

Schedule-At-A-Glance

Monday, September 12, 2011

7:30 am	Forum Registration
9:00 am – 10:00 am	Café ETA: Meet and Greet Forum
10:00 am – 10:15 am	Welcome and Overview
10:15 am – 11:30 am	Opening Plenary: Recalibrating the Workforce System
11:30 am – 12:45 pm	Lunch (On Your Own)
1:00 pm – 2:15 pm	Workshop Sessions – 5 Break Out Rooms
2:15 pm – 2:30 pm	Networking Break
2:30 pm – 3:45 pm	Workshop Sessions – 5 Break Out Rooms
3:45 pm – 4:15 pm	Networking Break
4:15 pm – 5:30 pm	Workshop Sessions – 5 Break Out Rooms

Tuesday, September 13, 2011

7:30 am	Forum Registration
8:30 am – 8:45 am	Welcome Back and Recap
8:45 am – 10:00 am	Opening Plenary: Employer Panel Discussion
10:00 am – 10:15 pm	Networking Break
10:15 am – 11:30 am	Workshops – 5 Break Out Rooms
11:30 am – 12:45 pm	Lunch (On Your Own)
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4:15 pm – 5:30 pm	Workshops – 5 Break Out Rooms

Wednesday, September 14, 2011

7:30 am	Forum Registration
8:30 am – 8:45 am	Welcome and Recap
8:45 am – 10:00 am	Opening Plenary: Critical Workforce Issues
10:00 am – 10:15 am	Networking Break
10:15 am – 2:15 pm	State & Local Leader's Meeting
10:15 am – 11:30 am	Workshops – 5 Break Out Rooms
11:30 am – 12:45 pm	Lunch (Hosted and Provided by ASTD)
1:00 pm – 2:15 pm	Workshops – 5 Break Out Rooms
2:15 pm – 2:30 pm	Networking Break
2:30 pm – 3:45 pm	Workshops – 5 Break Out Rooms



Dear Workforce Professional:

Welcome to the ETA/ASTD Regional Technical Assistance Forum. This is one in a series of Regional Technical Assistance Forums being co-sponsored by the U.S. Department of Labor Employment and Training Administration (ETA) and the American Society for Training and Development (ASTD). Shaping this forum has been a truly collaborative effort involving ETA, ASTD and workforce system professionals throughout your region. The input you and your workforce system colleagues have provided was instrumental in tailoring the agenda for this forum to the interests and needs of your states and local areas.

The Workforce System continues to face challenges in these uncertain and tough economic times. Now, more than ever, we need our workforce system to work in the most efficient way possible to maximize our efforts and get America back to work. With new, emerging industries, changing industry and employer skill needs, and record numbers of job seekers valuing the One-Stop services, your job as a workforce professional is more important than ever to the future prosperity of our nation.

This forum has been designed to equip you with new tools and resources to help you turn these challenges into opportunities when you return home. At this forum you will share successful tools and practices, build upon your skills, and advance the discussion about the design and delivery of effective solutions for workers and businesses. The forum offers a blend of workshops, group discussions, and networking options all designed to support you in helping America's workers get a first, next or better job, and in providing our nation's employers with the skilled workers they need.

I want to thank each and every one of you for your dedication and hard work. America's workers and employers are depending on you for a sustained economic recovery and a vibrant future. Please take full advantage of the learning opportunities being offered throughout the forum. I am confident you will leave here with new resources, connections and ideas to share in your communities back home. Again, welcome! I hope you enjoy the forum and find it helpful!

Sincerely,

A handwritten signature in cursive script that reads "Jane Oates".

Jane Oates
Assistant Secretary
Employment and Training Administration
U.S. Department of Labor



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September 2011

Dear Colleagues:

On behalf of the American Society for Training & Development (ASTD), welcome to Philadelphia for the Recalibrating the Workforce System Forum. ASTD is pleased to co-host this event with the Department of Labor Employment and Training Administration.

These regional forums come at a critical time in the development of our workforce. Many occupations—especially the fastest growing ones—require individuals to have advanced levels of education and training. Data from the Bureau of Labor Statistics shows that nearly half of all new jobs created between 2008 and 2018 will require a postsecondary degree. Collaboration among organizations in the public and private sectors is a critical step to help individuals access the education and skills they need, and a key component for helping employers fill critical jobs.

As the world's largest association dedicated to training and development professionals, ASTD and our community of learning professionals share your passion and energy for developing highly skilled talent that helps organizations meet the competitive demands of our knowledge economy.

Your participation in this Forum is a great way to share best practices and develop tools to benefit your local area, regions, and the entire workforce system. We hope you return to work better equipped to help your organizations and communities achieve success.

Best wishes for an outstanding learning experience!

Sincerely,

Tony Bingham
President and CEO



UI Directors Meeting Agenda

Crowne Plaza Hotel – Philadelphia, PA

Tuesday, September 13, 2011

8:30-8:45	<u>INTRODUCTIONS</u>	Maria Hunter, UI Division Chief
8:45 – 9:00		Lenita Jacobs-Simmons, RA
9:00-10:30	<u>UI INTEGRITY EFFORTS</u>	Dale Ziegler, National Office
	<ul style="list-style-type: none"> - Integrity Act Legislation - Detection of Overpayments [Performance Measure] - Identify Theft Best Practices 	
10:30-10:45	<u>BREAK</u>	
10:45-Noon	<u>IT ISSUES</u>	PA & VA Reps.
	<ul style="list-style-type: none"> - Modernization [from Mainframe to Server Based System] - Workforce Development Integration - Debit Cards 	
Noon – 1:30	L-U-N-C-H [on your own]	
1:30-2:00	<u>SIDES</u>	Dale Ziegler, National Office
	<ul style="list-style-type: none"> - Progress of any installations 	
2:00-2:30	<u>SQSP/SBRS</u>	Paul Fox, Regional Office
2:30-2:45	<u>BREAK</u>	
2:45-3:15	<u>TITLE XII LOAN REPAYMENTS/RJM</u>	Thomas Stengle, National Office
3:15-3:30	<u>REVIEW OF PA'S HEARING IMPAIRED PROGRAM – SCOPE & SERVICES</u>	
3:30-4:30	<u>REGIONAL ROUND ROBIN - OPEN DISCUSSION</u>	UI Directors [Paul Fox – Facilitator]

Monday, September 12, 2011**Café ETA****Meet and Greet Forum****9:00 am – 10:00 pm****Room: Lobby Area**

This meet and greet forum allows State, Local and Discretionary Leaders the opportunity to speak with the Federal Project Officers and other Regional Staff. This is a great opportunity for employees new to the system to meet Philadelphia Regional Staff.

Welcome and Introductions**10:00 am – 10:15 am****Room: Liberty Ball Room A, B & C****Speaker**

Lenita Jacobs-Simmons, Administrator, Philadelphia Regional Office, Employment and Training Administration

Plenary Session**10:15 pm - 11:30 am****Room: Liberty Ball Room A, B & C****Recalibrating the Workforce System**

This plenary will address what Recalibration means in today's workforce system, and why it is essential to the system's success. ETA's New Reemployment Vision and other emerging initiatives will be discussed, as well as legislative and budget updates that speak to what tools we will have to perform our jobs. The session will include substantial time for questions and conversation.

Speakers

Lenita Jacobs-Simmons, Administrator, Philadelphia Regional Office, Employment and Training Administration

Lunch (On Your Own)**11:30 am – 12:45 pm****Workshop Sessions****Rebooting the Workforce System****1:00 pm – 2:15 pm****Room: Independence A & B**

A model will be presented that identified a pipeline of workers for Virginia's aviation and aerospace industries. Real-time information from firms is meshed with public data to obtain an understanding of the future environment. It looks at information with a sense of urgency about approaching workforce planning within the changing mix of industries. This session will communicate a model for workforce planning and implementation that has a best practice core.

Speakers

Christina Chmura, PhD, President and Chief Economist, Chmura Economics & Analytics

Linda Pierce, Faculty, Virginia Commonwealth University

A.B.E. & One Stop Partnerships: It Works!**1:00 pm – 2:15 pm****Room: Constitution**

This session will discuss a replicable model for successful integration of WIA-funded adult education with a One-Stop career center. Participants will explore how to build and sustain a partnership that allows adults to develop foundational skills and seamlessly transition into the One-Stop center's employment services.

Speakers

Rebecca Wagner, Community Learning Center

Dannielle Austin, Community Learning Center

Ed Sikina, Suburban Station Career Link

Employment Strategies for Ex-Offenders and Those Who Suffer with Mental Illness**1:00 pm – 2:15 pm****Room: Declaration**

This comprehensive workshop will address the essential elements of making those that suffer from Mental Health and Ex-Offender issues ready to enter the workforce. Additionally, it will focus on the importance of the development and maintenance of partnerships between WIB, Community Colleges, Faith-based Community Services, Mental Health Providers and Community Corrections.

Speaker

Dr. Michael Ford, Technical Assistance Consultant, Maryland State Department of Education (formerly of Sar Levitan Center, Johns Hopkins Institute for Policy Studies)

Workshop Sessions - Cont.

“Show Me the Money”: Writing an Effective Proposal

1:00 pm – 2:15 pm

Room: Liberty Ballroom A & B

This workshop will review guidance on Federal Funding within ETA. It will also provide tips on: ETA’s competitive grant opportunities; understanding the SGA; preparing to write the proposal; and where to go for further information.

Speakers

Lenita Jacobs-Simmons, Administrator, Philadelphia Regional Office, Employment and Training Administration

Leo Miller, Director, Office of State Systems, ETA, Region 2

Subsidized Employment: Lessons Learned from the TANF –WIA Collaboration

1:00 pm – 2:15 pm

Room: Liberty Ballroom C

During 2009 and 2010, 39 states and DC used \$1.3 billion from the TANF Emergency Fund to create subsidized employment positions for more than 250,000 low-income parents and youths. Many TANF agencies partnered with workforce agencies to recruit employers and administer the subsidies. While the Emergency Fund is no longer available, this experience has stimulated increased interest in subsidized employment programs. This session will cover lessons learned and opportunities for continued programs and partnerships.

Speaker

Elizabeth Lower-Basch, Senior Policy Analyst, Center for Law and Social Policy, Inc (CLASP)

Networking Break

2:15 pm – 2:30 pm

Workshop Sessions

Items of Costs: Administrative and Indirect (Fiscal)

2:30 pm – 3:45 pm

Room: Liberty Ballroom C

During this session, participants will discuss the relationship between administrative and indirect costs. Presenter will provide tips for understanding how these items are reported and recorded according to WIA and DOL requirements.

Speaker

Judi Fisher, Chief, Division of Policy, Review & Resolution, Employment & Training Administration, National Office

Youth Performance: Peeling Back the Layers of the Literacy/Numeracy Gains Measure

2:30 pm – 3:45 pm

Room: Liberty Ballroom A & B

This workshop is an overview of the Literacy/Numeracy Gains measure with a focus on best practices that lead to successful outcomes. Emphasis will be from the Federal, State and Local points of view. The State of Maryland and the Baltimore City local workforce investment board will share their best practices and tips for successful Literacy/Numeracy outcomes.

Speakers

Shonna Majors, Performance Specialist, Employment & Training Administration

Lynda Weber, Data and Performance Analyst, Office of Workforce Information and Performance, Department of Labor, Licensing and Regulation

Donnice E. Brown, Baltimore City, Out-of-School Youth Administrator, Mayor’s Office of Employment Development

PREP—Pa’s Early Intervention Re-employment Program for UI Claimants

2:30 pm – 3:45 pm

Room: Independence A & B

The workshop will illustrate how Pennsylvania enhanced its Worker Profiling and Re-employment Services program (Profile Re-Employment Program [PREP] in Pennsylvania) to provide more comprehensive assessment and re-employment services to a greater number of UI claimants.

Speakers

Bill Moulfair, Regional Director, PA Dept. of Labor & Industry (DLI), Bur. of Workforce Development Partnership (BWDP) Central Region

Linda Schell, DLI, BWDP Western Region

Jim Nichols, DLI, BWDP Eastern Region

Apprenticeship and One-Stops: A Match Made in Almost Heaven-West Virginia

2:30 pm – 3:45 pm

Room: Constitution

Learn how West Virginia has established a collaborative, cross agency team to educate One Stop partners about apprenticeship, develop innovative recruitment methods, and establish coordinated outreach activities to promote apprenticeship training.

Speakers

Joyce Oakes, Program Director, Workforce Investment Board Mid-Ohio Valley

Odie Parkins, West Virginia Carpenter Training Center

Mary Spellman, WorkForce West Virginia

Monday, September 12, 2011**Workshop Sessions - Cont.****Green Jobs, Education and Training in the Mid-Atlantic Region (MARC)****2:30 pm – 3:45 pm****Room: Declaration**

The workshop will present the tools and research findings from the ETA State Labor Market Information Improvement Grant awarded to the Maryland Department of Labor, Licensing and Regulation. The workshop will present survey data collected from employers about “green” occupations in Maryland, Virginia, and the District of Columbia. This presentation will include information about projected growth sectors; recruitment and retention opportunities; training gaps and opportunities; and, estimates on the number and types of available jobs. Information will also be provided about a comprehensive new web-based labor exchange portal for Mid-Atlantic employers and job seekers that targets green occupations and training opportunities.

Speakers**Andy Moser**, President, Maryland Workforce Corporation**Ed Trumbull**, President, TCA, LLC**Rebecca Eaton**, Senior Technical Specialist, ICF International**Michael Stevenson**, Project Manager, Maryland Department of Labor, Licensing and Regulation**Networking Break****3:45 pm – 4:15 pm****Workshop Sessions****Accrual Reporting (Part 1 of 2) Fiscal****4:15 pm – 5:30 pm****Room: Liberty Ballroom C**

In Part 1 of a 2 Part series, participants will discuss grantee financial transactions and determine how and when those transactions become encumbrances and obligations. Participants will also walk through the steps of an obligation and highlight common areas where challenges occur. Through the use of real-world examples, participants will be provided with tools for overcoming these challenges.

Speaker**Judi Fisher**, Chief, Division of Policy, Review & Resolution, Employment & Training Administration, National Office**Using Rapid Response to Save Jobs Through Layoff Aversion****4:15 pm – 5:30 pm****Room: Declaration**

The economy is in a sluggish recovery, and jobs are slow to return. Given the current economic environment, what resources and tools can the workforce system deploy to identify companies that are at-risk and to help them address those risks and save jobs? What other agencies can the workforce system partner with to address these critical needs? How can collaboration expand the expertise and business services resources available to communities, companies and workers in a proactive fashion?

Speakers**Fred Botterbush**, Manager of Strategic Partnerships, National Institute of Standards and Technology/Manufacturing Extension Partnership (NIST MEP)**Carol Morton-Tebo**, Director of Operations, MANTEC, York, PA**Jack Bardol**, Strategic Early Warning Network (SEWN) Consultant**Youth Performance: Peeling Back the Layers of the Literacy/Numeracy Gains Measure (Repeat Session)****4:15 pm – 5:30 pm****Room: Liberty Ballroom A & B**

This workshop is an overview of the Literacy/Numeracy Gains measure with a focus on best practices that lead to successful outcomes. Emphasis will be from the Federal, State and Local points of view. The State of Maryland and the Baltimore City local workforce investment board will share their best practices and tips for successful Literacy/Numeracy outcomes.

Speakers**Shonna Majors**, Performance Specialist, Employment & Training Administration**Lynda Weber**, Data and Performance Analyst Office of Workforce Information and Performance Department of Labor, Licensing and Regulation**Donnice E. Brown**, Baltimore City, Out-of-School Youth Administrator, Mayor's Office of Employment Development

Workshop Sessions - Cont.

Braiding Funding Streams for Employment and Income Supports

4:15 pm – 5:30 pm

Room: Independence A & B

The integrated service delivery approach offers clients bundled employment, income and work supports, and financial and asset building services. These services are meant to have a more-than-additive effect in promoting long-term economic security, enabling individuals to resolve immediate crises, build savings and assets, and acquire skills and credentials. This workshop explores the range of federal funding streams that could be used to support integrated service delivery and addresses challenges in combining funding from multiple programs.

Speakers

Abigail Newcomer, Policy Analyst, Center for Law and Social Policy, Inc. (CLASP)

Elizabeth Lower-Basch, Senior Policy Analyst, CLASP

Connecting Community Based Organizations with the Public Sector Workforce System

4:15 pm – 5:30 pm

Room: Constitution

This session will share lessons learned in implementing an ARRA discretionary grant-funded green job readiness program to illustrate how neighborhood-based organizations can bring much strength to the public workforce system as trusted providers of supportive services, literacy instruction and case management.

Speakers

Sue Hoffman, Senior Associate, Philadelphia Workforce Investment Board

Jerry Tapley, Director of Program Innovation and Performance Management, Federation of Neighborhood Centers

Welcome Back & Recap

8:30 am – 8:45 am

Room: Liberty Ball Room A, B & C

Speaker

Jeffrey Gabriel, Federal Project Officer, Employment and Training Administration, Region 2

Plenary Session

Employer Panel Discussion

8:45 am -10:00 am

Room: Liberty Ball Room A, B & C

This panel is convened as a listening session to create dialog with our local employers to better understand their hiring needs. The objectives of this session are to: 1) Offer employers an idea on how the workforce system can better serve them; 2) Garner information on the qualities, skills, education, and experience employers are looking for in potential candidates; and 3) Provide information on how the Employment and Training Administration can help employers obtain trained employees who are participants within the workforce system.

Employer Panel Members

Dan Amspacher, Director of Human Resources, Southeastern Pennsylvania Transportation Authority (SEPTA)

Fred Kirshbaum, Senior HR Recruiter, PECO

Nicole Wormley, Senior Director, College Relations, Aramark Corporation

Sharlita Brown, Human Resource Specialist, Temple University

Networking Break

10:00 am – 10:15 am

Workshop Sessions

Accrual Obligations (Part 2 of 2) Fiscal

10:15 am – 11:30 am

Room: Liberty Ballroom C

In Part 2 of a 2 Part series, participants will discuss accrued expenditures. Through the use of hands-on exercises, participants will be better able to identify, record and report accrued expenditures on the ETA 9130 reporting form. Note: Participants attending this session are encouraged to attend Part 1 on reporting obligations.

Speaker

Judi Fisher, Chief, Division of Policy, Review & Resolution, Employment & Training Administration, National Office

Transitioning Foster Care Youth to Independence

10:15 am – 11:30 am

Room: Constitution

When individuals transition from foster care to independence (“age out of foster care”), they seem to move from youth to adulthood in a single day. This group of young people faces a variety of barriers to success in education and adulthood, requiring a comprehensive set of services from multiple partners. This session will help attendees better understand the unique needs of youth “aging out” of foster care. It will also explore how workforce entities can collaborate with child welfare partners to try to meet those needs and ensure success in work and in life.

Speaker

Annette Duranso, U.S. Department of Health and Human Services, Administration for Children and Families

Regional Innovation Clusters: A Framework for Building Strong Regional Economies

10:15 am – 11:30 am

Room: Liberty Ballroom A & B

Unprecedented challenges require policy and practices to change – from silos to collaborations. Regional clusters with similar economic agendas can further enhance and build stronger regional economies. The workshop will create the framework in developing “Regional Innovation Clusters” and how it could spur new jobs and private investment.

Speaker

Alma Plummer, Economic Development Specialist, U.S. Department of Commerce, Economic Development Administration

Creating Change Through Collaboration: The Maryland Re-Entry Partnership

10:15 am – 11:30 am

Room: Declaration

Maryland has a history of reentry collaborations throughout the state that work together to bring a continuum of services to our citizens with criminal backgrounds from incarceration through transition back to local communities. Workshop attendees will learn about strategies to 1) prepare ex-offenders to return home and receive the help they need to become self-sufficient and 2) lower recidivism rates.

Speaker

Constance Parker, Division of Workforce Development & Adult Learning, Maryland Department of Labor, Licensing and Regulation

Tuesday, September 13, 2011**Lunch (On Your Own)****11:30 am – 12:45 pm****Workshop Sessions****Federal Funding and Transparency Act Requirements (FFATA)****1:00 pm – 2:15 pm****Room: Liberty Ballroom C**

This session will enhance participants' understanding of FFATA reporting requirements. Topics include how to access and navigate the Federal Sub-award Reporting System (FSRS) and where to go for support.

Speaker

Judi Fisher, Chief, Division of Policy, Review & Resolution, Employment & Training Administration, National Office

Getting Back to Work: Re-employment Eligibility Assessment Program**1:00 pm – 2:15 pm****Room: Declaration**

The REA Program provides funds to bring UI claimants into the One-Stop Career Center to assess their eligibility, evaluate their reemployment services needs, and refer them to the services that are most likely to help them return to work. This workshop will provide insight into the REA program including best practices for evaluating claimants' needs and getting them back to work quickly.

Speakers

Dustin Swayne, Director, Grants and Special Projects, TN Department of Labor and Workforce Development
Lee Grehan, Ed.D, Research Associate Professor, Sparks Bureau of Business and Economic Research

Workforce & Economic Development: "Cornerstone of a Private/Public Partnership"**1:00 pm – 2:15 pm****Room: Liberty Ballroom A & B**

This workshop will focus on the successful Public/Private Partnership involved in workforce and economic development organizations in Chester County, PA and throughout Southeastern, PA.

Speakers

Mary-Beth Divencenzo, VP Grant Management, Chester County Economic Development Council
James Lauckner, Partnership Director, ITAGE and SEI
Lisa Velte, Senior Director, Analytical Graphics, Inc.

Serving Veterans Through Priority of Service**1:00 pm – 2:15 pm****Room: Constitution**

Veterans Priority of Service in public workforce programs was enacted through the Jobs for Veterans Act in 2002, and has been updated several times in recent years. In this session, Federal staff from the ETA and the Veterans Employment and Training Service will revisit some of the basics of priority of service and current provisions and guidance for implementing it properly and effectively. Discussion will include to what extent Veterans have been able to access various workforce services, as well as a review of existing data that speaks to how well states engage veterans with Unemployment Insurance program services.

Speakers

Matt Heaney, Federal Project Officer, Employment & Training Administration, Region 2
Ron Benson, Deputy Regional Administrator, VETS Philadelphia Regional Office

Networking Break**2:15 pm – 2:30 pm****Workshop Sessions****Advocating for Worker Rights****2:30 pm – 3:45 pm****Room: Declaration**

This workshop will address the Migrant and Seasonal Farmworker (MSFW) population which state workforce systems and their community partners are charged with advocating and protecting in relationship to employment opportunities. It will also address issues involving the rights of U.S. workers and responsibilities of state workforce agencies in relationship to temporary non-immigrant worker H-2A and H-2B (non-agricultural) programs. Additionally, the workshop will discuss eligibility of "unauthorized" foreign workers for employment authorization in conjunction with "U" and "T" visas.

Speaker

Arthur N. Read, Friends of Farmworkers, Inc., Philadelphia, PA

Workshop Sessions - Cont.

Transportation Distribution and Logistics: Employer Driven Training and Placement

2:30 pm – 3:45 pm

Room: Liberty Ballroom A & B

Transportation, Distribution and Logistics (TDL) employers organized around Chicago's O'Hare Airport struggle to find qualified people to fill jobs. This program, funded by the Chicago Department of Community Development and staffed Educational Data Systems and Central States SER, worked directly with employers and the City Colleges of Chicago to create a pre-employment training certificate program for job seekers, which was followed by an intensive placement program resulting in over 85 placements last year.

Speaker

Kenneth Mall, Managing Director – Workforce Consulting, Educational Data Systems, Inc.

Retooling Re-Employment: W.O.L.I.P.

2:30 pm – 3:45 pm

Room: Liberty Ballroom C

Rutgers conducted an evaluation of a USDOL funded, collaborative online workforce Education and Training Portal (WOLIP) pilot, including partners from State workforce agencies in Maine, Mississippi, Pennsylvania, and Colorado. WOLIP ensures that workforce system clients have access to online certificate and degree programs relevant to the state's workforce needs and opportunities. This workshop will address the various approaches and findings to date from this study and discuss the many questions that emerged throughout this project.

Speakers

Heather McKay, Director, Rutgers University
Michael Lawrence, Senior Policy Associate, Corporation for a Skilled Workforce

Youth Advantage Plus: Enhancing Services to Youth with Disabilities

2:30 pm – 3:45 pm

Room: Constitution

This workshop will focus on the relationship between agencies that results in the development of one cohesive service plan for each customer. This model features individualized case management and the delivery of integrated, high quality, career readiness and employment programming.

Speakers

Cyndi Auth, Program Manager
Anna Cumberledge, Youth Advantage Plus Case Manager, Youth Advantage Program – Mid-Ohio Valley WIB Region, WV

Networking Break

3:45 pm – 4:15 pm

Workshop Sessions

Getting Personal: Why it Matters in Case Management

4:15 pm – 5:30 pm

Room: Constitution

Regardless of their title, front-line staff provides the most critical services and face the biggest challenges in the entire workforce development system. This session will explore how to juggle the various facets of case management, with a particular emphasis on elements such as building rapport and customer engagement. Participants will also discuss how to balance the personal aspects of front-line service with requirements such as data entry and case note documentation, and how all of these roles connect to effective program performance.

Speakers

Jeffrey Gabriel, Federal Project Officer, Employment and Training Administration, Region 2
Shonna Majors, Performance Specialist, Employment & Training Administration, Region 2

How to Stay Out of Jail: Top 10 Findings

4:15 pm – 5:30 pm

Room: Liberty Ballroom C

This session will discuss the most common mistakes grantees make in managing and allocating costs associated with their grants.

Speaker

Leo Miller, Director, Office of State Systems, Employment & Training Administration, Region 2

Lowering Cultural Barriers to Communicate with Limited English –Speaking Customers

4:15 pm – 5:30 pm

Room: Declaration

The workshop will give anybody who interacts with Limited English Proficiency clients and/or employees practical tools to reduce language and cultural barriers resulting in a more effective way to serve this population.

Speaker

Charlotte Van Londen, ESL/Program Specialist, Maryland State Department of Education, Adult Education and Literacy Services Branch, Division of Career Technology and Adult Learning

Tuesday, September 13, 2011

Workshop Sessions - Cont.

WIA Eligibility: Sorting out Fact from Fiction and Implementing Strategies to Streamline Processes

4:15 pm – 5:30 pm

Room: Liberty Ballroom A & B

Participants will learn the facts and discuss a myriad of misinterpretations and misinformation about WIA eligibility for Adults, Dislocated Workers, and Youth Programs. Participants will identify where Local and State rules and practices may be updated to match the facts, and explore strategies that may minimize unintended barriers to eligibility created by documentation overload.

Speaker

Michael E. Toops, Federal Project Officer, Employment and Training Administration, Region 2

Wednesday, September 14, 2011**Welcome Back & Recap****8:30 am – 8:45 am****Room: Liberty Ball Room A, B & C****Speaker****Lenita Jacobs-Simmons**, Administrator, Region 2, Employment & Training Administration**Plenary Session****Critical Workforce Issues****8:45 am – 10:00 am****Room: Liberty Ballroom A & B**

ETA is responsible for plotting the course for the public workforce development system, but it takes input from state and local programs in the field to make sure the course is plotted correctly. This session will use facilitated discussion to gauge the pulse of the conference audience on the most critical issues facing our workforce system today. The results of the information garnered in the general session will drive the strategy session for the State and Local Leaders Meeting.

Speaker**Rick Maher**, CEO, Maher and Maher**Networking Break****10:00 am – 10:15 am****State and Local Leaders Meeting***(Invitation Only)***10:15 am – 2:15 pm****Room: Liberty Ballroom A & B**

Region 2's quarterly meeting will include state and local leaders from throughout the Region working with ETA on the workforce system's most critical issues. A team of state and local workforce leaders shaped the meeting's agenda by identifying the issues that were discussed in the morning plenary session. The objectives of the meeting will include identifying both long-term solutions and immediate next steps towards achieving those solutions. *(State & Local Leadership meeting will run concurrently from 10:15 a.m. to 2:15 p.m.)*

Speakers

Federal, State and Local Leaders within Region 2

Workshop Sessions**Creating a Health Information Career Pathway****10:15 am – 11:30 am****Room: Constitution**

A panel discusses lessons learned from a High Growth ARRA grant start up in the emerging health information field, bringing together higher education, community based organizations and employers to create a career pathway. Emphasis is placed on the impact of the Electronic Health Record on emerging job opportunities, and the development of a robust pipeline of low skilled adults through college level students with access to contextualized preparatory classes, stackable credentials, and career coaching.

Speakers**Cheryl Feldman**, Executive Director, District 1199c Training and Upgrading Fund**Cindy Marselis**, Interim Chair, Health Information Management Department**Shirley Moy**, Interim Director, Center for Social Policy and Community Development**NOVAGATE Project: Integrating Entrepreneurship into the Workforce Development System****10:15 am – 11:30 am****Room: Declaration**

The project uses a creative partnership of government and nonprofit agencies to provide a continuum of services to potential business owners. Each participant will develop an individualized business development strategy, utilizing NOVAGATE's unique training, technical assistance, and business planning and support services to meet individual goals'

Speakers**Kimberly Grafton**, NOVAGATE Project Coordinator, Fairfax County Department of Family Services**Toa Do**, President, Business Development Assistance Group, Inc. (BDAG)**Lauryn Han**, Special Projects Coordinator, BDAG**Data Validation: Highlighting West Virginia as a Best Practice****10:15 am – 11:30 am****Room: Liberty Ballroom C**

This workshop will describe the approach to State level monitoring, explore issues and findings, and to highlight how "data validation" can be utilized as a springboard to system improvements, and provide information/updates to the local areas.

Speakers**Rachel Schoffner**, Employment Service Division, Workforce West Virginia

Workshop Sessions - Cont.

The Ripple Effect: Engagement & Leadership Strategies for Serving Challenged Youth

10:15 am – 11:30 am

Room: Independence A & B

This workshop will discuss strategies for improving the quality and effectiveness of workforce development services delivered to hard to serve populations. Topics will include: Strategies for reviewing/maximizing program design; tips for engaging young adults with professional challenges; and feedback from a young adult who changed his life by embracing his development opportunity.

Speakers

Mathew Rager, EmployIndy, Program Lead for the YouthBuild Indy program

Clint Johnson, Program Director, YouthBuild Indy

DeWayne Jones, Alumni Representative, YouthBuild Indy

LUNCH

11:30 a.m. – 12:45 p.m.

(Hosted and Provided by ASTD)

Workshop Sessions

Using Sector Based Partnerships to Move Lower Skilled Workers Out of Poverty

1:00 pm – 2:15 pm

Room: Declaration

This workshop will look at the opportunities and challenges in leveraging the sector-based partnership model to move lower-skilled adults out of poverty and into long-term careers. A panel will discuss specialized services for lower-skilled adults such as career coaching and stackable credentials.

Speakers

Cheryl Feldman, Executive Director, District 1199C Training and Upgrading Fund

Seth Green, Director, Job Opportunity Investment Network

Sue Hoffman, Senior Associate, Philadelphia Workforce Investment Board

Registered Apprenticeship: Making it Work for Your Customers

1:00 pm – 2:15 pm

Room: Independence A & B

Registered Apprenticeship offers great training, a good job and a promising career for job seekers. In this session, participants will get an overview on the many benefits of apprenticeship, and hear how it is moving beyond traditional industries. The workshop will include discussion of efforts to increase connections between apprenticeship and the One Stop system.

Speakers

Ronald Leonard, Apprenticeship & Training Representative, Office of Apprenticeship, ETA

NEG OJT Roundtable: Best Practices and Results to Date

1:00 pm – 2:15 pm

Room: Liberty Ballroom C

Pennsylvania has targeted six local workforce areas with high unemployment but also a history of effective OJT programming. Pennsylvania hopes to identify best practices and expand OJT across the Commonwealth to help reduce long-term unemployment. This workshop will provide a summary to date of OJT Best Practices and next steps and provide a forum for a discussion of OJT between and among Region 2 Workforce Areas.

Speaker

William Thompson, Executive Director, Westmoreland/Fayette Workforce Investment Board

Michael Lawrence, Senior Policy Associate, Corporation for a Skilled Workforce

Opening Doors for Everyone: Providing Strengths-Based Customer Service at One-Stop Career Centers

1:00 pm – 2:15 pm

Room: Constitution

A common pattern in workforce development is to identify barriers first. However, to enhance retention and placement rates in your program, you need to reframe how you work with customers by maximizing their strengths. Customers who work in partnership with staff to uncover their talents are more likely to stay connected to the program and flourish. This interactive workshop will provide:

- tools and techniques to create partnerships with customers to help them achieve their goals,
- training scenarios that include practical guidelines and skills-building exercises, and
- examples of engaging strengths-based conversations between frontline staff and customers.

Speaker

Laura Aron, Project Manager, Social Policy Research Associates

Anne Adams, Master Trainer, Social Policy Research Associates

Wednesday, September 14, 2011**Networking Break****2:15 pm – 2:30 pm****Workshop Sessions****Linking Assessments to IEP/ISS Development****2:30 pm – 3:45 pm****Room: Declaration**

This workshop will be interactive in exploring various ways to capture the essence of the assessment results and transferring that information into creating an Individualized Employment/Service Plan for workforce customers. This workshop will be front-line focused.

Speaker

Shonna Majors, Performance Specialist, Employment & Training Administration, Region 2

Demystifying Unemployment Insurance and the Role of the Employer**2:30 pm – 3:45 pm****Room: Liberty Ballroom C**

In an effort to educate the workforce community concerning the functions of Unemployment Insurance (UI) and how it affects employers, the Regional Office UI Team will: explain the various functions in UI, how they tie together, and their relationship with the employer; show how cooperation between the state UI Department and the employer can reduce UI overpayments as well as decrease employer taxes; and outline the definition and consequences of misclassified workers. This will include recent legislation outlining the Administration's effort to enforce misclassification errors, intentional or otherwise, and the possible penalties imposed on employers.

Speaker

Paul Fox, UI Program Specialist, Employment and Training Administration, Region 2

Performance 101: Getting Back to the Basics**2:30 pm – 3:45 pm****Room: Independence A & B**

This workshop is an overview of ETA Performance Accountability System as it pertains to WIA, Wagner-Peyser and TAA programs. Attendees will discuss foundational principals of performance accountability, including how to establish measures to assist with the day-to-day functions in One-Stops and continuous improvement of service delivery.

Speaker

Ed Bowman, Division Chief, Performance Management, Employment & Training Administration, Region 2

Aging Workers Initiative: Pathways for Older Adults**2:30 pm – 3:45 pm****Room: Constitution**

Despite the value to them and to the broader society of continued work, many older adults face barriers when trying to find jobs. As part of the Aging Worker Initiative (AWI), ten sites throughout the country are implementing innovative strategies that will lead to employment for this population. They are working collaboratively with partners to make changes in education, the public workforce system and business that will address the specific needs of older adults. You will learn about the specific strategies they have developed to create pathways to work.

Speakers

Edward Fangman, Chief, Workforce Development, Baltimore County Office of Workforce Development, Towson, MD

Terri Kaufman, Executive Director, South Central Workforce Investment Board, Harrisburg, PA

Phyllis Snyder, Vice President, CAEL, Philadelphia, PA

Strategic Employer Engagement 101**2:30 pm – 3:45 pm****Room: Liberty Ballroom A & B**

By forming strategic partnerships with employers, workforce development agencies can gain a much better understanding of the trends affecting area businesses, including their workforce challenges, staffing plans, and occupational skill needs. This information puts case managers and training providers in a far better position to align the skills of job seekers with emerging opportunities by identifying training that can close skill gaps. This introductory-level workshop will explore practical steps for building, strengthening, and maintaining business partnerships. Using examples from the Workforce Innovation in Regional Economic Development (WIRED) regions, the presenter will discuss four key steps in building and maintaining employer partnerships. This highly interactive session will include ample time for questions, answers, and discussion.

Speaker

Jeff Padden, Public Policy Associates, Inc., National evaluator for Workforce Innovation in Regional Economic Development (WIRED)

Plenary Speaker Biographies

Monday, September 12, 2011

Lenita Jacobs-Simmons

Administrator, Philadelphia Regional Office, Employment and Training Administration

Lenita Jacobs-Simmons is the Regional Administrator for the Employment and Training Administration in Region 2, Philadelphia. In this capacity, she is responsible for oversight of ETA's Philadelphia region which includes Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia. Programs administered in the region by ETA and its State and grantee partners include the Workforce Investment Act, Unemployment Insurance, and the Wagner Peyser Act. Ms. Jacobs-Simmons is responsible for the oversight of almost \$2 billion in Federal grants administered by more than 150 grantee organizations.

Ms. Jacobs-Simmons joined ETA in 1999 as Deputy Assistant Secretary. She was appointed Regional Administrator in 2002. Ms. Jacobs-Simmons has a distinguished history of public service in South Carolina where she served as the Grants Administrator for the Charleston County government, and Executive Director of the Trident Workforce Investment Board. In these capacities, she was responsible for unifying a tri-county area and implementing the first One-Stop Delivery System in the State of South Carolina.

Tuesday, September 13, 2011

Fred Kirschbaum

Senior HR Recruiter, PECO

Fred Kirschbaum has been in some form of recruiting and staffing for over 15 years. For the last five and a half years he has been a senior recruiting specialist at PECO, which is part of Exelon. Prior to PECO, has worked at large international companies and small software companies in recruiting positions. He holds an undergraduate degree in Psychology from Arcadia University and a Master's Degree in Industrial and Organizational Psychology from the University of New Haven.

Dan Amspacher

Director of Human Resources, Southeastern Pennsylvania Transportation Authority (SEPTA)

Dan Amspacher is currently the Director of Recruitment and Talent Management for the Southeastern Pennsylvania Transportation Authority (SEPTA), responsible for all recruitment, hiring, and talent management processes for the 9,000+ employees who provide public transportation services to Philadelphia, Delaware, Bucks, Montgomery, and Chester counties.

Prior to joining SEPTA, Mr. Amspacher held human resources management positions at two large area corporations; AstraZeneca Pharmaceuticals and Pep Boys. He possesses over twenty five years of corporate experience in human resources and recruitment practices in the public transportation, retail, and health care industries.

Sharlita Brown

Human Resource Specialist, Temple University

Sharlita Brown has been a human resource professional for over 15 years, with a specialty in the area of Benefits and Recruitment. During her 8 year tenure at Temple University she administered all facets of benefits, with the responsibility of designing and providing FMLA training, interpreting federal/state regulations affecting benefit programs and interpreting benefit contract language; in addition to being instrumental in implementing policies and procedures to increase productivity and assure organizational compliance. In the position of Sr. HR Generalist, her primary focus is to work as a strategic partner, with an emphasis on developing effective recruitment strategies and resolution for HR and hiring managers, to meet the demanding challenges of employment that fosters growth, retention and optimum performance.

Plenary Speaker Biographies

Tuesday, September 13, 2011

Nicole Wormley

Senior Director, College Relations ARAMARK Corporation

Nicole Wormley is presently the Sr. Director, College Relations for ARAMARK Corporation. In that role, she oversees all implementation, measurement initiatives, marketing, social media and alignment across the organization that is associated with the recruitment, on-boarding and retention of entry level/college talent.

She also oversees the ARAMARK Career Training (ACT) Internship Program. The mission of the ACT Internship Program is to provide valuable, real-world, work experience and opportunities for high school students. In partnership with national and local community based organizations as well as school districts, ARAMARK strives to provide a continuum of workforce readiness, and support academic excellence, community service, professional development, and exposure to the hospitality industry.

Prior to this role, Nicole was the Director of Talent Acquisition for ARAMARK Higher Education. In that role, she was responsible for all Talent Acquisition strategies for a \$1.8 billion dollar business.

Prior to joining ARAMARK in early 2005, Nicole was the Human Resource Manager with the Philadelphia Zoo.

Wednesday, September 14, 2011

Richard D. Maher

President & CEO, Maher & Maher

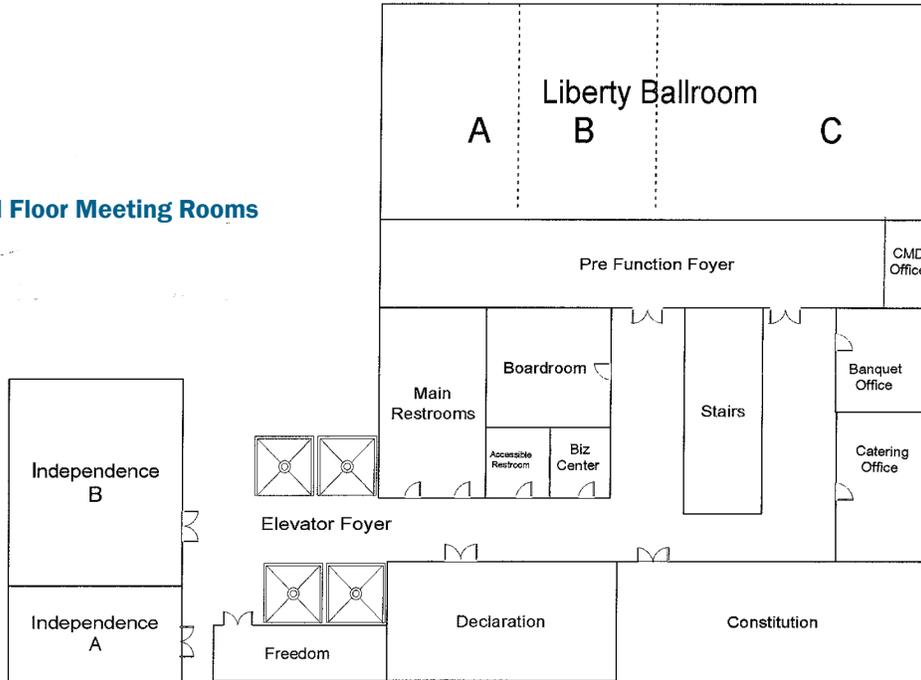
Richard D. (Rick) Maher is a veteran of the human resources industry, and a recognized leader in the fields of managing organizational change and the strategic management of human capital.

Maher & Maher, now in its 23rd year, is a specialized change management and customized training development firm based in New Jersey serving clients in the communications and government services sectors.

Mr. Maher has been in the forefront of workforce development issues, working with the United States Departments of Labor and Education and with leaders in industry to tackle talent development issues that will drive the Nation's future economic prosperity. He has lead strategic planning activities in community college systems across the U.S. promoting cross-collaboration between secondary and post-secondary institutions to align strategic objectives to curriculum, and is also consulting on better connections for adult basic education and plus 50 learners.

Crowne Plaza Hotel - Philadelphia Center City

2nd Floor Meeting Rooms



8th Floor Meeting Rooms

