
Lancaster County PA CareerLink[®] Overview

Required One Stop Partners

The Workforce Innovation and Opportunity Act identifies several required One-Stop Partners and allows for additional partners designated locally. The required partners are:

- Adult, Dislocated Worker, & Youth Programs (WIOA Title I)
- Youth Opportunity Grants
- Job Corps
- Native American Programs
- Migrant/Seasonal Farm Worker Programs
- Veterans' Workforce Investment Program II
- Wagner-Peyser Program
- Adult Education & Literacy Activities
- Vocational Rehabilitation Programs
- Welfare-to-Work Grants Program
- Senior Community Service Employment
- Post-Secondary Vocational Education
- Trade Adjustment Assistance & NAFTA
- Veterans' Education & Training Services
- Community Services Block Grant Act
- HUD Employment & Training Programs
- Unemployment Insurance

Types of One Stop Location

For purposes of Pennsylvania's chartering and certification criteria, there are, in accordance with WIOA and its regulations, two (2) types of PA CareerLink[®] sites, as follows:

- **PA CareerLink[®] Centers** are comprehensive physical locations where at least three mandated partner services are physically located, where core and intensive services are available and where access to other mandated programs and activities carried out by the One-Stop partners are provided. **A minimum of one comprehensive physical center is required in each Local Workforce Development Area.**
- **PA CareerLink[®] Affiliated Sites** are physical locations that supplement comprehensive centers, where customers are provided programs, services and activities of one or more partners and include access to the web-based PA CareerLink[®] system. These affiliated sites must be linked to a comprehensive PA CareerLink[®] Center, where information on core services, etc. is available. These sites may be established to address specific population needs, provide greater convenience of access for customers to other community services, promote relationships with partners, or other similar purposes. However, individuals must be able to receive information about other services provided through the comprehensive center.

Services for Adults and Dislocated Workers

Core Services are those services that are available at no cost to everyone. Individual One-Stops determine how their core services are provided. An individual may receive core services as part of a large group, or service may be provided one-to-one. The following is a sampling of the types of core services that may be available.

- Intake and orientation
- Labor market information
- Resource area which includes access to computers, telephones, fax and copy machines
- Access to job banks or listings of available jobs
- Internet access
- Resume development
- Workshops
- Referral to an employer with current job openings
- Determination of eligibility for additional services



Intensive Services are available, at no cost, to individuals who meet specific eligibility criteria. Funding for intensive services comes from a wide variety of sources including state and federal funds, employers, unions and other places. The following is a sampling of the types of intensive services that may be available.

- Comprehensive assessments of skills and service needs
- Development of an individual employment and career plan
- Customized screening and assessment
- Intensive career counseling/case management

Referral for training services may be available to individuals who have used core and intensive services and meet eligibility criteria. The following is a sampling of the types of training services that may be available.

- Occupational skills training
- On-the-job training
- Job readiness training
- Adult education and literacy
- Customized training for an employer who commits to hiring

Service Overview

Business Services Team (BST) assists employers with recruitment needs and job seekers in obtaining employment. Services include but are not limited to: coaching on entering job postings on Job Gateway, candidate sourcing, on-the-job training (OJT), and on-site hiring events. A key goal is to build strong relationships with members of Lancaster's business community.

The **Career Resource Center (CRC)** offers various services on a walk-in basis, including an overview of the services provided in the CareerLink®; use of computers for workforce-related needs (job search, unemployment compensation claims, etc.); and access to the Unemployment Compensation phone lines. Users of the CRC do not need to demonstrate eligibility to access these services. The CRC is staffed by employees of the Bureau of Workforce Development Partnership of the Penna. Dept. of Labor and Industry; Title I service provider (EDSI); and AARP job seekers on paid work experience.

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

The **Job Search** program 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 individuals' skills and assets for employment. Upon successful completion of the class, participants use the **Job Search Center (JSC)** to conduct their individual job search. Jobseekers have free access to materials in the JSC, 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 ensure that clients are prepared for the workplace with basic skills in the areas of Applied Math, Locating Information, and Reading for Information. Readiness in these areas is measured by successful completion of the ACT WorkKeys® test, which leads to a National Career Readiness Certificate. Clients are also assessed and receive training in eight essential workplace-readiness skills, including attitude, communication, planning and organizing, critical thinking, interpersonal/social skills, team work, professionalism, and media rules.



Re-Entry Services provides intensive case management to previously incarcerated clients. The goal is to reintegrate returning citizens into the community, reduce prison recidivism, and improve public safety through addressing educational, employment, and other needs, including obtaining missing documentation, such as Social Security cards and photo identification, required for employment.

Veterans are given priority of service. Career Navigators receive special training on the services available to veterans. A representative of the Disabled Veterans Outreach Program (DVOP) is onsite to provide assistance.

Work Ready is a Dept. of Human Services funded program that helps participants currently receiving cash assistance to stabilize barriers that may hinder them in successfully finding and retaining self-sustaining employment. Success in this program is transitioning to the EARN Program (described above). Participants are referred by the County Assistance office.