include outreach opportunities, the process for engaging employers, etc.

Local Management Committee (LMC) does not consist solely of WIB members, just those recommended by the Department of Public Welfare. The committee oversees the programs supported by DPW, provides input for performance, ideas, policy.

Youth Council does not consist solely of WIB members, just those that provide youth services, and provides oversight to the youth program. The group provides oversight for employment and training activities, outreach, and helps integrate career awareness and youth participation into the industry partnership activities

The subcontracting committee serves as the oversight for Trehab and Bradford County Action, the WIB subcontractors, for performance, budgets and programs.

Private Sector/Planning Committee offers input to the entire board based on their experiences as private sector members. The input could include new projects, direction (planning), outreach activities.

The Northern Tier Workforce Investment Board follows the conflict of interest policy developed by the commonwealth through WIIN 3-03 change 1. A member must advise the LWIB of any potential conflict of interest and recuse himself/herself from any board duties when the matter is brought before the board. Workforce Investment Board members will abstain from voting on any area where a conflict of interest is apparent, including service by their agency, or matters that provide financial benefit to the member of their immediate family.

Information regarding activities of the Northern Tier WIB are available to the public on a regular basis through open meetings. Public notice of WIB meetings including place, date and time are published in local newspapers and in accordance with the Sunshine Provision in WINN 3-03. Meetings are held in locations that are ADA accessible. Board activities and projects are also promoted on the Northern Tier website, a recent improvement that is becoming more valuable. Contact information is available on the website for any questions or information. A comprehensive email list is utilized to communicate updates and activities of the board.

The Youth Council consists of a minimum of 15 members, and has a member of the local board with special interest in youth policy, a youth service agency representatives, including juvenile justice and local law enforcement agencies, parent of eligible youth seeking assistance, former participants, and representatives of organizations that have experiences relating to youth activities and a representative of Job Corps, as appropriate.

Youth Council meetings are held immediately before the WIB meetings and report to the full board. The Youth Council serves as a subcommittee of the Workforce Investment Board. The duties of the Youth Council include: developing portions of the local plan relating to eligible youth, recommending eligible providers of youth activities, and conducting oversight of youth activities in the Northern Tier. The Youth Council also provides program oversight to the WIA Title One Contractor, and offers guidance on seeking out alternate funding sources. All recommendations and plans developed by the Youth Council are reviewed and approved by the Workforce Investment Board. The Youth Council has been particularly active over the past year with the Healthcare Awareness Week and other healthcare initiatives.

The consortium of partners, which serves as the one-stop operator has been so designated by the WIB/local elected official agreement. The consortium performs its management functions through operator consortium meetings held every two months. Meeting agendas, minutes and comprehensive reports are provided at every operator's consortium meeting.

The PA CareerLink consortium is led by the site administrator who is responsible for both the comprehensive CareerLink sites in the region. The PA CareerLink Consortium of Operators consists of representatives from the Workforce Investment Act, Bureau of Workforce and Development Partnership, Department of Public Welfare and Office of Vocational Rehabilitation.

The Title I Operator is the Trehab Center in Sullivan, Susquehanna, Tioga and Wyoming Counties. Bradford County Action is the Title I operator in Bradford County. The contracts are awarded following a Request for Proposal process, which is completed by staff and an ad hoc committee of the WIB. The contracts with the contractors are for one year with the board voting on a second year. The operators meet with and report to the WIB at every meeting and all statistics are presented in monthly reports.

Appendix E: Organizational Chart

The WIB uses and approves a formula that takes into account population and families in poverty and other factors. Preparation of budgets and source financial data is prepared by Workforce Development staff. Contractors submit monthly expenditure reports (MER) as well as obligations and pending training contract reports. Comparison between source data and financial reports are made monthly and reconciled. The system is designed around an internal control system and is subject to both internal and state monitoring. Other federal and state agencies reserve the right to period program audits. NTRPDC is also subject to a single audit in compliance with OMB Circular A-133.

WIB staff perform program monitoring. A financial risk assessment is completed by the WIB annually to determine risk at the subcontractor level which helps determine the frequency of monitoring.

Communication is necessary in order to eliminate duplicative costs. The MER's are evaluated by staff, so there is a common understanding of what is being spent. The common understanding provides the opportunity to make all parties aware whenever there is a duplication.

NTRPDC and the WIB will follow all procurement practices outlined in the OMB Cost Circulars. The WIB will conduct a physical inventory of all property with a unit acquisition cost of $2500 or more. The purpose of conducting the physical inventory is to verify the existence and condition of the property, as well as assessing the continued need for the property. Records maintained by the WIB and its Title 1 operators will be reconciled during this inventory process.

The Northern Tier WIB and Title 1 operators maintain inventory records for all WIA non-expendable property items with a unit acquisition cost of $2500 or more.

LWIB staff will be conducting quarterly coordination meetings and working with CareerLink staff to establish a process for determining a suitable funding path for each client to obtain or retain family-sustaining employment. LWIB staff will monitor youth program activities to ensure that quality programming is being offered and program regulations are followed.

The LWIB will be monitoring program implementation, eligibility and case files as well as the operations and expenditures. The LWIB discusses strategy, obstacles, progress and provide additional technical assistance at regular meetings with subs, management, and staff. Monitoring and field visits will continue, ensuring programmatic and fiscal compliance and accountability.

The Northern Tier Workforce Investment Area has a formalized process for the monitoring and oversight of the Workforce Investment system. This oversight policy sets minimum requirements for monitoring including, but not limited to the original five statewide minimum requirements for methods of monitoring and evaluation that must be addressed at the local level. These include: Risk assessments, review of audits, reviews of quality of service to enhance program accountability, on-site visits to review records, documents and observe operations, reviews of service provider financial and progress reports.

The research partnership with the Central WIB provides analysis, data, and materials for the WIB to use and share. The industry partnerships with Poconos, Luzerne, Lackawanna WIBs maximize the funds invested across a broad and diverse geographic area. A small training need of a Northern Tier employer may be a large need of a Scranton employer, and through the joint efforts an opportunity can be created that will aid both employers.

LWIB staff meet weekly with the PA CareerLink staff, there are monthly meetings of the PA CareerLink management team and the directors of the Title I programs. The ABLE providers and EARN providers meet as well. Strategy, performance, problems, solutions, protocol are all discussed. All of these meetings and discussions with these group share the common goal of meeting the strategic and operational plans of the region.

B. OPERATING SYSTEMS AND POLICIES: SERVICE DELIVERY SYSTEM

There currently are two comprehensive PA CareerLinks sites in the Northern Tier region. PA CareerLink – Bradford/Sullivan is located at 312 Main Street, Towanda and PA CareerLink – Tioga is located at 56 Plaza Lane, Wellsboro. The site administrator is responsible for oversight of both comprehensive sites and outreach sites within the region. Both comprehensive sites have a BWDP Supervisor on staff.

Due to the rural nature of our region, three outreach sites are strategically located in our remaining counties ensuring representation throughout the Northern Tier. These sites make it possible to provide services in those areas in which it is not conducive for customers to access one of the comprehensive sites. Outreach sites enable customers to obtain information electronically, in person or through an established referral system. All three sites are operated by Title I and provide full-time WIA service staff offering core, intensive and training services as well as links to services provided by other partners through the comprehensive sites such as Veteran and PREP services. All three sites fall under the umbrella of the comprehensive PA CareerLink Bradford/Sullivan. Outreach sites have a WIA Supervisor on site. Locations are as follows:

Sullivan County:	210 Center Street, Dushore
Susquehanna County:	1017 West Main Street, Susquehanna
Wyoming County:	99 Bridge Street, Tunkhannock

The Northern Tier WIB and the Careerlink operator's consortium monitors progress of each PA CareerLink and outreach sites through reporting and oversight mechanisms based on requirements established by the Department of Labor and Industry. This includes ensuring PA CareerLinks have an up to date one-stop operational plan and LWIB/One Stop Partner Agreement (OSPA) that has been fully executed by all required partners. In addition, PA CareerLinks are required to meet ADA requirements. CareerLinks and affiliate sites submit reports to the WIB on a quarterly basis including customer flow/traffic, number of services, employers accessing the system, customer satisfaction, business market penetration and updates on any new project developments or opportunities. The CareerLink Operator's consortium is a consolidation of partners and is inclusive of the entire region. This enables the varying partners representing various counties to concentrate on the oversight of operations in a more efficient manner. Staff to the WIB also conducts extensive monitoring examining the quality of services to determine areas that are in need of improvement as well as recognize best practices.

Business hours vary from site to site and are determined based on customer flow. Both comprehensive sites operate under traditional hours of business. All sites are flexible in extending hours if needed to meet customer needs.

Support services are available to our customers attending intensive or training services for child care and transportation needs. In order to help determine which support services are most effective in our area, monthly support service reports are generated by the WIA provider. WIB staff review reports monthly to ensure appropriateness of services, trends and cost analysis to determine if change to current policy is needed. Economic conditions and availability of funding are also a determining factor. Information is provided to the WIB and any change in policy must have WIB approval prior to implementation. Customers are also eligible for a gas incentive based on attendance for intensive and training services to offset the travel costs. The WIB continually evaluates supportive service and needs-based payment policies to determine whether the current policies are sufficient for the economic conditions

Our PA CareerLink® system provides an opportunity for all residents of the Northern Tier to access services. Core services are provided by all PA CareerLink partners and are universally accessible to customers. Core services are available both at the physical sites as well as accessible through the web-based PA CareerLink® operating system known as the Commonwealth Workforce Development System (CWDS), to both businesses and individuals.

Upon entering PA CareerLink®, first time visitors are asked to complete a tracking form. This form allows the customer to identify PA CareerLink services they are interested in. A PA CareerLink staff representative reviews the form and if the customer has not already done so they are asked to enroll on CWDS. A staff person is available in the resource room to assist customers with enrollment. After reviewing the application the representative refers the customer to the appropriate staff person for further assistance.

Business customers are also referred to partner services when applicable. The Business Services Team provides an overview of services to businesses in the area through on site visits, follow up to services, quarterly newsletters and participation in community events such as job fairs, business to business expos, Chamber of Commerce and Economic Development meetings.

Core services include, but are not limited to orientation, outreach, initial assessment, labor market information, career counseling, job search, placement assistance, informational workshops, and follow-up services. Core business services include recruitment assistance, prevailing wage information and labor market information, employee screening and referral and information relating to regulatory issues. Both business and jobseeker customers are referred to appropriate PA CareerLink staff rather than partnering agency.

If, after receiving a core service, a customer is unable to obtain or retain employment that leads to self-sufficiency, is found to be in need of additional services and meets eligibility requirements the customer may be referred to appropriate partnering staff for intensive services. Intensive services include, but are not limited to, comprehensive assessments, full development of individual employment plans, group counseling, case management, individual counseling and career planning, basic computer literacy skills, short-term prevocational classes, literacy, support services and follow-up. Intensive business services may include, but are not limited to; specialized recruitment, customized assessments, rapid response services, and seminars or informational workshops.

If after receiving an intensive service, the customer is unable to obtain or retain employment that leads to self-sufficiency, the customer may be determined suitable for training services.

Training services include, but are not limited to: occupational skills training, on-the- job training, workplace training and cooperative education programs, private sector training, skills upgrading and retraining, entrepreneurial, job readiness, adult education and literacy activities and customized training. Training services available for businesses include incumbent worker training, on-the-job training and customized job training.

In order to ensure the successful delivery of service, it is necessary for PA CareerLink® staff to be knowledgeable of all available services provided by partners and the community. This is ensured by continuously training staff, providing new training sessions, holding integrated monthly staff meetings including guest speakers from outside service agencies to educate staff on the available resources and establishing operating policy and procedures.

Appendix F: OSPA

The WIB will continue to develop and strengthen the partnerships and participation in the workforce development system of three major groups: employers, educators and service agencies. The board will develop and maintain an effective and efficient workforce system that uses the power and influence of the Board to attract partners, build alliances and coordinate resources.

All of the meetings and regular discussions with these the WIA partners and management, discuss and share the common goal of meeting the strategic and operational plans of the region. LWIB staff meet weekly with the PA CareerLink staff, there are monthly meetings of the PA CareerLink management team and the directors of the Title I programs. The ABLE providers and EARN providers meet as well. Strategy, performance, problems, solutions, protocol are all discussed.

The Northern Tier region has had a unified strategy/approach to the integration of Rapid Response, Dislocated Worker and Trade services. PA CareerLink staff and the WIB have worked closely with the Rapid Response Coordination Services of the Bureau of Workforce Development in organizing Rapid Response events and in continuously developing service strategies to best suit the needs of displaced workers. Efforts include creating a unified system and sharing duties to provide services to dislocated workers, including initial assessments, determining training needs, career guidance, case management to job development, support services and on-site customized workshops.

C. OPERATING SYSTEMS AND POLICIES: BUSINESS SERVICES

The role of the Business Services Team in the PA CareerLink is vital to the success of maintaining and establishing new relationships with business customers. The Business Services Team (BST) is committed to consistently delivering quality service to employers. The team purpose is to respond locally to businesses in high growth and high demand industries, strategically increase service delivery including number of employers served and connect the local PA CareerLink system to the demand-driven and economic development initiatives within the region. The team has developed a systemic approach for service delivery to businesses.

Plans and goals of the local PA CareerLink system are communicated to the Business Services Team through direct contact at business services team meetings which are held monthly. The PA CareerLink administrator is responsible for relaying this information and updates to the Business services team chair on a regular basis. The CareerLink Management Team (CMT) also provides direction to BST ensuring the team is in-line with goals established by the WIB. CMT meets bi-monthly and BST is a standing agenda item. Each county meets locally and discuss BST issues. On a quarterly basis BST representatives from each of our five counties meets to discuss issues/concerns, best practices and determine goals and plan of action for continued service to our local businesses.

BST members are involved in a variety of workforce events throughout the region to increase awareness of PA CareerLink® services including the annual business to business expo, job fairs, chamber meetings, economic development meetings. Participation in events held across the border in New York are also attended when possible to connect with counterparts and employers that are often recruiting in our areas. BST is not only focused on attracting new business, but maintaining a good relationship with existing customers. This includes conducting follow- up with employers on a regular basis. The BST is currently planning to offer a series of workshops to local employers in order to maintain contact. BST in collaboration with the Healthcare Industry Partnership recently had a representative from Unemployment Compensation conduct a workshop for local employers. The workshop was a success and BST plans to offer more events like this. A workshop we are currently working on is "How to Best Utilize PACL for your Recruitment needs". BST also develops a business focused, regional newsletter that is released on a quarterly basis that is distributed to local businesses.

Each BST member has a standardized folder with a menu of services including, but not limited to, information on lay-off aversions, OJT, contact information. In order to ensure that each BST member is equipped with the tools needed to conduct on-site visits with both new and existing customers we are developing a regional standard operating procedure including all the foundational basics that should be covered in an employer visit and how to report that activity within the CWDS system so that the information can be shared and efforts are not duplicated. Educating BST members on the variety of available services within our community is also important. This includes bringing in guest speakers to the regional and/or monthly meetings. Some examples include partnerships with economic development agencies, industry partnerships and local chambers.

D. OPERATING SYSTEMS AND POLICIES: PRIORITY OF SERVICE

Veterans and eligible spouses are given priority over non-veterans for all available services. Veterans and eligible spouses are identified at point of entry through the PA CareerLink tracking form. Once identified covered persons are referred to the Local Veterans' Employment Representative (LVER) staff member. The LVER covers the entire region and is on a consistent schedule to accommodate veterans and eligible spouses in our area. Program eligible veterans are given priority over non-veterans for all available services.

Priority of service is always given to program eligible veterans. Adult program eligibility is determined based on income. Currently an adult customer must have income below 235% of the federally established poverty guidelines to receive assisted core, intensive and/or training services.

Appendix G: Priority of Service

Financial reporting is available to the One-Stop Operator's consortium and the WIB on a regular basis. Financial status is a standing agenda item and reviewed to determine whether or not funds are limited at both consortia and WIB meetings. Determinations are based on funding availability, current customer population and estimated costs per participant based on historical data.   If funding is determined to be limited, priority for training services are given to low income individuals and those receiving cash assistance.

Priority for training and employment activities are given to those that reflect the region's identified high priority occupations and identified industry clusters. Program eligible veterans are given priority over non-veterans for all available services.

The Individual Training Account Policy is designed to provide training services to customers meeting priority service guidelines and most in need of training, in an efficient and cost effective manner. The policy is also designed to provide customer choice and develop personal responsibility in the person receiving the training. Post-secondary education is promoted throughout the program.

Additional funding sources will be leveraged with ITA's to cover the costs of training. The ITA policy follows the guidelines found in the Workforce Investment Act and the accompanying regulations.

E. SERVICES TO ADULTS AND DISLOCATED WORKERS

The PA CareerLink system provides opportunities for all Northern Tier residents to receive services. Core services are universal and do not have eligibility requirements. The WIB ensures customers have access to the minimum required core services through the availability of the PA CareerLink website (CWDS) and outreach sites. Three of our affiliate sites have full-time WIA staff that may assist customers and/or make referrals to partnering staff to their respective comprehensive PA CareerLink site.

Core Services are provided by all PA CareerLink partners. At a minimum, required partners contribute staff to PA CareerLink Resource Centers. These services are universally accessible to all customers. CareerLink sites are certified as ADA compliant and materials in alternative format for persons with disabilities are available. Interpretive services are also made available for persons with limited English proficiency.

Intensive services are designed for customers that are unable to obtain or retain employment through core services. If the customer has received a core service, has a need for additional services through intensive and meets WIA eligibility requirements, the customer will move from core to intensive services. WIB staff monitor program systems to ensure that required intensive services are being offered and that Adult and Dislocated Workers meet eligibility requirements.

F. SERVICES TO SPECIFIC POPULATIONS

Our goal is to enhance the ability of workforce development and lifelong learning systems to service the underemployed worker and those with additional barriers. This includes participating in dialog with agencies in the community who are the primary point of contact for those issues.

The communication and referrals between CareerLink partners and the many different agencies assisting those with additional barriers is the key to providing a comprehensive system. These groups include, but are not limited to: the county assistance offices, community action agencies, probation offices and non-profits such as Serve Inc, Futures, YMCA, and Area Agency on Aging.

Continuously educating CareerLink staff, service agencies and the community regarding the spectrum of available services both inside and out of the CareerLink system is necessary to avoid duplication of services and maximize and leverage resources. The

CareerLink management team continuously examines ways to align the CareerLink service delivery system to more directly address issues involving underemployment, business services, and service to special populations. This population includes dislocated workers including displaced homemakers, migrant/seasonal workers, TANF customers, veterans, minorities, women and those with additional barriers to employment including older individuals, ex-offenders, persons with disabilities and persons with limited English proficiency. The CareerLink Management Team assists the WIB in ensuring availability of employment and training services to these populations.

PA CareerLink partners from Office of Vocational Rehabilitation, Veterans, Trade and Department of Public Welfare assist in accessibility and availability to these populations. Each individual is assessed by PA CareerLink staff and referred to appropriate services. Options for skills training are explored utilizing various partnerships with Educational Opportunity Center (EOC), Office of Vocational Rehabilitation (OVR), school district guidance departments, post-secondary education provider admissions offices and the Title I program.

Re-employment services such as PREP and REA sessions are offered weekly in each county within our region. BWDP staff conduct these sessions at the comprehensive sites as well as our outreach sites.

Rapid response services are provided where needed in collaboration with the Rapid Response Services coordination department from Labor & Industry. The Rapid Response team includes both WIA and Trade representatives in order to respond appropriately to the customer depending on the conditions of the separation. All customers receiving services under the Trade Act are also dual enrolled in WIA.

G. SERVICES TO YOUTH

The Northern Tier provides youth with effective and comprehensive activities that encourage school completion, improve educational attainment, and promote effective linkages to employers. Because of the strong connections that exist between our program providers, CAO's, school districts, training providers, OVR, CareerLink®, and numerous human service agencies, youth most in need of services are identified and provided with the activities and support needed to achieve academic and employment success.

The Youth Council is the leading force in designing a youth program that meets the needs of the Northern Tier Region. As experts within their public and private sector fields, the Youth Council provides the Northern Tier Region with the necessary technical assistance and guidance in the development of effective and responsive programs. As community leaders, the Youth Council assists in developing, fostering, and maintaining strong ties to the Region.

The program is designed to teach beyond basic skills remediation, to components such as work learning integration, exposure to academic subjects beyond math and reading, life skills training and other educational and cultural experiences. Activities are designed that encourage school completion and drop out reengagement and that help apply academic knowledge and skills to the world of work.

Information on industry and labor market trends is regularly distributed to local school districts and is shared with program participants. In-school presentations by workforce staff educate students about CareerLink® services, career pathways that lead to in-demand occupations and career readiness websites like www.jobstart101.org and www.mynextmove.org.

STEM education is an important component of the youth program. Employer visits, career fairs and guest speakers are a few of the activities that are used to educate youth on in-demand occupations that require a STEM education, including careers in healthcare, manufacturing and green employment opportunities. In collaboration with the Central WIB, a Health Care Career guide was developed that highlights thirteen different careers in the health care field and the educational opportunities available in the region for these careers. *Fast Fact*s, a one-page snapshot of current employment information in the healthcare, manufacturing and energy fields are distributed to school students, parents and counselors. A partnership with the Central Susquehanna Intermediate Unit, the recipient of a five-year Health Professional Opportunity Grant assists individuals to enter and move up in the nursing profession through the WATCH Program.

Grant Award Process
Grants to provide youth program activities are awarded following a Request for Proposal process. Proposals are reviewed by an ad hoc committee of the Northern Tier Youth Council and their recommendations are presented to the WIB for approval. The selection of employment and training service provider(s) are based on the effectiveness of the agency or organization in delivering comparable or related services based on demonstrated performance in terms of the likelihood of meeting performance goals, costs and quality of training. In addition, consideration is given to demonstrated performance in providing appropriate supportive services, including child care, transportation, etc. Integration of programs is also considered in evaluation. Heavy emphasis is placed on proposals that demonstrate an in-depth understanding of customer needs and service gaps in each county and that propose additional activities beyond the minimum requirements to meet those needs.

Appendix H

Safety and Child Labor Laws:

Safety and adherence to the Child Labor Laws are very important components of the Northern Tier youth program. Copies of the Child Labor Laws are provided to program service providers and are part of the Youth Program Manual. Child Labor Laws are reviewed with every employer that participates in a work experience and posted at the job site. Criminal Background Checks and Child Abuse Clearance forms are completed and kept on file for anyone that has direct contact with youth participants. Compliance with safety and Child Labor Laws are strictly enforced and monitored on a regular basis.

Required Youth Program Elements:

Preparation for Post-secondary Educational Opportunities
Dropout prevention, tutoring, study skills, career awareness education, and other instructional components leading to completion of school, as well as field trips and informational sessions about post-secondary educational opportunities are available. Our program service providers work in partnership with local CTC's to offer classes such as basic computer skills or remedial math to youth that may benefit prior to enrolling in post-secondary education. GED instruction is available for youth lacking a high school diploma. Youth receive information on in demand occupations and the labor market, which enables them to choose a career path leading to a family sustaining job. WorkKeys® is used to determine if a participant has the skills needed to succeed in their selected post-secondary training program. The youth must score at a proficient level on the WorkKeys® assessment for the occupational profiles for which they are requesting training. WIN career readiness web-based courseware is available to all youth participants.

Strong Linkages between Academic and Occupational Learning
Employer involvement is used to help create better linkages to the real world of work through job shadowing, work experiences and OJT's. The Youth Council will continue to look at ways to increase credential obtainment and improve the quality of credentials earned, including aligning credentials with jobs in demand. Collaborations with Industry Partnerships such as health care, energy and manufacturing will help develop programs that provide career pathways in high-demand sectors.

Preparation for Unsubsidized Employment Opportunities
Pre-employment/work maturity skills, and workplace skills such as employer expectations, resume writing, interviewing skills, etc. are used along with work experiences and job shadowing to prepare the youth for unsubsidized employment. Career exploration activities include field trips to Job Fairs, Career Fairs, and employers. Guest speakers from local employers are often part of Career Exploration workshops.

Effective Linkages with Intermediaries with Strong Employer Connections

Strong ties with Industry Partnerships, Apprenticeship programs, Job Corp and PCC Conservation Corp will be used to aid youth in their training and employment goals.

Youth Program Elements

All program elements are designed to assist youth in attaining academic and employment success. WIB staff will monitor program systems to ensure that the required program elements are being offered, and that program eligibility requirements are followed.

Tutoring, Study Skills Training, and Instruction leading to Secondary School Completion, including Dropout Prevention

Youth Career Advisors work closely with high school guidance staff and are notified when a student has dropped out of school or if a student may be in danger of dropping out of school. Activities intended to educate students on the advantages of staying in school are offered. In-school students found to be in need of additional academic assistance are enrolled in a tutoring program for more intensive, individual academic services where they receive one-on-one tutoring. Out-of-School youth in need of a high school diploma attend GED instruction, or are assisted in reentering high school.

Alternative Secondary School Services

Services are coordinated with school districts that have alternative school services within their curriculum.

Summer Employment Opportunities

Summer experiences are part of the year-round comprehensive strategies for addressing the youth's employment and training needs. The program allows young people to earn a paycheck while exposing them to the real world of working. When possible, summer employment opportunities are directly linked to academic and occupational learning. In addition to working, the youth participate in career readiness activities as part of the program. Activities include instruction on resumes and job interview skills, labor market information, job search techniques, visits to employers and post-secondary schools. Both youth and employers involved in a work experience activity are surveyed on the overall effectiveness of the program and provide input on any changes they feel may be beneficial. Assessment Tools are used to measure foundation and worksite specific skills. Incentives are awarded for successful completion of the summer employment component.

Paid and unpaid work experiences

Work experiences are planned structured learning experiences that take place in a work environment for a limited period of time. Work experiences are offered throughout the program year in the private for profit sector, the non-profit sector, or the public sector. They are designed to enable youth to gain exposure to the working world and its requirements. Work experiences help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide the youth customer with the opportunities for career exploration and skill development. Work experiences may be subsidized or unsubsidized.

Occupational Skills Training
Individual Training Accounts are used as a mechanism for providing eligible out of school youth with the means to finance and obtain occupational skills training in order to obtain unsubsidized employment. The training program must lead to a high priority occupation in the Northern Tier Region and the training program must appear on the approved ETPP list. The Career Advisor provides information and counseling that allows the youth to make informed decisions. They also advise the youth by suggesting choices relevant to their assessed needs and the goals determined appropriate.

Leadership Development Opportunities
Leadership development opportunities are provided for the youth through team building activities, peer tutoring, community service activities, and linkages with other youth programs. Youth have participated in community beautification projects, wrapped presents for Toys for Tots, volunteered at a food pantry and other various non-profit organizations.

Comprehensive Guidance and Counseling
Guidance and counseling is provided on an on-going basis through the Youth Career Advisor, linkages with the school Guidance Counselor, and referrals to outside counseling needs when appropriate. Career Advisors ensure that youth are counseled on occupational trends, skill levels needed for jobs, as well as, other local Labor Market Information. Youth also receive comprehensive counseling on work maturity skills (attendance, punctuality, quality of work, communication, etc.) and pre-employment skills (interviewing skills, resume writing, etc.)

Adult Mentoring
Adult mentoring is offered during and sometimes after program participation.

Supportive Services
Linkages to community services, assistance with transportation costs, assistance with childcare costs, referral to medical services and assistance with uniforms (including items needed for on-the-job safety) and work related tool costs are provided.

Follow up services
Follow-up services are provided for not less than 12 months after the youth completes program participation and are based on the individual needs of each youth. Follow up services can include: 1) support and case management that encourages job retention;

2) supportive services as needed; 3) CareerLink® workshops; 4) regular contact with the youth customer's employer including assistance in addressing work related problems as they arise; 5) assistance in obtaining better paying jobs; 6) career development and further education; 7) adult mentoring; 8) tracking progress of youth in employment after training.

5% Exception

Up to five percent of youth customers served may be individuals that do not meet income criteria, provided that they are within one or more of the following categories:

1. school drop out
2. basic skills deficient
3. are one or more grade levels below the grade level appropriate to the individual's age
4. pregnant and parenting
5. possess one or more disabilities, including learning disabilities
6. homeless or runaway
7. youth offender
8. lack significant work history or work maturity – as defined by the WIB

Participants that fall under the 5% exception are provided with the same services as all WIA youth participants. Additionally, the core services provided in the CareerLink® are available such as assistance with job search or resume assistance.

Serious Barriers to Employment

A youth with little or no employment history, or who is determined to be in need of work readiness skills in order to obtain or retain employment is determined to have a serious barrier to employment under the barrier defined by the WIB.

Coordination with Job Corps and Other Youth Programs:

The Business and Community Liaison of Red Rock Job Corps serves on the Northern Tier Youth Council. When possible, services are coordinated with Job Corp and include joint work experiences and educational activities. In addition, the Northern Tier Youth Council is comprised of representatives from education, OVR, Literacy, Welfare, Probation, and various human service agencies to best address strategies to serve youth most in need.

The Northern Tier Youth Council has developed a service matrix of youth service providers in the Northern Tier. This service matrix was developed with the purpose of creating a coherent picture of the many projects and programs available to youth in the region. This booklet is distributed widely in the counties and is used as a referral tool, and to promote collaboration among providers. The matrix helps identify any gaps in services that are available to our youth.

H. ADMINISTRATION AND PERFORMANCE

The LWIB will be monitoring program implementation, eligibility and case files as well as the operations and expenditures. The LWIB conducts weekly meetings to discuss strategy, obstacles, progress and provide additional technical assistance. Monitoring staff and continued field visits ensuring programmatic and fiscal compliance and accountability and ensure no duplicity of services.

Performance is tracked locally through monthly reports provided to WIB staff to provide the WIB with as much real time data as possible. Tracking consists of locally devised reporting in addition to reports generated from the CWDS system. As the CWDS reporting system evolves we rely less on manual tracking methods. As a result, training regarding the CWDS system is imperative for staff ensuring they are accurate and consistent with the information they enter into CWDS. Examples of monthly reporting include, but are not limited to, entered employment & retention rates, number trained, credentialing, foot traffic, new employers and hires. These reports are compared with previous months/years to identify trends and plan for future needs.

The Northern Tier Workforce Investment Area has a formalized process for the monitoring and oversight of the Workforce Investment system. This oversight policy sets minimum requirements for monitoring including, but not limited to the original five statewide minimum requirements for methods of monitoring and evaluation that must be addressed at the local level. These include: Risk assessments, review of audits, reviews of quality of service to enhance program accountability, on-site visits to review records, documents and observe operations, reviews of service provider financial and progress reports.

NTRPDC and the WIB will follow all procurement practices outlined in the OMB Cost Circulars. The purpose of conducting the physical inventory is to verify the existence and condition of the property, as well as assessing the continued need for the property. Records maintained by the WIB and its Title 1 operators will be reconciled during the inventory process.

Appendix I: Procurement

Preparation of budgets and source financial data is prepared by Workforce Development staff. The formal accounting system including financial reporting, payroll, vouchers and cash receipts and are maintained in the agency finance department by a two person staff on an integrated basis with the Community and Economic Development Division, Loan fund, and Foundation accounting. The total agency is subject to a single audit in compliance with Circular A-133. Other federal and state agencies reserve the right to period program audits. The three most recent audits have no findings or unfavorable comments.

The software used in the accounting office is the GMS Grants Management System and is supported by monthly-budget-to-actual reporting. Full closings are completed each month and routine reconciliation is prepared. Formal financial reports are prepared on a quarterly basis for the NTRPDC Executive Committee.

Policies concerning separation of duties, reconciliations, approval of invoices, cash receipts, budget preparation and approval and review of project reports are maintained as reasonably as possible. As stated before the system is frequently monitored and all documents are traceable. All audit findings will be addressed and corrected in compliance with Circular A-133 and as outlined in Section 627-480 and 627-481 of the Federal Register Volume 57, no. 250, dated December 29, 1992.

Grievance Policy for *CareerLink* Customers

Grievance procedures give the customer the means to appeal any unfair labor conditions, adverse management actions and Equal Employment Opportunity complaints while enrolled in any of the WIA funded employment and/or training programs.

Appendix K

Appendix J: Appeal Policy

Appendix K: Providers Appeal Policy

The PA CareerLink grievance procedure is as follows:

If a PA CareerLink staff member has an issue he/she wishes to be addressed, we maintain an "open door" policy whereby any problem or grievance can be brought to the attention of the PA CareerLink Program Supervisor and/or PA CareerLink Administrator. We are available to meet and discuss problems, improvements, suggestions, etc., regarding processes or operations. We have encouraged staff members to feel comfortable in approaching management. If the problem cannot be resolved at this level, action listed below will occur.

All Bureau of Workforce Development Partnership staff members have union representation and must follow the steps to file a grievance. Each comprehensive site has a union shop steward, who is the first point of contact. If a formal grievance is filed, the PA CareerLink Administrator has 15 days to respond, per union contract regulations.

If the PA CareerLink Program Supervisor and/or PA CareerLink Administrator are unable to resolve an issue for a Partner agency staff member, the supervisor or administrator will contact the Partner agency supervisor for further resolution.

The WIB uses and approves a formula that takes into account population and families in poverty and other factors. Preparation of budgets and source financial data is prepared by Workforce Development staff. Contractors submit monthly expenditure reports (MER) as well as obligations and pending training contract reports. Comparison between source data and financial reports are made monthly and reconciled. The system is designed around an internal control system and is subject to both internal and state monitoring. Other federal and state agencies reserve the right to period program audits. NTRPDC is also subject to a single audit in compliance with OMB Circular A-133.

WIB staff perform program monitoring. A financial risk assessment is fiscal monitoring takes place every other year for all contractors unless determined to be high risk in which monitoring would take place more frequently.

Communication is necessary in order to eliminate duplicative costs. The MER's are evaluated by staff, so there is a common understanding of what is being spent. The common understanding provides the opportunity to make all parties aware whenever there is a duplication.

LWIB staff will be conducting coordination meetings and working with CareerLink staff to establish a process for determining a suitable funding path for each client to obtain or retain family-sustaining employment. Weekly conference calls with front-line staff will be conducted, at least in the short-term. Summer youth and their work sites are monitored on a least a weekly basis.

Appendix L: Staff Appeal Policy

The Northern Tier WIB and Title 1 operators maintain inventory records for all WIA non-expendable property items with a unit acquisition cost of $2500 or more. Property with a unit acquisition cost of $2500 or more is identified with a WIA property inventory tag if purchased with WIA funds.

WIA Common Measures	Statewide			Northern Tier		
	PA Neg Lvl PY 11	Actual Perf Lvl	Percent Lvl Achieved	NT130 Neg Lvl PY 11	Actual Perf Lvl	Percent Lvl Achieved
Adult EER	73	69.8%	95.55%	69	71.0%	102.85%
Adult Retention	82	82.9%	101.10%	80	78.9%	98.68%
Adult 6 Months Avg Earnings	12,500	$14,575	116.60%	12,300	$13,641	110.91%
DW EER	75	74.3%	99.09%	77	86.5%	112.39%
DW Retention	90	88.5%	98.32%	91	87.5%	96.15%
DLW 6 Months Avg Earnings	15,750	$17,412	110.55%	14,500	$17,183	118.50%
Youth Placement	58	65.5%	112.95%	63	87.1%	138.25%
Youth Attnmt of Deg or Cert	65	83.9%	129.11%	80	95.7%	119.57%
Youth Literacy/Numeracy Note 4	52	59.0%	113.48%	57	81.8%	143.54%
Number of Performance Measures Note 5:		Not Met	0		Not Met	0
		Met	3		Met	2
		Exceed	6		Exceed	7
Total Exiters:	Num	Denom		Num	Denom	
Adults (Oct-Sep)EER	4,458	6,391		22	31	
Adults (Apr-Mar) Retention	4,936	5,954		30	38	
Adults (Apr-Mar) Avg Earnings	71,942,035	4,936		409,244	30	
DW EER	8,727	11,743		90	104	
DW Retention	8,869	10,023		98	112	
DW Avg Earnings	154,424,164	8,869		1,683,908	98	
Youth Placement	2,515	3,839		27	31	
Youth Attnmt of Deg or Cert	2,594	3,091		22	23	
Youth Literacy/Numeracy	953	1,615		9	11	

Note 1. Adult and Dislocated Worker Entered Employment Rate performance outcomes reflect those exiting WIA programs from October 1, 2010 through September 30, 2011.

Note 2. Adult and Dislocated Worker Retention and Wage Gain/Replacement rates represent performance outcomes for those exiting WIA programs from April 1, 2010 through March 31, 2011.

Note 3. Youth Degree/Certificate Attainment and Youth Placement rates represent performance outcomes for those exiting WIA programs from October 1, 2010 through September 30, 2011.

Note 4. Youth Literacy and Numeracy number for local areas reflects only the data for those who would have reached one year literacy/numeracy attainment date, regardless of date of exit (July 1, 2010 to June 30, 2011), AND those who remain in WIA, still basic skills deficient, that complete a second year (initial start July 1, 2009 to June 30, 2010) AND that complete a third year (initial start July 1, 2008 to June 30, 2009)

Note 5. Performance on an individual measure is interpreted as follows:

NOT MET - The ratio of actual performance achieved to negotiated level of performance for the measure is less than 80 percent.

MET - The ratio of actual performance achieved to negotiated level of performance for the measure falls in the range of 80 to 100 percent.

EXCEEDED - The ratio of actual performance achieved to negotiated level of performance for the measure is in excess of 100 percent.

Appendix B

MEMORANDUM

TO: *Daily Review*

FROM: Frank Thompson, Deputy Director

DATE: September 28, 2012

SUBJECT: *LEGAL ADVERTISEMENT – Public Review Notice*

Please advertise the following notice in the Legal Section of your newspaper once as soon as possible and bill the Northern Tier Regional Planning and Development Commission, 312 Main Street, Towanda, PA 18848. Please direct any questions or comments to Frank Thompson at 570.265.9103. Please submit **proof of publication** with the billing. Thank you.

PUBLIC REVIEW NOTICE

For the Northern Tier Workforce Investment Board for **Bradford, Sullivan Susquehanna, Tioga and Wyoming Counties for the region's Local Plan.**

The Northern Tier Workforce Investment Board invites the citizens of the region to review this document. This document will be available for a 30-Day Public Review and Comment period beginning **October 1, 2012** and continuing through **October 30, 2012**. Copies of this document are available for review at the offices of the Northern Tier Regional Planning and Development Commission at 312 Main St. Towanda, PA 18848. A Copy is also available online at www.northerntier.org.

Written comments will be accepted **on or before October 30, 2012** and can be mailed to:

Mr. Frank Thompson
NTRPDC
312 Main Street
Towanda, PA 18848

MEMORANDUM

TO: *Susquehanna Independent*

FROM: Frank Thompson, Deputy Director

DATE: September 28, 2012

SUBJECT: *LEGAL ADVERTISEMENT – Public Review Notice*

Please advertise the following notice in the Legal Section of your newspaper once as soon as possible and bill the Northern Tier Regional Planning and Development Commission, 312 Main Street, Towanda, PA 18848. Please direct any questions or comments to Frank Thompson at 570.265.9103. Please submit **proof of publication** with the billing. Thank you.

PUBLIC REVIEW NOTICE

For the Northern Tier Workforce Investment Board for **Bradford, Sullivan Susquehanna, Tioga and Wyoming Counties for the region's Local Operational Plan.**

The Northern Tier Workforce Investment Board invites the citizens of the region to review this document. This document will be available for a 30-Day Public Review and Comment period beginning **October 1, 2012** and continuing through **October 30, 2009**. Copies of this document are available for review at the offices of the Northern Tier Regional Planning and Development Commission at 312 Main St. Towanda, PA 18848. A Copy is also available online at www.northerntier.org.

Written comments will be accepted **on or before October 30, 2012** and can be mailed to:

Mr. Frank Thompson
NTRPDC
312 Main Street
Towanda, PA 18848

MEMORANDUM

TO: *Wellsboro Gazette*

FROM: Frank Thompson, Deputy Director

DATE: September 28, 2012

SUBJECT: *LEGAL ADVERTISEMENT – Public Review Notice*

Please advertise the following notice in the Legal Section of your newspaper once as soon as possible and bill the Northern Tier Regional Planning and Development Commission, 312 Main Street, Towanda, PA 18848. Please direct any questions or comments to Frank Thompson at 570.265.9103. Please submit **proof of publication** with the billing. Thank you.

PUBLIC REVIEW NOTICE

For the Northern Tier Workforce Investment Board for **Bradford, Sullivan Susquehanna, Tioga and Wyoming Counties for the region's Local Operational Plan.**

The Northern Tier Workforce Investment Board invites the citizens of the region to review this document. This document will be available for a 30-Day Public Review and Comment period beginning **October 1, 2012** and continuing through **October 30, 2012**. Copies of this document are available for review at the offices of the Northern Tier Regional Planning and Development Commission at 312 Main St. Towanda, PA 18848. A Copy is also available online at www.northerntier.org.

Written comments will be accepted **on or before October 30, 2012** and can be mailed to:

Mr. Frank Thompson
NTRPDC
312 Main Street
Towanda, PA 18848

MEMORANDUM

TO: *New-Age Examiner*

FROM: Frank Thompson, Deputy Director

DATE: September 28, 2012

SUBJECT: *LEGAL ADVERTISEMENT – Public Review Notice*

Please advertise the following notice in the Legal Section of your newspaper once as soon as possible and bill the Northern Tier Regional Planning and Development Commission, 312 Main Street, Towanda, PA 18848. Please direct any questions or comments to Frank Thompson at 570.265.9103. Please submit **proof of publication** with the billing. Thank you.

PUBLIC REVIEW NOTICE

For the Northern Tier Workforce Investment Board for **Bradford, Sullivan Susquehanna, Tioga and Wyoming Counties for the region's Local Operational Plan.**

The Northern Tier Workforce Investment Board invites the citizens of the region to review this document. This document will be available for a 30-Day Public Review and Comment period beginning **October 1, 2012** and continuing through **October 30, 2012**. Copies of this document are available for review at the offices of the Northern Tier Regional Planning and Development Commission at 312 Main St. Towanda, PA 18848. A Copy is also available online at www.northerntier.org.

Written comments will be accepted **on or before October 30, 2012** and can be mailed to:

Mr. Frank Thompson
NTRPDC
312 Main Street
Towanda, PA 18848

MEMORANDUM

TO: *Sullivan Review*

FROM: Frank Thompson, Deputy Director

DATE: September 28, 2012

SUBJECT: *LEGAL ADVERTISEMENT – Public Review Notice*

Please advertise the following notice in the Legal Section of your newspaper once as soon as possible and bill the Northern Tier Regional Planning and Development Commission, 312 Main Street, Towanda, PA 18848. Please direct any questions or comments to Frank Thompson at 570.265.9103. Please submit **proof of publication** with the billing. Thank you.

PUBLIC REVIEW NOTICE

For the Northern Tier Workforce Investment Board for **Bradford, Sullivan Susquehanna, Tioga and Wyoming Counties for the region's Local Operational Plan.**

The Northern Tier Workforce Investment Board invites the citizens of the region to review this document. This document will be available for a 30-Day Public Review and Comment period beginning **October 1, 2012** and continuing through **October 30, 2012**. Copies of this document are available for review at the offices of the Northern Tier Regional Planning and Development Commission at 312 Main St. Towanda, PA 18848. A Copy is also available online at www.northerntier.org.

Written comments will be accepted **on or before October 30, 2012** and can be mailed to:

Mr. Frank Thompson
NTRPDC
312 Main Street
Towanda, PA 18848

Appendix C

There following comments were received for the Northern Tier Local Plan as a result of the public review period from October 1 , 2012 through October 30, 2012.

The addressing of each comment follows the comment

ATTACHMENT C

Workforce Investment Act Agreement
Northern Tier Region

THIS AGREEMENT is made the 24th day of August, 1999, in accordance with Section 117 of the Workforce Investment Act of 1998 [Public Law 105-220, August 7, 1998] (hereinafter referred to as the Act) by the Northern Tier Local Elected Officials from the counties of Bradford, Sullivan, Susquehanna, Tioga and Wyoming (hereinafter referred to as the Chief Elected Officials-CEOs), as defined in the Northern Tier Local Elected Officials Agreement, and the Northern Tier Workforce Investment Board (hereinafter referred to as the Workforce Investment Board), as certified on August 25, 1999.

WITNESSETH:

Whereas the Workforce Investment Act [Public Law 105-220, August 7, 1998] has been duly enacted by the Congress of the United States and signed into law by the President on August 7, 1998; and

Whereas, the Northern Tier Region (Counties of Bradford, Sullivan Susquehanna, Tioga and Wyoming) has been designated by the Governor;

Whereas, the County Commissioners from the aforementioned counties have agreed to form a consortium for the purpose of managing WIA funds, with the management structure and duties of the Chief Elected Officials being performed by the Executive Committee of the Northern Tier Regional Planning and Development Commission (NTRPDC), consisting of two commissioners from each county; and

Whereas the Chief Elected Officials have appointed a Workforce Investment Board in accordance with Section 117 of the Act, which was duly "chartered" on August 25, 1999 by the State Human Resources Investment Council.

Whereas, public sector members will be appointed regionally from nominations received and private sector members will be appointed by the counties from nominations received in accordance with state and federal policy.

NOW THEREFORE, intending to be legally bound the Chief Elected Officials and the Workforce Investment Board agree as follows.

1. The Name of the region shall be the Northern Tier Workforce Investment Area.

2. The Chief Elected Officials shall be the recipient of the funds issued under the Act, and shall be accountable for their use and management in accordance with regulation and statute. The Chief Elected Official with signatory authority shall be the Chairman of the Northern Tier Regional Planning and Development Commission The Chairman of NTRPDC is a yearly appointment and rotates between the counties.

3. The Chief Elected Officials shall designate the Northern Tier Regional Planning and Development Commission as the Fiscal Agent for funds received under the act.

4. The Chief Elected Officials shall appoint Workforce Investment Board members for fixed and staggered terms. Public sector members will be appointed by the NTRPDC Executive Committees from nominations received. Private sector members will be appointed by the individual counties from nominations received. Each county shall have three private sector members. All nominations and appointments will be made in accordance with state and federal policy.

5. The Chief Elected Officials and the Workforce Investment Board shall agree on and designate an agency to provide Administrative Support for the programs, including staff support, monitoring and evaluation, program supervision and other activities as listed in this agreement and assigned. The agency designated for this purpose is the Northern Tier Regional Planning and Development Commission.

6. The Chief Elected Officials and the Workforce Investment Board shall agree on and appoint a Youth Council per Section 117 (h) of the Act.

7. The Chief Elected Officials and the Workforce Investment Board shall support and develop CareerLink Offices as well as Itinerant Access Sites as developed under Planning and Implementation Grants received from the Commonwealth.

8. The Chief Elected Officials and the Workforce Investment Board shall agree on and designate at least one One-Stop (CareerLink Office) in the region, and shall designate the One Stop Operator for this Center. The Chief Elected Officials and the Workforce Investment Board shall agree on termination of One Stop Operator(s) for cause, as applicable.

9. The Chief Elected Officials and the Workforce Investment Board shall agree on and approve an annual budget, including county allocations and an administrative budget. The following will be the guidance used for the allocation of funds:

a. approximately 35% of funds available to be allocated to Bradford County.

b. approximately 4%of funds available to be allocated to Sullivan County.

c. approximately 22% of funds available to be allocated to Susquehanna County.

d. approximately 25% of funds available to be allocated to Tioga County.

e. approximately 14% of funds available to be allocated to Wyoming County.

It is understood as part of this agreement that these allocations will serve as a preliminary guideline for the targeting of funds for a specific political jurisdiction within the SDA. Actual receipt of these funds will be based upon the approval of a proposal, which shall be acceptable to the Workforce Investment Board and Chief Elected Officials. Every effort will be made to recover Disallowed Costs from Subcontractors. In the event that the costs are unrecoverable, liability for disallowed costs will be shared by the counties, using these same percentages.

10. The Chief Elected Officials and the Workforce Investment Board shall develop and approve a five-year plan that meets the requirements of section 118 of the Act, as well as other related plans for the Workforce Investment Act services.

11. The Chief Elected Officials and the Workforce Investment Board shall negotiate with Governor to reach agreement on performance measures.

12. The Chief Elected Officials and Workforce Investment Board can seek waivers to provide "training services" and to serve as a "One Stop Operator", as necessary.

13. Workforce Investment Board shall enter into Memoranda of Understanding (MOU) with the One Stop Operator (s). Chief Elected Officials shall approve the MOUs.

14. The Workforce Investment Board shall coordinate its activities with local and regional economic development activities.

15. The Workforce Investment Board shall be responsible for ensuring oversight of the CareerLink system, Workforce Investment Act Title One subcontractors, and ensuring that overall program performance evaluation is conducted.

16. The Workforce Investment Board agrees to evaluate recommendations of the Youth Council and to select eligible youth providers.

17. The Workforce Investment Board shall conduct evaluations of providers of educational services as required by the Act, and shall issue Individual Training Accounts to eligible participants for institutions that meet set standards.

18. The Workforce Investment Board shall maintain a list of eligible training providers and will forward this list to the State.

19. The Workforce Investment Board will assist the Governor in developing a statewide system for employment statistics.

20. The Workforce Investment Board shall develop a priority system for intensive and training services for low income individuals.

21. In instances where there is disagreement between the Chief Elected Officials and the Workforce Investment Board, a joint meeting can be held for the purpose of negotiation

and compromise. If unsuccessful, an impartial third party may be brought in to reach agreement. If the issue cannot be resolved, the Chief Elected Officials will make the final determination.

22. The Workforce Investment Board will conduct all business in an open manner as required by section 117 of the act, and will make available to the public on a regular basis information about its activities. This includes: plans, allocations, contracts, agreements, and minutes of said meetings.

23. If any terms or provisions of this agreement or the application thereof to any person or circumstance shall, by any extent, be held invalid or unenforceable, the remainder of this agreement, or the application of such terms shall not be affected.

24. Workforce Investment Board members, by acceptance of appointments, represent and warrant that they have not offered or given any gratuity to any Chief Elected Official or agent thereof, for the purpose of personal gain.

25. This agreement shall remain in force until either party provides the other with ninety-(90) days written notice of intent to terminate.

Approved:

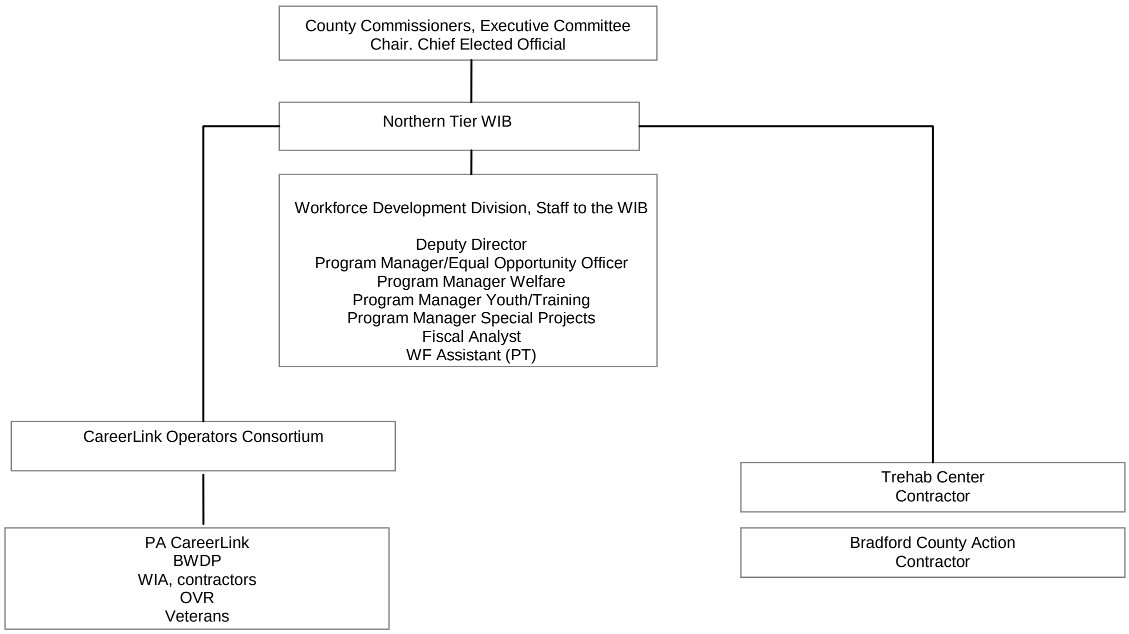
Chief Elected Official
Northern Tier

Lee Smith
Chairman,
Northern Tier Regional Planning and Development Commission

Chairman,
Northern Tier Workforce Investment Board

Appendix E

WIA ORGANIZATIONAL CHART



Pennsylvania CareerLink®
Bradford/Sullivan Counties

LWIB/One Stop Partner Agreement (OSPA)

1. **Purpose**

The purpose of this OSPA is to establish a viable framework in which the PA CareerLink® Bradford/Sullivan partner(s) will provide one-stop, services for employers, their employees, those seeking employment, and other interested parties within the local area.

The primary business objectives of the PA CareerLink® are:

- To provide coordinated comprehensive services to emerging, current and transitional workers in the local area
- To provide comprehensive services, such as recruitment, testing and assessment, and referrals of qualified job seekers to meet the demands of employers in the local area
- To increase job retention and employer penetration rates through the creation and enhancement of a pool of skilled labor for area businesses
- To provide universal access to services in a customer focused, market driven approach
- To enhance and coordinate the employment and training services available in our area through Partnerships with other providers of services.

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Location

The location of the physical comprehensive site is 312 Main St. Towanda.

Outreach sites are located in:
Sullivan County at 210 Center Street, Dushore;
Wyoming County 99 Bridge Street, Tunkhannock; and
Susquehanna County 1017 West Main Street, Susquehanna

2. **Partner Responsibilities**

The PA CareerLink® Bradford/Sullivan County partners consist of the Bureau of Workforce Development Partnership (BWDP), the Office of Vocational Rehabilitation (OVR), the Department of Public Welfare (DPW) and Bradford County Action, Inc. (BCA). These mandated partners have made a commitment by providing on-site staff representation and are financially contributing as outlined in the Resource Sharing Agreement. Other Partners can be added as resources become available and upon approval of the Consortium.

This Consortium will be responsible for developing and implementing policies and procedures that will coordinate the Partners' activities and resources into a seamless delivery system for high quality, customer driven services related to job seekers and employers in the Workforce Investment Area. The Consortium will utilize consensus management to reach decisions regarding the oversight of the day to day operations of the PA CareerLink® Bradford/Sullivan.

Specific roles and responsibilities include:

- Design the integration of systems and coordination of services for the site and partners
- Manage fiscal responsibility for the system or site
- Evaluate the performance and implement required actions to meet standards
- Plan and report responsibilities
- Write and maintain operational procedures
- Act as a liaison with the local Workforce Investment Board (LWIB)
- Monitor adherence to the provisions of the Partner Agreement
- Market PA CareerLink® services
- Recruit partners
- Define and provide a means to meet common operational needs
- Facilitate the sharing of data
- Define clearly and communicate the objectives of the local Workforce Board to the Partners.
- Assess customer needs continuously and make recommendations to the local Workforce Board on the need for additional access points
- Respond to community needs
- Facilitate groups/teams on common issues

3. <u>Costs</u>

All Partners are in agreement that they will provide for the overall operations of the One Stop system, as detailed in the One Stop Resource Sharing Agreement.

4. <u>Referrals:</u>

Systemic approach to the referral of customers needing services:

- Common intake process
- Overview of PA CareerLink® services
    - Discussion of customer needs
    - Explain and assist as necessary with PACareerLink® enrollment and resume preparation

Customer referral between Partner agencies:
- Upon completion of enrollment client meets with staff
- Partnering agencies provide the client with requested information

Customer flow through intake, enrollment and assessment:
- Staff assist the customer in accessing enrollment, assessment and intake services
- When employment has not been achieved through core services a determination regarding the need for intensive services is conducted
- If intensive services are found to be needed, an application is completed and the customer is enrolled into intensive services
- Activities are scheduled as appropriate to determine if intensive services will be sufficient for the client to obtain employment or if training services will be needed

Collaborative efforts to ensure the coordination of employer contacts for job orders and job development activities:
- Each business services representative maintains employer contact and utilizes a central database of employers
- Job orders are shared with Partners
- The business services representatives obtain information from employers about their hiring needs and provide information to employers about utilizing the PA CareerLink® system

Examples of services available at the PA CareerLink® are provided in the following chart.

Services	Functions	Agency (ies) with Primary Responsibility
Primary Services	Perform Intake and Eligibility Provide Program Orientation Provide Limited Career Counseling & Exploration Provide Information on Training Institutions Provide Referral to Other Services	BCA BWDP
Job Seeker Services	Provide training in Job Readiness Skills, including resume writing, interviewing skills Provide Case Management Services Provide Testing and Assessment Provide In-depth Career Counseling &	BCA BWDP CAO

	Exploration	OVR
Employer Services	Act as a Liaison with Employers Perform referral and selection services for employers Provide Marketing and Outreach Services Job Development Activities Provide Labor Market Information Recruitment and job fairs	BCA OVR BWDP Vets
Career Resource Servic	Provide technical assistance for the resource area Assist customers in accessing the system	BCA BWDP

5. Term of Agreement

This Agreement shall be considered to have been breached if any Partner fails in any material way to live up to the terms of the Agreement, including, but not limited to:

- failure to meet financial obligations set forth in the Resource Sharing Agreement;
- substantially reducing the level of staffing or other support provided to the PA CareerLink®
- withdrawing, by notice or in fact, its commitment to the basic principles of the PA CareerLink®
- other actions or omissions which significantly deviate from the basic agreement

This agreement shall be effective from July 1, 2012 through June 30, 2017.

6. Modification

The following procedure will be in effect when revising the Resource Sharing Agreement:

Reduced costs to the Partners due to a reduction in shared expenses will result in a Resource Sharing Agreement modification reducing Partner cost and requiring only the authorized signatures of the LWIB Chair/Contact, LWIA Fiscal Agent, and the PA CareerLink® Operator Consortium Contact.

Reduced Costs resulting from the addition of Partners to the Site will result in a Resource Sharing Agreement modification reducing cost and requiring only authorized signatures of the new PA CareerLink® Partner(s), the WIB Chair/Contact, the WIA Fiscal Agent, and the PA CareerLink® Operator Consortium Contact.

7. Governance:

The following parties, on and off site, are responsible for the administration of the PA CareerLink® Bradford/Sullivan :

Local Elected Officials

The local elected officials work in concert with the Workforce Investment Board as outlined in the Northern Tier Workforce Investment Board-Local Elected Official Agreement. This Agreement clarifies that the Board of fifteen County Commissioners act as the LEO for purposes of the law. Functions include:

- Nominating members to the Northern Tier Workforce Board
- Participating in the development of the comprehensive plan
- Review and evaluation of the PA CareerLink® performance and consortium of operators

Local Workforce Investment Board

The Northern Tier Workforce Investment Board is responsible for setting the standards for operations of PA CareerLink® Bradford/Sullivan and the overall workforce development system in the Northern Tier. Functions include:

- Selection of a PA CareerLink® Operator
- Chartering of PA CareerLink® Sites
- Evaluation of PA CareerLink® Performance
- Revocation of PA CareerLink® Sites for Cause
- Setting standards for operations, including chartering criteria, evaluation of programs and materials
- Negotiate with the PA CareerLink® Operators Consortium for method of service provision

Operators Consortium

The PA CareerLink® Bradford/Sullivan is governed by the Operators Consortium. The Operators Consortium is comprises of BWDP, OVR, DPW and BCA. The Consortium is responsible for conveying the standards set by the LWIB to the PA CareerLink® Administrator and for ensuring processes are in alignment with the attainment of positive outcomes. The Consortium meets bi-monthly.

PA CareerLink® Administrator

The PA CareerLink® Administrator is responsible for directing and coordinating all functions and operations of the PA CareerLink® Bradford/Sullivan and is functionally supervised by the Operators Consortium. The PA CareerLink® Administrator is responsible for the functional supervision of on-site and external partners and the conveyance of pertinent information as directed by the governing progression.

When fulfilling services for the One-Stop system, all partners are under the functional direction of the PA CareerLink® Administrator. Those partners who may be co-located but not providing services through the One-Stop system are not under the functional supervision of the PA CareerLink® Administrator. At the time that a co-located partner begins to provide One-Stop services, co-located staff fall under the functional direction of the PA CareerLink® Administrator, in accordance with the formal PA CareerLink® Administrator job description.

PA CareerLink® Bradford/Sullivan Partners

WIA Mandated Partners	Partners / Level of Participation	Services Provided
Wagner-Peyser Act Programs (L&I) Trade Act of 1974 (L&I)	Bureau of Workforce Development Partnership (BWDP) Operating Partner	Employment Service Programs, State Unemployment Compensation laws, and chapter 2 of Title II of the Trade Act of 1974
United States Code Title 38 (Veterans) (L&I)	Veteran' Employment and Training Services Operating Partner	Employment and Training Services to Veterans
Programs authorized under Title I of the Workforce Investment Act (adult, youth & dislocated worker programs) (L&I*)*	Bradford County Action, Inc. Operating Partner	To provide Title I services under the Workforce Investment Act.
Rehabilitation Act of 1973 Programs (L&I)	Office of Vocational Rehabilitation Operating Partner	Provides Rehabilitation Services including Counseling and Employment/Training Services to eligible customers with Disabilities
Social Security Act Programs (DPW)	Bradford County Assistance Office Contributing Partner	Provides counseling and employment training services, cash, TANF/GA, food stamps, medical and other related services. Offers services under 403(a) (5) of the Social Security Act
State Unemployment Compensation (L&I)	Bureau of Unemployment Compensation Benefits & Allowances Contributing Partner	CareerLink will provide basic information and use of courtesy phone & PC for internet applications
Carl Perkins Vocational and Applied Technology Education Act Post Secondary Vocational Education Activities (PDE)	Northern Tier Career Center Affiliate	Post Secondary Career & Tech Education
Adult Education & Literacy Activities (Title II WIA) (PDE)	Bradford County Action, Inc Operating Partner	Adult Basic and Literacy Education
Education	Pennsylvania State University Affiliate	Secondary and Continuing Education
Community Services Block Grant (DCED)	Trehab Affiliate	Consumer information and referral Housing counseling and property management; weatherization; Penn Power Customer Assistance

8. Reporting Requirements as Defined by LWIB Policy:

Outside of individual funding stream reporting, systems generated reports relating to PA CareerLink® activity are utilized. These reports capture the information necessary to effectively benchmark service delivery within the PA CareerLink®. All required reporting will be completed and provided to the LWIB.

9. Impasse resolutions

In the event an impasse should arise between the parties to this Agreement the following procedures will be initiated:

A. Between LWIB and Consortium of Operators and/or Partner(s)

- Discussion between Consortium of Operators and LWIB Executive Committee
- Failure to reach resolution will result in a meeting of the Partner or partner designee filing the appeal, the Consortium, the Chairperson of the LWIB and Local Elected Official. Majority vote shall be deciding factor in reaching settlement.

B. Between Consortium of Operators and PA CareerLink® Bradford/Sullivan Partner(s)

- Discussion between the Partner(s) and the LWIB Executive Committee
- Failure to reach resolution will result in a meeting of the Partner(s), the Operators Consortium, the Chairperson of LWIB and Local Elected Official. Majority vote shall be deciding factor in reaching settlement.

C. Between the Consortium of Operators

- The Consortium of Operators has agreed to manage the PA CareerLink® utilizing consensus decision making.
- In the event an Operator cannot live with a decision being considered, a vote will be taken of all the Operators.
- The Operator may request an appeal. A meeting of the Operator, or operator designee filing the appeal, the Chairperson of LWIB and Local

Elected Official. Majority vote shall be deciding factor in reaching settlement.

10. Compliance Reference Documents:

All parties to this Agreement will abide by state and federal grant requirements, including but not limited to non discrimination, accessibility, the federal lobbying act, state and federal debarment, in accordance with policies and guidelines developed and distributed by the Pennsylvania Department of Labor and Industry.

The parties to this agreement agree to comply with the following documents: LWIB Strategic Plan, LWIB Operational Plan, PA CareerLink® Policy and others as locally determined.

11. Other Provisions

NA

12. **Authority and Signatures**

The individuals signing have the authority to commit the parties they represent to the terms of this Agreement and do so commit by signing below.

This Agreement may be executed in any one or more counterparts, the originals of which, when taken together and bearing the signatures of all parties to this Agreement, shall constitute one and the same agreement.

Pennsylvania CareerLink®
Tioga County

LWIB/One Stop Partner Agreement (OSPA)

1. **Purpose**

The purpose of this OSPA is to establish a viable framework in which the PA CareerLink® Tioga partner(s) will provide one-stop, services for employers, their employees, those seeking employment, and other interested parties within the local area.

The primary business objectives of the PA CareerLink® are:

- To provide coordinated comprehensive services to emerging, current and transitional workers in the local area
- To provide comprehensive services, such as recruitment, testing and assessment, and referrals of qualified job seekers to meet the demands of employers in the local area
- To increase job retention and employer penetration rates through the creation and enhancement of a pool of skilled labor for area businesses
- To provide universal access to services in a customer focused, market driven approach
- To enhance and coordinate the employment and training services available in our area through Partnerships with other providers of services.

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Location

The location of the physical comprehensive site is 56 Plaza Lane, Wellsboro, PA 16901

2. **Partner Responsibilities**

The PA CareerLink® Tioga County partners consist of the Bureau of Workforce Development Partnership (BWDP), the Office of Vocational Rehabilitation (OVR), the Department of Public Welfare (DPW) and Trehab. These mandated partners have made a commitment by providing on-site staff representation and are financially contributing as outlined in the Resource Sharing Agreement. Other Partners can be added as resources become available and upon approval of the Consortium.

This Consortium will be responsible for developing and implementing policies and procedures that will coordinate the Partners' activities and resources into a seamless delivery system for high quality, customer driven services related to job seekers and employers in the Workforce Investment Area. The Consortium will utilize consensus management to reach decisions regarding the oversight of the day to day operations of the PA CareerLink® Tioga.

Specific roles and responsibilities include:

- Design the integration of systems and coordination of services for the site and partners
- Manage fiscal responsibility for the system or site
- Evaluate the performance and implement required actions to meet standards
- Plan and report responsibilities
- Write and maintain operational procedures
- Act as a liaison with the local Workforce Investment Board (LWIB)
- Monitor adherence to the provisions of the Partner Agreement
- Market PA CareerLink® services
- Recruit partners
- Define and provide a means to meet common operational needs
- Facilitate the sharing of data
- Define clearly and communicate the objectives of the local Workforce Board to the Partners.
- Assess customer needs continuously and make recommendations to the local Workforce Board on the need for additional access points
- Respond to community needs
- Facilitate groups/teams on common issues

3. <u>Costs</u>

All Partners are in agreement that they will provide for the overall operations of the One Stop system, as detailed in the One Stop Resource Sharing Agreement.

4. <u>Referrals:</u>

Systemic approach to the referral of customers needing services:

- Common intake process
- Overview of PA CareerLink® services
    - Discussion of customer needs
    - Explain and assist as necessary with PACareerLink® enrollment and resume preparation

Customer referral between Partner agencies:

- Upon completion of enrollment client meets with staff
- Partnering agencies provide the client with requested information

Customer flow through intake, enrollment and assessment:

- Staff assist the customer in accessing enrollment, assessment and intake services
- When employment has not been achieved through core services a determination regarding the need for intensive services is conducted
- If intensive services are found to be needed, an application is completed and the customer is enrolled into intensive services
- Activities are scheduled as appropriate to determine if intensive services will be sufficient for the client to obtain employment or if training services will be needed

Collaborative efforts to ensure the coordination of employer contacts for job orders and job development activities:

- Each business services representative maintains employer contact and utilizes a central database of employers
- Job orders are shared with Partners
- The business services representatives obtain information from employers about their hiring needs and provide information to employers about utilizing the PA CareerLink® system

Examples of services available at the PA CareerLink® are provided in the following chart.

Services	Functions	Agency (ies) with Primary Responsibility
Primary Services	Perform Intake and Eligibility Provide Program Orientation Provide Limited Career Counseling & Exploration Provide Information on Training Institutions Provide Referral to Other Services	Trehab BWDP
Job Seeker Services	Provide training in Job Readiness Skills, including resume writing, interviewing skills Provide Case Management Services Provide Testing and Assessment Provide In-depth Career Counseling & Exploration	Trehab BWDP CAO OVR
Employer Services	Act as a Liaison with Employers Perform referral and selection services for	Trehab OVR

	employers Provide Marketing and Outreach Services Job Development Activities Provide Labor Market Information Recruitment and job fairs	BWDP Vets
Career Resource Servic	Provide technical assistance for the resource area Assist customers in accessing the system	Trehab BWDP

5. Term of Agreement

This Agreement shall be considered to have been breached if any Partner fails in any material way to live up to the terms of the Agreement, including, but not limited to:

- failure to meet financial obligations set forth in the Resource Sharing Agreement;
- substantially reducing the level of staffing or other support provided to the PA CareerLink®
- withdrawing, by notice or in fact, its commitment to the basic principles of the PA CareerLink®
- other actions or omissions which significantly deviate from the basic agreement

This agreement shall be effective from July 1, 2012 through June 30, 2017.

6. Modification

The following procedure will be in effect when revising the Resource Sharing Agreement:

Reduced costs to the Partners due to a reduction in shared expenses will result in a Resource Sharing Agreement modification reducing Partner cost and requiring only the authorized signatures of the LWIB Chair/Contact, LWIA Fiscal Agent, and the PA CareerLink® Operator Consortium Contact.

Reduced Costs resulting from the addition of Partners to the Site will result in a Resource Sharing Agreement modification reducing cost and requiring only authorized signatures of the new PA CareerLink® Partner(s), the WIB Chair/Contact, the WIA Fiscal Agent, and the PA CareerLink® Operator Consortium Contact.

7. Governance:

The following parties, on and off site, are responsible for the administration of the PA CareerLink® Tioga :

Local Elected Officials
The local elected officials work in concert with the Workforce Investment Board as outlined in the Northern Tier Workforce Investment Board-Local Elected Official Agreement. This Agreement clarifies that the Board of fifteen County Commissioners act as the LEO for purposes of the law. Functions include:

- Nominating members to the Northern Tier Workforce Board
- Participating in the development of the comprehensive plan
- Review and evaluation of the PA CareerLink® performance and consortium of operators

Local Workforce Investment Board
The Northern Tier Workforce Investment Board is responsible for setting the standards for operations of PA CareerLink® Tioga and the overall workforce development system in the Northern Tier. Functions include:

- Selection of a PA CareerLink® Operator
- Chartering of PA CareerLink® Sites
- Evaluation of PA CareerLink® Performance
- Revocation of PA CareerLink® Sites for Cause
- Setting standards for operations, including chartering criteria, evaluation of programs and materials
- Negotiate with the PA CareerLink® Operators Consortium for method of service provision

Operators Consortium

The PA CareerLink® Tioga is governed by the Operators Consortium. The Operators Consortium is comprises of BWDP, OVR, DPW and Trehab. The Consortium is responsible for conveying the standards set by the LWIB to the PA CareerLink® Administrator and for ensuring processes are in alignment with the attainment of positive outcomes. The Consortium meets bi-monthly.

PA CareerLink® Administrator

The PA CareerLink® Administrator is responsible for directing and coordinating all functions and operations of the PA CareerLink® Tioga and is functionally supervised by the Operators Consortium. The PA CareerLink® Administrator is responsible for the functional supervision of on-site and external partners and the conveyance of pertinent information as directed by the governing progression.

When fulfilling services for the One-Stop system, all partners are under the functional direction of the PA CareerLink® Administrator. Those partners who may be co-located but not providing services through the One-Stop system are not under the functional supervision of the PA CareerLink® Administrator. At the time that a co-located partner begins to provide One-Stop services, co-located staff fall under the functional direction of the PA CareerLink® Administrator, in accordance with the formal PA CareerLink® Administrator job description.

PA CareerLink® Tioga Partners

WIA Mandated Partners	Partners / Level of Participation	Services Provided
Wagner-Peyser Act Programs (L&I) Trade Act of 1974 (L&I)	Bureau of Workforce Development Partnership (BWDP) Operating Partner	Employment Service Programs, State Unemployment Compensation laws, and chapter 2 of Title II of the Trade Act of 1974
United States Code Title 38 (Veterans) (L&I)	Veteran' Employment and Training Services Operating Partner	Employment and Training Services to Veterans
Programs authorized under Title I of the Workforce Investment Act (adult, youth & dislocated worker programs) (L&I*)*	Trehab Operating Partner	To provide Title I services under the Workforce Investment Act.
Rehabilitation Act of 1973 Programs (L&I)	Office of Vocational Rehabilitation Operating Partner	Provides Rehabilitation Services including Counseling and Employment/Training Services to eligible customers with Disabilities
Social Security Act Programs (DPW)	Tioga County Assistance Office Contributing Partner	Provides counseling and employment training services, cash, TANF/GA, food stamps, medical and other related services. Offers services under 403(a) (5) of the Social Security Act
State Unemployment Compensation (L&I)	Bureau of Unemployment Compensation Benefits & Allowances Contributing Partner	CareerLink will provide basic information and use of courtesy phone & PC for internet applications
Carl Perkins Vocational and Applied Technology Education Act Post Secondary Vocational Education Activities (PDE)	Northern Tier Career Center Affiliate	Post Secondary Career & Tech Education
Adult Education & Literacy Activities (Title II WIA) (PDE)	Bradford County Action, Inc Operating Partner	Adult Basic and Literacy Education
Education	Pennsylvania State University Affiliate	Secondary and Continuing Education
Community Services Block Grant (DCED)	Trehab Affiliate	Consumer information and referral Housing counseling and property management; weatherization; Penn Power Customer Assistance

8. <u>Reporting Requirements as Defined by LWIB Policy:</u>

Outside of individual funding stream reporting, systems generated reports relating to PA CareerLink® activity are utilized. These reports capture the information necessary to effectively benchmark service delivery within the PA CareerLink®. All required reporting will be completed and provided to the LWIB.

9. <u>Impasse resolutions</u>

In the event an impasse should arise between the parties to this Agreement the following procedures will be initiated:

A. Between LWIB and Consortium of Operators and/or Partner(s)

- o Discussion between Consortium of Operators and LWIB Executive Committee
- o Failure to reach resolution will result in a meeting of the Partner or partner designee filing the appeal, the Consortium, the Chairperson of the LWIB and Local Elected Official. Majority vote shall be deciding factor in reaching settlement.

B. Between Consortium of Operators and PA CareerLink® Tioga Partner(s)

- o Discussion between the Partner(s) and the LWIB Executive Committee
- o Failure to reach resolution will result in a meeting of the Partner(s), the Operators Consortium, the Chairperson of LWIB and Local Elected Official. Majority vote shall be deciding factor in reaching settlement.

C. Between the Consortium of Operators

- o The Consortium of Operators has agreed to manage the PA CareerLink® utilizing consensus decision making.
- o In the event an Operator cannot live with a decision being considered, a vote will be taken of all the Operators.
- o The Operator may request an appeal. A meeting of the Operator, or operator designee filing the appeal, the Chairperson of LWIB and Local

Elected Official. Majority vote shall be deciding factor in reaching settlement.

10. Compliance Reference Documents:

All parties to this Agreement will abide by state and federal grant requirements, including but not limited to non discrimination, accessibility, the federal lobbying act, state and federal debarment, in accordance with policies and guidelines developed and distributed by the Pennsylvania Department of Labor and Industry.

The parties to this agreement agree to comply with the following documents: LWIB Strategic Plan, LWIB Operational Plan, PA CareerLink® Policy and others as locally determined.

11. Other Provisions

NA

12. **Authority and Signatures**

The individuals signing have the authority to commit the parties they represent to the terms of this Agreement and do so commit by signing below.

This Agreement may be executed in any one or more counterparts, the originals of which, when taken together and bearing the signatures of all parties to this Agreement, shall constitute one and the same agreement.

Appendix G - Priority of Service

Individuals are to be considered self-sufficient if their income is 235% above the federally established poverty guidelines. The self-sufficiency level is consistent with income levels established by Pathways. This expands services to the underemployed through assisted core, intensive and training services. Eligibility and self-sufficiency is monitored by WIB staff and is reported to the WIB.

Priority of service is always given to program eligible veterans. Currently an adult customer must have income below 235% of the federally established poverty guidelines to receive assisted core, intensive and/or training services.

Financial reporting is available to the One-Stop Operator's consortium and the WIB on a regular basis. Financial status is a standing agenda item and reviewed to determine whether or not funds are limited at both consortia and WIB meetings. Determinations are based on funding availability, current customer population and estimated costs per participant based on historical data.   If funding is determined to be limited, priority for training services are given to low income individuals and those receiving cash assistance.

Priority for training and employment activities are given to those that reflect the region's identified high priority occupations and identified industry clusters. Program eligible veterans are given priority over non-veterans for all available services.

Appendix H – Services to Youth

Priority is given to serving at-risk youth most in need of services such as school dropouts, youth in or aging out of foster care, youth that are court involved or at risk of involvement, children of incarcerated parents, homeless or runaway youth, migrant youth, and youth with disabilities. Recruitment efforts focus on identifying and serving this population.

Referrals come from local school districts, County Assistance Offices, Children and Youth Services, OVR, juvenile justice, BlaST Intermediate Unit and other agencies. Career Advisors attend IEP transition team meetings with the CAO case worker and other agencies at local high schools. Youth Career Advisors work closely with EARN Case Managers to identify welfare clients that may have children that qualify for services.

The rural nature of our region limits the opportunities to market program services to youth as there are no malls or other locations where youth typically can be found. However, literature outlining program services is available at many public sites including CareerLink® offices, libraries, YMCA's and other places where youth are likely to congregate.

Initially, program eligibility is determined through the common application process. The common application helps identify eligible participants and the services they may need or be interested in. After reviewing the application, the Youth Career Advisor will conduct a one-on-one interview with the youth to explain the program services that are available and to determine program eligibility. Appropriate referrals are made to other agencies in instances when an individual does not meet program eligibility or to address any barriers or problems that cannot be addressed through our program services. Youth are enrolled on CWDS if they have not already done so, and are offered job search assistance, resume assistance, labor market information, and other basic services regardless of program eligibility.

After program eligibility is determined by the Youth Career Advisor, the eligibility determination is then reviewed and verified by Supervisor before program services are provided. If the program is suitable to meet the needs of the person and that person has been determined eligible for the program, a WIA application is created. Program participation commences on the first day the customer receives a WIA funded service.

When possible, participants are co-enrolled in WIA Youth and Adult programs, as well as TANF Development funded programs, to better leverage resources. They may participate concurrently. Such individuals must meet the eligibility criteria for these programs. Services cannot be duplicated and expenditures are tracked separately.

An assessment of academic levels, skill levels, and service needs of each participant is performed. This assessment includes a review of basic skills, occupational skills, prior work experience, education attainment, employability, interests, aptitudes, and developmental needs. Any challenges in the youth's life such as homelessness, substance abuse, or an unstable home environment are identified in order to determine the need for supportive services such as transportation, childcare, or counseling services. All efforts are made to coordinate activities with other provider strategies. Assessment for Basic Skills is measured with TABE 9 & 10. Career Interests are measured through SAGE and O'NET.

A comprehensive Individual Service Strategy (ISS) is developed that includes both short-term and long-term goals. Developed in partnership with the client, this document tracks the youth's progress, activities completed, benchmarks reached, and other accomplishments. The ISS is the basis for the overall case management strategy. The goals and strategies are updated as they are achieved or the youth's needs change. The ISS includes but is not limited to:

- An employment and educational goal
- Education assessments
- Vocational and occupational interests
- Appropriate services for the participant in line with the results from the objective assessment
- Education services
- Employment services
- Leadership development opportunities
- Adult mentoring
- Comprehensive guidance and counseling
- Support services
- Occupational learning opportunities
- Connections to CareerLink® and other intermediaries with strong labor market connections
- Exit information
- Follow-up services

Customers are provided with case management services from intake to exit and all of the ten WIA required elements are available and provided based on the individual needs of the client. After exiting the program, the Career Advisor performs or coordinates follow-up services for youth that may include leadership development activities, support services, assistance in addressing work related problems as they arise, assistance in obtaining better payment jobs, career development, adult mentoring, and further education. Follow-up services are performed at a minimum of one personal contact per month for 12 months.

Appendix I – Northern Tier Procurement Policy

Introduction: Property Management Standards for WIA requires adherence to the U.S. Department of Labor regulations contained in the Federal Register, 29 CFR, Part 97, Volume 53, Number 48, dated March 11, 1988, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments, (commonly referred to as Circular A-102, Common Rule) and OMB Circular A-110, Uniform Administrative Requirements for Grants and Other Agreements with Institutions of High Education, Hospitals, and Other Non-Profit Organizations codified at 29 CFR Part 95 dated July 27, 1994.

Efficient Use of WIA Funds: In order to ensure the most efficient use of WIA funds and existing resources, BWDP has established a property management system with the following goals:

- To account for and control all property under the governor's jurisdiction on an up-to-date inventory basis for all levels of program activities;
- To utilize personal or real property transferred from programs under all former Federal job training programs;
- To eliminate unnecessary purchases of property under WIA through the transfer of available excess property; and
- To control the rental and leasing of property.

To meet these goals, BWDP has established regulations, policies and procedures that must be adhered to by the Fiscal Agents and their sub recipients.

Real property, equipment including tangible and intangible property, and supplies acquired or produced after July 1, 1993, with Federal funds, shall be governed by the following definitions and requirements.

- Governmental Sub recipients – Real property, equipment, supplies and other non-expendable personal property including intangible property acquired or produced after July 1, 1993 with WIA funds shall be governed by the definitions and requirements at 29 CFR, Part 97.
- Non-Profit Sub recipients Real property, equipment, supplies and other non-expendable personal property including intangible property acquired or produced after July 1, 1993 with WIA funds shall be governed by the definitions and property management standards contained in OMB Circular A-110, 29 CFR, Part 95.
- For Profit Sub recipients – Title to property acquired or produced using WIA funds shall vest in the awarding agency. In addition, any acquisitions of property with a unit acquisition cost of $5,000 or more must have written approval by BWDP prior to the acquisition.

Property Management Standards for WIA require adherence to the U.S. Department of Labor regulations contained in OMB Circulars, as applicable.

The mailing address for WIA property documentation is: **NTRPDC, 312 Main Street, Towanda, Pennsylvania 18848.** The telephone number for NTRPDC is **570-265-9103.**

<u>Responsibilities of the Commonwealth, Fiscal Agents, and Sub recipients</u>

This section deals with General Responsibilities. Additional information concerning these responsibilities and the procedures to follow may be found under the appropriate headings for specific subjects or in the instructions for the forms.

Responsibilities of the Commonwealth:

BWDP has been designated to be responsible for:

- Maintaining an inventory of all WIA property with a unit acquisition cost of $5,000 or more, in accordance with State and Federal regulations;
- Ensuring that all LWIA's are furnished with a supply of official WIA identification tags to be affixed to any purchases of property as referenced in this chapter; and
- Approving or disapproving all requests for the purchases of property, with a unit acquisition cost of $5,000 or more, in accordance with the prescribed State and Federal regulations referenced in this chapter.

The Fiscal Agent is responsible for:

- Establishing and maintaining an adequate property Management System for all property acquired with WIA funds or acquired from other sources and used in the WIA program. A description of this system is included in the Local Operational Plan. WIA property must be properly identified.

- Performing an annual physical inventory of all property purchased using WIA funds with a unit acquisition value of $2500 or more, or funds from any prior Federal program. Results of this physical inventory will then be reconciled with records maintained by the **NTRPDC** and, where applicable, the Bureau;

- Verifying, prior to any acquisition, that needed property is not available through any alternative source;

- Establishing bidding procedures that assure open and free competition. The bidding procedures must meet applicable Federal requirements;

- Obtaining written approval from BWDP for the purchase of any WIA property with a unit acquisition cost of $5,000 or more. The approval request will include a justification and all identifying information;

- Approve/disapprove all lower tier requests for the purchase of any WIA property in accordance with the applicable requirements. Copies of all approvals and the WIA (or local) tag number(s) assigned will be maintained at the NTRPDC offices and made available for review by authorized representatives. For **sub recipient** purchases with a unit acquisition cost of $5,000 or more, NTRPDC will obtain BWDP approval;

- Ensuring that all **sub recipients** are furnished with a supply of official WIA identification tags to be affixed to any purchases or property as prescribed in this section.

- Notify the Bureau of excess WIA property with a unit acquisition cost of $5,000 or more. Notification will be distributed to all Fiscal Agents so that items no longer needed in one area may be made available for use by other LWIA's.

- Established a control system that safeguards all property against loss, damage or theft; and

- Maintain policies and procedures for leasing or renting non-expendable personal property

Each **sub recipient** is responsible for establishing and maintaining an adequate WIA property management system. That system must adhere to all applicable requirements, including those of the Fiscal Agent from which WIA funding is received. The **sub recipient** must also identify and safeguard all property acquired with WIA funds. Each **sub recipient** is required to:

- Obtain written approval from NTRPDC for the purchase of any WIA property meeting the requirements outlined in this section;

- Verify, prior to any acquisition, that needed property for WIA programs is not available through any other source, i.e., from any other source within NTRPDC. While it is not a specific requirement that an LWIA contact agencies such as community-based organizations, etc., each LWIA is encouraged to do so.

- Establish bidding procedures which assures open and free competition and meet the requirements outlined in the Federal Regulations in any procurement using WIA funds;

- Include a justification and all identifying information when submitting acquisition requests to NTRPDC;

- Establish an inventory system to account to all property acquired with WIA funds or acquired from other sources and used in the WIA program. Proper identification of WIA property must also be a part of the system;

- Perform a physical inventory of all property utilized in WIA activities on an annual basis. The results of this physical inventory must then be reconciled with records maintained by the NTRPDC, and when applicable, the BWDP;

- Establish a means of identifying excess property so that items no longer needed may be made available for use;

- Establish a control system, which will safeguard all WIA property against loss, damage of theft.

Each **Sub recipient** is required to establish and maintain an adequate system of property management. That system must adhere to all applicable requirements, including those of the NTRPDC from which WIA funding is received. The sub recipient must also identify and safeguard all property acquired with WIA funds.

Bidding Procedures and Quotations

NTRPDC and all **sub recipients** are responsible for implementing a bidding procedure to obtain quotes. Proper bidding procedures must be adhered to, regardless of the method of procurement. Federal Regulations governing procurement practices are outlined in OMB Circular A-110, 29 CFR

Part 97 and in the Procurement Section of this manual. The established procedure must ensure that a linkage is maintained with the Small Business Administration and other agencies that are able to assist in identifying small and minority-owned businesses. Formal Bidding procedures involve establishing levels for dollar amounts that require such procedures as advertising, sending out formal letters requesting bids from vendors, obtaining sealed bids, etc. The unit cost should reflect the lowest price quote received. If the lowest price is not utilized, justification must be documented. Formal procurement procedures must be described in the approved Local Operational Plan.

Invitations for bids or RFP's shall be based on a clear and accurate description of the technical requirements for the material, product or service to be procured. Such descriptions shall not, in competitive procurements, contain features that restrict, eliminate or otherwise restrain competition.

In order to ensure compliance with requirements set forth in the Act and Federal Regulations, the use of specific "brand names" must be avoided when developing a description of the property open for bid. However, sub recipients may use a "brand name or equal" description to define performance or other prominent requirements of a procurement. The practice of using specifications developed by manufacturers inherently places restrictions on other bidders, unless it is clearly stated that other bidders may use similar standards of equal functions. The solicitation must make it clear that the description is used to establish standards and that other vendors meeting the standards are eligible to submit proposals or bids.

If the unit cost of the item to be acquired is $5,000 or more, **NTRPDC** and it's **sub recipients** are required to obtain at least three (3) written quotations, prior to submitting the request for approval**.** However, BWDP may waive this requirement, for property purchased with WIA funding when it has been determined that NTRPDC and/or sub **recipients** are purchasing from State contracts. If Fiscal Agents wish to determine whether they qualify for State contract purchasing privileges, they must contact the Department of General Services, Bureau of Purchases, telephone (717) 787-5733. When submitting the **Property Acquisition Request and Report Form (Attachment 1)** to BWDP for approval, this information must be included on the form. Failure to include the required information may delay the approval process.

Excess property and equipment readily available for transfer will take precedence and the **NTRPDC** reserves the right to deny a request for purchase.

Software packages, which are to be acquired solely for use in training programs and classroom instruction for WIA participants, will not require written authorization prior to acquisition.

Purchases of blank diskettes, paper and any other expendable supplies needed for operation on a day-to-day basis, do not require prior approval.

Approval of a contract does not constitute an automatic authorization to purchase or lease property and/or equipment. A written request to acquire property must be reviewed and approved by the awarding agency prior to purchase.

<u>Types of Property (OMB Circulars as applicable)</u>

This section provides guidance for Fiscal Agents regarding the purchase of property by governmental, non-profit, and for-profit entities. This includes non-expendable personal property (equipment), expendable personal property (supplies), and property.

<u>Non-Expendable Personal Property (Equipment)</u>

The approval of an NOO issued by BWDP, or awarding of funds by NTRPDC does not constitute an automatic authorization to purchase or lease property and/or equipment using WIA funds. A written request to acquire property must be reviewed and approved by the respective awarding agency prior to purchase. If the equipment to be purchased has a unit acquisition cost of $5,000 or more, the awarding agency must approve the purchase prior to acquisition.

<u>Fiscal Agents, Governmental Entities, and other Non-Profit Entities</u>

For equipment having a unit acquisition cost of $5,000 or more:

- Written authorization is required from BWDP prior to purchase; and
- Excess property and equipment readily available for transfer will take precedence over new purchases. Therefore, BWDP reserves the right to deny a request for purchase.

<u>For-Profit Entities</u>

- All non-expendable equipment regardless of cost requires written authorization from BWDP prior to purchase.
- Excess property and equipment readily available for transfer will take precedence over new purchases. Therefore, BWDP reserves the right to deny a request for purchase.

<u>Expendable Personal Property (Supplies)</u>

Prior approval is not required for purchases of blank diskettes, paper and any other expendable supplied needed for day-to-day operations. However, for-profit entities must include this type of acquisition in their budget. Title to supplies acquired with WIA funds will vest upon acquisition in the next higher-level agency.

<u>Real Property</u>

Per Final Rule §667.260, WIA Title I funds must not be spend on the construction or purchase of facilities or buildings except in limited instances. Therefore, if construction or purchase of real property is being considered, NTRPDC must obtain BWDP approval before any costs are incurred.

<u>Fiscal Agents, Governmental Entities, and other Non-Profit Entities</u>
Subject to conditions set forth in applicable OMB Circulars, title to real property acquired with WIA funds will vest in NTRPDC upon acquisition and requires prior written authorization from BWDP.

<u>For Profit Entities</u>
Title to real property acquired with WIA funds will vest upon acquisition in the awarding agency and requires prior written authorization from BWDP.

Procedures for Requesting Approval for Property Acquisitions (WIA Programs)
Please refer to the flow chart (Property Acquisition Steps)

NTRPDC and **sub recipients** will investigate the possibilities of obtaining equipment through any excess property listings available. Utilizing existing property will take priority over new purchases or leases in order to maximize the use of available funds. Each Fiscal Agent is strongly encouraged to obtain property through any resource which might have available the needed property. For example, a manufacturer may be willing to donate equipment for training purposes, etc.

If no property is available from other sources or the cost of obtaining the property does not prove to be cost-efficient, a formal request to acquire the property must be submitted to the awarding agency.

Prior to submission of the formal request, NTRPDC and **sub recipients** must obtain at least three (3) price quotations in a manner which allows full and open competition and which incorporates minority-owned businesses in the procedures established for obtaining quotations. The section on bidding procedures and quotations provides additional information.

When the price quotations have been obtained, Sections "A" and "B" of the **Property Acquisition Request and Report Form (Attachment 1)** must be completed. The remainder of the form must be forwarded to the awarding agency.

If the item has a unit acquisition cost of $5,000 or more, the **Property Acquisition Request and Report Form (Attachment 1)** will be forwarded to BWDP for approval or disapproval.

Section D will be completed by the **requesting agency once the request has been approved and the acquisition is made.** This is the stage when WIA tag numbers are to be assigned, when applicable, and affixed to the property. The original form will be retained by **NTRPDC** for its records.

If the requesting agency has asked for permission to obtain property through sole source procurement, a full detailed justification will accompany the **Property Acquisition Request and Report Form (Attachment 1).** The awarding agency reserves the right to require acceptance of the lowest bid for an item of property. Written approval or disapproval will be forwarded to the requesting agency. If the item is disapproved, an explanation will be furnished.

To obtain property through sole source procurement, a full detailed justification will accompany the **Property Acquisition Request and Report Form (See Attachment 1**). The approving agency will review the justification and approve or disapprove the request.

Leasing or Renting Non-expendable Personal Property (WIA Programs)

Approval of lease and rental contracts is the responsibility of the Fiscal Agent. However, Fiscal Agents are encouraged to contact the Bureau prior to executing a lease or rental agreement in order to determine the possibility of transferring existing excess property.

The decisions to rent or buy property will be governed by economic conditions that may differ by property type and market conditions. Administrative requirements often make leasing preferable to purchase. Leasing with an option to purchase is generally preferable to straight leasing. Lease-purchase items should be treated as non-expendable personal property (equipment) and require approval if the total acquisition cost is at $5,000 or more and must be tagged, reported, and disposed of in accordance with the instructions for non-expendable personal property.

NTRPDC and its **sub recipients** will adhere to the following requirements regarding rentals and leases:

- Maintain policies and procedures for leasing or renting non-expendable personal property;

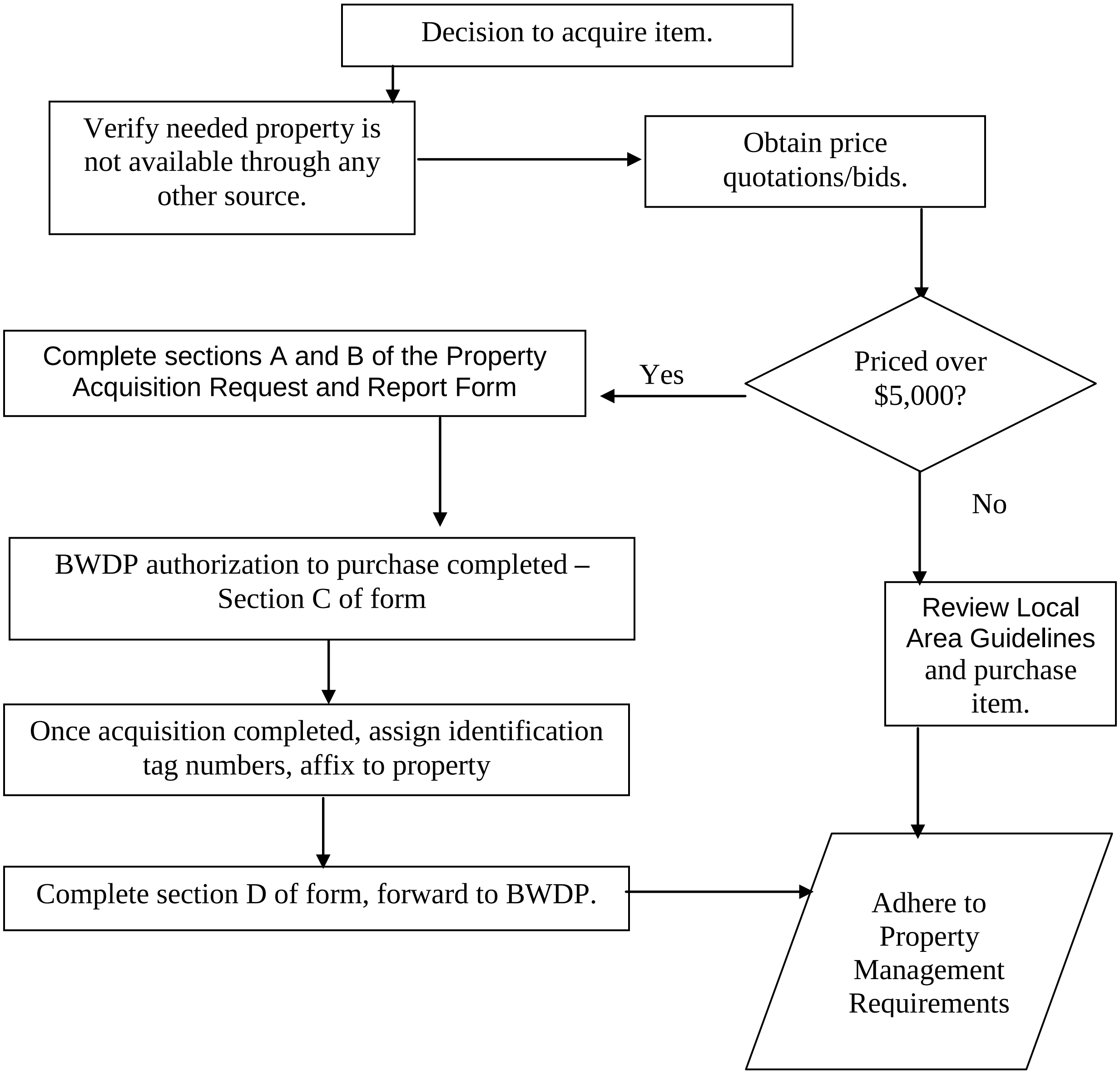
- Ensure open and free competition in bidding;

- Ensure that a contingency clause is included in any lease or rental agreement. This clause will state that either party may terminate the lease of rental agreement within a specified period of time. It will also state that the agreement is contingent upon continued receipt of Federal funding;

- Lease /purchase agreements are allowable provided such acquisitions do not exceed the rental cost of comparable assets in the same locality; and

- **NTRPDC** and it's **sub recipients** may not rent or lease their own personal property to the WIA program, or lease from other activities in which they have a vested interest or which has interest vested to them. The application of "use allowance" must be initiated (OMB circulars A-87 and A-122). Note: Where the use allowance method is followed, the use allowance for buildings and improvements (including land improvements, such as paved parking areas, fences, and sidewalks) will be computed at an annual rate not exceeding two percent of acquisition costs. The use allowance for equipment will be computed at an annual rate not exceeding 6 2/3 percent of acquisition costs. When the use allowance method is used for buildings, the entire building must be treated as a single asset; the building's components (e.g., plumbing system, heating and air condition, etc.) cannot be segregated from the building's shell. The two percent limitation, however, need not be applied to equipment which is merely attached or fastened to the building but not permanently fixed to it and which is used as furnishing s or decorations or for specialized purposes (e.g., dentist chairs and dental treatment units, counters, laboratory benches bolted to the floor, dishwashers, modular furniture, carpeting, etc.). Such equipment will be considered as not being permanently fixed to the building if it can be removed without the destruction of, or need for costly or extensive alterations or repairs, to the building or the equipment. Equipment that meets these criteria will be subject to the 6 2/3 percent equipment use allowance limitation.

WIA Property Acquisition Steps



<u>Transferring Property (WIA Programs)</u>

It is the intention of **NTRPDC** to make the most efficient use of all existing property resources.

Prior to any acquisition, **NTRPDC** and it's **sub recipients** will contact other sources, which might conceivably have needed items in an effort to locate property available for transferring. When it is cost-efficient to do so, existing property will be utilized, rather than purchasing or leasing new property. It is important to note that approval to acquire property will not be granted by the awarding agency if it is determined that the property requested is available for transfer and that is would be cost-efficient to do so. As noted on the **Property Acquisition Request and Report Form (Attachment 1),** the necessary features of the property requested must be described. If a transfer is available, the request to purchase or lease will be denied, and the requesting agency will be furnished all information necessary for making transfer arrangements.

Each **sub recipient** will establish procedures for transferring property within its jurisdiction. However, **NTRPDC** must be notified of any changes in the location if the unit acquisition cost meets the requirements outlined in the "Equipment" section of this chapter. The **Property Transfer Report Form** and instructions for completing are attached **(Attachment 2).**

The purpose of the **Property Transfer Report Form (Attachment 2)** is to transmit necessary information to the awarding agency concerning property with a unit acquisition cost of $5,000 or more, which is being transferred from one Fiscal Agent to another or to one **sub recipient** to another. This action will officially remove the responsibility for the item from the original holder and transfer that responsibility to the new holder.

BWDP will generate this form when property is being transferred from the Bureau to Fiscal Agents.

<u>Property Management</u>

<u>Inventories</u>

NTRPDC will annually conduct a physical inventory of **<u>ALL</u>** property with a unit acquisition cost of $2,500 or more. **Sub recipients** will conduct an annual physical inventory of all property **purchased with WIA funds** with a unit acquisition cost of $2,500 or more. The purpose of conducting the physical inventory is to verify the existence and condition of the property, as well as assessing the continued need for the property.

Records maintained by **NTRPDC** and its **sub recipients** will be reconciled during this inventory process. Inventory records for sub recipients will be maintained at **NTRPDC** as well as at the **sub recipient** level.

NTRPDC and its **sub recipients** are responsible for maintaining adequate inventory records for all **WIA** non-expendable property items with a unit acquisition cost of $2,500 or more. In addition, NTRPDC will keep an Agency Property Inventory Listing of **<u>ALL</u>** property with an acquisition value of $2,500.00 or more.

Sub recipients will forward an inventory of all property with a unit acquisition cost of $2,500 or more to NTRPDC by August 30 of each year. Those **sub recipients** who do not have any equipment meeting established thresholds should forward a letter to **NTRPDC** indicating such. All inventory records must be cumulative and include all property with a unit acquisition cost of $2,500 or more, and maintained until authorized disposition.

In the event that items that appeared on last year's inventory are no longer listed, it is the submitting agencies responsibility to explain the reason for the omission.

NTRPDC will forward an annual property inventory list of items purchased with WIA funds, with a unit acquisition cost of $5,000 or more, to BWDP by September 30 of each year using the Annual Property Inventory Form (Attachment 3). The inventory will include property located outside the offices of NTRPDC, such as CareerLink sites and **sub recipient** sites. This inventory will be cumulative. In the event that items that appeared on last year's inventory are no longer listed, NTRPDC will explain the reason for their omission. NTRPDC will notify BWDP if they do not have any property with a unit acquisition cost of $5,000 or more.

Identification of Equipment (Non-expendable Personal Property)
(29 CFR 97.3; Bureau Policy)

NTRPDC will ensure that all non-expendable personal property purchased with WIA funds is identified as follows:

- Property with a unit acquisition cost of $5,000 or more must be identified with WIA property identification tags if purchased with WIA funds or an NTRPDC property tag if purchased with other program funds.

- Property with a unit acquisition cost of between $2,500 and $4,999 must be identified with either a NTRPDC property tag or a Bureau-issued WIA property tag.

The Bureau will supply WIA property identification tags to NTRPDC for the purpose of identifying property as noted above.

Any computer hardware that has been acquired to upgrade the internal components and expand computer capabilities will not require identifications tags.

Inventory identifications tags will be placed on non-expendable personal property in an area that is easily accessible for property identification, yet would provide protection against wear, damage or loss. Inventory records maintained by NTRPDC will be corrected immediately to reflect all changes in tag numbers and the reason for the change noted. Any changes in the tag number of an item with a unit acquisition cost of $5,000 or more must be reported on the next inventory that is submitted to the Bureau.

Property Safeguard Procedures

NTRPDC has established procedures that provide adequate safeguards for the protection of all property within its LWIA. All property will be properly maintained and secured, and adequately insured. Appropriate parties may be held liable for reimbursement for stolen or damaged property when such action is warranted.

<u>Property Incident Report Form (WIA Property)</u>

When property with a unit acquisition cost of $5,000 or more has been damaged, lost, or stolen, a **Property Incident Report Form** will be submitted to the Bureau within ten days of determination of the loss. The Bureau will follow up on the information and will notify NTRPDC if any additional action must be taken. If the incident involves suspected theft, intentional damage, or a reportable vehicular accident, the matter will be reported to the local police department. The form and instructions are in **Attachment 4.**

<u>Final Disposition of Property (WIA Property)</u>
Please refer to the flow chart

When it is determined that property with a unit acquisition cost of $5,000 or more is no longer needed in the performance of WIA or other Federally supported activities, NTRPDC will prepare and submit a **WIA Property Disposition Plan (Attachment 5)** to the Bureau requesting disposition instructions.

<u>WIA Property Disposition Plan</u>

The purpose of this plan is to insure that all WIA property with a unit acquisition cost of $5,000 or more is disposed of properly. The **WIA Property Disposition Plan Form** and instructions are provided as **Attachment 5**. This form will be completed by NTRPDC and forwarded to the Bureau for approval under the following conditions:

- Determination by the Fiscal Agent that some or all WIA property is no longer needed;
- A Fiscal Agent decides to trade-in property for similar property; or
- Property is no longer useable.

The Bureau will review the information and notify the Fiscal Agent of the final action to be taken on the disposition of the property.

<u>Priorities of Disposition</u>

All WIA property will be disposed of in accordance with the following priorities:

- Transfer the property to another WIA program activity within the Fiscal Agent's jurisdiction;
- Trade-in on a similar piece of equipment;
- Transfer the property to another Fiscal Agent for use in their WIA programs;
- Use the property for other Federally supported activities;
- Transfer the property to the Bureau if the acquisition cost meets the definitions outlined in the Property Inventory Section of this manual.

- Sell the property and return the proceeds by proportionate share to the same programs that were involved in purchasing the property;

- Discard the property as scrap.

Types of Property Disposition (WIA Property)

Equipment

NTRPDC and it's **sub recipients** will use equipment to be replaced as a trade-in or sell the equipment and use the proceeds to offset the cost of the replacement equipment, subject to the approval of the Bureau. NTRPDC can retain proceeds from the sale of equipment and shall use such WIA funds solely for WIA activities, subject to the approval of the Bureau. The funds shall be reprogrammed against the funding sources that originally supported the purchase.

Supplies (Expendable Personal Property)
(29 CFR 97.33)

Supplies no longer needed for Federally supported programs shall be retained by NTRPDC. If the aggregate acquisition cost is $5,000 or more and the items are sold, the Bureau shall be compensated for its proportionate share of the proceeds. The proportionate share is determined by the percentage of the cost of acquisition. If the aggregate acquisition cost is less than $5,000, NTRPDC should treat the proceeds as program income.

Real Property

When real property is no longer needed for its originally authorized purpose, NTRPDC must request disposition instructions from the Bureau. The WIA percentage purchase of the property is applied to net proceeds and that percentage must be returned to the Federal Government. This requirement applied to any real property purchased with WIA funds.

Types of Entities
(29 CFR, Part 97.32; Bureau Policy)

LWIA Fiscal Agents and Governmental Entities

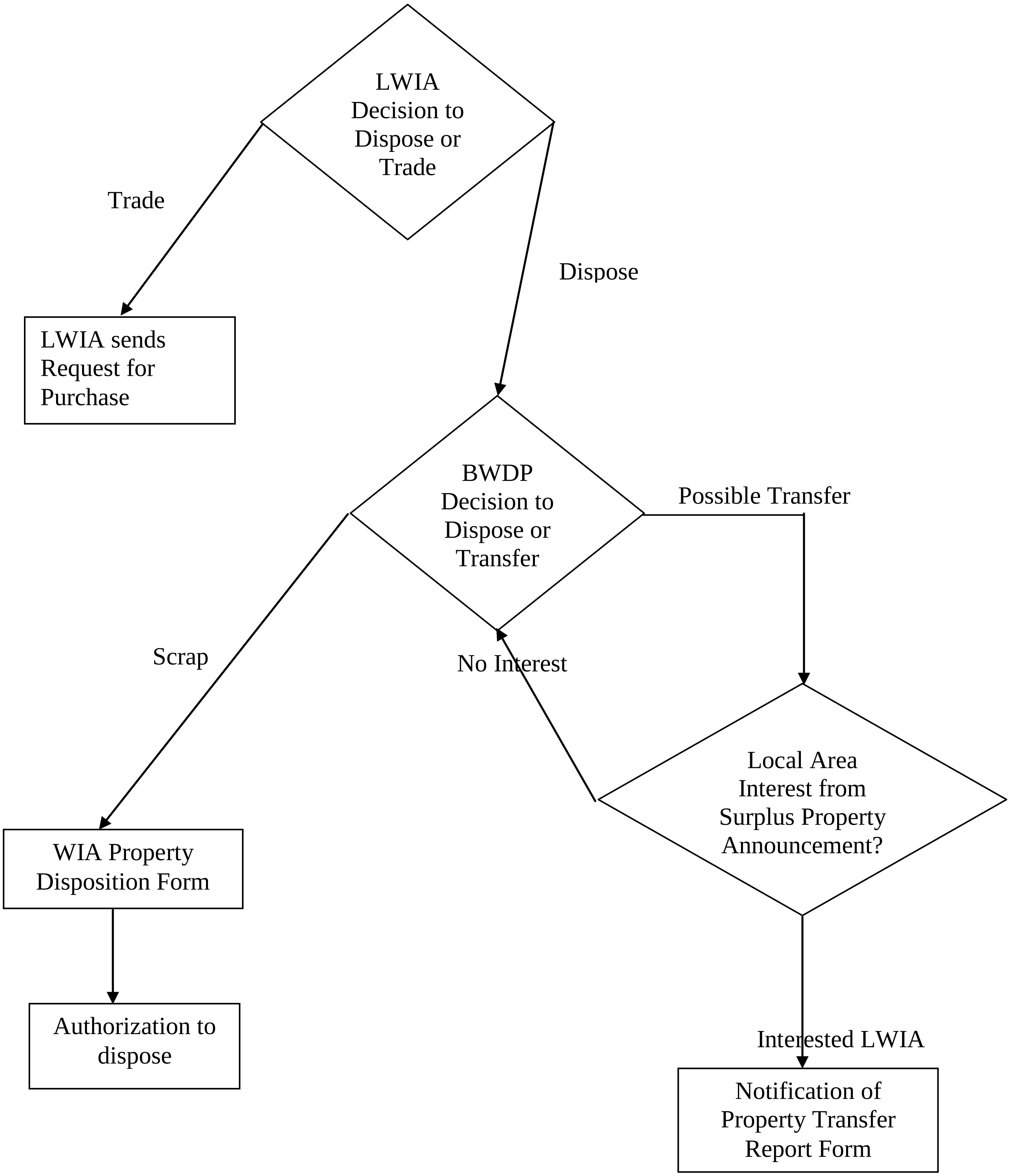
Equipment purchased with WIA funds with a unit acquisition cost of $5,000 or more may be transferred to another fiscal Agent, sold or otherwise disposed of according to instructions from the Bureau. The awarding agency shall be reimbursed a proportionate share based on any contribution provided in the acquisition cost by applying the formula outlined in 29 CFR, Part 97.32.

Equipment with a unit acquisition cost of less than $5,000 may be sold or otherwise disposed of in accordance with procedures outlined in policies as approved by the Local Workforce Investment Board with no further obligation to the awarding agency.

For-Profit Entities

All questions regarding equipment disposition shall be referred to the awarding agency for instructions.

<u>Final Disposition of Property (WIA)</u>



ATTACHMENT 1

Property Acquisition Request and Report Form
(Only for property with a unit acquisition cost of $5,000 or more)

A. Local Workforce Investment Area

1) Name and Number: ______________________ __________

2) Fiscal Agent Name: ______________________

3) Address: ______________________

____

____

Contact Information:
Name: ______________________

Telephone Number: ______________ Fax Number: ______________

B. Property Acquisition Request Information

1) Description of Property:

2) Quantity: ________ 3) Unit Cost: $ ________ 4) Total Cost: $ ________

5) Purpose of Acquisition

6) Were other sources surveyed to determine if the requested property was available elsewhere? YES ☐ NO ☐

7) Were all required bidding procedures followed? . . . . YES ☐ NO ☐

8) Were written quotes received for all items not covered by formal bidding procedures? . . . . YES ☐ NO ☐

9) Name of agency where property is to be located: ______________________

10) Address of agency where property is to be located: ______________________

____

____

11) Name of Authorized Signatory (printed): ______________________

12) Authorized Signature: ______________________ Date: ______________

C. Bureau of Workforce Investment Approval or Disapproval

1 APPROVED ☐ DISAPPROVED ☐

2 Comments:

3 Name of Bureau Signatory Authority (printed): ______________________________

4 Bureau Signature: ______________________________ Date: ______________

D. Property Acquisition Receipt Information

1 Date Property Received: 2 Model Number:

3 Detailed Description of Property:

4 Quantity Received: ______________ 5 Unit Cost: $ ________ 6 Total Cost: $ ________

7 WIA Identification Tag Numbers Assigned: 8 Serial Numbers:

Instructions for Completing the Property Acquisition Request and Report Form

Each Fiscal Agent is required to submit a Property Acquisition Request and Report Form to the Bureau for approval to purchase property with a unit acquisition cost of $5,000 or greater, as outlined in the TAG. When the lowest quotation is not utilized or sole source procurement is requested, a detailed justification must be provided on a separate page. A separate form should be used for each item of a different description. Because this form is a request and report form, it is completed on a sequential basis, as indicated below.

Section A: Local Workforce Investment Area - To be completed by the Fiscal Agent.

Item 1: Enter the number and name of the Local Workforce Investment Area (LWIA).
Item 2: Enter the Fiscal Agent name and address.
Item 3: Enter the contact person name, telephone number, and fax number.

Section B: Property Acquisition Request Information - To be completed by the Fiscal Agent.

Item 1: Enter a description of the property requested. This description must include all necessary features.
Item 2: Enter the quantity of the property to be acquired.
Item 3: Enter the cost for one (1) unit of the item being requested.
Item 4: Enter the total cost of the property.
(Unit cost (Item B-3) times the number of units to be acquired (Item B-2).)
Item 5: Enter the purpose of acquisition, or a complete justification for the acquisition.
Item 6: Mark the appropriate box if any other sources were contacted to determine if the requested property was available through transfer or other means of acquisition.
Item 7: Mark the appropriate box if the property requires formal bidding procedures.
Item 8: Mark the appropriate box if written bids were received for items not covered by formal bidding procedures. Submit copies of the required quotations from the vendors with this form. The Fiscal Agent must also retain the original quotations for future monitoring and auditing purposes.
Item 9: Enter the name of the agency where the property will be located.
Item 10: Enter the address of the agency where the property will be located.
Item 11: Enter the name of the Fiscal Agent or authorized signatory who will be signing the form.
Item 12: Enter the signature and the date that the form was signed.

After completion of Sections A and B, retain the original and fax to (717) 772-5478 or mail the form to the Bureau, along with copies of the bids/quotes received.

Section C: Bureau of Workforce Investment Approval or Disapproval - To be completed by the Bureau indicating approval or disapproval.

Item 1: The Bureau representative will indicate "approved" or "disapproved" after review.
Item 2: Any Bureau comments concerning the approval or disapproval of the requested property will be noted here.
Item 3: The Bureau authorized signatory name will be entered.
Item 4: A Bureau representative will sign and date here to indicate approval or disapproval.

Note: No acquisitions may be made prior to this date. After completing Section C, the Bureau will retain a copy and fax the form to the Fiscal Agent.

<u>Section D: Property Acquisition Receipt Information</u> - To be completed by the Fiscal Agent once the acquisition is made.

Item 1: Enter the date that the property was received.
Item 2: Enter the model number of the property, if applicable.
Item 3: Enter a detailed description of the property received, including any distinguishing features, such as the dimensions, color, material out of which it was constructed, manufacturer, etc.
Item 4: Enter the exact number of units that were received.
Item 5: Enter the unit cost of each item received.
Item 6: Enter the total cost of all items received.
Item 7: Enter the WIA Identification Tag number(s) assigned. These tags must be affixed to the property.
Item 8: Enter the serial number(s) of each item, if applicable. Space is provided for more than one serial number if more than one unit was acquired. Indicate which tag number was assigned to which serial number.

After completion of Section D, fax to (717) 772-5478 or mail the form to the Bureau. If a sub recipient received the property, another copy must be forwarded to that agency. The original form and any related correspondence must be retained by the Fiscal Agent for its records.

ATTACHMENT 2

Property Transfer Report Form

(Only for property with a unit acquisition cost of $5,000 or more)

A. Releasing Agency Identification

1. Local Workforce Investment Area Number and Name: ______________________

2. Fiscal Agent Name: ______________________

   Address: ______________________

   ____

   ____

2. Contact Person Name: ______________________

   Telephone Number: ____________ Fax Number: ____________

B. Transfer Property Information

1. Description of Property: ______________________

1. WIA Identification Tag Number(s): ______________________

2. Original Unit Acquisition Cost: ______________________

3. Name of Releasing Agency Signatory (printed): ______________________

4. Authorized Signature: ______________________ Date: ____________

C. Receiving Agency Information

1. LWIA Number and Name: ______________________

2. Fiscal Agent/Grant Recipient Name: ______________________

   Address: ______________________

3. Contact Person Name: ______________________

   Telephone Number: ______________________

   FAX number: ______________________

4. New Holder's Name and Address: ______________________

   ____

D. Certification

I certify that the transfer, as described herein, has taken place and that we accept accountability and responsibility for all property as listed. This property has been added to our inventory records.

1. Name of Receiving Agency Signatory (printed): ______________________

2. Authorized Signature: ______________________ Date: ____________

Instructions for Completing the Property Transfer Report Form
(Only for property with a unit acquisition cost of $5,000 or more)

It is the responsibility of the Fiscal Agent transferring property out of its jurisdiction to report the transfer to the Bureau. A separate form must be used when more than one type of property is involved. The same form may be used when more than one item of property is being transferred from one agency to another agency. A separate listing may be attached, if necessary. Please refer to page 8-9 (Property Transfer Report Form) for additional instructions.

Section A: Releasing Agency Identification - To be completed by the releasing Fiscal Agent.
Item 1: Enter the LWIA number and name of the releasing agent.
Item 2: Enter the Fiscal Agent name and address.
Item 3: Enter the contact person name, telephone number, and fax number.

Section B: Transfer Property Information - To be completed by the releasing Fiscal Agent.
Item 1: Enter the general description of the property.
Item 2: Enter the WIA identification tag number. Note here if a separate attachment is used when listing more than one item. Use the WIA tag number already affixed to the item. (Do not retag with a new WIA tag.)
Item 3: Enter the original unit acquisition cost of the item.
Item 4: Enter the name of the Fiscal Agent or authorized signatory who will be signing the form.
Item 5: Enter the signature and the date that the form was signed.

Section C: Receiving Agency Information - To be completed by the receiving Fiscal Agent upon taking possession of the property.
Item 1: Enter the LWIA number and name of the receiving agent.
Item 2: Enter the Fiscal Agent name and address.
Item 3: Enter the contact person name, telephone number, and fax number.
Item 4: Enter the name of the holder and location of the property. If other than the address of the Fiscal Agent, enter the name and address of the location of the property.

Section D: Certification – To be completed by the receiving Fiscal Agent
Item 1: Enter the name of the Fiscal Agent or authorized signatory who will be signing the form.
Item 2: Enter the signature and the date that the form was signed.

Copies must be provided by the receiving Fiscal Agent as follows:

1. One copy must be forwarded to the Bureau of Workforce Investment. It can be faxed to (717) 772-5478.
2. One copy must also be forwarded to the releasing Fiscal Agent.
3. The original must be retained by the receiving Fiscal Agent.

It is the responsibility of the receiving Fiscal Agent to report the completed transfer to the Bureau. This form, once completed and signed, authorizes the respective agencies to update their inventories to reflect the transfer.

Note: No acquisitions may be made prior to this date. After completing Section C, the Bureau will retain a copy and fax the form to the Fiscal Agent.

ATTACHMENT 3

Annual Property Inventory Form

(Only for property with a unit acquisition cost of $5,000 or more)

Page _____ of _____

5. Local Workforce Investment Area:

Number and Name: ______________________________

3. Date of Inventory Completion: ______________________________

3. Fiscal Agent:
   Name: ______________________________

   Address: ______________________________

   ____

   ____

4. Contact Person:
   Name: ______________________________

   Telephone Number: ______________________________

   Fax Number: ______________________________

   E-Mail Address: ______________________________

5. Item Including Description (Dimensions, Color, Model #, Manufacturer's Name, Identifying Features)	6. WIA Identification Tag Number	7. Item Location (Address and Telephone Number)	8. Condition Code	9. Date of Original Acquisition Month/Year	10. Original Acquisition Cost ($)	11. Serial Number (If applicable)	12. Original Purchaser (If applicable)	13. Transfer Date (If Applicable)

I certify that all property expenditures have been made in accordance with applicable regulations; that all items included on this list have been received and paid for; and that all property included herein has been properly entered on inventory records.

Name of Authorized Signatory (printed): ______________________________ Title: ______________________________

Signature: ______________________________ Date: ______________________________

Instructions for Completing the Annual Property Inventory Form
(Only for property with a unit acquisition cost of $5,000 or more)

This form must be completed and forwarded to the Bureau by September 30 of each year, and may be sent via mail or fax to (717) 772-5478.

The Fiscal Agent must complete all items on the form.

Complete as indicated.

Item 1: Enter the number and name of the Local Workforce Investment Area (LWIA).
Item 2: Enter the Fiscal Agent name and address.
Item 3: Enter the date that the inventory was completed.
Item 4: Enter the contact person name, telephone number, fax number, and e-mail address.

Complete the Inventory portion as follows, using a separate line for each item listed.

Item 5: Enter the name of the property item. Describe each item including dimensions, color, manufacturer's name, model number and any other identifying features.
Item 6: Enter the WIA identification tag number assigned to the property item. If the item was acquired through transfer, use the WIA tag number already affixed to the item. (Do not retag with a new WIA tag.)
Item 7: Enter the address and telephone number where each item of property is physically located.
Item 8: Enter the condition of each item, utilizing the following codes:

E = Excellent condition
G = Good condition
F = Fair condition
P = Poor condition
S = Scrap - Repairs would cost in excess of 65% of acquisition costs.

Item 9: Enter the original acquisition date. If this is a transferred item, the date of the original purchase should be used, not the date of transfer.
Item 10: Enter the original unit acquisition cost.
Item 11: Enter the serial number of the property, if applicable.
Item 12: Enter the original purchaser, if not directly purchased by the current item holder.
Item 13: Enter the transfer date, if applicable.

After completion of the form and verification of inventory data, the Fiscal Agent must sign and date the form and properly identify the page numbers in the upper right hand corner.

Print the name of the authorized signatory.
Enter the title of the authorized signatory.
Enter the signature.
Enter the date on which the form was signed.

ATTACHMENT 4

Property Incident Report Form
(Only for property with a unit acquisition cost of $5,000 or more)

A. Local Workforce Investment Area Identification

1. Local Workforce Investment Area Number and Name: ______________________

   Fiscal Agent Name: ______________________

   Address: ______________________

   ____

   ____

2. Contact Information:

   Name: ______________________

   Telephone Number: (   ) ______________ Fax Number: (   ) ______________

3. Property Location: ______________________

B. Property Identification

1. Description of Property: ______________________
2. Original Acquisition Cost: $ ______________ 3. Acquisition Date: ______________
4. Serial Number: ______________ 5. Model Number: ______________
6. WIA Tag Number(s): ______________________

C. Incident Identification

1. Type of Incident: Damaged ☐ Lost ☐ Stolen ☐
2. Explanation of Incident: ______________________
3. Police Report Number: ______________________
4. Name of Police Department: ______________________
5. Address of Police: ______________________

D. Resolution

1. Name of Insurance Carrier: ______________________
2. Address of Insurance Carrier: ______________________
3. Policy Number: ______________________
4. Date Incident was reported to Insurance Company: ______________________
5. Disposition of Matter by Insurance Company: ______________________
6. If damaged, provide repair/replacement cost info: ______________________

Name of Authorized Signatory (printed): ______________________

Authorized Signature: ______________________ Date: ______________

BUREAU OF WORKFORCE INVESTMENT USE ONLY

Instructions for Completing the Property Incident Report Form
(Only for property with a unit acquisition cost of $5,000 or more)

The form must be submitted to the Bureau within ten working days of determination of the loss. Once the form has been completed and signed by the Fiscal Agent, it must be faxed to the Bureau at (717) 772-5478. The original form and any related documents must be retained by the Fiscal Agent for its records. The last portion of the form is for the Bureau's use only.

A separate form must be completed for each item, if more than one piece of property is involved.

Section A: Local Workforce Investment Area Identification

- Item 1: Enter the LWIA number and name, and the Fiscal Agent name and address.
- Item 2: Enter the contact person name, telephone number, and fax number.
- Item 3: Enter the name and address of the agency where the property is (was) located.

Section B: Property Identification

- Item 1: Enter the description of the property involved.
- Item 2: Enter the original unit acquisition cost of the item.
- Item 3: Enter the original acquisition date of the item.
- Item 4: Enter the serial number.
- Item 5: Enter the model number, if applicable.
- Item 6: Enter the WIA identification tag number assigned to this property.

Section C: Incident Identification

- Item 1: Place a check mark in the appropriate box.
- Item 2: Summarize the circumstances relating to the incident.
- Item 3: Enter the Police Report Number, if applicable.
- Item 4: Enter the name of the police department notified, if applicable.
- Item 5: Enter the address of the police department notified, if applicable.

Note: If the incident involves suspected theft, intentional damage, or reportable vehicular accident, the matter must be reported to the local police department.

Section D: Resolution

- Item 1: Enter the name of the insurance company.
- Item 2: Enter the address of the insurance company.
- Item 3: Enter the policy number of the insurance.
- Item 4: Enter the date that the incident was reported to the insurance company.
- Item 5: Provide detailed information concerning any actions taken or to be taken by the insurance company. Include such information as whether or not the item was covered, whether a deductible was involved and, if so, indicate the amount of the deductible. If reimbursement by the insurance company is expected, note the approximate date such reimbursement would be forthcoming.
- Item 6: Furnish specific information concerning repair costs. Include the original acquisition cost and the estimated costs for the repairs.

Enter the name of the Fiscal Agent or authorized signatory who will be signing the form.
The form must be signed and dated by the appropriate individual.

ATTACHMENT 5

WIA Property Disposition Plan Form
(Only for property with a unit acquisition cost of $5,000 or more)

Page _____of _____

GENERAL INFORMATION

1. Local Workforce Investment Area

Number and Name ______________________________

2. Fiscal Agent:
Name ______________________________

Address ______________________________
____
____

3. Date Submitted ______________________________

4. Contact Person:
Name ______________________________

Telephone Number ______________________________

Fax Number

WIA PROPERTY DISPOSITION

5. Item Number	**6. Condition of Property (Enter Code Letter)**	**7. Description of WIA Property for Disposition**	**8. WIA Inventory Tag Number**	**9. Number of units**	**10. Date Acquired**	**11. Unit Acquisition Cost ($)**	**12. Current fair market value ($)**	**13. Proposed Sale Price Per Unit ($)**

Page _____ of _____

SUPPORTING WIA PROPERTY DISPOSITION INFORMATION

14. **Item Number From Previous Page, Column 5.**	**15.** **Information Pertaining to the Disposition of WIA Property**

CERTIFICATION

To the best of my knowledge, the information contained herein is accurate and fairly stated and reported in accordance with Federal and Commonwealth policy, regulations and procedures.

Name of Authorized Signatory (printed): ______________________ Title: ______________

Signature: ______________________ Date: ______________

Bureau Use Only
Comments: ______________________
Name of Approving Authority (printed): ______________________ Title: ______________
Signature: Date:

Instructions for Completing the WIA Property Disposition Plan
(Only for property with a unit acquisition cost of $5,000 or more)

After completion retain the original and mail or fax (717-772-5478) a copy of the form to the Bureau.

General Information - Complete as indicated.
- Item 1: Enter the number and name of the Local Workforce Investment Area (LWIA).
- Item 2: Enter the Fiscal Agent's name and address.
- Item 3: Enter the date that the WIA Property Disposition Plan is being submitted.
- Item 4: Enter the contact person's name, telephone number, and fax number.

WIA Property Disposition - Complete as indicated.
- Item 5: List in numerical sequence by tag number each unit of WIA property proposed for disposition.
- Item 6: Enter the condition of each item, utilizing the following codes:

  E = Excellent condition
  G = Good condition
  F = Fair condition
  P = Poor condition
  S = Scrap – Property which is obsolete or unusable.

- Item 7: Enter the description of each item of property, including manufacturer's serial number, if applicable.
- Item 8: Enter the WIA inventory tag number.
- Item 9: Enter the number of individual units of each item.
- Item 10: Enter the acquisition date of each item.
- Item 11: Enter the unit acquisition cost of each item.
- Item 12: Enter the current fair market value for each item.
- Item 13: Enter the proposed sale price per unit.

Supporting WIA Property Disposition Information - Complete as indicated.
- Item 14: Enter the item number from Item 7 when additional detailed information is required.
- Item 15: Provide any additional information deemed necessary or required. In addition, enter the method used to determine the fair market value (e.g., for vehicles, the NADA Red Book value) and attach supporting documentation.

Certification - Complete as indicated.
After completion and verification of inventory data, the Fiscal Agent must sign and date the form and properly identify the page numbers in the upper right hand corner.

- Print the name and title of the authorized signatory.
- Enter the signature.
- Enter the date on which the form was signed.

Bureau Use Only - The Bureau will complete as needed, indicating any pertinent comments or instructions on disposition.

Appendix J – Training Provider Appeal Procedure

Northern Tier Local Level Appeal

The appeal process is a mechanism for a training provider to challenge one of the following actions initiated by the Northern Tier WIB or the Department of Labor & Industry: 1) The rejection of training courses/programs of study for inclusion on the Statewide ETPP list; 2) A denial of continuing eligibility; 3) Suspension; or 4) Termination of eligibility.

An appeal at the local level may be filed for one of the following reasons:

- The rejection of training courses or program by the Northern Tier WIB
- The denial of continued eligibility due to unsatisfactory performance
- The suspension of eligibility due to non-compliance or violation of the WIA

Training providers may submit an appeal to the Northern Tier WIB not later than **20 working days** from the date of the rejection notice or notice of suspension of eligibility. Any documentation supporting the training provider's case must be available upon request by the Northern Tier WIB and/or the Department of Labor & Industry.

The appeal shall be filed electronically through the CWDS website (www.pacareerlink.state.pa.us). For those training providers who do not have Internet access, the appeal must be submitted in writing to:

Sherry Felten
Workforce Program Manager
Northern Tier Workforce Investment Board
NTRPDC
312 Main Street
Towanda, PA 18848

The Northern Tier WIB will issue a decision no later than **20 working days** from the date the appeal request was received.

State Level Review – First Appeal

If the training provider is dissatisfied with the WIB's decision, the training provider may file a request for a state level review by the Department of Labor & Industry. An appeal at this level includes: 1) The rejection of training course/program of study by the Northern Tier WIB; 2) The denial of continued eligibility due to unsatisfactory performance for a period of one year; 3) Suspension of eligibility due to non-compliance or violation of the WIA for a period for two years; 4) Termination of eligibility.

The training provider will have **20 working days** from the date of the Northern Tier WIB's decision to electronically file a request for a review by the Department of Labor & Industry, BWDP, through the CWDS website (www.pacareerlink.state.pa.us).

For those training providers who do not have Internet access, the appeal must be submitted in writing to:

The Pennsylvania Department of Labor & Industry
Bureau of Workforce Development Partnership
651 Boas Street
Harrisburg, PA 17121

The request for review must set forth specifically and in detail the grounds and the reasons upon which it is claimed that the rejection, denial, suspension or termination was erroneous. BWDP will not consider any factual or legal grounds for relief that are not set forth in the appeal. BWDP will determine whether a fact finding hearing is necessary. BWDP will issue a decision not later than **45 working days** from either the date an in-person hearing is held, or the date the appeal request is received.

Reapplication Process

Training providers who have had training courses/programs of study removed from the statewide ETPP list may reapply for recertification as follows:

Performance – Providers may reapply to have training courses/programs of study recertified **one (1) year** from the date of the final action taken either at the local or state level.

Violations of WIA – Providers may reapply to have training courses/programs of study recertified **two (2) years** from the date of the final action taken either at the local or state level.

Appendix K

Grievance Policy for PA CareerLink® Customers

Grievance procedures give the enrolled students the means to appeal any unfair labor conditions, adverse management actions and Equal Opportunity Complaints while enrolled in any of the WIA funded employment and training programs.

Grievance Procedures: All PA CareerLink® customers have the right to file a grievance. However, grievances have to be written, and must allege a violation of the Workforce Investment Act, its regulations, or any grant or other agreements under the Act, at minimum. A program customer may file a grievance by following the procedures below. Again, each step must be completed before moving to the next.

Step 1: The aggrieved party shall attempt to resolve the dispute with his/her immediate supervisor.

Step 2: If there can be no resolution, the grievance must be referred to the program contractor for review in accordance with the agency grievance procedure policy with a decision rendered within ten (10) working days.

Step 3: If the matter cannot be settled at the program contractor level, the matter may then be appealed in writing to the Northern Tier Regional Planning and Development Commission (NTRPDC), in accordance with the grievance procedure. This appeal must be made within five working days. The appeal should be directed to:

Equal Opportunity Officer
312 Main Street
Towanda, PA 18848
(570) 265-9103

Upon receipt of the appeal, the complaint will be assigned within ten working days to the appropriate staff member to investigate. The parties involved will be interviewed and, if necessary, within thirty (30) calendar days, arrangements will be made for an informal hearing. The Hearing Officer will issue a written hearing determination within sixty (60) calendar days of the filing of a complaint, outlining a decision and recommendations.

Step 4: If unacceptable to one or both parties, the decision may then be appealed to:

Pennsylvania Department of Labor & Industry
Bureau of Workforce Development Partnership
651 Boas Street, 12th Floor
Harrisburg, PA 17121

Note: All time limits imposed will be strictly adhered to, unless it is not possible due to schedule limitations. All complaints will be handled in strict confidence.

Appendix L

The PA CareerLink grievance procedure is as follows:

If a PA CareerLink staff member has an issue he/she wishes to be addressed, we maintain an "open door" policy whereby any problem or grievance can be brought to the attention of the PA CareerLink Program Supervisor and/or PA CareerLink Administrator. We are available to meet and discuss problems, improvements, suggestions, etc., regarding processes or operations. We have encouraged staff members to feel comfortable in approaching management. If the problem cannot be resolved at this level, action listed below will occur.

All Bureau of Workforce Development Partnership staff members have union representation and must follow the steps to file a grievance. Each comprehensive site has a union shop steward, who is the first point of contact. If a formal grievance is filed, the PA CareerLink Administrator has 15 days to respond, per union contract regulations. Following this, there are four steps to the grievance process.

If the PA CareerLink Program Supervisor and/or PA CareerLink Administrator are unable to resolve an issue for a Partner agency staff member, the supervisor or administrator will contact the Partner agency supervisor for further resolution.