

**SOUTHERN ALLEGHENIES
WORKFORCE DEVELOPMENT BOARD (SAWDB)**

SAWDB EXECUTIVE COMMITTEE MEETING

June 11, 2024

10:00 AM

**Southern Alleghenies Planning and Development Commission, also available via Zoom Meeting Platform
Altoona, PA**

AGENDA

<u>TOPIC</u>	<u>NAME</u>
Welcome and Introductions	Jesper Nielsen, SAWDB Chair
Approval of Minutes from 4-9-2024*	Jesper Nielsen
Director's Report <ul style="list-style-type: none">• Red/Green Report• OSO Firewall Policy*• Partial Funding Request – OSO Outreach*• Request for Funds – Blair Fall Job Fair*• Request for Funds – Bedford Fall Job Fair*	Jennifer Sklodowski, SAWDB Director
Discussion – Board Artificial Intelligence Policy	Jennifer Sklodowski, SAWDB Director/All
One-Stop Operator Report	Bradley Burger, Lead OSO Representative
Special Recognition – Jesper Nielsen	Jennifer Sklodowski, SAWDB Director
Other Business	All
Adjournment	

***Requires Formal Action**

**SOUTHERN ALLEGHENIES WORKFORCE DEVELOPMENT BOARD
EXECUTIVE COMMITTEE MEETING**

Tuesday, April 9, 2024

**Southern Alleghenies Planning and Development Commission, also available via Zoom
Meeting Platform
Altoona, Pennsylvania**

ACTION SUMMARY

Following are the major actions taken by the SAWDB Executive Committee at its regular meeting held on April 9, 2024, via the Zoom meeting platform.

1. Approved the minutes of the SAWDB Executive Committee meeting held on March 12, 2024, as presented. The motion was made by Mr. Bob Parsons and seconded by Ms. Sharon Clapper. The motion passed with unanimous approval.
2. Motion for a request for funds: E & T is requesting \$9,739 and Tableland is requesting \$50,000. Requesting to transfer \$75,000 from the reserve to Youth to satisfy this request. The motion was made by Mr. Bob Parsons and seconded by Ms. Julia Brulia. The motion passed with unanimous approval.
3. Motion for a request for \$500 for the Somerset County Career and Technology Center. The motion was made by Mr. Keith Baker and seconded by Ms. Sharon Clapper. The motion passed with unanimous approval.

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Members Participating

Bob Parsons	B & B Designed Systems
Brock Kull	Manpower
Cory Sisto	IFC Services
Craig Schield	OVR
Julia Brulia	Holiday Inn
Keith Baker	BWPO
Sharon Clapper	Clapper's Industries

Non-Members

Barb Covert	E & T
Brad Burger	Goodwill
Debbie Ankney	Tableland Services
Gwen Fisher	Goodwill
Heather Saly	BWPO
Joe Razo	PACL-BWPO
Judy Lutz	E & T
Lisa Phillips	Tableland Services
Rebecca Lowery	IFS Services
Sarah Helman	Goodwill
Jen Sklodowski	SAP&DC
Carrie Mills	SAP&DC
Jill Reigh	SAP&DC
Jim Walker	SAP&DC
Tim Baranik	SAP&DC

Call to Order

SAWDB Vice Chair, Mr. Cory Sisto, called the meeting of the Southern Alleghenies Workforce Development Board Executive Committee to order at 10:00 a.m. and roll call was taken. The meeting was open to the public and available virtually using Zoom.

Approval of Minutes from March 12, 2024

Mr. Cory Sisto asked for a motion for approval of the minutes from the March 12, 2024, Executive Committee meeting. There were no questions, concerns, or discussion regarding the minutes.

Mr. Bob Parsons made a motion to approve the March 12, 2024, Executive Committee meeting minutes as presented. Ms. Sharon Clapper seconded the motion. The motion passed with unanimous approval.

Director's Report

Red/Green Report

Ms. Jennifer Sklodowski referred to the Red/Green Report and noted that as region providers are at 63% of the goal for Adult, 88% of the goal for Dislocated Worker, and 77% of the goal for Youth. Providers are at 75% of the goal spent for total programs overall. Quarterly expenditure rates are measured against the 80% expenditure requirement. Invoices will be processed after April 12, 2024, which will move providers closer to the goal spent: Ms. Sklodowski believes the goal will be exceeded.

TANF is at 67% of the goal spent. Goodwill will be working on an amount for a return of an overabundance of TANF funds. The amount returned will be dispersed to Tableland and E & T for extra funds.

Ms. Sklodowski referred to page 2 of the Red/Green report and stated that it tracks expenditure rates as measured against the 20% and 75% WIOA expenditure requirements. Work experience is at 87%, and Out of School Youth is at 82% of the goal spent.

Review of Budget

Ms. Sklodowski expressed her gratitude for the providers and how hard they work.

Ms. Sklodowski stated that the budget remains in a good position with Youth Reserve funds being high. She also contacted each provider to see what is needed to take them through the fiscal year. Two providers put in request: E & T request \$9,739 with Tableland requesting \$50,000.

Mr. Bob Parsons made a motion to approve the requests for funds: E & T is requesting \$9,739 and Tableland is requesting \$50,000. Ms. Julia Brulia seconded the motion. The motion passed with unanimous approval.

Additional Funding for Title I

Ms. Sklodowski requested a motion to transfer \$75,000 from Reserve to Youth. The \$75,000 will satisfy E & T and Tableland's funding request and give providers a cushion.

Ms. Sklodowski received a request for \$500 for the Somerset Career and Technology Center.

Ms. Sklodowski provided an update on the funding for PY'24 and the allocations. There will be a 7% increase for the WIOA Title I funds. Youth and DW received cuts. Adult increased by \$140,656, while Youth decreased by \$139,295 and DW decreased by 7%.

Mr. Bob Parsons made a motion to approve the transfer of \$75,000 from Reserve and into Youth. Ms. Julia Brulia seconded the motion. The motion passed with unanimous approval.

Mr. Keith Baker made a motion to approve the request for \$500 for the Somerset Career and Technology Center. Ms. Sharon Clapper seconded the motion. The motion passed with unanimous approval.

Governor's Achievement Awards

Ms. Gwen Fisher spoke of the Governor's Achievement Awards, which is presented by the PA Workforce Development Association, Labor and Industry, OVR, and the Department of Human Services. Seven awards are awarded statewide, which two employers from the Southern Alleghenies region were awarded.

Mission Critical Solutions were awarded the Governor's Recognizing Value Employers Hiring Veterans award. They have been honored specifically for their services to veterans. MCS is very preferential to veterans, and has programs geared towards veterans.

S P McCarl, which is a woman owned mechanical contracting small business, were awarded the Prestigious Governor's Achievement award. They are known specifically for being diversity focused and having a very inclusive workforce. They deliberately look for and embrace workers with barriers, and they support individuals who in the past would have been overlooked.

There were 62 different PA Career Link® centers in the state that were given an opportunity to nominate different companies for the award, and seven were awarded.

State Update

Mr. Keith Baker shared information on the Center for Workforce and Analyst Program that produced a study where 420,000 UI claimants from 2020, 2021, and 2022 received one payment but have not yet returned to the workforce. A survey was sent to the claimants' emails with questions centered around the barriers that are keeping them from returning to the workforce.

The claimants were asked if they would like to be a part of a focus group, which focuses on six different categories of barriers. The six categories are:

- Childcare
- Background Check
- Age
- Transportation
- Health
- Care Giver

There will be two focus groups for each of the six categories, twelve in total. The focus groups run through the end of April 2024. The vendors group contract ends at the end of May 2024: by the end of May the information should be provided.

Mr. Baker also shared information on the digital intake which started July 2023. The information is from the digital intake which several questions around barriers are asked. Every quarter there is a report that is produced by the digital intake kiosk, which categorizes different barriers for customers. For PY'23 Quarter 3, 652 individuals indicated that they were interested in training. The category called documents, which are state issued documents, there were 502 individuals in need of those documents. The last category is PA Career Link® services which focuses on providing tools to customers for job search, resume/application assistance, etc. There were 856 individuals in need of help in this area.

Mr. Baker stated that of the five workforce areas that are covered, he added together job application assistance and updating resume services, the total number was 499 which needed assistance in those areas. Southern Alleghenies came in second highest for customers needing

assistance. He also stated that last quarter was the highest number of assistances for vital records.

Mr. Baker discussed ID Me Kiosk, which is a service in place to help prevent UC Fraud. This service verifies that the person filing the claim is not committing fraud by way of official documents. ID Me is also used by The Social Security Administration and Military Services. The ID Me Kiosk is one of three ways to go through the ID Me process. The kiosk is provided in some select UPS stores. The kiosk is used to schedule an appointment at a Career Link®. The customer is provided with a QR Code, and must provide two forms of documentation, the PA Career Link® staff identify the customer provided proper documents, and ID Me completes the process. ID Me will be provided to different counties in phases, with Bedford, Blair, and Huntingdon Counties in phase one. Cambria County will be in phase two and Somerset County will be in phase seven.

Mr. Baker reported that the Governor of Maryland reached out to the US Department of Labor to provide support for Baltimore in the bridge accident. USDOL reached out to Ms. Nancy Walker, the L&I secretary, which then Labor and Industry did an outreach to PA Career Link® staff asking for volunteers for rapid response related activities. PWDA has also reached out to all of the directors of the state.

One-Stop Operator Report

Mr. Brad Burger shared that there are caps with essential documents. Ms. Lisa Phillips is leading a robust effort related to the identification recovery process for individuals locally, and the additional state level resources will help with those efforts. Ms. Phillips is coordinating with the Community Action Agency for assistance with funding upfront barrier efforts.

Mr. Burger noted that Goodwill started a process after the pandemic to try and recruit individuals across our region where individuals were accessing the CWDS system on self-search instead of going directly to PA Career Link® centers. The data shows that the outreach is producing registrations. The WIOA registrations were: twenty-one in Blair County, five in Bedford County, nine in Cambria County, two in Somerset County, and eight in Huntingdon County.

Ms. Fisher stated that there were 4,068 outreach efforts, 993 outreach efforts that were connected with and 174 referrals to the program. Since the outreach has started there have been over 100 WIOA registrations. Mr. Burger shared that Goodwill will be utilizing various types of outreaches, including traditional and digital outreach.

Mr. Burger also shared that they would start doing an outreach to employers looking at where they are with productivity and automation. Goodwill will be training staff on how to talk to employers about where they are in that continuum. They will be using an AI virtual agent to help develop the questions and develop the follow-up report. The goal is not to displace workers, but to help stretch their labor footprint and to not burn out the employees they have and help to retain employees. Employers are to the point that the gap is growing and impeding the organizations from growing. This will continue to pull down GDP for our region. Productivity and automation are a mitigative approach to address that gap. Employers understand that additional tools and technology needs to be utilized to breach that gap.

Other Business

Ms. Fisher wanted to thank the board for funding the job fairs. On April 3rd, the Bedford County

Job fair hosted 59 employers, over 200 attendees, sixteen on the spot job offers, and hundreds of follow up interviews were reported. The next job fair is April 17th and for Blair County there are over 100 employers signed up which is one of the biggest events to date. She thanked Mr. Joe Razo, the Board, Mr. Craig Sheild at OVR, Mrs. Wendy Millis, and the Center for Community Action for all their support.

Ms. Sklodowski announced that PWDA has requested raffle basket items from our region. She asked for donations that are due by April 20th.

Ms. Clapper shared the Somerset Healthcare Expo will be held on April 15th where students from Berlin, Northstar, Rockwood and Somerset County Technology Center will be attending the event. Students will be learning about the array of jobs in a healthcare setting. She thanked the business service coordinators, Ms. Erin Thomas, Ms. Deb Hoover as well as UPMC for coordinating this event. She also wanted to announce that Somerset County is thrilled to host the next board meeting at Somerset County Country Club and that her team is currently working on door prizes.

Adjournment

There being no further business, the meeting was adjourned at 10:44 a.m.

The next meeting of the Southern Alleghenies Workforce Development Board Executive Committee will be held on **Tuesday, June 11, 2024, 10:00 a.m.**

**PY23 TITLE I PROVIDER QUARTERLY EXPENDITURE RATES
AS MEASURED AGAINST 80% EXPENDITURE REQUIREMENT**

Monthly Targets	Adult	Dw	Youth
Goodwill	\$ 42,372	\$ 40,187	\$ 35,703
E&T	\$ 20,425	\$ 15,819	\$ 19,037
Tableland	\$ 16,498	\$ 15,629	\$ 17,301
Fund Total	\$ 79,295	\$ 71,615	\$ 72,041

Quarterly Targets	Adult	Dw	Youth	Tanf
Goodwill	\$ 127,117	\$ 120,500	\$ 107,108	\$ 112,577
E&T	\$ 61,276	\$ 47,458	\$ 57,110	\$ 30,689
Tableland	\$ 49,493	\$ 46,887	\$ 51,902	\$ 33,761
Fund Total	\$ 237,886	\$ 214,845	\$ 216,120	\$ 177,027

Provider/Fund	Budget	Exp July	Exp Aug	Exp Sept	QTR Target	Exp Oct	Exp Nov	Exp Dec	QTR Target	Exp Jan	Exp Feb	Exp March	QTR Target	Exp Apr	Exp May	Exp June	Cumm. YTD	Available	80% Target	% of Goal Spent	% of Goal Spent
Total	\$ 1,189,430	\$ 73,489	\$ 72,313	\$ 69,533	NO	\$ 77,033	\$ 70,980	\$ 71,748	NO	\$ 78,672	\$ 80,829	\$ 82,547	YES	\$ 101,500	\$ -	\$ -	\$ 778,715	\$ 410,715	\$ 351,544	65.47%	81.84%
Adult	\$ 695,595	38,657	39,100	37,878	NO	42,365	35,849	41,189	NO	42,365	35,849	41,189	NO	64,065	-	-	\$ 435,207	\$ 200,378	\$ 508,468	68.47%	85.59%
Goodwill	\$ 602,500	48,345	52,001	49,373	YES	51,338	45,618	48,526	YES	50,961	45,740	50,326	YES	36,962	-	-	\$ 461,192	\$ 121,308	\$ 482,000	79.87%	99.63%
E&T, Inc	\$ 237,288	12,608	23,343	17,662	YES	17,405	18,067	22,500	YES	9,960	13,040	10,844	NO	14,385	-	-	\$ 159,714	\$ 77,574	\$ 189,630	67.31%	84.14%
Tableland	\$ 234,433	11,521	12,579	11,730	NO	17,207	12,501	12,628	NO	14,608	13,889	13,250	NO	10,416	-	-	\$ 130,327	\$ 104,106	\$ 187,546	55.59%	69.45%
Dw	\$ 1,074,221	\$ 72,474	\$ 87,623	\$ 78,765	YES	\$ 85,950	\$ 76,186	\$ 83,854	YES	\$ 77,427	\$ 72,869	\$ 74,422	YES	\$ 61,783	\$ -	\$ -	\$ 771,233	\$ 302,888	\$ 859,376	71.29%	89.74%
Goodwill	\$ 535,538	52,877	49,426	46,186	YES	33,791	23,771	26,405	NO	32,222	33,663	34,007	NO	30,474	-	-	\$ 362,842	\$ 172,696	\$ 428,430	67.75%	84.69%
E&T, Inc	\$ 285,552	22,286	35,408	22,566	YES	15,046	10,423	18,211	NO	16,685	16,526	13,397	NO	11,935	-	-	\$ 182,579	\$ 102,873	\$ 228,442	63.94%	79.92%
Tableland	\$ 259,510	11,333	11,951	12,759	NO	15,616	18,918	24,366	YES	29,815	29,465	27,604	YES	20,562	-	-	\$ 202,709	\$ 56,601	\$ 207,506	78.11%	97.64%
Youth	\$ 1,080,600	\$ 98,476	\$ 96,785	\$ 81,623	YES	\$ 84,455	\$ 53,112	\$ 69,012	NO	\$ 78,732	\$ 79,674	\$ 75,288	YES	\$ 62,971	\$ -	\$ -	\$ 745,130	\$ 332,470	\$ 864,480	69.23%	86.54%
Goodwill	\$ 535,538	52,877	49,426	46,186	YES	33,791	23,771	26,405	NO	32,222	33,663	34,007	NO	30,474	-	-	\$ 362,842	\$ 172,696	\$ 428,430	67.75%	84.69%
E&T, Inc	\$ 285,552	22,286	35,408	22,566	YES	15,046	10,423	18,211	NO	16,685	16,526	13,397	NO	11,935	-	-	\$ 182,579	\$ 102,873	\$ 228,442	63.94%	79.92%
Tableland	\$ 259,510	11,333	11,951	12,759	NO	15,616	18,918	24,366	YES	29,815	29,465	27,604	YES	20,562	-	-	\$ 202,709	\$ 56,601	\$ 207,506	78.11%	97.64%
TOTAL VWA	\$ 3,344,251	\$ 232,451	\$ 257,021	\$ 239,921	\$ 227,488	\$ 200,288	\$ 224,415	\$ 234,831	\$ 233,172	\$ 232,357	\$ 226,234	\$ -	\$ -	\$ 2,299,078	\$ 1,046,173	\$ 2,675,400	\$ 68.72%	\$ 85.90%			
Tanf	\$ 562,884	65,247	59,484	18,467	YES	22,189	21,376	18,663	NO	24,038	23,405	22,302	NO	25,923	-	-	\$ 301,284	\$ 261,600	\$ 450,307	53.53%	66.91%
Goodwill	\$ 153,444	26,605	29,731	5,131	YES	3,204	4,228	8,905	NO	1,692	1,671	2,149	NO	7,468	-	-	\$ 99,784	\$ 62,660	\$ 122,755	59.16%	73.96%
E&T, Inc	\$ 168,006	31,695	35,876	39,490	YES	5,899	11,520	7,434	NO	791	262	46	NO	84	-	-	\$ 133,079	\$ 35,727	\$ 135,045	78.64%	98.54%
Tableland	\$ 885,134	\$ 125,547	\$ 125,093	\$ 63,088	YES	\$ 31,282	\$ 37,124	\$ 35,092	NO	\$ 26,521	\$ 25,338	\$ 24,497	NO	\$ 33,455	\$ -	\$ -	\$ 524,147	\$ 359,987	\$ 708,107	59.33%	74.16%

PY23 TITLE I PROVIDER QUARTERLY EXPENDITURE RATES
AS MEASURED AGAINST 20% & 75% WIOA EXPENDITURE REQUIREMENTS

ON TARGET

SHORTFALL

Monthly Targets	WIOA YTH - Work Exp. (20%)	WIOA YTH - OSY (75%)
Goodwill	\$ 8,926	\$ 33,471
E&T	\$ 4,759	\$ 17,847
Tableland	\$ 4,326	\$ 16,219
Fund Total	\$ 18,010	\$ 67,537

Quarterly Targets	WIOA YTH - Work Exp. (20%)	WIOA YTH - OSY (75%)
Goodwill	\$ 26,777	\$ 100,413
E&T	\$ 14,278	\$ 53,541
Tableland	\$ 12,976	\$ 48,658
Fund Total	\$ 54,031	\$ 202,612

Provider/Fund	WIOA Youth Budget	Q1R			Q2R			Q3R			Exp. Apr	Exp. May	Exp. June	Cumm. YTD	Available	20% Target	75% Target	% of Budget Spent	% of Goal Spent
		Exp. July	Exp. Aug	Exp. Sept	Target	Exp. Oct	Exp. Nov	Exp. Dec	Target	Exp. Jan									
WIOA YTH - Work Exp	\$ 535,538	18,374	16,794	5,965	YES	5,361	1,232	1,233	NO	2,780	8,105	5,549	NO	868	\$ 469,277	\$ 107,108	12.37%	61.86%	
Goodwill																			
E&T, Inc	\$ 285,552	10,666	21,441	9,867	YES	5,808	18,709	10,091	YES	10,855	7,633	6,542	YES	6,710	\$ 175,130	\$ 57,110	38.67%	193.35%	
Tableland	\$ 259,510	478,75	1,757	495	NO	570	624	5,474	NO	4,582.09	4,506	4,302	YES	6,735	\$ 229,985	\$ 51,902	11.37%	56.87%	
Total WIOA Youth	\$ 1,080,600	\$ 26,040	\$ 38,992	\$ 16,317	YES	\$ 11,739	\$ 20,585	\$ 16,798	NO	\$ 18,317	\$ 20,244	\$ 18,393	YES	\$ 14,313	\$ 874,402	\$ 216,120	19.04%	95.19%	

Provider/Fund	WIOA Youth Budget	Q1R			Q2R			Q3R			Exp. Apr	Exp. May	Exp. June	Cumm. YTD	Available	20% Target	75% Target	% of Budget Spent	% of Goal Spent
		Exp. July	Exp. Aug	Exp. Sept	Target	Exp. Oct	Exp. Nov	Exp. Dec	Target	Exp. Jan									
WIOA YTH - OSY	\$ 535,538	52,877	49,326	46,296	YES	33,791	23,771	26,408	NO	32,219	33,663	34,007	NO	30,474	\$ 172,686	\$ 401,654	67.75%	90.34%	
Goodwill																			
E&T, Inc	\$ 285,552	22,268	35,408	22,668	YES	15,048	10,423	18,211	NO	16,695	16,526	13,397	NO	11,935	\$ 102,973	\$ 214,164	63.94%	85.25%	
Tableland	\$ 259,510	11332.8	11,952	12,768	NO	15676	18,918	24,398	YES	29614.52	29,465	27,884	YES	20,652	\$ 56,801	\$ 194,633	79.11%	104.15%	
Total WIOA Youth	\$ 1,080,600	\$ 86,478	\$ 96,686	\$ 81,722	YES	\$ 64,455	\$ 53,112	\$ 69,015	NO	\$ 78,729	\$ 79,674	\$ 75,288	YES	\$ 62,871	\$ 332,470	\$ 810,450	69.23%	92.31%	

**Southern Alleghenies Workforce Development Board (SAWDB)
One Stop Operator Firewall Policy**

POLICY		One-Stop Operator Firewall Policy
NEW X	REVISED	
PURPOSE		The purpose of this policy is to provide guidance in the commitment of the Southern Alleghenies Workforce Development Board to the highest level of system integrity and the appropriate oversight of the Workforce Innovation and Opportunity Act (WIOA) Title I program activities and the functions of the one-stop operator system.
DATE APPROVED BY WDB		

The Southern Alleghenies Workforce Development Board is committed to supporting a data-driven, goal oriented public workforce system. Its mission is to ensure that the region’s workforce development initiatives are carried forth in a unified, coordinated manner with all entities working together for the benefit of the residents and employers of the region. The Partners will ensure that the vision and mission are reflected in the PA CareerLink® operations.

Definitions:

Conflict of Interest – An employee, officer, agent, or any member of the organization that has an interest in a financial gain or tangible benefit and who participates in the selection, award, or administration of a contract supported by a federal award.

Firewall – An established policy or procedure that acts as a barrier or protection against an undesirable influence, outcome, or authority. It is a type of internal control set within an organization to prevent conflict-of-interest situations while allowing for clear separations of duties between involved parties. Such firewall (firewalls) serve as an ethical barrier between involved parties to prevent an exchange of information or communication that can lead to a conflict of interest or the perception thereof.

Background:

1. The possibility that a conflict of interest may arise is inherent when entities are performing or seeking to perform multiple functions within the workforce development system. To ensure conflict of interest is minimized, no single organization or entity may perform multiple roles within the one-stop operator, direct provider of career services and/or youth workforce development activities.

2. Proper firewalls must be in place to ensure a complete separation of duties. Firewalls must also be in place to ensure the transparency and integrity of staff fulfilling multiple roles and multiple functions. Organizations performing the function on one-stop operator and direct provider of career services and/or youth workforce development activities must have adequate organizational separation between and among those functions; separate staff must perform the duties of each function.
3. Any organization or entity that has been selected to perform the functions of one-stop operator and direct provider of career services and/or youth workforce development activities must develop a written agreement with the Workforce Development Board and the Chief Elected Officials to clarify how the organization will carry out its responsibilities while demonstrating compliance with:
 - a. The Workforce Innovation and Opportunity Act, and corresponding regulations.
 - b. Uniform Guidance
 - c. Conflict of interest policies of SAWDB and the Commonwealth of Pennsylvania.
 - d. Conflict of interest policies of the organization or entity performing multiple functions.

Policy:

The SAWDB staff and members, Southern Alleghenies One-Stop Operator, service providers and Southern Alleghenies Planning and Development Commission (fiscal agent) must act solely in the best interest of the region without regard to personal interest and not participate in matters in which they have a “disqualifying” financial interest. It is a conflict of interest to participate in a decision that will have a financial impact on one’s personal finances or other financial interest.

Roles and Responsibilities:

All parties to the agreement will work together to ensure that the Southern Alleghenies PA CareerLink® sites provide quality services to job seekers and employers in an efficient and effective manner. Every effort will be made to coordinate services between partner agencies/staff so that duplication of effort of resources does not occur and that these services are provided in an integrated and seamless manner.

All parties shall comply with:

- Workforce Innovation and Opportunity Act, enacted July 22, 2014.
- WIOA promulgating regulations, Department of Labor Only, 20 Code of Federal Regulations, or CFP Parts 603, 651, 652, et.al., Final Rule, published August 19, 2016
- WIOA promulgating regulations Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions, 20CFR Parts 676, 677, and 678, Final Rules, published August 19, 2016.
- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352)
- Section 504 of the Rehabilitation Act of 1973, as amended
- The American with Disabilities Act of 1990 (Public Law 101-336)
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service programs funded by the US Department of Labor,

- Training and Employment Guidance Letter (TEGL) 37-14, Update on Gender Identity, Gender Expression and Sex Stereotyping are prohibited forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) 20 U.S.C § 123g; 34 DFR part 99)
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34CFR 361.38)
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603)
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts.

The provisions listed above require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied any aide, care, services, or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

Additionally, all parties shall:

- Collaborate and assist each other in the development of necessary service delivery procedures and practices as they relate to the services.
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all parties related to privacy rights of customers, maintenance of records, and other confidential information related to customers.

Chief Local Elected Officials (CLEOs)

The CLEOs include the county commissioners from the region's six member counties. A single Chief Local Elected Official will be named. This individual will serve as President of the Southern Alleghenies Planning and Development Commission's Board of Directors and have signing authority on behalf of the region's CLEOs. The CLEOs will, at a minimum:

- Work in partnership with the SAWDB and other partners to develop and submit all required planning documents (local and regional),
- Review and approve the SAWDB's annual budget and costs associated with the region's PA CareerLink® sites,
- Approve the selection of the WIOA Title I and One-Stop Operator following the competitive procurement processes, and monitor performance of both, and
- Coordinate with the SAWDB to oversee the operations of the PA CareerLink® sites in the Southern Alleghenies Region.

Southern Alleghenies Workforce Development Board (SAWDB)

The local board will be comprised of those individuals identified in the WIOA and all pertinent Department of Labor and Industry Workforce System Policies. The SAWDB will work to ensure that the workforce-related needs of job seekers, employers, and incumbent workers are

met where possible and in consideration of available funding and other resources. The SAWDB will, at a minimum,

- In partner with the CLEO and other applicable partners within the Local Workforce Development Area, develop and submit a WIOA local plan that includes a description of the activities that shall be undertaken by the SAWDB and its partners, and aligns its strategic vision, goals, objectives, and workforce related policies to the regional plan and economy.
- Work in partnership with the CLEOs and other partners to develop and communicate the strategic vision, goals, objectives, and workforce-related policies.
- In cooperation with the local CLEOs, design and approve the PA CareerLink® system structure. This includes, but is not limited to:
 - Adequate, sufficient and accessible one-stop center locations and facilities
 - Sufficient numbers and type of career and training services providers (including eligible providers with expertise in assisting individuals with disabilities as well as eligible providers with expertise in assisting adults in need of adult education and literacy activities)
 - A holistic system of supporting services, and
 - One or more competitively procured one-stop operators
- Work in partnership with CLEOs to competitively procure WIOA Title I service providers and the One-Stop Operator, review and evaluate performance of all entities for a compliance and quality, implement corrective actions plans when necessary and if applicable, terminate for lack of performance.
- Outline the role and responsibilities of the OSO,
- Develop the annual budget for Title I and SAWDB-supported special initiatives and approve annual budget allocation for the region's PA CareerLink® sites, and
- Leverage additional funding to support and expand services within the PA CareerLink® sites
- Review and evaluate performance of the SAWDA service delivery system and one-stop operator

Southern Alleghenies Planning & Development Commission (SAPDC)

The SAP&DC will provide staff to the SAWDB and as the CLEO-designed fiscal agent, it will at a minimum:

- Manage all PA CareerLink® cash accounts,
- Compare budgeted costs to actual costs,
- Account for all cash receipts and cash disbursements for the PA CareerLink® sites,
- Invoice Partners for their portion of shared costs in accordance with the cost allocation plan,
- Prepare and distribute quarterly activity statements,
- Ensure compliance with federal and state fiscal management and procurement standards.

The Partners acknowledge that the Fiscal Agent is acting solely at their request and for their convenience. The Fiscal Agent shall not be deemed to be the agent for any of the Partners, and that the Fiscal Agent shall not be liable to any of the Partners for any action or omission on its part taken or made in good faith, and not in disregard of the OSO agreement. The partners shall jointly and severally indemnify and hold the Fiscal Agent harmless from and

against all costs, claims, and expenses, including reasonable attorneys' fees, incurred in connection with the performance of the Fiscal Agent's duties.

Southern Alleghenies Workforce Development Board (SAWDB) Staff

As employees of the SAP&DC and staff to the SAWDB, staff will, at a minimum:

- Assist the CLEO's, partners and SAWDB with the development, submission, and implementation of all required planning documents,
- Support the SAWDB with the implementation and communication of the board's vision, goals and objectives and workforce related policies.
- Provides operational and program-specific technical assistance to the OSO and WIOA Title I providers, as it relates to service provision to job seekers and employers,
- Investigate and resolve those customer complaints and grievance issues that rise above the one-stop site administration level,
- Support maintenance of the Eligible Training Provider List (ETPL) and assist training providers with applying for inclusion on the EPTL,
- Prepare regular reports and recommendations to the SAWDB,
- Oversee negotiations and maintenance of the MOU with the one-stop partners
- Support monitoring and quality assurance efforts related to the OSO, WIOA Title I providers and the region's PA CareerLink® sites, and
- Work to secure additional funding to support and enhance service delivery in the region.

One-Stop Operator (OSO)

Under the leadership of the SAWDB, the OSO will be tasked with the coordination of service delivery of one-stop partners and related service providers. Duties of the OSO include support for the following:

- Fiscal management and oversight in concert with the PA CareerLink® site administrators and SAPDC, as fiscal agent. This includes assistance in the preparation and maintenance of the Operating Budget.
- Seamless integration and the availability of services by PA CareerLink® partners,
- Oversight of the performance management system relative to WIOA Performance Metrics,
- Evaluation of customer needs and satisfaction,
- Preparation for SAWDB quality reviews and compliance with PA Department of Labor and Industry and SAWDB one-stop certification criteria,
- Liaison with the SAWDB to include participation in SAWDB and pertinent committee meetings,
- Marketing and outreach for the PA CareerLink® sites and system to job seekers and employers,
- Recruitment of additional partners,
- Professional development of PA CareerLink® staff,
- Continuous improvement through responding to assessment of customer needs,
- Selection of and support for PA CareerLink® site administrators.

The OSO will not assist in the development, preparation and submission of the WIOA local plans. It will not manage or assist in future competitive processes for selecting operators or

select or terminate one-stop operators, career service providers, or Youth providers. The OSO will not negotiate local performance accountability measures or develop and submit budgets for activities of the SAWDB.

Dispute Resolution

A disagreement is considered to have reached the level of dispute resolution when an issue arises out of development and negotiation that is not easily resolved. It is the responsibility of SAWDB chair or designee to coordinate the dispute resolution process ensuring issues are resolved appropriately.

- All parties are advised to actively participate in local negotiations in a good faith effort to reach agreement. In cases of disputes, parties shall attempt informal resolution first. The SAWDB Executive Committee shall attempt to mediate and resolve the dispute in a formal manner.
- Should informal resolution efforts fail, the dispute resolution must be formally initiated by the petitioner seeking resolution. The petitioner must send notification to the SAWDB chair or designee and all parties regarding the conflict within 10 business days.
- The SAWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the SAWDB Executive Committee. The Executive Committee and partners will document the negotiations and efforts that have been taken place to resolve the issue.
- The SAWDB Chair (or designee) will place the dispute on the agenda of a special meeting of the SAWDB's Executive Committee. The Executive Committee will attempt to mediate and resolve the dispute. A proposed resolution or decision shall be agreed upon by a simple majority consent of the Executive Committee.
- The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing partner agencies.
- The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
- The Executive Committee will provide a written response and dated summary of the proposed resolution to all parties involved.
- The SAWDB chair or designee will contact the petitioner and the appropriate parties to verify that all are in agreement with the proposed resolution.