



INITIATIVES



US DOL-EMPLOYMENT AND TRAINING ADMINISTRATION
REGION 2-PHILADELPHIA

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May 2002

ASSISTANT SECRETARY VISITS PHILADELPHIA REGION

Assistant Secretary Emily Stover DeRocco visited the Philadelphia Region March 13-15, 2002. While in the region, Ms. DeRocco made it a priority to visit Philadelphia's Germantown One-Stop Center and the non-residential Job Corps Center. She particularly enjoyed spending time with the students and learning about their career aspirations and goals.

Ms. DeRocco was also invited to the Pennsylvania Workforce Board's quarterly meeting held in Exton on March 15. Ms. DeRocco outlined for the Board, the Administration's bold vision for a customer driven system that recognizes the importance of the employer as a primary customer of the workforce system. The message was well received by the Pennsylvania Board.

The Assistant Secretary ended her three-day visit to the Region with an all-employee ETA Staff meeting. She gave the staff an overview of key ETA accomplishments and an initial look at the new initiatives and goals of the Employment and Training Administration: the importance of customer service, employer-focused programming and the principals of Federalism.

REGIONAL OFFICE MOURNS BILL HALTIGAN

By now, most of you know that Bill Haltigan, our former Regional Administrator, died of cancer on February 11th in Virginia Beach. For many of us, Bill was not just a boss, but a mentor and friend. Bill, who was 76, was ETA Regional Administrator in Philadelphia from 1979 to 1995 when he retired after 44 years of Federal service.

Bill had a long and varied career. A labor economist by

Continued on page 2

KVAERNER PROJECT MAKING PROGRESS

Kvaerner ASA, a Norwegian-based multinational company, has agreed to provide their workers with extensive on-the-job, classroom, and overseas training, to gain the skills necessary to succeed as qualified shipbuilders in their state-of-the-art facility. This complex endeavor involves millions of taxpayer dollars including state, local, and multiple Federal agency grants. Kvaerner's objective is to train a world-class workforce that will ensure the viability of shipbuilding at the Philadelphia Shipyard in the future.

Some components of the Kvaerner ASA philosophy are:

-  Focus on core competency processes
-  Design the facility around these processes
 -  Use latest automation technology
 -  Use the simplest material flow
-  Design manufacturing organization around these processes
 -  Self-directed process teams (hire minds, not just hands)
 -  Multiple-skill, highly trained team members
-  Subcontract all other processes to experts in those fields
 -  Supplier network with teams delivering turn-key systems
 -  Supplier teams selected for good ideas, not just low prices



Just as the first ship is now emerging from the site, so are the workers' new skills.

Kvaerner ASA believes that combining state-of-the-art technology with European shipbuilding philosophy and training methods will revolutionize commercial shipbuilding in the United States. Proponents agree with that assessment.

We will continue to provide updates throughout the life of the project.

INSIDE THIS ISSUE:

- 2 TEUC Explained
- 2 ATELS Marks 65th Anniversary
- 2 Sharing Promising Practices
- 3 Innovations: Highlighting Promising Practices
- 4 LMI Page
- 5 Youth Page: Alternative Schools at Work
- 6 Conference Report-WLA/TANF Forum
- 6 Ticket-to-Work in brief
- 6 Welcoming Customers with Disabilities
- 7 MACC and Special Requirements for Farmworkers
- 8 Resources: Calendar of Events, Websites, Acronyms



Bill Haltigan

Continued from page 1:

training, he was one of the first managers of the Job Corps Program and served as Deputy Director of the Public Service Employment Program. Later, he became the Manpower Administrator (forerunner of ETA) in San Francisco and then in Philadelphia. He was one of the original members of the Senior Executive Service.

Bill was probably best known for his passionate interest in migrant farm worker issues. In the early 1950s, he helped launch the controversial Bracero Program that brought then urgently needed farm labor from Mexico to California. He later became an advocate of farm worker rights and used his office to better the conditions of migrant workers. His passion and deep knowledge of farm labor issues lead him to the forefront of groundbreaking decisions that aided the plight of farm workers in the region and across the country.

Bill was born in Jerome, Arizona, and grew up in nearby Clarkdale. Bill was 16 when the Japanese bombed Pearl Harbor and the U.S. entered World War II. He joined the Army and was sent to England in 1944. On June 6, 1944, a few days before his 19th birthday, Bill was among the troops that landed on Normandy Beach. Later, he served as a combat Infantryman in the Battle of the Bulge and by VE Day, had been promoted to Master sergeant, one of the youngest in the Army at the time.

Returning from the Army, Bill attended the University of Arizona. After graduating with a BA in Economics and election to Phi Beta Kappa, he was selected to attend Oxford University as a Rhodes scholar, but chose instead to accept a scholarship to McGill University in Montreal, Canada, where he earned a Master of Arts degree in Economics, with honors. After McGill, Bill returned to Arizona and started his public service career as a labor economist with the Arizona Job Service. That position led to employment with the U.S. Department of Labor.

Bill is survived by his daughter, Rosie, of Arlington, VA; three sons, William, James, and Michael; two granddaughters, Heather Lynn and Lela Anne; a sister and a brother.

A memorial service was held at Arlington National Cemetery on February 28th followed by a reception at the Fort Meyers NCO Club. The service was well attended by family, friends and former co-workers who shared treasured memories, photographs and funny stories about the man who was William J. Haltigan. Had Bill been there, he would have enjoyed every minute of it.



TEUC 2002

On March 9, 2002, President Bush signed into law the Temporary Extended Unemployment Compensation (TEUC) Act of 2002, Public Law 107-147. The TEUC program provides for up to 13 weeks of 100 percent federally financed unemployment benefits in all states and up to an additional 13

weeks in states that are in an Extended Benefit (EB) period. It also lowered the EB trigger from a 5% insured unemployment rate to a 4% rate.

With the advent of the TEUC program substantially more customers were added to states' workloads and once again the state UI staff met the challenge and successfully adjusted to the situation.

Although all of the states have experienced a significant increase in workload, they have efficiently, effectively, and diligently delivered the necessary services to their customers as evidenced by the unprecedented number of TEUC notices and benefit checks issued as of April 1, 2002.

What is most evident in any discussion regarding TEUC is the willingness on the part of state UI personnel to accept the challenge and deliver the services.

NEW DEAL TO NEW MILLENNIUM 1937 TO 2002 & BEYOND...

In celebrating its sixty-fifth year of providing no-cost consulting and assistance in identifying skilled training needs and developing quality training programs, the Bureau of Apprenticeship & Training marks a significant milestone in working to enhance America's job force through quality workmanship in over 855 skills, trades, and crafts.

Modern technical skills, familiar trades, and ancient or unique crafts are among those occupations that are apprenticeable under a registered apprenticeship program. Registered apprenticeship programs contribute significantly toward increasing productivity by virtue of the higher skill levels that are attained by workers and retained by employers, creating a more flexible workforce.

Apprenticeship and Training Representatives are located throughout the Mid-Atlantic region, comprising PA, VA, WV, MD, DE, & DC. Employers can be referred to their area representatives throughout the region by calling the numbers listed for their state or district. Also, check out our web site at www.doleta.gov/atels_bat/.

PA	717-221-3496	MD	410-962-2676
DE	302-761-8118	DC	202-724-7246
VA	804-771-2488	WV	304-347-5794

SHARING PROMISING PRACTICES



The Employment and Training Administration realizes that as states and local areas continue to rebuild and refine their employment and training systems, there is a need for real-time access to promising practice information on a wide range of issues. To facilitate the sharing of information, ETA has issued a grant for the development of a national Promising Practices Consortium that will build and manage a comprehensive system for sharing promising practices from around the country.

The Consortium, which is made up of local and state

Continued on page 7



Highlighting Promising Practices:

INNOVATIONS

Philadelphia Careerlink Mystery Shops its way to Success



The Philadelphia CareerLink Consortium and WIB have introduced two exciting innovations meant to improve the quality and measurement of **CareerLink** services.

Service Stars, a collaborative effort with Customer Service Experts, Inc., is a highly successful "mystery shopper" program that rewards employees for superior customer service and training-workshop performance excellence. Trained shoppers anonymously evaluate staff customer service activities, reporting strengths, and areas requiring further development. The staff continues to show particular improvement in their customer service skills toward people with disabilities, customers wanting to use the Career Resource Area, and customers conducting a job search.

Everyone likes to be honored for a job well done. After some initial skepticism, **CareerLink** staff members now look forward to the excitement of "winning and being recognized." Cash or participation certificates are awarded at special ceremonies recognizing excellence in customer service, thereby enhancing employee motivation, morale, and job satisfaction. Last December, a total of fourteen \$25 gift certificates to a department store were presented to **CareerLink** staff members receiving customer satisfaction ratings of 90 percent or above.

In other news, the **CareerLink Membership Card** program was implemented by Philadelphia in February. It is a state-of-the-art "swipe card" system designed to provide employers, center management, partnering agencies, and government officials with valuable usage and performance information. Each job seeker will "swipe" his or her card to select the services they are utilizing. "Swipe cards" can be used at any **CareerLink** center. Data compiled through "swipe card" technology can be used in conjunction with customer satisfaction surveys and other partner systems to provide a comprehensive picture of **CareerLink** Center effectiveness.

Northern Virginia Caters to Business

A Business Advisory Group has been created to work with program staff who are building a center for startup businesses. The center development is being funded by the Model One-Stop grant, and will provide resources as well as consulting assistance and business classes. The center will be located in the Falls Church "SkillsSource Center" building. A September opening is planned.

(Source: Northern Virginia Workforce Investment Board News and Information, March 2002)

New Strategic Planning Guidebook Unveiled by Commerce Department

A new guidebook that helps local areas develop strategic plans for the twenty-first century workforce driven by technology is now available on-line. The guidebook was developed by the U.S. Commerce Department's Economic Development Administration (EDA) to provide planners with best practice examples from around the country and the necessary resources, background, and "how-to" knowledge needed to put them in place. For more information please visit EDA's website at: www.doc.gov/eda

To download a copy of the guidebook please visit:

Strategic Planning in the Technology Driven World: A Guidebook for Innovation-Led Development:
www.doc.gov/eda/pdf/1G3_21_stratplan-tech.pdf

Disability Information Technology Initiative

Project Train IT is an innovative training and placement program being piloted by the [Shenandoah Valley Workforce Investment Board](#) in conjunction with the [New River /Mt.Rogers Workforce Investment Board](#), the [Western Virginia Workforce Investment Board](#) and the [Workforce Today Workforce Investment Board](#). A combination of state-of-the-art Internet-based learning resources with well-established rehabilitative services to prepare individuals with disabilities for [jobs in information technology](#) sets the TRAIN IT initiative in a class by itself. During the next several months, as many as forty persons with disabilities—75% with multiple or severe disabilities—will be learning what it takes to meet the technology challenges of the 21st century workplace. A distinctive feature of the project is its Internet-based approach to training. Project participants are learning in a [virtual classroom](#) that allows them to pursue their training through the Internet on their own schedule at home or a place convenient to them. Through the [Sponsors Program](#), participants have access to mentors from the IT industry for informal advice and counsel, and in the later phases of the program, they will complete a "real world," on-the-job internship that will allow them to test their newly developed IT skills. They will also have access to a wide variety of placement resources.

For more information regarding the project or for information on how you can help, please view our web site at <http://www.vwrc.net/trainit> or contact: Marilyn J. Stroud, Project Coordinator marilyn@valleyworkforce.com

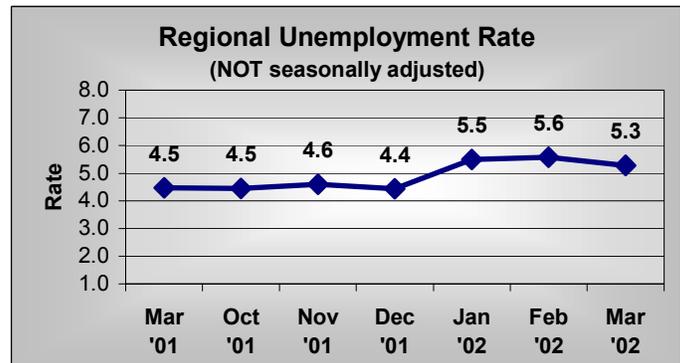
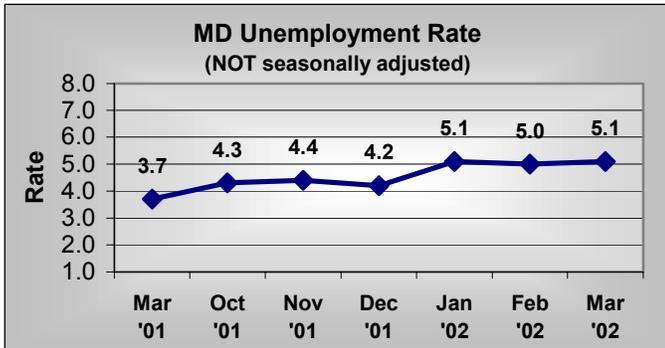
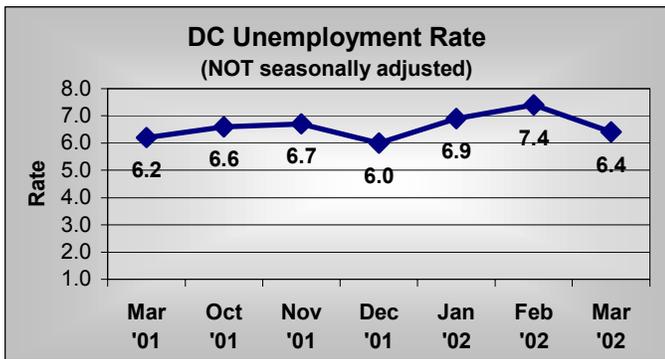
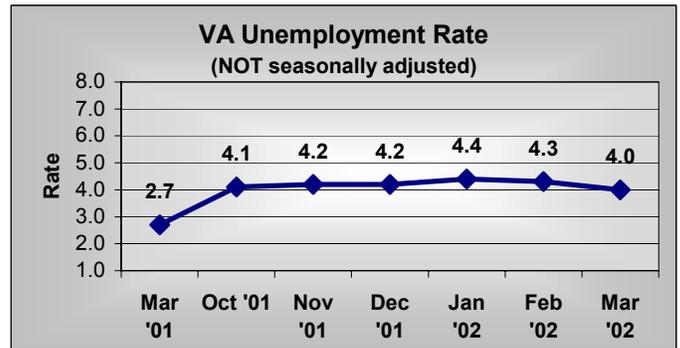
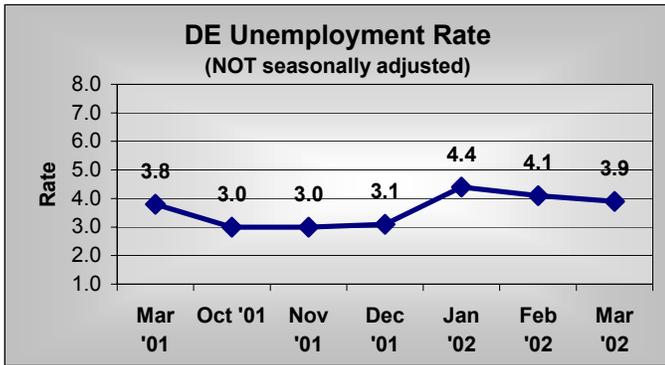
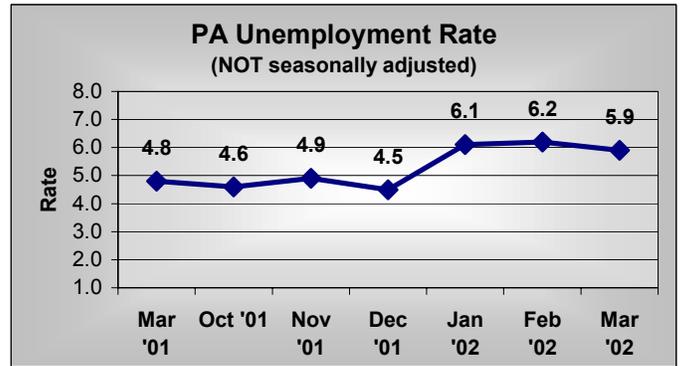
VA Relay Center 800-828-1120

LABOR MARKET INFORMATION PAGE

America's Career Kit

Looking for a list of in-demand occupations? Need to know what skills it takes to land your dream job? Want to compare the average wage for your job with other jobs or with similar jobs in other MSAs, states, or nationally? Then visit the America's Career Info-Net at www.acinet.org. This site is just one of the America's Career Kit electronic tools which include the America Service Locator, www.servicelocator.org, America's Job Bank, www.ajb.org and the newest member, specifically for Workforce Development Professionals, Tools of the Trade: www.workforcetools.org/

LMI Charts



Source: Bureau of Labor Statistics
For more LMI please visit: www.bls.gov

Youth Page

Office of Youth Services and Job Corps



Justin & Tara unload a truck of lumber that will help build a rec room in "the Barn."

For many young people, shrill bells, clanging lockers, hall passes, cafeteria cuisine and principals barking over the intercom are not part of their educational experience. OYS team member Mark Hyman and *Initiatives* editor Jennifer Tolbert recently met some young adults in alternative school settings, where class work is combined with project-based hands-on development of occupational skills. High school dropouts, underemployed graduates, and youth needing direction are taking advantage of these opportunities to move toward full-time positions or post-secondary education. For some adjudicated youth, such programs serve as a second chance. The PA Bucks and Delaware County Offices of Employment and Training refer WIA-eligible youth with relevant assessment results and individual service strategies to these programs.

Youth Enterprise Project / Barn School



Sam paints a bathroom in "the Barn."

Two historic Bucks County barns are being renovated by young men and women, ages 16-19, who progress through a well-defined four-goal program facilitated by the Youth Services Agency of Pennsylvania (YSA). The program pays \$6.00 per hour and provides transportation to and from the work sites. The venture begins with a six-week orientation wherein the young adults experience lower-level project vocational activities that emphasize teamwork and staff bonding.

After orientation, participants either rotate through instruction in landscaping construction, and masonry trades at the Barn, or receive training under YSA supervision at other county jobs sites. Those remaining at the Barn project choose one of the former tracks for four to six months of intensive instruction. Each participant has an individualized assessment and service strategy and receives basic computer training, GED preparation or academic classes, individual or family counseling and other support services as needed. Students experiencing or causing problems receive



Joe checks the oil on a car brought in for service at the Automotive Young Adult Education Project.

ALTERNATIVE SCHOOLS AT WORK

specialized intervention.

Options for those completing the instruction phase include advanced study of a trade at a Job Corps site, continued employment at the project as mentors and role models to new students, employment in the community or return as a full-time student to another alternative school. Opportunities for advanced training at other construction or technology projects are being developed.

Progress is documented by numerous "before" and "after" pictures. When completed, the rehabilitated buildings, known as *Adventure Learning Centers*, will serve the communities as sites for instruction in woodworking, drama, art, music therapy, family counseling and yoga/meditation instruction. Birthdays, weddings and community events will also be celebrated there.

The young people realize that their experience is benefiting both themselves and their neighbors. During the visit, they expressed feelings of educational and personal growth and an awareness that they are better prepared for what life holds for them down the road from "the Barn."

Automotive Young Adult Education Project



Program Manager Dwayne Williams and student James

This program is funded by WIA youth formula dollars and administered through a partnership among the Delaware County Office of Employment and Training, Community Action Agency of Delaware County (CAADC), Delaware County Community College and the Springfield Auto Outlet. It is giving young adults, age 18-21, the chance to join a discipline for which there will always be a demand.

For some participants, "discipline" in another context has posed a problem. Although not specifically intended as a stepping-stone for juveniles who've been in the criminal justice system, the first year of this pilot project has been the means by which several young offenders have prepared themselves for

CONFERENCE REPORT



WIA/TANF Forum

A WIA/TANF Forum was held at the Holiday Inn Independence Mall in Philadelphia April 18, 2002. The Forum, which was one of many planned throughout the country, was designed to be a "listening session" allowing ETA to hear comments from stakeholders regarding the reauthorization of TANF, which is scheduled for this year, and WIA, which is up for reauthorization next year. The Philadelphia Forum was hosted jointly by ETA's Regional Administrator Thomas Dowd and the Regional Administrator for Health and Human Services' Administration on Children and Families, David Lett. Attendees were shown a Power Point presentation on issues and proposals, and challenged to present "bold new ideas" relating to reauthorization. There were approximately 130 people in attendance, and 25 took the opportunity to present their ideas and suggestions for the direction agencies should take in the reauthorization process. The Forums, and consultations with others in the system, will continue through June.

TICKET TO WORK

Social Security's new program to enable SSI and SSDI beneficiaries to enter the workforce.

In December 1999, former President Clinton signed into law the Ticket to Work and Workforce Incentives Improvement Act (TWWIIA), designed to remove traditional barriers for people with disabilities going to work, including the provision of health care and employment preparation and placement services. Since then many systems changes and infrastructure efforts have been ongoing to bring about the implementation of this program. On February 5, 2002, the first Tickets were issued to beneficiaries in thirteen pilot states, including Delaware. The second phase of states will begin serving ticket recipients in late fall. In Region 2, that includes D.C. and Virginia.

One of the most significant provisions of Ticket to Work is the expedited reinstatement of SSA benefits should the disabled person become unable to continue self-sustaining employment.

How does it work? Here is a summary of the major components of the program.

Ticket recipients may obtain vocational rehabilitation, employment, and other support services by assigning their ticket to any employment network (e.g. service provider) of their choice that is willing to accept the assignment. The **employment network** must ensure that services provided under the Ticket to Work program are provided under an appropriate **individual work plan** developed and implemented in partnership with each beneficiary receiving services. The Commissioner of Social Security (SSA) pays the employment network in accordance with either the **outcome payments** or the **outcome-milestone payment** system.

An employment network can be a state VR agency, or any qualified entity (or partnership of entities) that has entered into an agreement with SSA under the Ticket to Work program. Services can be provided directly or through contractual agreements. Beneficiaries must not be charged for any of these services.

Maximus is the Program Manager for SSA, and accepts and approves applications for any entity wishing to become designated an Employment Network. Maximus can be reached at 1-866-968-7842 or on-line at www.yourtickettowork.com or www.ssa.gov/work.

Detailed information on TWWIIA can be obtained from the Office of Employment Support Programs, Social Security Administration
6401 Security Blvd.
Baltimore, MD 21235-6401
Phone (410) 965-9010

And also from the Institute for Community Inclusion web site www.childrenshospital.org/ici.

AT YOUR SERVICE...WELCOMING CUSTOMERS WITH DISABILITIES AT YOUR ONE-STOP CENTER

This FREE course, designed by the Southeast Disability Business and Technical Assistance Center (DBTAC) in Atlanta, is offered to help employees responsible for initial customer contact to develop a better understanding of accessibility and accommodation issues for people with disabilities.

It is a self-paced online course that takes approximately a half-day to complete and can be found on the web at www.sedbttac.org. This course uses Access for All as a workbook and desk reference. Many Region 2 One-Stop Centers have received a complimentary copy of this manual, developed by the Institute for Community Inclusion (ICI).

If you did not receive the Access for All manual, it can be downloaded from ICI at www.childrenshospital.org/ici.



CONGRATULATIONS TO THE KEYSTONE TRANSIT CAREER LADDERS PARTNERSHIP

The Pennsylvania Department of Labor and Industry (PA L&I) awarded a grant to the Keystone Transit Career Ladders Partnership to address the chronic shortage of technological skills due to emerging technologies in mass transit. While the partnership is beginning its work in Philadelphia with the Southeastern Pennsylvania Transportation Authority (SEPTA) and Local 234 of the Transportation Workers Union (TWU) of America, the program is a statewide initiative that will reach out to Pittsburgh and other transit properties across the state.

Alternative Schools at Work

Continued from page 5

productivity by completing the eight-month automotive training course.

Developed by Ed Coleman, CAADC Executive Director, the endeavor provides for free high school remedial or refresher courses, automotive state inspection certification and community college general education credits. During the five-day workweek, students are provided transportation and earn between \$8.50 and \$11.00/hour. Applicants are screened through interviews, interest surveys and tests of academic skills. Graduates of the course serve an apprenticeship at Springfield, after which they are guaranteed a full-time position with benefits.

Dwayne Williams of CAADC coordinates and oversees the project. Accepted by participants as an older brother, he provides support or finds services to address any student problems. Seven of the 12 initial enrollees completed the course; six are in the apprenticeship phase. Mr. Williams is presently working to provide the opportunity to change more lives by recruiting youth for the next class. CAADC acknowledges that this program can be replicated anywhere and has intentions of expanding it to other career fields.

During the visit, youth who had been incarcerated or were about to end probation stated that they had matured and were ready for success. Their goals range from becoming a supervisor to going to college.

Steven Gall, owner of the Springfield Auto Outlet, told the *Philadelphia Inquirer*, "I've offered free training before. What's different about this program is that it changes lives. We help [students] to mature, to develop discipline and we give them a diploma to hold onto."



Lamar is proud to have earned his own work bay at the Springfield Auto Outlet

Promising Practices

Continued from page 2

employment and training staff, has been challenged to create a system that enhances current resources and facilitates sharing, without duplicating resources that are currently available.

A corner stone of the initiative is the development of a Promising Practices Website that will allow states and locals to share and search for information on a variety of topic areas. The web site will be a research and reference tool for use by Federal, State, and local workforce professionals who are engaged in operating or supporting One-Stop Centers and other

customer service points throughout America's Workforce Network.

The website is currently under development and will be formally unveiled at a Rural Workforce 2002 meeting on April 27 in Reno Nevada



MACC HELPS EMPLOYERS MEET SPECIAL REQUIREMENTS FOR FARMWORKERS

The Mid-Atlantic Career Consortium (MACC) is developing a computer operating system that will allow job seekers to access information about job openings in a self-service environment. Recognizing that special laws and regulations govern the interaction between agricultural workers and agricultural employers, a working group has been established to build an agricultural module into the MACC system to enhance its usefulness to farmworkers and agricultural employers.

An agricultural employer may recruit workers locally, intrastate, and interstate, and from foreign countries. Special requirements are added as the geographic level of recruitment expands from local to foreign. MACC (a partnership of states and the Federal government) has a responsibility to alert its employer customer of the laws and regulations affecting the recruitment of agricultural workers. The agricultural module will provide employers and job seekers with the information they need to be in compliance with these laws.

The module is being developed for employers filing job orders for agricultural labor. It will provide a model job order for employers to use. In addition, contact information, such as names and telephone numbers of each state's agricultural recruitment staff will be included.

When the employer's terms and conditions of employment, as initially expressed, violate some law or regulation, changes to the job order will be made by the State representative, with the approval of the employer. The State will then decide whether releasing the order into the MACC system will achieve maximum compliance with all worker protection legislation.

WIB Survey Results Published

The National Leadership Institute for Workforce Excellence recently released the results from its second national WIB survey. The report can be found on-line at: www.heldrich.rutgers.edu/whatsnew/finalWIBsurvey.pdf

Resources

Acronyms in this Issue

ADA	Americans with Disabilities Act
EB	Extended Benefits
ETA	Employment and Training Administration
LMI	Labor Market Information
MACC	Mid-Atlantic Career Consortium
MSA	Metropolitan Statistical Area
MSFW	Migrant Seasonal FarmWorker
OYS	Office of Youth Services
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Social Security Insurance
TANF	Temporary Assistance to Needy Families
TEUC	Temporary Extended Unemployment Compensation
TWWIIA	Ticket-to-Work and Workforce Incentives Improvement Act
UI	Unemployment Insurance
VR	Vocational Rehabilitation
WIA	Workforce Investment Act
WtW	Welfare to Work
YSA	Youth Services Agency of Pennsylvania

Calendar of Events

5/13/2002	One-Stop Comprehensive Financial Management Training
5/13/2002	2002 National Summit: Performance
5/13/2002	Measurement and Case Management Strategies for Welfare-to-Work Programs
5/19/2002	23 rd National Indian & Native American Employment & Training Conference
5/22/2002	15 th Annual Spring Workforce Investment Conference: Make Tracks for Saratoga: Thoroughbred Strategies for Long-Term Solutions
6/10/2002	Eastern Seaboard Apprenticeship Conference
6/25/2002	Region 2 LMI Directors Conference
6/26/2002	National Youth Summit-By Youth...With Youth...For Youth
7/6/2002	89 th Annual IAPES Educational Conference
7/9/2002	Workforce Innovations 2002

For more info on any of the above events please visit:
www.doleta.gov/calendar/

Internet Resources

DOL	www.dol.gov
ETA	www.doleta.gov
America's Career InfoNet	www.acinet.gov
ATELS	www.doleta.gov/atels_bat/
Dislocated Workers	www.doleta.gov/layoff
Employers Services	www.doleta.gov/employ.asp
Maximus	www.yourtickettowork.com
NASWA	www.naswa.org
Project Train IT	www.wvrc.net/trainit
WIB	www.heldrich.rutgers.edu/whatsnew/finalWIBsurvey.pdf
Survey Results	www.doc.gov/eda/pdf/1G3_21_stratplan-tech.pdf
Strategic Planning Guide	
Tools of the Trade	www.workforcetools.org
Unemployment Insurance	workforcesecurity.doleta.gov/ui.asp
Welfare to Work	wtw.doleta.gov
Youth Services	www.doleta.gov/youth_services

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

Do you have:

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

If so please contact:
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