

**POCONO COUNTIES
WORKFORCE INVESTMENT AREA
CAREERLINK
COMBINED BUSINESS PLAN/AGREEMENT**

CareerLink Site: Carbon County CareerLink **Agreement No.:** PCWIA-04-002
Modification No.: 01

Address: 76 Susquehanna Street
 Jim Thorpe, PA 18229

In accordance with Section 121(c) of the Workforce Investment Act of 1998, this Combined Business Plan/Agreement has been developed, with the agreement of the chief elected officials of the Pocono Counties Workforce Investment Area, and entered into between the Pocono Counties Workforce Investment Board (WIB) and the partners in the Carbon County *CareerLink* site, which intending to be legally bound with respect to the operation of the site agree as follows:

The purpose of this Agreement is to establish a viable framework in which the Pocono Counties WIB and the Carbon County *CareerLink* partners will be able to provide one-stop, services for employers, their employees, those seeking employment, and other interested parties within the local area.

The purpose of the *CareerLink* is to create a seamless system of service delivery that will enhance access to the individual programs services while improving long-term employment outcomes for both jobseeker and employer customers receiving assistance.

The objective of the parties is to provide these services in the most efficient manner possible, and to meet all performance measures established by the Pocono Counties WIB, the Pennsylvania Workforce Investment Board, and the United States Department of Labor.

The Carbon County CareerLink Business Plan/Resource Sharing Agreement will serve as the basis for the Agreement between the Pocono Counties WIB and the CareerLink Operator/Partner(s) that are party to this Agreement.

**CARBON COUNTY
CAREERLINK**

**BUSINESS PLAN/
RESOURCE SHARING
AGREEMENT**

2004

November 1,

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I. Vision/Mission Statement of the Carbon County *CareerLink* system/site:

The Carbon County *CareerLink* System has established a unified and integrated approach to satisfy the labor and training needs of local and regional employers, and the needs of all segments of our county's labor pool, including youth entering the job market, adults seeking to re-enter the job market, incumbent workers, and job seekers in transition.

The business objectives of the *CareerLink* center are as follows:

- To provide coordinated comprehensive services to emerging, current, and transitional workers in our labor market.
- To provide comprehensive services including recruitment, assessment, and referrals of qualified job seekers to meet the demands of local employers.
- To increase job creation, retention, and expansion rates for both new and established businesses in our labor market by coordinating economic development efforts and services.
- To enhance and coordinate the employment and training services available in our areas through partnerships with other service providers.

The core business of the center is to provide emerging, current and transitional workers access to accurate information regarding employment opportunities, job readiness assistance, job placement assistance, provision of information regarding training opportunities, access to unemployment insurance, as well as eligibility and intake for specialized programs and services. It also involves providing local businesses with quality information and assistance in meeting their needs relative to employee recruitment, retention, and skill development. Customers have access to a comprehensive career resource center within the facility. Intensive services such as case management, development of employment plans, and other specialized services will be provided in accordance with the Workforce Investment Act of 1998 and accompanying PA Department of Labor and Pocono Counties Workforce Investment Board policies and requirements.

The customer base for the center includes; employers, adults, dislocated workers, youth, economically disadvantaged adults and youth, older individuals, individuals with disabilities, veterans, displaced homemakers and other residents of the local labor market.

The Carbon County *CareerLink* site is located at 76 Susquehanna Street, Jim Thorpe, PA. It is centrally located within the county and well known to area residents and employers. The *CareerLink* partners are committed to our mission and working to ensure that we maximize and coordinate the resources in Carbon County needed to address our workforce development issues. The Carbon County *CareerLink* is composed of community service organizations who are active in other countywide organizations such as the Employer Advisory Council, Chamber of Commerce, and the Carbon County Interagency Council.

(a) Vision

The Carbon County *CareerLink* seeks to establish and maintain a unified and integrated approach to satisfy the labor and training needs of local and regional employers, and the needs of all segments of our county's labor pool, including youth entering the job market, adults seeking to re-enter the job market, incumbent workers, and job seekers in transition.

(b) Mission Statement

To provide coordinated and comprehensive services to all job seekers.
To meet the labor and skill needs of our area's employers.
To coordinate services that will enhance the economic development efforts for our area.

II. Governance and Management Structure

The Workforce Investment Act clearly identifies the one-stop system as the service delivery system for programs funded under the Act and its partner programs. In Pennsylvania, the **CareerLink** system has been designated as the one-stop delivery system. The **CareerLink** is a collaboration of site partners that are responsible for administering workforce investment, educational, and other human resource programs and funding streams.

The following are parties, on and off-site, involved in the administration of the WIA and the **CareerLink**:

- (a) **Local Workforce Investment Board (WIB):**
The Pocono Counties WIB is responsible for administrative and fiscal oversight, contracting, chartering, and monitoring of all WIA funded programs and activities offered at the Carbon County **CareerLink** system/site.
- (b) **Local Elected Officials (LEO):**
The Local Elected Officials of Carbon, Monroe, Pike, and Wayne counties are responsible, along with the Pocono Counties WIB, for the administrative and fiscal oversight of all WIA funded programs and activities offered at the Carbon County **CareerLink** system/site.
- (c) **Fiscal Agent:**
The County of Carbon has been designated as the Fiscal Agent/Grant Recipient for the Pocono Counties WIA. The Fiscal Agent will be responsible for the fiscal oversight, accounting, and dispersal of all funds related to WIA contracted activities. The Carbon County Workforce Training will serve as the Carbon County **Careerlink** fiscal agent.
- (d) **CareerLink System/Site Partner(s):**

The Carbon County **CareerLink** System/Site Partners and their level of involvement are listed on Attachment 1. Their role as partners will be described in more detail in the section describing the services that will be available at the site.

- (e) **CareerLink Operator:**

The **CareerLink** Operator for the Carbon County **CareerLink** site will be a consortium of the following investor partners.

Carbon County Workforce Training

Bureau of Workforce Development Partnership

Carbon County Vocational-Technical School/ Adult Education Department

The Operating Consortium is responsible for developing and implementing policies and procedures that will coordinate the partners' activities and resources into a seamless delivery system for high quality, customer driven services related to job seekers and employers in Carbon County and the surrounding areas. The Operating Consortium is responsible for meeting the performance goals and reporting requirements established by the WIB and LEO's. The governing structure is outlined in attachment 2.

Although the partners will collaborate on all issues related to the operation of the **CareerLink**, the individual consortium members have agreed to be responsible for the basic management responsibilities as outlined below. See attachment 5.

The Bureau of Workforce Development Partnership will take the lead role in issues related to staff communication and development, employer visitation efforts, building and grounds, and the operator meetings and agenda. They are also the primary contact for information sent by the State Dept. of Labor and the **CareerLink** Bureau and responsible for management communications with partner agencies.

Carbon County Workforce Training will be responsible for the Business Plan/Resource Sharing Agreement development and dissemination, financial issues, computer technology/security matters, and assist BECS in management communications with partner agencies.

The Carbon County Vocational-Technical School will be responsible for Advisory Committee meetings, marketing efforts, workshop development and coordination, and assist BECS with the Employer Visitation Committee.

(f) **Careerlink** Manager:

The Carbon County **Careerlink** system/site is co-managed by the Bureau of Workforce Development Partnership CareerLink Administrator, John Haupt and the Carbon County Workforce Training Director, Garry Wentz. They are responsible for oversight of the daily **Careerlink** activities at the site and report to the Operating Consortium and the Advisory Board regarding efforts to improve customer services or resolve partner concerns or problems. The Advisory Board, transitioned from the local Steering Committee, includes all partner agencies, as well as local employers and other community leaders. The primary purpose of the Advisory Board is as follows:

- Assist in the development of policies and approaches that will allow us to achieve the goals and standards described in the business plan.
- Provide feedback from employers and customers regarding our procedures and results that will allow for continuous improvement of the **CareerLink** system.
- Assist in forging and maintaining relationships with other partners who may add to our ability to provide comprehensive and quality services to our customers.
- Assist in public relations efforts to increase the level of employer and job seeker awareness and participation in the **CareerLink** system.
- Assist in the development and implementation of a strategic vision for workforce and economic development efforts in our area.

Since the Co-Managers' agencies and staff are the primary contact for both job seekers and employers, they are best situated to direct the daily operations of the Carbon County **Careerlink**. The staffs supervised by the Co-Managers make up the majority of the partner agencies' staff that is currently located in the **CareerLink** site. The management, and most of the operations staff, have been involved with local employment and training services in excess of 20 years. The staff's knowledge of the local customers needs, their familiarity with other partner agency staff and services, and their extensive backgrounds in the area of workforce development are an asset in achieving the goals described in this plan. The **CareerLink** site will be responsible for management of all Wagner-Peyser, Workforce Investment Act, Unemployment Compensation, Veterans Employment, and Vocational Rehabilitation services originating from this center.

The staff of the *Careerlink* Partners located at the site are responsible for the provision of all *Careerlink* services as described in section IV of this plan. Also see attachment 3. This is done through the core, intensive, or training services offered by their respective agency or in teams comprised of staff from multiple agencies. All staff located within the Carbon County *Careerlink* site have the opportunity to assist in policy development, team building efforts, and attend training sessions designed to increase their abilities and skills related to their *Careerlink* duties. Staff development and capacity building are both ongoing and integral parts of the continuous improvement efforts in this business plan. The partner agencies utilize both local and state sponsored training opportunities to assist in staff development and capacity building efforts.

The Carbon *CareerLink* has adequate structures in place relative to personnel and financial management issues. The staff of the site are governed by their respective agency's personnel system, and Carbon County Workforce Training will provide the fiscal system necessary to handle the *CareerLink's* shared financial costs as described in the Resource Sharing Agreement. The center has no plans to incorporate, and has access to legal assistance through their partner agencies respective solicitors. No other structures are required at this time in order to pursue this business plan.

III. Parties to the Agreement

- (a) Workforce Investment Board (WIB):
Ronald Blisard, Pocono Counties WIB Chairperson (signatory)
E-Mail rblisard@kovach.com
(570) 669-5181
- Joseph Sebelin, Executive Director, Pocono Counties WIB (contact)
E-Mail pocsda15@ptd.net
Phone (570) 325-2462
- (b) Local Elected Officials (LEOs):
Wayne Nothstein, Chairman, Local Elected Officials (contact/signatory)
E-Mail cocommis@ptd.net
Phone (570) 325-3611
- (c) Fiscal Agent:
Keith Ramsay, Chief Fiscal Officer, Pocono Counties WIB (contact/signatory)
E-Mail kramsay@ptd.net
Phone (570) 325-2462
- Joseph Sebelin, Executive Director, Pocono Counties WIB (contact/signatory)
E-Mail pocsda15@ptd.net
Phone (570) 325-2462
- (d) *CareerLink* Operator:
John Haupt, CareerLink Administrator, Bureau of Workforce Development Partnership
(Operator Contact)
E-Mail jhaupt@state.pa.us
Phone (570) 325-2701 ext. 121

Garry Wentz, Director, Carbon County Workforce Training (CBP/RSA Contact)
 E-Mail gwtrain@ptd.net
 Phone (570) 325-2701 ext. 129

Deb Bartels, Director, Adult Education, Carbon County Vocational-Technical School
 E-Mail aecenter@ptd.net
 Phone (570) 325-4140

- (e) **CareerLink** Partner(s) Contact/Signatory:
 Garry Wentz, Director, Carbon County Workforce Training (CBP/RSA contact)
 E-Mail gwtrain@ptd.net
 Phone (570) 325-2701 ext. 129

IV. Services to be provided through the CareerLink system

Job Seeker Core Services

	Contributing Partner	Method of Providing Service	Methods of Accessing Service
Intake and Orientation to Careerlink Services	All Contributing Partners	Staff, resources	Internet & On-Site registration
Job Seeker Outreach	All Contributing Partners	Agency outreach and recruiting	Internet & On Site information materials
Initial Assessment/Eligibility for Services	Carbon County Workforce Training Office of Vocational Rehabilitation Carbon County Assistance Office Carbon County Vo-Tech/Adult Education Rural Opportunities Carbon County Child Care	Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources	Telephone or On-Site assessment/interviews
Job Search, Job Referrals, Career Information and Counseling	Bureau of Workforce Development Partnership Carbon County Workforce Training Office of Vocational Rehabilitation Carbon County Assistance Office Carbon County Vo-Tech/Adult Education Human Resource Center Area Agency on Aging Pennsylvania Green Thumb Rural Opportunities	Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources	Internet, On-Site, Referrals to other Partners

Labor Market Information	Bureau of Workforce Development Partnership Carbon County Workforce Training Carbon County Vo-Tech/Adult Education Manufacturers Resource Center Bureau of Research & Statistics HRSynergy MAMP	Staff, resources Staff, resources Staff, resources Staff, resources Publications/ Staff assistance Staff, resources Staff, resources	Internet, On-Site Career Resource materials and access to CareerLink internet site.
Financial Aid, Unemployment Compensation, Supportive Services	Bureau of Workforce Development Partnership Carbon County Workforce Training Office of Vocational Rehabilitation Carbon County Assistance Office Educational Opportunity Center Human Resources Center Carbon County Vo-Tech/Adult Education Rural Opportunities Carbon County Child Care	Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources	Telephone or On-Site interviews. Intake/Assessment General information may be available via Internet access.
Information on Education & Training Providers, training outcomes	Carbon County Workforce Training Educational Opportunity Center Carbon County Vo-Tech/Adult Education Manufacturers Resource Center PrimeTech Training	Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources	Internet, telephone, On-Site Interviews and Information in the Career Resource Room
Orientation to Personal Computers and Self-Directed Career Resource Area services	All Contributing Partners	Staff, resources	On-site orientations
Coordination of information and services with school-to-career activities	Carbon County Workforce Training Carbon County Vo-Tech /Adult Education	Staff, resources Staff, resources	Telephone and On-Site interviews
Follow-up Activities	Bureau of Workforce Development Partnership Carbon County Workforce Training	Staff, resources Staff, resources	Telephone and On-Site interviews Mailing Surveys

Job Seeker Intensive Services

Assessment of skills, abilities, interests, and testing services	Educational Opportunity Center Carbon County Workforce Training Office of Vocational Rehabilitation Carbon County Vo-Tech/Adult Education Other Partner agencies requiring specialized testing for their customers	Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources	On-Site, referral to other partners, or referrals to outside specialized testing services as required.
Individual Employment/ Career Planning Services	Partner agency with primary involvement of customer Educational Opportunity Center	Staff, resources Staff, resources	On-Site
Group Counseling	Bureau of Workforce Development Partnership Carbon County Workforce Training Educational Opportunity Center	Staff, resources Staff, resources Staff, resources	On-Site
Case Management	Partner agency with primary involvement of customer	Staff, resources	On-Site
Short Term pre-vocational skills, adult basic education, ESL, GED, computer literacy, and related soft skills	Carbon County Workforce Training Carbon County Vo-Tech/Adult Education Office of Vocational Rehabilitation Carbon County Volunteers for Literacy	Staff, resources Staff, resources Staff, resources Staff, tutors	On-Site, or referrals to outside or contracted service providers.

Job Seeker Training Services

ITA's for adult and dislocated workers	Carbon County Workforce Training	Staff, resources	On-Site
On-the-Job Training Referrals	Carbon County Workforce Training Bureau of Workforce Development Partnership Rural Opportunities	Staff, resources Staff, resources Staff, resources	On-Site
Programs combining workplace training with related instructions	Carbon County Workforce Training Carbon County Vo-Tech/Adult Education Manufacturers Resource Center Lehigh Carbon Community College	Staff, resources Staff, resources Staff, resources Staff, resources	Referrals to other partners, employers, or schools

Private Sector Training Programs	Manufacturers Resource Center Carbon County Workforce Training Carbon County Vo-Tech/Adult Education PrimeTech Training	Staff, resources Staff, resources Staff, resources Staff, resources	Referrals
Skill Upgrading or Retraining	Carbon County Workforce Training Manufacturers Resource Center Carbon County Vo-Tech/Adult Education PrimeTech Training	Staff, resources Staff, resources Staff, resources Staff, resources	ITA's or referrals
Job Readiness Training	Carbon County Workforce Training Carbon County Vo-Tech /Adult Education	Staff, resources Staff, resources	On-Site or referrals to youth contractors
Customized Training	Carbon County Workforce Training Manufacturers Resource Center Carbon County Vo-Tech/Adult Education	Staff, resources Staff, resources Staff, resources	Referral to participating employer
Apprenticeship Training	Bureau of Workforce Development Partnership Carbon County Workforce Training	Staff, resources Staff, resources	Referral to participating employer or union

Employers Core Services

Orientation to CareerLink system/services	Bureau of Workforce Development Partnership Carbon County Workforce Training Carbon County Vo-Tech /Adult Education Office of Vocational Rehabilitation Manufacturers Resource Center Rural Opportunities Human Resources Center HR Synergy MAMP	Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources Staff, resources	Telephone, On-Site, Internet access
Job Postings, application for services, outreach	All Contributing Partners	Staff, resources	Telephone, Fax, Internet Access to CareerLink system

Access to resumes, automated job matching, other recruiting websites	All Contributing Partners	Staff, resources	On-Site, Internet Access to CareerLink system
Screening, referral of qualified job seekers	All Contributing Partners	Staff, resources	Referrals to employers
Information on training providers, specialized training programs	Carbon County Workforce Training Manufacturers Resource Center Carbon County Vo-Tech/Adult Education MAMP PrimeTech Training	Staff, resources Staff, resources Staff, resources Staff, resources	Telephone, On-Site, CareerLink internet access.
Labor Marker, Labor Law Compliance, Human Resource Information	Bureau of Workforce Development Partnership HR Synergy MAMP	Staff, resources Staff, resources Staff, resources	Telephone, Referrals to other partners
Skills assessment, occupational profiling	Manufacturers Resource Center HR Synergy	Staff, resources Staff, resources	Telephone, On-Site
Rapid Response, Initial Contacts	Bureau of Workforce Development Partnership	Staff, resources	Telephone, On-Site

Employer Intensive Services

Rapid Response Services	Bureau of Workforce Development Partnership Carbon County Workforce Training Carbon County Vo-Tech /Adult Education Other Partner Agencies as appropriate	Staff, resources Staff, resources Staff, resources Staff, resources	Telephone, On-Site
Customized assessment, recruiting for job openings, profiling	Bureau of Workforce Development Partnership Carbon County Workforce Training Manufacturers Resource Center HR Synergy	Staff, resources Staff, resources Staff, resources Staff, resources	On-Site, or at employers location
Seminars and informational workshops	Appropriate CareerLink Partner Agency	Staff, resources	On-Site or at employer's location

Access to economic development information, entrepreneurial assistance, labor management assistance, procurement assistance	Manufacturers Resource Center	Staff, resources	On-Site, or referral to other appropriate partners
	Carbon County Economic Development Department	Staff, resources	
	Bureau of Workforce Development Partnership	Staff, resources	
	Carbon County Workforce Training	Staff, resources	

Employer Training Services

Incumbent Worker Training	Carbon County Workforce Training	Staff, resources	Proposals submitted to CareerLink, training available at local training providers or employer's location
	Manufacturers Resource Center	Staff, resources	
	Carbon County Vo-Tech/Adult Education	Staff, resources	
On-the-Job Training, Customized Job Training	Carbon County Workforce Training	Staff, resources	Proposal submitted to CareerLink, approved training at employer's location
	Manufacturers Resource Center	Staff, resources	
	Carbon County Vo-Tech/Adult Education	Staff, resources	
Advanced Skills Training	Carbon County Workforce Training	Staff, resources	Referral to local area training providers
	Manufacturers Resource Center	Staff, resources	
	Carbon County Vo-Tech/Adult Education	Staff, resources	
	Area Training Providers	Staff, resources	

Partner Agency staff work collectively for both job seekers and employers who have multiple needs. All partner agencies involved in collaborative efforts maintain case records accessible to the team in order to document contacts and services provided.

All services provided by full and part-time partners are available on site. Some partners also provide their services at locations other than the *CareerLink* site, but they are not considered alternate locations for *CareerLink* services. They might best be described as supplemental locations for some *CareerLink* partner services. Staff may also refer customers to other services provided by agencies that are not formal partners to the *CareerLink* system.

The Office of Vocational Rehabilitation, the Human Resource Center, and other related partner agencies provide assistance to job seekers with disabilities and employers interested in hiring or assisting individuals with disabilities. A site review of the facility has been completed and a corrective action plan has been approved and implemented to address any issues necessary to comply with the Americans with Disabilities Act. OVR will continue to assist the *CareerLink* in making our facility and services more accessible to people with disabilities. Our reception and the

Career Resource Areas are “user friendly” for customers with disabilities. All partner staff have attended training sessions conducted by the Office of Vocational Rehabilitation in our center concerning the ADA, it’s requirements, and general issues pertaining to meeting the needs of our customers with disabilities.

V. Operational Plan and Referral method for individuals between the *CareerLink* Operator and the *CareerLink* Partners

The primary principle of the referral system is the provision of a seamless delivery of services to both jobseekers and employers. Implementation of the computerized system of enrollment, tracking, case management, and referrals will take place as the components of the *CareerLink* 2.0 Operating System become available. A committee of front line staff have developed procedures, forms, etc. that are designed to facilitate customer enrollment in the *CareerLink* system and at the same time provide them with information on the key features of the system and the services available from our partners. The starting point for customers has been for them to complete their registration either on site or at home before they access the resources available at the *CareerLink*. The partner agencies are utilizing this registration information in order to eliminate the duplication of data collection that existed previously. A customer service flow chart is attached. (Attachment 4)

Jobseekers

The customers can enroll in the *CareerLink* system by physically visiting the site, or by contacting the site via the Internet job seeker enrollment component of the state’s *CareerLink* Website. A general information packet describing the services available through the *CareerLink* system is given to the customers enrolling at the site for the first time. Both enrollment processes provide the *CareerLink* Partners with a profile of the customer’s demographic information, work history, skills, preliminary eligibility screening, and an assessment of the goal(s) or reason(s) for contacting the *CareerLink* system. Customers can also receive general information about the *CareerLink* services by telephone. The customer, or his/her electronic enrollment form, is then directed to the partner staff member who’s services are best suited to meet the customer’s objectives. If this *CareerLink* partner is unavailable, arrangements will be made as to how and when they will be contacted by a partner of the *CareerLink* to discuss their goals and needs. The *CareerLink* partner who initiates this contact is responsible for ensuring that the customer’s enrollment process in the *CareerLink* Operating system has been properly completed. This enrollment is the basis for establishing a customer’s file and for recording any further services provided to the customer by the *CareerLink* staff. Referrals made to partners not physically present at the *CareerLink* site will be documented by posting the referral/ service to the customer’s activity log.

Employers

Employers are also able to access the system via the Internet, phone, or by visiting the site. Employers who wish to post job orders are directed to the Workforce Development Partnership staff

responsible for this activity. Job order information is also be handled by other *CareerLink* partners to ensure that they are part of the job order database accessible to all *CareerLink* partners. Employers who have other needs are likewise directed to the partner most appropriate to their needs (i.e. economic development issues, training services, etc.) A team approach is utilized to address employers who have needs beyond the scope of an individual partner's services. All partner agencies are aware of the need to coordinate employer contacts for job orders and job development activities. Partner agencies who's staff conduct outreach efforts to local employers participate in Employer Outreach team meetings. The purpose of these meetings is to avoid duplication of effort and maximize our ability to solicit employer involvement in our *CareerLink*. This team also allows us to share information with other partners regarding employer needs that have been identified through these visits. All new job orders are recorded centrally and distributed to partners via e-mail. Partner agencies coordinate and track the referral of customers to the employer consistent with their directives.

Our *CareerLink* and our partners have sufficient technology resources (i.e. computer systems and peripheral equipment) to meet the identified needs of our staff and customers. The only technology piece that we may have a need for in the future would be a local *CareerLink* website. Many of the partner agencies have, or will have, some presence on the Internet via their own website or the Carbon County Interagency Website that has been established. The full functionality envisioned for the *CareerLink* website is still not available. Due to these limitations we are still considering the option of developing a separate Carbon County *CareerLink* website.

VI. Performance Goals and Standards

It is agreed that the *CareerLink* system will strive to achieve the following standard of quality service for its customers, employees, and partners.

All customers will receive:

1. Prompt and courteous service from the staff.
2. The service(s) and/or information designed to assist customers (both jobseekers and employers) in achieving their educational and/or employment goals.

All employees can expect:

1. To work in a safe and professional environment.
2. Receive the tools necessary to achieve the desired outcome for their customers.

All partners will:

1. Deliver high quality services through the *CareerLink* system.
2. Place a minimum of 500 of their customers in jobs with family sustaining wages as agreed upon by the jobseeker and the *CareerLink* staff.
3. Place 300 customers in jobs with a minimum duration of 180 days.
4. Provide qualified jobseeker referrals and/or contact/services to employers within 48 hours of placing a job vacancy posting.
5. Increase the number of job vacancy postings in the *CareerLink* operating system by 5% per year.
6. Increase the number of new employer contacts in the *CareerLink* system by 5% per year.

The *CareerLink* partners will also work to achieve the following WIA performance standards adopted by the Pocono Counties WIB

	Entered Employment Rate	6 Months Retention	6 Month Post Program Wage Increase	6 Month Wage Replacement Rate	Credential Rate	Diploma GED Rate	Youth Goal Attainment Rate	Youth Retention Rate
Adult	71.0%	79.0%	\$3,320	N/A	50.0%	N/A	N/A	N/A
Dislocated Workers	80.0%	89.0%	N/A	89.0%	50.0%	N/A	N/A	N/A
Youth (19-21)	63.0%	76.0%	\$2,510	N/A	40.0%	N/A	N/A	N/A
Youth (14-18)	N/A	N/A	N/A	N/A	N/A	50.0%	68.0%	45.0%

Participant Satisfaction Rate	67%
Employer Satisfaction Rate	60%

The performance goals established by the Pocono Counties WIB and the partners involved in developing this business plan are ambitious, but realistic. Recognizing that our success in meeting these goals depends on the efforts and abilities of the CareerLink partners' staff, the management will make every effort to recognize and acknowledge the achievements of our staff in achieving these goals. The *CareerLink* staff have indicated that they prefer to be acknowledged collectively for their achievements. They recognize that our goals can only be realized through their collective efforts.

Unfortunately, the *CareerLink* Operating System is not yet capable of providing much in the way of performance data relative to the goals listed in our plan. We still have no way of determining if the initial benchmarks we set for our site were accurate baselines. The procedures we developed to gauge participant and employer satisfaction levels have been helpful in identifying gaps and improvements to our services and procedures. But our local procedures are separate from those used by the State to determine our official program performance statistics. The feedback from customers has been very positive, and indicates that our customers are very satisfied with the services provided to them. As for the other performance goals, including WIA performance, we have started receiving some limited information from the *CareerLink* Operating system to evaluate our local performance. We have started to review this information in an attempt to gauge the success of our efforts relative to the performance goals outlined in this plan. At this time the initial analysis, although limited, appears to support our belief that we are achieving many of these goals. Also, due to the extended time frame required to collect and measure Wagner-Peyser and WIA performance results for our customers, it is not very useful as a management tool. We are also attempting to do some in-house tracking of customer services and outcomes that we hope will provide more timely feedback on the success of our business strategy.

VII. Financial Plan - Service and System Operating Costs

Since the Carbon County *CareerLink* site is located in a building leased by the Pennsylvania Department of Labor and Industry, Facilities Operating Agreements have been completed and approved for all Partner Agencies who will be located on a full-time or part-time basis.

- (1) PREMISE:
 - (A) The office space at 76 Susquehanna Street, Jim Thorpe has been designated by the local WIB as the Carbon County *CareerLink* and is currently leased by the Commonwealth of Pennsylvania.
 - (B) The Commonwealth will provide space to each partner in accordance with the negotiated Cost Allocation Plan.
 - (C) The Commonwealth and partners will have common use of conference rooms, testing rooms, Career Resource Area, client waiting room, employee/public restrooms, employee break rooms, etc.
- (2) USER FEE:

The partners agree to pay their fair share/negotiated share and be liable to the Commonwealth of Pennsylvania for the facilities cost in accordance with the amount paid for the facilities cost in accordance with the amount and time frames listed in the Cost Allocation Plan. (See attached Resource Sharing Agreement, Attachment 6A)
- (3) ADDITIONAL FEES:

If the Commonwealth is required to pay an additional amount to cover increases in the costs of real estate taxes, utilities, water, sewer, trash removal, insurance and janitorial services, the partner will pay the same additional percentage amount, which will be reflected in a revised cost allocation plan. The Commonwealth shall notify the One-Stop-Operator, in writing, by certified mail, of the amount by which the monthly fee is increased. All partners shall pay the increase fee for all monthly fees due after the One-Stop-Operator receives notice of increased monthly fees.
- (4) COMPLIANCE WITH LEASE:

In cases where the Commonwealth is the leaseholder, all partners agree to abide by the terms of the Lease Agreement between the Department of General Services and the owner of the Premises in those areas that are applicable for an occupant of the Premises. If for any reason the Lease Agreement between the Commonwealth and the owner of the Premises is cancelled or terminated, this facilities operating costs section of the Combined Business Plan/Agreement will be automatically canceled. (A copy of the lease is attached.)
- (5) MAINTENANCE:

CareerLink partners will cooperate with the Commonwealth maintaining the facility in good condition. The Commonwealth as the lessor of the facility is responsible for maintaining and repairing the exterior of the building and all internal systems to the facilities. The Commonwealth shall not be responsible for any repairs nor shall it be liable for any interruption in utilities neither to the facility nor for loss of or damage to any property or partner agencies or invitees by theft or otherwise. The Commonwealth is not liable for any damage or disturbance caused by other parties at the property in which the facility is located.

- (6) **ALTERATIONS, ADDITIONS, AND IMPROVEMENTS:**
The *CareerLink* partners shall not make any alterations to the facility without the prior written consent of the Commonwealth, and such consent shall not be unreasonably withheld, so long as the alterations are permitted by the terms of the agreement between the owner/lessor and the Commonwealth.
- (7) **INSURANCE:**
Each partner shall procure and maintain at its expense, unless it is self-insured under the laws of the Commonwealth, the following types of insurance issued by companies acceptable to the Commonwealth and authorized to conduct business under laws of the Commonwealth of Pennsylvania:
- (A) Worker's Compensation Insurance for all partner employees and any of its contractors engaged in the work at the Premises in accordance with the Workmen's Compensation Act of 1915 as amended.
- (B) The Commonwealth will maintain a general liability insurance coverage, property damage. The limits of such insurance shall be in an amount not less than \$250,000.00 for injury to or death one person in single occurrence and \$1,000,000.00 for injury to or death of more than one person in a single occurrence, and \$250,000.00 for a single occurrence of property damage.
Prior to use of the Premises, all partners shall provide copies of current certifications insurance to the One-Stop Operator. (Any partner that is self-insured will notify the Commonwealth, in writing of this, and explain the procedures for filing a claim. The One-Stop Operator will maintain copies of the certifications of insurance on site and make them available upon request to the Commonwealth's agent or monitor. These certificates shall contain a provision that the coverage afforded under the policies shall not be canceled or changed unless at least 30 days prior written notice has been given to the Commonwealth.
- (8) **HOLD HARMLESS:**
Each partner shall be responsible for and hold harmless the Commonwealth from damages to property or injuries (including death) to any person(s) and any other losses, damages, expenses, claims, demands, suits, and actions by any party against the Commonwealth in connection with the partner's use of the Premises. Partners that are political subdivisions of the Commonwealth are only liable to the extent authorized by law.
- (9) **BINDING SUCCESSOR AND ASSIGNS:**
The partner's agreement to pay facility costs to the Commonwealth shall be binding upon all of the parties and their respective successor and assigns.
- (10) **COMPLIANCE WITH LAWS:**
The parties agree to comply with all federal, state, county, municipal and other governmental statutes, laws, rules, orders, regulations and ordinances affecting the Premises.
- (11) **EXISTING FACILITIES OPERATING AGREEMENTS:**
The terms of this Combined Business Plan/Agreement regarding the partner's obligations and promises to pay the Commonwealth to co-locate in the *CareerLink* supersedes any and all FOAs the partners have with the Commonwealth, which allowed the partners to co-locate in the *CareerLink*.

The Resource Sharing Agreement for the Carbon County *CareerLink* site is attached. (Attachment 6A) During the past 3 years of operation, our budget has remained relatively stable. The partners involved with the site have been sufficient to maintain a stable cash flow situation. Our revenues, through rental fees, shared operating expenses, and income generating activities, have been sufficient to meet or exceed our budgetary needs. The Resource Sharing Agreement will cover the shared costs of rent, utilities, cleaning and maintenance, marketing, and shared costs associated with the *CareerLink* Resource area, and related computer access costs. The allocation method used for these costs is based on the partners staffing levels at the center. The majority of the costs for providing the core, intensive, and training services described in this plan will come from the partner agencies staff and operational budgets, and will be the responsibility of the partner agencies. These will not be part of the Resource Sharing Agreement because they will be directly charged to the partner's allowable funding source.

The County of Carbon is the Fiscal Agent for the *CareerLink* site and has established a fiscal system to oversee the Carbon County *CareerLink* shared expenditures such as marketing materials, etc. and any income generated by fees charged to employers or agencies utilizing space at the *CareerLink* site on an intermittent basis. The County of Carbon, acting as the fiscal agent for the Carbon County CareerLink will bill the partners for their fair share/negotiated share of the costs listed in the Resource Sharing Agreement on a quarterly basis as expenses are incurred and documented. The State will handle the payment transfers related to the FOA's for the Commonwealth partners located at this site. Due to the design of our *CareerLink* RSA, we have not had to have any partner fronting the costs for the *CareerLink* site/system.

The combined budgets and staffing levels of the Carbon County *CareerLink* partners are sufficient to meet the operational goals of the system. Each partner covers their staff and related costs from their funding stream, and front their own costs related to their involvement in the CareerLink site. The funding streams being utilized to support the services and staff described in this plan include Wagner-Peyser, Unemployment Compensation, Workforce Investment Act, Veterans Employment Services, TRA/TAA, Vocational Rehabilitation, Carl Perkins, Office on Aging, Adult Basic Education and Literacy, TANF and other Department of Welfare funding, as well as other funds which support some partner activities. The actual funding levels are not relevant since they support activities that go beyond the costs of the *CareerLink* system. .

The *CareerLink* Partners have continued to explore other potential sources of funds that could be used to support and/or expand the *CareerLink* services outlined in this plan, such as other grants, fee-for-services, etc. If activities or services are identified that cannot be addressed through the resources currently available to the partners, the *CareerLink* Operators will take the lead in the developing an action plan to address that need. The *CareerLink* Operators will be responsible for any fundraising efforts undertaken to support the Carbon County *CareerLink* site.

As the system is developed and improved, it is anticipated that additional partners and resources will be identified to cover changes in the staffing or operational budgets of the current partner agencies.

At this time the Carbon County *CareerLink* has no electronic services only partners. Our priority is to attract partners interested in locating staff on site. If we identify any electronic services partners in the future, we will develop methodology to assess them for their fair share/negotiated share of our costs.

At this time we have sufficient partners to support the costs necessary to operate the center. We have attracted enough partners to fill the gap left by the departure of the Commonwealth's Unemployment

Compensation staff, and supporting funding, to a regional Call Center in Scranton.

VIII. Public Relations

The Carbon County *CareerLink* has coordinated its public relations efforts with that of the state, utilizing local newspapers, radio, and television. The fact that our *CareerLink* site was formerly the Job Center and is well known and centrally located in relation to the population centers in the county has eliminated the need to publicize a *CareerLink* site at a completely new location.

A key component of all outreach efforts is to include information on the *CareerLink's* website address as a method of accessing the system. The success of this approach requires that we make a special effort to educate local schools and libraries that have Internet access about this website. This will increase the accessibility of our services to customers who do not have computer access in their home or have difficulty due to other barriers, such as transportation or work schedule, in accessing the services at the *CareerLink* center.

We also promote our services through Employer Advisory Council meetings, Interagency Council meetings, and other economic development and social service agencies and advisory boards. All partner agencies assist in promotional efforts by distributing written marketing materials through their advisory boards or other contacts within the community. The written materials are in the form of brochures for jobseekers and employers who access the system for services. Partner staff are involved in developing these promotional materials for our customer groups.

Customer appreciation days are being held once a month. There are four different teams of employees who take turns putting on the customer appreciation days. The staff has taken full ownership of this activity.

IX. Miscellaneous Provisions.

(a) *CareerLink* Operating System

The *CareerLink* Operating System is the system of record and will include a common data repository for Workforce Investment Act activities.

All *CareerLink system/site* partners will have access to the Team Pennsylvania *CareerLink* system with the approval of Computer Resources and Data Sharing Agreement. The *CareerLink* Operating System 2.0 is scheduled for implementation this year. The enhancements from the current Operating system are designed to increase the functionality of the services to our customers and *CareerLink* partners.

All *CareerLink* partners agree to enter all clients (job and training seekers) into the *CareerLink* Operating system.

All *CareerLink* partners agree to enter all job openings and employer information it receives into the *CareerLink* Operating System.

All *CareerLink* partners agree to treat all data contained in the *Careerlink* Operating System as confidential and not permit access of Commonwealth-provided computer resources by, or disclose data to, any persons or entities other than its *CareerLink* staff/data users under any conditions.

(b) Mutual Respect of Organizational Practices

All *CareerLink system/site* partners identified in this agreement agree to respect each other's organizational practices and management structures in the provision of services under the agreement.

(c) Indemnification and Liability:

By executing this agreement, each entity agrees to work together to deliver one-stop services for employers, employees and those seeking employment. However, the entities are not legally partners to the extent that term encompasses joint and several liability. Each entity under this agreement is responsible for its own employees, representatives, agents, and subcontractors.

(d) Non-Discrimination:

All parties to this agreement certify that they are equal opportunity employers. All agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law. The parties hereby certify that they have in place policies and procedures to address this issue, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The parties further certify that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues and that they are unaware of any claims currently pending against them before any court or administrative body relative to the alleged violence of such laws

X. Terms of Agreement

(a) Breach of Agreement

The following activities may constitute a breach of the agreement by a *CareerLink* partner(s):

Failure to pay monies due under the Service and Operating Costs section of this Agreement in a timely manner;

Failure to cooperate with the *CareerLink* operator or any other agent of the WIB with regard to the staffing or operations of the *CareerLink* system/site.

(b) Impasse Resolutions

In the event that an impasse should arise between the partner(s), *CareerLink* Operator, and/or the Pocono Counties WIB regarding the terms, conditions, performance, or administration of this Agreement, the following procedures will be initiated. In all cases, attempts to resolve the impasse will be made through the administrative process, in lieu of litigation. All negotiations and efforts to resolve the impasse will be documented.

An impasse between partner agencies will be submitted to the *CareerLink* Operator and the Local Advisory Board for review.

If the impasse is unresolved or the partner(s) wishes to appeal the decision of the Operator and Local Advisory Board, it will then be taken to the WIB and the Local Elected Officials.

If the impasse is between the Carbon County *CareerLink* and the Pocono Counties WIB, the Pennsylvania Department of Labor and Industry will be asked to review the issue and assist in finding a resolution. The findings of the WIB and the Local Elected Officials will be final.

(c) Addition of New Partners Provisions

New partners who wish to be located in the Carbon County *CareerLink* or who wish to integrate their services with the CareerLink system will submit a proposal to the *CareerLink* Operators. The Operators will review the proposal and submit it, along with their recommendations, to the other signatory members of the agreement for a vote. The recommendations of the Operators will be based on the proposed partner's ability to provide services of benefit to job seekers or employers, the availability of space to accommodate their needs, and their ability to assist the Carbon County *CareerLink* partners in meeting our collective goals. A majority of the signatory members must approve a proposal for a new partner to be added to this agreement.

(d) This Agreement is entered into this 1st day of November, 2004. This Agreement will become effective as of the date of signing by the final signatory below and shall terminate on June 30, 2005 unless terminated earlier by any of the parties to the Agreement. The Agreement may be terminated by any of the parties upon 30 days of written notice to the other parties with cause or upon 90 days of written notice to the other parties without cause.

XI. Modification of the Combined Business Plan/ Resource Sharing Agreement

CareerLink Partner(s) may request in writing an amendment to the Business Plan through the Pocono Counties WIB. The WIB may amend the Agreement whenever the Board determines it is appropriate or necessary. Modifications to this Agreement, to be valid, must be in writing, signed and dated by the WIB and partner(s) requesting the modification, and attached to the original Agreement.

Modifications to the Resource Sharing Agreement will require the signatures of all **CareerLink** Partner(s), unless the circumstances fall within the parameters outlined below.

- a) Reduced costs to Partners due to reduced shared expenses

A Resource Sharing Agreement modification reducing Partner cost requires only the authorized signatures of the WIB Chair/Contact, the WIA Fiscal Agent, and the **CareerLink** Operator Consortium Contact. The Local Workforce Investment Board staff contact shall submit the modified, signed document to the Bureau of Workforce Development Partnership **CareerLink** Oversight Coordinator.

- b) Reduced Costs resulting from the addition of Partners to the Site

A Resource Sharing Agreement modification reducing costs requires only Authorized signatures of the new **CareerLink** Partner(s), the WIB Chair/Contact, the WIA Fiscal Agent and the **CareerLink** Operator Consortium Contact. The Local Workforce Investment Board Staff Contact will submit the modified, signed document to the Bureau of Workforce Development Partnership **CareerLink** Oversight Coordinator .

If the Resource Sharing Agreement (RSA) distribution changes due to a contributing partner leaving the membership, the new partner configuration agrees to bear the changed distribution of costs as long as the total identified in the RSA is not exceeded. This clause does not mean that a modification is not necessary, but allows partners to pay their fair share for a limited time until the modification process is completed.

If any of the Agreement is held invalid, the remainder of the Agreement shall not be affected.

XII. Equal Opportunity and Nondiscrimination

- (a) The parties to this Combined Business Plan/Agreement agree that they will not discriminate in its employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law. The parties to this Combined Business Plan/Agreement certify that they are equal opportunity employers. The parties to this Combined Business Plan/Agreement certify that they have in place policies and procedures to address these issues, and that such policies and procedures have been disseminated to its employees and otherwise posted as required by law. The parties to this Combined Business Plan/Agreement further certify that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.
- (b) The parties to this Combined Business Plan/ Agreement assure that they will fully comply with the non the nondiscrimination and equal opportunity provisions of Section 188 of the Workforce Investment Act of 1998 and its implementing regulations at 29 CFR Part 37. These regulations prohibit discrimination because of race, color, religions, sex, national origin, age, disability, or political affiliation or belief in both participation and employment. In the case of participants only, it prohibits discrimination based on citizenship or his or her participation in any WIA Title I financially assisted program or activity.
- (c) The parties to this Combined Business Plan/ Agreement shall comply with all State and Federal laws prohibiting discrimination in employment practices and services. In the event of any party's noncompliance with the nondiscrimination clause of this Combined Business Plan/Agreement or with any such laws, as determined by an administrative agency of the state or federal government or a court of competent jurisdiction, this Combined Business Plan/Agreement may be terminated or suspended by the WIB, and other sanctions may be imposed and remedies invoked.
- (d) The parties to this Combined Business Plan/Agreement shall, upon the request of the WIB or Commonwealth, furnish all necessary employment documents and records to, and permit access to its books, records, and accounts by, the WIB or the Commonwealth for purposes of investigation to ascertain compliance with the provisions of this clause. If the parties to this Combined Business Plan/ Agreement do not possess documents or records reflecting the necessary information requested, the party(s) shall furnish such information on reporting forms supplied by the WIB or the Commonwealth.
- (e) The parties to this Combined Business Plan/Agreement will assure that complaints alleging discrimination on any of the above bases will be processed in accordance with 29 CFR Part 37.76. Copies of the complaint procedures developed pursuant to 29 CFR part 37.76 and approved by the U.S. Department of Labor's Civil Rights Center will be disseminated to provide detailed instructions on the specific steps to be followed in processing discrimination complaints and the name(s) and telephone number /TTY/TTD of the designated EO Officer or designee to handle these complaints in the *CareerLink* delivery systems.
- (f) Pursuant to Federal regulations promulgated under the authority of the Americans With Disabilities Act, including but not limited to 28 CFR Part 35, the parties to this Combined Business Plan/Agreement understand and agree that no individual with a disability shall, on the basis of the disability, be excluded from participation in this Combined Business Plan/Agreement or from activities provided under this Combined Business Plan/Agreement.
- (g) The parties shall be responsible for and agree to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits and actions brought by any party against the Commonwealth of Pennsylvania as a result of a party(s)' failure to comply with the provisions of paragraph (f) above.

XIII. Department of Public Welfare (DPW) Addendum

This addendum is specific to agreements with DPW. To the extent that any provisions of this addendum are in conflict with the terms of the Combined Business Plan/Agreement, this addendum controls.

(a.) CONFIDENTIALITY

Federal and State laws allow for the use and disclosure of information concerning applicants and recipients of Public Assistance but place strict guidelines on the release of this information. 42 U.S.C. § 602(a)(1)(A)(iv); 42 U.S.C. § 1396a(a)(7); 7 C.F.R. § 272.1(c)(1); 42 C.F.R. § 431.300; 45 C.F.R. § 205.50; 62 P.S. § 404 and 55 Pa. Code Chapter 105.

Confidential information regarding recipients will be shared with other partners at the CareerLink site only with the consent or release of the client. DPW anticipates that most, if not all, clients will consent to information being released.

Confidential information will be released only to agencies and entities which agree to keep that information confidential, use it only for the purposes for which it was released, and require their agents, employees and or contractors to keep the information confidential.

(b.) INSURANCE

DPW, as a commonwealth agency, self-insures for workers compensation and general liability. Accordingly, DPW will not be purchasing insurance as referenced in section VII (7) of the Combined Business Plan/ Agreement.

(c.) EQUAL OPPORTUNITY AND NON-DESCRIMINATION INVESTIGATION OF COMPLAINTS

DPW agrees to comply with all applicable federal and state laws. The Department does not convey or confer upon any other agency any investigatory power not established by statute; and retains authority to investigate any and all complaints against its employees.

(d.) ADMINISTRATION

DPW retains exclusive authority to supervise and manage its employees, conduct any investigation, and administer any discipline to its employees.

(e.) IMPASSE RESOLUTION

DPW can not agree to any binding decision that conflicts with DPW's program regulations, policies, and procedures.

(f.) BILLING

DPW liability for CareerLink site costs is limited by the total amount allocated to DPW in the approved Resource Sharing Agreement (regardless of budget category), including any facility costs which may be payable to other state agencies and all shared and direct costs.

Invoices will be submitted by the CareerLink Fiscal Agent in a format that meets requirements established by DPW, and will include all costs owed by DPW in connection with participation in the CareerLink site, except for amounts due to other state agencies.

If the MOU/Resource Sharing Agreement (RSA) changes due to a contributing partner leaving the CareerLink, DPW will agree to bear the changed distribution of costs as long as the total identified in the RSA/Cost Allocation Plan is not exceeded. DPW agrees to bear these additional costs until a revised updated RSA/Cost Allocation is approved, which may include an increase in the DPW's allocation for participation during the existing MOU period.

(g.) PROGRAM PERIOD

The Program period for this CareerLink is 7/1/2004 through 6/30/2005. During that period, each party is authorized and committed to sharing in the costs of the program in accordance with the applicable Resource Sharing Agreement. (Using the term "applicable" recognizes that there may be more than one RSA during a program period covered by the Combined Business Plan/ Agreement).

This Combined Business Plan/ Agreement is effective when signed and continues in effect until 6/30/2005. It can be extended by mutual consent of the parties, evidenced by letter or other written confirmation.

Any party may withdraw from or terminate its participation in this Combined Business Plan/ Agreement with cause, upon 30 days written notice to the other parties, or upon 90 days written notice to all other parties if such withdrawal is without cause.

XIV. Carbon County CareerLink Signatory Page

7/01/04 to 6/30/05

Chief Elected Official(s):

<hr/>	<u>Chairman, Local Elected Officials</u>	<hr/>
Signature	Title, Agency	Date

Pocono Counties Workforce Investment Board

<hr/>	<u>Chairman, Pocono Counties WIB</u>	<hr/>
Signature	Title, Agency	Date

Fiscal Agent

<hr/>	<u>Fiscal Agent, Pocono Counties WIB</u>	<hr/>
Signature	Title, Agency	Date

**The Operator Consortium signatories are identified as follows in the Partner(s) to the Agreement.
 Regional Director, Bureau of Workforce Development Partnership
 County Administrator, Carbon County Workforce Training
 Director, Carbon County Area Vocational-Technical School**

Partner(s) to the Agreement

<hr/>	<u>Regional Director Bureau of Workforce Development Partnership</u>	<hr/>
Signature	Title, Agency	Date

<hr/>	<u>County Administrator Carbon County Workforce Training Carbon County Child Care Carbon County Area Agency on Aging</u>	<hr/>
Signature	Title, Agency	Date

<hr/>	<u>Director Carbon County Area Vocational-Technical School</u>	<hr/>
Signature	Title, Agency	Date

<hr/>	<u>District Administrator Office of Vocational Rehabilitation</u>	<hr/>
Signature	Title, Agency	Date

<hr/>	<u>Executive Director Human Resources Center, Inc.</u>	<hr/>
Signature	Title, Agency	Date

<hr/>	<u>Deputy Secretary, Office of Income Maintenance Carbon County Assistance Office</u>	<hr/>
Signature	Title, Agency	Date

Director, State Operations

Rural Opportunities, Inc.

Signature

Title, Agency

Date

Board Chairman

Carbon County Volunteers for Literacy

Signature

Title, Agency

Date