
T H R E E R I V E R S

WORKFORCE INVESTMENT BOARD

*Supporting Job Seekers and Employers Throughout
Pittsburgh and Allegheny County*

Mary Richter
President



Briefing Book

F e b r u a r y 1 1 , 2 0 0 9

Luke Ravenstahl
Mayor
City of Pittsburgh



Dan Onorato
County Executive
Allegheny County



Board of Directors

Richter, Mary - President

Shareholder, Schneider Downs & Co., Inc.

Acer, Ken

Marketing Director,
MSA International

Aul, Jamie

Attorney at Law,
Tucker Arensberg, P.C.

Belt, Donald

Chief Investment Officer,
Hefren Tillotson

Biddle, Scott

Vice President of Commercial Loans,
Northwest Savings Bank

Bland, Stephen G.

Chief Executive Officer,
Port Authority of Allegheny County

Block, Donald G.

Executive Director, Greater Pittsburgh
Literacy Council

Briney, Debra

Department Manager–
Training, U.S. Steel Mon
Valley Works Training Hub

Cherna, Marc

Director, Allegheny County
Dept. of Human Services

Coplan, David A.

Director, Mon Valley Providers
Council

Curet, Mary

Manager, Workforce Development,
UPMC

Dagostino, Robert

President, Dagostino Electronic
Services, Inc.

Dugan, Ann

Assistant Dean, Institute
for Entrepreneurial Excellence,
University of Pittsburgh

Durno, Dr. Donna

Regional Director,
Allegheny Intermediate Unit

Earley, Paul

Sr. Vice-President for
Strategic Staffing, Bank of
New York Mellon

Eberhardt, Martha

Sr. Claims Officer, Chubb
Group of Insurance Companies

Givner, Lisa

Human Resources Manager,
McCrary & McDowell LLC

Grom, Robert M.

President & Chief Executive Officer,
Heritage Health Foundation, Inc.

Hassinger, Dr. James

Executive Director,
Southwestern Pennsylvania
Commission

Haynes, Leon E.

Executive Director, Hosanna House

Hester, Julie

Administrator, Mercy Health System –
JDMH

Hines, Dr. Mary

President, Carlow University

Hogan, Marlene Gary

Consultant

Hurley, Bob

Assistant Director - Business
Development, Allegheny County
Dept. of Economic Development

Johnson, Tommy

Vice President - Government Affairs,
CONSOL Energy Inc.

Johnston, Robert

Talent Acquisition Manager, PRC

Kight, Ellen

President, Pittsburgh Partnership for
Neighborhood Development

Kiliany, Terence

Chief Financial Officer,
Sauer Incorporated

Kunic, Carol

District Administrator, PA Dept. of
Labor & Industry, Pittsburgh OVR

Lasky, Jr., John W.

Vice President of Human Resources,
West Penn Allegheny Health System

Massaro, David

Director, Massaro Properties, LLC

McCafferty, Anne

Director of Community and Public
Affairs, Vivisimo, Inc.

McElveen, Everett

President & Chief Executive Officer,
Life'sWork of Western PA

McMahon, Tim

President & Chief Operating Officer,
Triangle Tech Group

McNaughton, Tammie

Director, Corporate Diversity & Work
Life, HIGHMARK

McNees, Barbara

President & Chief Operating Officer,
Greater Pittsburgh Chamber of
Commerce

Mendelson, Carolyn W.

Attorney at Law, Pennsylvania
Securities Commission

Noonan, Arthur

Principal, Mercer

Picker, Eve

President, no wall productions, inc.

Rohm, John

President/ Market Manager,
Clear Channel Radio

Rubinstein, Robert

Director, Business Development,
Urban Redevelopment Authority

Shea, Jack

President, Allegheny County Labor
Council AFL-CIO

Sobah, Henry

Principal Quality Engineer,
Westinghouse Electric Company,
Nuclear Power Plants

Spiegel, Kenneth

Blistering Packaging Manager,
Elizabeth Carbide Die Co., Inc.

Stieving, David

Branch Manager,
Kelly Services, Inc.

Stratico, Joseph

Acting Regional Director, BWDP, PA
Dept. of Labor & Industry

Trainer, Patricia

Chief Operating Officer/ Vice President
Human Services, Goodwill of
Southwestern Pennsylvania

Trant, Barbara

Director, Dept. of Personnel
& Civil Service Commission,
City of Pittsburgh

Vogel, Ray

Coordinator, Carpenter's
Union Apprenticeship Training

Vogt, Greg

Assistant Business Manager,
IBEW Local Union No. 5

Whalen, Kevin L.

General Manager,
Q-Dot, Inc.

Board of Directors' Meeting

Wednesday, February 11, 2009

7:45 a.m. – 9:30 a.m.

Regional Enterprise Tower - The Conference Center, 31st Floor

7:45 a.m. **Welcome and Call to Order** (Mary Richter)

Roll Call and Declaration of Proxies (Hank Sobah)

7:55 a.m. **CEO's Report** (Ron Painter)

8:15 a.m. **Committee Reports**

Action Items are outlined on page 2.

Some committee reports are included in the Briefing Book; others are distributed separately or at the Board meeting.

- **Executive Committee** (pages 4-10) (Mary Richter)
- **Finance Committee** (Terry Kiliany)
- **Compliance Committee** (pages 11-22) (Raeann Olander)
(Administrator, PA CareerLink Affiliate – Goodwill Southwestern PA)
- **Youth Policy Update**
- **Appointments and Nominations Committee** (Scott Biddle)
- **Special Projects Committee** (page 23) (Dr. Mary Hines)

8:45 a.m. **TRWIB strategic plan update** (Mary Richter)

9:00 a.m. **Open Forum / Board Discussion** (Mary Richter)

9:20 a.m. **Public Comment Period** (Mary Richter)

Note: Individual speakers are limited to three (3) minutes.

9:30 a.m. **Adjournment of Board Meeting** (Mary Richter)

A table of contents for this Briefing Book is on page 3.

Continental breakfast will be available at 7:30 a.m.

2009 Board of Directors' Meetings

- **Wednesday, May 13, 2009**
- **Wednesday, September 9, 2009**
- **Wednesday, November 11, 2009 (note: Veterans Day Holiday)**

Action Items

February 11, 2009

Note: The items listed below require a quorum

Executive Committee

Page (s)

- | | |
|--|------|
| <input type="checkbox"/> Approve actions taken by the Executive Committee since the last full Board meeting. | 4 |
| <input type="checkbox"/> Approve the minutes from the November 12, 2008 Board meeting | 5-10 |

Compliance Committee

- | | |
|--|-------|
| <input type="checkbox"/> Approve Compliance Committee Report | 11-22 |
|--|-------|

Finance Committee

- | | |
|---|--|
| <input type="checkbox"/> Approve Finance Committee Report | |
|---|--|

Special Projects Committee

- | | |
|---|----|
| <input type="checkbox"/> Approve Special Projects Committee | 23 |
|---|----|

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February 11, 2009

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EXECUTIVE COMMITTEE REPORT

ACTION ITEMS

- Approve actions taken by the Executive Committee since the last full Board meeting. The Executive Committee voted via email and approved the following actions on January 27, 2009.

December, 2008:

Approve Market Research Study

Action: Approve and accept the findings of the Market Research Study.

January

1. Approve December 2008 Meeting notes
Action: Approve and accept the minutes and action items from December meeting.
 2. Scope of Work – NCEE
Action: Approve the Scope of Work for NCEE
 3. Scope of Work – Film
Action: Approve the Scope of work for the Film Project
 4. Roles and Responsibilities – Special Projects Committee
Action: Approve the Roles and Responsibilities for the Special Projects Committee
-
- Approve meeting minutes from November 12, 2008 Board meeting

EXECUTIVE COMMITTEE REPORT

BOARD MEETING MINUTES
November 12, 2008

Board Members

Aul, Jamie
Biddle, Scott
Block, Donald
Briney, Debra
Coplan, David
Curet, Mary
Durno, Donna
Eberhardt, Martha
Grom, Bob
Hester, Julie
Hines, Dr. Mary
Hogan, Marlene Gary
Kiliany, Terry
Kunic, Carol
Lasky, Jr., John W.
McElveen, Everett
McMahon, Tim
McNaughton, Tammie
Mendelson, Carolyn
Noonan, Arthur
Picker, Eve
Richter, Mary
Rohm, John
Rubinstein, Robert
Stratico, Joe
Trainer, Patty
Vogt, Greg

Guests

Blocksidge, Charles
Brenner, Jim
Durrett, Mallory
Finegan, Judy
Frase, Bill
Hann, Jim
Hiwiler, Dan
Killmeyer, Susanne
Pferdekamper, Eric
Roberts, Rick
Seelman, Kate
Stragar, David
Sweeney, Dottie
Williams, Brian
Williams-Betlyn, Peggy

Staff

Bode, Audrey
Boland, Kelleigh
Doernte, Scott
Frankenfield, Micah
Henderson, Shad
Holden, Laura
Krofcheck, Vera
Painter, Ron
Palmer, Jill

EXECUTIVE COMMITTEE REPORT

Vice President Marlene Gary Hogan welcomed members and guests to the joint Three Rivers Workforce Investment Board and TRWIB, Inc. corporate meetings.

Ms. Gary Hogan called both meetings to order at 7:55 a.m.

Ms. Gary Hogan announced proposed 2009 Board of Directors' meeting dates: Wednesday, February 11, 2009; Wednesday, May 13, 2009; Wednesday, September 9, 2009; and November 11, 2009 (Veterans' Day holiday).

Ms. Gary Hogan took roll call, indicating a quorum was present and that the TRWIB received three proxies approving all action items.

CEO's Report

Mr. Painter indicated the new Congress will have stable leadership in the House and Senate with committees that are important to us. However, WIA will start from the beginning and two legislative versions are expected by June, one in the House and one in the Senate, unless No Child Left Behind leads the debate. WIA reauthorization has been behind secondary education and higher education reauthorization. No Child Left Behind and WIA reauthorization are the two major issues facing Congress in January, with controversy in both.

In the Commonwealth, revenues are 4.7% behind estimates for the third quarter, which correlate with the unemployment rate for the metropolitan area of 5.6%, the state unemployment rate of 5.8% and the federal rate of 6.1%. Pennsylvania lags the nation in the unemployment rate and will not have as large share of funding. Because Allegheny County and the City lags the state average, we will be under represented in the allocation. If the revenue shortfalls continue through the end of the year, an extremely tight budget is expected in Pennsylvania. It will be very important, when we go to Harrisburg in April, that all members of the TRWIB Policy Committee have a conversation with our delegation.

Mr. Painter announced that the 2009 Imagine Week will take place the last week in April. **Tim Aldinger** is working with several organizations who will participate on all kinds of career development activities focused on youth. Our media partners for the week will be Clear Channel Radio and Comcast.

Mr. Painter indicated a Green Jobs meeting is scheduled for November 19th to determine what people are working on and what the challenges are. On the national level, the green jobs bill passed but there is no money for education and training. On the state level, we voted for the bond issue to raise the debt ceiling to infrastructure improvements has no money for education and training.

EXECUTIVE COMMITTEE REPORT

On December 10, 2008, the TRWIB and Westmoreland/Fayette Workforce board will host a conversation with the workforce boards from eastern Ohio, western Pennsylvania, northern West Virginia, and western Maryland to identify and address workforce issues in the energy sector.

Mr. Painter commented that the Pittsburgh Film Office approached the TRWIB with a conversation about film and TV production in Pittsburgh, what the labor market was in the industry and if it was growing. We found that it seems to be growing. If 60% of the film is produced in Pennsylvania the production company qualifies for the Commonwealth's new tax credit program. TRWB was awarded a \$100K grant from the Commonwealth to look at the film industry across the Commonwealth. TRWIB will be the lead partners in a state-wide analysis.

Ms. Gary Hogan asked for a motion to accept the CEO's report. On motion by **Dave Coplan** and seconded by **Bob Grom**, the board approved the report.

Ms. Gary Hogan reminded members that today's Three Rivers Workforce Investment Board and TRWIB, Inc. Corporate Board meetings will run concurrently.

Ms. Gary Hogan asked for a motion to approve the 2007-2008 TRWIB, Inc. corporate minutes. On motion by **Don Block** and seconded by **Tim McMahon**, the board approved the minutes.

Ms. Gary Hogan referred members to the 2008-2009 Program Monitoring policies on page 5 through 26 of the briefing book. The Executive Committee approved the policies in an email vote on October 22, 2008.

Ms. Gary Hogan asked for a motion to approve the 2008-2009 Program Monitoring policies. On motion by **Debra Briney** and seconded by **Mary Richter**, the board approved the motion.

Ms. Gary Hogan asked for a motion to accept actions taken by the Executive Committee since the last full board meeting. On motion by **Dr. Donna Durno** and seconded by **Jamie Aul**, the board approved the motion.

Ms. Gary Hogan asked for a motion to approve the September 10, 2008 board meeting minutes. On motion by **Tammie McNaughton** and seconded by **Bob Rubinstein**, the board approved the minutes.

EXECUTIVE COMMITTEE REPORT

Finance Committee Report

Terry Kiliany indicated the audited financial statements were emailed to members several weeks ago. The auditors expressed an unqualified opinion on the financial statements and there were no deficiencies on internal controls or a questionable cause. He noted a difference in actual vs. budget revenues and projected costs because TRWIB has not received some grants nor was money spent.

Mr. Kiliany answered questions from **Eve Picker** regarding the correct dates on the statements and from **Don Block**, who asked to define “Administrative – RWC”. **Ms. Palmer** indicated they were funds in the Regional Workforce Collaborative program. **Ms. Gary Hogan** asked for a motion to approve the Finance Committee report. On motion by **Bob Grom** and seconded by **Mary Richter**, the board approved the report.

Compliance Report

Jim Hann referred members to the updated chart they received reflecting the latest layoff figures for Allegheny County. He reviewed the report indicating a total of 950 dislocated persons were added to the list in the past ten weeks.

Mr. Hann indicated that although the region’s unemployment rate is lagging behind the national rate, a steady stream of job seekers are coming to CareerLink. Alarming numbers of underemployed people are not included in the traditional figures and the percentage has risen to 11%, the highest rate since 1994. Part-time worker figures reached 6.1M.

CareerLink is partnering with a career development center to deliver a Money Matters Financial Literacy Program and is reviewing and updating current workshops to customers and job seekers to be more in tuned with the economic situation.

Mr. Hann answered member’s question regarding possible National City layoffs and rapid response. **Judy Hill** indicated the City and County, along with Ron Painter, are having discussions with the state about applying for a national emergency grant. **Mr. Painter** mentioned that CareerLink is seeing a very high number of college educated applicants, which is very troubling. **Mr. Hann** encouraged members to refer companies with potential layoffs to contact the CareerLink Rapid Response Unit.

Ms. Gary Hogan asked for a motion to approve the Compliance Committee report. On motion by **Don Block** and seconded by **Dave Coplan**, the board approved the report.

Youth Policy Council

Ms. Gary Hogan indicated an update on Youth Policy will be presented at the February 11, 2009 board meeting.

EXECUTIVE COMMITTEE REPORT

Appointments and Nominations Committee

Scott Biddle reported the committee met with **Mr. Painter** and **Ms. Bode** to review current member demographics and representation.

He announced that **Marlene Gary Hogan** has agreed to develop a Women and Minority ad hoc group to increase representation on the board. **Mr. Biddle** asked for volunteers to sit on the ad hoc group. **Mary Curet, Martha Eberhardt, Carolyn Mendelson** and **Tammie McNaughton** volunteered.

Mr. Biddle presented the following slate of nominations: **Mary Richter**, president; **Bob Grom**, vice president; **Terry Kiliany**, treasurer, and **Hank Sobah**, secretary.

Ms. Gary Hogan asked for nominations from the floor or self nominations. Hearing none, she asked for any questions or comments. Hearing none, **Ms. Gary Hogan** asked members whether they preferred to vote on the slate as one group or individually. Members responded to vote on the slate.

Ms. Gary Hogan asked for a motion to accept the slate of nominations. On motion by **John Rohm** and seconded by **Tim McMahon**, the board approved the slate nominees. Members unanimously approved the motion.

Ms. Gary Hogan turned the meeting over to **President Mary Richter**.

Ms. Richter indicated that with the implementation of TRWIB's strategic plan, we took a hard look at what are we going, what we should be doing and how can we get there. As a result, we have a revised list of committees. As part of the strategic plan, we asked ourselves where do we start? What is our baseline and where do we begin to measure? To answer those questions, TRWIB staff, **Kelleigh Boland** and **Vera Krofcheck**, prepared a state of the workforce report that was distributed to members.

Kelleigh Boland indicated a ton of data was reviewed in preparation of the report. The report will be published and released in January of 2009. The main findings and some of the future questions that resulted from that data will be presented today.

Ms. Boland reviewed the three main processes of human capital development and asked member's feedback on voting on industry clusters. Data indicated that education needs to understand that there is a portfolio of pathways to success and the regional labor market reflects this need; that career readiness and soft skills are quality critical; and that knowledge, skills and abilities are changing in the 21st century.

EXECUTIVE COMMITTEE REPORT

Vera Krofcheck reviewed the regional demographics of matching people to jobs which suggest a misbalance in labor demand. Twenty industry sectors were reviewed for not only main labor market indicators but also for what was the concentration of the industry, what was the competitiveness, dynamics and turnover rate and newly created jobs. TRWIB identified the first five industry sectors: Healthcare and social assistance, manufacturing, professional and technical services, finance and insurance, and construction. **Ms. Krofcheck** reviewed the final finding of retaining talent and jobs in the region and noted wages tend to be lower in the region than in the nation

Ms. Boland presented the future questions to address how: to prepare/ educate/ train, match people to jobs and retain talent and jobs in SWPA. A discussion ensued regarding the analysis of the report and whether the data was SWPA or statewide, the source of data of education level, were the findings compared with the L&I information and if there was a correlation.

Ms. Richter asked for additional comments on the report . She commented on TRWIB's excellent work and their ability to gather and analyze data, which is a real resource not only to this region but throughout the country.

Ms. Richter announced the open forum and asked members for any announcements they would like to bring before the board.

Katherine D. Seelman, Ph.D., a member of the Pa Rehabilitation Council (PaRC) and Associate Dean in the School of Rehabilitation Sciences at the University of Pittsburgh presented an overview of PaRC services. Members are appointed by the Governor. The PaRC advises and partners with the Office of Vocational Rehabilitation in PA to work towards employment in the state for persons with disabilities. PaRC members are attending local WIB meetings to learn about the WIB and to educate them about the Pa Rehabilitation Council. PaRC encourages WIBs to utilize the Council as a resource on disability issues. The Council hopes to keep employment for persons with disabilities in the forefront in their local areas. Possibilities include: Programs that work with schools to give students with disabilities work experience and working with employers to overcome obstacles to hiring persons with disabilities.

Ms. Richter announced public forum period. Hearing no comments, **Ms. Richter** asked for a motion to adjourn the meeting.

On motion by **Ray Vogel** and seconded by **Terry Kiliany**, **Ms. Richter** adjourned the meeting at 9:30 a.m.

COMPLIANCE COMMITTEE REPORT

ACTION ITEM

- Approve the Compliance Committee Report**

UPDATE

The following reports are attached for review:

- WIA Training Report and SEA Report: Allegheny County (page 12)
- WIA Training Report and SEA Report: City of Pittsburgh (page 13)
- PA CareerLink Customer Satisfaction Surveys: Employers and Jobseekers (page 14)
- PA CareerLink Pittsburgh/Allegheny County Leadership Council Report to the TRWIB (page 20)

COMPLIANCE COMMITTEE REPORT

**WIA TRAINING REPORT: ALLEGHENY COUNTY
LOCAL WORKFORCE INVESTMENT AREA**

Program Year 2008 (7/1/08 to 12/31/08)

Category	Allocation/ funds received	Number of new customers with ITAs in PY08	Number of customers with ITAs carried over into PY08	Number of new customers receiving intensive services in PY08	Number of customers receiving intensive services carried over into PY08
Adults	\$1,528,905	66	71	91	73
Dislocated Workers	\$787,434	57	59	11	25
*Rapid Response	\$950,000	70	30	14	0
Youth	\$1,502,415	NA	NA	265	606

*Carry-in amount for multi-year Rapid Response award

SELF EMPLOYMENT ASSISTANCE (SEA) REPORT: ALLEGHENY COUNTY

Program Year 2008 (7/1/08 to 12/31/08)

Category	Allocation/ funds received	Number of new customers receiving entrepreneurial training	Number of customers receiving entrepreneurial training carried over into PY08
*Self Employment Assistance (SEA)	\$24,882	2	6

Note: SEA funds are state funds, not WIA funds and therefore do not count towards the performance outcomes of WIA. However, SEA funds contribute to the overall view of workforce development. The program was on hiatus over the summer due to lack of funding and restarted in October after allocations were received

COMPLIANCE COMMITTEE REPORT

**WIA TRAINING REPORT: CITY OF PITTSBURGH
LOCAL WORKFORCE INVESTMENT AREA**

Program Year 2008 (7/1/08 to 12/31/08)

Category	Allocation/ funds received ¹	Number of new customers with ITAs in PY08	Number of customers with ITAs carried over into PY08	Number of new customers receiving intensive services in PY08	Number of customers receiving intensive services carried over into PY08
Adults	\$1,223,931	24	17	31	26
Dislocated Workers	\$804,740	23	14	43	6
Rapid Response	\$118,126	5	16	7	18
Youth	\$1,611,781	NA	NA	199	53

¹Includes funds carried over from prior years.

SELF EMPLOYMENT ASSISTANCE (SEA) REPORT: CITY OF PITTSBURGH

Program Year 2008 (7/1/08 to 12/31/08)

Category	Allocation/ funds received	Number of new customers receiving entrepreneurial training	Number of customers receiving entrepreneurial training carried over into PY08
*Self Employment Assistance (SEA)	\$24,882	3	10

*Note: SEA funds are state funds, not WIA funds and therefore do not count towards the performance outcomes of WIA. However, SEA funds contribute to the overall view of workforce development.

COMPLIANCE COMMITTEE REPORT

PA CareerLink Employer Satisfaction Surveys
October 2008 - December 2008

Data is based on a scale of 1-5 where “1” means “Very Dissatisfied” and “5” means “Very Satisfied.”

	Number of surveys	Services met needs?	Satisfied with Staff?	Satisfied with website?	Average Satisfaction	Did you find qualified applicants?	Have you/will you hire candidates?	Would you recommend to others?
Total Surveys	29	4.0	4.6	4.0	4.2	80%	78%	93%
Site								
Allegheny East	13	4.2	4.6	4.2	4.3	77%	85%	92%
Allegheny West	7	3.3	4.4	3.6	3.8	86%	71%	86%
Downtown Pittsburgh	9	4.6	4.8	4.1	4.5	78%	78%	100%

PA CAREERLINK JOBSEEKER SATISFACTION SURVEYS
October 2008 - December 2008

Data is based on a scale of 1-5 where “1” means “Very Dissatisfied” and “5” means “Very Satisfied.”

Site	Number of Surveys	Services met needs?	Satisfied with Staff?	Satisfied with website?	Satisfied with facility?	Average Satisfaction	Did you find an opening?	Would you recommend to others?
Allegheny East	56	4.1	4.4	4.0	4.2	4.2	29%	96%
Allegheny West	207	4.2	4.5	4.2	4.3	4.3	17%	93%
Downtown Pittsburgh	173	4.7	4.6	4.3	4.4	4.5	38%	94%
Goodwill SWPA	26	4.5	4.4	4.0	4.5	4.4	46%	96%
4 Sites	462	4.4	4.5	4.1	4.4	4.4	33%	95%

COMPLIANCE COMMITTEE REPORT

**PITTSBURGH/ALLEGHENY COUNTY
PA CAREERLINK LEADERSHIP COUNCIL*
REPORT TO THE TRWIB**

February 11, 2009

Discussion Points

1. Update on Rapid Response activities
2. Update on Unemployment Compensation Claimants
3. PA CareerLink Strategic Planning
4. National Workforce Association Award

The following reports are attached for your review:

- PA CareerLink Quarterly Data Report: Supply-Side Customers (page 16)
- PA CareerLink Activity Report: Employer Services (page 20)

*The PA CareerLink Pittsburgh/Allegheny County Leadership Council represents the following organizations: the City of Pittsburgh – Pittsburgh Partnership, Allegheny County – Department of Human Services, the Pennsylvania Office of Vocational Rehabilitation, Goodwill Industries of Southwestern Pennsylvania and the Greater Pittsburgh Literacy Council. These organizations serve as the consortium of operators for the three comprehensive centers (Downtown Pittsburgh, Allegheny East and Allegheny West) and the Affiliate at Goodwill Southwestern Pennsylvania.)

COMPLIANCE COMMITTEE REPORT

SUPPLY-SIDE CUSTOMERS

Annual Report (January-December 2008)

	DT Pittsburgh Center ¹		Allegheny East Center		Allegheny West Center		Goodwill SWPA		TOTAL	
Total Customers Served	33680		14123		7381		5290		60474	
	#	%	#	%	#	%	#	%	#	%
New Individuals	4139	100%	1895	100%	1863	100%	616	100%	8513	100%
Gender										
Female	1630	39%	935	49%	585	31%	305	50%	3455	41%
Male	2157	52%	908	48%	592	32%	302	49%	3959	47%
No response	352	9%	52	3%	686	37%	9	1%	1099	13%
Ethnicity										
African-American	1102	27%	602	32%	85	5%	294	48%	2083	24%
Caucasian	2409	58%	1085	57%	997	54%	288	47%	4779	56%
Hispanic	39	1%	28	1%	9	0%	6	1%	82	1%
Asian	41	1%	8	0%	26	1%	0	0%	75	1%
Native American	30	1%	21	1%	21	1%	9	1%	81	1%
Other	90	2%	41	2%	33	2%	7	1%	171	2%
No Response	428	10%	110	6%	692	37%	12	2%	1242	15%
Age										
<18	41	1%	104	5%	0	0%	31	5%	176	2%
18-21	278	7%	210	11%	63	3%	76	12%	627	7%
22 – 35	1139	28%	431	23%	292	16%	218	35%	2080	24%
36 – 55	1937	47%	773	41%	575	31%	240	39%	3525	41%
>55	713	17%	377	20%	276	15%	51	8%	1417	17%
No response	31	1%	0	0%	657	35%	0	0%	688	8%
Employment Status										
Employed	344	8%	239	13%	131	7%	130	21%	844	10%
Full-time	166	4%	109	6%	58	3%	52	8%	385	5%
Part-time	178	4%	130	7%	68	4%	80	13%	456	5%
Unemployed	3641	88%	1656	87%	1133	61%	476	77%	6906	81%
Due to lay-off	1880	45%	959	51%	508	27%	59	10%	3406	40%
<i>Airline Related Lay-off</i>	63	2%	10	1%	43	2%	2	0%	118	1%
Not looking	28	1%	0	0%	10	%	5	1%	33	0%
No response	126	3%	0	0%	589	32%	5	1%	720	8%
Other Characteristics¹										
Veteran	425	10%	128	7%	137	7%	73	12%	763	9%
Disabled	206	5%	131	7%	56	3%	133	22%	526	6%
Single Parent	635	15%	272	14%	82	4%	184	30%	1173	14%
Offender	446	11%	84	4%	23	1%	178	29%	731	9%
Displaced Homemaker	89	2%	32	2%	19	1%	41	7%	181	2%
Public Assistance	465	11%	116	6%	37	2%	150	24%	768	9%
SSI	99	2%	61	3%	20	1%	58	9%	238	3%

→ Continued

¹Clients may choose more than one category for this field

On the following quarterly and annual supply side tables, percentages may add to more than 100 due to rounding.

COMPLIANCE COMMITTEE REPORT

SUPPLY-SIDE CUSTOMERS (cont'd)

Annual Report (January-December 2008)

	DT Pittsburgh Center		Allegheny East Center		Allegheny West Center		Goodwill SWPA		TOTAL	
	#	%	#	%	#	%	#	%	#	%
New Individuals	4139	100%	1895	100%	1863	100%	616	100%	8513	100%
Residency										
Pittsburgh	2148	52%	104	5%	35	2%	397	64%	2684	32%
Allegheny County	1904	46%	1766	93%	1707	92%	210	34%	5587	66%
Other	87	2%	25	1%	121	6%	9	1%	242	3%
Educational Level										
Did not complete HS	99	2%	216	11%	35	2%	89	14%	439	5%
Completed HS or GED	1395	34%	656	35%	442	24%	255	41%	2748	32%
Completed Some Post-Secondary	579	14%	439	23%	193	10%	197	32%	1408	17%
Completed College	1726	42%	567	30%	494	27%	51	8%	2838	33%
No Response	340	8%	17	1%	699	38%	24	4%	1080	13%
Reason you came to CareerLink¹										
Job Search	359	9%	1150	61%	778	42%	525	85%	2812	33%
Specific Employer Recruitment	271	7%	398	21%	150	8%	47	8%	866	10%
Change Career	570	14%	169	9%	111	6%	162	26%	1012	12%
Training Information	812	20%	296	16%	408	22%	179	29%	1695	20%
Tuition Assistance	158	4%	209	11%	259	14%	122	20%	748	9%
Resume Prep	336	8%	307	16%	316	17%	308	50%	1267	15%
Relocating to Pittsburgh Area	35	1%	20	1%	20	1%	42	7%	117	1%
Specific Workshop	218	5%	1287	68%	159	9%	54	9%	1718	20%
Referred by Another Organization	262	6%	355	19%	220	12%	88	14%	925	11%
How did you hear about PA CareerLink?										
Flyer/mailer	733	18%	118	6%	416	22%	0	0%	1267	15%
Internet	204	5%	91	5%	100	5%	36	5%	431	5%
Newspaper	37	1%	22	1%	26	1%	24	4%	109	1%
Phone Book	38	1%	7	0%	5	0%	6	1%	56	1%
Radio/TV	45	1%	21	1%	12	1%	14	2%	92	1%
Friend/Family	637	15%	396	21%	149	8%	157	25%	1339	16%
Walk-in ²	67	2%	549	29%	39	2%	108	18%	763	9%
No Response	2378	57%	691	36%	1116	60%	305	50%	4490	53%

→ Continued

¹Clients may choose more than one category for this field

² Walk-in count includes "Referred by another organization"

COMPLIANCE COMMITTEE REPORT

SUPPLY-SIDE CUSTOMERS

Quarterly Report (October-December 2008)

	DT Pittsburgh Center ¹		Allegheny East Center		Allegheny West Center		Goodwill SWPA		TOTAL	
Total Customers Served	7724		3507		1771		1356		14358	
	#	%	#	%	#	%	#	%	#	%
New Individuals	1051	100%	412	100%	440	100%	106	100%	2009	100%
Gender										
Female	418	40%	203	49%	178	40%	58	55%	857	43%
Male	536	51%	186	45%	147	33%	44	42%	913	45%
No response	97	9%	23	6%	115	26%	4	4%	239	12%
Ethnicity										
African-American	241	23%	111	27%	15	3%	49	46%	416	21%
Caucasian	644	61%	237	58%	271	62%	48	45%	1200	60%
Hispanic	6	1%	4	1%	3	1%	1	1%	14	1%
Asian	10	1%	0	0%	6	1%	0	0%	16	1%
Native American	8	1%	4	1%	7	2%	2	2%	21	1%
Other	27	3%	14	3%	11	3%	4	4%	56	3%
No Response	115	11%	42	10%	127	29%	2	2%	286	14%
Age										
<18	11	1%	15	4%	0	0%	2	2%	28	1%
18-21	58	6%	23	6%	15	3%	13	12%	109	5%
22 – 35	309	29%	97	24%	56	13%	44	42%	506	25%
36 – 55	482	46%	186	45%	146	33%	39	37%	853	42%
>55	183	17%	91	22%	90	20%	8	8%	372	19%
No response	8	1%	0	0%	133	30%	0	0%	141	7%
Employment Status										
Employed	69	7%	50	12%	32	7%	14	13%	165	8%
Full-time	24	2%	30	7%	11	3%	4	4%	69	3%
Part-time	45	4%	20	5%	21	5%	12	11%	98	5%
Unemployed	964	92%	362	88%	295	67%	89	84%	1710	8%
Due to lay-off	586	56%	288	70%	145	33%	14	13%	1033	51%
<i>Airline Related Lay-off</i>	22	2%	1	0%	11	3%	0	0%	34	2%
Not looking	2	0%	0	0%	2	0%	2	2%	6	0%
No response	16	2%	0	0%	111	25%	1	1%	128	6%
Other Characteristics¹										
Veteran	101	10%	17	4%	39	9%	7	7%	164	8%
Disabled	30	3%	11	3%	9	2%	12	11%	62	3%
Single Parent	158	15%	67	16%	13	3%	22	21%	260	13%
Offender	60	6%	4	1%	0	0%	24	23%	88	4%
Displaced Homemaker	30	3%	14	3%	2	0%	5	5%	51	3%
Public Assistance	112	11%	25	6%	5	1%	25	24%	167	8%
SSI	18	2%	7	2%	3	1%	6	6%	34	2%

→ Continued

¹Clients may choose more than one category for this field

COMPLIANCE COMMITTEE REPORT

SUPPLY-SIDE CUSTOMERS (cont'd)

Quarterly Report (October-December 2008)

	DT Pittsburgh Center		Allegheny East Center		Allegheny West Center		Goodwill SWPA		TOTAL	
	#	%	#	%	#	%	#	%	#	%
New Individuals	1051	100%	412	100%	440	100%	106	100%	2009	100%
Residency										
Pittsburgh	508	48%	3	1%	4	1%	75	71%	590	29%
Allegheny County	527	50%	405	98%	399	91%	28	26%	1359	68%
Other	16	2%	4	1%	37	8%	3	3%	60	3%
Educational Level										
Did not complete HS	6	1%	40	10%	7	2%	15	14%	68	3%
Completed HS or GED	329	31%	132	32%	124	28%	29	27%	614	31%
Completed Some Post-Secondary	66	6%	13	3%	28	6%	39	37%	146	7%
Completed College	564	54%	216	52%	153	35%	10	9%	943	47%
No Response	86	8%	11	3%	128	29%	13	12%	238	12%
Reason you came to CareerLink¹										
Job Search	870	83%	212	51%	216	49%	103	97%	1401	70%
Specific Employer Recruitment	97	9%	104	25%	50	11%	0	0%	251	12%
Change Career	136	13%	23	6%	11	3%	26	25%	196	10%
Training Information	196	19%	38	9%	118	27%	28	26%	380	19%
Tuition Assistance	8	1%	76	18%	66	15%	24	23%	174	9%
Resume Prep	16	2%	58	14%	78	18%	43	41%	195	10%
Relocating to Pittsburgh Area	4	0%	3	1%	3	1%	8	8%	54	3%
Specific Workshop	44	4%	264	64%	45	10%	11	10%	364	18%
Referred by Another Organization	49	5%	20	5%	59	13%	10	9%	138	7%
How did you hear about PA CareerLink?										
Flyer/mailer	276	26%	105	25%	144	33%	0	0%	525	26%
Internet	53	5%	10	2%	32	7%	6	6%	101	5%
Newspaper	4	0%	0	0%	6	1%	3	3%	13	1%
Phone Book	13	1%	2	0%	0	0%	0	0%	15	1%
Radio/TV	5	0%	3	1%	1	0%	2	2%	11	1%
Friend/Family	117	11%	66	16%	23	5%	39	37%	245	12%
Walk-in ²	0	0%	101	25%	10	2%	25	24%	136	7%
No Response	583	55%	125	30%	224	51%	31	29%	963	48%

¹Clients may choose more than one category for this field

² Walk-in count includes "Referred by another organization"

COMPLIANCE COMMITTEE REPORT

**PITTSBURGH/ALLEGHENY COUNTY PA CAREERLINK SYSTEM
ALLEGHENY EAST, ALLEGHENY WEST, AND DOWNTOWN PITTSBURGH CENTERS**

ACTIVITY REPORT – BUSINESS SERVICES

Year-in-Review 2008

This report details the efforts of all three comprehensive centers (Allegheny East, Allegheny West, and Downtown Pittsburgh) regarding business services for the fourth quarter of 2008, as well as year-in-review highlights for 2008.

Overall Impact

With the implementation of the new CWDS system September 4, 2007, our Business Development Team recognized that our employer customers were not utilizing the system due to frustration with the learning curve of the new system. Our Business Development Team contacted employers with whom we had previous contact during 2006 & 2007. The goal was to encourage them to start posting job orders with us and to utilize the CWDS system. Regular training seminars were scheduled at all CareerLink locations. All Business Development Representatives emphasized offering training at either the customer’s location or one of the CareerLink locations. While new employer enrollments decreased by 69% during the fourth quarter of 2008 as compared to the fourth quarter of 2007, overall job orders only decreased by 14% during this same period. While the economy continues to slip, we were able to stave off further erosion of the job orders by making proactive calls to our existing customer base. This is evidence of the success of the program.

Three Rivers Workforce Investment Area Job Orders as of December 31, 2008

Five-Year Job Order History

	No. of Job Orders	No. of Job Orders	No. of Job Orders	No. of Job Orders	
Year	1st Q	2nd Q	3rd Q	4th Q	Total
2003	2777	2643	2789	2532	10741
2004	2835	2888	3123	2969	11815
2005	3243	3583	3799	3660	14285
2006	4300	4027	4025	4130	16482
2007	4468	4896	4906	2553	16823
2008	3054	2817	2602	2194	10667

Five-Year New Employer Enrollment History

Year	1st Q	2nd Q	3rd Q	4th Q	Total
2004	175	157	162	124	618
2005	143	196	206	106	651
2006	177	126	173	155	631
2007	177	202	159	154	692
2008	123	130	111	48	412

COMPLIANCE COMMITTEE REPORT

ACTIVITY REPORT – BUSINESS SERVICES

Year-in-Review 2008

(Annual Report, January-December 2008) (Cont'd)

Highlights: Employer Contact Management Database

The information contained in this chart was obtained through the **Employer Contact Management Database** maintained by PA CareerLink Pittsburgh/Allegheny County. The contact management database lists basic information on all of the employers in Allegheny County. It has complete, up-to-date records on all of the 6,700+ employers enrolled-to-date on PA CareerLink and enables us to conduct targeted outreach (by industry, by location, by company size, etc.), as well as providing a customized tool to record and track our specific activities with employers. Since its launch, the database is used to conduct a quarterly analysis of our market penetration into the following Pennsylvania targeted industry clusters and sub-clusters

Targeted Cluster or Sub-Cluster	# Employers in Allegheny County as of 12/31/07	# Employers in Allegheny County as of 12/31/08	# Enrolled in PA CareerLink as of 12/31/08	Penetration Rate as of 12/31/08
Life Sciences	1176	1166	190	16.30%
Bio-Medical (sub)	89	89	34	38.20%
Business & Financial Services	1096	1114	314	28.19%
Education	382	387	133	34.37%
Advanced Materials and Diversified Manufacturing	126	122	56	45.90%
Chemical, Rubber and Plastics (sub)	14	15	10	66.67%
Electronics (sub)	56	56	21	37.50%
Metals and Metal Fabrication (sub)	42	42	16	38.10%
Printing (sub)	167	165	37	22.42%
Vehicle and Vehicle Maintenance (sub)	6	6	4	66.67%
Building and Construction	1366	1349	234	17.35%
Agriculture and Food Production	662	663	107	16.14%
Food Processing (sub)	20	20	7	35.00%
Information and Communication Services	582	574	107	18.58%
Logistics and Transportation	167	164	52	31.71%
Lumber, Wood and Paper	148	145	48	33.10%
TOTAL All Clusters	6099	6077	1370	22.54%

Having this baseline analysis now enables the system to establish specific, measurable goals for growth within the targeted clusters.

** Targeted outreach was conducted to these clusters in 2006.

** Targeted outreach was conducted to these clusters in 2007

Source: State DOL 2003. Base: All companies in Allegheny County with Unemployment Compensation Accounts. Updated regularly with lists of new companies that have applied for UC Accounts.

COMPLIANCE COMMITTEE REPORT

ACTIVITY REPORT – BUSINESS SERVICES *(Cont'd)*

CUSTOMER FEEDBACK

Employer Looks to Vet Rep to Hire Qualified Candidates

Kenneth Martin worked with PA CareerLink Allegheny East in October. He found PA CareerLink to be “very helpful and accommodating in finding qualified candidates. They provided immediate communication [and help matching] potential candidates.” Hebco, Inc needed employees that would be ready to work from day one and preferred to hire from the Veteran population. The Veterans tend to have the skills and knowledge that the position required, and Kenneth was able to find diverse, qualified candidates who were job-ready and eager to work. The professional staff at PA CareerLink matched candidates to Hebco, Inc that were able to “fit into [their] organizational goals.”

Bilingual Job Seeker Finds Match at PNC

Miguel Sanchez entered PA CareerLink Allegheny West in November with the hopes of finding a good fit with his diverse background. He was new to the Pittsburgh area, and he needed the guidance that our centers provide. His bilingual skills helped set him apart from other job seekers, but he needed professional advice to help him with his resume and interviewing skills. “I trusted and used all of the services provided by CareerLink and never gave up! I worked hard and preserved with the staff. I was in need of a job, as well as information that would allow me to adapt to living in a new city, where I had no contacts, no family, and no friends. With PA CareerLink’s help, I found a job with a company that can offer me multiple opportunities for my career. [PNC] is a company that will benefit me for life. I fully endorse the staff at PA CareerLink Allegheny West as they have helped me through a very tough time in my life.”

SPECIAL PROJECTS COMMITTEE REPORT

Three Rivers Workforce Investment Board Special Projects Committee Roles and Responsibilities

Committee Description

The Special Projects Committee screens new projects against TRWIB's mission and sets project priorities for the Board.

Responsibilities of Committee

The Special Projects Committee will:

- Project Priorities
 - Recommend annual project priorities to determine which projects will be implemented
 - Evaluate those project priorities annually
- Evaluation of Projects
 - Test project ideas against criteria and priorities
 - Assess the potential benefit to TRWIB of engaging in the project
 - Evaluate the final outcome of the project
- Generating buy-in and board support for Projects
 - Forward projects to appropriate Board committees for implementation
 - Recruit Board and non-Board members to serve on Project Guidance Committees
- Share responsibility for generating new project ideas

Who Serves on this Committee:

The Special Projects Committee is made up of current members of TRWIB's Board of Directors. The committee is chaired by a member of the board, who also serves on TRWIB's Executive Committee.

Individuals who are not Board Members may be asked to serve on the Ad-hoc Project Guidance Committees as deemed necessary and appropriate by committee members.

TRWIB's Director of Projects and Operations will serve as the staff liaison to this committee. The staff liaison will arrange meetings, document meeting outcomes, perform necessary follow-up between meetings, and provide support to the committee chair as needed.

Meeting Schedule

The Special Projects committee is an Ad-hoc committee that meets every other month or as relevant projects come up. Meetings are scheduled at the discretion of the committee chair.

THREE RIVERS WORKFORCE INVESTMENT BOARD

STAFF

Ronald D. Painter
Chief Executive Officer

Shad Henderson
Compliance Manager

Audrey Bode
Director of Projects and Operations

Laura Holden
Administrative Assistant

Kelleigh Boland
Director of Research, Planning, and
Business Development

Michelle Massie
Communications Manager

Scott Doernte
Administrative Assistant

Vera Krekanova Krofcheck
Research Manager

Micah Frankenfield
Project Assistant

Jill Palmer
Finance Director

CONSULTANTS & CONTRACTORS

Note: A list of all individuals, organizations, and businesses that have contracts with the TRWIB is available on request. Please contact the TRWIB office at: 412-552-7090.

PA CAREERLINK PITTSBURGH/ALLEGHENY COUNTY SYSTEM

COMPREHENSIVE CENTERS

Allegheny East
2040 Ardmore Boulevard
Pittsburgh, PA 15221
412-436-2225
TTY 412-271-4217

Allegheny West
Robinson Plaza Two
Route 60 and Park
Manor Drive; Suite 410
Pittsburgh, PA 15205
412-809-3500
TTY 412-809-3502

Downtown Pittsburgh
425 6th Avenue, 22nd Floor
Regional Enterprise Tower
Pittsburgh, PA 15219
412-552-7100
TTY 412-552-7044

AFFILIATE SITE

Goodwill of Southwestern Pennsylvania
2600 East Carson Street
Pittsburgh, PA 15203
412-390-2327
TTY 412-325-2854

REGIONAL CENTERS

Alle-Kiski
3 Kensington Square
New Kensington, PA
15068
724-334-8600
TTY 724-334-8713

Mon Valley Regional
570 Galiffa Drive
Donora, PA 15033
724-379-4750
TTY 724-379-5981

TRWIB in the News

Recent Media Appearances

KDKA News Radio 1020 AM – Friday, January 9, 2009 (Mike Pintek)

Ron Painter appeared as a guest on the Pintek Tonight show. He discussed the Pittsburgh region's economic outlook and took calls from listeners.

WTAE-TV and ThePittsburghChannel.com - Wednesday, January 7, 2009 (Sheldon Ingram)

Sheldon Ingram interviewed Ron Painter for a story about Pittsburgh being named one of the top 10 cities in the United States for job growth in 2009.

<http://www.thepittsburghchannel.com/news/18438114/detail.html>

Pittsburgh Post-Gazette - Thursday, January 1, 2009 (David Guo)

A Q&A with Ron Painter that discusses multiple pathways to access education, training and employment opportunities in the region.

<http://www.post-gazette.com/pg/09001/938983-28.stm>

KDKA-TV – Sunday, December 14, 2008 (Ken Rice and David Shribman)

A 30-minute broadcast featuring Ron Painter along with guests Marick Masters of the Katz Graduate School of Business and Alex Johnson, president of the Community College of Allegheny County, that discusses Southwestern Pennsylvania's employment outlook as well as education and training opportunities in the region. (There are two parts to the broadcast.)

<http://kdka.com/video/?id=50210@kdka.dayport.com>

<http://kdka.com/video/?id=50211@kdka.dayport.com>

The Hamilton Spectator - Thursday, January 29, 2009 (Meredith MacLeod)

An article about Ron Painter's presentation to Hamilton (Ontario, Canada) Training Advisory Board that offered lessons about Pittsburgh's recovery from the disappearance of its steel industry in the 1980s. Hamilton has been called Canada's steeltown.

<http://www.thespec.com/News/Business/article/503662>



The TRWIB is an employer-driven, policy-making entity for Allegheny County and Pittsburgh. Board members, appointed by the Chief Executive of Allegheny County and Mayor of Pittsburgh, share a concern about workforce quality and the availability of good jobs in the region.

As the leading knowledge broker on regional workforce trends, needs, and characteristics, TRWIB strategically informs economic and community development efforts. Ultimately, TRWIB intelligence helps Southwestern Pennsylvania optimize its greatest asset – the workforce – to attract and retain businesses that result in the region’s economic gain.

Three Rivers Workforce Investment Board

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425 Sixth Avenue
Pittsburgh, PA 15219
Phone: (412) 552-7090
Fax: (412) 552-7091
trwib.org

Ronald D. Painter, Chief Executive Officer
Phone: (412)552-7090
email: rpainter@trwib.org

Equal Opportunity Employer. Auxiliary aids and services are available upon request. Requesting accommodations in advance helps to ensure that reasonable accommodations are available at the time service is provided. Phone: 412 552-7099 shenderson@trwib.org.