



Local Management Committee (LMC) Meeting

Wednesday, October 9, 2024 – 9:30 AM

Capital Region PA CareerLink® - 100 N. Cameron Street, Harrisburg, PA 17101

Zoom Videoconference:

<https://us02web.zoom.us/j/82105671453?pwd=rbH7w3AzrRY6MRkdd17ZBrv9pfey0R.1>

MEMBERS PRESENT: Liz Pliszka, Lance Musser, Sean Stanboro, Evelyn Rodriguez, Lizette Reyes, Courtney Noss, Julie Tkachenko, Jerrick Ventress, Tonya Seibert, Karen Bell, Aidel Calaman, Elian Cruz, Janay White, Joe Beeler, Don Doughty, Patty Brim, Whitney Matthews, Courtney Day, Judy Santiago, Nicola Overton

MEMBERS VIRTUALLY PRESENT: Michelle Swenley, Mark Dolheimer, Hillary Lyle, Carrie Steber, Amber Schaeffer, Abigail Zimmerman, Michelle O’Bradvic, Saranne Miller, Stephanie Predko, Nakia Perry

WELCOME & INTRODUCTION

Chairperson: Joe Beeler

Vice Chairperson: Vacant

Facilitator: Judy Santiago

BUREAU OF WORKFORCE PARTNERSHIPS AND OPERATIONS (BWPO) UPDATES ON LABOR MARKET INFORMATION

The unemployment information provided below is shared via email before the meeting, allowing for discussion if needed during the meeting. Each community partner has one supervisor present to represent the region at the meeting. Along with Unemployment Compensation (UC) numbers, members are asked to share at least two employers hiring in their county, which pay a self-sustaining wage, for each community partner to take back and share with the team.

PENNSYLVANIA UNEMPLOYMENT: 4.2% up from 3.4%

SOUTH CENTRAL UNEMPLOYMENT: 3.8% up from 2.9%

ADAMS COUNTY UNEMPLOYMENT: 3.5% up from 2.6%

Employer: International Paper in Biglerville

Job Title: General Helper

Wage: \$21.86/hr.

Employer: Brightspeed in Gettysburg



Job Title: Customer Service
Wage: Unknown

Employer: Pella in Gettysburg
Job Title: Production Worker
Wage: \$21/hr. - \$26/hr.

Employer: Dal-Tile in Gettysburg
Job Title: Kiln Attendant or Mixer Operator
Wage: \$22.05/hr.

Employer: Performance Food Group in Gettysburg
Job Title: Warehouse Order Selector
Wage: \$23.10/hr.

CUMBERLAND COUNTY UNEMPLOYMENT: 3.65 up from 2.8%

Employer: Bimbo Bakeries in Mechanicsburg
Job Title: Shipping Associate
Wage: \$26.13/hr.

Employer: PENNDOT in Carlisle
Job Title: Diesel and Construction Equipment Mechanic Trainee
Wage: \$47,000

Employer: Land O'Lakes Inc. in Carlisle
Job Title: Machine or Palletizer Operator
Wage: \$24.44/hr. or \$27.15/hr.

Employer: Commonwealth of PA in Newville
Job Title: Game Lands Maintenance Worker
Wage: \$37,000

Employer: GXO Warehouse Company Carlisle & Mechanicsburg
Job Title: Operator or Inventory
Wage: \$20/hr.

DAUPHIN COUNTY UNEMPLOYMENT: 4.10%

Employer: Members 1st Enola
Job Title: Administrative Assistant III
Wage: \$20/hr. - \$23/hr.



Employer: Commonwealth of PA
Job Title: Various Opportunities
Wage: \$38,000 - \$50,000

FRANKLIN COUNTY UNEMPLOYMENT: 2.9%

Employer: Martin's Pastry Shop
Job Title: Package Laborer
Wage: \$20/hr.

Employer: Commonwealth of PA
Job Title: Driver's License Examiner
Wage: Starting wage of \$42,000

Employer: Commonwealth of PA
Job Title: Assistant Driver's License Examiner
Wage: Starting wage of \$42,000

JUNIATA COUNTY UNEMPLOYMENT: 4.3% up from 3.2%

Employer: Champion Modular, Inc.
Job Title: Production Worker
Wage: \$17/hr.

Employer: Darling Ingredients in Mifflintown
Job Title: Operator
Wage: \$18.04/hr.

Employer: DuMor Inc. in Mifflintown
Job Title: Sales or Purchasing Administrative Assistant
Wage: \$17/hr.

Employer: Juniata County Government in Mifflintown
Job Title: 911 Telecommunicator
Wage: \$14.42/hr.

Employer: Juniata County School District in Mifflintown
Job Title: Elementary Learning Support Teacher
Wage: \$45,000

LEBANON COUNTY UNEMPLOYMENT: 3.4% up from 3.3%

Employer: Logistic Center



Job Title: Various positions for warehouse work
Wage: No information provided

Employer: Department of Transportation
Job Title: CDL driver
Wage: Starting at \$43,000

Employer: Amazon Distribution Center
Job Title: No information provided
Wage: \$22.50/hr.

PERRY COUNTY UNEMPLOYMENT: 3.7% up from 2.8%

Employer: Autozone in Newport
Job Title: Manager Trainee
Wage: Unknown

Employer: PSH - Community Medical Group in Duncannon
Job Title: Medical Office Associate
Wage: Unknown

Employer: Commonwealth of Pennsylvania in Loysville
Job Title: Juvenile Justice Specialist
Wage: \$55,000

Employer: Commonwealth of Pennsylvania in Loysville
Job Title: Social Services Aide 1
Wage: \$32,000

Employer: Commonwealth of Pennsylvania in New Bloomfield
Job Title: Social Services Aide 1
Wage: \$32,000

YORK COUNTY UNEMPLOYMENT: 3.1% Vs the State at 3.4%

Employer: WellSpan Health
Job Title: Medical Assistant
Wage: \$25/hr.

Employer: Commonwealth of Pennsylvania (Department of Human Services)
Job Title: Clerical Assistant 2 (LIHEAP) - York CAO
Wage: \$18.05/hr. - \$26.55/hr.



SOUTH CENTRAL REGION - COUNTY ASSISTANCE OFFICE (CAO)

Each County Assistance Office (CAO) provides Employment & Training (E & T) numbers and additional information about participation numbers, included below:

ADAMS COUNTY ASSISTANCE OFFICE

CAO Representative: Mark Dolheimer

Cash Applications: Cash applications increased in July and decreased in August and September, averaging 109 apps/month, a 22% increase from the prior quarter.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers: 14.3% participation rate in July with three full participants, 22.7% in August with five full participants. September participation data is pending. TANF Employment and Training participation requirements were changed at the state level on September 13, 2024, with Operations Memorandum 24-09-02, requiring 20 hours per week per adult regardless of household composition or childcare, no longer having a 30-hour or 55-hour two-parent requirement. This is a streamlined participation requirement for most families but does not apply to Extended TANF families who have received more than five years of TANF.

Supplemental Nutrition Assistance Program (SNAP) Numbers: SNAP applications increased in July and August and decreased in September, averaging 512 apps/month, a 5% increase from the prior quarter.

Income Home Energy Assistance Program (LIHEAP) Numbers: LIHEAP applications started arriving faster this season, with postcards and applications sent out earlier. As of October 4, 2024, Adams received 579 LIHEAP applications, processed and approved 427, and rejected 40 apps.

Staffing Updates: Adams has a current job posting that ends October 13, 2024. The office is looking to hire two caseworkers due to two recent Income Maintenance Caseworker (IMCW) resignations for private and federal employment. The office expects to lose a clerk to a promotion, so it will advance the LIHEAP clerk to the permanent clerk position and backfill the LIHEAP clerk. It is hopeful to hire again based on the recent LIHEAP clerk interviews completed.

More information to share: Adams CAO had Wi-Fi installed, and it became operational in September. This is a pilot, the first CAO in the state with Wi-Fi, and it is currently working through some technical issues with a final contractor visit scheduled for October 24, 2024. This increases the mobility of laptops in the office and will reduce wiring expenses on future CAO buildings or existing wiring upgrades.

CUMBERLAND COUNTY ASSISTANCE OFFICE

CAO Representative: Mark Dolheimer

Cash Applications: Cash applications increased in July and August and decreased in September, averaging 364 apps/month, an 11% increase from the prior quarter.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers: 9.4% participation rate in July with six full participants, 15.9% participation in August with ten full participants.

Supplemental Nutrition Assistance Program (SNAP) Numbers: No information provided.

Low Income Home Energy Assistance Program (LIHEAP) Numbers: LIHEAP applications started arriving faster this season, with postcards sent out earlier.

Cumberland received 1,002 LIHEAP applications as of October 4, 2024, and has processed and approved 626 and rejected 103 apps.

Staffing Updates: Cumberland will soon post to hire two caseworkers to replace two trainee Income Maintenance Caseworkers (IMCW) who did not continue in the position. Cumberland also will soon be posting to hire a seasonal LIHEAP clerk. The office recently hired two LIHEAP clerks pre-season, but one did not succeed in the position. Cumberland completed the transfers of IMCW positions from Fayette CAO and Fayette SWPC to the Cumberland CAO West location on October 5, 2024, with these staff working in the CSC Annex area of the Fayette CAO building in Uniontown on in-office collaboration days. There are two IMCW supervisors and nine caseworkers, although one of the transfer caseworkers is on maternity leave until November 5, 2024.

More information to share: All CAOs started using a new Enterprise Case Management system on September 23, 2024, to enter and track benefit appeals with the Bureau of Hearings and Appeals (BHA). Staff are navigating this new system and some procedural updates. This new system provides easier public access to submit appeals. Helpful for CAOs that there is no longer a need to mail paper appeal documentation to BHA.

DAUPHIN COUNTY ASSISTANCE OFFICE

CAO Representative: Liz Pliszka

Cash Applications: Walk-in traffic continues to increase. The office has started a more detailed log to analyze traffic patterns, look for trends, and see if there are areas where work can be done to reduce traffic. Campaign with staff to educate the public on how to use MyCOMPASS to report changes. Reminders of Customer Service Center availability and suggesting times to call (avoiding Monday mornings and the day after a holiday if possible). Electronic Benefits Transfer (EBT) Skimming hit recipients hard in Dauphin County this month. Over 100 households have reported this situation in the past week alone, and they continue to receive reports daily this week. The office is replacing EBT cards immediately and sending information to a Centralized Resource account to review and replace lost SNAP benefits. To help combat this, the office is attempting to educate the public on card safety and online/APP safety and changing their PIN# when they get a new EBT card. The office is encouraging the public to use the state-sanctioned APP (ConnectEBT) over other APPs offered in the APP Store.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers: Continue to see a steady flow of applications for TANF. Staff currently have 290 applications pending on dashboards. There has been a struggle to move beyond 10% for

full participation rates on the Work Participation Rate (WPR) report. Staff will use a new report/database the Department has provided to monitor.

Supplemental Nutrition Assistance Program (SNAP) Numbers: Staff currently have 1,708 applications pending on the dashboard and have seen an increase in applications since SNAP on Demand returned. This past month, the staff worked with EQUUS to enroll, support, and provide Special Allowances (SPALs) for 9 participants in the Department of Corrections Culinary Program for individuals in work release. 2-month program provides skilled training, paid work experience, and job placement services after completion. Hoping this becomes an ongoing program.

Low Income Home Energy Assistance Program (LIHEAP) Numbers: LIHEAP pre-season is going well. As of October 4, 2024, received 1,703 applications for the season so far. That's approximately 16% of the applications normally received in a season. Staff will be getting some assistance in processing from the York LIHEAP processing center and other processing centers, as normally done each year. Dauphin CAO staff currently have 131 applications pending on their dashboards. Overtime is being offered this season on October 19, 2024, to work on LIHEAP and other related work.

Staffing Updates: Interviews continue for Income Maintenance Caseworker (IMCW) and Clerical in the Harrisburg office. The office has recently promoted 1 Caseworker to Income Maintenance (IM) Supervisor and has lost several Caseworkers (due to other employment, resignations, and promotions.) 5 new Caseworker trainees just started, and five more are starting on November 18, 2024. 3 Clerical Assistant 2's and 2 LIHEAP Clerical Assistants 2s recently started. The Johnstown office recently promoted a clerical staff member to a Caseworker position and hired a new Clerical Assistant 2.

FRANKLIN COUNTY ASSISTANCE OFFICE

CAO Representative: Joe Beeler

Cash Applications: Staying even compared to what it usually is.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers: Information was not presented.

Supplemental Nutrition Assistance Program (SNAP) Numbers: Applications are up.

Low Income Home Energy Assistance Program (LIHEAP) Numbers: The office is working on the LIHEAP applications.

Staffing Updates: A new TANF supervisor was just hired, as well as a bilingual staff member and a person of Haitian descent in the clerical department. The office is always hiring caseworkers and will have a clerical opening in February due to a retirement.

JUNIATA COUNTY ASSISTANCE OFFICE

CAO Representative: Lance Musser

Cash Applications: Cash application numbers remain consistent, with an average of 15 monthly applications.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers: 1 mandatory TANF client enrolled in EARN. (From August denominator report).

Supplemental Nutrition Assistance Program (SNAP) Numbers: SNAP applications have increased over the past quarter. The most recent 30-day period resulted in 108 applications.

Staffing Updates: Juniata has two caseworker position vacancies. Interviews have been completed and are being offered to two candidates. Juniata's Clerical Assistant position is also vacant, and a replacement will start on October 21, 2024.

LEBANON COUNTY ASSISTANCE OFFICE

CAO Representative: Wayne Bonkowski

Cash Applications: No change to the volume of TANF applications.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers:

The office is now using the cash management report to identify individuals who could potentially be referred to EARN. There are 14 upcoming partial redetermination appointments scheduled. OPS 24-09-02 changes the E&T hourly requirements and core/non-core policy. This allows more uniform participation requirements and gives two-parent households more flexibility in completing their required hours.

Supplemental Nutrition Assistance Program (SNAP) Numbers: The office has received an uptick in the number of SNAP applications.

Low Income Home Energy Assistance Program (LIHEAP) Numbers: Received 861 LIHEAP applications this season. Last season, at this time, the 807 applications were received.

Staffing Updates: This month, three new Income Maintenance Caseworkers (IMCWS) were hired, bringing Lebanon CAO's full complement to 6.

PERRY COUNTY ASSISTANCE OFFICE

CAO Representative: Lance Musser

Cash Applications: Cash application numbers have decreased slightly within 30 days, resulting in 30 applications.

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers:

Perry's participating client numbers remain consistent but at a low volume. There have been 3 EARN participants and 1 Work Ready participant (from the August denominator report).

Supplemental Nutrition Assistance Program (SNAP) Numbers: SNAP applications have remained consistent over the past quarter. The most recent 30-day period resulted in 151 applications.

Staffing Updates: Perry is fully staffed with caseworkers but remains down 1 Casework Supervisor. A Clerical Supervisor position that has been vacant for about a year is being filled shortly, and a new employee started on October 7, 2024.

YORK COUNTY ASSISTANCE OFFICE

CAO Representative: Jodi Dellmuth

Cash Applications: 398 pending Cash applications

Temporary Assistance for Needy Families (TANF) Participating in E&T Numbers: 15.7%

Supplemental Nutrition Assistance Program (SNAP) Numbers: 1,951 pending SNAP applications.

Staffing Updates: 5 Income Maintenance Caseworkers (IMCW) started on October 7, 2024, and 5 will start on November 4, 2024. The office's Creole/English recruitment yielded one clerical assistant who has been a tremendous help in the lobby and 3 IMCWs still in training.

Additional Information: LIHEAP Pre-Season applications are currently being processed. The LIHEAP Season opens to the public on November 4, 2024, when applications are available. Electronic Benefits Transfer (EBT) Card Skimming/Fraud is occurring throughout the state. CAOs will replace EBT cards at no cost and collect information about fraud, which will be forwarded to the EBT program office for a decision about the benefits replacement. This can take 30-45 days. Clients should be encouraged not to share their PIN and only use ConnectEBT to view their card balances/purchases. This is the only PA-approved app. Screenshots of cards or card numbers should never be shared with anyone.

ADDITIONAL PARTNER DISCUSSIONS

PENNSYLVANIA WORK WEAR (PAWW)

Representative: Nicole Finkle

Update: PAWW referrals have increased. PAWW referrals should be dated for the day they are sent; they must match. Since these are time-sensitive referrals, this can cause issues, triggering more work for the referral agency and PAWW staff.

EDUCATION YIELDS SUCCESS (KEYS)

Representative: Nakia Perry

Updates: There is now a new director who is getting used to the programming and rules. The KEYS program continues to enroll new students, and TANF #s are rising. The organization is working on much programming for the students, such as free student lunches and programs to help combat food insecurities. In addition, it is working on incentives for students who are finishing the semester with all A's & B's.

EDUCATION LEADING TO EMPLOYMENT AND CAREER TRAINING (ELECT)

Representative: Courtney Noss



SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

Updates: Currently, there are 61 students enrolled, with referrals coming in daily. The beginning of the school year is a busy time for new enrollments. Most of the transition students/graduates were exited at the end of August. ELECT recently held a successful in-person Back to School Kickoff event in September, with 20 ELECT students in attendance, along with their child (if parenting) and support person. Currently, ELECT is doing a 6-week virtual cooking class with Nutrition Links through Penn State.

COMMUNITY CONNECTIONS FOR CHILDREN (CCC) / EARLY LEARNING RESOURCE CENTER (ELRC)

Representative: Karen Bell

Waitlists: No waitlists statewide.

Any County Issues with Child Care: Still having issues with not having staffing for childcare. Therefore, providers continue to close their doors permanently. The Lemoyne office is now at full complement, recently hiring two new staff members. Staff are in the process of learning the latest Bureau of Hearings and Appeals (BHA) system.

Additional Updates: At the end of October or November, information will be distributed about the coat program: Operation Warm. Individuals can reach out to Shelly Candy for more information.Scandy@cccforpa.org

MONITORING FOR EARN/WORK READY SOUTH-CENTRAL REGION – DEPARTMENT OF HUMAN SERVICES (DHS)

DEPARTMENT OF HUMAN SERVICES (DHS), OFFICE OF INCOME MAINTENANCE BUREAU OF EMPLOYMENT

Representative: Julie Tkachenko

Updates: Earn & Work Ready is a bit short-staffed right now. Therefore, Julie is playing two roles. Until a permanent person is in the supervisory position, responses and some work will be backed up.

EMPLOYMENT, ADVANCEMENT & RETENTION NETWORK (EARN)

EQUUS WORKFORCE SOLUTIONS

Representative: Tonya Seibert

Updates: The program has had 142 enrollments, with 29 Participants placed into employment. The office will have a new Facilitator who will be starting on October 21, 2024. Recently, an Occupational Safety and Health Administration (OSHA)-/ServSafe/Warehouse Management training has been offered and resulted in 17 successful completions. The current Department of Corrections (DOC) Culinary Program has 8 participants. The SNAP EARN E&T Students successfully started classes on October 7, 2024. There will be EARN Job Fairs on the following



dates: Dauphin County, October 21, 2024, & York County, October 28, 2024. Both 9 am to 12 pm.

WORK READY (PATH STONE)

Representative: Evelyn Rodriguez, Lizzette Reyes

Updates: For staff development, the program has put together an innovation group to look at ways to enhance staff with their skill sets. Currently, research is being done for pre-apprentice programming. In 2020, a few participants successfully went through this program. The idea is to bring this into the Work Ready program, possibly offering a pre-apprentice home health care program. In addition to virtual reality to teach how AI is incorporated into everyday work. The office is looking at ways to partner with other organizations as well. Due to retirement, Evelyn's last day will be Monday, October 13, 2024. Lizette will replace her, effective October 15.

Over the last quarter, numbers show that there are 9 participants now working, 7 in a credential activity, and 7 in dual activities (job readiness, life skills, case management, etc.). The Department of Human Services (DHS) has approved PA Home Health Care Professional credential programming. This is done online, self-paced, via videos and quizzes. Once the participant passes all modules, they receive their certificate/credential. One person has completed it successfully thus far. Another training is offered through the National Retail Federation. It is a customer service national credential. This is also self-paced. Their participants have successfully found jobs in the clerical field. A successful story shared was that through supportive services, the program was able to help the participant get her clearances, and now she works full-time in the field that she has wanted to work in for many years.

SCP WORKS

PROGRAM

Representative: Judy Santiago

Technical Assistance Sessions: Due to the findings within past program and compliance case reviews and repeated issues during multiple file reviews across file reviews, these were implemented to address and make sure the program is running to expectations. For August, sessions were held with Equus staff to review case files and what needs to be completed with these files to bring them current and meet the program's expectations. This also included discussions around the responsibilities of the case manager and leadership. The expectation is for these sessions to continue between the case managers and their leadership moving forward until it is determined they are no longer needed.

Monthly in-person file reviews: In-person file reviews will be held every third Thursday of each month. Quarterly in-person file review dates have been canceled. The last in-person file



SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

review was on August 15th. A review of the case note report replaced September's file review. The next in-person file review is scheduled for October 17th.

Improvement: Since the beginning of the program year, there has been improvement in several areas, including the technical assistance sessions, the weekly case note reports, and other things. Meetings with Coach Darrel Andrews have assisted with staff development very well.

BUSINESS SERVICES

Representative: Matthew Ross

Updates: 26% of job postings over the past quarter (90 days) require no more than an HS Diploma or GED.

19% of job postings over the past 90 days require no more than a year of experience (this is the lowest percentage in at least a year, it appears employers are seeking slightly more experienced workers).

The upcoming job fair is on October 21st, which will be held at Cap. Region PA

CareerLink®. Employers confirmed: UPS, USPS, TE Connectivity, USPS Crooked Hill Road, Hershey Hospitality, UPMC / Freedom House (Potential employer quest speaker - Medical Assistant / Patient Care Technician program).

COMPLIANCE MONITORING

Representative: Courtney Day and Whitney Matthews

File Audit: Monitoring completed in July 2024

What counties were monitored: Adams - 1, Cumberland - 3, Dauphin - 16, Franklin - 3, Juniata - 1, Lebanon - 4, Perry - 1, and York – 10. Total of 39 files.

Findings: 9 out of 39 files had discrepancies with the AMRs/EDPs. All 39 files have IEPs that are updated. All 39 files had section 1 of the family assessment in the file. 20 out of the 39 files are/were open in code 33/93. 8 out of the 20 files opened in employment did not have a 01 opened as of the file review. 4 out of the 20 files had an error or issue with the EVF. 8 out of 20 files had data entry errors with their employment hours. Case note frequency and the ability to tell a story have drastically declined this last quarter. There are infrequencies with outreach and providing details of what is going on with the case. We are seeing more interaction regarding resumes and workshops; however, the resumes are not being printed and filed in the participant's file. We have also seen a decline in BSR referrals.

Additional information: The next monitoring is scheduled for November 2024.



NEXT MEETING:
January 8, 2025, at 9:30 – 11 AM
Capital Region PA CareerLink®
100 N. Cameron Street, Harrisburg, PA 17101