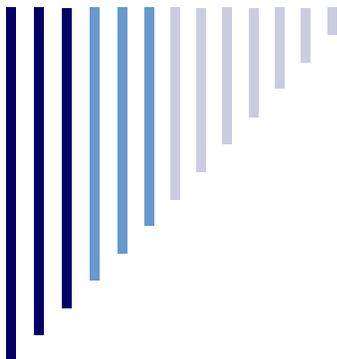


North Central
Pennsylvania Regional
Planning and Development
Commission



Quarterly Report
January—March 2017

Table of Contents

Community Development/Regional Planning	4
Enterprise Development Program	11
Human Resource Department	17
Information Technology Program	18
Workforce Operations	20
WIC Program	22

COMMUNITY DEVELOPMENT/REGIONAL PLANNING

NORTH CENTRAL PENNSYLVANIA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

QUARTERLY REPORT

January - March 2017

MISSION/PROGRAM CHARGE

The Department has been charged with developing integrated strategies and policies for community development and regional planning activities that are consistent with the organizations Regional Action Strategy and Strategic Plan.

ORGANIZATIONAL/DEPARTMENT GOALS

- Promote cooperative efforts among community (county, city and municipal governments) and economic development agencies that advance individual and common interests in targeting commercial, industrial and infrastructure development that is data driven and supported
- Promote quality of life initiatives while safeguarding the region's assets
- Assess and inventory regional infrastructure needs, including water, sewer, transportation, energy, utilities, recreation, education, healthcare, housing and site remediation
- Expand community outreach and engagement in a range of regional planning and development topics
- Establish and implement a communication plan to update stakeholders and the general public, share success stories, and promote community and regional planning
- Collect, compile, organize, analyze and disseminate data and data procedures needed for regional policy-setting and decision-making using the evolving capabilities of GIS
- Provide a desirable work environment and promote employee excellence

PROGRAMS/ACTIVITIES

- Appalachia Regional Commission/Economic Development Administration (ARC/EDA) - Provides assistance and support to public infrastructure such as water and wastewater system improvements, industrial parks, industrial multi-tenant buildings, access roads to industrial areas, and other similar projects that promote community/economic development and job creation.
- Energy Program - Provides assistance to business, local government agencies and communities to help reduce pollution and save energy.

- Municipal Technical Assistance Program (MTAP) – Assists local governmental agencies with information technology, software and related training services.
- Local Technical Assistance Program (LTAP) – Promotes transportation technology through training, technical assistance and other customer services to elected municipal officials and their staff.
- Transportation Planning – Provides a forum where federal, state, regional and local decision makers identify issues/opportunities, conduct studies and make informed recommendations regarding the programming and implementation of transportation projects.
- Geographic Information System (GIS) – Collaborates with governmental agencies, community and business leaders as well as internal North Central departments to provide access to high quality geographic information.
- Community Development/Regional Planning – Encourages the exchange of meaningful strategies on how communities can soundly manage growth and development to efficiently and effectively link land use, transportation, and economic development decision making at a regional level (Greenway Planning, PA Wilds, etc.).

KEY ACTIVITIES/OUTCOMES FOR THIS PERIOD

The Community Development Department remains extremely active and during the quarter, staff continued to promote cooperative efforts between community and economic development agencies throughout the region. As the progress report will indicate, outreach and engagement in a range of regional planning, tourism, and municipal assistance took precedence, including the continued monitoring and participation in activities related to the Community Development, Municipal Assistance and infrastructure impacts.

Below you will find additional core program activities for this period:

A. Appalachian Regional Commission

During the January - March 2017 reporting period staff was involved with four funding Applications previously submitted, one approved application and ten new projects seeking fiscal year 2017 ARC funding consideration. Funding applications submitted:

- Partnership for Regional Economic Performance (PREP) - This project provides funding for the North Central Pennsylvania Regional Planning and Development Commission and its regional partners to pursue initiatives that will improve the business and economic climate of the region. The project was coordinated with Enterprise Development Program staff and was to be submitted on April 3, 2017. (ARC request: \$285,000 and other funds \$285,000. Total project cost: \$570,000.)

- St. Marys Airport Industrial Park Access Road. The project will improve an estimated 1,565 feet of existing roadway serving the relatively new 70 acre St. Marys Airport Industrial Park. Approximately \$7 million in new private investment is associated with this project for calendar years 2017 and 2018. The project application was submitted on January 27, 2017. (ARC request: \$585,576 and \$66,000 in local funds. Total project cost: \$651,576.)
- Lewis Run Borough Main Street Project. The project will improve an estimated 1,800 feet of existing roadway serving several industries in Lewis Run, McKean County. Approximately \$10 million in private investment with 20,000 square feet of manufacturing space and 28 new jobs will be generated to compliment this access road improvement in 2017. The project funding application was submitted on January 31, 2017. (ARC request: \$500,000 and \$190,023 in local funds. Total project cost: \$690,023.)
- Galeton's Berger Lake and Centertown Park Area Feasibility Study. The proposed feasibility study will explore the best options for addressing the issues and concerns associated with the centerpiece of the Galeton community - Berger Lake and its dam, the John J. Collins Park, and the levees around the lake with recommendations on the best solutions for continued and enhanced recreational opportunities and ties to regional projects. The Project funding application was submitted on February 16, 2017. (ARC request: \$115,000 and \$115,000 in other state and local funds. Total project cost: \$230,000.)

Previously Funded ARC Projects

- Bradford Regional Airport Industrial Park Access Road - Work continues on this project with the engineering consultant selected in September 2016. This 1,200 foot long road is funded by a \$571,500 ARC grant. The engineering design consultant and PennDOT are now working on project design. Discussions on the project were held on February 8 and March 8, 2017 on the status of the project at Bradford Regional Airport Advisory Committee meetings.
- Sandy Township Industrial Drive Interconnect Access Road - This project is a 2,590 foot long access road in Sandy Township, Clearfield County, to connect Industrial Drive with Shaffer Road. Discussions with PennDOT were underway during the quarter to select an engineering consultant for project design and related work. Construction is anticipated in the summer of 2018. (ARC request: \$880,000, other local funds \$220,000. Total cost: \$1,100,000.)

New Projects for 2018

Work also began on soliciting new projects for fiscal year 2018 ARC funding consideration. Initial inquiries and responses for information were obtained and North Central is requesting two-page project summaries by June 9, 2017, for fiscal year 2018 funding.

Other Technical Assistance

Assistance was provided to several communities inquiring about possible ARC grant funding for infrastructure projects in the region. Information about funding requirements, matching funds, project eligibility, and implementation timetables was provided to these inquiries.

B. Economic Development Administration

During the January - March 2017 reporting period a Comprehensive Economic Development Strategy meeting was planned, follow-up work on one previously approved EDA project, the Jefferson County Business Park, was provided, and technical assistance to another community, Curwensville Borough, was continued.

March 15, 2017 CEDS Meeting

The purpose of this meeting was to reconvene the committee after the winter recess, discuss EDA's application process, and update of the CEDS Five Year Plan.

Agenda highlights included:

- o CEDS Membership for 2017-2018
- o Meeting Dates for 2017
- o Regional Statistics/Information
- o Economic Development administration funding outlook for 2017-2018
- o Appalachian Regional Commission funding outlook for 2017-2018
- o Current ARC Applications:
 - ◆ Lewis Run Borough Main Street Project,
 - ◆ St. Marys Airport Industrial Park Access Road
 - ◆ Galeton's Berger Lake & Centertown Park Area Feasibility Study
- o Potential 2017-2018 EDA Regional Projects
- o CEDS Five Year Plan Revision/Update

(Please note this meeting was cancelled due to the severe winter weather in the area on March 14 and 15. It was rescheduled for April 5, 2017.)

- **Jefferson County Business Park** - The project involves providing infrastructure to a 166 acre site north of Interstate 80 at the intersection of Interstate 80 and Pennsylvania Route 28 (exit 81) in Jefferson County. The project was funded by a \$297,850 grant from the Economic Development Administration, a \$250,000 grant from the Pennsylvania Department of Community and Economic Development, and \$69,000 in local funds. Total project cost was \$616,850. The project was essentially completed in November 2015. Grading and seeding of surface irregularities from construction work was completed in the spring of 2016. Marketing of the site by the Jefferson County Development Council was underway in the first quarter of 2017.
- **Curwensville Borough Municipal Authority** - Technical assistance was provided to the Curwensville Borough Municipal Authority per a relocation of their office from the Curwensville Borough Building to another existing building

in downtown Curwensville. This would serve two purposes. It would free up space at the Curwensville Borough Building for their internal use and enable the Curwensville Municipal Authority to have more space for their operations, records storage, public meeting space, and storing equipment. Financial assistance was requested from both Pennsylvania State Representative Tom Sankey and Pennsylvania State Senator John Wozniak for renovation costs that would be incurred in late 2017 and early 2018 when the building was acquired. Efforts to seek funding for this project continued in the first quarter of 2017.

Other Technical Assistance

Additional technical assistance was provided to various inquiries for state and federal funding for municipal economic development projects. Updated U.S. Census information and other pertinent data was provided to individuals, government institutions, non-profit organizations, and businesses during the period.

C. Energy

During the January – March 2017 reporting period, North Central continued to offer energy-related services to public and private sector companies, within the scope of program guidelines and programmatic capabilities.

- Discussed North Central Energy Program at various venues including:
 - o Cameron County Township Association Meeting
 - o Clearfield County Township Association Meeting
 - o Elk County Township Association Meeting
 - o Jefferson County Township Association Meeting
 - o McKean County Township Association Meeting
- Various Local Technical Assistance Program (LTAP) trainings held throughout the region during this timeframeRequest from business owner in DuBois/Clearfield County for information on carbon monoxide detector that would integrate with variable speed exhaust fan. Electrician and electrical companies unable to locate. Research done and contact forwarded accordingly.

D. MTAP/LTAP

During the January – March 2017 reporting period, various MTAP and LTAP training and technical assistance activities took place:

MTAP:

- North Central continues to offer reimbursement of limited funds to help offset municipal technology upgrades through this program. During the fiscal year, eight inquiries have been received by North Central with six municipality submitting required documentation for reimbursement. North Central has continued to promote this program to eligible applicants at various venues throughout the region:
 - o Lawrence Township, Clearfield County
 - o Brockway Borough, Jefferson County

- o Summit Township, Potter County
- o Roulette Township, Potter County
- o Keating Township, McKean County
- o Decatur Township, Clearfield County
- o Pipe Township, Clearfield County
- o Brady Township/Clearfield County

LTAP:

Provides local government officials and employees technology transfer and technical assistance opportunities regarding safety and maintenance issues for their local road programs. Activities this past quarter included:

- Continued review of municipalities for tech assists within LTAP website in the region for new tech assist, completed tech assists and those yet to be completed.
 - o Tech assist completed for Otto Township/McKean County:
 - ♦ Signage for Roads Open to Snowmobiles, ATVs, etc.
 - ♦ ADA requirements for sidewalks, etc.
 - o Tech assist (ADT) for Decatur Township/Clearfield County on TR 678
- Held LTAP Traffic Sign Basics class at Huston Township/Clearfield County on February 23, 2017 with 12 attendees.
- Confirm trainings for April/May Spring 2017 with PSATS and local training sites.
- Work with Moshannon Valley Council of Governments on possible half-hour presentation on Geosynthetics.
- North Central continued promoting the LTAP programs and benefits throughout the region at previously noted township association meetings, onsite trainings and other venues.

E. Transportation

During the January – March 2017 reporting period, primary activities for the Transportation Program involved working with PennDOT and the Rural Planning Organization’s Transportation Committee regarding the FY 2015 and 17 Transportation Improvement Program and Long Range Transportation Plan.

- Participated on numerous PennDOT Work Group activities.
- Continued outreach to PennDOT District and project sponsors on the Knox Kane TAP project.
- Numerous phone and conference calls between project sponsor, PennDOT staff and FHWA reviewed 49 epermitting requests during the past three months.
- 2019 Twelve Year Program public outreach efforts.
- Numerous PennDOT Connects discussion with District 2, SEDACOG and Centre County.
- Attended ATA and DuFAST Public Transit Board Meetings.
- Participated in Route 6 Statewide Bicycle Pedestrian Corridor Plan.

- Participated in numerous TIS and E&E Project Scoping field views throughout the region.
- Submitted Critical Rural Freight Corridors to Central Office.
- Attended Jefferson and McKean County Metal Truss Bridge Meetings.
- Participated in numerous Financial Guidance meetings regarding the FY 19 TIP.
- Supplemental Draft contracts for St Marys, Benezette and Veterans Human Service. Completed UPWP Amendment.

F. GIS

During the January – March 2017 reporting period, various work activities that took place for the GIS program involved the following:

- Continued GIS support for McKean and Cameron County (Asset Management).
- Local Asset Data Coordination for Port Allegany and Bradford Township in McKean County.
- Continued working with McKean County Planning staff on enhanced Local Zoning and Land Use in Bradford Township, Foster Township, Lafayette, Smethport, Port Allegany and Kane Borough, McKean County.
- McKean County Planning Website Application development for tax parcel base for Land Use.
- GIS Server Configuration for Local Asset Inventory and web based transportation mapping.
- Continental 1, Regional Corridor Access Impact mapping data research and coordination.

G. Community Development/Regional Planning

During the January – March 2017 reporting period, various activities took place in regard to community outreach and engagement in a range of regional planning, tourism and municipal assistance:

- Continued regional discussion regarding integrating regional Land Use, Transportation and Economic Development strategies and project prioritization into regional planning processes.
- Continued Implementation of the North Central Greenways Mini-Grant Program, including maintenance of Greenway website.
- Attended meetings and held discussions with various stakeholders regarding potential Greenway projects, to include project closeout field views.
- Continued coordination with Headwaters RC & D staff regarding proposal to develop the Knox and Kane Railroad. Numerous follow up telephone conversations on possible future grant applications through Multimodal Fund, TAP and DCED/ARC.
- Safe Routes to School (SRTS) webinars.

ENTERPRISE DEVELOPMENT

NORTH CENTRAL PENNSYLVANIA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

QUARTERLY REPORT

January - March 2017

MISSION/PROGRAM CHARGE

The mission of the North Central Enterprise Development Program is to foster economic vitality of the six-county area through a comprehensive regional economic development strategy – a strategy that focuses upon needs and potential opportunities that will result in improving the existing economic base and creating opportunities for new growth to enhance the overall quality of life in the region.

To achieve this mission, a private sector-oriented program was developed to provide the opportunities for growth by way of direct assistance in increasing market share, low-interest loans, access to space, and access to technologies.

ORGANIZATIONAL/DEPARTMENT GOALS

- Promote the resources and assistance available to encourage and sustain economic growth
- Meet and exceed specific program compliance goals as identified in the various program contracts
- Collaborate and coordinate program activities with local and regional economic development entities
- Identify and pursue opportunities that will expand and/or enhance current programs to benefit growth
- Respond to private sector needs that encourage the creation or retention of family-sustaining jobs
- Disseminate information, provide training/education information and promote seminars to keep industry sectors current on relative data
- Provide a desirable work environment and promote employee excellence to address the goals and objectives of the Regional Action Strategy and Strategic Plan

PROGRAMS/ACTIVITIES

- **Loan Assistance Program** – Provide access to low-interest loans and packaging loan assistance to address capitalization requirements.
- **Export Program** – Provide assistance to companies that are new to exporting and new to export markets and access to overseas markets to expand customer base of existing businesses within the region.
- **Procurement Program** – Provide assistance to companies to capitalize on opportunities to sell goods and services to the Department of Defense, Federal and State governments.

KEY ACTIVITIES/OUTCOMES FOR THIS PERIOD

Loan/Finance Assistance – Lending to support economic growth by providing low-interest financing to small businesses in the six-county region that will result in the creation or retention of jobs by leveraging private and public investments.

- Loan portfolio includes 185 active loans representing \$19,439,837.70 in outstanding principal balances from all loan funds as of March 31.
 - o 1 loan closed
 - o 7 loans satisfied
- Loan Application Approvals:
 - o J.I.T. Tool & Die, Inc., Brockport, Elk County - \$63,500 EDA/RLF and \$63,500 PA Industrial Development Authority (PIDA)
 - o Innovative Sintered Metals, Inc., St. Marys, Elk County - \$250,000 IRP
- 5 site visits conducted with existing borrowers.
- 6 pre-application interviews conducted with potential borrowers.
- “At Risk” Business Program:
 - o Technical assistance provided to one participating business in Jefferson County.
- Legal Actions:
 - o Continue to monitor foreclosure action on a defaulted loan in Potter County.
 - o Proof of claim filed with U.S. Bankruptcy Court on a defaulted loan in Clearfield County that has filed for Chapter 11 Reorganization.
 - o Initiated legal action on a defaulted loan in Elk County.
- Staff Training/Professional Development:
 - o Jennifer Hibbard, Kristi Wendel & Katie Geci attended the Portfol User Conference in Denver, CO, from March 29-31 for training on loan servicing/accounting software.
- Meetings/Outreach:
 - o Participated with economic/workforce development staff and PREP partners to present business services available to Niagara Cutter in Reynoldsville, Jefferson County, in response to their workforce expansion needs on January 26.
 - o PREP partner network meeting on February 16.

- o Jennifer Hibbard, Loan Program Director, provided a presentation on North Central’s Business Financing Program to the Potter County Leadership Class on February 28.
- o Kristi Wendel, Loan Coordinator attended *Regional Impact of the Petrochemical/Cracker Plant* on Western PA on March 8.
- Other:
 - o A total of \$456,000 has been received to date on a per project basis of the new \$750,000 USDA Rural Development Intermediary Relending Program (IRP) contract. The balance of \$294,000 is available for future project loans with two years remaining to request funds.

Loans Closed from January 1 through March 31, 2017:

Borrower/Location	North Central Financing	Fund	Private Funds Leveraged	Public Funds Leveraged	Jobs Created/Retained
J.I.T. Tool & Die, Inc., Brockport, Elk County	\$ 63,500	EDA		\$63,500	0/32
Total	\$ 63,500			\$63,500	0/32

Pending Loan Commitments at March 31, 2017:

Borrower/Location	North Central Financing	Fund	Private Funds Leveraged	Public Funds Leveraged	Jobs Created/Retained
NetShape Technologies Falls Creek, Inc., Falls Creek, Jefferson County	\$100,000 \$100,000 \$180,000	ARC EDA IRP	\$286,800	\$100,000	15/169
J.I.T. Tool & Die, Inc., Brockport, Elk County	\$ 63,500	PIDA		\$ 63,500	0/32
Innovative Sintered Metals, Inc., St. Marys, Elk County	\$250,000	IRP	\$350,000		2/28
Total	\$693,500		\$636,800	\$163,500	17/229

Export Marketing Program - Provides value-added assistance to North Central clients who are interested or engaged in international trade. Reflective of the strategic goals established by North Central, the major objective of the Export Marketing Assistance Program is to assist in job and business creation through an economic development defined program that promotes diversification and advancement in regional growth at the international level.

- The Export Marketing Program’s active client list is at 98, of which nine are new to the program.

- Work Orders for this reporting period totaled 18. Work Orders capture the counseling assistance that includes the services of the 15 Overseas Offices located in: Australia, Canada, Czech Republic, Germany, India, Indonesia, Israel, Mexico, Netherlands, Saudi Arabia, Singapore, South Korea, Taiwan, United Arab Emirates, and the United Kingdom, Each request to an overseas office is tracked separately so a company may have multiple work orders.
- Export Actions were tracked at 23. Export Actions are defined as counseling successes: traveling to market, participation in overseas trade shows or missions, meeting with prospective customers overseas and signing an agent or distributor. Export Actions for this reporting included: Trade Show participation (14) and companies meeting with potential partners (9).
- Conducted 73 counseling sessions including new client outreach regarding export assistance services, Export Compliance and Audit Procedures, export documentation, Incoterms for shipping, export finance, follow-up of work orders/market research reports, trade show participation and international travel assistance.
- North Central Export and AHUG supported the Hardwoods Development Council's Wood Mobile Exhibition at the 2017 Pennsylvania Farm show which was held January 7-14, at the Farm Show Complex in Harrisburg, PA. This was the 101st Pennsylvania Farm Show.
- North Central, in cooperation with the Office of International Business Development, the Hardwoods Development Council, AHUG and McKean County Planning, hosted a potential hardwood investment company from Lithuania. The company, which manufactures furniture for IKEA which is headed quartered in Philadelphia, is currently researching potential manufacturing sites in Pennsylvania and Virginia.
- The Export Program was part of a multi-program, multi-organization presentation for the Potter County Leadership on February 28, 2017. North Central Programs presented included: Export, Loan. Procurement, Transportation and Workforce.
- North Central's Export and Transportation Programs along with the Northwest Commission, the Allegheny Hardwoods Utilization Group (AHUG), Clarion SBDC and the Pennsylvania Hardwoods Development Council (HDC) hosted a "New Look at the Philadelphia Port" Seminar on Monday, March 6, 2017 at the Clarion University SBDC. The Seminar included presentations on: updates of the new changes to include dredging, capacity, trucking and shipping logistics, new destinations/services for the markets of Mexico, Europe and Asia and discussion on a potential western fumigation facility. Forty-three individuals representing companies, PREP partners and private sector service providers participated in the event.
- Export staff participated in the 30th Annual NASBITE International Conference, March 27-31, 2017 in Spokane WA. Participation awards the annual 10 credits required under the Certified Global Business Professional certificate.
- North Central Export continues to assist the Allegheny Hardwoods Utilization Group (AHUG) and the Northern Tier Hardwood Association in organizing exhibition space at INTERZUM scheduled for May 2017 in Cologne, Germany. The Hardwoods Development Council (HDC) has been identified as the funding source for this event. North Central and Northern Tier, the LDDs associated with the aforementioned HUGs, participated in INTERZUM 2013 and have offered to assist in the organization

of the show and marketing activities. North Central will be assisting in the logistics related to shipping the marketing materials.

Procurement Technical Assistance Program – The Procurement Technical Assistance Center’s mission is to maximize the number of capable companies participating in the government marketplace by determining contracting readiness and assisting business become contract ready. Services offered by the PTAC include: one-on-one counseling, free bid-match services, assistance with registrations and socio-economic certifications, solicitation/proposal and documentation reviews; provision of military specifications and standards, and the offering of training/workshops.

Procurement Program operates on calendar year – January through December 2017. Below is our first quarter report:

- Professional development training:
Attended 7.5 hours of professional development training including:
 - February 6: *Construction Data News – Lead Manager Training*; webinar
 - February 22: *Wide Area Workflow (WAWF)*; DODs web based system for tracking invoicing; webinar
 - February 23: *Demystifying DCAA’s Incurred Cost Submission*; webinar
 - February 23: *Identity of Interest Affiliation: Everything You Need to Know*; webinar
 - March 6: *Becoming a Certified GSA Vendor*; webinar
 - March 23: *Getting the Most Out of 8a: How to Qualify, Maximize Opportunities and Avoid Pitfalls*; webinar
- 11 new clients added:
 - 3 clients – January
 - 2 clients – February
 - 6 clients – March
 - Working with 62 active clients
- Provided 100:37 hours of counseling services to 35 businesses / 213 sessions
 - Counseling Highlights
 - ◆ CVE (Veteran) Certification
 - ◆ Capabilities Statements
 - ◆ SAM Expiration updates
 - ◆ Construction Data Leads
 - ◆ Bid Matching Services
- Sponsored five training events
 - January 10 – *Understanding the FAR* – eChat with North Central and JARI PTACs and the SBA
 - January 24 – *Marketing Yourself to the Government – It’s a Seller’s Market*; webinar with Gloria Larkin, TargetGov
 - February 14 – *Understanding the FAR*; webinar with PTACs and SBA
 - March 14 – *Bonding* eChat with North Central and JARI PTACs and the SBA
 - March 21 – *OSHA Recordkeeping* with Mark Harmon

- Events Attended
 - January 28 – *North Central Services with Niagara Cutter*
 - March 8 – *Regional Impact of the Petrochemical/Cracker Plant on Western PA*; Titusville
- Upcoming Events
 - April 9-13 – *APTAC Spring Conference*, San Diego
 - April 11 – *Bonding webinar*; SBA co-sponsored event
 - April 12 – *Subcontracting Plan Compliance*; SBA webinar
 - April 18 – *Understanding the Davis-Bacon Act: Prevailing Wage Law on Government Contracts* – webinar recording
 - April 18 – *DYNET Pittsburgh* planning meeting; Pittsburgh
 - April 26-28 – *WEDnetPA Professional Development Conference*, Delaware County
 - May 3 – *WOSB SBA webinar*
 - May 4 – *CVE Veteran VA Verification webinar*
 - May 9 – *Partnering eChat with North Central/JARI PTACs and SBA*
 - May 18 – *Doing Business with PennDOT*; Clarion
 - May 25 – *DYNET Pittsburgh*; Carnegie Mellon University
- Awards
 - Contract awards by federal agencies – three awards totaling \$362,480.50.

HUMAN RESOURCE DEPARTMENT

NORTH CENTRAL PENNSYLVANIA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

QUARTERLY REPORT

January - March 2017

MISSION/PROGRAM CHARGE

To provide quality services, and support in employment, training, employee relations, benefits, compensation and safety. Create and maintain a foundation which will enable North Central to promote the development, the involvement, and the retention of its employees to ensure customer satisfaction.

ORGANIZATIONAL/DEPARTMENT GOAL

- Make quality a part of the way we work
- Improve efficiency and effectiveness and employ technology and methods which enhance service, communications and productivity
- Help make North Central a great place to work - professionally and personally

KEY ACTIVITIES/OUTCOMES FOR THIS QUARTER

- We will be hiring two summer interns through Stackpole/Hall this year. The application process for the students will begin soon. PHEAA will be releasing the 2017 job application form sometime in March. The hourly rate for the summer job students will be \$8.00 per hour.
- We received letters of resignation, effective January 31, 2017, from Susie Snelick, Pam Streich, Linda Franco, Amy Gillung, and Joe Royer. The five employees comprised the Workforce Development Board that has separated from North Central and formed a new entity called Workforce Solutions of North Central Pennsylvania.
- MassMutual requested a Census File and Plan Sponsor Questionnaire to be completed for our 403B compliance testing by February 10, 2017. This is the first step in the 5500 Audit for our 403B Retirement Plan.
- Christine Perneski has been promoted to 'Director of Enterprise Development' effective February 1, 2017.
- ACA form 1095-C was prepared and mailed to all employees on January 31, 2017. Forms 1094 and 1095 were filed with the IRS on February 24, 2017.
- Principal Life, AD&D, STD and LTD are up for renewal on April 1, 2017. We are in negotiations for the most cost effective plan.
- We furloughed Rick Leitzel due to lack of funding effective February 24, 2017. Rick was the Building Maintenance and Grounds Supervisor for the past 27 years.

INFORMATION TECHNOLOGY

NORTH CENTRAL PENNSYLVANIA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

QUARTERLY REPORT

January - March 2017

MISSION/PROGRAM CHARGE

The Information Systems Department serves three major functions at North Central; Internet Service Provider, Information Technology (IT) development, and IT support. Each function is essential in enabling North Central to provide services to our six county region. Our goal is to maintain and enhance our current technology infrastructure, equipment, and software while continuing to develop improved processes for North Central staff and clients.

ORGANIZATIONAL/DEPARTMENT GOALS

- Provide Help Desk, networking, and training support for North Central staff
- Maintain and support Internet service
- Develop and maintain North Central software and data files
- Maintain and enhance Wireless Wide Area Network
- Provide Telecommunication and Media support
- Provide technology and telecommunication infrastructure support to outside entities
- Provide videoconferencing capacity for all North Central departments

PROGRAMS/ACTIVITIES

- Continue parallel processing of Payroll System in preparation of converting to new System.
- Security and Disaster backups; continue to add new files and monitor daily for successful completion.
- Replaced wind damaged radios in Elk County.
- Received training on new Accounting Software.
- Eric Bridges and Jim Swanson attended the “Cool and Connected” function in Curwensville, PA. Our presence there was to assist their efforts in the planning of bringing broadband internet to their downtown area.

KEY ACTIVITIES/OUTCOMES FOR THIS PERIOD

- We received a request to install a WiFi access point in the Cook Forest region for public use. The request was made by Pennsylvania Great Outdoors. This would give

the many visitors to that area a place to connect to the internet via any WiFi enabled device. They were working in conjunction with DCNR to permit us to use their Ranger Station site as a location. We were asked to have the install completed and tested before the start of their busy season. The install is now completed and is being used on a regular basis.

- Two additional sites in the Cook Forest area are now operational, Macbeth's and The Pale Whale.
- One more site located in northern Clinton has been added to our network.
- The Pennsylvania State Police Ridgway site and Elk County 911 are now sharing CAD location data. North Central installed a wireless link directly from the 911 site to the State Police site.
- Minard Oil of Bradford, PA, requested internet access to their site located in the rural area of Pigeon. The install has been completed successfully.
- After years of preparation, North Central now has a direct fiber link to its main tower site located on Boot Jack. This link accounts for approximately 90% of all client traffic. The radio link will remain and will serve as a backup.
- A new 48 port switch has been installed to replace a lightning damaged unit. This unit handles NCP staff traffic to the Internet.
- The CareerLink network in Coudersport has been completely updated to eliminate periodic drops in connectivity.

WORKFORCE OPERATIONS

NORTH CENTRAL PENNSYLVANIA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

QUARTERLY REPORT

January - March 2017

MISSION/PROGRAM CHARGE

The Workforce Operations department is focused on four areas of quality service: 1) All customers will receive a needs assessment to determine the appropriate mix of services, 2) Job seekers and Employers will be provided with workshop opportunities to address training or information needs, 3) Job seekers will be provided financial aid to address technical training needs driven by employer demands and market needs, 4) All customers will have access to job placement services.

HIGHLIGHT OF ACTIVITIES:

- **Workforce Operations:** In the transition of separating the Workforce Investment Board unit from NCPRPDC - North Central Workforce Operations unit staff have submitted the Request for Proposals for WIOA Youth program funds, WIOA Adult and Dislocated Workers funds, and Welfare (E.A.R.N.) training funds providing Career Services, Job Readiness workshops, Job Development, and employment training to the target populations throughout the six counties.

Budgets revisions were completed to reflect funding and adjustments for activities in 2nd half of program year (July 1, 2016 through June 30, 2017) as part of the transition.

- **WIOA Youth Programs:** Staff has updated the Youth program manual: Young Adults in Action and the Work Experience handbook.
- **McKean County CJAB “Barn” Project:** North Central Workforce Development staff located out of the PA CareerLink-Bradford PA conduct orientation and assessment services at the “Barn” in Smethport in collaboration with the McKean County Probation Department. Additional Job Ready workshops and job development services are conducted at the PA CareerLink[®] for all referrals.
- **Video Conference webinar:** North Central Workforce Development hosted, through the National Association of Workforce Development Professionals (NAWDP), a webinar: Breaking Barriers – From Incarceration to Employment to all PA CareerLink[®] Partner staff.

- **County Leadership presentations:** Staff participated in the Leadership Potter County and the Leadership McKean County presentations addressing WIOA Youth, Adult and Dislocated Workers Career Services available at each PA CareerLink[®] Center in the six counties.

- www.ncentral.com/workforce : North Central Workforce Operations website providing information on department staff, programs and success stories of job seekers.
 - ABOUT US: North Central Workforce Operations staff directory and field offices
 - ABOUT US: WIOA Customer overview
 - NEWS & EVENTS: Success stories by funding source
 - NEWS & EVENTS: Monthly Job Ready Workshop schedule
 - PROGRAMS & INITIATIVES: Summary of Program services
 - PROGRAMS & INITIATIVES: North Central Workforce Development Board Youth Standing Committee Report – July 2016 to Feb. 2017
 - CUSTOMER RESOURCES: Scholarship information and county base agency resources

WIC PROGRAM

NORTH CENTRAL PENNSYLVANIA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

QUARTERLY REPORT

January - March 2017

MISSION/PROGRAM CHARGE

The Pennsylvania WIC Program is committed to improving the health of eligible pregnant women, new mothers, and children by providing nutrition education, breastfeeding support, healthy foods, and referrals to health and social programs during the critical stages of fetal and early childhood development.

ORGANIZATIONAL/DEPARTMENT GOAL

- Increase participant breastfeeding incidence rates and breastfeeding duration rates
- Advance WIC's mission as the premier maternal and child nutrition education program within our communities
- Increase staff expertise in the fields of maternal/child feeding, breastfeeding and human relations
- Increase WIC enrollment by providing outreach services to those target areas where potential clients reside/frequent

PROGRAMS/ACTIVITIES

- Breastfeeding Promotion and Support is an essential component of our Nutrition Education Service Model. WIC Program Competent Professional Authorities (dietitians, registered nurses, nutritionists, and other staff approved by the State WIC Agency to serve in this role) and nutrition aides are qualified to provide breastfeeding promotion and support to pregnant and breastfeeding women. An average of 350 pregnant women and 175 breastfeeding women are currently enrolled in the North Central WIC Program. Breastfeeding statistics are released bi-annually (November/May). The Breastfeeding Peer Counselor Program provides additional support that is crucial to help breastfeeding mothers overcome breastfeeding problems and barriers. Peer C staff members accept client phone calls/text messages/e-mails outside of the regularly scheduled work day. During this quarter, the Peer Counselors provided breastfeeding promotion and support on 630 occasions (60 conversations took place outside of the regular work schedule). Contacts consist of face to face conversations occurring in the clinic setting, e-mail contacts, phone discussions, and text messaging.

- WIC Program staff participated in the following Outreach events this reporting period:
 - 1/6/17 Kristie Sorg met with a representative from Catholic Charities, St. Marys office, to discuss WIC Program eligibility. WIC Program brochures were provided.
 - 1/9/17 North Central WIC reached out to local homeless shelters to provide information on the WIC Program to individuals in need. A letter addressed to the organization, WIC Program poster, and WIC Program brochures were mailed.
 - 1/25/17 Mary Thorwart attended the Early Learning Team meeting held at the St. Marys Public Library.
 - 2/7/17 Julie Kasmierski visited the Brookville Food Pantry. The food pantry is open weekly and serves an average of 400 individuals. The pantry is operated under the Brookville Ministerial Association. WIC Program information will be provided to appropriate families (women, infants, children) receiving benefits through the Brookville Food Pantry.
 - 2/7/17 Julie Kasmierski visited three physician offices in Jefferson county. Each office was provided with WIC program brochures, WIC program poster, breastfeeding support materials, and WIC clinic contact information.
 - 2/15/17 Mary DeLucia attended the Cameron County Collaborative Board meeting.
 - 2/22/17 WIC staff provided the following information to Dr. Dib's office (Punxsutawney): WIC Program brochures, WIC poster, WIC clinic listing, information on the Breastfeeding Peer Counselor Program, and WIC Breastfeeding promotion hand-outs.
 - 3/7/17 Julie Kasmierski attended the Early Childhood Presentation organized and facilitated by the McKean County Collaborative Board. Knowledgeable, compassionate speakers inspired attendees to embrace the opportunity to make a difference in the lives of our children and families.
- North Central WIC Staff participated in the following trainings:
 - 1/10/17 WIC Program staff members participated in the following trainings during our regularly scheduled staff meeting: Voter Registration Process/Requirements, CIS (Client Information Systems) database to verify adjunct eligibility in the WIC Program, and Anthropometry (weighing and measuring women, infants, and children).
 - 2/14/17 WIC Program staff participated in the following trainings during our regularly scheduled staff meeting: Civil Rights and Mandated Reporter Training. The Mandated Reporter training was provided by Tracy Ross from CAPSEA. WIC Program staff members are mandated reporters and required to follow the law related to child abuse detection and reporting.
- WIC Program staff participated in the following State WIC Agency meetings/conferences:
 - 1/13/17 The WIC Director participated in a state WIC agency facilitated MIS/EBT conference call.
 - 2/10/17 Julie Kasmierski and Mary Thorwart participated in a State Agency facilitated MIS/EBT conference call.

- o 2/13/17-2/17/17 WIC Program staff members participated in a State Agency webinar related to the new client appointment notification system (One Call Now) that was subsequently implemented in late February 2017. This system aligns with the preferences of our participants by providing appointment reminders through text messaging. If clients wish not to receive a text message, they will have the option to receive a phone call reminder.
- o 3/3/17 Staff participated in a conference call related to the One Call Now client reminder system. This call was to follow-up on some minor glitches with the implementation of the system and to confirm expectations of local agency WIC staff.
- o 3/10/17 Julie Kasmierski participated in a MIS/EBT conference call.

KEY ACTIVITIES/OUTCOMES FOR THIS PERIOD

- The Ridgway WIC Clinic renovation project is underway. The work on the restroom has been completed and a mini split heat pump system (heating and air conditioning ceiling unit) has been installed. Work is currently underway on adding a new point of entry/exit in the rear area of the clinic. New carpeting is tentatively scheduled to be installed in mid-May, followed by the installation of temporary wall structures.
- An average of 3,516 clients received WIC benefits each month during this designated quarter.