

# PA INDUSTRY PARTNERSHIP ANNUAL REPORT

## 2009-2010

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### Overview

Pennsylvania's Workforce Development system is increasingly focused on promoting Industry Partnerships (IPs), a key institutional innovation for meeting the skills needs of businesses, the career goals of workers and the economic development goals of the commonwealth. To help improve the effectiveness of IPs, the Department of Labor & Industry requires each partnership to complete an Annual Report, also known as the High Performance Standards for Industry Partnerships.

It is important to note that the answers to the questions posed in this Report are to be a result of a collaborative effort between the organization/individual with the final responsibility of submitting this report and the employers and other members within the IP. The commonwealth is interested in obtaining the collective knowledge of the IP and not just the observations of a single individual. To help insure this happens, after gathering the information from the IP members, a copy of the completed Report must be provided to all members of the IP.

The goals of this Annual Report include:

- capturing the significant accomplishments of the IPs,
- communicating expectations (to IP coordinators, participating employers, and other partners) regarding the full range of activities that IPs can undertake to improve outcomes for employers, workers, and the commonwealth,
- identifying exemplary IP interventions that other IPs might replicate and that can help demonstrate to legislators and others the benefits of IPs,
- helping partnerships gain insights about their progress.

In an effort to streamline reporting and avoid duplicate requests for data, this annual report will focus on collecting information significant to determining funding allocations for the 2<sup>nd</sup> year of the Industry Partnership grant period. Based on the content of this report and the amount of federal funding awarded to the PA Dept. of Labor and Industry for industry partnerships in the FY2010-2011 budget, awards will be made appropriately. Please keep this in mind when completing the report. It is critical that **ALL** sections of this document be fully complete upon submission.

Additional information may also be collected through follow-up interviews and to develop case studies.

### Instructions

Each project receiving Industry Partnership and/or Industry Partnership Training Funds in the 2009-2010 fiscal year is required to complete this report. The responses you provide in this report should represent the activities and/or results that were achieved during the 2009-2010 fiscal year (July 1, 2009 through June 30, 2010). Do not include activities or results accomplished outside of this fiscal year. Doing so will cause skewed data and will result in the compilation of reports that do not represent Industry Partnership activities and accomplishments for fiscal year 2009-2010. **When fully complete, please email your document to Veronica Snyder at [vesnyder@state.pa.us](mailto:vesnyder@state.pa.us). This report is due by close of business Wednesday, June 23, 2010.**

Please complete each section in its entirety by inserting all information directly into this document. You can present the information in a narrative form or simply by bullet points. Whichever way you select to present the information, be sure that the information is easily comprehensible and understandable to the reader.

Once the report is complete, please save it as a Word document; version 97-2003. Please save the file with the initials of your targeted industry cluster/sub-cluster and your LWIB name.

Examples: BC\_Berks.doc  
LT\_Luzerne.doc

### Contact Information

**Grant title (as submitted on the project proposal):**

NEPA Logistics & Transportation Industry Partnership and Worker Training Initiative  
June 30, 2010

**Local Workforce Investment Board:**

Luzerne/Schuylkill

**Grant number:**

075-09-17-01

**Targeted Industry Cluster:**

Logistics Transportation

**Sub-cluster:**

**Name and contact information of person to be contacted on matters involving this report:**

First Name: Trina Last Name: Moss

Title: Asst. to the Planner Telephone Number: 570 822 1101x297 Email: trinamoss@lswib.org

### Partnership Information

**Number of year's partnership has been in existence:** 5

**Funding allocation in PY09-10:** IP: \$25,000.00 IPWT: \$50,000.00

**Funding Request for PY10-11:** IP: \$25,000.00 IPWT: \$50,000.00

**Non-state funding:** list other sources of funding and approximate dollar amounts that supported the activities of your Industry Partnership in the last year: N/A

**Federal grants:** N/A

**Employer (count only cash contributions to the IP):** \$6,092.50

**Labor-Management (e.g., Taft-Hartley) Funds:** N/A

**Foundations:** N/A

**Current balance in sustainability fund** (we understand newer IPs many not yet have a significant fund in place) (by sustainability fund we mean a financial reserve that ensures the sustainability of the Industry Partnership and its activities even if there is a temporary or more permanent cut off in state support): \$144,000.00

**Membership Breakdown:**

	Employers	Training Providers	Associations	CBOs	Other	Staff	Total
<b>Number of Members</b>	37	6	4			4	51

**Number of meetings held in FY09-10:** In 2009: 9/2, 10/15, 11/18,12/7 ; 2010: 3/25, 4/6, 4/20, 5/13, 6/15, 6/30.

**Average number of employers in attendance at each meeting:** six , executive committee members

**Percentage of IP training devoted to consortium-based training in PY09-10** (consortium-based training is training delivered at the same time to employees of multiple businesses within the Industry Partnership): 75%

### Incumbent Worker Training

Industry Partnerships bring together multiple employers to identify and address common workforce needs. They also help educational institutions align programs to industry demand, and develop industry credentials to give companies more confidence in their hires and allow employees more mobility and earnings potential. **Please identify the type/s of training/s your IP has provided, the numbers of trainings offered in this specific area, the number of participants served to date, and any outcomes you wish to share.**

\*Please include any training that will take place before June 30th, 2010, but have not yet commenced.

<i>Type of training provided:</i>	<i>Number of participants served to date:</i>	<i>What was the outcome? or Describe the Impact?</i>
Coaching & Leadership	2	This training was conducted to improve process flow as well as educating employees for future career advancement
Diesel Mechanic	2	Will help improve employees efficiency rating and will put employee in line for career advancement
Supervision Essentials	2	This program is designed for newly appointed supervisors who do not have formal training. Objectives of program: meeting supervisory responsibilities, communicating effectively , building work relationships and leading others. One outcome is the development of an individual action plan for effective supervision.
Customer Service Training	20	Recent input from L&T members indicates the industry workforce lacks basic customer service skills.  The Customer Service Training delivered organizational skills development from the top to the bottom. Training included providing high quality customer service across the organization, how to handle difficult situations, behaviors and conflict resolutions.

***\*If further space is needed, additional boxes are provided on the last page of this report.***

In the section below, please list the top **5 most requested trainings** that you plan to provide in the **upcoming** program year (2010-2011). List the title of the training, the number of trainings to be offered in that specific topic, the projected number of participants to be trained, and the rationale for offering that specific training within your partnership and/or region.

<b>Type of training planned:</b>	<b>Projected number of participants to be served:</b>	<b>Rationale for offering this particular training:</b>
Comprehensive Safety Analysis CSA2010 (See attached flyer promoting event scheduled on June 30, 2010)	35-45	<p>Rationale: All L&amp;T members will be affected by CSA 2010 via nature of business by end of 2010.</p> <p>The Federal Motor Carrier Safety Administration (FMCSA) will begin rollout of it's Comprehensive Safety Analysis (CSA2010) initiative in the fall of this year.</p> <p>The goal of CSA 2010 is to reduce the number of crashes and associated injuries and fatalities, while making the most efficient use of FMCSA resources.</p> <p>This training will be offered to L&amp;T members to ensure they are up to date with current federal regulations prior to enforcement in fall, 2010. It is scheduled to take place on June 30, 2010.</p>
Customer Service Training	20	<p>Rationale with input from L&amp;T members indicates the industry workforce lacks basic customer service skills.</p> <p>The Customer Service Training delivered organizational skills development from the top to the bottom. Training included providing high quality customer service across the organization, how to handle difficult situations, behaviors and conflict resolutions.</p>
Driving Your Future - Career Awareness for the L&T Industry	11	<p>Rationale: 2009-10 grant continuance request item VI. "project outcomes" lists "continue to align youth pipeline and career pathways initiatives".</p> <p>This will be a six week program for high school students to raise awareness of the job opportunities that exist in the L&amp;T industry. The program will be made up of three modules: Career Awareness, applied Math related to the industry, and Work Readiness Skills. Drive Your Future will be open to students in grades 9-11 who express an interest in the L&amp;T Industry. Students will receive a certificate of completion after completing the program. Delivery date to be determined between July 1- Dec 31, 2010.</p>
Warehousing Skills Training Summer Camp	12	<p>Rationale as above, under item VI. "project outcomes" of grant request 09-10:</p> <p>The purpose of this camp is to introduce students with disabilities to warehousing skills. This camp will be open to youth with disabilities from ages 18-21. Twelve students will be selected to attend the camp, held at Phillips Supply Company in Plymouth, PA. At the end of the class, students will be given a non-monetary stipend. successful students will be eligible to participate at a local training program working toward obtaining full-time employment. This summer camp will be a stepping-stone to continue to facilitate the warehousing skills throughout the school year to students who are</p>

		interested in working within the L&T field. Anticipated start date is June, 2010 until completion.
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***\*If further space is needed, additional boxes are provided on the last page of this report***

## Additional Accomplishments

In addition to incumbent worker training, Industry Partnerships also collaborate on other activities to enhance regional competitiveness and promote opportunities for workers. In some cases, they establish formal education credentials or articulate training with post-secondary institutions. They also can help employers implement practices that improve retention and promotional opportunities (e.g., developing career ladders, implementing a mentoring program, providing support services). Industry Partnerships might undertake activities to improve regional competitiveness, such as collaborating on industry-wide marketing, creating a communication network, or developing a center of excellence. Industry Partnerships also implement activities to develop the pipeline of new workers, such as participating in career awareness events, establishing internship programs, or establishing pre-employment training programs.

Below, list up to 5 activities and accomplishments of the partnership (that goes beyond training) that occurred in Program Year 09-10.

Activity	Outcome or Impact	Key Partners (if appropriate)
<p>"Project Design/Goals" of 09-10 grant continuance states NEW Subject Specific Seminars - Green principles and energy efficiency"</p> <p>"Go-Green" Seminar was held to discuss cost savings and climate saving initiatives pertinent to the L&amp;T companies. Presentations included SmartWay, the US Environmental Protection Agency (EPA) Guidelines for the American and Reinvestment Act Funding, and the Mid-Atlantic Diesel Collaborative.</p>	<p>Representatives from EPA and Mid-Atlantic Regional Air Mgt Assoc (MRAMA) showed company reps in attendance how the SmartWay program can save fuel, money, and reduce the environmental impact of transportation activities.</p>	<p>NEPA L&amp;T IP members; reps from other interested industries.</p>
<p>Every L&amp;T member will be affected by healthcare changes of 2010.</p> <p>Health Care and Employers Legislative Update Sponsored by the Manufacturers and Employers Association (MAEA) of Hazleton, June 8, 2010.</p> <p>Jill M. Lashay, Esquire, of Buchanan, Ingersoll &amp; Rooney PC, Harrisburg, Instructor.</p> <ul style="list-style-type: none"> <li>•This update included how Obamacare and the Obama Administration's first year and a half in office will impact employers.</li> <li>•Topics covered: The future of healthcare and the hidden impact this legislation will on American employers and their workers.</li> </ul>	<p>Participants left session with timely information enabling them to be fully aware of forthcoming change; when change would occur, and how to have their business be 100% in compliance.</p>	<p>Manufacturers and Employers Association (MAEA) of Hazleton; other industry reps in attendance.</p>

<p>Information presented on how the Administration has broadened the obligations of American employers via executive order, support of labor-friendly legislation, and increased regulatory enforcement. Recent changes in the FLSA. Expectations from increased OSHA enforcement. The changing face of COBRA.</p> <p>Attendees were presented certificates following this three hour presentation.</p> <p>Though attendees were representing a wide range of businesses, Q&amp;A was encouraged and entertained on a frequent basis throughout presentation, ensuring Atty. Lashay's information was on track and need-specific.</p> <p>Presentation gave timely information for participants to navigate upcoming changing in healthcare, with exact dates of when change was to occur and what is needed to ensure legal compliance.</p> <p>All information presented was contained in a folder with Atty. Lashay's contact information, as well as websites for follow up by participants.</p> <p>Lunch followed, and an opportunity for networking.</p>		
<p>"Aligning with Existing Providers"</p> <p>A request was made by L&amp;T Project Mgr to L/S CareerLink Business Services Team to meet for discussion to generate L&amp;T IP membership.</p>	<p>A meeting was held June 7, 2010. Representatives of both Luzerne and Schuykill CareerLinks met at the Wilkes Barre CareerLink offices. L&amp;T Project Mgr was present as was representative from L/SWIB</p> <p>Staff persons will be identified at both CareerLink locations to make visits to L&amp;T perspective members as become associated thru CareerLink.</p> <p>L&amp;T IP rep (such as project mgr) may attend with CareerLink rep to make</p>	<p>L/S CareerLink personnel.</p>

	<p>business aware of membership benefits.</p> <p>BST members will attend IP meetings.</p>	
<p>Continuance request, under "future activities" specifies (1) the drafting of written IP leadership plan with goals and objective with emphasis on growth and capacity building. (2)Draft sustainability plan</p>	<p>A short-term project mgr was hired in Feb, 2010, to draft written governance. Governance (initial - to be developed as IP strengthens) has been written, due for executive committee vote by June 30, 2010. Contains sustainability planning. Contains mission, vision, and goal statements and direction for future growth.</p>	<p>Executive Committee members of L&amp;T IP.</p> <p>Contacts through other regional IPs for benchmarking information.</p>
<p>Regional Industry Cluster Meetings</p>	<p>Quarterly meetings with regional IP representation to address common goals for training and events that are cross cluster</p>	<p>Project managers and employers from all IPs within the Noreast Pa Region</p>

## Measuring Success

In order to make sure they are meeting their goals, Industry Partnerships need to measure the success that their activities are having for the employers and employees in their partnership.

**How does the Industry Partnership define "success"?**

**Making progress to meet grant continuance goals; mission, vision & goal statements defined in the L & T Governance/Sustainability Plan.**

**Establishing sustainability for the future (both financial and organizational).**

**What tools/techniques does the Industry Partnership use to measure success?**

**Employer Feedback**

**Provide an example or testimonial that provides evidence of success. If applicable include quantitative data to support your answer.**

Employer satisfaction feedback at the end of training. An example of this would be Customer Relations Training , LTIP very positive feedback from employers, information was very benefical and facilitator was very good.

L&T IP executive committee member testified before State Legislature to convey positive message for IP impact in local economies.

## Continuous Improvement

**What has been your greatest accomplishment over the past year?**

Reorganization of partnership through first half of 2010 to utilize state tool-kit for written governance/sustainability plan, due for IP executive committee vote in late June, 2010.

Governance will include specifics for sustainability & recommendations to move IP forward with reenergized coordination; stakeholders roles and responsibilities; strategic action plan.

### **What were the greatest challenges?**

Identifying/generating/ new members to join L&T IP.

Engaging those members already on board.

Arranging trainings in response to needs assessments to suit IP members in timely fashion.

### **Describe your lessons learned.**

Time to increase and reenergize executive committee members.

Need marketing/pro-action aspects to generate membership.

Strong base from IP inception needs more support to grow, with regularly-scheduled meetings with new member input.

### **How are you incorporating these lessons moving forward?**

Written governance/sustainability plan to be voted on (June, 2010), has planning for new executive members to be added, with new ideas for broader spectrum. As part of governance, new IP Coordinator position would take lead to address sustainability, membership, consortium-based training (with CWIA assistance) and be event pointperson.

Tools and resources are solidly in place, along with benchmarking, for next positive phase of this IP.

### **Is there any other additional information regarding the Industry Partnership or the activities you have accomplished that you would like to provide?**

After a strong surge in 2006-08, the NEPA L&T IP is experiencing a "reconstruction phase". Plans are to build on a solid, core base of partner membership. There are resources in place to grow. The anticipation is for positive advancement in the near future.

The Northeast PA WIBs formed a regional cross-cluster Industry Partnership (see Northeast PA AMDM Industry Partnership for description). It is a powerful new approach to aid in achieving our objectives and effectively building more communication between all of the representatives.

## **Plan for Sustainability**

Explain, briefly, your partnership's strategy for establishing/maintaining a sustainability fund. For example, explain your cash/in-kind match requirements or any annual dues/fees your members contribute to the fund.

Sustainability account with cash match from training was established in 2007. Sustainability funding will continue through ongoing employer mandatory cash match contributions.

What activities did the Industry Partnership undertake during the period of delayed funding in the 09-10 fiscal year? Why were these activities undertaken?

Activities include: The L&T industry leaders felt it was important to continue outreach activities and utilized sustainability funds to accomplish this goal during the budget delay period.

Hiring of short term project manager (Feb-June, 2010) to format governance/sustainability plan.

Consortium Training for workers was discussed and plans were made as well.

CSA 2010 seminar. The Federal Motor Carrier Safety Administration (FMCSA) will begin rollout of it's Comprehensive Safety Analysis (CSA2010) initiative in the fall of this year. The goal of CSA 2010 is to reduce the number of crashes and associated injuries and fatalities, while making the most efficient use of FMCSA resources. This training will be offered to L&T members to ensure they are up to date with current federal regulations prior to enforcement in Fall, 2010. It is scheduled to take place on June 30, 2010.

If state funding for Industry Partnerships is significantly delayed in the 10-11 fiscal year, as was the case in the 09-10 fiscal year, how does your partnership plan to utilize its sustainability fund to carry on activity until your allocation becomes available?

All outreach activities will continue.

Significant sustainability funding is available to invest in IP activities.

### Additional Space, if needed

*\*Continued from Incumbent Worker Training section*

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