

# Pennsylvania NEG OJT The Story So Far

Recalibrating the Workforce Conference  
Philadelphia, PA  
September 14, 2011

**Kristina Harrell** | Business Development Manager  
Educational Data Systems, Inc.  
PA CareerLink® Berks County

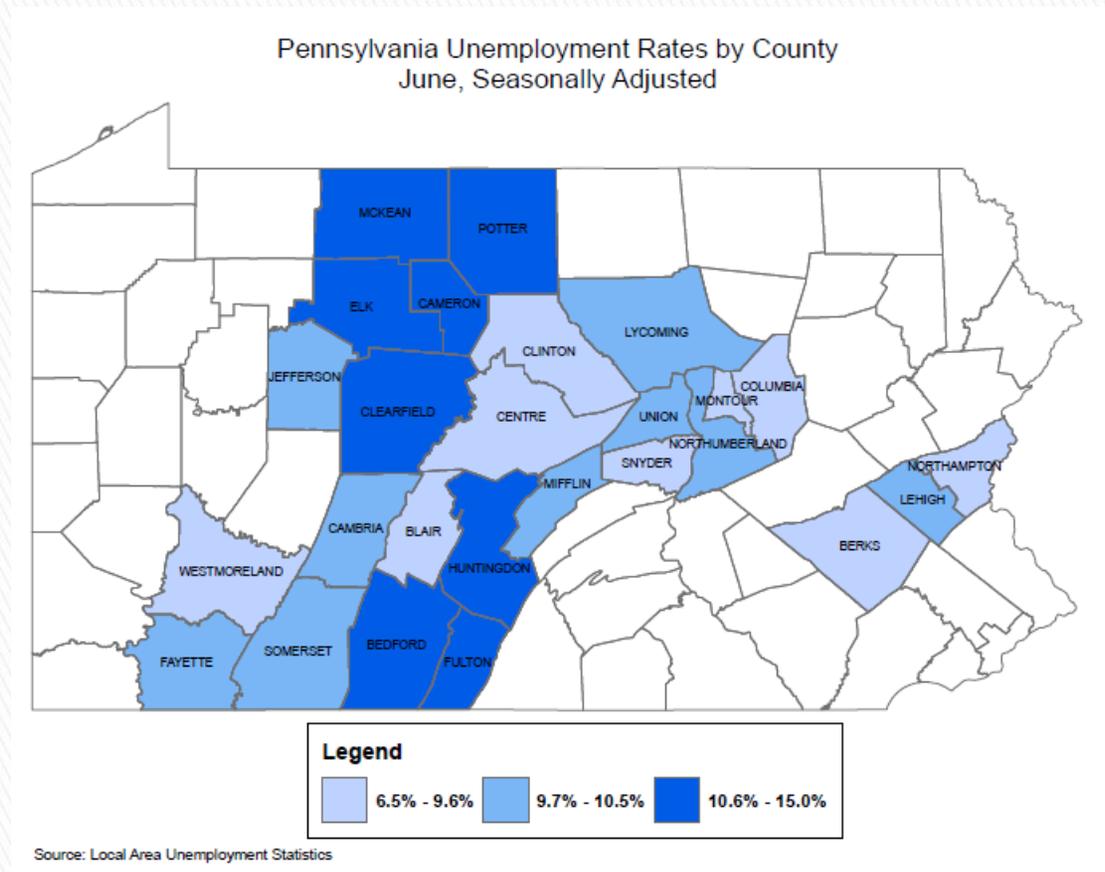
**Terry L Snyder** | Workforce Development Analyst  
Planning Coordination Services  
Pennsylvania Department of Labor & Industry

**Mike Lawrence**  
Corporation for a Skilled Workforce



# PA NEG OJT Workforce Areas

- Six Initial Workforce Areas:
- Westmoreland/Fayette
  - Berks County
  - Central Pennsylvania
  - Lehigh Valley
  - North Central
  - Southern Alleghenies



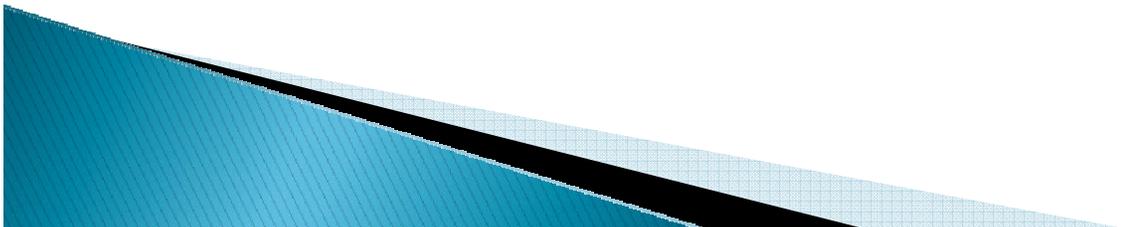
# PA NEG OJT Summary

- ▶ Total state grant is \$2,697,393
- ▶ Each area received \$403,677
- ▶ Planned to serve 45 OJT participants each
- ▶ Eligibility for the NEG OJT:
  - WIA Dislocated Worker after January 1, 2008
  - Dislocated at least 22 weeks



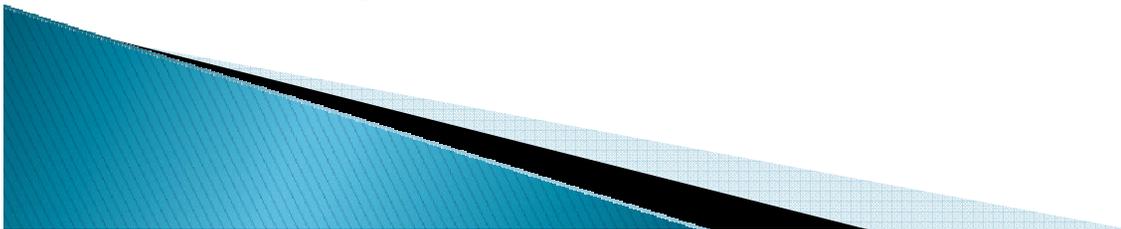
# PA NEG OJT Special Conditions

- Supportive Services
  - Transportation costs up to \$30 / week for 4 weeks
  - Allowance up to \$500 to be used for business/ work attire, tools, child care, physicals, etc.
- Wage cap of \$20.21, reimbursement not exceed 90% or \$18.19 per hour
- Up to 90% wage reimbursement based on
  - Employer size
  - Participant skills gap
- Length of OJT no longer than six months



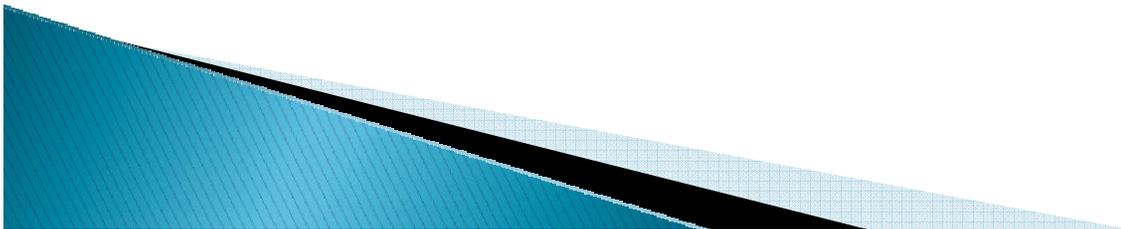
# Project Coordination Responsibilities

- ▶ Coordinate Monthly Conference Calls
- ▶ Complete Site Visit
  - Understand and Review Process
  - Interview WIB, One Stop Staff
  - Complete Employer and Participant Site Visit
- ▶ Complete Conference Presentations
- ▶ Offer Webinar to Inform the System
- ▶ Assist PA Labor & Industry, Local WIA's and others in program implementation
- ▶ Complete Informative Final Report



# Key Findings on the Project To Date

- Hiring is coming around (finally)
- Supportive Services are helpful
- Marketing is diverse but focused
- Matching job seeker and employer is a mix of art and science
- Remediation is a difficult alignment
- Recruitment is surprisingly difficult
- Overcoming Long Term Unemployed Stigma



# Berks County Experience

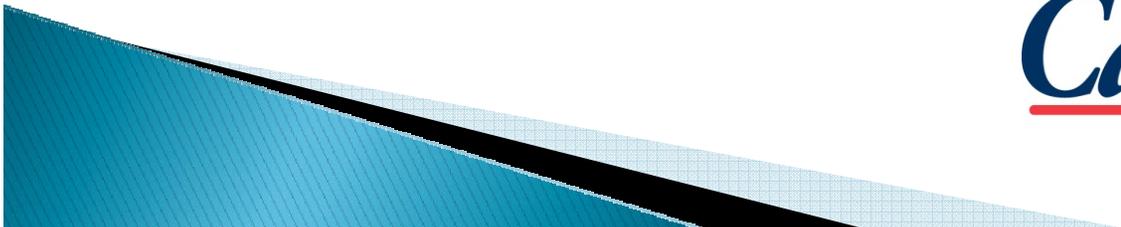
Berks County Business Services

“Lay of the Land”

Berks County Training Skill Gap  
Determination

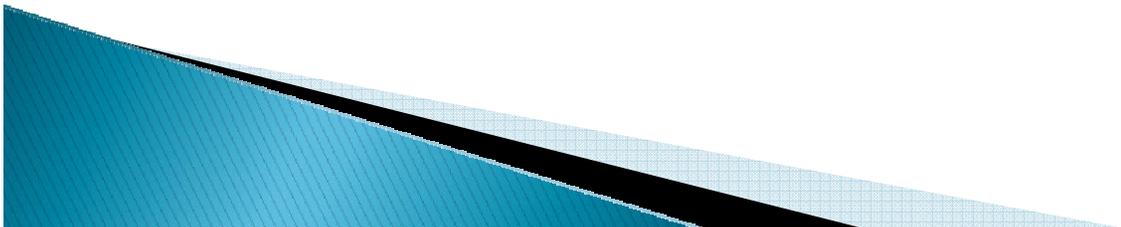
Kristina Harrell,  
EDSI, PA CareerLink® Berks County

*Pennsylvania*  
**CareerLink**  
BERKS COUNTY



# How did we start?

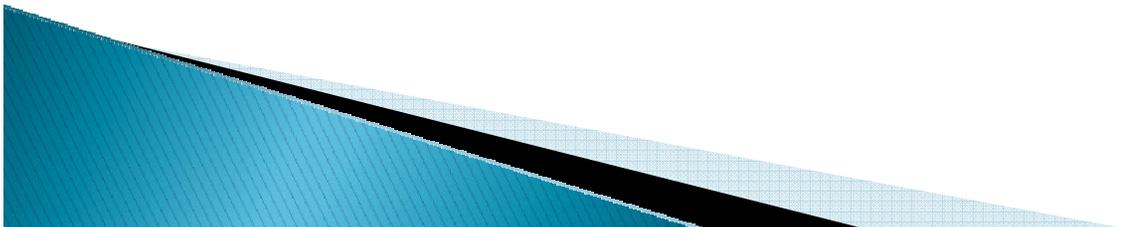
- ▶ For Berks County, the approach was driven by the WIB's strategic priority for a strong, employer-connected, demand-driven One-Stop.



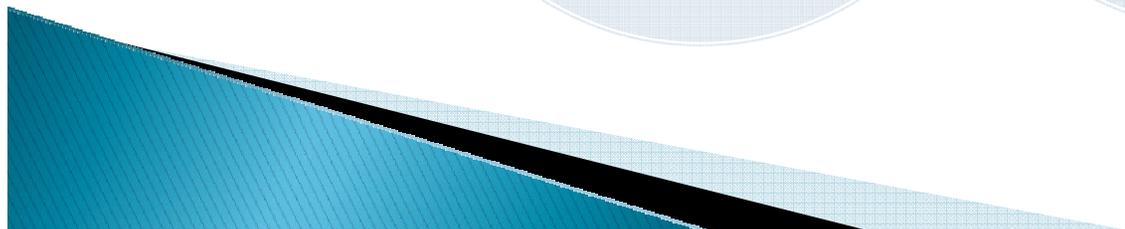
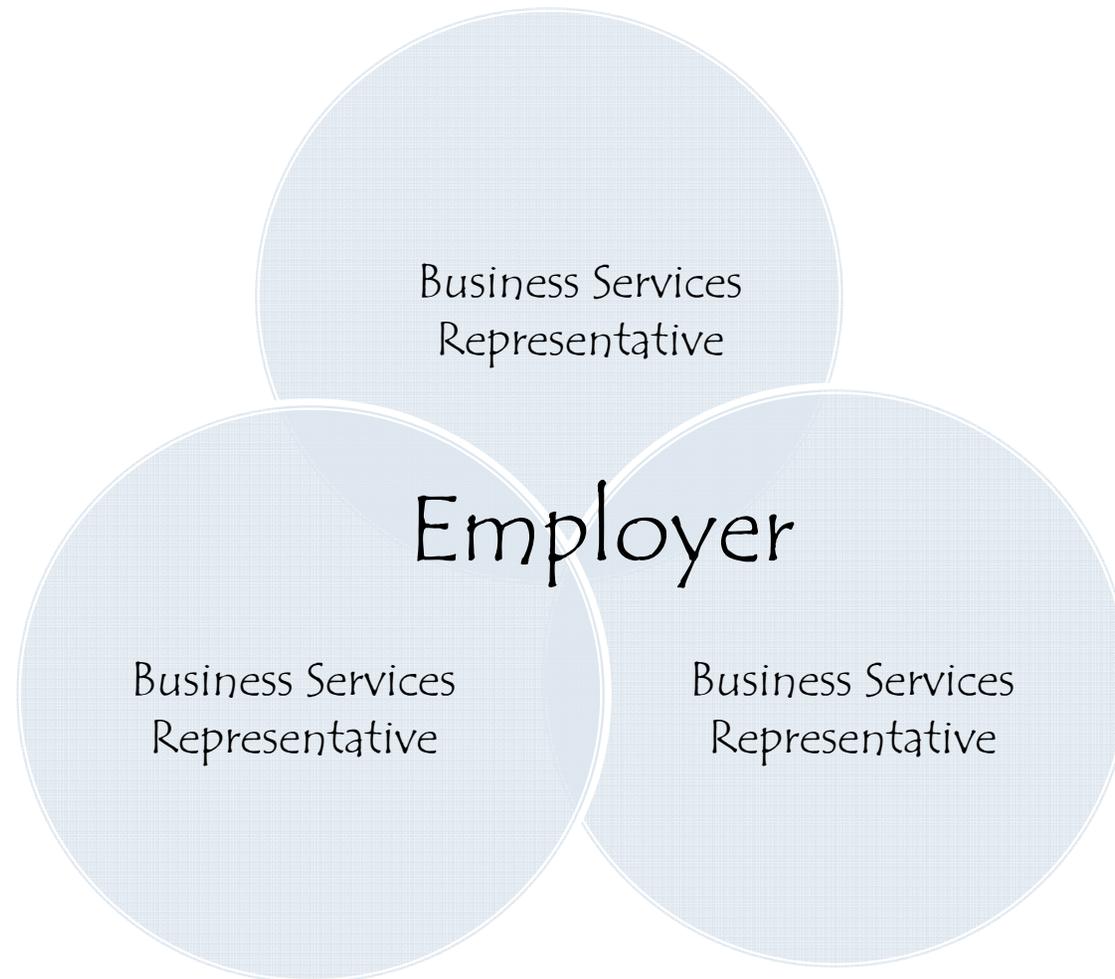
# What Makes Us Unique?

- ▶ We only work with employers
- ▶ We do NOT meet with job seekers
- ▶ Our vision:
  - To reach out to employers; listen to their specific needs and match the right services to the employers' needs.

*We must strive to create enthusiasm in our clients, see through their eyes, understand their needs and deliver more than they expect*

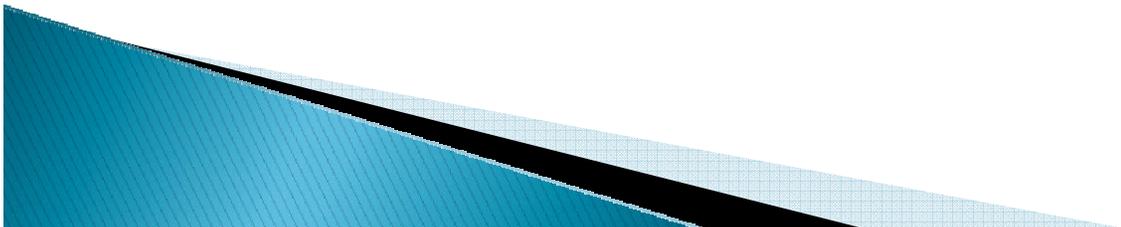


# The Model

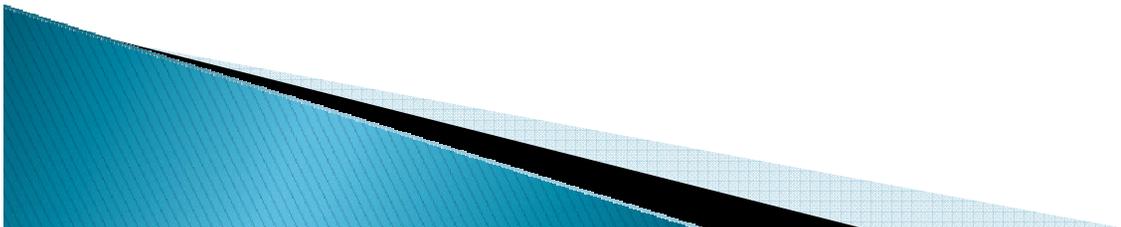


# Definition of Employer Relationship

- ▶ The ongoing cultivation of an employer through various means of communication and customer service
  - Phone calls
  - Visits – Scheduled and Unscheduled
  - Tokens of Appreciation
  - Follow Up on Everything
  - Emails and Mailings
  - Going the Extra Mile



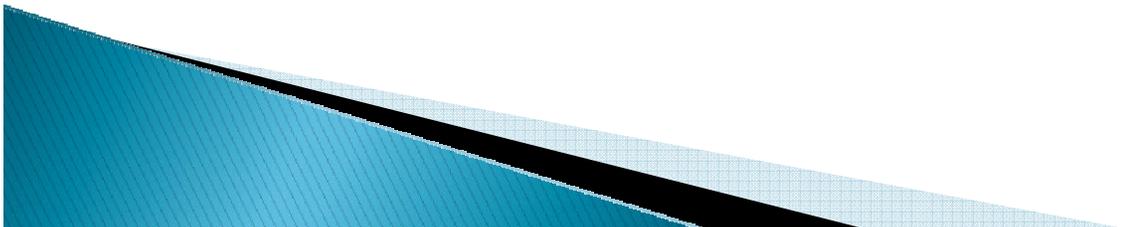
# Tokens of Appreciation



# The Strategy

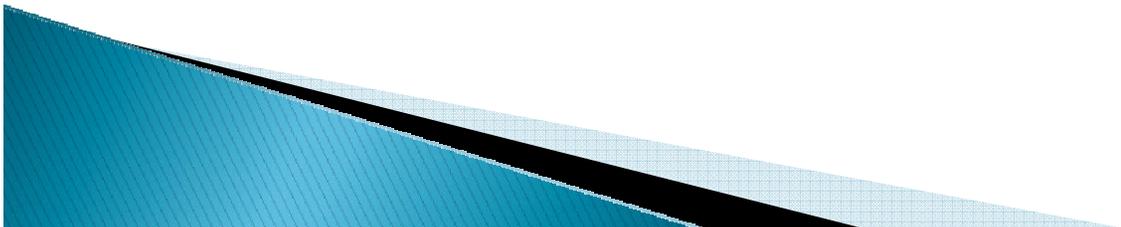
Sales and Customer Service

- ▶ Blitzing
- ▶ Key Industry Clusters by Representative
- ▶ County Separation
- ▶ Research
- ▶ Focus on the Employer's Needs
- ▶ Employer Information Resource Binder
- ▶ Follow Up



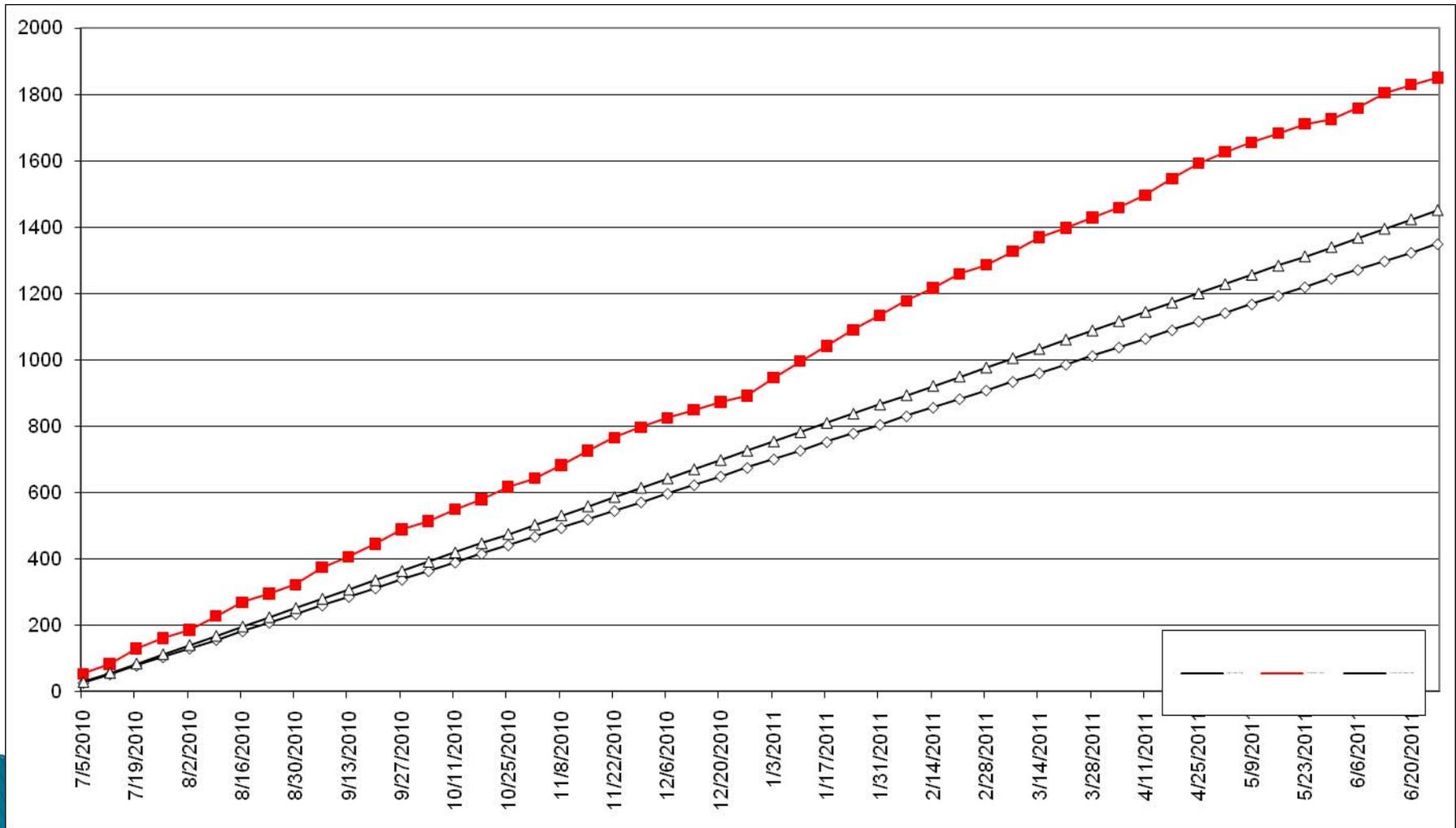
# Industry Partnerships

- ▶ Act as a resource to all employers within the partnership
  - Assist with CWDS
  - Speak about the advantages of CWDS
  - Market WorkKeys<sup>®</sup> and On-the-Job Training



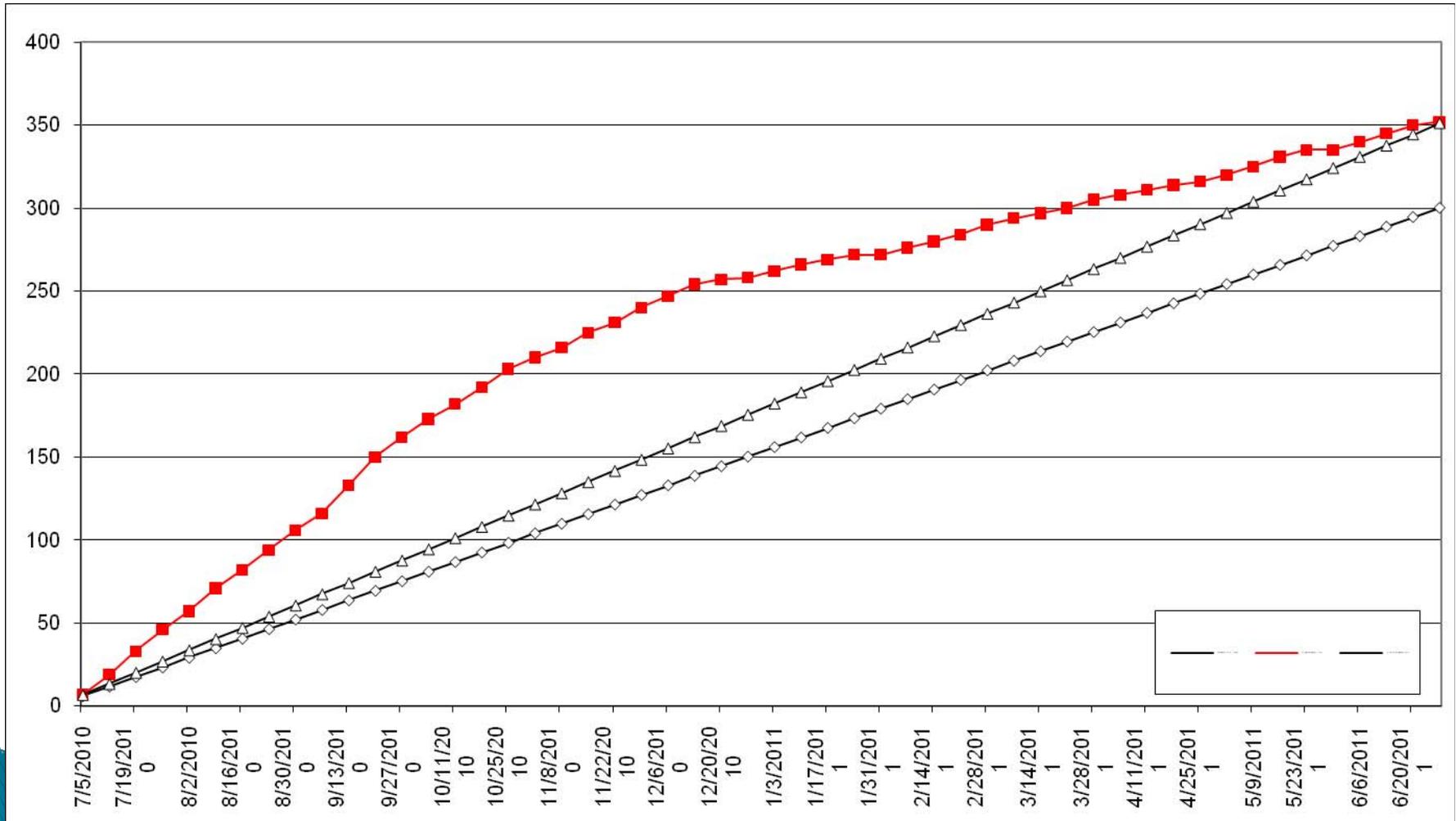
# Where are we now?

2010/2011 Job Posting Goal: 1350; Actual: 1850



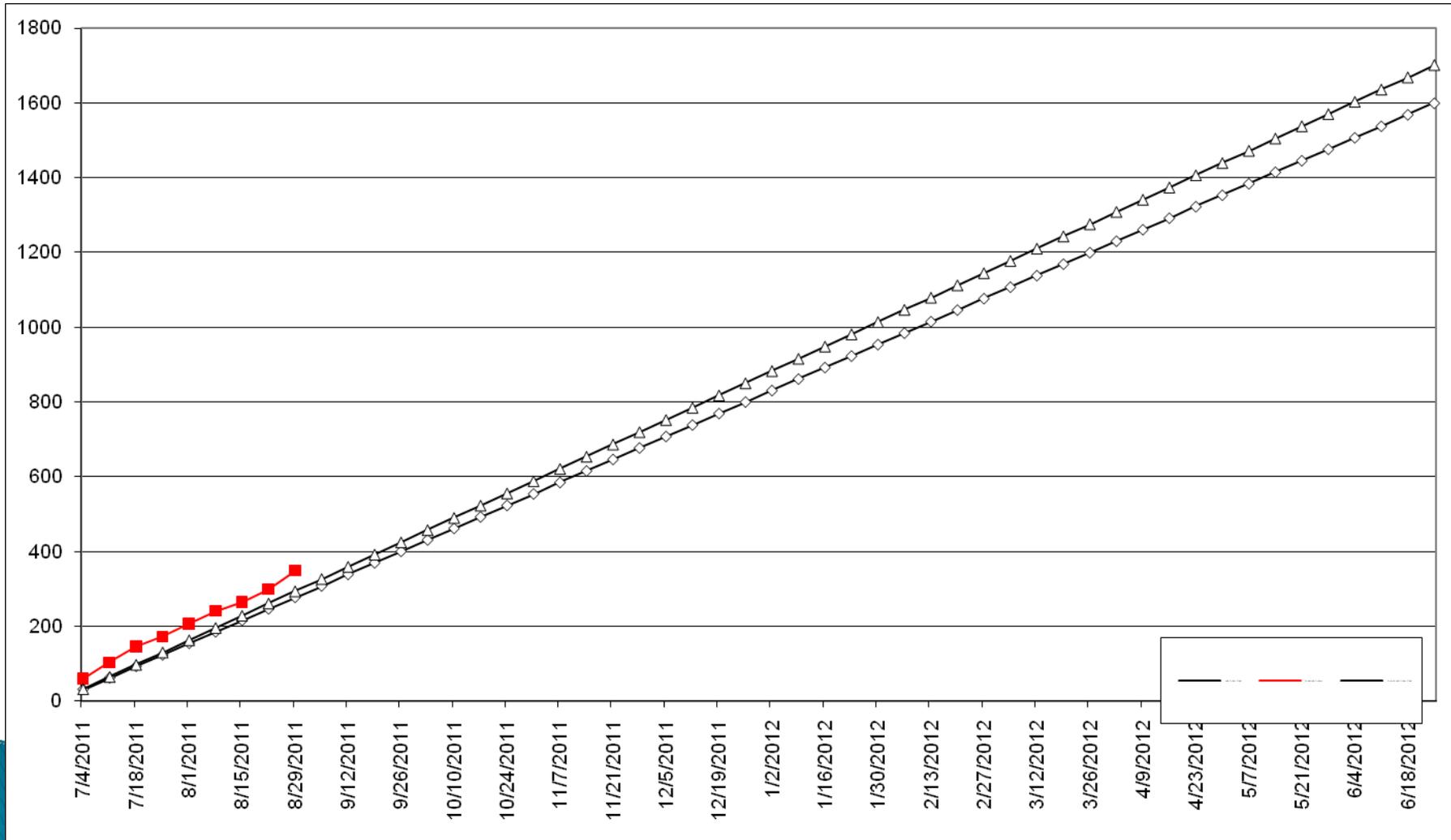
# Where are we now?

2010/2011 Employer Visit Goal: 300; Actual 351



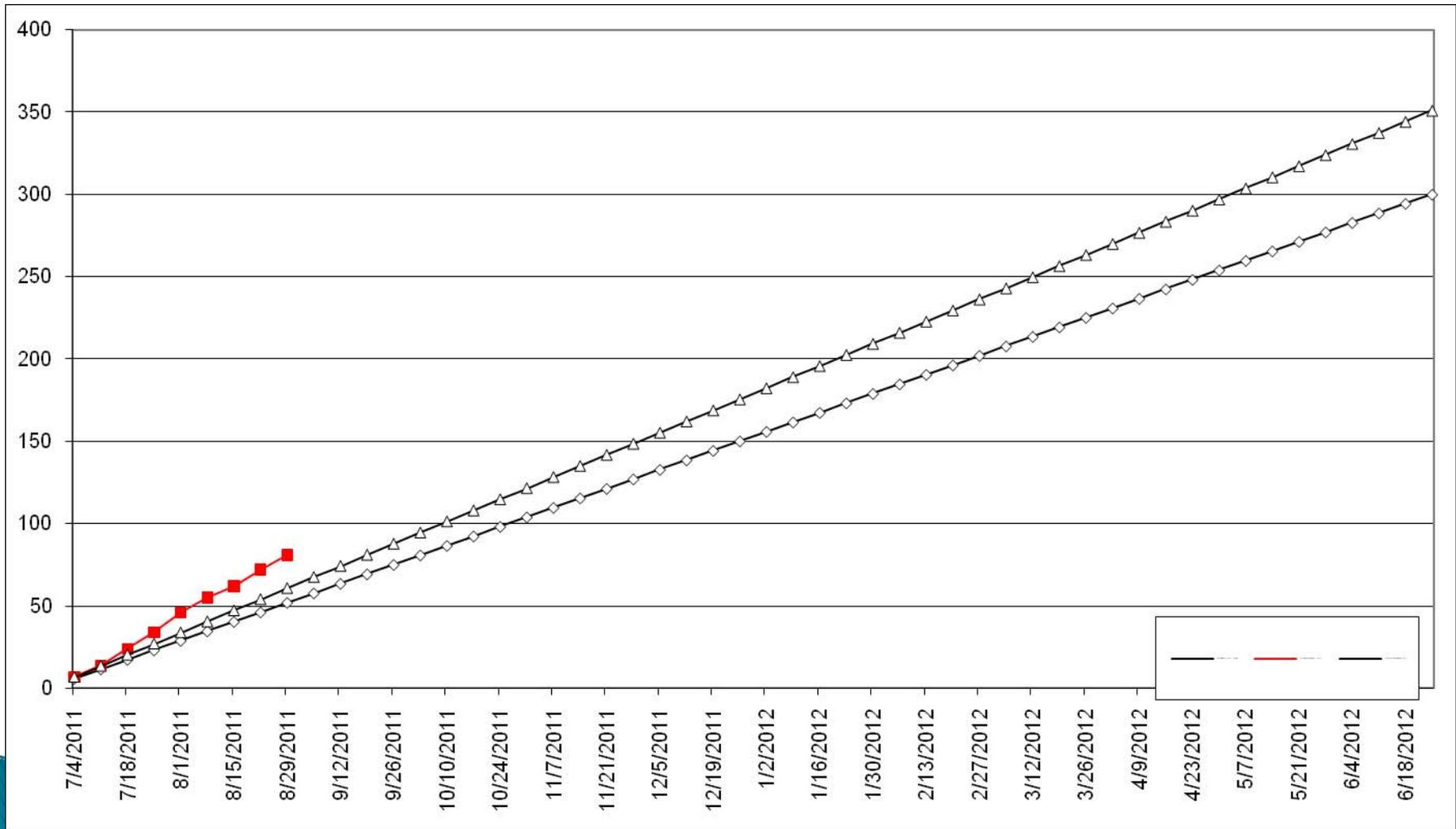
# Where are we now?

2011 / 2012 Job Posting Yr. Goal 1600;  
Current Goal: 277; Actual 349



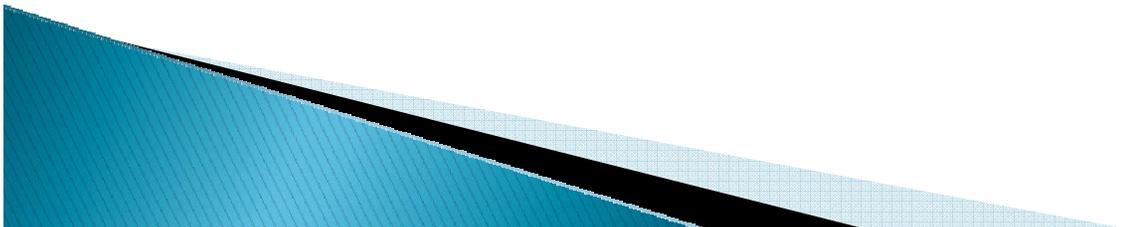
# Where are we now?

2011 / 2012 Employer Visit Yr. Goal: 300; Current Goal: 46; Actual 81



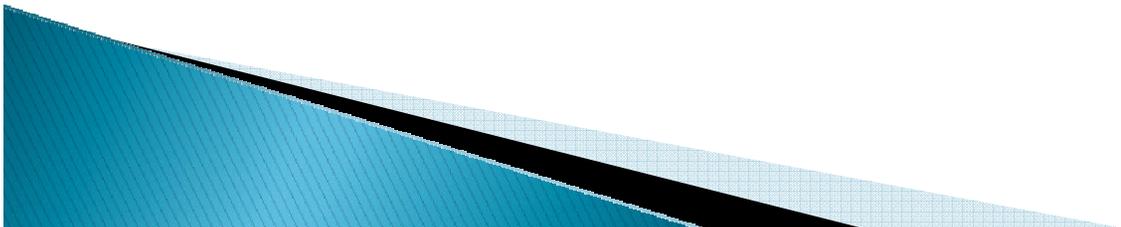
# Berks County Experience

## Training Skill Gap Determination



# Berks County

- ▶ Workforce<sup>3</sup> One OJT Toolkit
  - <https://ojttoolkit.workforce3one.org>
- ▶ OJT Training Plan Template



# Berks County

## OJT TRAINEE SKILLS GAP ANALYSIS

<b>ADDENDUM NUMBER</b>		<b>EMPLOYER</b>	
<b>PERIOD COVERED</b>	<b>to</b>	<b>TRAINEE</b>	
<b>O*NET JOB TITLE</b>			

KNOWLEDGE AND SKILLS NECESSARY TO BE SUCCESSFUL IN THE OCCUPATION		STARTING CAPABILITY
1.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
2.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
3.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
4.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
5.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
6.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
7.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
8.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
9.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)
10.		<input type="checkbox"/> Not skilled <input type="checkbox"/> Some skill <input type="checkbox"/> Skilled (previous 24 months)

Signatures:

\_\_\_\_\_  
Employment Planner

\_\_\_\_\_  
OJT Trainee

\_\_\_\_\_  
Date:

**THIS SECTION TO BE COMPLETED BY BUSINESS DEVELOPMENT SERVICES TEAM**

TORQ SCORES from previous employment of 6-month duration within the last 24 months:

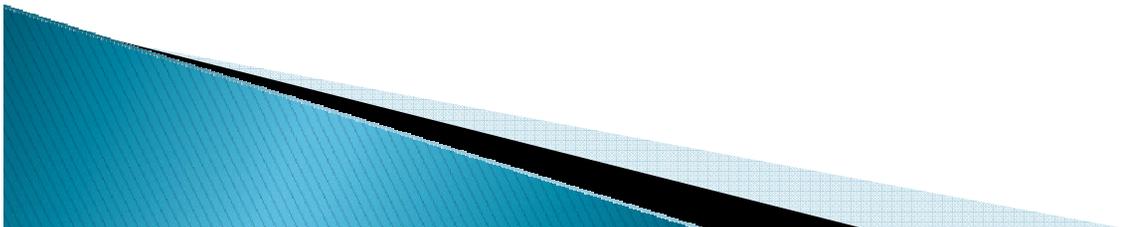
O*NET CODE _____	Knowledge _____	Skills _____	Ability _____	Grand _____
O*NET CODE _____	Knowledge _____	Skills _____	Ability _____	Grand _____
O*NET CODE _____	Knowledge _____	Skills _____	Ability _____	Grand _____
O*NET CODE _____	Knowledge _____	Skills _____	Ability _____	Grand _____

Minimum WorkKeys® scores from ACT® database: \_\_\_\_\_ AM \_\_\_\_\_ RI \_\_\_\_\_ LI

Trainee WorkKeys® scores: \_\_\_\_\_ AM \_\_\_\_\_ RI \_\_\_\_\_ LI

# TORQ

- ▶ TORQ stands for
  - Transferable Occupation Relationship Quotient
- ▶ What does it do?
  - Measures the transferability of workers among and between occupations by analyzing O\*NET descriptors of those occupations.
- ▶ Levels of TORQ
  - Abilities, Skills and Knowledge
  - GRAND TORQ Score



# TORQ

TORQ 3.1

[Home](#) · [Project Manager](#) · [My TORQ](#) · [Help](#) · [Sign Out](#)

Kristina Harrell

## CREATE NEW PROJECT

### Project Name

J. Doe - ABC Company - OJT

### Select a Project Type

- Single Occupation
- Reemployment Analysis
- Economic Development Analysis
- Individual Reemployment Analysis beta

### Select a Primary Labor Market Area

State

Region

Next >

# TORQ

TORQ 3.1

Project name: J. Doe - ABC Company - OJT  
Project type: Reemployment Analysis  
Labor market area: Pennsylvania - Berks County WIA

Home · Project Manager · My TORQ · Help · Sign Out

Kristina Harrell

## SELECT CURRENT OCCUPATIONS

### Project Stage



### Selected CURRENT Occupation

Select one or more occupations for reemployment analysis

### Filters

[restore defaults](#)

#### Occupation

Enter occupation title, lay title or O\*NET code

grinding

#### My Filters

[select all](#) | [clear all](#)

#### Group Filters

#### O\*NET Job Family

[select all](#) | [clear all](#)

- Architecture and Engineering
- Arts, Design, Entertainment, Sports, and Media
- Building and Grounds Cleaning and Maintenance
- Business and Financial Operations
- Community and Social Services
- Computer and Mathematical
- Construction and Extraction
- Education, Training, and Library
- Farming, Fishing, and Forestry
- Food Preparation and Serving Related

### CURRENT Occupation

[ 9 found ] Filters applied: [ grinding x ] [add all](#) | [remove all](#)

Title	O*NET Code	Add
Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders	51-9021.00	<a href="#">+ add</a>
First-Line Supervisors/Managers of Production and Operating Workers (Grinding Supervisor)	51-1011.00	<a href="#">+ add</a>
Grinding and Polishing Workers, Hand	51-9022.00	<a href="#">+ add</a>
Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	51-4033.00	<a href="#">+ add</a>
Inspectors, Testers, Sorters, Samplers, and Weighers (Grinding Wheel Inspector)	51-9081.00	<a href="#">+ add</a>
Machine Feeders and Offbearers (Disco-Pad Grinding Machine Feeder)	53-7063.00	<a href="#">+ add</a>
Medical Appliance Technicians (Orthotic Finish Grinding Technician)	51-9082.00	<a href="#">+ add</a>
Rail-Track Laying and Maintenance Equipment Operators (Portable Grinding Machine Operator)	47-4061.00	<a href="#">+ add</a>
Tool Grinders, Filers, and Sharpeners (Tool Grinding Machine Operator)	51-4194.00	<a href="#">+ add</a>

# TORQ

## SELECT NEXT OCCUPATIONS

### Project Stage

Select CURRENT Occupations    Select NEXT Occupations    Prepare Report

< Previous    Next >

### Selected CURRENT / NEXT Combinations

Select one or more occupation combinations for reemployment analysis

### Filters

[restore defaults](#)

#### Occupation

Enter occupation title, lay title or O\*NET code

#### Grand TORQ Scores (35 - 100)



#### Labor Market Information

##### Median Wage (\$14k - \$139k)



##### Employment Total (10 - 6,160)



##### Annual Openings (1 - 30)



#### Labor Market Area

### Custom Filters

#### My Filters

[select all](#) | [clear all](#)

### CURRENT Occupation

Title	Median Wage	Empl.	Growth	Annual Openings	Labor Mkt. Area
Grinding, Lapping, Polishing, and Buffing M...	\$26,450	310	-3%	1	Berks Co WIA

### NEXT Occupation

[ 8 found ]

Filters applied: [ cabinet x ] [ Labor Market Area x ] [add all](#) | [remove all](#)

Grand TORQ	Title	Median Wage	Empl.	Growth	Annual Openings	Labor Mkt. Area	Add
90	Pressers, Textile, Garment, and Related Materials		150	-20 %		Berks County WI.	+ add
90	Team Assemblers	\$28,170	1,400	6 %	4	Berks County WI.	+ add
90	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	\$26,910	120	0 %		Berks County WI.	+ add
89	Furniture Finishers	\$28,790	50	-20 %		Berks County WI.	+ add
86	Cabinetmakers and Bench Carpenters	\$30,930	400	10 %	1	Berks County WI.	+ add
83	Helpers--Carpenters	\$19,580	100	10 %	1	Berks County WI.	+ add
74	Construction Carpenters	\$37,830	1,000	13 %	3	Berks County WI.	+ add
66	First-Line Supervisors/Managers of Production and Operating Workers	\$51,440	1,400	2 %	3	Berks County WI.	+ add

# TORQ

Select CURRENT Occupations    Select NEXT Occupations    Prepare Report

[Previous](#)    [Next](#)

CURRENT Occupation	NEXT Occupation	Remove
Grinding, Lapping, Polishing, and Buffing Machine Tool Setters,	Cabinetmakers and Bench Carpenters	x

## Data Categories

- Occupation Overview
- Work Experience
- Education
- Compensation
- Employment Data
- Current Job Postings
- TORQ Transitions

CURRENT / NEXT Combination

Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, M

## TORQ Transitions

Knowledge TORQ			Skills TORQ			Ability TORQ		
25 60 75 <b>82</b>			25 60 75 <b>87</b>			25 60 75 <b>89</b>		
<u>KNOWLEDGE</u>	<u>GAP</u>	<u>IMP</u>	<u>SKILLS</u>	<u>GAP</u>	<u>IMP</u>	<u>ABILITY</u>	<u>GAP</u>	<u>IMP</u>
Design:	-10	64	Operations	-16	53	Visual Color	-16	56
Production and Processing:	-4	60	Analysis:			Discrimination:		
Mathematics:	-2	60	Equipment Selection:	-9	60	Static Strength:	-9	63
			Time Management:	-9	53	Oral Expression:	-9	53
			Troubleshooting:	-2	60	Finger Dexterity:	-9	78
			Repairing:	-2	53	Manual Dexterity:	-9	75
						Speed of Limb Movement:	-7	53
						Gross Body Coordination:	-5	53
						Information Ordering:	-5	60
						Speech Recognition:	-5	53
						Trunk Strength:	-5	69
						Visualization:	-5	60
						Arm-Hand Steadiness:	-4	78
						Category Flexibility:	-4	56
						Hearing Sensitivity:	-4	56
						Rate Control:	-2	60
						Far Vision:	-2	60
						Speech Clarity:	-2	56

## Report Binder

### CURRENT Occupation

Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic

### Data Categories

[clear all](#) | [add all](#)

- Occupation Overview
- Work Experience
- Education
- Compensation
- Employment Data
- Current Job Postings
- TORQ Transitions

### Download Report to:

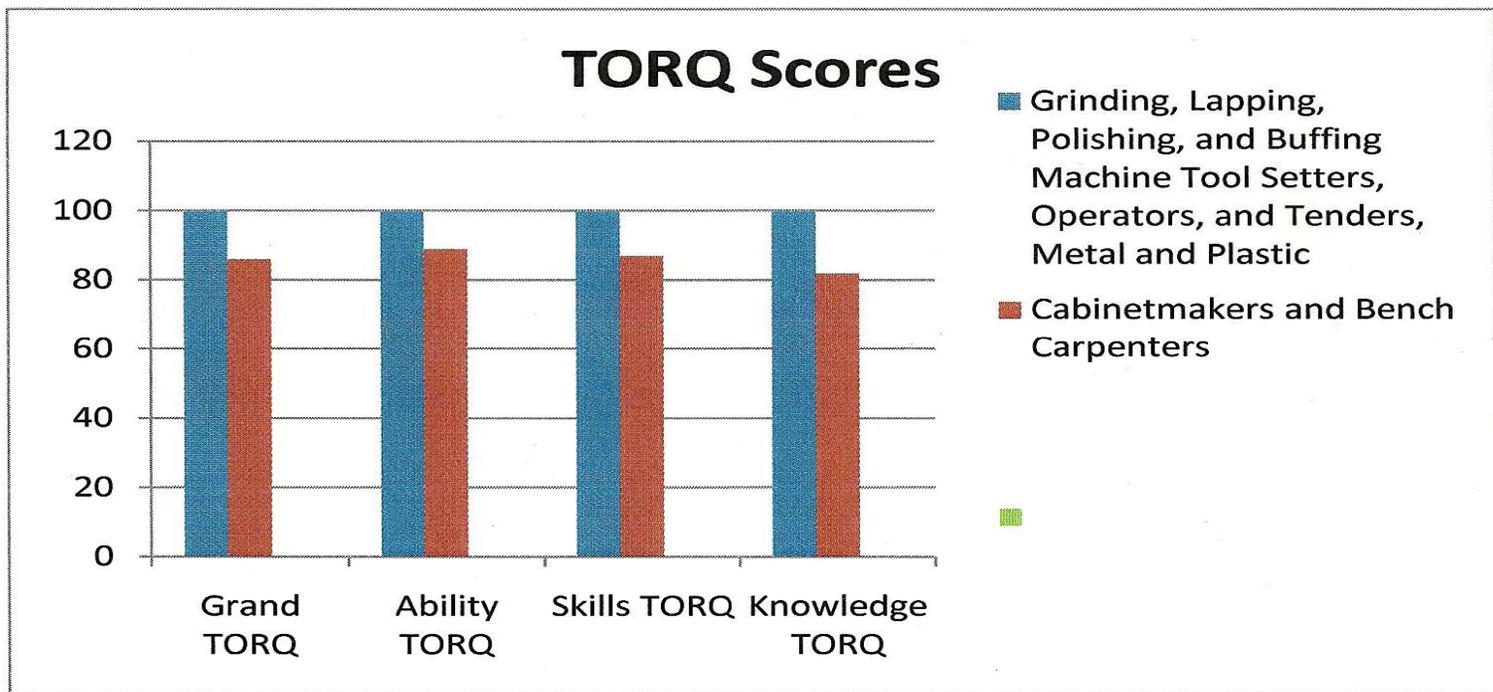
Excel

 Download Report

# TORQ

Project Name J. Doe - ABC Company - OJT  
Analyst Kristina Harrell  
Organization  
Project Labor Market Area Berks County WIA

	Current Occupation	Next Occupations
	Grinding, Lapping, Polish	Cabinetmakers and Bench Carpenters
Grand TORQ	100	86
Ability TORQ	100	89
Skills TORQ	100	87
Knowledge TORQ	100	82



# TORQ

TORQ 3.1

[Home](#) · [Project Manager](#) · [My TORQ](#) · [Help](#) · [Sign Out](#)

Kristina Harrell

## CREATE NEW PROJECT

### Project Name

J. Doe - ABC Company - OJT

### Select a Project Type

- Single Occupation
- Reemployment Analysis
- Economic Development Analysis
- Individual Reemployment Analysis beta

### Select a Primary Labor Market Area

State

Region

Next >

# TORQ

Project name: J. Doe - ABC Company - OJT

Project type: Reemployment Analysis

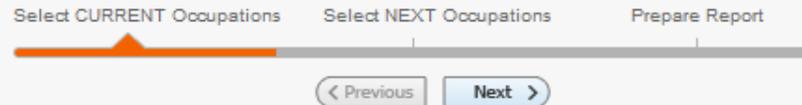
Labor market area: Pennsylvania - Berks County WIA

Home · Project Manager · My TORQ · Help · Sign Out

Kristina Harrell

## SELECT CURRENT OCCUPATIONS

### Project Stage



### Selected CURRENT Occupation

CURRENT Occupations	Remove
Billing, Cost, and Rate Clerks	x

### Filters

[restore defaults](#)

#### Occupation

Enter occupation title, lay title or O\*NET code

Billing

#### My Filters

[select all](#) | [clear all](#)

#### Group Filters

#### O\*NET Job Family

[select all](#) | [clear all](#)

- Architecture and Engineering
- Arts, Design, Entertainment, Sports, and Media
- Building and Grounds Cleaning and Maintenance
- Business and Financial Operations
- Community and Social Services
- Computer and Mathematical
- Construction and Extraction
- Education, Training, and Library
- Farming, Fishing, and Forestry
- Food Preparation and Serving Related

### CURRENT Occupation

[ 10 found ] Filters applied: [ Billing x ] [add all](#) | [remove all](#)

Title	O*NET Code	Add
Bill and Account Collectors (Billing Manager)	43-3011.00	+ add
Billing, Cost, and Rate Clerks	43-3021.02	added
Billing, Posting, and Calculating Machine Operators	43-3021.03	+ add
Bookkeeping, Accounting, and Auditing Clerks (Billing Clerk)	43-3031.00	+ add
Data Entry Keyers (Billing Clerk)	43-9021.00	+ add
First-Line Supervisors/Managers of Office and Administrative Support Workers (Billing Department Supervisor)	43-1011.00	+ add
Medical Assistants (Medical Billing Specialist)	31-9092.00	+ add
Medical Records and Health Information Technicians (Medical Billing Coder)	29-2071.00	+ add
Medical Secretaries (Medical Billing Specialist)	43-6013.00	+ add
Telephone Operators (Long Distance Billing Operator)	43-2021.00	+ add

# TORQ

Labor market area: Pennsylvania - Berks County WIA

Kristina Harrell

## SELECT NEXT OCCUPATIONS

**Project Stage**

Select CURRENT Occupations    Select NEXT Occupations    Prepare Report

[< Previous](#)    [Next >](#)

**Selected CURRENT / NEXT Combinations**

Select one or more occupation combinations for reemployment analysis

**Filters** [restore defaults](#)

▼ **Occupation**  
Enter occupation title, lay title or O\*NET code

**Grand TORQ Scores (27 - 100)**

**Labor Market Information**

▼ **Median Wage (\$14k - \$139k)**

▼ **Employment Total (10 - 6,160)**

▼ **Annual Openings (1 - 30)**

▶ **Labor Market Area**

**CURRENT Occupation**

Title	Median Wage	Empl.	Growth	Annual Openings	Labor Mkt. Area
Billing, Cost, and Rate Clerks	\$29,630	560	4%	1	Berks Co WIA

**NEXT Occupation**

[ 86 found ]    < 5 >

Filters applied: [ Maintenance x ] [ Labor Market Area x ]    [add all](#) | [remove all](#)

Grand TORQ	Title	Median Wage	Empl.	Growth	Annual Openings	Labor Mkt. Area	Add
32	▶ Electricians	\$52,500	890	11 %	3	Berks County WI.	+ add
32	▶ Maintenance and Repair Workers, General	\$34,490	2,120	10 %	6	Berks County WI.	+ add
31	▶ Aircraft Mechanics and Service Technicians		30	0 %		Berks County WI.	+ add
31	▶ Millwrights	\$38,620	210	0 %	1	Berks County WI.	+ add
30	▶ Mobile Heavy Equipment Mechanics, Except Engines	\$37,780	110	9 %		Berks County WI.	+ add
29	▶ Industrial Machinery Mechanics	\$40,490	390	5 %	1	Berks County WI.	+ add

< 5 >

# TORQ

## PREPARE REPORT

### Project Stage

Select CURRENT Occupations    Select NEXT Occupations    Prepare Report

[< Previous](#)    [Next >](#)

### Selected CURRENT / NEXT Combinations

CURRENT Occupation	NEXT Occupation	Remove
Billing, Cost, and Rate Clerks	Maintenance and Repair Workers, General	x

### Data Categories

- Occupation Overview
- Work Experience
- Education
- Compensation
- Employment Data
- Current Job Postings
- TORQ Transitions

CURRENT / NEXT Combination  
 Billing, Cost, and Rate Clerks / Maintenance and Repair Workers, General (Berks Co WIA) ▼

### TORQ Transitions

Knowledge TORQ			Skills TORQ			Ability TORQ		
25 60 75 <b>17</b>			25 60 75 <b>39</b>			25 60 75 <b>41</b>		
<u>KNOWLEDGE</u>	<u>GAP</u>	<u>IMP</u>	<u>SKILLS</u>	<u>GAP</u>	<u>IMP</u>	<u>ABILITY</u>	<u>GAP</u>	<u>IMP</u>
Mechanical:	-72	87	Equipment Maintenance:	-52	75	Multilimb Coordination:	-54	66
Building and Construction:	-85	71	Repairing:	-52	72	Static Strength:	-48	56
Design:	-57	58	Troubleshooting:	-48	60	Manual Dexterity:	-30	69
Engineering and Technology:	-48	55	Equipment Selection:	-43	60	Visualization:	-30	60
Public Safety and Security:	-38	67	Installation:	-39	53	Control:	-29	53
Mathematics:	-2	54	Quality Control:	-25	56	Precision:	-25	63
			Analysis:	-5	53	Arm-Hand Steadiness:	-25	63
			Complex Problem Solving:	-4	56	Finger Dexterity:	-14	56
			Monitoring:	-4	56	Information Ordering:	-12	69
			Critical Thinking:	-2	60	Inductive Reasoning:	-11	63
						Selective Attention:	-9	56
						Problem Sensitivity:	-7	75
						Deductive Reasoning:	-5	56
						Oral Expression:	-2	53

### Report Binder

#### CURRENT Occupation

Billing, Cost, and Rate Clerks ▼

#### Data Categories

[clear all](#) | [add all](#)

- Occupation Overview x
- Work Experience x
- Education x
- Compensation x
- Employment Data x
- Current Job Postings x
- TORQ Transitions x

#### Download Report to:

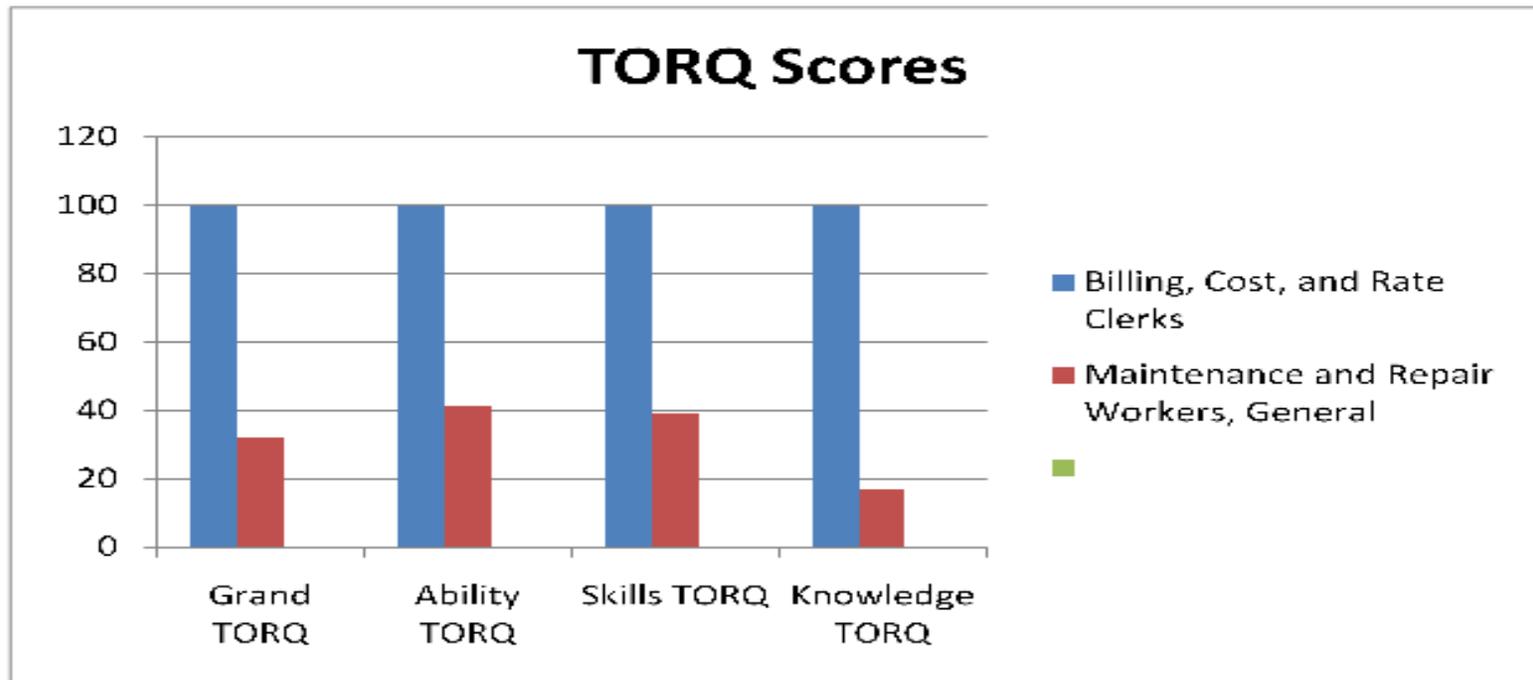
Excel ▼

[Download Report](#)

# TORQ

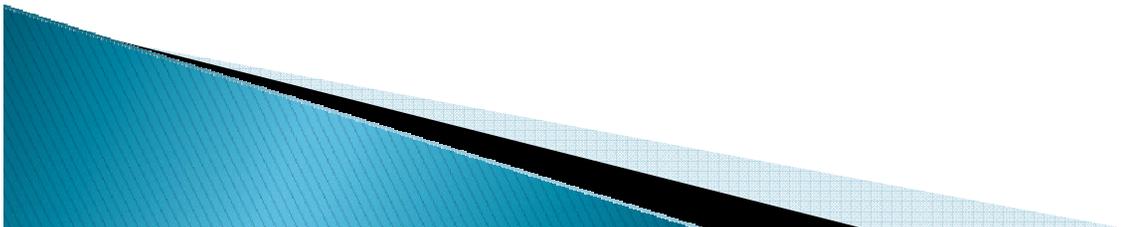
Project Name J. Doe - ABC Company - OJT  
Analyst Kristina Harrell  
Organization  
Project Labor Market Area Berks County WIA

	Current Occupation	Next Occupations
Grand TORQ	Billing, Cost, and Rate Cl	Maintenance and Repair Workers, General
Ability TORQ	100	32
Skills TORQ	100	41
Knowledge TORQ	100	39



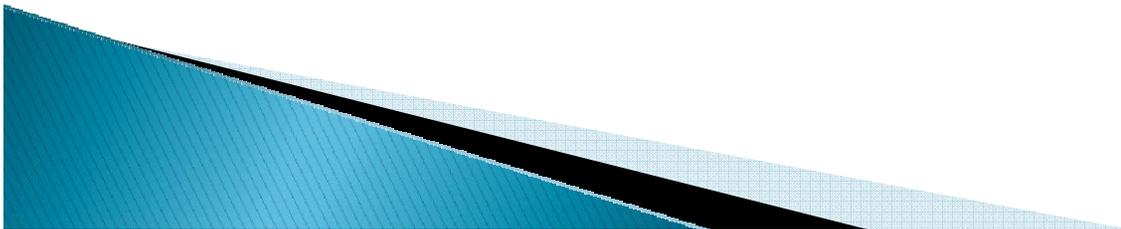
# TORQ

- ▶ O\*NET Job Zone
- ▶ TORQ Transferability Reduction
  - Grand TORQ Score of 90 - 95 = 40%
  - Grand TORQ Score of 85 - 89 = 20%
- ▶ TORQ Skills Gap Reimbursement Rate
  - Grand TORQ Score of 21 - 40 = 75%
  - Grand TORQ Score of 0 - 20 = 90%



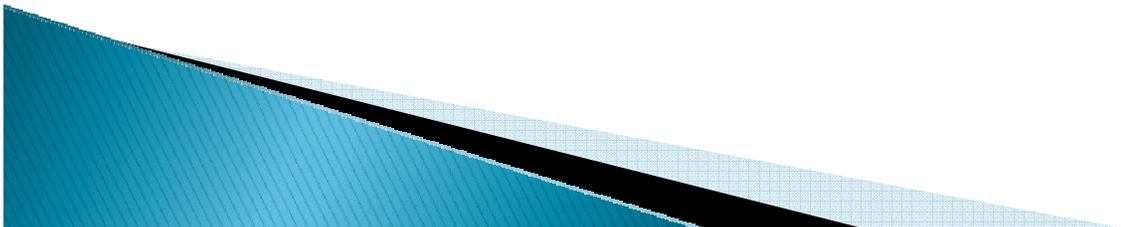
# TORQ

- ▶ Machine Tool Setter to a Cabinetmaker
  - Job Zone 3 = 800 hours
  - Grand TORQ = 86
  - Subtract 20%
  - Total OJT hours = 640



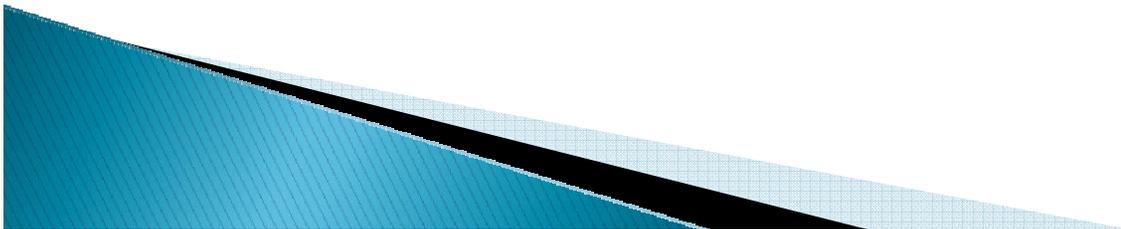
# TORQ

- ▶ Billing Clerk to a Maintenance and Repair Worker
  - Job Zone 3 = 800 hours
  - Grand TORQ = 32
  - Skill's Gap Reimbursement Rate at 75%



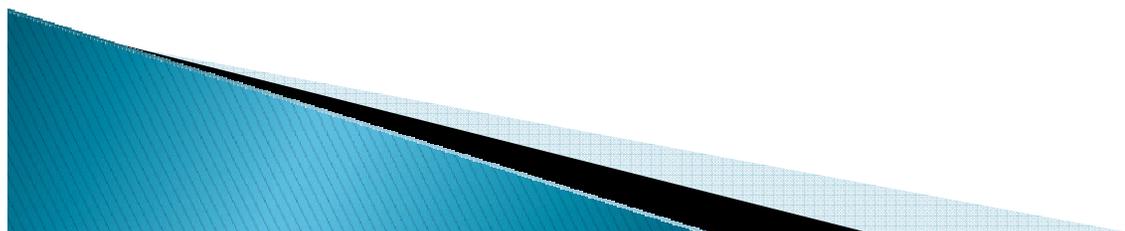
# Critical Functions of the Project Business Development and Placement

Mike Lawrence  
Corporation for a Skilled Workforce



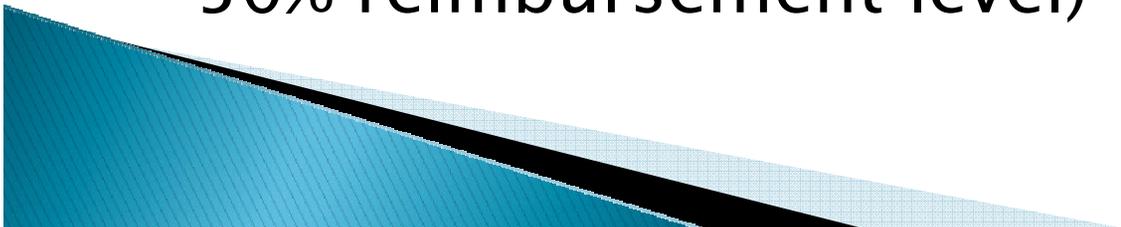
# Recruitment Techniques– Job Seekers

- ▶ Brochures, Business Cards, Marketing Letters
- ▶ Combing files of TAA Graduates, PA CareerLink® Registered Job Seekers, other Job Seekers in the Workforce Development System
- ▶ Comparing Job Orders and Related Online Applicants
- ▶ Embedding into One Stop activities
  - Customized, enhanced job search, special coaching with this On the Job Training program
- ▶ Job Fairs



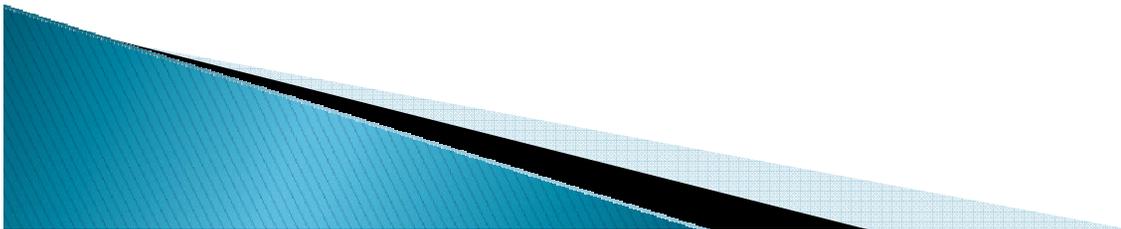
# Employer Marketing Examples

- ▶ Direct Employer Marketing
  - Marketing Brochures to Employers
  - Presentations at Business Groups, Chambers of Commerce
  - Linkage with Industry Partnerships
- ▶ Job Seeker Marketing
  - Earning a Voucher; Card Presentation (from Job Seeker)
  - Special Targeted Job Search
- ▶ The Job Creation benefit (especially above 50% reimbursement level)



# Marketing

- ▶ {Video} Capitol Connections





# PA NEG OJT

Discussion

Questions?

Comments?

Suggestions?

# Contact Information

## Presenters:

Kristina Harrell, Business Development Manager

Ph: 610-988-1329 Email: [kharrell@bccl.org](mailto:kharrell@bccl.org)

EDSI, PA CareerLink® Berks County

Mike Lawrence, Senior Policy Associate

Ph: 734-769-2900, Ext. 249 Email: [mlawrence@skilledwork.org](mailto:mlawrence@skilledwork.org)

Corporation for a Skilled Workforce

Terry Snyder

Ph: 717-787-8768 Email: [tersnyder@state.pa.us](mailto:tersnyder@state.pa.us)

Bureau of Workforce Development Partnership

PA Department of Labor and Industry

## Additional Contacts:

William Thompson, Executive Director

Ph: 724-755-2145 Email: [wthompson@westfaywib.org](mailto:wthompson@westfaywib.org)

Westmoreland Fayette Workforce Investment Board

