

FSWI Quarterly

A publication updating the activities of the **Financial Services Workforce Initiative**
in Pittsburgh and Southwestern Pennsylvania.

February 2006

Great News!! In December, the Financial Services Workforce Initiative (FSWI), in partnership with Three Rivers Workforce Investment Board (TRWIB) and the Institute for Economic Transformation (IET) of the Donahue Graduate School of Business Administration at Duquesne University was awarded a \$150,000 grant from the Pennsylvania Department of Labor and Industry. This Industry Partnership grant will provide the resources to expand the cluster membership, broaden the impact of the current initiatives, and develop and implement new initiatives outside of Pittsburgh and Allegheny County.

Working with the regional workforce investment boards in southwestern PA, our employer advisory board, the FSWI, and industry partners will conduct research and outreach projects to continue organizing efforts, develop relevant workforce solutions for identified needs, and implement FSWI initiatives to a broader employer population throughout southwestern Pennsylvania.

In order to understand the needs and future trends in the business and financial services industry in the entire southwestern Pennsylvania region, strategic objectives will be adjusted to reflect more comprehensive research findings. Appropriate training and community resources will be engaged to develop solutions to the workplace needs and trends that are identified as a result of the strategic objectives review and a financial services job vacancy and training survey.

Major Initiatives...Update

Industry Partnership Expansion Activities

Meetings with Sam Giannetti, West Central Job Partnership in Lawrence County and Fred Fornataro, Tri-County WIB (Butler, Armstrong and Indiana Counties) were conducted in January to assess the potential of expanding the financial services industry partnership. Over the next few months, we will work these workforce investment boards to determine financial services workforce needs.

Meetings are scheduled with Bill Thompson, Westmoreland-Fayette WIB, and Linda Bell, Southwest Corner WIB (Washington, Greene and Beaver Counties) in February.

High School Program/Pittsburgh Regional Internship Collaborative Enterprise (PRICE)

In December 2005, the mentoring and tutoring components of the PRICE High School Model were implemented at the Business & Finance Academy at Westinghouse High School through collaboration with The Career Literacy for African-American Youth (CLAAY). PRICE/CLAAY at Westinghouse and CLAAY throughout the Pittsburgh Public Schools, McKeesport Area High School, and Beaver Valley High Schools (Aliquippa, Ambridge, Rochester & Beaver Falls) will enable PRICE to develop a pipeline of diversity talent for internships and the future workforce within the region.

On January 18th, Melissa Price conducted the 2006 PRICE High School Program Orientation with twenty-four juniors and seniors in the Business & Finance Academy. This orientation provided the students with

an overview of the PRICE High School Program, a discussion of career interests and a skill building exercise. In April, these students will have the opportunity to discuss careers in financial services with a business professional, followed in May by a "Career Day" that will include Business Professionalism, Accepting Constructive Criticism, The Importance of Preparation, and other topics relevant to job readiness, in order to help the students maximize the internship opportunity.

We are currently recruiting employers to participate in the 2006 PRICE High School Internship Program. Our target goal for the PRICE high school program is to provide up to fifteen internship opportunities for qualified PRICE/CLAAY high school interns. If you and/or your organization would be interested in hosting a PRICE high school intern for summer 2006, please contact Melissa Price at 412-396-1401 or via e-mail at pricem@duq.edu.

Pittsburgh Regional Internship Collaborative Enterprise (PRICE)/Post Secondary

We are currently recruiting employers and interns for the 2006 PRICE Post Secondary Program. Our target goals for the 2006 program are to include eight to ten participating employers and thirty-five to fifty PRICE post secondary interns. In this third year of the PRICE post secondary program, we will focus on building financial services career awareness, regional employment opportunities, networking, business professionalism, and exploring Pittsburgh and the southwestern PA region through the PRICE Internship Summer Project.

If you and/or your organization would be interested in hosting a PRICE post secondary intern for summer 2006, please contact Melissa Price at 412-396-1401 or via e-mail at pricem@duq.edu.

FSWI Career Ladder Initiative

The FSWI Advisory Board members are progressing on the development of this career awareness tool. The structural template has been designed and currently, each business segment is being detailed. The tool will include a Career Path Development section for each business segment that will provide examples of how transferable skills and competency development can lead individuals through various positions, responsibilities, and career challenges and opportunities that might not be included in a linear career path.

Over the next several months, we will continue to detail the tool, present the tool to a focus group of post secondary and high school students to solicit feedback, and work with a website designer to create an online application.

Customer Service Supply Chain (CSSC)

The CSSC team, in partnership with the Mon Valley Initiative (MVI), conducted a job fair for former USAir employees impacted by recent company layoffs. Ten of these employees were placed with CSSC participating employers. Another group of eight former USAir employees are participating in the CSSC program, polishing their IT skills, conducting job research, and will take the national certification.

New FSWI Advisory Board Members

The FSWI Advisory Board is growing! We are pleased to have the following business professionals join the Board....

Vicki Fox
First Commonwealth

Jeanine Fallon
First Commonwealth

Lisa Givner
Highmark

Maryann Phillips
PNC Financial
Services Group

FSWI Advisory Board Member Profile

Members of the Financial Services Cluster Advisory Board are representative of the many different aspects of the industry. Each member was selected because of the individuals they are, the values they demonstrate and their ability to look at financial services as an industry as a whole. Each quarter, we would like to highlight a member of the Financial Services Advisory Board and present their thoughts on the advisory board, the cluster and the industry.

Kathleen D. Schneider

Attorney/CPA

Law Offices of Kathleen D. Schneider

Background Information

Education & Experience Kathleen received a B.S.B.A. Degree with an Accounting concentration from Duquesne University in 1981, and her Juris Doctor Degree from Duquesne University's School of Law in 1986. She is a licensed Attorney and a Certified Public Accountant.

Before entering private practice, Kathleen was employed for 8 years by Mellon Bank Corporation as tax counsel where she handled mergers and acquisitions, executive compensation, and employee benefits/payroll issues. Prior to working for Mellon, she was employed by Touche Ross and Co. (now Deloitte and Touche) for approximately 4 years in their Tax Department and was employed by the Federal Reserve Bank for 12 years, including 5 years as an auditor, where she assisted the Board of Governors of the Federal Reserve System in examinations of various Federal Reserve Banks nationwide.

Kathleen maintains a general law practice with her staff in Regent Square where she concentrates in taxation, wills, trusts, estate planning and estate administration, divorce, adoption and family law, bankruptcy, residential real estate transactions and small business start-ups.

Kathleen is currently an adjunct professor at Duquesne University in their Masters of Taxation Program in the Graduate School of Business where she has been teaching since 1995. She also served as adjunct faculty in the Robert Morris University Masters of Taxation Program 1990-1997. She is a member of the American Institute of Certified Public Accountants, the Women's Bar Association of Western Pennsylvania (member of the Executive Committee), the Allegheny County Bar Association (member of the Taxation Council), the Pennsylvania Bar Association, and the Pittsburgh Tax Club. She volunteers as pro-bono counsel for Neighborhood Legal Services in their Domestic Violence and Bankruptcy Programs, and also sits on the boards of directors of various non-profit organizations. She is also learning to play the bagpipes!

Financial Services Organization: General Practice of Law – small firm with three full time employees and seasonal part-time employees.

Questions & Answers

- **What are your expectations of the Financial Services Workforce Initiative (FSWI) Advisory Board?**
To contribute in a meaningful way to enhance employment and retention of qualified financial services cluster staff.
- **What is one objective that you would like the FSWI to accomplish?**
To offer meaningful career opportunities to those considering careers in financial services.
- **What do you see as the major challenge for the financial services industry currently and within the next 3-5 years?**
Attract and maintain qualified personnel at expense levels attractive to both employers and employees.
- **What skills/competencies do you think will be the most critical for financial services employees in the next 3-5 years?**
Computer skills and data analysis skills.
- **What advice do you have for individuals considering a career in the financial services industry?**
 - Understand corporate structures and business lines.
 - Understand profit centers and their relationships to one another.
 - Understand educational requirements.

On the Agenda....

- Working with Dr. Conway Lackman and Dr. Pinar Geylani of Duquesne University to develop a Regional Environmental Scan to assist the FSWI Advisory Board in planning strategic objectives to meet the workforce needs over the next 3-5 years.
- Exploring the potential for funding from the Department of Labor and Industry to develop and implement training programs for industry incumbent workers.

Keep up to date through our web sites:

www.iet.duq.edu/fswi

www.iet.duq.edu/price

www.careerwired.com/customerservice

If you would like to find out more about the activities of the Financial Services Workforce Initiative or have questions and comments, please contact:

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