

**Board of Directors' Meeting**

Wednesday, May 13, 2009

7:45 a.m. – 9:30 a.m.

*Regional Enterprise Tower - The Conference Center, 31<sup>st</sup> Floor*

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

Roll Call and Declaration of Proxies (Hank Sobah)

8:00 a.m. **CEO's Report** (Ron Painter)

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

**Action Items are outlined on page 4.**

**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 Update** (Ellen Kight)  
PA CareerLink Discussion Points (Betsy Neidle)  
(Administrator, PA CareerLink Allegheny West)
- **Youth Policy Update** (Dave Massaro)
- **Appointments and Nominations Committee** (Scott Biddle)
  - Inclusion Committee Update

8:45 a.m. **American Recovery and Reinvestment Act Overview** (Ron Painter)  
(pages 23-28)

9:10 a.m. **Open Forum** (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, September 9, 2009**
- **Wednesday, November 11, 2009 (note: Veterans Day Holiday)**

THREE RIVERS WORKFORCE INVESTMENT BOARD

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## Action Items

May 13, 2009

Note: The items listed below require a quorum

<b><u>Executive Committee</u></b>	<b><u>Page (s)</u></b>
<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 February 11, 2009 Board meeting	5-10
 <b><u>Finance Committee</u></b>	
<input type="checkbox"/> Approve June 30, 2010 Budget (Distributed separately)	
<input type="checkbox"/> Approve March 31, 2009 Financial Statements	
 <b><u>Compliance Committee</u></b>	
<input type="checkbox"/> Approve Compliance Committee Report	11-22
 <b><u>Youth Policy Committee</u></b>	
<input type="checkbox"/> Approve Youth Policy Report	
 <b><u>Appointments and Nominations Committee</u></b>	
<input type="checkbox"/> Approve Appointments and Nominations Committee Report	



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May 13, 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 approved the following actions on March 13, 2009.

#### **March, 2009:**

1. Approve January 2009 Meeting notes  
**Action:** Approve and accept the minutes and action items from January meeting.
2. Approve New Youth Policy Council Member  
**Action:** Approve Russell Carlino as Youth Policy Council Member.

#### **April, 2009:**

April actions items were still pending at the time of publication.

- Approve meeting minutes from February 11, 2009 Board meeting



**EXECUTIVE COMMITTEE REPORT**

**BOARD MEETING MINUTES  
February 11, 2009**

**Board Members**

Aul, Jamie  
Biddle, Scott  
Block, Don  
Briney, Debra  
Cherna, Marc  
Coplan, Dave  
Curet, Mary  
Dagostino, Robert  
Dugan, Ann  
Durno, Dr. Donna  
Eberhardt, Martha  
Givner, Lisa  
Haynes, Leon  
Hines, Dr. Mary  
Hogan, Marlene Gary  
Hurley, Bob  
Kiliany, Terry  
Kunic, Carol  
Lasky, John  
Massaro, David  
McCafferty, Anne  
McNaughton, Tammie  
Picker, Eve  
Richter, Mary  
Rohm, John  
Rubinstein, Robert  
Shea, Jack  
Sobah, Henry  
Stieving, David  
Trant, Barbara  
Vogel, Ray  
Vogt, Greg  
Whalen, Kevin

**Guests**

Blocksidge, Dr. Charles  
Brenner, Jim  
Bureau, Ed  
Doran, Rachel  
Durrett, Mallory  
Finegan, Judy Hill  
Frase, Bill  
Hann, Jim  
Hiwiller, Dan  
Mickens, Kevin  
Neidle, Elizabeth  
Olander, Raeann  
Parees, Barbara  
Pferdekamper, Eric  
Scott, Kelly  
Williams, Brian  
Young, Reginald

**Staff**

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

## EXECUTIVE COMMITTEE REPORT

### **Board Meeting Minutes** (Continued)

**Mary Richter** welcomed members and guests and called the meeting to order at 7:55 a.m. **Ms. Richter** indicated the TRWIB received three proxies approving all action items and that a quorum was present.

**Hank Sobah** took roll call.

### **CEO's Report**

**Ron Painter** introduced TRWIB's new Communications Manger, **Michelle Massie**, and an intern from the University of Pittsburgh, **Rachel Doran**. He announced **Tim Aldinger** has resigned and is leaving Pittsburgh.

**Mr. Painter** encouraged members to review the "Seeing in 3D" report they received. He noted the bulk of the report is a benchmark of "look at" data. The TRWIB's website will have an interactive blog for posting questions or comments, or viewing statistical data. **Mr. Painter** noted the report is the joint effort of **Vera Krofcheck** and **Kelleigh Boland**; **Michelle Massie** designed the report. **Mr. Painter** thanked the **Richard King Mellon Foundation**, whose contribution allowed the TRWIB to engage economists **Steve Mitchell, Jerry Paytas, Ken Poole, Ken Voytek and David Stevens**, who provided input into the report.

**Mr. Painter** reported the Commonwealth issued two contracts – one to ERA to look at the economic impact of the film industry in Pennsylvania and the other to Three Rivers Workforce Investment Board to look at the labor force implications. The TRWIB is working on the project with the Pittsburgh and Philadelphia film offices, the Department of Community and Economic Development, several film unions, private companies and training providers.

The TRWIB signed a contract with the Philadelphia Youth Network to provide technical assistance to other workforce boards across the Commonwealth as it relates to the TRWIB's E4 project. **Mr. Painter** thanked **Dr. Durno**, AIU and **Dr. Henderson**, Boys and Girls Club, for their assistance with the development of the materials.

**Mr. Painter** indicated he visited the Niagara Region, Ontario of St. Catherine's, Ft. Erie and Welland, and Thunder Bay, Ontario for discussions on how the TRWIB looks at the labor market, statistics and planning. The city of Hamilton, Ontario virtually mirrors Pittsburgh and is experiencing similar problems and issues. The University of Toronto is involved in a provincial plan around economic development for the Premier of Ontario, Dalton McGuinty, Jr., MMP, and is referring some local training boards to the TRWIB, as they are not inside the scope of their work.

## EXECUTIVE COMMITTEE REPORT

### **Board Meeting Minutes** (Continued)

**Mr. Painter** indicated the TRWIB is working with several organizations in Pittsburgh around “green” jobs, to determine what they are and what do they mean. The TRWIB filed for a grant called “Living Cities Foundation”, of which Pittsburgh was one of seven eligible US cities to apply.

**Mr. Painter** presented highlights from the governor’s budget and the federal stimulus package.

**Mary Richter** asked for a motion to accept the CEO’s report. On motion by **Kevin Whalen** and seconded by **Mary Curet**, the board approved the report.

### **Executive Committee Report**

**Ms. Richter** referred members to page 4 of the briefing book for the list of action items taken by the Executive Committee since the last full Board meeting.

**Mary Richter** asked for a motion to accept the Executive Committee report. On motion by **Dave Coplan** and seconded by **Jack Shea**, the board approved the report.

**Mary Richter** asked for a motion to approve the November 12, 2008 Board meeting minutes. On motion by **Kevin Whalen** and seconded by **Mary Curet**, the board approved the minutes.

### **Finance Committee Report**

**Terry Kiliany** reported the committee regularly reviews the budget and in mid-year, reviews the budget for any modifications. **Mr. Kiliany** reviewed the financial statements ending December 31, 2008 and the revised FYE June 30, 2009 budget distributed to members. He explained the revisions made and indicated the committee will develop a budget for next year at the March 19<sup>th</sup> meeting.

**Mary Richter** asked for a motion to accept the Finance Committee report. On motion by **Ann Dugan** and seconded by **Eve Picker**, the board approved report.

### **Compliance Committee Report**

**Ms. Richter** referred members to pages 12-21 of the briefing book to review the Allegheny County and city of Pittsburgh WIA Training and SEA reports, and the PA CareerLink Customer Satisfaction surveys and Leadership Council report.

## EXECUTIVE COMMITTEE REPORT

### **Board Meeting Minutes** (Continued)

**Raeann Olander** indicated all CareerLink offices have been providing access to unemployment compensation services due to the economic downturn. The downtown office served as the UC assistance center for four weeks.

CareerLink has come to the end of their three-year strategic plan and the Operator Consortium and Administrators along with WIB staff will meet later this month to prepare a short-term management plan to carry CareerLink through the end of the year.

**Ms. Olander** announced the PA CareerLink Pittsburgh Allegheny County system received the 2008 NWA Workforce Development award for excellence for innovative services, recognizing the development of CareerLink's web-based database, ECMS (Employer Contact Management System).

A discussion ensued regarding real time tracking data of hires, with members making suggestions on how to encourage employers and customers to report data, and how to obtain the data from the state or other sources.

**Dave Coplan** asked for a one page synopsis addressing the mechanisms currently available for tracking who gets a job and a better tracking of who needs a job.

**Ms. Richter** referred the issue to the Compliance Committee to determine what measures are available on how to collect the data, particularly, who entered employment, how and when, and to report their findings at the May board meeting. She asked members who participated in the discussion to join the Compliance Committee for further discussions.

**Mary Richter** asked for a motion to accept the Compliance Committee report. On motion by **Robert Rubinstein** and seconded by **Dave Massaro**, the board approved report.

### **Youth Policy Report**

**Dave Massaro** reported that this year the YPC focused on youth who have been out of school and disconnected with the educational system, why they dropped out of school, and how to get them re-engaged in the school system and career education.

**Mr. Massaro** announced his tenure as chair will end in June and **Mary Curet** will chair the YPC.

## EXECUTIVE COMMITTEE REPORT

### **Board Meeting Minutes** (Continued)

**Mr. Rohm** asked if there was a single reason that youths dropped out of school. **Mr. Massaro** indicated that inner-city youth deal with family issues whose parents are not at home and drop out to take care of younger siblings.

**Audrey Bode** commented that there is no one arching reason why students drop out, but we think there are categories of reasons. The TRWIB is working with the Pittsburgh Public Schools and their attendance data to group students so we know who is effected by policy, by family situation or who comes in under-credited. We then can target the recommendations to the different groups of students and the type of intervention the student needs.

**Mary Richter** asked for a motion to accept Youth Policy report. On motion by **Jamie Aul** and seconded by **Donna Durno**, the board approved report.

### **Appointments and Nominations Committee Report**

**Scott Biddle** introduced the list of 2009 board nominees: **Dr. Charles Blocksidge**, Workforce Alliance, CCAC; **Mr. Louis G. DiNardo**, Integrated Service Systems; **Ms. Debra E. Killmeyer**, Penn State Greater Allegheny; **Ms. Christine Kush**, Institute for Entrepreneurial Excellence; **Mr. James Miller**, ABARTA, Inc.; **Ms. Jamie Morgan**, Lytle EAP Partners; **Mr. Jeff Parker**, United Cerebral Palsy – Pittsburgh.

**Mr. Biddle** indicated the TRWIB received verbal approval from the Mayor and County Executive of the nominees, and is waiting for the formal letter of approval.

**Mr. Biddle** indicated prior to these seven nominees, the TRWIB had 51 board members. Nineteen are female members and four African American. Our board is short in representing the community and as a result, we set up an ad hoc committee called, "Women and Minority Taskforce" to increase minority participation.

**Marlene Gary Hogan** asked members for suggestions to better name the committee. She noted that after reviewing the 3D report, we need more women and minorities on the board so that we don't miss any constituencies in our region.

Members of the committee are: **Marie Hamblett, Carolyn Weisberger Mendelson, Lisa Givner, Tammie McNaughton, Martha Eberhardt, Audrey Bode** and **Scott Biddle**. The committee would like to broaden recruitment efforts, be more physical in the minority region, and increase the comfort level for minority/women to sit on the board.

## EXECUTIVE COMMITTEE REPORT

### **Board Meeting Minutes** (Continued)

Members will be asked to approach two people regarding membership and consider at-large membership to get opinions of community voices and young professionals. The next meeting is scheduled in March and the committee will present an update at the May board meeting.

**Mary Richter** asked for a motion to accept the Appointments and Nominations Committee report. On motion by **Ann Dugan** and seconded by **Bob Hurley**, the board approved report.

### **Special Projects Committee Report**

**Dr. Mary Hines** referred members to page 23 in briefing book for a list of accomplishments to date. The committee identified rules and responsibilities approved by the Executive Committee and is developing a matrix to evaluate new programs, which must be mission focused. The committee will identify priorities of projects that come before the WIB and review them annually. Additionally, staff and the board share the responsibility to generate new project ideas.

**Mary Richter** presented a PowerPoint update on the four goals in the strategic plan. She reviewed each goal, where the TRWIB stands in achieving the goal, and presented additional plans through the end of the fiscal year. **Ms. Richter** reminded members to complete the one page, feedback sheet for “getting involved”.

**Ron Painter** presented an overview of recent TRWIB activities as they relate to the future labor force, the transitional workforce and the incumbent workforce. **Mr. Painter** indicated the TRWIB would like to establish a comfort level from board members for feedback that the TRWIB is, in fact, doing what we need to do. Members commented on the matrix and suggested the TRWIB also look at other successful models.

**Ms. Richter** announced public comment period. **Messrs. Dagostino** and **Rubinstein** commented about the highly specialized CA Building in the Strip District which requires highly skilled personnel.

Hearing no additional comments, **Ms. Richter** asked for a motion to adjourn the meeting.

On motion by **John Lasky** and seconded by **Ann Dugan**, **Ms. Richter** adjourned the meeting at 9:26 a.m.

## COMPLIANCE COMMITTEE REPORT

### **ACTION ITEM**

- Approve the Compliance Committee Report** (pages 11-22 )

### **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 (pages 14-15)
- PA CareerLink Pittsburgh/Allegheny County Leadership Council Report to the TRWIB (pages 16-22)

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

*Program Year 2008 (7/1/08 to 3/31/09)*

<b>Category</b>	<b>Allocation/ funds received</b>	<b>Number of new customers with ITAs in PY08</b>	<b>Number of customers with ITAs carried over into PY08</b>	<b>Number of new customers receiving intensive services in PY08</b>	<b>Number of customers receiving intensive services carried over into PY08</b>
Adults	\$1,528,905	100	71	162	73
Dislocated Workers	\$787,434	117	59	31	25
Rapid Response <sup>1</sup>	\$950,000	136	30	30	0
Youth	\$1,502,415	N/A	N/A	400	606
ARRA Adults <sup>2</sup>	\$851,231		N/A		N/A
ARRA DW <sup>2</sup>	\$800,194		N/A		N/A
ARRA Youth <sup>2</sup>	\$1,879,062		N/A		N/A

<sup>1</sup> Carry-in amount for multi-year Rapid Response award.

<sup>2</sup> American Recovery and Reinvestment Act of 2009

**SELF EMPLOYMENT ASSISTANCE (SEA) REPORT: ALLEGHENY COUNTY**

*Program Year 2008 (7/1/08 to 3/31/09)*

<b>Category</b>	<b>Allocation/ funds received</b>	<b>Number of new customers receiving entrepreneurial training</b>	<b>Number of customers receiving entrepreneurial training carried over into PY08</b>
Self Employment Assistance (SEA)*	\$24,882	8	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 of 2008 due to lack of funding and restarted in October of 2008 after allocations were received.

**WIA TRAINING REPORT: CITY OF PITTSBURGH  
LOCAL WORKFORCE INVESTMENT AREA**  
*Program Year 2008 (7/1/08 to 3/31/09)*

Category	Allocation/ funds received <sup>1</sup>	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	28	17	36	26
Dislocated Workers	\$804,740	34	14	51	6
Rapid Response <sup>2</sup>	\$218,126	12	16	9	18
Youth	\$1,611,781	N/A	N/A	205	53
ARRA Adults <sup>3</sup>	\$504,888		N/A		N/A
ARRA DW <sup>3</sup>	\$1,010,978		N/A		N/A
ARRA Youth <sup>3</sup>	\$1,493,198		N/A		N/A

<sup>1</sup> Includes funds carried over from prior years

<sup>2</sup> Includes new funds received 3/2009

<sup>3</sup> American Recovery and Reinvestment Act of 2009

**SELF EMPLOYMENT ASSISTANCE (SEA) REPORT: CITY OF PITTSBURGH**  
*Program Year 2008 (7/1/08 to 3/31/09)*

Category	Allocation/ funds received <sup>2</sup>	Number of new customers receiving entrepreneurial training	Number of customers receiving entrepreneurial training carried over into PY08
Self Employment Assistance (SEA)*	\$24,882	7	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.

**PA CareerLink Employer Satisfaction Surveys**

January 2009 – March 2009

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?
<b>Total Surveys</b>	<b>25</b>	<b>4.3</b>	<b>4.8</b>	<b>3.9</b>	<b>4.4</b>	<b>79%</b>	<b>75%</b>	<b>95%</b>
<b>Site</b>								
Allegheny East	14	4.4	4.9	4.4	4.6	93%	79%	100%
Allegheny West	4	4.3	4.8	3.8	4.3	100%	75%	100%
Downtown Pittsburgh	7	4.3	4.8	3.6	4.2	43%	71%	86%

**PA CAREERLINK JOBSEEKER SATISFACTION SURVEYS**

January 2009 – March 2009

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	66	4.5	4.6	4.3	4.4	4.5	27%	100%
Allegheny West	239	4.3	4.6	4.3	4.4	4.4	17%	94%
Downtown Pittsburgh	199	4.5	4.7	4.4	4.7	4.6	47%	94%
Goodwill	42	4.9	4.9	4.7	5	4.9	36%	95%
<b>4 sites</b>	<b>546</b>	<b>4.6</b>	<b>4.7</b>	<b>4.4</b>	<b>4.6</b>	<b>4.6</b>	<b>32%</b>	<b>96%</b>

**PA CAREERLINK JOBSEEKER SATISFACTION SURVEYS**  
*January 2009 – March 2009*

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	66	4.5	4.6	4.3	4.4	4.5	27%	100%
Allegheny West	239	4.3	4.6	4.3	4.4	4.4	17%	94%
Downtown Pittsburgh	199	4.5	4.7	4.4	4.7	4.6	47%	94%
Goodwill	42	4.9	4.9	4.7	5	4.9	36%	95%
<b>4 sites</b>	<b>546</b>	<b>4.6</b>	<b>4.7</b>	<b>4.4</b>	<b>4.6</b>	<b>4.6</b>	<b>32%</b>	<b>96%</b>

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

May 13, 2009

**Discussion Points**

- “Help is Here” Resource Fair/on-going workshops
- PA CareerLink response to the economy (internal evaluation and development of a Management Plan)
- Rapid Response update

The following reports are attached for your review:

- PA CareerLink Quarterly Data Report: Supply-Side Customers (pages 17-18)
- PA CareerLink Activity Report: Employer Services (pages 19-22)

\*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 Department of Labor & Industry, the Pennsylvania Office of Vocational Rehabilitation, Goodwill 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 of Southwestern Pennsylvania.

**SUPPLY-SIDE CUSTOMERS**  
*Quarterly Report (1/1/09 – 3/31/09)*

	Downtown Pittsburgh Center		Allegheny East Center		Allegheny West Center		Goodwill of Southwestern PA Affiliate		TOTAL	
<b>Total Customers Served</b>	9193		4432		2344		2230		18199	
	#	%	#	%	#	%	#	%	#	%
<b>New Individuals</b>	1243	100%	538	100%	549	100%	147	100%	2477	100%
<b>Gender</b>										
Female	426	34%	233	43%	167	30%	79	54%	905	37%
Male	663	53%	277	51%	216	39%	67	46%	1223	49%
No response	154	12%	28	5%	166	30%	1	1%	349	14%
<b>Ethnicity</b>										
African-American	255	21%	130	24%	13	2%	67	46%	465	19%
Caucasian	732	59%	323	60%	334	61%	64	44%	1453	59%
Hispanic	15	1%	8	1%	2	0%	4	3%	29	1%
Asian	11	1%	1	0%	4	1%	1	1%	17	1%
Native American	7	1%	7	1%	6	1%	2	1%	22	1%
Other	39	3%	28	5%	25	5%	8	5%	100	4%
No Response	184	15%	41	8%	165	30%	1	1%	391	16%
<b>Age</b>										
<18	10	1%	29	5%	0	0%	7	5%	46	2%
18-21	73	6%	45	8%	15	3%	29	20%	162	7%
22 – 35	342	28%	109	20%	81	15%	59	40%	591	24%
36 – 55	577	46%	236	44%	208	38%	41	28%	1062	43%
>55	220	18%	119	22%	87	16%	11	7%	437	18%
No response	21	2%	0	0%	158	29%	0	0%	179	7%
<b>Employment Status</b>										
Employed	73	6%	63	12%	21	4%	39	27%	196	8%
Full-time	33	3%	31	6%	10	2%	20	14%	94	4%
Part-time	40	3%	32	6%	11	2%	19	13%	102	4%
Unemployed	1155	93%	475	88%	363	66%	103	70%	2096	85%
Due to lay-off	722	58%	373	69%	225	41%	18	12%	1338	54%
<i>Airline Related Lay-off</i>	33	3%	0	0%	11	2%	0	0%	44	2%
Not looking	2	0%	0	0%	4	1%	2	1%	8	0%
No response	13	1%	0	0%	161	29%	3	2%	177	7%
<b>Other Characteristics<sup>1</sup></b>										
Veteran	117	9%	66	12%	44	8%	2	1%	229	9%
Disabled	35	3%	7	1%	7	1%	24	16%	73	3%
Single Parent	172	14%	75	14%	22	4%	24	16%	293	12%
Offender	68	5%	4	1%	3	1%	31	21%	106	4%
Displaced Homemaker	21	2%	9	2%	4	1%	5	3%	39	2%
Public Assistance	152	12%	32	6%	5	1%	24	16%	213	9%
SSI	27	2%	10	2%	1	0%	12	8%	50	2%

<sup>1</sup>Clients may choose more than one category for this field.

**SUPPLY-SIDE CUSTOMERS** (Continued)  
*Quarterly Report (1/1/09 – 3/31/09)*

	Downtown Pittsburgh Center		Allegheny East Center		Allegheny West Center		Goodwill of Southwestern PA Affiliate		TOTAL	
	#	%	#	%	#	%	#	%	#	%
<b>New Individuals</b>	1243	100%	538	100%	549	100%	147	100%	2477	100%
<b>Residency</b>										
Pittsburgh	591	48%	2	0%	9	2%	77	52%	679	27%
Allegheny County	636	51%	531	99%	500	91%	68	46%	1735	70%
Other	16	1%	5	1%	40	7%	2	1%	63	3%
<b>Educational Level</b>										
Did not complete HS	21	2%	70	13%	9	2%	29	20%	129	5%
Completed HS or GED	436	35%	169	31%	153	28%	57	39%	815	33%
Completed Some Post-Secondary	50	4%	15	3%	64	12%	35	24%	164	7%
Completed College	608	49%	271	50%	145	26%	19	13%	1043	42%
No Response	128	10%	13	2%	178	32%	7	5%	326	13%
<b>Reason you came to CareerLink<sup>1</sup></b>										
Job Search	1009	81%	503	93%	259	47%	81	55%	1852	75%
Specific Employer Recruitment	122	10%	57	11%	63	11%	1	1%	243	10%
Change Career	186	15%	127	24%	15	3%	23	16%	351	14%
Training Information	302	24%	185	34%	162	30%	32	22%	681	27%
Tuition Assistance	7	1%	11	2%	103	19%	22	15%	143	6%
Resume Prep	6	0%	192	36%	128	23%	49	33%	375	15%
Relocating to Pgh. Area	2	0%	4	1%	3	1%	10	7%	19	1%
Specific Workshop	61	5%	33	6%	72	13%	5	3%	171	7%
Referred by Another Organization	71	6%	6	1%	74	13%	11	7%	162	7%
<b>How did you hear about PA CareerLink?</b>										
Flyer/mailer	354	28%	76	14%	119	22%	0	0%	549	22%
Internet	68	5%	16	3%	38	7%	5	3%	127	5%
Newspaper	0	0%	2	0%	3	1%	3	2%	8	0%
Phone Book	13	1%	4	1%	2	0%	2	1%	21	1%
Radio/TV	11	1%	6	1%	2	0%	10	7%	29	1%
Friend/Family	184	15%	81	15%	59	11%	39	27%	363	15%
Walk-in <sup>2</sup>	0	0%	156	29%	24	4%	18	12%	198	8%
No Response	613	49%	197	37%	302	55%	70	48%	1182	48%

1. Clients may choose more than one category for this field
2. Walk-in count includes "Referred by another organization."

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

**ACTIVITY REPORT – BUSINESS SERVICES**

1/1/09 – 3/31/09

This report details the efforts of all three comprehensive centers (Allegheny East, Allegheny West, and Downtown Pittsburgh) regarding business services for the first quarter of 2009.

**Overall Impact**

A total of 112 new employers enrolled in the PA CareerLink Pittsburgh/Allegheny County system this quarter and a total of 2059 new job orders were posted during the first quarter. This reflects a decrease of 983 job orders compared to the same quarter in 2008.

The Pittsburgh/Allegheny County PA CareerLink system consistently leads the state each month in numbers of new employers enrolled and numbers of job orders posted. The following chart details the nine-county Southwestern PA region as well as the average for the top ten counties in the state with regard to new employers enrolled in PA CareerLink from January 1, 2009 through March 31, 2009 (First quarter of 2009).

**Employers Enrolled Between 1/1/09 – 3/31/09**

COUNTY	NUMBER OF NEW EMPLOYERS ENROLLED
Allegheny	112
Armstrong	7
Beaver	11
Butler	34
Fayette	24
Greene	4
Indiana	13
Washington	13
Westmoreland	45
*Average of the top 10 counties with highest number of employers enrolled	53

\*Average calculated by using the 10 PA counties with the most employers enrolled.

•Source: CWDS RPT052 –W-OFM-PA Workforce Statistics

**BUSINESS SERVICES – ACTIVITY REPORT (Continued)**  
(1/1/09 – 3/31/09)

**Highlights: Employer Contact Management Database**

The information contained in this chart was obtained through the **Employer Contact Management Database**. The database is a significant achievement for the Pittsburgh/ Allegheny County PA CareerLink system. The web-based Employer Contact Management Database complements the existing PA CareerLink operating system by enabling the business development staff to record all contacts with employers. The contact management database lists basic information on all of the 35,000+ 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 customized tools to record and track our specific activities with employers. Since its launch, the database was used to conduct an analysis of our market penetration into the following Pennsylvania targeted industry clusters:

<b>Targeted Cluster or Sub-Cluster</b>	<b># Employers in Allegheny County as of 12/31/08</b>	<b># Employers in Allegheny County as of 3/31/09</b>	<b># Enrolled in PA CareerLink as of 3/31/09</b>	<b>Penetration Rate as of 3/31/09</b>
Life Sciences	1166	1164	191	16.41%
Bio-Medical (sub) **	89	91	33	36.26%
Business & Financial Services	1114	1119	317	28.33%
Education	387	389	133	34.19%
Advanced Materials and Diversified Manufacturing **	122	120	57	47.50%
Chemical, Rubber and Plastics (sub) **	15	15	10	66.67%
Electronics (sub)	56	54	21	38.89%
Metals and Metal Fabrication (sub) **	42	42	16	38.10%
Printing (sub)**	165	163	37	22.70%
Vehicle and Vehicle Maintenance (sub)	6	6	4	66.67%
Building and Construction	1349	1351	237	17.54%
Agriculture and Food Production	663	666	112	16.82%
Food Processing (sub)	20	20	7	35.00%
Information and Communication Services	574	575	108	18.78%
Logistics and Transportation	164	165	53	32.12%
Lumber, Wood and Paper	145	145	48	33.10%

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 2007.

In 2008 we did not reach out to clusters but targeted former customers who had used the PA CareerLink website but had not used the CWDS website since its inception.

**BUSINESS SERVICES – ACTIVITY REPORT (Continued)**

**Three Rivers Workforce Investment Area Job Orders as of March 31, 2009**

**Pittsburgh and Allegheny County CareerLink Job Orders As of March 31, 2009**

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2001	706	891	915	832	1251	823	899	952	925	1014	669	533	10410
2002	780	667	798	916	1011	997	969	1008	958	1116	874	752	10846
2003	911	903	963	949	872	822	904	994	891	974	858	700	10741
2004	875	837	1123	985	903	1000	991	1111	1021	1022	1058	889	11815
2005	1013	1076	1154	1157	1230	1196	1146	1419	1234	1321	1202	1137	14285
2006	<b>1458</b>	1289	1553	1247	1414	1366	1227	1498	<b>1300</b>	<b>1623</b>	<b>1360</b>	<b>1147</b>	16482
2007	1454	<b>1320</b>	<b>1694</b>	<b>1625</b>	<b>1716</b>	<b>1555</b>	<b>1791</b>	<b>1560</b>	865	1105	704	744	16133
2008	1023	976	1043	814	747	1002	942	799	961	801	508	515	10131
2009	651	695	713										2059

\* Bold numbers indicate the highest level of orders for that month. The September 2007 decrease in job orders was due to the change in the CareerLink Labor Exchange operating system.

**EMPLOYER ENROLLMENTS**

Program Year	Quarter				TOTAL
	1st	2nd	3rd	4th	
2000	n/a	203	322	252	777
2001	202	207	156	112	677
2002	127	143	149	135	554
2003	184	150	172	144	650
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	155	127	102	83	467
2009	80				

Report Date 3/10/08

**BUSINESS SERVICES – ACTIVITY REPORT (Continued)**

**CUSTOMER FEEDBACK**

**Job Seeker Natalia Colonna Discovers Help at the Affiliate Office**

Natalia declares, “The experience I had with PA CareerLink was wonderful and very positive. I always felt welcome! They exceeded my expectations by always being there when I needed help. I was able to get a professional resume put together with their assistance, and I was also able to use the Internet access and put my new resume out there.”

**Job Seeker David Weaver Finds Fit at AUMA Actuators**

David says, “When I discovered CareerLink, I was unemployed and lacked the necessary, practical skills needed to work in the IT field. Don Mangel (at PA CareerLink Allegheny West) helped me to set a direction for myself and supported me to the end of my goal. Beyond financially supporting my training, they made me question what I really wanted to do. Now there is no doubt that I am doing what I like to do. My goal was to transform myself from an unemployed metallurgist into an IT professional in 2 years. PA CareerLink made that goal financially possible. I had several job offers and accepted a great position as a Systems Administrator with a local, medium-sized company – perfect!”

**Laid off Job Seeker Alexander McClung Learns New Skills to Land a Job**

Alex was a sub-contractor who had been working for Bombardier for two years when he was laid off. His work experience was in housekeeping and floor care, but he had no computer skills. Alex learned about a WIA-funded computer training and job search program operated by Goodwill of SWPA for Allegheny County. He was deemed eligible and enrolled in the program. He completed the 5 weeks of computer skills training and actively participated in the job search activities, working closely with staff at PA CareerLink. Alex stated that the computer skills he learned made him “more marketable to employers.” He applied for and was hired as Lead Housekeeper at Goodwill of SWPA. This is a full-time, benefits-eligible supervisory position.

**Employer finds not only good employees, but also great customer service**

Employer NetServe365 has hired three employees using the CWDS website system and the staff at PA CareerLink Allegheny West. Tracey Mitchell of NetServe365 writes: “I have been so pleased with my interaction with CareerLink, and especially Sarah Hildred and Lisa Fulton. I have always been given help when needed and feel that they made, and continue to make an extra effort in turning the difficult task of finding good employees a pleasure.”

**The Workforce Alliance  
Side-By-Side: American Recovery and Reinvestment Act**

<b>Legislative Provision</b>	<b>House-Passed Bill</b>	<b>Senate-Passed Bill</b>	<b>Conference Report (Final)</b>
<b>WIA Formula Funding</b>	<b>\$2.7 billion</b>	<b>\$2.7 billion</b>	<b>\$2.95 billion</b>
<b>WIA Adult Formula Grants</b>	\$500 million	\$500 million; explicitly includes supportive services and needs-related payments; provides that priority for intensive and training services shall be given to recipients of public assistance and other low-income individuals described in section 134(d)(4)(E)	\$500 million. Includes supportive services and needs-related payments under section 132(e)(2) and (3); provides that priority for intensive and training services shall be given to recipients of public assistance and other low-income individuals described in section 134(d)(4)(E)
<b>WIA Dislocated Worker Formula Grants</b>	\$1 billion	\$1 billion	\$1.25 billion
<b>WIA Youth Formula Grants (including summer jobs)</b>	\$1.2 billion; work readiness performance indicator shall be only measure of performance used to assess effectiveness of summer jobs; cannot be used to fund Youth Opportunity Grants; expands age limit for eligibility from 21 to 24.	\$1.2 billion; work readiness performance indicator shall be only measure of performance used to assess effectiveness of summer jobs; cannot be used to fund Youth Opportunity Grants; expands age limit for eligibility from 21 to 24.	\$1.2 billion; work readiness performance indicator shall be only measure of performance used to assess effectiveness of summer jobs; cannot be used to fund Youth Opportunity Grants; expands age limit for eligibility from 21 to 24.
<b>WIA Discretionary Funding</b>	<b>\$1.3 billion</b>	<b>\$550 million</b>	<b>\$1 billion</b>
<b>YouthBuild</b>	\$50 million, available for obligation through June 2010	\$100 million; funds may be used to serve individuals who have dropped out of high school and enrolled in an alternative school if part of a sequential service strategy.	\$50 million; funds may be used to serve individuals who have dropped out of high school and enrolled in an alternative school if part of a sequential service strategy.
<b>National Emergency Grants under WIA sec. 173(a)(1)</b>	\$500 million; only available to eligible entities serving areas of high unemployment or high poverty; applicants must demonstrate that income support, child care, and other supportive services will be provided to participants.	\$200 million	\$200 million

THREE RIVERS WORKFORCE INVESTMENT BOARD

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<b>Competitive Grants for High Growth Industries</b>	\$750 million, of which \$500 million is designated for worker training in energy efficiency and renewable energy industries. Priority for the balance of funds is given to projects in the health care field.	\$250 million. Priority given to grants in the energy efficiency and clean energy and health care sectors.	\$750 million, of which \$500 million is reserved for research, labor exchange, and job training projects to prepare workers for careers in energy efficiency and renewable energy. Priority for the balance of funds is given to projects in the health care sector. The Joint Explanatory Statement (JES) accompanying conference report includes language clarifying that broadband deployment and advanced manufacturing are high-growth industries for purposes of this program.
<b>Additional Provisions</b>			
<b>Local Board Contracting for Training Services</b>	No provision.	Permits local boards to contract for services with institutions of higher education to facilitate the training of multiple workers for high-demand occupations if the contract does not limit customer choice.	Permits local boards to contract for services with institutions of higher education and other eligible training providers to facilitate the training of multiple workers for high-demand occupations if the contract does not limit customer choice.
<b>Allocation of WIA Formula Funds</b>			Funds must be allotted to states within 30 days of enactment. Funds to remain available for the same period as funds allotted for program year 2008.
<b>Other DOL Programs</b>			
<b>State Unemployment Insurance and Employment Service Operations</b>	\$500 million, of which \$250 million is to be used to provide reemployment services to unemployment insurance claimants.	\$400 million, of which \$250 million is to be used to provide reemployment services to unemployment insurance claimants.	\$400 million, of which \$250 million is to be used to provide reemployment services to unemployment insurance claimants.
<b>Community Service Employment for Older Americans</b>	\$120 million; funding to be allotted within 30 days of enactment to current grantees in proportion to PY 2008 allotments.	\$120 million; available through June 2010.	\$120 million; available through June 2010, funding to be allotted within 30 days of enactment to current grantees in proportion to PY 2008 allotments.
<b>Job Corps</b>	\$300 million.	\$160 million.	\$250 million.

THREE RIVERS WORKFORCE INVESTMENT BOARD

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<b>Trade Adjustment Assistance (DOL)</b>	No provision.	Senate amendment includes provisions temporarily extending Trade Adjustment Assistance programs; includes Sense of the Senate provision regarding adjustment assistance for communities impacted by trade, including through the development of job training programs. [considered placeholder language]	Reauthorizes program through Dec. 2010. Expands program to include service sector, public agency workers. Extends training enrollment period to 26 weeks. Provides for case management and employment services. Provides \$575 million for training in FY 2009-2010, and \$143.75 million for September-December 2010. Allows prevocational, part-time, and on-the-job training. Establishes grant programs for community colleges and sector partnerships in communities impacted by trade.
<b>Pell Grant Program (DOEd)</b>	\$15.636 billion for the Federal Pell Grant program; \$1.47 billion in mandatory Pell Grant funding. Would increase maximum Pell Grant award by \$500 per year.	\$13.869 billion for the Federal Pell Grant Program. Would increase maximum award by \$281 in 2009-10 award year, \$400 in 2010-11 award year.	\$15.640 billion for the Federal Pell Grant program; \$1.47 billion in mandatory Pell Grant funding. Increases maximum Pell Grant award by \$500 per year.
<b>On-the-Job/Supportive Services (OJT/SS) (DOT)</b>	\$20 million for training and related services to help women and minorities pursue careers as authorized under 23 U.S.C. 140(b).	No provision.	\$20 million for training and related services to help women and minorities pursue careers as authorized under 23 U.S.C. 140(b).
<b>Electricity delivery and energy reliability activities (DOE)</b>	\$100 million for worker training activities.	\$100 million for worker training activities.	\$100 million for worker training activities.
<b>American Opportunity Tax Credit (Treasury)</b>	Amends the Hope Scholarship credit for tax years 2009, 2010. Credit up to \$2500 per taxable year. Credit is 40% refundable.	Amends the Hope Scholarship credit for tax years 2009, 2010. Credit up to \$2500 per taxable year. Credit is 30% refundable.	Amends the Hope Scholarship credit for tax years 2009, 2010. Credit up to \$2500 per taxable year. Credit is 40% refundable.
<b>Health Resources and Services Administration workforce development programs (HHS)</b>	\$600 million for the training of nurses and primary care physicians and dentists; \$300 million not be made available until October 1, 2009	No provision. Original Senate amendment included \$600 million to address health professions workforce shortages, but this was eliminated under the Nelson/Collins amendment.	\$500 million, to address health professions workforce shortages. Funds may be used to provide scholarships, loan repayment, and grants to training programs for equipment as authorized in the PHS Act.

THREE RIVERS WORKFORCE INVESTMENT BOARD

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<b>Community Service Block Grant (CSBG) (HHS)</b>	\$1billion; increases the required allocation to local agencies from 90% to 100%, and permits states to set the eligibility limit at 200% of poverty	\$200 million; requires that not less than 5% of the funds retained by a state (after allocating at least 90% of all funds to local agencies) to benefit enrollment activities.	\$1 billion; full amount available upon enactment. Requires states to set aside 1% for benefit coordination activities, remainder must be allocated to local eligible entities. Permits states to set the eligibility limit at 200% of poverty level.
<b>Community Development Block Grant (CDBG) (HUD)</b>	\$1billion.	No provision.	\$1 billion.
<b>Vocational Rehabilitation State Grants (DOEd)</b>	\$500 million.	\$500 million.	\$540 million.
<b>Work-Study (DOEd)</b>	\$490 million	No provision.	\$200 million.
<b>UI Modernization (DOL)</b>	Allows up to \$7 billion to be transferred to state account within the Unemployment Trust Fund to be used as incentive payments to states for unemployment insurance modernization.	Allows up to \$7 billion to be transferred to state account within the Unemployment Trust Fund to be used as incentive payments to states for unemployment insurance modernization.	Allows up to \$7 billion to be transferred to state account within the Unemployment Trust Fund to be used as incentive payments to states for unemployment insurance modernization.
<b>Federal Building Fund (GSA)</b>	No provision.	No provision.	\$3 million for registered pre-apprenticeship and apprenticeship programs for construction, repair, and alteration of federal buildings.
<b>Weatherization Assistance Program (DOE)</b>	\$6.2 billion	\$2.9 billion	\$5 billion. DOE may reserve up to 20% to provide direct or indirect training and technical assistance to grantees and subgrantees.



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## **American Recovery and Reinvestment Act Overview**

The American Recovery and Reinvestment Act (ARRA), signed by President Obama on February 17, 2009, is intended to preserve and create jobs, promote the nation's economic recovery and to assist those most impacted by the recession. The Recovery Act will bring more than \$6.5 million to our local area for job training and employment related services. The President has made it clear that every tax payer dollar spent on our economic recovery must be subject to unprecedented levels of transparency and accountability.

### **TRWIB's Role & Activities**

Some while ago, the TRWIB wrote-out a set of values that is expected to guide us. The anticipated outcomes of the ARRA revives the need to be clear about our values so it is important that they be stated here:

- Demonstrate a **commitment to excellence** by setting high standards, pursuing continuous improvement and monitoring results.
- Foster **innovation** by going beyond what was done in the past and capitalizing on the creativity of others.
- Promote **open communication** through a willingness to listen, respect different perspectives and by having a positive attitude.
- Provide good **customer service** by identifying and knowing customers' needs and responding to them in a prompt and courteous manner.
- Build **partnerships** by engaging in cooperation and teamwork in pursuit of common goals.
- Promote **equity** in the region.
- Promote **diversity** and market it as a regional asset.
- Utilize demonstration grants and "one-time" funding for **sustainable** program advances.

To place our values into practice and meet the expectations of the ARRA, the TRWIB has taken the following measures:

- On April 14<sup>th</sup>, 2009, TRWIB staff, the PA Department of Labor & Industry (L&I), the city of Pittsburgh/Pittsburgh Partnership and the Allegheny County Department of Human Services met (DHS) with U.S. Department of Labor Employment and Training Administration (ETA) officials for an **ARRA Readiness Assessment/Consultation** visit. The purpose of the visit was to assess our administrative and programmatic readiness for Recovery Act funds implementation. ETA officials were pleased with our ARRA preparedness and we are now awaiting key information from them concerning federal competitive/demonstration grants.

- TRWIB submitted a three-page outline of **ARRA funding priorities** to L&I on April 10, 2009. The outline was developed through the efforts of the TRWIB, the Pittsburgh Partnership and the Allegheny County DHS. The three-page outline will serve as the basis of the modified WIA ARRA Local Plan that is due to L&I on May 15<sup>th</sup>.
- There is now an **ARRA/WIA Transparency & Accountability** link on TRWIB's website. The website reports the ARRA/WIA allocations for the city of Pittsburgh and Allegheny County, has links to RFPs, a listing of contractors and lists TRWIB's monitoring policies.
- TRWIB **hired an outside contractor** to read and interpret the ARRA, to find specific information related to opportunities for TRWIB, Inc., to partner on projects or trainings with other organizations outside the workforce development system.
- Currently, TRWIB **convenes** a Green Job Advisory Committee to identify, discuss and strategize for green job opportunities in Pittsburgh. There are over sixty groups attending, representing:
  1. Employers and Unions
  2. Education and training providers
  3. Community Based Organizations
  4. Advocacy Groups
  5. Environmental Service Organizations
- We are also working with GSP Consulting to conduct quantitative **research** to define and analyze industries and occupations within green jobs identifying trends, needs, and opportunities; as well as qualitative research with employers that will analyze workforce needs and determine major gaps.
- We **solicited information from local area training providers** through newspapers ads, website postings and email blasts to determine if their programs/courses are eligible to be included on the Approved Statewide Provider/Program List.
- TRWIB staff will attend the **Recovery & Reemployment Regional Forum** in Baltimore, MD from May 12 – 14, 2009. The forum will provide participants with up-to-date information on the Recovery Act and give them an opportunity to create and exchange ideas on workforce development.
- Effective May 1, 2009, **Michelle Massie** assumed the position of **Project Coordinator** for the Regional Workforce Collaborative. The purpose of the position is to manage the utilization of federal American Recovery and Reinvestment Act (ARRA) funding towards a focused, systematic, sustained and effective effort to increase the access and participation of individuals, businesses and organizations in regional workforce development projects. This work is being supported by The Heinz Endowments.

## STAFF

**Ronald D. Painter**  
Chief Executive Officer

**Audrey Bode**  
Director of Projects and Operations

**Kelleigh Boland**  
Director of Research, Planning, and  
Business Development

**Scott Doernte**  
Administrative Assistant

**Sean R. Farr**  
Youth Policy Manager

**Micah Frankenfield**  
Project Assistant

**Shad Henderson**  
Compliance Manager

**Laura Holden**  
Administrative Assistant

**Vera Krekanova Krofcheck**  
Research Manager

**Jill Palmer**  
Finance Director

## TRWIB INTERNS

### **Ashish John - CMU**

Project: Design and build a set of research databases to allow the TRWIB to assemble and analyze labor market data more effectively and efficiently.

### **Matt Sherwin**

Project: Analyze and catalog American Recovery and Reinvestment Act (ARRA) funds to help TRWIB make local connections and access competitive grant funding.

## CONSULTANTS & CONTRACTORS

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