

PA Department of Labor & Industry
Independent Verification & Validation

Prequel Gets the Job Done for the PA Department of Labor and Industry

With Prequel's assistance, the PA Department of Labor and Industry created one-stop access to a variety of services for employers, job seekers and service providers. To achieve this, the Commonwealth Workforce Development System integrated and updated several separate, outdated legacy systems.



Agency Overview

As part of an initiative to make Pennsylvania more competitive in today's global economy, PA Department of Labor and Industry recognized the need for a workforce with strong academic, workplace, and technical skills. To meet this challenge, the state instigated a complete overhaul of its CareerLink system, giving it a dual focus on businesses and jobseekers. The new Commonwealth Workforce Development System (CWDS) was designed to facilitate employers finding and screening skilled applicants and workers finding suitable jobs and vocational training.

Business Challenge

Previously in Pennsylvania an employer or jobseeker had to navigate a confusing array of state agencies. Three separate agencies and Websites offered repetitive and overlapping help to businesses and workers: the Pennsylvania Workforce Development, the Pennsylvania Office of Vocational Rehabilitation, and the Employment and Training Programs through Department of Public Welfare. The requirements of agency staff also had to be considered. They needed a convenient and reliable way to track service delivery. The Department of Labor and Industry wanted to simplify the process for all parties by unifying access to a variety of services on one Website.

Solution

Part of the process leading to a more efficient and comprehensive service delivery, involved replacing outmoded systems, and integrating them. This was the opportunity to update the user interface for a more intuitive viewer experience. Prequel Solutions supplied project management

Overview

Profile

The PA Department of Labor and Industry supplies variety of services for employers, job seekers and service providers through a variety of agencies.

Business Need

The state wanted make its offerings available from one Website linking the public and all involved agencies.

Benefits

The new system has updated and unified the legacy systems allowing the public to access services more easily and agency staff to work more efficiently.

Technology Services Provided

Independent Verification and Validation
Application Development
Database Development
Management Consulting

and Independent Verification and Validation services that enabled the standardization, unification and updating of the different agencies' legacy systems.

While unifying access to several systems, high standards of privacy needed to be maintained. Users' information must be protected even as it is shared among staff of more than one agency. Access to shared data is based on the type of participant (for example, children receiving independent living services) and the security level granted for a users role (i.e. agency staff, employer, provider). Confidential data such as Social Security Numbers are encrypted and used only where necessary to meet federal requirements. With such a large and complicated effort, it was imperative to check the extensive computer code for accuracy. Prequel ensured a smooth project rollout by auditing the primary vendor's work and supplying project management.

Benefits

Prequel's Compliance Reviews made certain the solution met all requirements and worked well. Now the Commonwealth Workforce Development System connects users with services and resources offered by several state agencies – all in one place. The CWDS links individuals to such services as child care, vocational testing, medical and psychological services and personal assistance technologies. At the same time employers can post job openings, find skilled workers, screen applicants and research the labor market. Several enhancements were made to the services for employers, service providers, and job seekers, including:

- Multiple resume creation
- Spell check
- Improved search functions
- Job matching
- Browse and search available training
- Career research
- Applicant screening
- Labor market research
- Complete site Spanish language translation
- Additional accessibility modifications, including screen-reader friendly format

For More Information

For more information about Prequel Solutions call us at 724.820.1575

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