

# WORKFORCE CONNECTION NEWSLETTER

## February 2020

### Message from the One-Stop-Operator:

February is a month to reflect about the progress we have made in our services to individuals provided by the PA CareerLink<sup>®</sup> Northwest Workforce Area Team. We have taken great strides to ensure all customers are treated fairly and professionally at all times. As Martin Luther King quoted: “Whatever your life's work is, do it well. A man should do his job so well that the living, the dead, and the unborn could do it no better.” I believe your workmanship and efforts exemplifies this statement. You matter, and you are appreciated.

**One-Stop Operator, PA CareerLink<sup>®</sup>, Northwest Workforce Area**

*Benjamin Wilson*



## WHAT'S NEW IN THE PA CAREERLINK® NORTHWEST WORKFORCE AREA:

### RAPID RESPONSE

On February 11, 2020 a Job and Resource Fair was held at the UE Union Hall located in Erie, PA to provide services for recent dislocated workers from WABTEC and the Erie Coke Plant. WABTEC had a sizable layoff during the later part of 2019 and the Erie Coke Plant permanently locked its doors Thursday, December 19, 2019 without notice to their employees. Since that time, a plan was executed by Bev Rapp, Rapid Response Coordinator in conjunction with other PA CareerLink® partners to deliver resume writing workshops and enroll individuals for WIOA related services. Additionally, the fair was part of a Rapid Response game plan in which well over seventy-individuals attended the event. Excellent teamwork was displayed by the staff from Rapid Response, BWPO, IU5, Title I, and OVR in their collaborative effort of working together to assist with the event. Also, numerous employers and community resource organizations from the Northwest Workforce Region participated offering various job opportunities and services. As Bev Rapp stated during her interview with Erie News Now WICU, "I want to thank everyone who reached out to assist with this mass layoff including all the local elected officials, economic development, PA CareerLink® staff and partners...you really came thru in putting the word Rapid in Rapid Response. It was nice to see the immediate outpouring of assistance that came from all over the Erie community." Way to go PA CareerLink® partners...job well done!



Photo Left to Right: Tonia Frank (BWPO), Bev Rapp (Rapid Response), and Kerrie DeChurch (BWPO)



Photo: Tom Wellington (OVR)

## RAPID RESPONSE CONTINUED:



Photo Left to Right: Heather Friedline, Cynthia Dunn, Carla Gore, and Jessica Donahue (All with Title I)

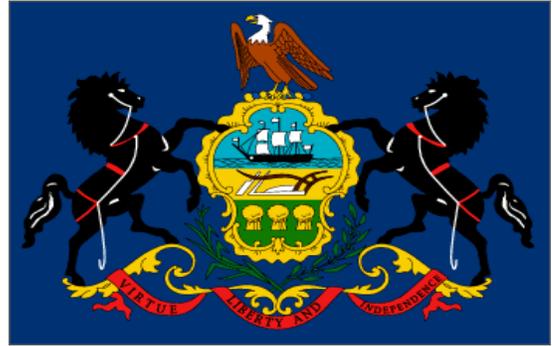


Photo: Amanda Kimmy (IU5)



Photo Left to Right: Kerrie DeChurch (BWPO) and George Tanner (BWPO—Veteran's Services)

## CORRECTION

In the January Newsletter, the Assistant Regional Director, Northwest Region with the Bureau of Workforce Partnership and Operations (BWPO) name should have been spelled Larry Fannie and NOT Larry Fanny. Thank you, Larry, for letting us know. Here is the chocolate Larry requested for the editorial error!



# EMPLOYEE SPOTLIGHT



For the Employee Spotlight this month we are introducing Ms. Kristin Glasser, County Case Manager for St. Benedict Education Center in Venango County. In her role, she works as a subcontractor for the assistance office and helps individuals in obtaining and maintaining employment as part of a work program.

## **“NEW” REGISTRATION SYSTEM**

Soon, a new registration system will be piloted at our PA CareerLink® sites located in Erie and Oil City Region. Ben Wilson, One-Stop-Operator, is currently working with Erin Schaffer (NWPA Job Connect) and the PA CareerLink® partners in the Northwest Workforce Area to develop an innovative approach to register incoming customers. More information will be provided over the next couple of months.

Over the years she has assisted many individuals in obtaining employment or furthering their education to reach their employment goals. The participants of the EARN program are referred from the assistance office. In her role, she offers guidance to her participants in the areas of resume writing, job searching as well as referring them to WIOA for Title I funding towards training or furthering their educational needs through the IU5 (Title II). Additionally, Ms. Glasser refers individuals to OVR when there is a substantial barrier due to a disability. Ms. Glasser states: “I have been fortunate to see over time how my guidance and assistance has helped families grow and become more self-sustaining.” Thank you, Ms. Glasser, for doing a great job for the EARN program and the clientele you serve.



*Empowering Tomorrow's Workforce*



## SPRING

Let's hope the groundhog gave us an accurate prediction this year! So far it is not looking so good.

Signed:

Ready for Spring

## UC NEWS

There is a service offered by the Office of Unemployment Compensation with the Commonwealth of PA. Customers can now handle their issues not only using the telephone located at the PA CareerLink® sites in Erie and Oil City; they can also conduct business using a “chat code” while online. This code can be requested by the customer during a call from home or when using the phone in the PA CareerLink® offices. The following is a link to the online chat feature and can be shared with your customers:

<https://www.uc.pa.gov/pages/contact-us-uc-benefits-info.aspx>

## TITLE I

Congratulations to the entire Title I team working in the PA CareerLink® Northwest Workforce Area, for receiving a RAYS/Legacy in Action Award from ResCare Workforce Services with BrightSpring for Most Improved Customer Service from the year 2018 to 2019. Carmine Camillo, current Project Director and Sara Dodeci, former Project Director, were present to accept the award on behalf of Title I staff during the National Leadership Meeting held in Louisville Kentucky.



Photo Left to Right: Carmine Camillo (Title I), Sara Dodeci (former Project Director—Title I) and Tim Chambers (VP, Operations – ResCare)



## EMPLOYEE OF THE MONTH

Don't forget to nominate one of your co-workers for the "Employee of the Month". The selection process will begin in the April 2020 edition. Partner Managers will vote on the nominees submitted at their monthly meeting and the individual selected will be recognized in the newsletter. The Employee of the Month Nomination Form is included with this newsletter. (See next page).



## HEAR YE! HEAR YE!

Do you have "news" you want to share with the TEAM? If so, please send your story to: Jean Blaine, Operator-Coordinator at [jean.blaine@nwpacareerlink.org](mailto:jean.blaine@nwpacareerlink.org). Also, in the near future a committee comprised of a representative from each partner will be established. Please see your manager if you are interested in serving on this committee.

## SCAM

Have you been SCAMMED? In fall 2019, PA CareerLink® staff who have CWDS access were mandated by the Commonwealth of Pennsylvania to view a seminar entitled: "Scam Prevention: One Critical Reason for Employer Verifications". Staff were required to take a quiz, as well as sign an Acknowledgment document. The information was collected and forwarded to the BWPO Supervisors at the PA CareerLink® located in both Erie and Oil City Region. Additionally, staff were required to attend and participate in an overview of information as a second part of the process. If you are new to the PA CareerLink® Team, have access to CWDS and the training does not sound familiar to you, please inform your supervisor immediately.



**NOMINATION FORM**  
**“EMPLOYEE OF THE MONTH”**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Nominated By: \_\_\_\_\_

Organization: \_\_\_\_\_

Explain why you believe the individual should be nominated. Please include anything outside the realm of their actual duties that makes them an exceptional employee towards our PARTNERSHIP. Please provide 150 to 200 words on this form for your justification. The Partner Managers will vote at the monthly meeting to select the person for “Employee of the Month”. Please email your document to the following: [jean.blaine@nwpacareerlink.org](mailto:jean.blaine@nwpacareerlink.org) no later than the 7<sup>th</sup> of each month.