



# INITIATIVES



US DOL-EMPLOYMENT AND TRAINING ADMINISTRATION  
REGION 2-PHILADELPHIA

Volume 1, Issue 1

February 2002

## Regional Administrator's Message

**Thomas M. Dowd**

*R.A. US Department of Labor – ETA Region 2*

We are pleased to send you this inaugural issue of Initiatives, a quarterly newsletter. This newsletter has been created to communicate with you about Regional issues, actions and initiatives. Each quarter look forward to a feature article, information about the workforce system in Region 2, the LMI Page, resources, and the calendar of upcoming events.

As we hear from you, our customers, we will refine our offerings to more closely match your needs. In that regard, feel free to be in contact with editor Jennifer Tolbert and the staff who contribute to each issue.

As I look back on my first year as Regional Administrator, one of the many positive aspects of serving this Region has been the way our Federal, State, and local partnership works together to accomplish shared objectives.

An example of this cooperation is the Mid-Atlantic Career Consortium (MACC). Through our cooperation on this initiative the workforce investment system in this Region, and beyond, will enjoy a first class one-stop operating system, customized to meet the specific needs of each jurisdiction in the partnership, while serving our common workforce interests.

Unfortunately, a look back is also punctuated by the terrible events of September 11<sup>th</sup>. Predictably, as we struggled to cope with the horrific tragedy the resilience of the human spirit and our workforce investment system was evident as our State and local systems sprung into action to aid those individuals who had been dislocated as a result of this tragic event and its impact on our economy.

These are just a few of the things we have been able to accomplish as workforce partners. As we continue in this new year, I am looking forward to working with you.

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## FEATURE ARTICLE:



### UNEMPLOYMENT INSURANCE OFFICES ACROSS THE REGION MEET THE CHALLENGE

The events of September 11<sup>th</sup> (9-11), coupled with the developing economic downturn, affected every segment of the United States. The Unemployment Insurance (UI) offices all over the nation were called to action in an unprecedented way. As a result of the attacks, in the 10 weeks following 9-11, the Bureau of Labor Statistics reported **350 extended mass layoff events** affecting **103,781 workers** across **31 states**. Of these workers, 42 percent had been employed in the airline industry and 29 percent were hotel workers. In Region 2 there were **29,039 initial claimants** for UI between September and October, representing 7.8 percent of the total initial claimants nationwide. The states of Region 2 met this challenge with swift, decisive, and efficient responses.

The **District of Columbia** Department of Employment Services' (DOES) UI system experienced significant impact from the events of 9-11. DOES staff were initially overwhelmed with massive layoffs in the airline and hospitality-related industries. To handle this increase, DOES took immediate steps to extend service hours in its One Stop centers. Even with the extension of service operation hours, a temporary emergency UI facility had to be opened to service the additional initial claims. This office was eventually closed on Friday December 21, 2001.

Anthrax tainted mail and mail-handling facilities shutdowns added to the burden for DOES. The closing of the bulk mail facility and the temporary disruption of mail services in the city delayed the receipt and processing of continued claims. Presently, DOES has no alternative to continued claims filing except by mail. However, arrangements were made with the U.S. Postal Service to provide special handling for UI checks. Claimants were also allowed to hand-carry continued claims forms to the three One Stop centers in the District.

The District of Columbia also passed emergency six-month legislation applicable to individuals laid off in the aftermath of the terrorist attacks. The waiting week was waived to all new claims filed between September 11, 2001 and March 8, 2002. The District increased the maximum weekly benefit amount from \$309.00 to \$359.00 and also increased the wage replacement rate

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## DISLOCATED WORKER UNIT: NEW STAFF RESPOND TO NEW CHALLENGES



### New Staff

Region 2's Dislocated Worker Team has several new staff. Among the new staff is Team Leader, **Karrie Gericke**. Karrie joined ETA after working for several years as a local program manager. In addition to being the Team Leader, Karrie also acts as the liaison with the state of Pennsylvania.

**Elaine Allen** joined the Dislocated Worker Team after having worked in several other positions within the Department of Labor. Now in her 27<sup>th</sup> year with the DOL, Elaine serves as the liaison for Maryland and West Virginia.

Many readers will remember **Ana Mulero**. Ana, who left the Dislocated Worker Unit in September 2000, rejoined the team after completing a reassignment in the Office of Workforce Security. Ana currently is the liaison for Delaware and Virginia.

Team member **Kathy Riordan** is also a familiar name to many people. Kathy functions as the liaison to the District of Columbia.

### New Challenges

2001 was probably the most challenging year for the states in our region in recent memory. The recession coupled with the effects of the September 11<sup>th</sup> terrorist acts, created a double burden to the economies and the workers of the Mid Atlantic States.

Pennsylvania and Virginia were awarded National Emergency Grants (NEG) in 2001 to serve individuals in airline and airline-related industries that felt the brunt of the September 11 attacks. Both states provided massive response efforts in the wake of the attacks.

WV was also awarded an NEG in 2001, not to battle the effects of the recession or the attacks, but rather to address problems caused by Mother Nature. Eight counties in the state were significantly flooded in early 2001. The NEG was designed to assist the state in clean up efforts in these counties.

The success of state Rapid Response efforts depended heavily on the skills and expertise of several state employees. **Harold Kretzer** and **Wendy Dougherty** (VA), **Silvia Moody** and **Daryl Hardy** (DC), and **Bill Bodie** (MD) **Christine Enright**, **Sharon Burke**, **Rosalind Paramore** (PA) as well as **Betsy Archer** all contributed heavily to the successful Rapid Response Efforts.



## GETTING TO KNOW: EMPLOYER LABOR SERVICES

The current employment and economic trends of the nation require innovative crosscutting approaches that build partnerships involving public, private, and non-profit sectors to address the employment and training needs of employers, workers, and communities.

To support these new approaches, ETA established the Employer and Labor Service Liaisons (ELS) within the Office of Apprenticeship Training, Employer and Labor Services (ATELS). ELS's mission is to:

- ☞ Develop cooperative relationships between private industry and state and federal government agencies to further skills training programs.
- ☞ Plan, initiate, and maintain a systematic effort to expand training in skilled occupations along industry and organizational clusters
- ☞ Serve as facilitators and liaisons intent on listening to needs of employers and labor organizations and matching their needs with those organizations able to provide services.

Dennis P. Dougherty and Gregory E. Willis, the Employer and Labor Liaisons for the Philadelphia Region, have been tasked to develop, market, and promote innovative and highly effective local, state, and regional workforce development strategies.

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## STATE LEADERSHIP MEETING IN PHILADELPHIA

On January 8, the Philadelphia Regional Office hosted the second in a series of State Leadership meetings. The first such meeting was held in Baltimore, Maryland this past September.

State attendees included the Cabinet heads of the regional State and Commonwealth agencies responsible for

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## FEATURE ARTICLE, cont.

from 50 percent to 75 percent. The District exempted UI benefits from District gross income in calculating local income tax liability and in effect increased partial benefits to individuals with part time earnings by \$20.00.

The **Virginia** Employment Commission (VEC) also met the challenge head-on. Immediately following 9-11, the VEC concentrated all of its resources and set up a temporary office on-site at Reagan National Airport. UI staff and equipment from offices throughout Virginia were mobilized and brought in to promptly provide all available benefits to thousands of affected workers in the Northern Virginia area. This was a daunting task since Virginia had also recently been hit with major layoffs in the textile industry causing a double-digit unemployment rate in several parts of the state.

The increase in the UI workload is apparent when comparing the processing of **2,260 initial claims** for the week ending November 10, 2000 versus the processing of **7,873 initial claims** for the week ending November 9, 2001. As noted by **Dee Esser, VA Director of Field Operations**, this is close to a 300 percent increase in UI activity and a trend that VA sees sustaining itself.

By executive order, the Governor of VA waived the waiting week and the work search requirements for Northern Virginia claimants. The governor also increased the maximum weekly benefit amount by \$100.00 from \$268.00 to \$368.00. This benefit increase will apply to all weeks claimed beginning September 9, 2001 and continue through March 9, 2002, regardless of claim effective date.

Following the Pentagon attack, **Maryland** sent six staff members to Reagan National Airport to assist the Commonwealth of Virginia in the taking of bulk claims for the airline industry's massive layoffs from the area's airports. Maryland also contacted BWI, its primary airport, and arranged for their initial UI claims to be taken via the Internet with the use of a special password. This procedure was done prior to the release of the system to the general public. Use of Internet for initial UI claims filing was released to the general public on December 17, 2001

MD experienced a 35 percent increase in initial claim applications following 9-11. However, according to **MD UI Director Tom Wendel**, the increased level was

equal to the levels of May thru July of 2001 (which were abnormally high for that time of the year) and gives credence to the recently established date of March 15, 2001, as the beginning of the recession.

In **Pennsylvania**, two special service sites were opened in Pittsburgh and Philadelphia for airline and airline-related workers. At both sites, customers were given Internet access to file initial claims for unemployment compensation (UC) and review reemployment service information. Pennsylvania also initiated a special statewide telephone number to accept airline industry claim applications. Service operations hours at all eight UC Service Centers were expanded, and additional staff was hired to handle increased claim activity. In addition, claimants who met certain criteria were permitted to file for continued claims over the Internet.

**Delaware** and **West Virginia**, experienced a lesser impact, however their initial UI claims continued to grow. While Delaware's unemployment rate remains much lower than the national average, there has been a general slowing of the economy. As a result, instead of experiencing traditional cyclical peaks and valleys of claims being filed, the workload has been constant, but manageable. According to **Tom MacPherson, Delaware UI Director**, "**Delaware expects to pay out approximately \$22.0 million more in UI benefits in Calendar Year 2001 than in Calendar Year 2000**".

**West Virginia's UI Director, Dan Light** indicated, "**The effects of the events of 9-11, have been minimal in West Virginia. Only 114 new claims, taken statewide, were related to the events of 9-11. Those claims were in the airline or tourism industry.**" Overall, November 2001 showed an increase of 11 percent of paid weekly benefits as compared to November 2000. However, according to Director Light, all of the increase cannot be attributed to 9-11.

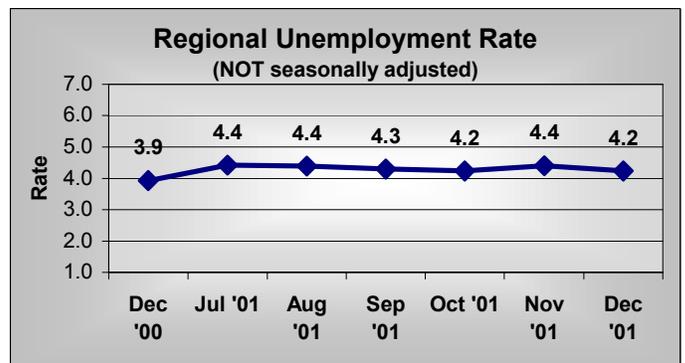
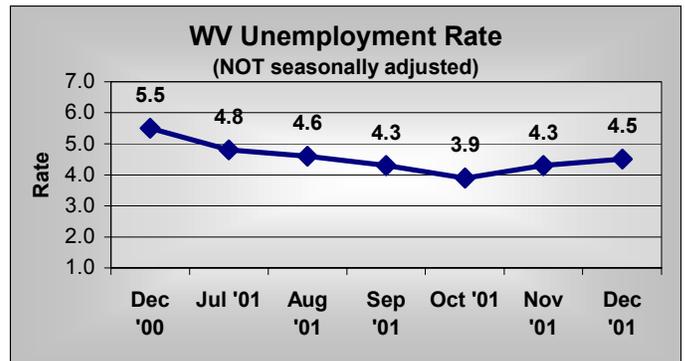
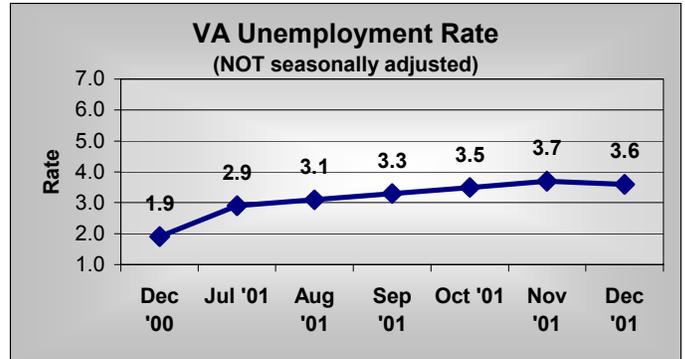
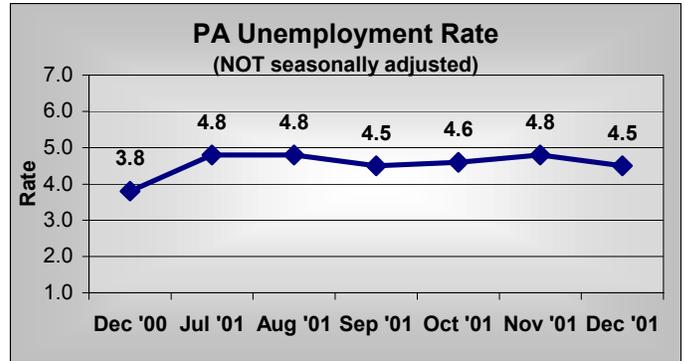
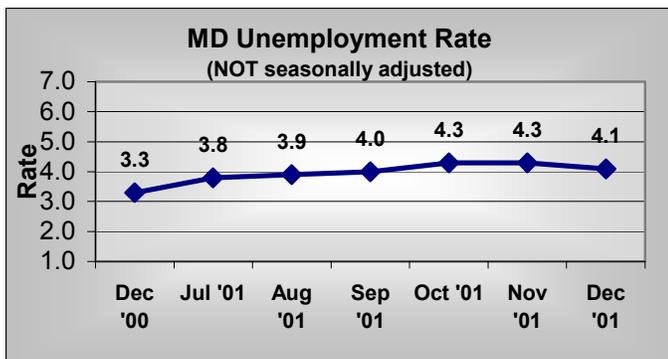
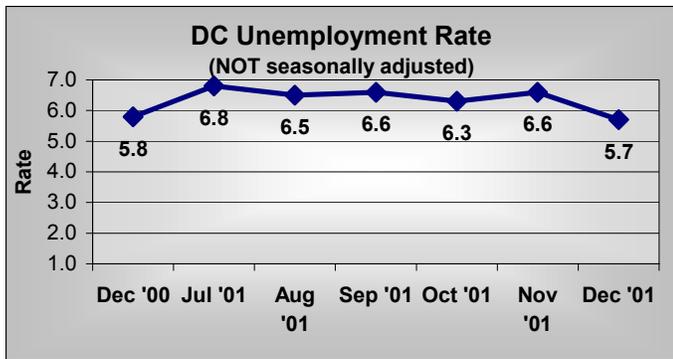
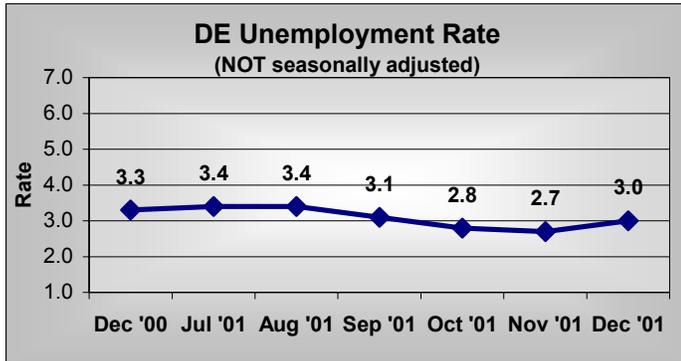
State and regional UI staff have met and will continue to meet the challenges created by the events of 9-11 and the newly defined recession. Although the effects are still being felt, the resiliency, creativity, and cooperation exhibited by UI personnel will continue to support and sustain displaced workers throughout Region 2.

# LABOR MARKET INFORMATION PAGE

## US DOL PARTNERS WITH THE HEALTH CARE INDUSTRY

The U.S. Department of Labor has teamed up with the health care industry to present displaced workers with a new employment resource on career opportunities in the long-term care profession. The field is currently experiencing a shortage of workers. Callers to the Toll-Free Helpline, 1-877-US2-JOBS, who mention that they were previously employed in the hospitality industry, will be steered not only to the nearest One-Stop but to also consider careers in the health care field. The Call Center representatives are trained to ask questions of customers in order to elicit this type of information. A new website is up and running to assist hospitality workers who would consider a career in the health industry. You can check it out at <http://www.carecareers.net/>

### LMI CHARTS



Source: Bureau of Labor Statistics  
For more LMI please visit: [www.bls.gov](http://www.bls.gov)



# Youth Page

*Office of Youth Services and Job Corps*



## ***“LOCAL TEAMS CONVENE AT VALLEY FORGE TO EXPAND YOUTH SERVICES”***

**Mid-Atlantic Youth Investment Summit  
October 24 – 26, 2001, King of Prussia, PA**

The Workforce Investment Act of 1998 envisions a workforce development system that has improved youth programming as a cornerstone of its success. In an effort to improve the youth system, the Act called for the establishment of a Youth Council in each local area to act as a catalyst for improving youth programming. This led to the creation of 61 new youth councils in our region.

To assist local areas in making this massive change, the Office of Youth services planned a Youth Summit in cooperation with the US Department of Education. The summit was designed to be a working meeting where attendees could develop solutions to pressing problems in their local area.

OYS spent the summer on logistics and recruiting teams based on input from State WIA Youth and Education managers as well as Job Corps. Other key partners were School and Main Institute, ETA and Education counterparts in the Atlanta Region, ETA's National Office of Youth Services, the Learning Center, and DTI Associates.

Unlike a traditional conference with workshops where attendees sit and listen to presenters, the Summit required each participant to spend 80% of his/her time in a breakout room working with other local team members. A trained facilitator with expertise in youth programs was assigned to each team; the joint goal was to produce an action plan to implement back in the local area. Speakers at the plenary sessions included Lenita Jacobs-Simmons, ETA Deputy Assistant Secretary; Betsy Brand, Co-Director of the American Youth Policy Forum; Irene Lynn, Deputy Director of the Office of Youth Services; and Rev. Dr. W. Wilson Goode, Senior Advisor of Faith-Based Initiatives for Public/Private Ventures.

One of the more remarkable aspects of the Summit was the participation of the four youth brought to the Summit by the DC team. At the closing plenary these youth encouraged the adults to include them on Youth Councils and give them a voice in program planning.

By all measures the conference was a success. Out of 108 responses, 96-99% were either satisfied or very satisfied with the

summit. Regional Office staff is now working with local areas as they implement the strategic plans developed at the summit. In mid-January, West Virginia's Region 1 team replicated the Summit for 150 members and stakeholders of its Youth Council.



## ***THE NEW JOB CORPS***

Job Corps has now become a true Career Development Service System (CDSS). CDSS begins prior to admission in Job Corps and continues well after separation from Job Corps. Some critical time periods and goals have been defined and named as follows:

***Innovative Outreach*** - Contractors will develop community education programs; market CDSS to youth development agencies; establish creative outreach networks and educate One-Stops.

***Admissions*** - Prospective student understands what Job Corps is; how it can help start a career; what living and working at a center will be like; what his or her responsibilities as a student are and what vocational offerings are available at the center.

***Career Preparation Period (CPP)*** - CPP is the first 60 days on center. During this time, the student will be oriented to life in Job Corps. He/she will learn, demonstrate and practice employability skills and job search skills, including computer skills. Together with staff, the student will create and commit to a personal career development plan.

***Career Development Period (CDP)*** - CDP follows the CPP and continues until the student is ready to leave the Job Corps Center. During this time, with the help of center staff and employers, the student will learn, demonstrate and practice technical (vocational) and academic skills, interpersonal communication and problem solving skills, and social and personal management skills. Also, the student will begin the job search process and prepare for independent living.

***Career Transition Period (CTP)*** - CTP is the post-center time period in which the student successfully gets his or her first job and is able to find living accommodations, transportation, and family support resources needed to continue working. During this time, the former student continues to contact Job Corps service providers as needed.

## CONFERENCE REPORTS



### Welfare-to-Work

The Regional Office Welfare to Work (WtW) team just completed two joint conferences with their Federal partners at the Department of Health and Human Services (HHS). On November 7-8, 2001, Region II co-sponsored a bi-regional conference with the Administration for Children and Families' (ACF) Northeast Hub titled *Working Together to Make a Difference for Children*. On January 8-9, 2002 the WtW team partnered with their colleagues from TANF and HHS to co-sponsor a conference titled *Approaches to Serving TANF/WtW Customers with Multiple Barriers to Employment*. Both of these conferences were held in Philadelphia and were very well attended.

The *Working Together to Make a Difference for Children* conference was a partnership effort with the Child Support Enforcement (CSE) staff from ACF. Over 180 people from sixteen states attended the conference. The focus of the conference was engaging non-custodial parents (NCPs). The emphasis was on looking at ways to increase their participation in the WtW program and identifying institutional roadblocks that work against successfully engaging NCPs. Local CSE staff worked with formula and competitive grantees, family court staff and community-based organizations to examine ways to overcome these challenges. The last day was spent in roundtable discussions to prepare a report to the group that addressed the following issues:

- Identify two things the Federal staff could do to assist in the recruitment of NCPs
- Identify two things State and CSE staff could do to assist in the recruitment of NCPs
- Identify two things that could be done locally by WtW Grantees and CSE staff to facilitate recruitment of NCPs

If you would like to see these responses give **Richard Chavez**, WtW Team Leader, a call at 215-861-5292 or email him at [rchavez@doleta.gov](mailto:rchavez@doleta.gov).

The just completed conference titled *Approaches to Serving TANF/WtW Customers* was a regional conference that focused on partnership building between WtW grantees and local TANF agencies. Attendees looked at how services were provided in One Stop Centers and what kinds of planning was being done to ensure that WtW participants would be able to continue

receiving services as WtW grants end and customers approach the end of their 60-month eligibility clocks.

The WtW team plans on continuing to work with their HHS partners especially with the reauthorization of TANF looming on the horizon. The team has been especially pleased with the dialog that happens when local TANF, CSE and WtW grantees are able to get together to talk and discuss their common issues and challenges in delivering WtW services.

Keep an eye on the WtW website <http://wtw.doleta.gov> for the new Q&As, they are due at any time. The Q&As have been amended and updated to reflect changes in policy.

As always keep in mind that your GO'TR is here to assist you on any issue WtW related.

### Workforce Recovery Conference

Workforce Development experts from around the region recently contributed to the success of the Workforce Recovery Conference held in Washington, DC.

The conference was designed to help job seekers affected by the September 11<sup>th</sup> terrorist attacks in Washington, DC find employment. The event brought together over 8000 job seekers and 200 employers and vendors.

Presenters from the region included: **Joyce Oakes** and **Sally Schneider** from the Region 4 Workforce Investment Board in Parkersburg, WV, **Katherine Derosar** and **Catherine Annand** from the Virginia Employment Commission, **Jim Elmore** from the Piedmont Area Community College in Virginia, and **Rebecca Werley** and **Maggie Leedy** from the Montgomery Works Workforce Investment Area. Also in attendance was **Secretary of Labor Elaine Chao**. The event was, by all measures, a success.

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## UPCOMING EVENTS

### 2002 Leadership Challenges on Employment Policy Audio Conference Series

The Rehabilitation Research and Training Center on Workforce Investment and Employment Policy for Persons with Disabilities in cooperation with the Law, Health Policy, and Disability Center of the University of Iowa's College of Law, and the Center for the Study and Advancement of Disability Policy, invite you to participate in a series of audio conferences in 2002 that will share research findings, best practice strategies, and policy developments and analysis from leading experts. The seven-month calendar of events covers a range of employment policy and practice challenges that impact Americans with disabilities nationwide: One Stop accessibility, Ticket to Work, Medicaid Buy In, WIA implementation, Supreme Court interpretation of the ADA, and Welfare Reform. All audio conferences will begin at 1:00 PM EST and last for two hours, with time allotted for questions and answers. Pre-

Continued on next page

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registration is required and space is limited. Materials to complement the audio presentation will be e-mailed to participants in advance of the conference. The audio conference series seeks to provide a current perspective on the multiple challenges of employment policy development and implementation from leading experts in government, and the disability research community. The targeted audience is policymakers, professionals in rehabilitation and workforce development, employment service providers, employers, persons with disabilities, and advocacy leaders. You may access an on-line copy of this document at <http://www.its.uiowa.edu/law> and link to the series under the "Coming Events" section on the home page.

#### **Conference Call Topics and Schedule:**

##### **February 28, 2002**

Ticket to Work: Critical Challenges for All Stake Holders

##### **March 28, 2002**

One-Stop Accessibility

##### **April 25, 2002**

Welfare Reform: TANF Recipients with Disabilities--Legal Requirements, Policy Guidance and Promising Practices

##### **May 23, 2002**

Section 188 - Non-Discrimination and Equal Opportunity

##### **June 27, 2002**

WIA Coordination Strategies that Work

##### **July 25, 2002**

Medicaid Buy-In: Current State Experiences

For specific content information on each audio conference check the website above, or call Sharon Duckett, Regional Disability Coordinator, 215-861-5217.

To register for participation in the audio conference, contact Laura Farah, Program Associate, Law, Health Policy & Disability Center, University of Iowa College of Law 617-471-1570.

## **STATE LEADERSHIP MEETING**

*continued from page 2:*

administering the Workforce Investment Act programs. Federal attendees included, ETA Assistant Secretary Emily Stover DeRocco, ETA Deputy Assistant Secretary Lenita Jacobs-Simmons, Office of Congressional and Intergovernmental Affairs Deputy Assistant Secretary Karen Miller, ETA Special Assistant Erika Baum, Regional Administrator Thomas Dowd and Regional Office management staff.

The meeting provided the leaders an opportunity to hear Ms. DeRocco speak on relevant national program and legislative issues. The leaders were also able to engage the Assistant Secretary in discussion on a variety of regional issues.

The State leaders have reported to Regional Office staff that, in addition to their informative value, these meetings provide an excellent forum to exchange ideas and raise workforce issues of common concern. The next State Leadership meeting will be held in the spring at a date and location yet to be determined.

## **BREAKING NEWS**



***Did you know February 1 is Groundhog Job Shadow Day?***

***Find out more at [www.jobshadow.org](http://www.jobshadow.org)***

### **Calendar of Events**

2/18/2002	2002 Annual Monitor Advocate Training
2/27/2002	NASWA Winter Policy Forum
3/3/2002	National Association of Workforce Boards (NAWB) Forum
3/14/2002	National Indian & Native American Employment and Training Conference (NINAETC) Planning Meeting
3/16/2002	Network Consortium One-Stop Conference
3/20/2002	Youth Academy
3/26/2002	Understanding Baldrige Principles for Continuous Improvement: A Training Workshop for Supervisors/Managers of Staff in a One-Stop Setting
4/3/2002	Ready, Work, Grow Conference
4/11/2002	2002 Summit on Financial Literacy
4/18/2002	NINAETC Planning Meeting
4/20/2002	Working for America Institute National Conference
4/28/2002	Rural Workforce 2002 Conference

**For more info on any of the above events please visit: [www.doleta.gov/calendar/](http://www.doleta.gov/calendar/)**



***Initiatives*** is a quarterly publication for state and local workforce development professionals. Submissions and correspondence are encouraged.

***Do you have:***

- ① ***An upcoming event you would like published?***
- ① ***An idea for an article?***
- ① ***Comments or suggestions on Initiatives?***

***If so please contact:  
Jennifer Tolbert, Editor  
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# Resources

## Acronyms in this Issue

ACF	Administration for Children and Families
ADA	Americans with Disabilities Act
ATELS	Apprenticeship Training and Employer Labor Services
BWI	Baltimore-Washington International Airport
CDSS	Career Development Service System
CSE	Child Support Enforcement
DOES	DC Department of Employment Services
ELS	Employer Labor Services
ETA	Employment and Training Administration
HHS	Health and Human Services
LMI	Labor Market Information
MSFW	Migrant Seasonal FarmWorker
NASWA	National Association of State Workforce Agencies
NEG	National Emergency Grant
NCP	Non-Custodial Parent
OYS	Office of Youth Services
TANF	Temporary Assistance to Needy Families
UI	Unemployment Insurance
VEC	Virginia Employment Commission
WARN	Worker Adjustment and Retraining Act
WIA	Workforce Investment Act
WtW	Welfare to Work

## Internet Resources

<b>DOL</b>	<a href="http://www.dol.gov">www.dol.gov</a>
<b>ETA</b>	<a href="http://www.doleta.gov">www.doleta.gov</a>
<b>BLS</b>	<a href="http://www.bls.gov">www.bls.gov</a>
<b>America's Career InfoNet</b>	<a href="http://www.acinet.gov">www.acinet.gov</a>
<b>Care Careers</b>	<a href="http://www.carecareers.net">www.carecareers.net</a>
<b>Dislocated Workers</b>	<a href="http://www.doleta.gov/layoff">www.doleta.gov/layoff</a>
<b>Employers Services</b>	<a href="http://www.doleta.gov/employ.asp">www.doleta.gov/employ.asp</a>
<b>NASWA</b>	<a href="http://www.naswa.org">www.naswa.org</a>
<b>Tools of the Trade</b>	<a href="http://www.workforcetools.org">www.workforcetools.org</a>
<b>Unemployment Insurance</b>	<a href="http://workforcesecurity.doleta.gov/ui.asp">workforcesecurity.doleta.gov/ui.asp</a>
<b>Welfare to Work</b>	<a href="http://wtw.doleta.gov">wtw.doleta.gov</a>
<b>Youth Services</b>	<a href="http://www.doleta.gov/youth_services">www.doleta.gov/youth_services</a>

## Staff Contributing to this Issue

<i>Career Transition Assistance Unit</i>	<i>Office of Youth Services</i>
<i>Unemployment Insurance Unit</i>	<i>Welfare to Work Team</i>
<i>Regional Disability Coordinator</i>	<i>LMI Team</i>
<i>Dislocated Worker Team</i>	<i>Job Corps</i>
<i>Migrant Seasonal Farmworker Advocate</i>	<i>Employer Labor Services Team</i>

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