

Section Contents

- Who Benefits**1
- Outside the Lines**1
 - Region – South Central..... 1
 - State 1
 - National..... 1
- Our Region**¹2
 - Workforce Investment Area Map2
- Governance5
- Research**5
 - Our Clients 5
- Business Services**6
 - Job Postings..... 6
 - Recruitment and Placement Support..... 6
 - Employee Training and Talent Development Services..... 6
 - Pre-Layoff Assistance 7
- Job Seeker Services**7
 - Job Search Resources 7
 - Workshops 7
 - Career Exploration and Personal Assessments..... 7
- Programs**8



About Us

Who Benefits

- Individuals, regardless of their education level, training background, work experience, or current status of employment, who are looking for opportunities to improve their employment prospects benefit.
- Dislocated workers, mature workers, people with disabilities, public assistance recipients, veterans and youth benefit from the specialized services.
- Employers benefit, regardless of the size of their workforce, their business industry or their current hiring status.

Outside the Lines

In order to achieve our mission, we have to look beyond our region. While our focus remains on workforce development in Lancaster County, our region will inevitably be impacted by regional, state and national trends. With this big-picture thinking, LCWDB actively participates in and contributes to state and national programs, organizations and initiatives. Listed below are examples on how LCWDB is contributing to workforce development:

Region – South Central

The Pennsylvania Department of Labor and Industry has assigned Lancaster to the South Central PA prep region, which includes the South Central Workforce Development Board. (PREP stands for Partnerships for Regional Economic Performance, which is a program of the Pa. Dept. of Community and Economic Development.) In 2016, the two Workforce Development Boards (WDB) started working together by collaborating on a transitional regional plan to describe how the areas will be working differently under the Workforce Investment and Opportunity Act; in 2017 the two Workforce Development Boards will be working on a multi-year regional plan.

Additionally, Lancaster works with the Workforce Development Boards of Berks and Lehigh Valley as the Crescent Regional Industry Sector Partnership (CRISP). One recent partnership project was a study of training needs among food manufacturers in the region.

State

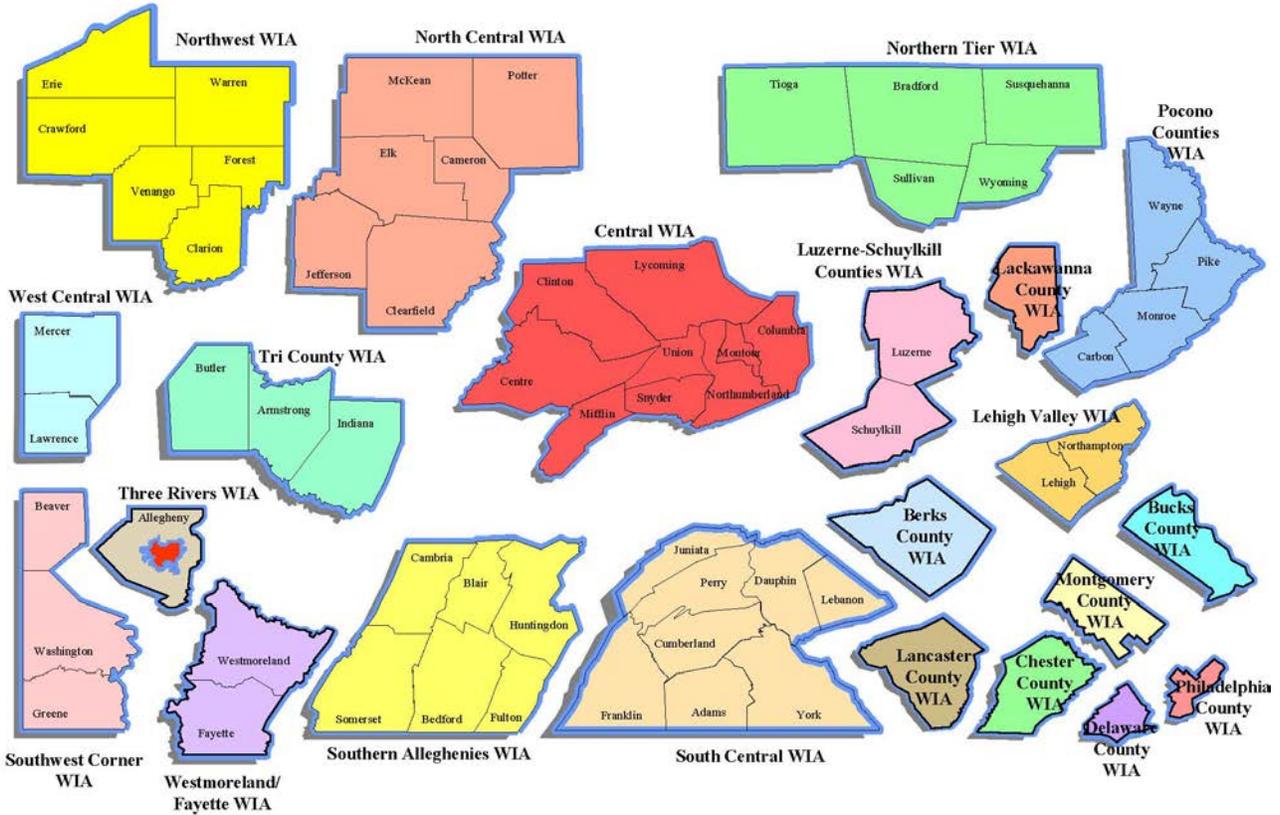
One program initiative in LCWDB's strategic plan is the embedding of the WorkKeys® Foundation Skills Assessments into the PA CareerLink® office to aid in identification of workforce talent and investment in workforce training needs.

National

LCWDB continually shares ideas with Workforce Development Boards (WDBs) across the nation. Although each WDB faces unique challenges, whether it is immediate industry needs, workforce demographics or barriers to employment, there are common threads that run throughout.

Workforce Investment Area Map

Workforce Investment Areas



When we refer to LCWDB, we are referencing the Workforce Development Area that encompasses Lancaster County with a total area of 984 square miles and a population of 536,624 (2015). For persons ages 25 years and older, 84.5% have a high school diploma or higher, and 25.2% have a bachelor's degree or higher. Median household income (in 2015 dollars) for 2011-2015 was \$57,721.

Lancaster County has a number of distinguished academic institutions including Elizabethtown College, Franklin and Marshall College, Lancaster Bible College, Lancaster Theological Seminary, Millersville University, Pennsylvania College of Art and Design, Pennsylvania College of Health Sciences, Thaddeus Stevens College of Technology, and the Lancaster campus of Harrisburg Area Community College, HACC. Lancaster County is home to three campuses of The Lancaster Career and Technical Centers, 17 public school districts and a variety of private and parochial schools.

Lancaster County is attractive to businesses due to its proximity to several major population centers. The transportation network puts Lancaster County within easy reach of Harrisburg, Philadelphia, Baltimore, Washington D.C., New Jersey, and New York.

Lancaster County is known for its diversity of local and multi-national facilities.

¹ US Census Bureau – American Community Survey 2015 5-year Estimates, Lancaster County, Table BZA010214

Governance

Workforce Development Board

The LCWDB members represent private sector, organized labor, educational institutions, government agencies, economic development, community organizations and organizations that offer services through the PA CareerLink[®]. These leaders are appointed by the Lancaster County Commissioners to offer their insight and assist in creating a strong workforce.

The strength of the LCWDB is its ability to transform innovative and creative ideas into workforce solutions that support economic growth. The top priorities of the LCWDB:

- Identifying workforce issues
- Understanding industry needs and aligning resources
- Securing resources to address local priorities
- Advocating for the importance of workforce policy
- Increasing workplace readiness and foundational skills
- Promoting life-long learning and skill development
- Guiding investments in training initiatives
- Offering PA CareerLink[®] services that meet the workforce needs of employers
- Positioning the PA CareerLink[®] office as the place job seekers go to find employment.

Research

LCWDB can respond to labor market information needs by providing customized projects for the industry or geographic area. We provide a wide variety of labor market information and analysis for Lancaster County and other local Workforce Development Boards in Pennsylvania. Recurring requests include local area employment and unemployment statistics; occupation and industry employment estimates and projections; wage data; demographics and more. We utilize regional, state and national labor market information from publicly available and proprietary data sources such as:

- Bureau of Labor Statistics
- Commonwealth Workforce Development System (CWDS)
- Pennsylvania Department of Labor & Industry's Center for Workforce Information and Analysis
- Pennsylvania Department of Human Services
- US Census Bureau

Our Clients

LCWDB responds to labor market information requests from a variety of stakeholders. The data and customized analysis we provide is used to make informed workforce and economic development decisions. Our clients include ...

- Existing employers interested in data to compare their wage structure to average earnings for similar occupations across the County.
- Employers looking to expand or relocate in the area who are interested in whether the available and potential skills of the workforce can respond to their projected growth.
- Economic developers trying to showcase the County's workforce and key industries as they develop attraction, retention and industrial development plans.
- Training providers making decisions about which programs to offer and how many people to train in key occupational areas.
- K-12 educators looking to expand career development activities in their classrooms.
- PA CareerLink[®] staff using information to guide both job seeker and employer services, direct career planning and provide a general awareness about the economy.
- Non-profit and public organizations seeking basic labor market data to support grant proposals or programming.

Business Services

LCWDB, with its extensive experience in the operation, management and oversight of workforce development programs, focuses on service to employers and relevance to industry by providing customized services to employers that offer growth opportunities and family-sustaining wages.

Small businesses employing less than 50 employees often experience an increased need for support in finding qualified workers. The Lancaster County PA CareerLink[®] office utilizes a team of staff to engage employers across the County and provide an array of employer services to assist businesses of any size. Lancaster PA CareerLink[®] can customize services to fulfill human resource needs. Business Services Representatives, who function as account managers for an employer's needs, work one-on-one with employers to customize services to meet the specialized requests of any business. Many of these valuable services are offered to employers at no charge.

Job Postings

Lancaster PA CareerLink[®] can assist employers of any size to reduce hiring costs and time-to-hire cycles by matching qualified candidates with job postings.

- Market current job openings on the PA CareerLink[®] on-line job board (www.jobgateway.pa.gov). Posting current job openings on the job board can be completed by the employer or the employer can request that the information be posted by Lancaster PA CareerLink[®] staff.
- Use the PA CareerLink[®] on-line job board to gain access to thousands of qualified workers. Employers can review resumes directly or they can ask PA CareerLink[®] staff to pre-screen candidates based on the employer's criteria.
- PA CareerLink[®] Business Services Representatives will work with employers to maximum visibility and match qualified candidates to result in a quick response to open job postings.
- Offer employers the opportunity to participate the biggest job fairs held in Lancaster County. Over 60 employers participate in the job fairs offered each spring and fall.

Recruitment and Placement Support

A wide range of employment-related services to help employers locate, recruit, screen and hire qualified candidates are available and customizable to meet the individual needs of any employer. PA CareerLink[®] of Lancaster County offers:

- Access to qualified applicants
- Job matching of skilled workers to meet employer demands
- Screening and referral of qualified candidates
- Assessment of job candidates' skills and aptitudes, whether they are new or current employees
- Small- and large-scale recruitment activities
- Help with planning and hosting company job fairs
- Use of private rooms to conduct interviews

Employee Training and Talent Development Services

A key element to business success is the productivity of a trained workforce. We are committed to working with employers to build a stronger workforce that meets the demands and needs of any business and supports business expansion. Available services and programs include:

- Assistance in determining specific training needs
- WorkKeys[®] Career Readiness Assessments used to appraise and upgrade employees' skills to promote retention of valued employees or prepare new employees (Service fees may apply)
- On-the-Job training programs
- Referrals to eligible training providers
- Incumbent worker training

Pre-Layoff Assistance

A skilled team of PA CareerLink® staff are prepared to provide Rapid Response services to businesses that are in transition mode due to layoffs or plant closures. The primary objective is to provide workers with resources and services that will aid in finding new jobs or helping them get the training and education needed for a new career.

Job Seeker Services

The process of finding that first job, changing jobs, selecting a career or changing careers is not an easy task. A one-size-fits-all approach does not provide the guidance and support needed when making decisions about future employment. With that in mind, the LCWDB through its Lancaster PA CareerLink® office has designed Employment Services that can be customized to meet the needs of all job seekers, regardless of education level, training background, work experience or current employment status.

The Lancaster PA CareerLink® office offers a variety of services, programs, and workshops designed to help a job seeker determine what job best matches his interest and skills, learn new workplace skills, find employment, and meet personal career goals.

All of the services are offered to the general public at no charge.

Job Search Resources

The PA CareerLink® Career Resource Area provides job seekers with free access to tools and resources that support a comprehensive job search.

- Use the computers to access the PA CareerLink® job bank
- Post their resume on the PA CareerLink® job bank
- Write, print and copy their resume
- Learn about employment trends and job postings
- Attend on-site employer recruiting events

Workshops

Whether it is on paper, during an interview or on the job, PA CareerLink® can help you get noticed by employers. A variety of workshops are offered daily to teach job seekers the skills they need to succeed as they compete in the job market. Among the topics:

- Resume and Cover Letter Preparation
- Interviewing Skills
- Job Search Strategies
- Job Retention and Advancement Skills
- Job Fair Bootcamp
- Dress for Success partnership
- *And many more...*

Career Exploration and Personal Assessments

PA CareerLink® can help the job seeker identify opportunities for skills development and training and determine what jobs best match their interests and skills. They will have access to the information they need to make decisions about career choices, education and training.

- WorkKeys® Career Readiness has proven to be a valuable tool to help job seekers identify job skills and market those skills to employers.
- Information on High Priority Occupations and wages
- Aptitudes and Interest Surveys
- Education & Training opportunities

Programs

Business Services Team (BST) assists employers with recruitment needs, and assists job seekers in obtaining employment. Services include, but are not limited to: job postings, candidate sourcing, workforce educational and vocational training, on-the-job training (OJT), on-site hiring events, and candidate and workplace assessment services. We build strong relationships with members of Lancaster's business community, and are a valuable resource for County workforce development.

EARN (Employment Advancement Retention Network) is an employment and training program designed to help participants (referred to by the County Assistance Office) support themselves and their families without the help of cash assistance. The program provides for aptitude and skills evaluation, as well as many valuable workshops which reinforce employability, communications, and customer service skills.

Job Search Center (JSC) is a 25-30 hour intensive class designed to educate and motivate job seekers in their job search. The class is presented every two weeks and incorporates activities, lessons in technology, practice and modeling of job interviewing, instruction and practice with networking, and examining an individual's skills and assets for employment. Upon successful completion of the class, participants use the JCS to conduct their individual job search. Jobseekers have free access to materials in the Center, including computers, copiers, printers, new job leads, formal networking sessions, reference materials, and other support for success in landing a job.

Ready2Work is a program designed to assess clients in the academic areas of Applied Math, Locating Information, and Reading for Information. Clients are also assessed in eight essential skill areas. Upon completion of both assessments, clients take the ACT WorkKeys® test, enabling them to earn their National Career Readiness Certificate.

Re-Entry Services connects previously incarcerated clients to workshops designed to help in the job seeking process by covering topics such as **foundation skills**, **soft-skills**, and **hard skills**. The goal is to reintegrate returning citizens into the community, reduce prison recidivism, and improve public safety through addressing the educational, employment, and various other needs of these individuals. The ideal end results for our clients would be refraining from any future criminal activity, land a job using the skills gained through our program, earn a living wage, and progress in their career.

Veterans' Services include career counseling, skill assessment and enrichment, training, and placement activities, and are available to Veteran and Military personnel on a priority basis. Local Veteran Employment Representatives (onsite) assist veterans in finding work, and offer resources to veterans who have issues related to barriers to employment, homelessness, disabilities, mental health problems, drug and alcohol use and abuse, and past incarceration.

Work Ready helps participants transition to the Lancaster EARN Program and helps to secure and retain employment by providing various assessments, evaluations, services and activities that help the participant stabilize barriers which may hinder them from achieving self-sufficiency. Participant referrals come from the County Assistance office.