



Workforce Alliance 2020-2021 Annual Report

*The Community Education Council
of Wayne and Pike Counties*





Our mission is to
create educational
opportunities that build our
community and encourage
lifelong learning.

A message from Lucyann Vierling, Executive Director



As the challenges due to the COVID pandemic continue to impact work, education and life routines, Workforce Alliance maintained its adaptability to embrace change. A year of ups and downs solidified the need for programs and services. We rose to the occasion, providing services to individuals and employers impacted by the COVID-19 pandemic, ensured virtual and hand-

delivered education and training programs continued, and most of all served as a welcoming ear to those residents needing a real person to help navigate challenges.

While we all remain hopeful that we are nearing the end of the crisis phase, we are still dealing with worker shortages and are assisting individuals as they look for new careers and work situations. We are dealing with educational deficits and learning loss in our youth. We continue to encourage lifelong learning and are a reliable partner committed to working together for a brighter future.

This Annual Report represents our activities from July 1, 2020 thorough June 30, 2021.

Yours in Partnership,

Lucyann Vierling, Executive Director

A handwritten signature in black ink, appearing to read 'Lucyann Vierling'.



The **SHINE After-School Program** is a 21st Century Learning Grant program that harnesses a rich array of learning opportunities through the contributions of schools, community settings, science centers and museums delivering Science, Technology, Engineering and Mathematics (STEM) knowledge to youth. SHINE serves academically at-risk students and their families in the Wallenpaupack Area, Wayne Highlands, and Western Wayne school districts with five afterschool centers.



What makes the SHINE Program so exceptional is that teachers receive extensive professional development, a home visiting program connects families to necessary community health and social resources and a strong emphasis on parental involvement that helps parents access additional educational resources for High School equivalency diplomas and English language skills development.

SHINE youth pictured learning robotics and chemistry with hands-on projects.

169 SHINE Participants

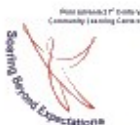
*5,935 meals served addressing food insecurities as
72% of our students live below the poverty level.*

This year we emphasized technological literacy through computational thinking and technological learning activities in chemistry, electronics and environmental protection. One focus was on transportation technologies where students designed and created physical models of different modes of transportation. Our



Students investigated the basic elements of energy, power and transportation, and how they affect the world in which we live in. Students also focused on the field of manufacturing and produced bee houses which were donated to the Delaware Highlands Conservancy. We were thrilled and honored when our Wallenpaupack center was selected for a STEM design partnership with NASA! Our students faced challenges that empowered them to develop solutions to real-world science and engineering problems faced by NASA scientists, engineers and astronauts today. Through this collaboration we were part of a regional expansion of STEM education.

SHINE Partners and Sponsors



Teacher in the Workplace Program

This program connects educators with businesses to learn about the workforce demands of the region. The program engages teachers through business site visits and discussions with key workforce and economic development experts. **28** educators gained a first-hand perspective on the knowledge and skills students need to succeed in post-secondary education and in the workforce. This year we



purchased the Virtual Reality (VR) headsets so that students and teachers could learn about businesses in a remote fashion with 360° videos of company tours. VR uses cutting-edge graphics, best-in-class hardware, and artistically rendered experiences to create a computer-simulated environment where you are an active participant. With a VR headset, you're fully absorbed in realistic 3D worlds for a completely immersive and realistic experience.

Local school district teacher experiences VR.

28 Educators
10 School Districts and
4 Employers participated in the program

Internship Program

Through a **USDA Rural Business Development Grant** we offered students and businesses an internship program for our Hospitality and Leisure businesses hard hit by the COVID19 outbreak.

"The internship program enabled us to enhance our customer service and availability. This program has allowed us to hire more than one person during a time when the need was high, and income was still catching up from the pandemic. Workforce Alliance has also allowed us to give more opportunities to more people for work! It has decreased the financial burden on our business and allowed us to take the time to properly train new employees so that they feel comfortable performing the tasks they are asked to perform. Workforce Alliance has been wonderful to work with and great sources of information and help." -Jessica Juckett- Apple Day Spa
(Women Owned local small business)



Erin, Jack and Caitlyn at Apple Day Spa

*66 Businesses Served
10 Interns Participated
8 Jobs Saved
5 Jobs Created*

PA CareerLink® Services

Workforce Alliance is the PA CareerLink® Affiliate for Wayne County, a proud partner of the American Job Center® Network. We are part of the PA Department of Labor & Industry's initiative to transform the landscape of how job seekers find sustaining jobs and how employers find skilled candidates.



Working for Individuals

Our CareerLink affiliate office was the lifeline for Wayne County residents to connect with State programs for Unemployment Compensation and other emergency benefits. As the pandemic raged on we helped those in need navigate the complex system to get their needs met and acted as a sounding board and buffer for pandemic related frustrations.

Our **Career Academy** delivers a comprehensive array of services that focus on assisting young people with barriers to employment.

Job Coaching and Career Counseling guides you through a thought provoking and creative process that inspires you to maximize your personal and professional potential.

Training Subsidies are available to eligible individuals to provide skills training leading to certification in high demand, high growth and high wage job skills.

3,671 Individuals received career services

2,117 Individuals received personalized phone support

PA CareerLink® Services

Working for Businesses

Our local businesses are facing challenges that mirror the nation. The reopening of businesses after shutdowns and a continuing pandemic created many opportunities for individuals seeking employment. However, due to the continuing COVID19 challenges facing the workforce many of those jobs remain unfilled. Our PA CareerLink® affiliate office creatively tried to address our businesses needs with online job fairs, access to dollars for increasing wages and trainings, collaborating with other grass-roots and governmental partners. All to help alleviate the stress our local businesses and residents are still facing.



Our programs for Businesses include **On-the-Job Training** and **Job Fairs and Recruitment Services**. We also offer **Incumbent Worker Training** for businesses to upskill their existing workforce for advancement. Sliding scale reimbursement is available up to 90%.

We bridge the gaps identified by our business partners and tailor our services to fit their needs.

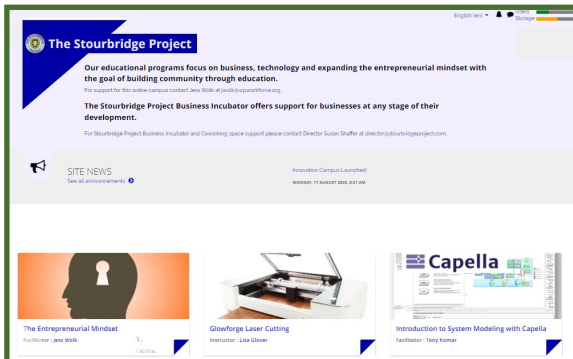
541 Businesses engagements

The Stourbridge Project

The Stourbridge Project is the local Business Incubator which offers programming and support for businesses at any stage of their development. Creating an environment where entrepreneurialism thrives is one of the keystones of the Stourbridge Project's mission. Workforce Alliance develops educational programming for the Stourbridge Project which focuses on business, technology and developing the entrepreneurial mindset. Our programs rely on a broad network of partners that span our local area and the region with the goal of building a community through education.



The Stourbridge Project's educational programming is a combination of online curriculum developed by local instructors and regional partners that includes live webinars, online self directed study, live remote support and in person hands-on experiences.



In fiscal year 2020-21 we further developed the Stourbridge Project's Moodle Learning Management System with blended courses in the Model Based Systems Engineering open-source software Capella and the

Glowforge Laser Cutting machine. We also broadened our reach to include local, regional, national and international audiences.

Courses and Trainings

464 Individuals trained
68 Educational programs delivered

Individual Programs:

Business Model Canvas
Glowforge Laser Cutter Course
Introduction to Model Based Systems Engineering with Capella
Introduction to eCommerce
Reentry Workshops
ShopBot Carving Machine Class
STEM Solar Energy Program Powered by PPL & Johnson College

Entrepreneurial Mindset Training Series: The Power to Choose, Recognizing Opportunities, The Opportunity Discovery Process, Ideas into Action, The Pursuit of Knowledge, Conscious Competent to Unconscious Competent, Creating Community and The Power of Persistence

Individual Training Accounts with:

Career Tech Center: LPN
Johnson College: Electrical, HVAC and Metal Arc Welding
Lackawanna College: Administrative Medical Assistant, Bookkeeping, Massage Therapy, Medical Billing & Coding, Nursing RN Degree, Petroleum and Natural Gas Compressor/Engine Mechanic Certificate
Susquehanna County Career & Technology Center: Nursing

Penn State Scranton Leadership Essentials Series: Meeting Supervisory Responsibilities, Communicating Effectively, Resolving Conflicts, Coaching and Providing Feedback, Managing Time and Priorities, Supervising Projects, Clarifying Expectations and Observing Performance, Interviewing and Selecting Employees, and Developing a Team and Leading Others

U.S. Small Business Administration: Business Smart: ready, Set & Go! and Starting Your Own Home-Based Business

Workshops Offered by Our Partners

Educational Opportunity Centers: Career Testing: O'net Interest Assessment, Careers in Healthcare, Careers in Logistics & Manufacturing, Careers in the Nonprofit & Government Sector, Clifton Strengths Coaching, Climb the Career Ladder, College Admissions Assistance - Financial Aid Assistance - FAFSA, PHEAA & Scholarship Searching, College to Career, Earn College Credit without Sitting in a Classroom, Hot Jobs of the Future, Interviewing Skills, Matching My Skills, Tutoring for Math, Science, Writing, Therapy Health Science and GED, Resume Workshop and Test Preparation: Accuplacer, Apprenticeship Union Tests, Nursing Entrance, SAT/ACT

University of Scranton Small Business Development Center: 30 Minutes to Better Search Engine Optimization, COVID-10 Update for Small Employers, Get Your Local Business on Google Search and Maps, Leveling Up Your Food Business: Trade Show Basics, Live Q&A for Pike County Business Owners and Entrepreneurs, Live Q&A for Wayne County Business Owners and Entrepreneurs, Reimagining Your Marketing & Branding, Reimagining Your Creative Business, Running a Great Farmer's Market Booth, The First Step Express: Starting Your Business and The Foods Safety Modernization Act Made Simple

Recovery to Work

8 people served

Our program model seeks to develop a strong recovery to work ecosystem. The continuity of care from all partners leads to long term recovery and employability. We developed an outreach campaign with Wayne County Drug and Alcohol Services and participated in all outreach events. We actively engage business and assure them that our clients have an actively involved recovery specialist who checks on their progress. We are focused on short term training for immediate outcomes and employability. We use the Comprehensive Adult Student Assessment System (CASAS) testing and interest assessments to ensure educational success determine the best career fit.

Certification Testing

17 tests delivered this year

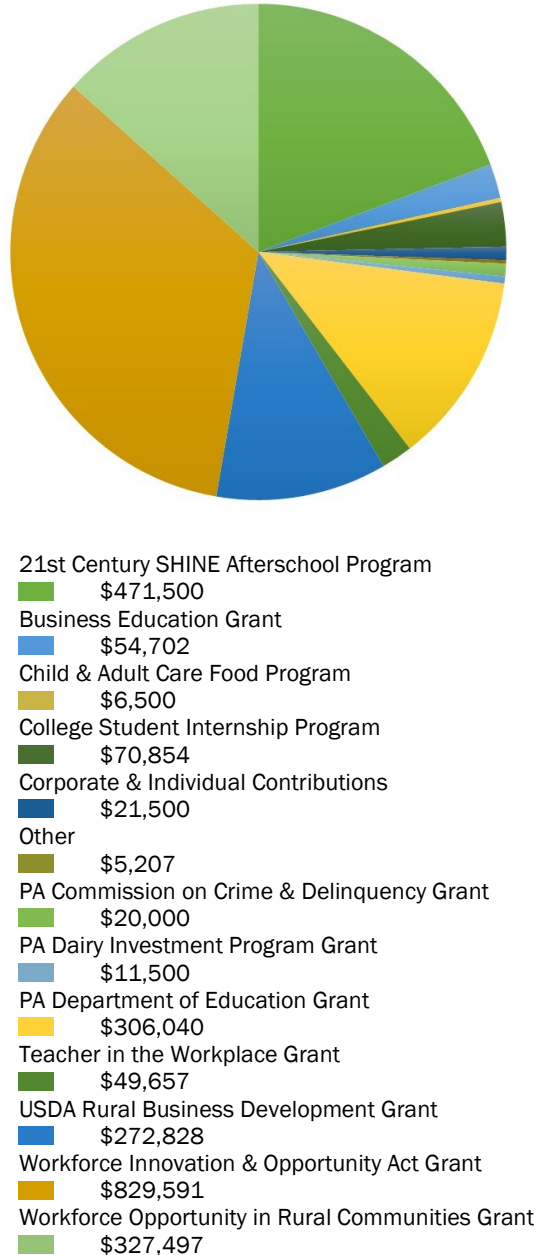
Certifications serve an important role in upskilling the adult workforce and gives high school students an advantage by graduating with credentials.

The tests we offer are from Pearson VUE®, Certiport® and the Educational Testing Service (ETS®) including the Praxis®, College Level Examination Program (CLEP®) and the High School Equivalency Test (HiSET®). We are a Pennsylvania Department of Education approved GED® testing site and offer certifications for many industries including those in Education, Information Technology, Food Safety, State, Medical and Business.

Our testing center closed March 2020 due to the pandemic and remained closed through June 30, 2021. However, during this year we were able to deliver seventeen tests to Wallenpaupack Junior and Senior High School Engineering students at the High School resulting in eight students graduating with AutoCAD Certified User certifications.

Available Funding Sources

The United States, Pennsylvania Department of Education and the Pennsylvania Department of Labor & Industry through the Pocono Counties Workforce Development Board were the primary sources of available funding. Workforce Alliance supplements this base through additional revenue sources to maintain activities and broaden the scope of initiatives necessary to address lifelong learning.



Board of Directors

Joe Adams, Wayne County Commissioner

Kelly Carney, Leeward Construction

Cindy DeFebo, Pike County Workforce Development Agency

*John Drake, Penn State Scranton

Bethany Fine, Wayne Memorial Health Systems

Courtney Fritz, Woodloch Pines / The Lodge at Woodloch

*Joann Hudak, Ed.D., Education Consultant

Pete Ioppolo, Ed.D., Delaware Valley Middle School

Cynthia LaRosa, Western Wayne School District

Karen Mander, Apple Day Spa

*Anthony Manzione, Blueprint Benefits Group/Manz1 Consulting

Timothy Morgan, Wayne Highlands School District

Kellyn Nolan, Ph.D, Johnson College

Jennifer Passenti, Lackawanna College, Lake Region Center

Tracy Schwartz, Wayne Library Alliance

Jay Starnes, Wallenpaupack Area School District

Marcy Swingle, The Honesdale National Bank

Tony Waldron Pike County Commissioner

*Mary Beth Wood, Wayne Economic Development Corporation

Board Emeritus:

Dan Card, Waste Management

Barb Linde, Linde Enterprises

William Schweighofer, The Honesdale National Bank

*Executive Board

Workforce Alliance Staff

Staff

Dave Carbo, Recovery Specialist/Career Coach
Jacilyn Fritsch, Youth Workforce Development Specialist
Katheryne Hait, Director of Operations
Melinda Judge, Workforce Development Assistant
Helene Mancuso, Director of Workforce Development
Pantea Shademani, Director of SHINE Program
Lucyann Vierling, Executive Director
Jess Wolk, Programs Coordinator

SHINE Staff

Marie Barattucci, Teacher Assistant
Victoria Billbe, Lead Teacher/Site Coordinator
Denise Caucci, Teacher Assistant
Shannon Cavanaugh, Lead Teacher
Barbara Donegan, Teacher Assistant
Jalenna Gibbs, Lead Teacher
David Heckman, Stem Mentor
Liam Maloney, Teacher
Amanda Martyn, Teacher
Daria McGinnis, Teacher Assistant

Julie Stanton, Teacher Assistant
Shannon Thomas, Teacher
Laurel Werner, Lead Teacher
Autumn Whitney, Teacher Assistant
Christina Wolfe, Lead Teacher
Robin Sampson, Home Visitor
Denise Moletto, Teacher
Tiffany Guzzo, Teacher
Kayla Sposto, Teacher Assistant
Kim Rickard, Home Visitor



92 Main Avenue, Hawley, PA 18428
570.390.7613 info@wpworkforce.org
www.wpworkforce.org



PO Box 526

Hawley, PA 18428