

WORKFORCE CONNECTION NEWSLETTER

July 2020

Message from the One-Stop-Operator:

Over the past couple of months, we have introduced new technological avenues for staff to help customers in a more efficient manner while we continue to face the effects of COVID. Bill Gates once said, “Technology is unlocking the innate compassion we have for our fellow human beings.” Ring Central, Ring Doorbell, electronic signatures, Skype, and other formats of communication have created a new level of customer service strategies. As adult learners of technological devices the importance in us becoming more technologically savvy will result in very positive outcomes. Specifically, learning equates to the ability to mentor others in developing the marketable skills of those we assist.

One-Stop-Operator, PA CareerLink®, Northwest Workforce Area

Benjamin Wilson





Careers begin here!

Free Career Training

Train at Job Corps: the nation's largest career technical training and education program for students ages 16 through 24.

Contact Hanni Nazario

nazario.hanni@jobcorps.org

814-483-8348

Want to know more?

**Attend a virtual
information session!**

Mondays

10:00 AM

Wednesdays

1:00 PM

Thursdays

12:00 PM

Job Corps offers training programs in growing industries:

- Advanced Manufacturing
- Automotive and Machine Repair
- Construction
- Finance and Business
- Health Care
- Homeland Security
- Hospitality
- Information Technology
- Renewable Resources and Energy
- Transportation



OPERATIONS TEAM

Robert Sutton and Meliha Huseinagic

Mr. Robert Sutton has over 20 years' experience working in the IT field with a major emphasis in the areas of software installation, equipment repair, and computer programming. Additionally, Mr. Sutton taught IT courses to students at a middle school in Oregon. Mr. Sutton serves as an integral part of the Operations Team as he provides IT technical assistance for our NWPACareerLink® partner staff to include equipment inspections, update and repair for laptops, cell phones, WIFI devices, printers and servers, mitigate system breaches and threats. Also, he researches and make recommendations for the Operator to determine the appropriate systems necessary for NWPACareerLink® staff to effectively serve customers. His most recent project assigned is the implementation of Ring Central. Any staff having difficulty in uploading or utilizing the system should send an email to PAIT@rescare.com for Mr. Sutton to assist.

Ms. Meliha Huseinagic, Data Manager, has been with the Operations Team for over two years. She holds an Associates Degree in Business Administration with approximately 20 years of database and information collection experience and is considered the "number guru" among the members of the Operations Team. Her technologically innovative insight has assisted her in finding ways to work smarter and not harder in gathering data for the Operator. Most recently, she was assigned to utilize the program Formstack to create and develop electronic forms for gathering data which assists the Operator in making solid operating decisions.

FANTASTIC ACCOMPLISHMENT

A congratulations to Mr. Kurt Jaeger, Disabled Veteran Outreach Program (DVOP), and Mr. Alex Crouch, Local Veterans' Employment Representative (LVER), of the NWPA CareerLink® in Oil City. Both individuals participated in an intense training offered by the National Veterans Training Institute. The training was comprised of three different courses in the subject matter related to law, regulation, and duty of each position. The LVER training focused on the role Mr. Crouch performs within the American Job Center (AJC) network involving business relationships. Mr. Jaeger's training included defining the roles and responsibilities of the DVOP in dealing with individuals with Significant Barriers to Employment (SBE's). Great job Kurt and Alex!



Photo: Kurt Jaeger, DVOP



Photo: Alex Crouch, LVER



NORTHWEST TRI-COUNTY INTERMEDIATE UNIT (IU5) UPDATE

During the month of July, the IU5 was extremely busy in setting up remote assessment sites as well as administering CASAS. Individuals who were previously waiting to test were scheduled and participated in the assessment at either the NWPA Career-Link® in Erie or the Oil City Region. Additionally, the IU5 has continued providing on-line classes and virtual tutoring to assist individuals in their learning progress. To schedule a participant for CASAS please log into CWDS, place cursor on search and click on events. You can find the schedule for your area by selecting either Erie or Venango counties when conducting your search for events. Participants needing remediation can be directed to call IU5 Adult Education at 1-800-461-6711 or click on the "Live Chat" option at www.iu5.org.

NWPA CareerLink® 2020

In June 2020, the NWPA CareerLink® reopened its doors to customers by appointment only. Individuals visiting either of the NWPA CareerLink® sites will notice a few differences from before. Both sites are practicing safe distancing, use of hand sanitizer, use of facial masks, and washing of hands. In Oil City, the Talent Engagement Specialist now sits behind a plexiglass structure that provides added protection from COVID-19. Additionally, customers who visit the sites are greeted by a Security Officer who checks to ensure an individual has an appointment and asks if they are healthy prior to entering the building along with the Pandemic Safety Officer reminding visitors to use hand sanitizer, wear a mask, and keep a 6-foot distance from others during their visit.



Photo: Ms. Joie Fox, Talent Development Specialist - Title I



Photo: Mr. Tim Copley (Pandemic Safety Officer) and Clifton Capps (Security Officer)

Incident Reporting Procedure

Please refer to the incident reporting procedure established by the Operator to assist with any occurrences of a minor, major, or COVID-19 related incident. The procedure outlines the process for handling and submitting incident reports for situations that occur at a NWPA CareerLink® site. Should you need a copy of the procedure, please let your supervisor know immediately.



Editor's Note: Please be advised that Ms. Cynthia Dunn, Business Solutions Consultant with Title I, was omitted from the list of members of the LEAN Government Council in last month's newsletter. Our apologies for this oversight.