



DEPARTMENT OF
LABOR & INDUSTRY
COMMONWEALTH OF PENNSYLVANIA

BUREAU OF WORKFORCE DEVELOPMENT PARTNERSHIP
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September 28, 2005

Ms. Lenita Jacobs-Simmons
Regional Administrator
US Department of Labor
Employment and Training Administration
The Curtis Center
170 S. Independence Mall West
Suite 825 East
Philadelphia, Pennsylvania 19106-3315



Dear Ms. Jacobs-Simmons:

In response to RFM OSP No. 5-04, attached is Pennsylvania's Reemployment Services Annual Report for Program Year 2004 covering the period of July 1, 2004 through June 30, 2005.

If you have any questions regarding the report, or if you need any additional information, please feel free to contact Kathy Moore, Supervisor, Labor Exchange Coordination Services, at 717-787-9886 or via e-mail at kathymoore@state.pa.us.

Sincerely,

John C. Vogel
Director

Attachments

cc: Gay Gilbert

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Pennsylvania

DATE: September 28, 2005

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

PA PY 04 REEMPLOYMENT SERVICES REPORT

OVERVIEW

In the Workforce Investment Act (WIA) of 1998, reemployment services were more broadly defined and integrated into the new One-Stop Center concept. In addition, WIA transformed the public labor exchange from a nationwide system of separate local employment offices into the foundation of the nation's One-Stop Centers, thereby creating a new environment for reemployment services. In Pennsylvania, the One-Stop Centers are called PA CareerLinks; and the One-Stop system is referred to as the PA CareerLink system. As one of the major partners in the PA CareerLink system, the Bureau of Workforce Development Partnership (BWDP) administers Wagner-Peyser services and related programs. For nearly 70 years, Wagner-Peyser funded services have been the primary tools for helping Unemployment Compensation (UC) claimants return to work. Through the One-Stops, service to UC claimants increases with access to the Wagner-Peyser Act services and the broad range of other employment and training services provided by partners.

The Rapid Reemployment Program (RRP) is the base of Pennsylvania's strategy for improving the quality and quantity of reemployment services for UC claimants. Pennsylvania's version of Worker Profiling and Reemployment Services (WPRS) is called the Profiling ReEmployment Program (PREP). For PY 2004, Pennsylvania combined the PREP and RRP programs, utilizing the most effective procedures of each program and building on best practices already established. The statewide goal for continued use of the Reemployment Allotment is to insure that all permanently separated UC claimants are enrolled and registered for employment services in the PA CareerLink operating system, and to increase the number of UC claimants that enter employment. Extensive research has shown that effective approaches to providing reemployment services resulting in positive outcomes include the following: integrated UC and One-Stop services, more intensive work search, staff-assisted job search assistance, services that are integrated with remote initial claim filing, early identification of UC claimants who are likely to face lengthy spells of unemployment, and early intervention with job search and similar services. Therefore, Pennsylvania looks at the entire continuum of services for UC claimants, from their first awareness of an impending layoff, through their initial UC claim, reemployment services and eventual return to work. The result is that more claimants are served and claimants get jobs sooner. Additionally, the program is used to strengthen the linkages between the UC Service Centers and Rapid Response (RR) activities for dislocated workers provided through WIA Title I, Employment Service, and other PA CareerLink partners. Regional Workforce Development Seminars are held quarterly to resolve issues and share updated information among the PA CareerLinks, UC Service Centers, and other partner agencies.

Pennsylvania Act 156 of 2002 became effective in December 2002. It requires that all claimants eligible for UC be referred to employment offices (PA CareerLinks) for reemployment services. All UC claimants who file an initial claim for benefits receive a UC Claim Confirmation Letter. The letter includes an invitation for the claimant to contact the PA CareerLink site nearest to them for reemployment services. In addition, the Department of Labor and Industry developed an automated interface (UC Module) between UC Service Centers and the PA CareerLink operating system that provides a weekly list of claimants who file an initial claim for unemployment compensation. This supports UC Reemployment Programs with lists, automated notification letters, and service rosters. A Claimant Call-In Letter list is prepared weekly, and includes all claimants that filed an initial claim the week immediately following the file date. This enables staff to contact claimants prior to the receipt of their first UC check to assist in their job search efforts. PA CareerLink staff can use the Claimant Call-In Letter list to generate notification letters for any select group of claimants (i.e. Veterans, individuals with disabilities, etc.) to invite the claimant to participate in specific employment services, such as workshops, special programs, events, or recruitment activities. The PREP Call-In Letter list displays claimants the week after they receive their first payment, ranking those most likely to exhaust their UC benefits before returning to work at the top of the list. (See Attachment A for additional UC Module functionality.)

PROGRAM SERVICES OVERVIEW

Pennsylvania's UC Reemployment Services program was designed to allow maximum flexibility at the local level in designing programs that would integrate with and complement other workforce development activities within the Local Workforce Investment Area. PA CareerLinks were given a set of core services that were to be provided or available at the site with flexibility in the delivery of the services, and additional intensive services that are provided accordingly based on office capacity and staff availability.

The core services that are available in all sites across the state are: orientation, Career Resource Area orientation, enrollment into the PA CareerLink system, job search assistance, job finding clubs, referral services, labor market information, job development, and resume' preparation.

BWDP staff and other PA CareerLink partners negotiate mutually convenient dates, times, the number of orientation sessions that are required to accommodate claimants, and the number of claimants per session based on the capacity of each site. The orientation includes, at a minimum, program information, orientation to the Career Resource Area, introduction of site partners and services available, assistance with enrollment into the PA CareerLink system, and registration for employment services.

In addition, the more intensive services that are available across the state include: assessment, job search workshops, job search planning, career guidance services, counseling, testing, interview skill training, and vocational guidance. The number of claimants receiving these additional services is based on office capacity and staff availability.

An assessment of employment needs is completed for each claimant to develop an employment plan identifying available services/activities the claimant needs. A thorough review of each claimant's work history, education, and skills by PA CareerLink staff with the claimant is necessary to determine the level of service required. Referrals are made to supportive services in order to reduce barriers to employment. Assessment forms have been developed in both English and Spanish.

ACCOMPLISHMENTS

The ETA-9002 report reflects reemployment service statistics for the entire UC claimant population served, as compared to the PREP Local Service Activity Report that displays figures for UC claimants participating in the Profile ReEmployment Program only. Therefore, due to the merger of the PREP and RRP programs, the figures shown in this report were derived from the ETA-9002 report, rather than the PREP Local Service Activity Report statistics that were provided in the annual report for PY 03. During Program Year 2004 (July 1, 2004 to June 30, 2005), 55,493 claimants received staff-assisted reemployment services. Out of the total served, 32,657 entered employment; 39,808 participated in job search activities; 26,678 were referred to employment; 13,183 were referred to WIA services; 7,782 received career guidance services; and 7,125 were referred to supportive services.

In Program Year 2004 (July 1, 2004 to June 30, 2005), Pennsylvania received \$1,526,880 in Reemployment Service funds from the United States Department of Labor. In addition to the PY 04 funds, there was \$1,176,597.87 carried over from the PY 03 project available for expenditure in PY 04. Of these available funds, total expenditures in PY 04 equaled \$1,828,952. Pennsylvania's Reemployment Services funds are utilized as staff time charges. Retroactive fund reimbursement is not easily accomplished with Pennsylvania's SAP accounting system. Consequently, the substantial amount of \$874,526 Reemployment Service funds carried over for expenditure in PY 05 is due to the late release of PY 04 funds in January 2005, leaving only six months of program operation in PY 04. (See Attachment B for the Expenditures Report.)

PA CareerLink offices collect and maintain Customer Satisfaction Surveys in order to evaluate the customers' perceptions of services that have been provided and to strive for continuous program improvement. Customer Satisfaction Surveys may be distributed after the completion of the orientation

session, assessment interview, job search workshop, etc., or may be sent to the participants at a later date. The survey format and time frame are at the discretion of each PA CareerLink office. Returned surveys show a tremendous positive response to all efforts on behalf of the UC reemployment programs. 97% of customers responding indicated a high level of satisfaction with services they received. Some examples of the positive comments received are contained in Attachment C.

All claimants that attend the orientation session and receive reemployment services are contacted at regular intervals determined by the individual PA CareerLink office to follow-up and establish if additional services are required, to check for positive outcomes, and to review customer satisfaction of the programs and services. UC claimants' participation is tracked until they either exhaust their UC benefits or until they complete and/or terminate their reemployment services.

To evaluate the success of the reemployment programs, Pennsylvania uses the Labor Exchange eligible claimant statistics contained in the ETA-9002 report to determine the number of claimants who received staff-assisted services, participated in job search activities, and entered employment. The PREP Local Service Activity Report contains statistics reported in the PA CareerLink operating system. Accurate and timely entry of all services rendered by BWDP and other service partners into the PA CareerLink operating system is the basis for reemployment service tracking. An individual PA CareerLink office and a composite State Report are prepared monthly, quarterly, and annually for distribution to state and local management.

For PY 2004, the reporting process was streamlined with the merger of Pennsylvania's PREP and RRP programs. The individual PREP Local Service Activity Reports continue to be prepared monthly, quarterly, and annually. Beginning with PY 2004, the reports have been incorporated into PA's Workforce Development Reports Management System (WDRMS) and are available to all PA CareerLink partners. Future enhancements are planned to allow for customized reports. In addition, the ETA-9048 and ETA-9049 report employment service activity for the Profiling ReEmployment Program.

PERFORMANCE INDICATORS (PLANNED VS. ACTUAL)

To increase savings to the UC Fund by reducing UC benefit charges, Pennsylvania's PY 04 plan established the following goals for the UC Reemployment Program:

- Of the UC claimants who are registered, at least 90% will be provided value-added services.
- Of the UC claimants who received a service, at least 55% will have entered employment.

For PY 2004, a total of 57,357 UC claimants were served among the PA CareerLink offices in Pennsylvania according to the ETA-9002. Of the total number of claimants served:

- 97% received some type of value-added service
- 69% participated in job search activities
- 65% entered employment
- 90% retained employment 6 mos. after entering employment

Pennsylvania is in the process of developing and soliciting comments on the Unemployment Compensation Modernization Project. This project is currently in the Request For Proposal (RFP) stage and is expected to take several years to complete. Therefore, direct feeds between the UC reporting system and the PA CareerLink employment service reports to provide the necessary statistical information to measure the program outcomes are not yet available. The Labor & Industry Center for Workforce Information and Analysis is developing a new method of calculating savings as a result of program participation; however, the new method on cost savings will not be available for some time.

PROGRAM OVERSIGHT OVERVIEW

The investment of money, staff, and other resources to expedite the reemployment of UC claimants has greatly benefited individual UC claimants by helping them rejoin the workforce, has aided economic stability in communities across the Commonwealth of Pennsylvania by lessening the impact of unemployment, and has resulted in a very positive cost-benefit ratio in the cost of services compared to the savings in UC benefit charges. The statewide goal for continued use of the Reemployment Allotment is to insure that all permanently separated UC claimants are enrolled and registered for employment services in the PA CareerLink operating system, and to increase the number of UC claimants that enter employment.

Based on the level of service needed, PA CareerLink offices have tailored staff-assisted services to meet the specific needs of each UC claimant participating in UC reemployment services. This practice has met with overwhelming success and customer satisfaction. "Best Practices" are shared for continued program improvement of reemployment services to UC claimants as well as to meet and exceed statewide goals.

After completion of the Unemployment Compensation Modernization Project several years from now, Pennsylvania plans to further enhance the PA CareerLink operating system by adding the following:

- More immediate updates of data from UC to the PA CareerLink files (i.e. name, address, phone number, e-mail, office claim transfers, and profiling data items, etc.)
- Type of separation from employment
- Effective date of UC claim
- Type of work the claimant is seeking
- Last employer (name, phone number, and e-mail)
- Claim balances (4, 8, 12 weeks filed indicators and balances; plus 13 and 2 weeks prior to maximum benefit exhaustion—MBE date)

Additional search functions will be implemented to extend this data beyond the county limit. PA CareerLink facilities may individually identify customer target groups, such as claimants separated from specific employers. This feature will help to better serve dislocated workers and Trade-impacted claimants to enhance linkages between the Trade, Rapid Response, and Self-Employment Assistance Modules.

Claimants are invited to participate in a wide variety of PA CareerLink services through both the “Job Match” and general “Call-In” letters, which will expand to include other program and service notifications. Positive and failed action information will be returned electronically to UC. These enhancements will be available upon completion of the Unemployment Compensation Modernization Project in several years.

O*Net Assessment Tools are available through the web-based PA CareerLink system in the Career Resource Areas of all PA CareerLink offices. The Work Importance Locator and the Interest Profiler can help identify related occupations that can be used to guide claimants in their job search activities.

Pennsylvania is currently in a long-term project to update and enhance the profiling model to better determine the individuals on the profiling list who are most likely to exhaust benefits before returning to work. Dialogue is continuing between PA CareerLink and UC Service Center staff to ensure that the UC script used by UC Initial Claims Interviewers solicits the best possible information to assist in the reemployment process. Changes to the UC script questions have been ongoing.

MEASURES TAKEN TO IMPROVE PROGRAM/RESULTS IN PY 04

A. PROBLEMS IDENTIFIED

1. Pennsylvania's Wagner-Peyser funding has been decreasing each year while costs to provide labor exchange services, including reemployment services, have risen. Consequently, as current staff retires, positions are not being filled due to budget constraints. Existing PA CareerLink staff is trying to handle the UC Reemployment Program in addition to other duties. One proactive approach PA has taken is to establish positions which are half-time Veterans Representatives and half-time CareerLink Specialists. PA CareerLink Specialists are able to work with any eligible population, including UC Claimants.
2. Since UC legislation did not require mandatory participation in the Rapid Reemployment Program, attendance was extremely low for the orientation/assessment sessions even though customer satisfaction surveys indicated very positive results. Pennsylvania UC legislation requires participation in the Profile ReEmployment Program, so PA decided to merge the PREP and RRP programs in PY 2004 utilizing the most effective procedures of each program and building on best practices already established.

B. BEST PRACTICES

1. Pennsylvania's UC Reemployment Programs were designed to allow maximum flexibility at the local level in designing programs that would integrate with and complement other workforce development activities within the Local Workforce Investment Area. PA CareerLinks were given a set of core services that were to be provided or available at the site with flexibility in the delivery of the services, and additional intensive services that are provided accordingly based on office capacity and staff availability.
2. Best Practices were shared with PA CareerLink staff during program training sessions and Regional Workforce Development Seminars for continued improvement of reemployment services to UC claimants as well as to meet and exceed statewide goals. With Pennsylvania's merger of the PREP and RRP programs, efforts were made to increase the number of claimants called in for PREP and to supplement PREP with a more aggressive service structure, including workshops, job finding clubs, follow-up, and customer satisfaction feedback. Notification letters can be generated from the UC Module to target special groups, such as Veterans, occupational groups, specific employers, and unemployed workers

from in-demand business and industry clusters.

3. The Pennsylvania Department of Labor and Industry developed an Intranet website Homepage with shared folders for BWDP staff to reference during Program Year 2003. The shared folders are used for posting PREP policies and procedures, PREP lists by PA CareerLink site, PREP Local Service Activity Reports, monitoring reports, and Best Practices. By using the shared folders as the established communication network with PA CareerLinks, information is timely and available to all staff. During Program Year 2004, the shared folders reports were incorporated into a Crystal Enterprise project known as the Workforce Development Reports Management System. Through the WDRMS, these reports are now available to all PA CareerLink partners, and future enhancements are expected to be implemented when the system is more established.

UC CALL-IN MODULE LISTS

The UC Module of the PA CareerLink operating system was developed and became operational in August 2002 to ensure a rapid intervention of reemployment services for Unemployment Compensation claimants. Additional enhancements were implemented in July 2003 in order to expedite the delivery of reemployment services for all claimants throughout Pennsylvania and to comply with the veterans' priority provisions of the "Jobs For Veterans Act", effective September 16, 2003.

The UC Call-In Module includes the following four types of claimant lists: the "View" list, the "Jobs Letter" list, the "Claimant Call-In Letter" list, and the "PREP Call-In Letter" list. Claimants can be selected and automated notification letters can be generated from these lists.

Notifications Available:

1. The "View" list contains all claimants that file an initial claim for unemployment compensation through the UC Service Center telephone initial claim system or the Internet initial claim process. A "Claimant Call-In Letter" can be generated from this list to invite the claimant to participate in specific services that may include PA CareerLink orientation, workshops, job fairs, special programs, events, and recruitment activities. All claimants remain on the "View" list for 15 months.
2. A "Jobs Letter" displays several available employment opportunities that match the type of work the claimant is seeking and/or the claimant's regular occupation based on the information that was provided at the time the claimant filed an initial Unemployment Compensation claim. The letter extends a voluntary invitation for the claimant to participate in PA CareerLink services.
3. The "Claimant Call-In Letter" list contains information on all claimants that have filed initial claims through the UC Service Center telephone initial claim system or the Internet initial claim process. Claimants appear on the "Claimant Call-In Letter" list the week after they file an initial claim for unemployment compensation. The "Claimant Call-In Letter" introduces a claimant to PA CareerLink services and individually invites the claimant to participate in specific services that may include PA CareerLink orientation, workshops, job fairs, special programs, events, and recruitment activities.
4. The "PREP Call-In Letter" list contains claimants that have received their first UC payment. Claimants appear on the "PREP Call-In Letter" list ranking those most likely to exhaust their UC benefits at the top of the list and working down. The claimant will be asked to report on a specific date and time to the PA CareerLink site or designated location for PREP orientation and/or assessment.

Data Sort/Search Capabilities:

1. County
2. Office
3. Letter Type (View, Jobs, Claimant Call-in Letter, PREP Call-In Letter)
4. Social Security Number
5. Last Name and First Name (Exact, Contains, or Starts With)
6. Separation Status (Permanent, Temporary, Union, Partial, Labor Dispute)
7. Filing Date (AB date)
8. Occupation
9. Employer
10. Veteran
11. Disability

04 Reemployment Grant Status Report as of June 30, 2005

Amount type	Funds center	Query Technical Name	YGR_MD1_Q5001	Empty Demarcation
Approp Fiscal Yr	Funds Ctr Lvl 3	Changed At	4/1/2005 15:05:24	Empty Demarcation
Appropriation(N)	Funds Ctr Lvl 4	Status of Data	7/5/2005 03:02:46	Empty Demarcation
Avil Con Lv(N)	G/L Account	Current User	P00013618	Empty Demarcation
Business area	Grant Number	Last Refreshed	7/5/2005 11:03:35	Empty Demarcation
CFDA Number	Grant Level 1	Business Area	12	
Class	Grant Level 2	Life to Date As Of:	012/2004	
Commt/Actual D	Grant Level 3	Grant Number	Empty Demarcation	
Commitment iter	Ledger(N)	Order Group	Empty Demarcation	
Document type	Order	Grant Level 2	Empty Demarcation	
Fiscal year	Order Group A	Grant Level 3	Empty Demarcation	
Fiscal year/perio	Order type	Order	Empty Demarcation	
Fund	Program	CFDA Number	C24842248400	
Fund Source for	Sales doc. type		Empty Demarcation	
Fund Type	Key Figures			
Funding Source				

G/L Account	Budget Amount - A	Commitments - C	Actual Expenditures - D	Avail Bal A-B-C-D-E
#	\$1,526,880.00	\$0.00	\$0.00	\$1,526,880.00
6111000	COPA/Not assigned	\$0.00	\$0.00	\$1,526,880.00
6111010	Salaries-Reg Hours	\$0.00	\$788,734.87	\$ (788,734.87)
6111020	Salaries-Annual Lv	\$0.00	\$63,471.42	\$ (63,471.42)
6111030	Salaries-Sick Lv	\$0.00	\$31,644.73	\$ (31,644.73)
6111040	Salaries-Sick Bereav	\$0.00	\$1,657.65	\$ (1,657.65)
6111050	Salaries-Sick Family	\$0.00	\$3,821.79	\$ (3,821.79)
6111060	Salaries-Personal Lv	\$0.00	\$12,275.10	\$ (12,275.10)
6111070	Salaries-Holiday Lv	\$0.00	\$30,691.40	\$ (30,691.40)
6111080	Salaries - Civil Lv	\$0.00	\$320.32	\$ (320.32)
6111090	Salaries-Admin Lv	\$0.00	\$1,218.08	\$ (1,218.08)
6111100	Salaries-Educ Lv	\$0.00	\$441.34	\$ (441.34)
6111110	Salaries-Military Lv	\$0.00	\$541.82	\$ (541.82)
6111120	Sal-Comp Time Earned	\$0.00	\$6.83	\$ (6.83)
6112000	Sal-Comp Time Used	\$0.00	\$554.33	\$ (554.33)
6113000	Salaries-Shift Diff	\$0.00	\$20.48	\$ (20.48)
6113000	Sal-Higher Class Pay	\$0.00	\$124.83	\$ (124.83)

6114000	Gen Pay Inc-Cash Pmt	\$0.00	\$0.00	\$2,609.26	\$ (2,609.26)
6121000	Wages-Reg Hrs	\$0.00	\$0.00	\$252.63	\$ (252.63)
6121010	Wages-Annual Leave	\$0.00	\$0.00	\$10.52	\$ (10.52)
6121020	Wages-Sick Leave	\$0.00	\$0.00	\$11.10	\$ (11.10)
6121030	Wages-Sick Bereav Lv	\$0.00	\$0.00	\$0.07	\$ (0.07)
6121040	Wages-Sick Fam Lv	\$0.00	\$0.00	\$0.17	\$ (0.17)
6121050	Wages-Personal Leave	\$0.00	\$0.00	\$3.51	\$ (3.51)
6121060	Wages-Holiday Leave	\$0.00	\$0.00	\$16.68	\$ (16.68)
6121080	Wages-Admin Leave	\$0.00	\$0.00	\$0.03	\$ (0.03)
6131000	OT Hrs-Straight Time	\$0.00	\$0.00	\$48.71	\$ (48.71)
6132000	OT Hrs-Time&1/2	\$0.00	\$0.00	\$ (44.43)	\$44.43
6133000	OT Hrs-Double Time	\$0.00	\$0.00	\$ (10.39)	\$10.39
6134000	OT Hrs-Half Time	\$0.00	\$0.00	\$88.31	\$ (88.31)
6141000	SS-Emp Health&Welf	\$0.00	\$0.00	\$0.01	\$ (0.01)
6142000	SS-Hosp Insurance	\$0.00	\$0.00	\$128,736.09	\$ (128,736.09)
6143000	SS-Social Security	\$0.00	\$0.00	\$61,843.13	\$ (61,843.13)
6144000	SS-Medicare	\$0.00	\$0.00	\$14,437.08	\$ (14,437.08)
6145000	SS-Retirement	\$0.00	\$0.00	\$14,443.96	\$ (14,443.96)
6146000	SWIF	\$0.00	\$0.00	\$19,606.41	\$ (19,606.41)
6147000	SS-Emp Group Life	\$0.00	\$0.00	\$2,661.99	\$ (2,661.99)
6148000	SS-Health Benefits	\$0.00	\$0.00	\$167,869.80	\$ (167,869.80)
6149000	SS-Unemployment Comp	\$0.00	\$0.00	\$2,264.35	\$ (2,264.35)
6162010	Annual Leave Payout	\$0.00	\$0.00	\$20,445.61	\$ (20,445.61)
6162020	Sick Leave Payout	\$0.00	\$0.00	\$23,553.53	\$ (23,553.53)
6164020	Neg Off & Subsis Pmt	\$0.00	\$0.00	\$21.48	\$ (21.48)
6169999	Other Employee Pmts	\$0.00	\$0.00	\$52.02	\$ (52.02)
6197000	Indirect Cost Transf	\$0.00	\$0.00	\$9,663.64	\$ (9,663.64)
6199000	Pers Svcs - Transfer	\$0.00	\$0.00	\$1,636.21	\$ (1,636.21)
6311010	Travel - Lodging	\$0.00	\$0.00	\$4,630.96	\$ (4,630.96)
6311020	Travel - Subsistence	\$0.00	\$0.00	\$4,237.12	\$ (4,237.12)
6311030	Travel - Mileage	\$0.00	\$0.00	\$14,837.48	\$ (14,837.48)
6311040	Travel - Transport	\$0.00	\$0.00	\$98.82	\$ (98.82)
6311999	Travel - Other	\$0.00	\$0.00	\$760.97	\$ (760.97)
6321010	Out Service Training	\$0.00	\$0.00	\$334.53	\$ (334.53)
6321030	Conference Reg	\$0.00	\$0.00	\$17.83	\$ (17.83)
6331100	Communication Svcs	\$0.00	\$0.00	\$2.76	\$ (2.76)
6331110	Telec Recurring Chg	\$0.00	\$0.00	\$20,406.32	\$ (20,406.32)
6331130	Telec Usage Charges	\$0.00	\$0.00	\$3,107.78	\$ (3,107.78)

6331160	Toll Free Telephone	\$0.00	\$0.00	\$9.80	\$ (9.80)
6331210	Telec Non-Recur Chg	\$0.00	\$0.00	\$306.70	\$ (306.70)
6331220	Tele No-Recur Chg-CC	\$0.00	\$0.00	\$0.24	\$ (0.24)
6331310	Telephone Eq & Sup	\$0.00	\$0.00	\$0.17	\$ (0.17)
6331400	Radio Com Svc-Recur	\$0.00	\$0.00	\$0.08	\$ (0.08)
6332100	Heating Fuel	\$0.00	\$0.00	\$2,064.98	\$ (2,064.98)
6332200	Water and Sewerage	\$0.00	\$0.00	\$653.81	\$ (653.81)
6332300	Electricity	\$0.00	\$0.00	\$7,242.42	\$ (7,242.42)
6342100	Legal Services/Fees	\$0.00	\$0.00	\$17.02	\$ (17.02)
6343104	Relocation Expenses	\$0.00	\$0.00	\$24.02	\$ (24.02)
6343117	Other Spec Svc	\$0.00	\$0.00	\$3,561.31	\$ (3,561.31)
6343118	Prof Svc Not Spec	\$0.00	\$0.00	\$8.20	\$ (8.20)
6343200	Advertising	\$0.00	\$0.00	\$21,680.72	\$ (21,680.72)
6344100	Cont EDP Svc-Vendor	\$0.00	\$0.00	\$5,747.94	\$ (5,747.94)
6344230	Cont Personnel Svc	\$0.00	\$0.00	\$30.85	\$ (30.85)
6344300	Cont Maint Svc - EDP	\$0.00	\$0.00	\$1,989.81	\$ (1,989.81)
6344301	Prepd EDP Maint Cont	\$0.00	\$0.00	\$630.97	\$ (630.97)
6344400	Contracted Maintenanc	\$0.00	\$0.00	\$10.61	\$ (10.61)
6344410	Cont Maint-Land-Bldg	\$0.00	\$0.00	\$5,298.59	\$ (5,298.59)
6344420	Cont Maint-Office Eq	\$0.00	\$0.00	\$2,019.51	\$ (2,019.51)
6344450	Cont Maint - Other	\$0.00	\$0.00	\$20.31	\$ (20.31)
6344500	Cont Repairs - EDP	\$0.00	\$0.00	\$ (4.22)	\$4.22
6344630	Cont Repairs-Bldg/Eq	\$0.00	\$0.00	\$525.85	\$ (525.85)
6344700	Cont Repair-Motor Eq	\$0.00	\$0.00	\$7.49	\$ (7.49)
6351110	EDP Rent-Circ/Modem	\$0.00	\$0.00	\$ (8.80)	\$8.80
6351120	EDP Rent-Word Proc	\$0.00	\$0.00	\$389.69	\$ (389.69)
6351130	EDP Soft Rent-Vendor	\$0.00	\$0.00	\$4,635.48	\$ (4,635.48)
6351140	EDP EDP Eq Rent-Comp	\$0.00	\$0.00	\$5,047.48	\$ (5,047.48)
6351200	Rent-Not Dept Owned	\$0.00	\$0.00	\$0.93	\$ (0.93)
6351220	Rent of Buildings	\$0.00	\$0.00	\$159,041.82	\$ (159,041.82)
6351320	Rent-Other Motor Eq	\$0.00	\$0.00	\$133.83	\$ (133.83)
6351520	Rentals - Other	\$0.00	\$0.00	\$3,948.20	\$ (3,948.20)
6351550	Lease-Radio Equip	\$0.00	\$0.00	\$32.94	\$ (32.94)
6351560	Lease-Misc Tele Eq	\$0.00	\$0.00	\$7.48	\$ (7.48)
6361100	Office Supplies	\$0.00	\$0.00	\$12,336.06	\$ (12,336.06)
6361101	Forms	\$0.00	\$0.00	\$0.06	\$ (0.06)
6361102	Paper-Printing	\$0.00	\$0.00	\$65.00	\$ (65.00)
6361106	Envelopes	\$0.00	\$0.00	\$0.29	\$ (0.29)

6361107	Other Printer Items	\$0.00	\$0.00	\$ (41.19)	\$41.19
6361200	Housekeeping Supply	\$0.00	\$0.00	\$173.86	\$ (173.86)
6361300	Educational Supplies	\$0.00	\$0.00	\$29.09	\$ (29.09)
6361410	Maint Material & Sup	\$0.00	\$0.00	\$178.57	\$ (178.57)
6362130	Medical Supplies	\$0.00	\$0.00	\$0.24	\$ (0.24)
6371000	EDP Software	\$0.00	\$0.00	\$1,106.62	\$ (1,106.62)
6372000	Other Computer Equip	\$0.00	\$0.00	\$2,609.54	\$ (2,609.54)
6372010	Computer & Peripherl	\$0.00	\$0.00	\$1,783.26	\$ (1,783.26)
6373000	Furniture & Fixtures	\$0.00	\$0.00	\$25.91	\$ (25.91)
6374000	Other Equipment	\$0.00	\$0.00	\$2.71	\$ (2.71)
6380110	Materials & Supplies	\$0.00	\$0.00	\$229.01	\$ (229.01)
6380111	Mat & Supp-Clearing	\$0.00	\$0.00	\$ (74.11)	\$74.11
6380210	Fuels	\$0.00	\$0.00	\$0.06	\$ (0.06)
6380418	Construct & Maint	\$0.00	\$0.00	\$0.70	\$ (0.70)
6380710	Motorized Equip&Sup	\$0.00	\$0.00	\$80.10	\$ (80.10)
6380714	Batteries&Electrical	\$0.00	\$0.00	\$8.03	\$ (8.03)
6381110	Price Difference	\$0.00	\$0.00	\$3.09	\$ (3.09)
6381111	Inv Gain/Ls-Phy Adj	\$0.00	\$0.00	\$4,587.99	\$ (4,587.99)
6381112	Revalu-Budget Invent	\$0.00	\$0.00	\$19.82	\$ (19.82)
6381120	Inv Loss-Scrapping	\$0.00	\$0.00	\$7.71	\$ (7.71)
6381510	Office Supplies	\$0.00	\$0.00	\$0.23	\$ (0.23)
6391010	Postage	\$0.00	\$0.00	\$263.29	\$ (263.29)
6391020	Freight	\$0.00	\$0.00	\$164.64	\$ (164.64)
6391030	Printing	\$0.00	\$0.00	\$647.55	\$ (647.55)
6391040	Subscriptions	\$0.00	\$0.00	\$30.72	\$ (30.72)
6391050	Membership Dues	\$0.00	\$0.00	\$46.37	\$ (46.37)
6391070	Conference Expenses	\$0.00	\$0.00	\$6.66	\$ (6.66)
6391080	Wearing Apparel	\$0.00	\$0.00	\$2.16	\$ (2.16)
6391110	Purch Card Purchases	\$0.00	\$0.00	\$153.99	\$ (153.99)
6391130	Int Chg-Late Ven Pay	\$0.00	\$0.00	\$0.04	\$ (0.04)
6393110	Aud Gen Svcs	\$0.00	\$0.00	\$640.89	\$ (640.89)
6393160	Treasury Dept Svcs	\$0.00	\$0.00	\$381.27	\$ (381.27)
6399000	Operation Exp-Transf	\$0.00	\$0.00	\$ (1,079,842.25)	\$1,079,842.25
6399999	Other Operation Exp	\$0.00	\$0.00	\$6.47	\$ (6.47)
6900930	Grnt Hist Ex Re-FARS	\$0.00	\$0.00	\$21,467.74	\$ (21,467.74)
6950529	Other State Agencies	\$0.00	\$0.00	\$ (3,616.01)	\$3,616.01
9138014	ST PK-REIM KINGS GAP	\$0.00	\$0.00	\$2.55	\$ (2.55)
9148013	Graphic Services(13)	\$0.00	\$0.00	\$3.46	\$ (3.46)

9148027	Boiler & Mch Ins(27)	\$0.00	\$0.00	\$72.01	\$ (72.01)
9148041	Pitts Exp Mail (41)	\$0.00	\$0.00	\$0.23	\$ (0.23)
9148042	Phila Messeng (42)	\$0.00	\$0.00	\$0.36	\$ (0.36)
9148049	Micrographics (49)	\$0.00	\$0.00	\$126.99	\$ (126.99)
9148096	Reprographics (96)	\$0.00	\$0.00	\$6.74	\$ (6.74)
9149005	Real Estate Svc (5)	\$0.00	\$0.00	\$1,025.45	\$ (1,025.45)
9149007	Alloc Prop Csts (7)	\$0.00	\$0.00	\$1,063.73	\$ (1,063.73)
9149019	Purchasing Cost (19)	\$0.00	\$0.00	\$613.90	\$ (613.90)
9149052	Reading Off Bldg(52)	\$0.00	\$0.00	\$370.45	\$ (370.45)
9149054	Aitoona Off Bldg 54	\$0.00	\$0.00	\$17.34	\$ (17.34)
9161010	Class & Pay (10)	\$0.00	\$0.00	\$541.39	\$ (541.39)
9161030	Payroll Oper (30)	\$0.00	\$0.00	\$3,188.34	\$ (3,188.34)
9161038	Temp Cler Pool (38)	\$0.00	\$0.00	\$846.63	\$ (846.63)
9161046	Civil Svc-St Agn(46)	\$0.00	\$0.00	\$1,480.54	\$ (1,480.54)
9161058	Media Svc-Photo (58)	\$0.00	\$0.00	\$4.72	\$ (4.72)
9161059	Media Svc-Video (59)	\$0.00	\$0.00	\$2.01	\$ (2.01)
9161078	Bur of Mgt Cnslt(78)	\$0.00	\$0.00	\$8.53	\$ (8.53)
9161092	Cont Leg Ed-OGC(92)	\$0.00	\$0.00	\$1.58	\$ (1.58)
9161098	Mng for Gov Resp(98)	\$0.00	\$0.00	\$1.97	\$ (1.97)
9161100	Direct Mgt Sys (100)	\$0.00	\$0.00	\$17.53	\$ (17.53)
9161102	Ex Of Press Con(102)	\$0.00	\$0.00	\$0.97	\$ (0.97)
9161103	Ex Of Cnslt Svc(103)	\$0.00	\$0.00	\$187.81	\$ (187.81)
9161104	Leader Dev Inst(104)	\$0.00	\$0.00	\$8.37	\$ (8.37)
9171033	Automobile Ins (33)	\$0.00	\$0.00	\$16.03	\$ (16.03)
9178002	DUPLICATING/BINDING	\$0.00	\$0.00	\$0.32	\$ (0.32)
9178003	DRUG & ALCOHOL TEST	\$0.00	\$0.00	\$0.29	\$ (0.29)
9181011	LECS BILL-L&I-OPERAT	\$0.00	\$0.00	\$0.01	\$ (0.01)
9181013	LECS BILL-L&I-PERSON	\$0.00	\$0.00	\$0.09	\$ (0.09)
Overall Result		\$1,526,880.00	\$0.00	\$652,353.79	\$874,526.21

PA UC REEMPLOYMENT PROGRAMS CUSTOMER FEEDBACK

- The orientation gave me hope as an older worker that my skills may still be in demand.
- It was great to have the WIA staff and the job placement people explaining things at the same session.
- The two representatives were very informative and outlined the steps I need to develop a new skill.
- Opened some doors for me. Thank you!
- Learned about the wonderful opportunities that PA CareerLink is providing for me.
- The first time I was unemployed and everyone made me feel comfortable--friendly, informative people.
- Like the diversity and variety of information offered.
- The counselors were excellent and had a great attitude.
- Liked the information on colleges, relocation and starting a small business.
- The story they told about getting a job made you feel like you could really get a job.
- Liked being able to set us up for other programs we need.
- Liked learning how to use the PA CareerLink website.
- Liked the information packet given with all the websites, information, etc.
- Liked the professionalism.
- Very satisfied, I now have valuable information that will make my life a little easier.
- Provides valuable information on services and programs.
- Excellent class!
- It is a good idea to have us come in to see the center. I might not have come to visit without the class.
- This activity, compared to the one I attended in 2002, was very informative and more interesting. The one-on-one concept works well.
- There are many options available to those who are presently unemployed – a lot of assistance to return to work/retrain.
- Found atmosphere comforting and supportive of older persons seeking re-employment despite level of education – highly recommend to persons out-of-work in our area to help with depression that accompanies loss of employment/financial status.
- Your website was very valuable and the orientation I had in January to inform of all of your services was helpful.
- Information seminar was very enlightening. Thank you.
- I wanted to let you know that I appreciated very much the helpful information provided in the PREP meeting. She was a wealth of knowledge.
- They gave us information to improve our skills.

- It is easy to understand and you are not made to feel like a loser.
- I was well informed on how to begin with my job search.
- It was a good day because I was able to cover very important programs that could benefit me in the future.
- The information presented was clear and concise.
- The lady in charge made me feel relaxed that I wasn't alone.
- Thanks for your help!
- It's nice to know that there is help out there when you need it most.
- Thank you for selecting me; the time length of the orientation was just right...not too much...not too little.
- Would recommend it for people lacking in skills. Gives a good starting point, good websites to look into.
- Very comprehensive explanation of services offered.
- Very informative and gave me a list of opportunities I wasn't aware of.
- Instructors were very helpful and kind.
- Staff is friendly and willing to help with whatever you need help with on your career path.
- Any help in finding employment is a positive experience.
- Much needed service, caring & knowledgeable staff.
- Everyone on unemployment should be required to attend.
- The presenters were knowledgeable, personable and very professional. I enjoyed it very much.
- Thank you for helping me. Thank you for offering me all the various resources.
- This appears to be an excellent resource for displaced workers.
- I got a lot of information at your session, and I liked the chance to sit down one-on-one to talk and to learn how the computer system works to find a job.
- You offer a nice variety of workshops; I want to take the O*Net.
- Presented competently and quickly! Representative extremely helpful!!
- Instructor made you feel at ease.
- Excellent orientation.
- Instructor compassionate.
- Wish something like this were around 30 years ago.
- Very satisfied because I was speaking to someone who is familiar with military needs. I felt I could trust local office Vet Rep with providing me current information. Would recommend this activity for anyone who is looking for a job and needed excellent guidance.
- Extremely satisfied. PA CareerLink Rep is very knowledgeable. I am excited and ready to get online and find my next employer.
- Computer training and available equipment is excellent.
- Everyone was well trained and helpful. Thorough explanation of tools available for job searches.
- Liked the personalization and knowledge of the PA CareerLink Representative.

- I felt this activity was very informative and feel it will help me in the future. It was very well organized and easy to understand.
- Articulate, professional, and courteous.
- I think PA CareerLink provides support when support is needed.
- All information has been extremely helpful, presenters were very well prepared and very informative.
- I was very impressed with all the classes, very informative.
- This is my first experience with being unemployed. I thought that all of the information being presented was very informative and should make ones job search a lot easier. All the people involved were very helpful and supportive.
- The speaker was very helpful with information and open to any questions asked.
- It can be very helpful in job search, job placement and other aspects of reemployment.
- I know many unemployed people not collecting unemployment who could benefit from this.
- It helped me refocus on finding a job.
- I was not aware of the many resources available.
- Gives motivation to improve skills on working toward progression in your career.
- You are a great resource center that not too many people know about.
- I liked the personal interaction and genuine concern for my welfare.
- I should have come a long time ago.
- I like the diversity of options.
- I liked that we were asked for our input; it was not like a lecture.
- I think it is a wonderful program.
- I wish that when I was collecting my initial unemployment that I could have known the many services offered so I could have gone to training and health care easier.
- It was a very pleasant and knowledgeable experience. Thank you.
- I was surprised to learn of the variety of resources and opportunities thru your office.
- I am impressed with the web site in terms of finding jobs all over the state as well as the easy resume.
- If I knew someone who needed help, I would suggest they come to your office.
- The presentation was handled professionally & was informative.
- I found out about other programs that may help my family.
- I appreciated the individual attention that was given.
- Free service.
- I received great information concerning job hunting and state assistance programs.
- Learned a lot that I didn't know before about getting a job.

- I think this was very informative and am glad to have had the opportunity to attend.
- I am so pleased at all info provided. Makes it so easy to look for work or change careers.
- I would recommend it to others because it would be a good experience for them-- help them with the best chance to get a job.
- I was amazed about how much help the PA CareerLink is at finding a job or on-the-job training programs.
- You're the best!