



JOURNEY to the TOP

PA Workforce Development Association
2018 Annual Employment, Training, and Education Conference
May 16-18, 2018 Hershey Lodge and Convention Center

2018 Workshop Schedule TENTATIVE

Wednesday, May 16, 2:30-3:30 pm – Round 1

EARN 101

Crystal A

Pennsylvania Department of Human Services Bureau of Employment Programs (BEP) staff will highlight the Employment Advancement and Retention Network (EARN) program. Join this interactive session to learn what's new and get a refresher on the program's major provisions. Local EARN staff will have an opportunity to ask questions and share their own practices and ideas for successful outcomes.

Presenter:

Tamila Lay

Bureau of Employment Programs

Pennsylvania Department of Human Services

Collaboration Between Title I Youth Programs

Empire A

This session will feature best practices for stimulating collaboration and establishing linkages between the various Title I-funded youth programs. Specific topics will include: serving out-of-school youth; Job Corps; and other skills-training programs that help youth successfully navigate recruitment, referrals between programs, dual enrollment, career transition services, and paid work experience. We'll explore proven-effective ways to share ideas and develop innovative organizational processes to collaborate.

Presenters:

Ronald Spangler

ResCare Workforce Services

Francis Cole, PhD

Office of Job Corps

US Department of Labor

Gerry McGroarty

Red Rock Job Corps

Employment Services for Low-Income, Single Mothers

Empire B

More than 65 percent of impoverished families with children across Pennsylvania are headed by single mothers. Some commonwealth communities have even higher percentages. Effectively engaging and empowering single mothers is critical to reducing intergenerational poverty. Workshop participants will explore what research reveals about this high-needs population. This facilitated discussion will feature Pennsylvania Women Work's successful practices in serving these women and their families.

Presenters:

Sarah Hansen, PhD

Pennsylvania Women Work

Susan Showalter-Bucher

Pennsylvania Women Work

Taneshya Williams

Pennsylvania Women Work

Effective Case Management in the 21st Century

Empire C

This high-energy workshop will provide attendees with several specific 21st century case management strategies to help them serve more challenged workforce development clients. We will delve into the importance of managing clients with trauma, attitudes, low self esteem, and a lack of determination. Attendees will learn motivational insights to encourage clients to engage and take ownership of their futures.

Presenter:

Darrell 'Coach D' Andrews

Darrell Andrews Enterprises

Build Your Own Apprenticeship Program

Empire D

Learn how to develop an apprenticeship program in healthcare – a non-traditional apprenticeship field. Workshop presenters will de-mystify the apprenticeship concept to increase the use of this earn-and-learn construct. The District 1199C Training and Upgrading Fund has 12 approved apprenticeships in different occupations with 58 apprentices, and continues to grow. This fund's mission is to provide access to career pathways in healthcare and human services for incumbent workers and jobseekers through education, training, and work-based learning. Philadelphia Works also manages apprenticeships in many occupations, and will share numerous lessons learned and best practices.

Presenters:

Susan B Thomas

District 1199C Training & Upgrading Fund

Mark Genua

Philadelphia Works, Inc.

College in High School: Preparation for the Present and Future

Magnolia A

Preparing underserved high school students to enroll and succeed in higher education is a worthy and difficult challenge. Join this panel of professionals from the Neighborhood Learning Alliance, Carlow University, the Community College of Allegheny County, and Partner4Work to learn about the new summer program in Pittsburgh that helps students succeed in higher education and gain exposure to college credit course work while in high school.

Presenters:

David Conway

Partner4Work

Stephen MacIsaac

Neighborhood Learning Alliance

Howard A. Stern

Carlow University

Convening Next Generation Sector Partnerships

Magnolia B

In Next Generation Sector Partnerships, the convener plays an essential role in keeping a sector partnership on track and moving forward to accomplish business-driven goals. The convener is the backbone of the sector partnership, providing administrative, project management, and facilitation support to keep the partnership focused and productive. It is essential that the convener is highly action-oriented, but also a collaborator and disciplined team player. Hear from conveners of business-driven sector partnerships across Pennsylvania about best practices and lessons learned.

Moderators:

Michael Leister

Pennsylvania Workforce Development Board

Gwen Ross

Pennsylvania Department of Community and Economic Development

Presenters:

Marty Culp

Southern Alleghenies Workforce Development Board

Marybeth DiVincenzo

Chester County Economic Development Council

Rebecca Moder

West Central Job Partnership

Erica Mulberger

Central Pennsylvania Workforce Development Corporation

Resource Sharing Agreement Budgets

Magnolia C

This session will provide an overview of the Resource Sharing Agreement Budget (RSAB) process, including the creation of the budget, submission, and the quarterly financial status reporting.

Presenters:

Brenda Dupstadt

Bureau of Workforce Development Administration
Pennsylvania Department of Labor & Industry

Dayna Johnson

Bureau of Workforce Development Administration
Pennsylvania Department of Labor & Industry

Michael White

Bureau of Workforce Development Administration
Pennsylvania Department of Labor & Industry

Program Evaluation Design for Local Workforce Boards

Magnolia D

WIOA requires local workforce boards to monitor and track performance of their grant sub recipients. Find out how your workforce board can use this data to develop a more comprehensive program evaluation framework to guide policy decisions, appeal to funders, and produce tangible recommendations for program improvements. Participants will discuss a framework to incorporate program reporting, monitoring, qualitative data, and communications strategies that can support an operational program evaluation system for workforce boards.

Presenter:

Matthew Aelmore, PhD

Partner4Work

Business and Education Partnership – Volvo Construction Equipment

Wild Rose A

Volvo Construction Equipment of Shippensburg formed a unique educational partnership with the Franklin County Career and Technology Center (FCCTC) in Chambersburg to prepare high school and adult students for manufacturing positions with this global construction equipment manufacturer. With the support of Volvo, the FCCTC is able to offer specific training in assembly and fabrication processes customized to Volvo's manufacturing needs. A dedicated training room has been developed for the program, which replicates a typical assembly cell in the Volvo production facility.

Presenter:

Jim Duffey

Franklin County Career and Technology Center

Rick Heck

Volvo Construction Equipment

Brian Yeager

Franklin County Career and Technology Center

Job Indexing: A Value-Added Business Service

Wild Rose B

This workshop will explore the benefits of job indexing as a no-cost business solution provided through the National Labor Exchange. Learn how Pennsylvania is growing content in its state job bank through its indexing pilot project, and how indexing can save staff time, encourage employer engagement, and help jobseekers return to work faster.

Presenters:

Emma Northcott

National Association of State Workforce Agencies

Amber Gaither

Pennsylvania Department of Labor & Industry

Christine Jensen

PA CareerLink® Luzerne County

Wednesday, May 16, 3:45-4:45 pm – Round 2

Employment & Training Innovation Roundtable

Crystal A

Share your proven strategies for successful outcomes with EARN clients, and learn from your peers in this interactive best practices session. Brainstorm ways to help clients help themselves, and learn how to increase performance outcomes.

Presenters:

Tamila Lay

Bureau of Employment Programs

Pennsylvania Department of Human Services

Transitions to Career Pathways and Independence

Empire A

Panelists will explore pre-employment transition services and opportunities to work-based learning for students with disabilities who are served collaboratively by the Office of Vocational Rehabilitation, Pennsylvania Department of Human Services, Bureau of Juvenile Justice System, and County Human Service Mental Health Case Management. Discussion will also include services available to students and adults identified with severe emotional disturbances, as well as ways to help them transition to career pathways and independence. Success stories will illustrate favorable outcomes achieved through program collaboration.

Presenters:

Ralph Roach

Office of Vocational Rehabilitation

Pennsylvania Department of Labor & Industry

Wilhelmenia Murry

Office of Vocational Rehabilitation

Pennsylvania Department of Labor & Industry

Kim Robinson

Office of Vocational Rehabilitation

Pennsylvania Department of Labor & Industry

From Student Debt to Employment Readiness

Empire B

The student loan crisis has been well-documented. Research indicates that students are graduating from college with large debts, yet many still lack skills needed for available jobs. In this session, participants will discover which skills employers say are lacking in college graduates. Presenters will share a successful best practice program that teamed workforce boards, universities, employers, and service providers to design and implement a successful solution to this burgeoning issue.

Presenters:

Ray Eibel

EDSI

Brendan Hefferman

EDSI

Implementation of a Trauma-Informed Program in TANF Employment and Training

Empire C

The Building Wealth and Health Network (The Network) is a proven model that helps TANF families break the cycle of poverty. Research indicates improvements in household food security, caregivers' physical and mental health, and employment by using this model. Addressing exposure to trauma and adversity can be effective in leading TANF families to self-sufficiency. Beginning as a pilot study with three county assistance offices, The Network has expanded to PA CareerLink® customers and has the potential for additional growth.

Presenters:

Falguni Patel

Center for Hunger-Free Communities

Drexel University

Michael Moody

Center for Hunger-Free Communities

Drexel University

Pre-Apprenticeships: A Pathway to Registered Apprenticeships

Empire D

Presenters will review the merits of pre-apprenticeships and the connection between this training and registered apprenticeship programs. Explore how developing educational curricula that relates to employer needs can build pathways to earn-and-learn opportunities. Pre-apprenticeships can be established with career and technical centers, high schools, and other organizations that can provide this bridge to apprenticeship training.

Presenters:

Eric Ramsay

Office of Apprenticeship & Training

Pennsylvania Department of Labor & Industry

James Chiarchiaro

Keystone Development Partnership

Libraries as Partners in Workforce Development

Magnolia A

Libraries have traditionally collected and shared a wide variety of information across multiple media. Today, this traditional role is bolstered by libraries' expanded role as a community hub. Pennsylvania's libraries foster workforce partnerships by offering free access to computers and broadband service, extended hours, print and online job search materials, classes, labs, and makerspaces. Library panelists will focus on the innovative Erie County Public Library's Idea Lab; business and academic collaborations underway at the Centre County Region Library in State College; and highlights from the Carnegie Library of Pittsburgh's wi-fi hotspot, laptop lending program, and computer coding training for adults.

Moderator:

Stacey Mulligan

Bureau of Library Development
Pennsylvania Department of Education

Presenters:

Wesley Roberts

Carnegie Library of Pittsburgh

Maria Kenney Burchill

Schlow Centre Region Library

Sheryl Thomas

Erie County Public Library

Maximizing the 3 Cs in Rapid Response

Magnolia B

Wait ... there are no Cs in rapid response! In this workshop, attendees will learn to apply the lessons learned from the recent GE plant closings in Erie, so they can be poised to respond swiftly and effectively to the potential loss of an anchor business in a local area. Consistency, communications, and collaboration can be difficult to achieve and maintain, but are absolutely crucial to success. Available funding and the building of local response teams will also be discussed.

Presenter:

Nelson Diaz

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Cost Categories

Magnolia C

Gain a clearer understanding from representatives of the Pennsylvania Department of Labor & Industry's Grants and Fiscal Division regarding allowable vs. unallowable costs under the Financial Status Report. Learn some basic "rules of thumb" for determining if expenses are supported by your grant, and refresh your knowledge of need-to-know provisions of the State Financial Management Policy, OMB Uniform Guidance (2 CFR Part 200), and the WIOA Final Rule.

Presenters:

Brenda Duppstadt

Bureau of Workforce Development Administration
Pennsylvania Department of Labor & Industry

Tammy Leister

Bureau of Workforce Development Administration
Pennsylvania Department of Labor & Industry

WIOA Reporting Update

Magnolia D

This session will focus on WIOA reporting requirements, performance metrics, and timelines. The current availability of local reports will be discussed, along with future reports that are in concept. Necessary system enhancements and the local areas' role in performance reporting will also be covered.

Presenters:

Eliza Arentz

Center for Workforce Information & Analysis
Pennsylvania Department of Labor & Industry

Ed Legge

Center for Workforce Information & Analysis
Pennsylvania Department of Labor & Industry

SOAR Programs of Study Prepare Students for the Workforce

Wild Rose A

Presenters will review the current PA Department of Education's (PDE) Students Occupationally and Academically Ready (SOAR) programs of study. Since 2008, this initiative has resulted in the development of 41 career and technical education programs. SOAR programs provide qualifying students with opportunities to earn postsecondary course credits through PDE statewide articulation agreements with 42 postsecondary institution partners in Pennsylvania, New York, and Maryland. Presenters will share marketing materials and describe their outreach efforts to inform guidance counselors, parents, and secondary students of the latest program specifics and web-based informational resources.

Presenters:

David C. Garnes

Bureau of Career and Technical Education
Pennsylvania Department of Education

Delmar Hart, DEd

Bureau of Career and Technical Education
Pennsylvania Department of Education

Motivating Workforce Staff

Wild Rose B

Workforce development staff regularly deal with high levels of stress and challenges as they work to engage a more complex client base. Staff motivation and well-being are critical to overall program success. Discover several key strategies and real-world insights that can be used by workforce development leaders to motivate and inspire their staff to meet daily stresses and challenges.

Presenter:

Darrell 'Coach D' Andrews

Darrell Andrews Enterprises

Thursday, May 17, 10:00-11:00 am – Round 3

Motivating and Empowering Customers for Change

Crystal A

This interactive workshop will offer practical tools and strategies to motivate and empower customers to partner with you to achieve program outcomes. Key touch points will guide attendees on how to: identify what motivates customers; use the information customers offer to keep them motivated to achieve outcomes; develop techniques that engage customers to share responsibility for making and implementing plans, solving problems, and finding resources.

Presenter:

Beverly O. Ford, PhD

Putting Social Media to Work

Empire A

Increasingly, employers are using social media platforms to recruit new employees. Last summer, McDonald's introduced "Snaplications" in an effort to hire 250,000 workers. Are you maximizing your efforts on platforms such as Snapchat, LinkedIn, and Twitter to engage employers? Do your participants know how to use these platforms to make professional connections? Learn how to put social media to work with strategies that connect jobseekers to employers.

Presenter:

Sabeen Pirani

Workforce Professionals Training Institute

Innovative Title I and Title II Partnership Strategies

Empire B

This interactive panel discussion will offer innovative strategies for partnering WIOA Title I and Title II providers. Featuring PA CareerLink® staff from the Northwest Workforce Development Area, considered a leader in partnering initiatives, presenters will discuss why and how providers should collaborate to benefit both programs and mutual customers. Bring your questions about how to develop meaningful partnerships.

Presenters:

Ken Falkenhagen

Northwest Tri-County IU5

Elizabeth Wilson

Northwest Tri-County IU5

Carmine Camillo

Northwest PA CareerLink®

Successful Partnerships Serving the Immigrant Workforce

Empire C

This workshop is designed for teachers, case managers, and administrators who work with immigrants. Presenters will focus on expanding immigrants' access to skill-building and career-advancement opportunities, as well as partnerships between workforce and immigrant-serving organizations. Learn effective employer sales pitches, address barriers to accessing employment and education, and discuss strategies to help immigrants realize their educational and occupational goals. Content will focus on relationship building, English language acquisition, and career exploration.

Presenters:

Souleymane Fall

JEVS Human Services

Nicole Pumphrey

Welcoming Center for New Pennsylvanians

OVR and L&I Apprenticeship Office: Pathways to the Trades

Empire D

Presenters will describe wide-reaching collaborative efforts to build an apprenticeship talent pipeline and engage employers to create or enhance programs for workers interested in jobs in pharmacy, welding, warehousing, and commercial food services, among others.

Presenters:

Ralph Roach

Office of Vocational Rehabilitation

Pennsylvania Department of Labor & Industry

Eric Ramsay

Office of Apprenticeship & Training

Pennsylvania Department of Labor & Industry

Rob Hodapp

Office of Vocational Rehabilitation

Pennsylvania Department of Labor & Industry

Skillup™ Lancaster: A Community-wide Workforce Initiative

Magnolia A

Discover how Lancaster County expanded its service delivery to various jobseekers, developed targeted programs, and increased employer participation by implementing Skillup™ Lancaster. In partnership with Metrix Learning, jobseekers can select from a large variety of online training programs that lead to a certification. Program participants served by this unique training include EARN, re-entrants, K-12 youth, and the Chamber of Commerce. Low cost enables larger numbers of participants to train for in-demand jobs.

Presenters:

Valerie Hatfield

PA CareerLink® Lancaster County

Christine Peng

New York Wired for Education

Moving Beyond Bored Customers

Magnolia B

Bored customers need not define your PA CareerLink® center's workshops and trainings for businesses and jobseekers. Session attendees will learn new ways to ensure that trainings are both effective and engaging.

Presenters:

Jeanne Block

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Marie Direso

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

CWDS on the Horizon

Magnolia C

The Commonwealth Workforce Development System (CWDS) continues to evolve as technology advances; new features and enhancements are developed for every update release. This session will provide an in-depth look at the future of CWDS, including upcoming enhancements. Learn how the commonwealth is working toward enhancement goals, training, and support offered through the Reemployment & Systems Integration (RSI) grant initiative.

Presenters:

Amber Gaither

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Steve Wolf

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Ruben Pachay

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Jan Carelock

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Become a High-Performing Workforce Development Board

Magnolia D

Now that the compliance part of WIOA is completed and local and regional plans are in place, it's time for your local workforce development board to focus on becoming strategic and transformational. Presenters will share their experiences with high-performing boards across the country and in Pennsylvania, and will provide a checklist to help your board steer toward high performance.

Presenters:

Mike Lawrence

Community Workforce Advancements, LLC

Roy Vanderford

Center for Workforce Innovations

Sharon Parry

Real Workforce Solutions

Using Cross-Sector Data to Inform Policy

Wild Rose A

By 2025, more than 60 percent of Pennsylvania jobs will require a postsecondary degree or credential. This session will explore cross-sector data analysis focused on current trends in postsecondary enrollment and attainment, and the progress needed to meet projected workforce demands.

Presenters:

Samantha Koch

Pennsylvania Department of Education

Julie Kane

Pennsylvania Department of Education

Dan Welsh

Pennsylvania Department of Education

Behaviors and Motivations of Jobseekers

Wild Rose B

What motivates jobseekers to engage in publicly funded workforce programs? How do jobseekers decide to invest themselves in additional training? Jobseeker-centric research is a framework that combines quantitative and qualitative data to describe and contextualize the behaviors of jobseekers. Presenters will demonstrate how a framework developed in the Pittsburgh area can be used to inform these questions and other jobseeker issues.

Presenters:

Edgar Largaespada

Partner4Work

Thursday, May 17, 11:15 am-12:15 pm – Round 4

Motivating and Empowering Customers for Change, Continued

Crystal A

This interactive workshop will offer practical tools and strategies to motivate and empower customers to partner with you to achieve program outcomes. Key touch points will guide attendees on how to: identify what motivates customers; use the information customers offer to keep them motivated to achieve outcomes; develop techniques that engage customers to share responsibility for making and implementing plans, solving problems, and finding resources.

Presenter:

Beverly O. Ford, PhD

Pitch with Persuasion: Sharpening Your Employer Engagement Skills

Empire A

When it comes to engaging businesses for internships and employment, employers want to know how they will benefit. Your initial pitch to an employer is the first step to creating winning partnerships. Business services practitioners will learn how to define the value of services they offer to employers, along with how to make a successful pitch and overcome employer resistance. Attendees will have a fun and meaningful opportunity to practice their pitches in a speed dating-style format.

Presenter:

Sabeen Pirani

Workforce Professionals Training Institute

Reducing Recidivism through Online and Blended Learning

Empire B

How can a program that reduces recidivism rates and decreases county and state incarceration costs also transform lives and lead to successful employment? Join the presenters for a case study of the JEVS The Choice is Yours project, an alternative sentencing program for first-time, non-violent felony drug offenders. Through a collaboration between JEVS Human Services and Penn Foster Education Group, program participants use a competency-based online learning platform to earn their high school diploma to improve their employment prospects.

Presenters:

Nigel Bowe

JEVS Human Services

Kevin Bauman

Penn Foster Education Group

Foreign-born Workers and the US Workforce

Empire C

Foreign-born individuals work in many American industries. Some are US citizens, some have work visas, some are guest workers, and some are in the country without proper documentation. Regardless of their situation or status, foreign-born workers are important to the US workforce and economy, particularly as the nation faces impending workforce shortages. This workshop features panelists from a variety of industries who will talk about the importance of foreign-born workers to the economy, and the issues that face them and their employers.

Presenters:

Scott J. Sheely, DEd, CWDP

Pennsylvania Department of Agriculture

Michael Melhorn

MainJoy Unlimited, Inc.

Building Pre-Apprenticeship Capacity from a System Perspective

Empire D

Presenters will share Philadelphia Youth Network's (PYN) experiences with starting a pre-apprenticeship program. From the request for proposals to the bidder's conference and review process, PYN created useful tools and processes to support the development and selection of quality pre-apprenticeship programs. PYN will share these tools and lead a conversation about how to create more high-quality pre-apprenticeship opportunities across the state.

Presenters:

Samantha Kennedy

Philadelphia Youth Network

Joseph Ciesielski

Philadelphia Youth Network

RESEA Implementation: Looking Back and Forward

Magnolia A

The federal Reemployment Services & Eligibility Assessment (RESEA) program has been implemented in 33 PA CareerLink® offices, with 26 to go. Presenters will review some of the significant data from the implementation of the RESEA program, examine ways in which process evaluations have led to modifications, and highlight several promising practices that have emerged.

Presenters:

Jeanne Block

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Jan Carelock

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

News and Views from Washington

Magnolia B

Thus far, the Trump Administration's workforce priorities have focused on reducing federal expenditures and growing apprenticeships. How will Congress respond to the president's FY19 budget proposal and resolve spending issues? What will an infrastructure strategy mean for workforce development? Does the US Department of Labor have plans to change WIOA? Adding to the mix, House Speaker Paul Ryan has promised an overhaul of the nation's entitlement programs. WIOA oversight hearings are likely to take place, and TANF reauthorization is still a possibility. Join this session to learn all the news that's fit to print (and then some)!

Presenter:

Robert Knight

ResCare Workforce Services

Workforce Grants: Narratives, Budgets, and Planning

Magnolia C

This workshop will help participants prepare to submit workforce grant documents (National Dislocated Worker Grants, Reemployment, and Statewide Activities), and review how to complete necessary planning forms, narratives, and budgets.

Presenters:

Brenda Duppstadt

Bureau of Workforce Development Administration

Pennsylvania Department of Labor & Industry

Jen Reams

Bureau of Workforce Development Administration

Pennsylvania Department of Labor & Industry

Research Initiatives

Magnolia D

The Center for Workforce Information & Analysis (CWIA) is engaged in several new and exciting research projects involving job skills data, industry employment by zip code, county-based labor supply/demand, and education projections. In this interactive session, CWIA staff will discuss their approaches and findings, and will introduce labor market research topics of local and regional interest. CWIA intends to publish its research projects on the CWIA website to encourage partner collaboration.

Presenters:

Keith Bailey

Center for Workforce Information & Analysis

Pennsylvania Department of Labor & Industry

Customer-Centered Design: Connecting High-Priority Occupations, Credentials, and Career Pathways

Wild Rose A

When a customer requests training, do you discuss industry-recognized credentials and career pathways? Are you aware of which industry-recognized credentials employers demand of new hires? This interactive workshop follows the customer-centered design process to develop an Individual Employment Plan based on the customer's career goals and industry demand. By connecting industry-recognized credentials to approved training programs, you can show customers how training becomes a step in their career pathway. Participants will leave with several resources to add to their career guidance toolkit.

Presenters:

Janet E. Diconzo

Education & Workforce Strategies

Christina Pickett

PA CareerLink® Montgomery County

Employer Engagement: Title II and Workforce Development Boards

Wild Rose B

As partners in the workforce development system, Title II adult education providers play an important role beyond high school equivalency preparation to help individuals establish and advance career pathways. From bridge programming to Integrated Education and Training, Title II providers work alongside workforce development boards and PA CareerLink® partners to address these needs. This interactive panel will showcase innovative strategies that prepare a pipeline of workers for available jobs.

Presenters:

Cheryl Feldman

District 1199C Training and Upgrading Fund

Penne Watkins

Bradford County Action, Inc.

Mike Vail

Institute for the Study of Adult Literacy

KayLynn Hamilton

The Pennsylvania State University

Thursday, May 17, 2:15-3:15 pm – Round 5

Selling Your Program: What's in This for Me?

Crystal A

How will participating in this program help me make my life better? How can you help me add to the strengths I have? How can you help me solve some of the problems standing in my way? These are the questions customers are really asking about your program. In this fun-filled workshop, you will learn how to: sell your program, not simply describe what you offer; use customers' motivators and strengths to get their buy-in; translate program jargon into 'regular people talk;' explore life sanctions, not just program sanctions; and overcome their objections to participation.

Presenter:

Beverly O. Ford, PhD

Bridge to Employment: A Collaborative Workforce Solution

Empire A

JEVS' Bridge to Employment (B2E) is a collaborative program model in which an employer, human services provider, and high schools join to create solutions to youth employment and workforce talent development. Learn how B2E uses deep employer engagement to ensure employment for youth. Presenters will showcase best practices and lessons learned, discuss how each stakeholder contributed to the program, and describe how B2E-type programs can be supported by public and private funding.

Presenters:

Sarah Hollister

JEVS Human Services

TBD

Einstein Healthcare Network

Penn Assist Program: From Graduate to Apprentice

Empire B

Penn Assist is an innovative and comprehensive program designed to advance graduates from Philadelphia career and technical schools to union apprenticeships. This program resulted from a collaboration of multiple partners. It featured a Construction Boot Camp, literacy training, career coaching, tutoring for apprentice tests, transitional jobs, and placement into union positions. Attendees will learn about the benefits of comprehensive program and how the unique collaboration among key organizations led clients to achieve self-sufficiency.

Presenters:

Roe Falcone

EDSI

H. Patrick Clancy

Philadelphia Works, Inc.

Fight the Resistance: Tools and Techniques to Manage Change

Empire C

The nature of change often challenges principles held by leadership, management, and employees. Implementing change inherently leads to instability among individuals and the collective organization. This instability can manifest into a resistance to change, thereby leading to a loss of productivity and morale. Learn tools and techniques to mitigate the effects of change in your organization.

Presenters:

Beverly Magda, PhD

Harrisburg University of Science and Technology

Mark Crider, PhD, RN

Harrisburg University of Science and Technology

Demystifying WIOA Indicator Six: Employer Engagement

Empire D

Learn how to demystify the current WIOA common performance measures for its six core programs. The commonwealth's approaches to creating cross-system measures of performance and data through CWDS will also be reviewed. The Office of Vocational Rehabilitation's business services plan and measurement of employer-customer satisfaction also will be shared.

Presenters:

Ralph Roach

Office of Vocational Rehabilitation
Pennsylvania Department of Labor & Industry

Nat Raney

Office of Vocational Rehabilitation
Pennsylvania Department of Labor & Industry

Does Your PA CareerLink® Center Have Glow?

Magnolia A

Do interactions among coworkers in your PA CareerLink® center, as well as among staff and external customers, enable the brand to glow? In this workshop (a module extracted from CareerLink® 101), attendees will consider how to continually strengthen their interactions among colleagues and with businesses and jobseekers. Learn how to move the level of glow in your PA CareerLink® center from good to great.

Presenters:

Marie Direso

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Bob Atwell

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Eligible Training Provider List: What is Your Role?

Magnolia B

Pennsylvania's Eligible Training Provider List (ETPL) provides customer choice and assurance of training program integrity, while meeting the needs of local employers. Presenters will outline the local workforce board's role in creating a robust ETPL. Learn how local boards can proactively target, engage, and vet providers to ensure that training aligns with the service delivery strategy. Participants should leave the workshop with an understanding of Pennsylvania's ETPL policy and guidance, and how it can be used to provide effective local workforce development services.

Presenters:

Jan Carelock

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

Wendy Wert

Bureau of Workforce Partnership & Operations
Pennsylvania Department of Labor & Industry

The Workforce-Economic Development Partnership Works!

Magnolia C

Workforce and economic development professionals have partnered for years. However, since the enactment of WIOA, partnerships have increased, become more effective, and are more long-term. Attend this workshop and learn about such a partnership. Presenters will describe how they worked together to assist Berkshire Hathaway GUARD Insurance Companies, located in downtown Wilkes-Barre. Hear first-hand about the benefits derived from the workforce and economic development partnership.

Moderator:

Carol Kilko

PA Department of Community and Economic Development

Presenters:

Brent Vernon

Governor's Action Team

Christine Jensen

PA CareerLink® Luzerne County

What's New in Labor Market Information?

Magnolia D

Are you looking for data to illustrate your current and future workforce demand? The Center for Workforce Information & Analysis will highlight new and updated labor market products inspired by local area interest. Upcoming methodology changes to employment projections and the potential impact on career information and high-priority occupation determination will also be discussed.

Presenters:

Kim DeLellis

Center for Workforce Information & Analysis
Pennsylvania Department of Labor & Industry

Ed Legge

Center for Workforce Information & Analysis
Pennsylvania Department of Labor & Industry

Stackable Credentials are Crucial

Wild Rose A

High-demand career opportunities require the most qualified candidates possible. Research shows that candidates with stackable credentials not only increase their placement results, but also create the foundation for a successful career pathway. The presenter will talk about available credentials for healthcare, manufacturing, customer service, hospitality, and IT industries, and where they fit into career ladders. This is important information for front-line workers to know before they engage employers and clients.

Presenters:

Marcy Miller

MedCerts

Mike Fazio

Workforce180

Thursday, May 17, 4:00-5:00 pm – Round 6

Selling Your Program: What's in This for Me? (Continued)

Crystal A

How will participating in this program help me make my life better? How can you help me add to the strengths I have? How can you help me solve some of the problems standing in my way? These are the questions customers are really asking about your program. In this fun-filled workshop, you will learn how to: sell your program, not simply describe what you offer; use customers' motivators and strengths to get their buy-in; translate program jargon into 'regular people talk;' explore life sanctions, not just program sanctions; and overcome their objections to participation.

Presenter:

Beverly O. Ford, PhD

Preparing At-Risk Youth for the Workforce

Empire A

Boys & Girls Clubs enable young people to reach their full potential as productive and responsible citizens. These organizations provide many programs that teach youth employability skills, career readiness, and how to make sound educational decisions in preparation for the workforce. Learn about partnership and collaborative opportunities to meet community goals for at-risk youth.

Presenters:

Pablo Tejada

Boys & Girls Clubs of America

Member, Berks County Workforce Development Board

Connecting Jobseekers to Behavioral Health Supports

Empire B

Unaddressed behavioral and mental health issues are among the most common priority-of-service needs faced by jobseekers. The workforce development system is not always prepared to help jobseekers get the services and supports needed to address these issues. Learn about a new, promising practice used by the Allegheny County EARN Program that employs a supportive services specialist who connects TANF recipients with behavioral and mental health supports.

Presenters:

Jesse McLean

Partner4Work

Andy Smith

Partner4Work

Bridging Community Efforts to Support Change in Poverty

Empire C

In this session, presenters will share how they developed a platform of partners and county agencies to assist clients who fight generational and situational poverty. Learn how they improved outcomes for high-barrier participants using a variety of programs and community efforts, and take away tips and tools associated with workplace stability training.

Presenters:

Kelley Thompson

EDSI

Tammy Schoonover, ACSW, LSW

Bucks County Opportunity Council, Inc.

Using Employer Engagement to Address Skills Gaps

Empire D

Employer engagement is at the forefront of workforce conversations. Identifying and implementing innovative ways for employers to connect with the network of training providers and public workforce systems is critical. Learn best practices on how employers and educators can work together in meaningful, substantive ways to increase outcomes. This session will include small-group work, where attendees can apply these strategies to improve their own programs.

Presenters:

Nikki Glazer Stoicoiu

New Growth Group

Chris Spence

New Growth Group

WIOA After (Almost) 4 Years: What Have We Learned?

Magnolia B

WIOA embraced a number of lofty goals: stronger, business-led workforce boards; service integration in career centers; competitive procurement of services to improve outcomes; work-based learning; innovative services for disengaged young adults; and more. What have we learned almost four years after WIOA enactment? What works and what requires modification? Join this engaging discussion that will focus on how far we've come and where we may be headed in the future.

Presenter:

Robert Knight

ResCare Workforce Services

Optimizing Career Pathways with TORQ

Magnolia D

This workshop will help PA CareerLink® staff and their customers to get the most out of TORQ's customized career transition guidance. A component of JobGateway™, TORQ's patented algorithm analyzes jobseekers' knowledge, skills, experience, and abilities to match them with local employers. TORQ works for all types of workforce clients. Become familiar with the TORQ tool and learn tips to optimize career pathways.

Presenter:

Brian G. Hartz

TORQworks

Addressing the Silver Tsunami through Talent Pipelines

Wild Rose A

American businesses are anticipating what has been dubbed as the 'silver tsunami,' or a great wave of senior workers and knowledge experts who are preparing to retire. This presentation will review key steps to developing a talent pipeline to fuel your organization's workforce needs of the future. Learn ways to identify high-potential employees and develop them through a mix of education, on-the-job training, and mentoring.

Presenters:

Tom Bux

Lehigh Carbon Community College

Susan Lushinsky

Lehigh Carbon Community College

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