



WORKFORCE DEVELOPMENT BOARD MID-OHIO VALLEY

LOCAL PLAN

Revised April 28, 2017

JULY 1, 2016-June 30, 2020

Counties Served:

**Pleasants, Ritchie, Roane, Mason, Jackson, Wood, Wirt,
Clay & Calhoun**

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WorkForce
WEST VIRGINIA

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Local Plan Requirements

Section 1: Strategic Planning

(A) An analysis of the regional economic conditions including existing and emerging in-demand industry sectors and occupations; and the employment needs of businesses in those industry sectors and occupations. The analysis should identify local priority industries based on employer (and WIOA partner) input.

The Workforce Development Board Mid-Ohio Valley serves nine counties in West Virginia. Those counties are Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood. The population of the combined nine counties is just under 200,000 individuals. Wood County is considered metropolitan with 2 municipalities having populations of 10,000 or greater. The Appalachian Regional Commission classifies 3 of the counties as distressed, 2 at risk, and 4 as transitional counties. Wood County is also the largest county with a population of 86,237. Wirt County is the smallest with a population of 5,845. A State of the Workforce was conducted in 2013 that outlined the workforce and industry related needs for the nine county region. The issues that were identified have changed based on the changing economy in the region. Updated highlights of the base information provided in the State of the Workforce include the following:

Demographics for the region:

Population:	196,987 individuals
Population by age:	Nearly 43% of population is over 50 years of age.
Median household income:	\$36,134
People living in poverty:	18.2%
Labor Force:	81,700 individuals
Labor Participation Rate:	65%
Education Attainment Levels:	57% have a high school diploma or less (43% nationally) 43% have at least some postsecondary (57% nationally)

Industry:

About 3700 businesses are located in the Mid-Ohio Valley region. Each of the nine counties has a diversity of employers / businesses. In reviewing the 10 largest employers, each county has health care, education/ government, services industries, and manufacturing is represented in all but one county. In 6 of the counties energy related employers are also included. 95% of all businesses have fewer than 50 employees. Companies that have less than 5 employees make up 50% of the businesses in the region.

Table 1: Largest Industry and employment in Region 4, 2014

Largest Industries of MOV	Employment 2014	% of Employment
Trade, Transportation & Utilities	13,516	21%
Government	11,954	19.9%
Education & Health Services	10,961	17%
Leisure & Hospitality	6542	10%
Manufacturing	6469	9%

Source: Workforce West Virginia LMI data
<http://lmi.workforcewv.org/>

Labor Market information provided by WorkForce West Virginia, local job order postings, and local business news were all reviewed to assist in identifying the needs of area employers. Employers continue to identify a need for employment related skills across industry lines. Basic academic skills and “soft skills” have been identified as needed in occupations in multiple employment sectors. Employers have expressed concerns that individuals seeking employment and entering the employment labor force are lacking in these skills. Ability to pass drug tests has also been identified by employers as a significant barrier in multiple industries. Qualifications requested in multiple job categories include:

- Troubleshooting
- Problem Solving
- Detail oriented
- Oral / Written communication
- Organizational Skills
- Self-starting / Self-motivated

Health Care, Manufacturing, IT and Service occupations were identified as growing and in demand by the 2012-2022 projected demand occupations. Many of the jobs in retail and service industries require short term, on the job training with lower than average wages. While WDB MOV recognizes the growth in those occupations, the board believes it more appropriate to target training dollars to higher skill jobs equal to or above self-sufficiency guidelines.

WDB MOV is emphasizing training to meet the needs of the health care, manufacturing, and IT industries. Manufacturing has been the primary employment sector for many years in this area and continues to employ 10% of the labor force in Region 4. Published reports and industry contacts project hiring to continue to grow in the coming years.

As can be seen in table 2; information provided by the West Virginia State Plan, The growing industries in WIOA Region 4 are scattered throughout the various employment sectors, with Ambulatory Health Care Services topping the list. Administrative Support Services and Professional and Business Services are two industries projected for significant growth through 2022. Several manufacturing industries are projected for modest growth. These include Wood Product Manufacturing, Transportation Equipment Manufacturing, and Plastics and Rubber Products Manufacturing. Industry declines are likewise scattered throughout the sectors, with the greatest decline in Chemical Manufacturing.

Table 2: WIOA Region 4 Industry Employment Projections 2012-2022

WIOA Region 4 Industry Employment Projections 2012-2022				
	Estimated 2012 Employment	Projected 2022 Employment	Annual Growth Rate	Numeric Change
Growing Industries				
Ambulatory Health Care Services	3,448	4,793	6.74	1,345
Professional, Scientific, and Technical Services	1,447	1,658	3.47	211
Construction of Buildings	887	1,035	2.96	148
Wood Product Manufacturing	149	189	2.41	40
State Government, Excluding Education and Hospitals	1,991	2,231	2.11	240
Administrative and Support Services	1,973	2,322	1.64	349
Support Activities for Mining	689	792	1.4	103
Health and Personal Care Stores	636	726	1.33	90
Transportation Equipment Manufacturing	304	345	1.27	41
Plastics and Rubber Products Manufacturing	1,384	1,463	1.24	79
Declining Industries				
Printing and Related Support Activities	79	63	-2.24	-16
Chemical Manufacturing	2,649	2,482	-1.09	-167
Postal Service	407	365	-1.08	-42
Furniture and Home Furnishings Stores	266	239	-1.06	-27
Credit Intermediation and Related Activities	1,206	1,148	-0.95	-58
Utilities	810	738	-0.93	-72
Merchant Wholesalers, Durable Goods	831	807	-0.78	-24
Merchant Wholesalers, Nondurable Goods	360	336	-0.69	-24
Personal and Laundry Services	462	433	-0.65	-29
Telecommunications	625	588	-0.61	-37

Source: Workforce West Virginia Unified State Plan, http://lmi.workforcewv.org/Unified_State_Plan_ICRUpdate3716pj.2.cover.pdf

(B)An analysis of the knowledge and skills needed to meet the employment needs of the businesses in the Local Area, including employment needs in in-demand industry sectors and occupations

Education entities in the region routinely review current curriculum and modify training programs and individual course content, including soft skills, to better meet the needs of the region’s employers.

The skills, knowledge, and abilities in demand by employers in Region 4 show that critical thinking, written and oral expression, reasoning, and customer service related skills are in highest demand. The three areas that work together to provide a holistic view of what an employer is looking for in an individual are Knowledge; which is a level of information or experience that an individual must have to be qualified for a position, Skills; which are learned or trained and Ability: Enduring attributes of the individual that influence performance. (Source: O*Net online, <https://www.onetonline.org>)

The three tables below give a good indication of what knowledge, skills, and abilities are sought after in Region 4. It also shows that these top ten areas are the ones most in demand and the highest gaps between our current level and where we need to be.

Table 3: Top 10 areas of Knowledge gaps and demands across Region 4

Knowledge	Base	Demand
Customer and Personal Service	36108	2289
English Language	25480	1241
Psychology	7581	666
Medicine and Dentistry	2542	514
Clerical	10900	416
Mathematics	11671	412
Education and Training	6550	382
Therapy and Counseling	2345	297
Administration and Management	7786	222
Public Safety and Security	4260	174

Table 4: Top 10 areas of Skills gaps and demands across Region 4

Skill	Base	Demand
Active Listening	31663	2139
Social Perceptiveness	18978	1710
Service Orientation	17403	1500
Speaking	27336	1212
Reading Comprehension	18910	976
Critical Thinking	17094	915
Monitoring	14514	730
Writing	10885	641
Coordination	13135	612
Judgment and Decision Making	9808	569

Table 5: Top 10 areas of Ability gaps and demands across Region 4

Ability	Base	Demand
Oral Comprehension	39190	2288
Oral Expression	36647	2132
Problem Sensitivity	26646	2117
Near Vision	21800	1476
Speech Recognition	28894	1407
Written Comprehension	20936	1089
Speech Clarity	26466	1082
Written Expression	18882	870
Deductive Reasoning	15451	858
Inductive Reasoning	11530	681

(Source: O*Net online, <https://www.onetonline.org>)

Appendix:

O*Net online defines each item listed in the above tables for reference purposes.

Table 6: Knowledge

Knowledge	Knowledge Description
<i>Administration and Management</i>	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
<i>Clerical</i>	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
<i>Communications and Media</i>	Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
<i>Customer and Personal Service</i>	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
<i>Education and Training</i>	Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
<i>English Language</i>	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
<i>Mathematics</i>	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
<i>Medicine and Dentistry</i>	Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
<i>Psychology</i>	Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
<i>Public Safety and Security</i>	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
<i>Therapy and Counseling</i>	Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

The skills groups listed below are what employers use to assess employees' skills within the work place. The employers look at 6 different groups and the skills have been divided in to more specific skills within those groups.

Table: 7 Skills Assessment

Group	Description	Skills
<i>Basic Skills</i>	Developed capacities that facilitate learning or the more rapid acquisition of knowledge	Active Learning, Active Listening, Critical Thinking, Learning Strategies, Mathematic, Monitoring, Reading Comprehension, Science, Speaking, and Writing
<i>Social Skills</i>	Developed capacities used to work with people to achieve goals	Coordination, Instructing, Negotiation, Persuasion, Service Orientation, Social Perceptiveness
<i>Complex Problem Solving Skills</i>	Developed capacities used to solve novel, ill-defined problems in complex, real- world settings	Complex Problem Solving
<i>Technical Skills</i>	Developed capacities used to design, set- up, operate, and correct malfunctions involving application of machines or technological systems	Equipment Maintenance, Equipment Selection, Installation, Operation and Control, Operation Monitoring, Operation Analysis, Programming, Quality Control Analysis, Repairing, Technology Design, Troubleshooting
<i>System Skills</i>	Developed capacities used to understand, monitor, and improve socio-technical systems	Judgment and Decision Making, System Analysis, System Evaluation
<i>Resource Management Skills</i>	Developed capacities used to allocate resources efficiently	Management of Financial Resources, Management of Material Resources, Management of Personnel Resources, Time Management

The abilities group is divided into 4 major areas and the specific elements that identify with that area are listed as well. The employers will use this list to help determine an employee’s abilities within a given occupation.

Table 8: Ability Assessment

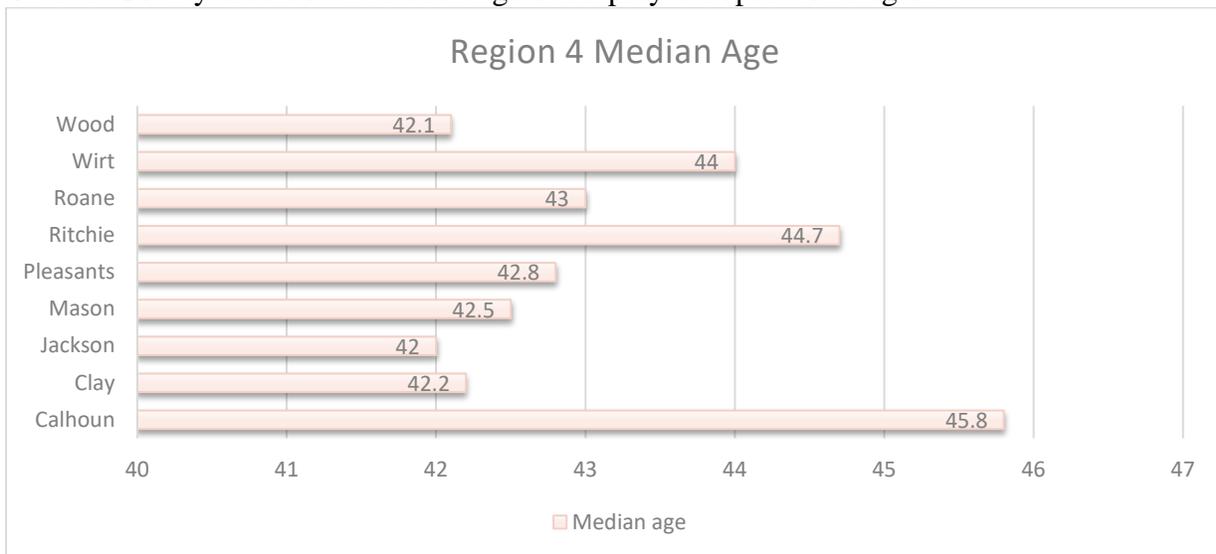
Group	Description	Elements
<i>Cognitive Abilities</i>	Abilities that influence the acquisition and application of knowledge in problem solving	Category Flexibility, Deductive Reasoning, Flexibility of Closure, Fluency of Ideas, Inductive Reasoning, Information Ordering, Mathematical Reasoning, Memorization, Number Facility, Oral Comprehension, Oral Expression, Originality, Perceptual Speed, Problem Sensitivity, Selective Attention, Spatial Orientation, Speed of Closure, Time Sharing, Visualization, Written Comprehension, Written Expression
<i>Psychomotor Abilities</i>	Abilities that influence the capacity to manipulate and control objects	Arm-Hand Steadiness, Control Precision, Finger Dexterity, Manual Dexterity, Multi-limb Coordination, Rate Control, Reaction Time, Response Orientation, Speed of Limb Movement, Wrist-finger Speed
<i>Physical Abilities</i>	Abilities that influence strength, endurance, flexibility, balance and coordination	Dynamic Flexibility, Dynamic Strength, Explosive Strength, Extent Flexibility, Gross Body Coordination, Stamina, Static Strength, Trunk Strength
<i>Sensory Abilities</i>	Abilities that influence visual, auditory and speech perception	Auditory Attention, Depth Perception, Far Vision, Glare Sensitivity, Hearing Sensitivity, Near Vision, Night Vision, Peripheral Vision, Sound Localization, Speech Recognition, Speech Clarity, Visual Color Discrimination

(Source: O*Net online, <https://www.onetonline.org>)

(C)An analysis of the workforce in the Local Area, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the Local Area, including individuals with barriers to employment

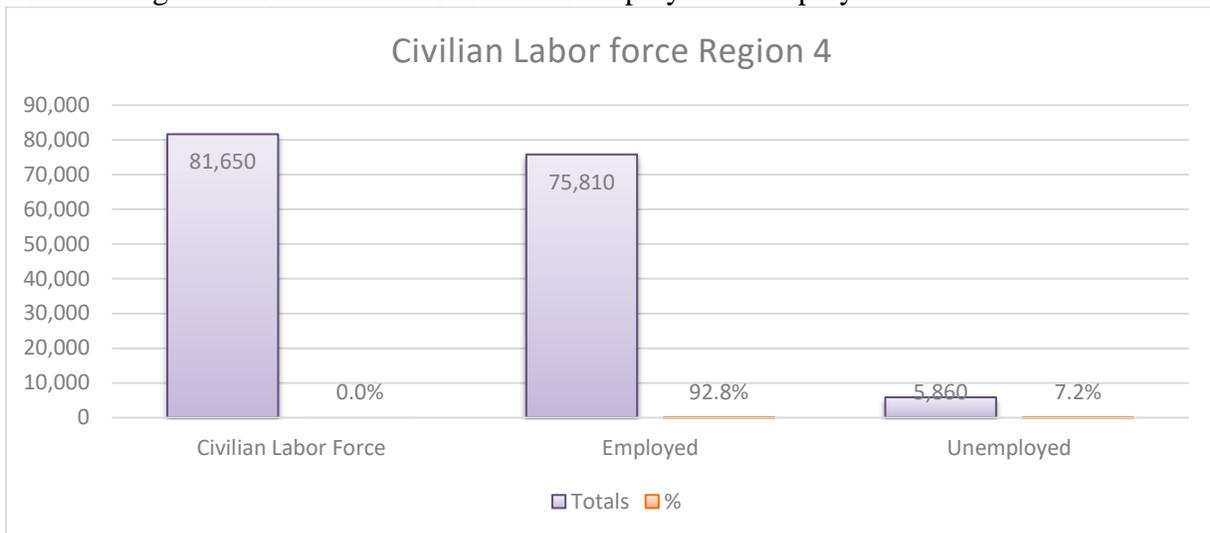
Per the U.S. Census Bureau’s 2014 American Community Survey, Region 4’s estimated population is 196,987. Approximately 41% of this population is in the civilian labor force; while 92.8% of this group is employed, only 7.2% of this group is unemployed. The Median age for Region 4’s population rests around 43.2 years old. Approximately 163,502 are within the 15 and up age range. Of this population group 50% are in the Civilian labor force and approximately 46% are employed; while only 4% remain unemployed.

Chart 1: County breakdown Median Age of Employed Population Region 4



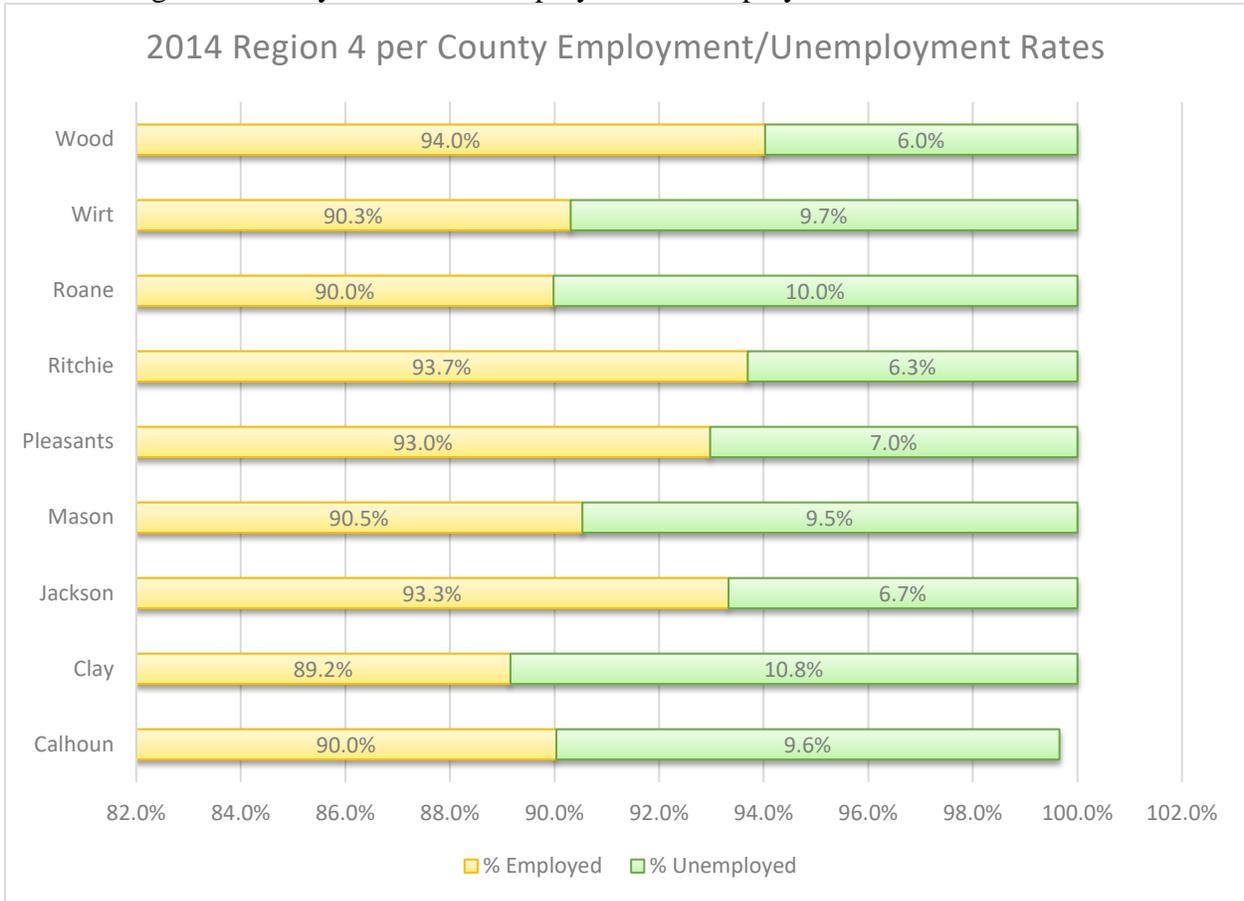
Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

Chart 2: Region 4 Civilian Labor Force with Employed/Unemployed



Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

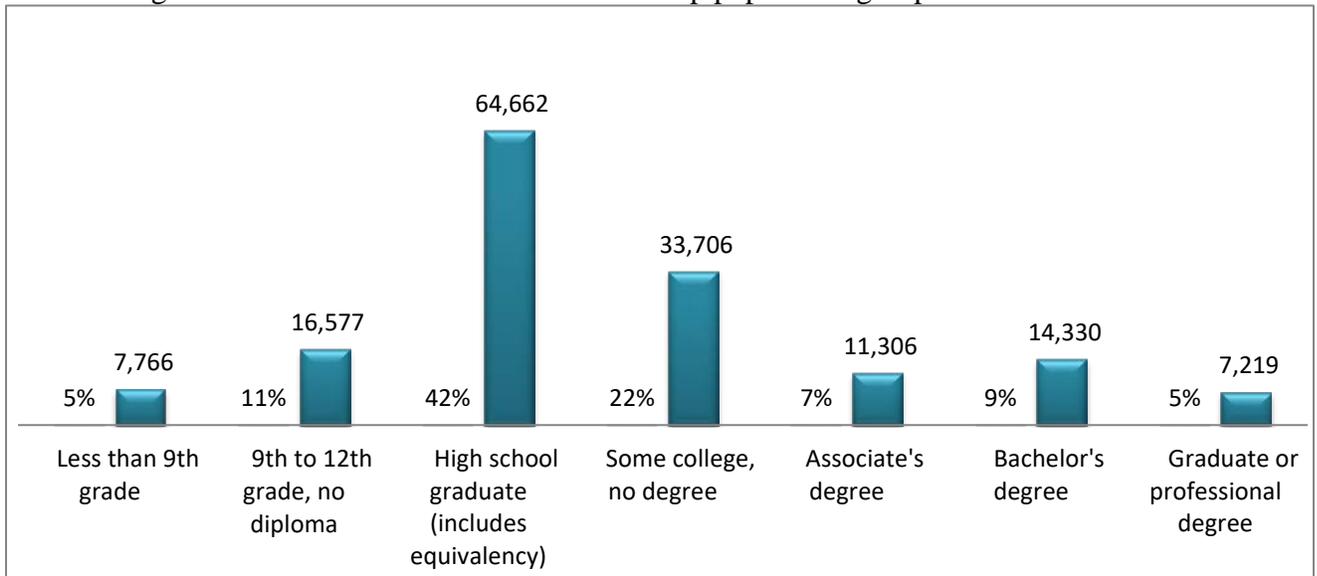
Chart 3: Region 4 County breakdown Employment/Unemployment Rates



Source: Workforce West Virginia LMI data
<http://lmi.workforcewv.org/>

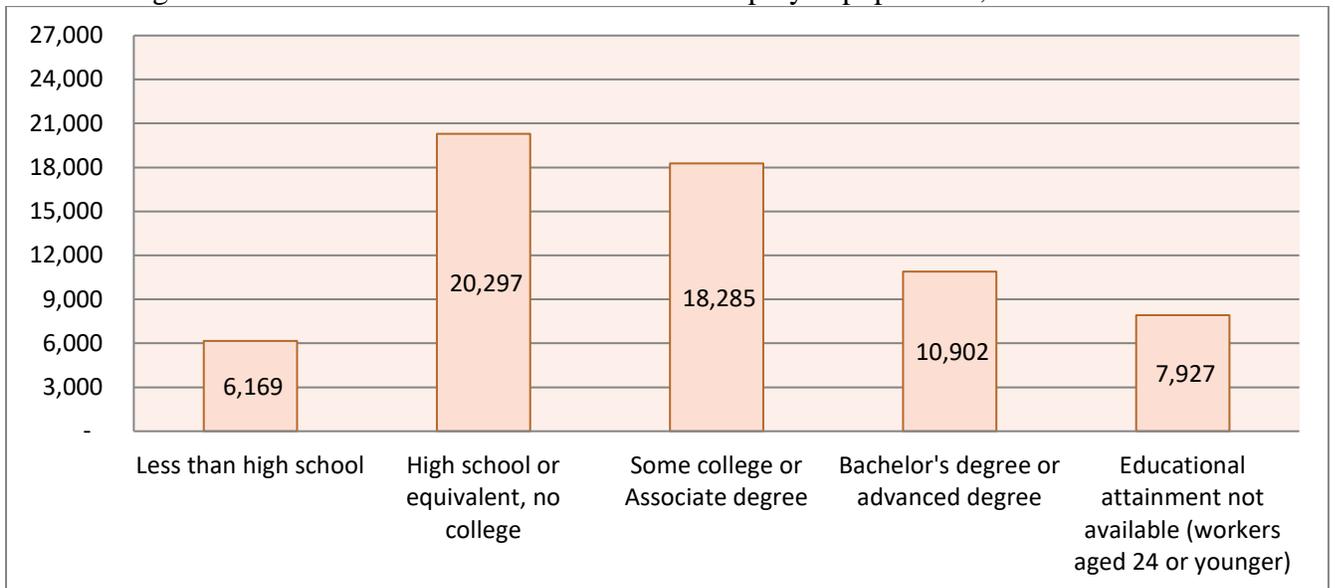
The Educational attainment of this population group: Within this population group, 57 percent have a high school diploma or less, while 43 percent have at least some postsecondary education. This group faces several barriers when it comes to attaining both an education and employment. Many have little or no access to transportation, are the first in their families to attempt college /postsecondary education, and lack the soft skills required by employers.

Chart 4: Region 4 Educational Attainment of 18 and up population group



Source: United States Census Bureau, American Fact Finder <https://factfinder.census.gov>

Chart 5: Region 4 Educational Attainment level of the Employed population, 2014



Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

(D) An analysis of the workforce development activities (including education and training) in the Local Area, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the Local Area

Region 4, the Mid-Ohio Valley Workforce Development Board area, is comprised of nine local counties with the one (1) comprehensive America's Job Center in Wood County.

All core programs are participating either by physical presence or part of a shared electronic referral system. Further, required partners participating include:

- Trade Adjustment Assistance
- Second Chance Act
- Jobs for Veterans Grant (LVER/DVOP)
- Job Corp
- Community Services Block Grant (CSBG)
- Temporary Assistance for Needy Families (TANF)
- National Farmworker Jobs Program
- Senior Community Services Employment Program (SCSEP)
- Unemployment Compensation
- Housing and Urban Development (HUD)
- Career and Technical Education (Perkins)
- Indian & Native American Programs
- Youthbuild

The One Stop Managers meet monthly and are charged with the task of coordinating the activities of the mandated partner agencies under WIOA and Workforce WV to insure the delivery of all appropriate services to their shared customer base. The OSM Team provides for the oversight and direction for the participating agencies and the operation of the One Stop System in general, and the One Stop Career Centers in particular. Coordination of agencies and workforce activities is directed by the vision and mission statement:

Vision: The Workforce WV Mid-Ohio Valley Region One Stop Management Team (OSM Team) will provide leadership and guidance for the mandated partner agencies of this region that will enable the mandated partner agencies to fulfill the goals and mandates of the Workforce Innovation and Opportunity Act (WIOA) at the highest level. As a result of this accomplishment, the Mid-Ohio Valley Region will consistently be recognized by the State and the U.S. Department of Labor for its exemplary level of achievement.

Mission: The Workforce WV Mid-Ohio Valley Region One Stop Management Team provides opportunities for the staff of its collaborating mandated partner agencies to empower and assist each customer to envision, develop and achieve his/her career goal by providing opportunity for individualized case management. This is achieved through the provision of a variety of services made available by the mandated partner agencies, all of which are focused upon equipping the customer to become gainfully employed in a career path that will provide a sustainable level of income.

Customers entering the workforce development system through any of the core partner's services will be provided a common intake process that will allow all of the partners to access information and provide referrals. WorkForce West Virginia (the One Stop) often serves as the entryway into the workforce development system. As the provider of unemployment services and Wagner-Peyser services, WorkForce West Virginia is uniquely poised to welcome customers into the workforce system via the One-Stop service delivery model and provide comprehensive and targeted referrals to the other core partners.

Customers are provided career services (previously core and intensive services) through the core partners. These services are provided through the one stop system and other affiliate sites. If the customer is deemed to be ready for gainful employment after receiving career services, WorkForce West Virginia/One Stop staff assists the customer with job search and placement. If the customer is in need of training services, the WorkForce West Virginia/One Stop staff provides the customer with information on training opportunities in the area, and may refer the customer to the other core partners based on the needs of the customer. Training services are then provided to the customer through WorkForce West Virginia, West Virginia Department of Health and Human Resources, West Virginia Division of Rehabilitation Services, and/or Adult Education Services.

The WIOA core partners work together on workforce development activities. The partners all have memorandums of understanding at the state and regional levels and also collaborate on specific projects as described below:

SPOKES (Strategic Planning in Occupational Knowledge for Employment and Success) is a great partnership between Adult Education and West Virginia Department of Health and Human Resources. Created by WV Adult Education under a contract between the West Virginia Department of Education, Office of Adult Education and Workforce Development and West Virginia Department of Health and Human Resources, and in collaboration with the WDBs, the SPOKES program addresses the academic and work-ready skills necessary for adults to pursue and retain gainful employment. The West Virginia Division of Rehabilitation Services works within this partnership to increase efforts to reach potential VR consumers being served by Adult Education and the SPOKES program.

Employers emphasize the importance of job seekers having postsecondary training. The core partners have always strived for quality, career-based employment outcomes for its customers, as appropriate, and offer a wide range of education and training paths. West Virginia Division of Rehabilitation Services for example, offers individuals with disabilities opportunities to prepare for the West Virginia labor force. Pre-employment transition services, including job exploration counseling, work-based learning experiences, counseling on enrollment opportunities, workplace readiness training, and instruction in self-advocacy, are provided for those who need assistance in finding a career path that matches their interests and abilities. Once a career path has been selected, post-secondary education and training programs are made available with West Virginia Division of Rehabilitation Services funds to help individuals get the specialized college, apprenticeship, or employment supports they need to be successful in the workplace.

The WDB-MOV was a partner in delivering services for Department of Health and Human Resources (DHHR) programs in Region 4. Through stimulus funds, a Summer Youth Employment Program; Employment Subsidy Program; Supplemental Nutrition Assistance Program and the Employment Subsidy Program were available.

The Summer Youth Employment Program provided a temporary work experience during the summer months for the Temporary Assistance for Needy Families (TANF) eligible youth between the ages of 14 and 21. The focus was on assisting TANF Recipients between the ages of 18 and 21. The WDB-MOV worked to advertise and promote the program, recruited employers and low income youth to participate in the program. Employment was 100 percent subsidized by WV DHHR. Recipients were placed at a job site in which they had a career interest whenever possible *after* completing a Job Readiness curriculum focused on career exploration, work ethics, and job seeking skills. Job sites included manufacturing, clerical, and warehouse-related work. Many older youth were placed with private sector employers and obtained permanent employment following their work experience.

The Employment Subsidy Program (ESP) was a win for all – providing employment to DHHR recipients with the intent of fulltime, permanent employment, and new employees whose wages were 100% subsidized by DHHR. ESP was administered by the Workforce Development Board in collaboration with the One-Stop Partners; through the ESP, employers were identified as ones who were hiring and willing to work with DHHR clients. Although the program did not continue due to lack of funding, communication and stronger relationships have helped to strengthen the collaborative attitude between the partners, and we expect to continue those relationships as we partner to achieve employment success for our shared clients.

The partnership with Adult Education and the WDB-MOV is a great collaboration of resources. Early on WDB-MOV partnered with Adult Ed to provide soft skills training for job seekers in the region, and so developed “Hit the Ground Running”, which was a huge success. Now through WIOA, those same skills are part of the curriculum of Adult Education and they provide the same training to youth in WIOA and partner programs who need soft skills and other training. This helps to meet the requirements of employers and provides a fresh look at the skills and needs of customers, improving the employment outcomes for the youth.

The WDB-MOV continues to provide opportunities for partners to work together and remain current on issues in the region and around the state through OPT IN and the teams addressing identified needs in the region. OPT IN began in 2014 with teams addressing the needs of Business, Entrepreneurship, and Workforce Supply and Demand. As a result, strong partnerships have been made and continue with Ohio partners, schools and business entities as well as regional partners from education, WV DRS, Adult Education, CTCS, Economic Development and others.

The Mid-Ohio Valley Employment Resource Guide has been published and distributed to counselors throughout the region to make students and customers of all ages aware of the opportunities for employment and training within the region.

The “Green Book” as it is known, focused on occupations in the Construction, Oil and Gas and Plastics and Polymers industries. A second edition, is focused on Health Care occupations and has been published.

Getting the word out about employment and training opportunities in the region is also a goal in partnering with the Department of Education and WV PASS. For several years, the WDB-MOV has partnered with WV PASS to present labor market data to high school students and their parents. Presentations have been done at most high schools throughout the region.

Communicating the benefits of technical training and the development of comprehensive career pathways models is one of the goals in partnering with regional education entities, including middle schools and even elementary schools. A means of making youth aware of careers and career exploration has been the “8th Grade Career Fair”, and employers tell us that it is not enough. We need to reach youth at a younger age to make them aware of career options. Additional means are being researched and discussed to address the need.

[\(E\) A description of the Local Board’s strategic vision and goals for preparing an educated and skilled workforce \(including youth and individuals with barriers to employment\), including goals relating to the performance accountability measures based on primary indicators of performance described in Section 116\(b\)\(2\)\(A\) of WIOA in order to support Local Area economic growth and economic self-sufficiency](#)

The Workforce Development Board Mid-Ohio Valley strategic vision is to have “A quality, skilled workforce that advances the economic development of the region by meeting the needs of employers and job seekers,” while the mission of The Workforce Development Board Mid-Ohio Valley, “using all available resources provides leadership and oversight to ensure that efficient and effective workforce services are accessible to employers, current employees, job seekers and other citizens in the region.”

WDB MOV supports the goals of the West Virginia State Plan’s four goals. The following provides specifics on activities within the Mid-Ohio Valley in support of those goals.

Goal #1 – Workforce Development System Integration

WDB-MOV one stop staff and partners have an established service delivery system in place. Through memorandums of understanding, system meetings and one stop practices, services are cooperative for our participants.

Strategy 1.1: WDB-MOV develops memorandums of understanding with all region partners to help enhance all services to customers in the Mid-Ohio Valley. The local region will comply with the cross-training implementations that will be made at the State level, including on-line training for all workforce development staff, moving towards team-based case management for customers at the American Job Centers, and working to have all Staff complete a comprehensive training program with certification to support consistent and quality services across our region.

Strategy 1.2: WDB-MOV conducts monthly one stop manager team meetings to identify areas of collaboration and to share information about agency specific issues. This team is the responsibility of one stop contract staff. This group will be working to meet the criteria that will be set by the State for certification of the one stops in our region. In addition, the WDB-MOV conducts quarterly meetings with our strategic planning groups to evaluate where we are on the plan goals.

Strategy 1.3: WDB-MOV will comply with an IT system that the State is developing to allow co-enrollment of individuals receiving services from the 3 core partners.

Goal #2: Customer-Driven Approach (Individual & Employer)

In Region 4, both employers and job seekers receive maximum benefit from the services offered through WorkForce WV. WDB-MOV will meet the diverse needs of employers through Sector Strategies, the services of the Business Employer/Employment Solutions Team, and the services of the Business Services Representative, providing solutions from the multiple resource partners within the region and State. Region 4 plans to provide equal access to services, training and support to all job seekers, especially those with multiple barriers, in collaboration with core partners. The individual job seeker will be provided tailored solutions to meet their education/training needs through career and skills assessments and the joint development of an individual career plan which also addresses support services needed to gain sustainable employment in the region.

EMPLOYER Focused:

Strategy 2.1: Determine Employer Needs:

- Sector Strategy meetings provide an opportunity to listen to the needs of employers for specific skill sets, competencies, and required certifications/trainings.
- Region 4 will work to develop common job descriptions within each Sector, provide resources to meet the requirements and offer opportunities for employer groups to work together to meet their needs.

Strategy 2.2: Connect Employers with Schools:

- Employers seek an avenue to promote their industry to youth, and expose them to the opportunities within the region. WDB-MOV will provide a calendar of events, job fairs, and opportunities for employers to meet with youth, their parents and guidance counselors to get the word out about sustainable employment in the region.

Strategy 2.3: Develop Work Experience Opportunities:

- WDB-MOV is focused on offering work experience, job shadowing, internships, apprenticeship and other opportunities for job seekers and young people in the region.
- Region 4 Business Services Representative will be talking to employers about these options as a means to provide insight into occupations and create a pool of applicants with the skills needed to succeed in the specific industry.

JOB SEEKER Focused:

Strategy 2.4: Assessment/Plan Development:

- Individual job seekers will be offered assessments to determine skill gaps, occupational skills, support service needs, and needed training as it relates to their employment goals.
- Career counseling and career plan development will be part of comprehensive case management and driven by the customer.

Strategy 2.5: Provide equal access to all Job Seekers:

- WDB-MOV is focused on providing access to all customers, regardless of barriers and will make reasonable accommodations as needed to provide services.
- The Inclusion Team will conduct walk-through evaluation of the One Stop to be sure it is physically accessible to customer.
- One Stop staff will receive training to best meet the needs of and serve customers with various barriers.
- When appropriate, referrals will be made to partner agencies to provides required services.
- Region 4 will promote accessibility for all.

COMBINED:

Strategy 2.6: Training that meets Employer and Job Seeker needs:

- The WDB-MOV will work with local training providers to make short term training available to meet the needs of job seekers and employers, providing the required certification/credential in a timely manner. (Employers need people with the skills right away—Job Seekers need a job right away.)
- Partner collaboration will provide an opportunity for both employers and job seekers to gain soft skills or specific skill sets for employer groups or individual job seekers. (Individualized, or employer groups for an incumbent worker training opportunity)
- Region 4 will continue to promote Apprenticeship programs and opportunities that currently exist and encourage new program development through Sector Strategies. (Referring interested employers to the Office of Apprenticeship for technical assistance.)

Goal #3: Career Pathways Development

WDB-MOV recognizes the need to develop Career Pathways that provide education and training in skills that lead to employment within the framework of high in demand jobs or entry level jobs. Career pathways must encompass diverse and multiple entry and exit points for the population within this region. These multiple entries and exit points will allow individuals of all abilities and skill levels; especially those with barriers to training and employment, access to the career pathway that fits their needs.

Strategy 3.1: Ensure that the Career Pathways developed are in accordance with WIOA regulations.

- WDB-MOV will continue to work with Employers, Post-Secondary and Secondary representatives to ensure that the career pathways that are developed and implemented are in accordance with the WIOA law and regulations.

Strategy 3.2: Ensure alignment of career pathways

- Work with mandated partners and employers to align training and education with employer needs.
- Utilize the integrated sector groups to continue alignment of needs and training and curriculum development to ensure career pathways are leading to gainful employment.

Strategy 3.3: Encourage full implementation and utilization of Career Pathways in training and employment environments

- Distribute the Mid-Ohio Valley Resource Guide 2016 Health Care edition throughout secondary and post-secondary institutions to ensure pathway opportunities are conveyed to all potential customers.
- Seek input from sector groups regarding the need for additional MOVVRG pursuant to specific industry partner's needs.

Goal #4: Increase Opportunities for Youth

WDB Region 4 recognizes the many employment challenges are faced by our youth population. Region 4 will continue to work with partners to lessen the barriers faced toward employment. Barriers are much higher for those with no postsecondary education, therefore emphasis will be placed on career pathways.

Strategy 4.1: Increase recruitment of OSY.

- Regular presentations will be given to local agencies to help gain participants and strengthen partnerships.
- Increased recruitment activities will be provided in our 9 county region.
- Focus will be on the development of marketing/advertising efforts in order to increase awareness of the OSY program. This will be implemented through the following:
 1. Development of career advantage website in order to reach the youth population as a whole, but also will aid in the recruitment of older youth.
 2. Newspaper articles featuring special events
 3. Flyer distribution in selected locations
 4. Public service announcements
 5. Social Media-Facebook Pages
- Negotiated Performance Measures with the Youth Contractor will include actions to ensure the 75% requirement of OSY is met.

Strategy 4.2: Clear pathways to success will be identified for IS and OSY.

- For each stage in the youth participant's life, a clear path to success will be determined. Through intrusive case management youth skills will be assessed and career interests discovered.
- Case managers will work closely with WIOA partner agencies so that appropriate referrals will be made to help support the participant where needed.

- A Plan of Action will be created with the CM and each youth participant to identify a clear path to success. The POA will be updated regularly for any milestones or goals met.
- Career pathways leading to post-secondary credentials will be emphasized.
- Co-enrollment of OSY in WIOA Adult programs will be encouraged to maximize extra support.
- WIOA Adult ITA funds will be used for older youth training opportunities where appropriate.

Strategy 4.3 Focus on youth work experience.

- Youth Work experience will be emphasized to increase job readiness skills, and promote career pathways.
- Youth WEX will include the following opportunities:
 1. Summer employment opportunities and other employment opportunities available throughout the school year.
 2. Pre-apprenticeship programs
 3. Internships and job shadowing and
 4. On-the- job training (OJT) opportunities
 5. Occupational skill training

WDB MOV is working with local training providers to explore options for short term training and training that can be presented using alternative delivery methods. The ability to take training through on line programs is an option being explored with WVU-P to increase the potential for training for individuals living in rural counties with limited post-secondary options and / or transportation barriers.

(F) Taking into account analyses described in subparagraphs (A) through (D), a strategy to work with the entities that carry out the core programs to align resources available to the Local Area, to achieve the strategic vision and goals described in subparagraph (E)

The WDB-MOV will continue to work collaboratively with the Partners of Core Programs to align and access resources available in Region 4 and support our vision, mission, and goals. Memorandums of Understanding (MOUs) in place with each of the partners help facilitate an integrated local workforce development system. Partner staff, housed full or part-time at our comprehensive or affiliate American Job Centers, create seamless access to a variety of Programs and Services. Partners have agreed to use a combination of co-location and technology strategies to ensure access to integrated services. The following strategies have been developed to carry out Core Programs, align resources, and to achieve the vision and goals described in Subparagraph (E):

The WDB-MOV has created the following committees/teams that are responsible for ensuring goals of the local workforce development system are being met. They are:

- The One Stop Managers Team
- The Youth Committee

- The Inclusion Team
- Adult Committee
- Business Employer Solutions Team

Region 4's current mission and vision identify that the Primary Responsibilities of the Workforce Development Board Mid-Ohio Valley will be:

- Program Oversight-Program and fiscal oversight of WIOA Title I funds in the Mid-Ohio Valley including:
- Assistance to eligible adults and dislocated workers to develop skills needed to obtain and retain employment, including assistance with tuition, books and supplies required for training in specific occupations leading to self-sufficiency.
- Career Advantage, a comprehensive program to assist eligible youth up to 24 years of age with emphasis on out of school youth. Services include career exploration, support services, life skills, training assistance, work experience, career training, credential attainment and more.
- Oversight of Workforce WV system's administration in the region, providing a one stop access point to multiple state and local employment organizations. Whether you're an individual looking for a job or training, or a company looking for qualified employees, Workforce WV is the area's most comprehensive employment resource. Services are available both in person and online.
- Employer Engagement-Ensure business is a primary customer. Listen and develop solutions to individual and sector needs, including OJT, incumbent worker and customized training opportunities.
- Convening and Partnering-Build collaboration with workforce, education and economic development partners to meet the needs of the region and reduce duplication.
- Planning/Evaluating-Identify the current and upcoming workforce needs of the region and plan to meet those needs for business and job seekers.

Section 2: Alignment of the Local Workforce Development System

(A) A description of the workforce development system in the Local Area that identifies the programs that are included in that system and how the Local Board will work with the entities carrying out workforce development programs identified in the State Plan. The description should also include how the Local Board and the programs identified plan to align and integrate to provide services to customers. The description should also include programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.);

Required partners of the one-stop delivery system are the entities responsible for administering the programs and activities in the local area. Per 20 CFR, 678.400, these partners are:

Programs authorized under Title 1 of WIOA, including:
Adults (physical presence);
Dislocated workers (physical presence);
Youth (physical presence);
Job Corps (electronic presence);
YouthBuild (electronic presence);
Native American programs (electronic presence); and
Migrant and seasonal farmworker programs (physical presence).
Wagner-Peyser Act Employment Service program (physical presence);
Adult Education and Family Literacy Act (AEFLA) programs;
Vocational Rehabilitation programs;
Senior Community Service Employment Program;
Carl D. Perkins Career and Technical Education Act programs;
Trade Adjustment Assistance (TAA);
Jobs for Veterans State Grants;
Community Services Block Grant programs;
Department of Housing and Urban Development programs;
Unemployment programs;
Second Chance Act programs; and
Temporary Assistance for Needy Families (TANF)

All the required partners are accessible in the Region 4 WDB one-stop system through electronic or a physical presence. The Partner MOU outlines in the Schedule B whether the partner is providing services through electronic means or as a physical presence in the one-stop. (**See Attachment WDB-MOV Memorandum of Understanding**)

SPOKES (Strategic Planning in Occupational Knowledge for Employment and Success) is a robust partnership between Adult Education and West Virginia Department of Health and Human Resources. SPOKES was created by WV Adult Education under a contract between the West Virginia Department of Education, Office of Adult Education and Workforce Development and West Virginia Department of Health and Human Resources, and in collaboration with the WDBs. The West Virginia Division of Rehabilitation Services works within this partnership to increase efforts to reach potential VR consumers being served by Adult Education and the SPOKES program.

(B) A description of how the Local Board, working with the entities identified in A, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable);

The Workforce WV system in the Mid-Ohio Valley have developed multiple ways of engaging employers and identifying services that may be needed, addressing workforce and economic development needs. As part of the One Stop plan, partner employees with primary responsibility of serving business, meet together as part of the Business Employment Solutions Team (BESTeam). These individuals work to share information and needs of area business, working to avoid duplication of contact, and identifying an array of service that may be available to assist the specific needs of an individual business.

Through collaborating with the required partners of WIOA, support services are made available in Region 4. Because of the great partnership within the region, each required partner has been trained to know the services/supportive services available through other partners and when it is appropriate to refer customers. All partners work together to make sure the needs of the customer are met so they will be job / career ready. Partners include WV DRS, CRI, DHHR, Adult Education.

Goal #1 – Workforce Development System Integration

WDB-MOV one stop staff and partners have an established service delivery system in place. Through memorandums of understanding, system meetings and one stop practices, services are cooperative for our participants.

Strategy 1.1: WDB-MOV develops memorandums of understanding with all region partners to help enhance all services to customers in the Mid-Ohio Valley. The local region will comply with the cross-training implementations that will be made at the State level, including on-line training for all workforce development staff, moving towards team-based case management for customers at the American Job Centers, and working to have all Staff complete a comprehensive training program with certification to support consistent and quality services across our region.

Strategy 1.2: WDB-MOV conducts monthly one stop manager team meetings to identify areas of collaboration and to share information about agency specific issues. This team is the responsibility of one stop contract staff. This group will be working to meet the criteria that will be set by the State for certification of the one stops in our region. In addition, the WDB-MOV conducts quarterly meetings with our strategic planning groups to evaluate where we are on the plan goals.

Strategy 1.3: WDB-MOV will comply with an IT system that the State is developing to allow co-enrollment of individuals receiving services from the 3 core partners.

Goal #2: Customer-Driven Approach (Individual & Employer)

In Region 4, both employers and job seekers receive maximum benefit from the services offered through WorkForce WV. WDB-MOV will meet the diverse needs of employers through Sector Strategies, the services of the Business Employer/Employment Solutions Team, and the services of the Business Services Representative, providing solutions from the multiple resource partners with in the region and State. Region 4 plans to provide equal access to services, training and support to all job seekers, especially those with multiple barriers, in collaboration with core partners.

The individual job seeker will be provided tailored solutions to meet their education/training needs through career and skills assessments and the joint development of an individual career plan which also addresses support services needed to gain sustainable employment in the region.

EMPLOYER Focused:

Strategy 2.1: Determine Employer Needs:

- Sector Strategy meetings provide an opportunity to listen to the needs of employers for specific skill sets, competencies, and required certifications/trainings.
- Region 4 will work to develop common job descriptions within each Sector, provide resources to meet the requirements and offer opportunities for employer groups to work together to meet their needs.

Strategy 2.2: Connect Employers with Schools:

- Employers seek an avenue to promote their industry to youth, and expose them to the opportunities within the region. WDB-MOV will provide a calendar of events, job fairs, and opportunities for employers to meet with youth, their parents and guidance counselors to get the word out about sustainable employment in the region.

Strategy 2.3: Develop Work Experience Opportunities:

- WDB-MOV is focused on offering work experience, job shadowing, internships, apprenticeship and other opportunities for job seekers and young people in the region.
- Region 4 Business Services Representative will be talking to employers about these options as a means to provide insight into occupations and create a pool of applicants with the skills needed to succeed in the specific industry.

JOB SEEKER Focused:

Strategy 2.4: Assessment/Plan Development:

- Individual job seekers will be offered assessments to determine skill gaps, occupational skills, support service needs, and needed training as it relates to their employment goals.
- Career counseling and career plan development will be part of comprehensive case management and driven by the customer.

Strategy 2.5: Provide equal access to all Job Seekers:

- WDB-MOV is focused on providing access to all customers, regardless of barriers and will make reasonable accommodations as needed to provide services.
- The Inclusion Team will conduct walk-through evaluation of the One Stop to be sure it is physically accessible to customer.
- One Stop staff will receive training to best meet the needs of and serve customers with various barriers.
- When appropriate, referrals will be made to partner agencies to provides required services.
- Region 4 will promote accessibility for all.

COMBINED:

Strategy 2.6: Training that meets Employer and Job Seeker needs:

- The WDB-MOV will work with local training providers to make short term training available to meet the needs of job seekers and employers, providing the required certification/credential in a timely manner. (Employers need people with the skills right away—Job Seekers need a job right away.)
- Partner collaboration will provide an opportunity for both employers and job seekers to gain soft skills or specific skill sets for employer groups or individual job seekers. (Individualized, or employer groups for an incumbent worker training opportunity)
- Region 4 will continue to promote Apprenticeship programs and opportunities that currently exist and encourage new program development through Sector Strategies. (Referring interested employers to the Office of Apprenticeship for technical assistance.)

Goal #3: Career Pathways Development

WDB-MOV recognizes the need to develop Career Pathways that provide education and training in skills that lead to employment within the framework of high in demand jobs or entry level jobs. Career pathways must encompass diverse and multiple entry and exit points for the population within this region. These multiple entries and exit points will allow individuals of all abilities and skill levels; especially those with barriers to training and employment, access to the career pathway that fits their needs.

Strategy 3.1: Ensure that the Career Pathways developed are in accordance with WIOA regulations.

- WDB-MOV will continue to work with Employers, Post-Secondary and Secondary representatives to ensure that the career pathways that are developed and implemented are in accordance with the WIOA law and regulations.

Strategy 3.2: Ensure alignment of career pathways

- Work with mandated partners and employers to align training and education with employer needs.
- Utilize the integrated sector groups to continue alignment of needs and training and curriculum development to ensure career pathways are leading to gainful employment.

Strategy 3.3: Encourage full implementation and utilization of Career Pathways in training and employment environments

- Distribute the Mid-Ohio Valley Resource Guide 2016 Health Care edition throughout secondary and post-secondary institutions to ensure pathway opportunities are conveyed to all potential customers.
- Seek input from sector groups regarding the need for additional MOVREG pursuant to specific industry partner's needs.

Goal #4: Increase Opportunities for Youth

WDB Region 4 recognizes the many employment challenges are faced by our youth population. Region 4 will continue to work with partners to lessen the barriers faced toward employment. Barriers are much higher for those with no postsecondary education, therefore emphasis will be placed on career pathways.

Strategy 4.1: Increase recruitment of OSY.

- Regular presentations will be given to local agencies to help gain participants and strengthen partnerships.
- Increased recruitment activities will be provided in our 9 county region.
- Focus will on the development of marketing/advertising efforts in order to increase awareness of the OSY program. This will be implemented through the following:
 6. Development of career advantage website in order to reach the youth population as a whole, but also will aide in the recruitment of older youth.
 7. Newspaper articles featuring special events
 8. Flyer distribution in selected locations
 9. Public service announcements
 10. Social Media-Facebook Pages
- Negotiated Performance Measures with the Youth Contractor will include actions to ensure the 75% requirement of OSY is met.

Strategy 4.2: Clear pathways to success will be identified for IS and OSY.

- For each stage in the youth participant's life, a clear path to success will be determined. Through intrusive case management youth skills will be assessed and career interests discovered.
- Case managers will work closely with WIOA partner agencies so that appropriate referrals will be made to help support the participant where needed.
- A Plan of Action will be created with the CM and each youth participant to identify a clear path to success. The POA will be updated regularly for any milestones or goals met.
- Career pathways leading to post-secondary credentials will be emphasized.
- Co-enrollment of OSY in WIOA Adult programs will be encouraged to maximize extra support.
- WIOA Adult ITA funds will be used for older youth training opportunities where appropriate.

Strategy 4.3 Focus on youth work experience.

- Youth Work experience will be emphasized to increase job readiness skills, and promote career pathways.
- Youth WEX will include the following opportunities:
 6. Summer employment opportunities and other employment opportunities available throughout the school year.
 7. Pre-apprenticeship programs
 8. Internships and job shadowing and
 9. On-the- job training (OJT) opportunities
 10. Occupational skill training

WDB MOV is working with local training providers to explore options for short term training and training that can be presented using alternative delivery methods. The ability to take training through on line programs is an option being explored with WVU-P to increase the potential for training for individuals living in rural counties with limited post-secondary options and / or transportation barriers.

(C) A description of the steps taken by the Local Board to engage entities identified in A in the formulation of its Local Plan.

The WDB-MOV has connected with each of the entities and partners outlined in subsection A and has gathered input from all in developing the Local Plan. The steps that have been taken are as follows:

1. Each Partner was contacted to determine the level of collaboration the partner felt comfortable with
2. Local Plan guidelines pursuant to specific partner area sent out requesting feedback and in depth analysis of specific area.
3. Combined partner input to develop comprehensive local pan encompassing all partner input and information

(D) A description of the strategies and services that will be used in the Local Area—

- To facilitate engagement of businesses, including small businesses and businesses in in-demand industry sectors and occupations, in workforce development programs
- To support a local workforce development system that meets the needs of businesses in the Local Area
- To better coordinate workforce development programs and economic development
- To strengthen linkages between the American Job Center delivery system and Unemployment Insurance programs;

All of the strategies and services listed in Goals #1-4 will be utilized in the Region 4 WDB local area to facilitate engagement of businesses, support the local workforce development system to better meet the needs of businesses in the local area, and to better coordinate workforce development programs and economic development. In order to strengthen the linkages between the American Job Center delivery system and the Unemployment Insurance program (UI), UI offices are physically located in the Region 4 WDB American Job Center Comprehensive Centers located in Parkersburg, WV, and are also physically located in each of the satellite sites located in Ripley, Spencer and Point Pleasant.

WIOA emphasizes employer services and the WDB-MOV prioritizes services to businesses/employers in the region. This includes budgeting funds for incumbent worker training, on-the-job training and customized training, participating in Sector Strategy meetings, providing resources and working to meet the needs of employers in the region. Space is made available in the Parkersburg and Ripley One Stop Centers for employers who need assistance interviewing, taking applications or other activities. A Business Services Representative is available to meet with employers one on one to determine how to best meet their needs

(E) A description regarding the implementation of apprenticeship, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, integrated education and training, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of businesses in support of the strategy described in Section 1.

The WDB-MOV is proactive in meeting the needs of the region and strives to provide services, programs and activities that best provide for success of the individual and business/employer. The implementation of apprenticeship, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, integrated education and training, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies have been designed to meet the ever changing needs of the businesses and employers within the Region.

Apprenticeship opportunities, Incumbent Worker training, On the Job Training and customized training programs; are available through the One Stop, discussed at Sector Strategy meetings and included on the Eligible Training Provider List.

The WDB-MOV continues to provide opportunities for partners to work together and remain current on issues in the region and around the state through OPT IN and the teams addressing identified needs in the region. OPT IN began in 2014 with teams addressing the needs of Business, Entrepreneurship, and Workforce Supply and Demand. As a result, strong partnerships have been made and continue with Ohio partners, schools and business entities as well as regional partners from education, WV DRS, Adult Education, CTCS, Economic Development and others.

The initiatives led by the three teams have transitioned into Sector Partnerships, in partnership with WVU-P, funded through Bridging the Gap, who reiterate many of the same goals discussed by the OPT IN teams. Because the teams already have the resource partners in place, this provides the Sector employers with easy access to resources to meet their needs or answer questions and provide solutions.

Sector employer needs are surprisingly similar: All have identified the need to get the word out about the opportunities for employment—long term sustainable employment-- in the region. This requires technical training—one to two years after high school. The Manufacturing Sector created a Guidance Counselor training activity at a local plant site to make them aware of the environment, opportunity and possibilities for their students' future; this was attended by guidance counselors from across the region

(F) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with economic development activities carried out in the Local Area in which the Local Area (or planning region) is located, and promote entrepreneurial skills training and microenterprise services;

As part of the Opt In Strategic Plan process, entrepreneurship and small business were identified as a specific area of emphasis. A team made up of the economic representatives from the region, the local workforce development business services representative, LWDB staff, area businesses and one stop partners were organized to identify various resources available to help promote and assist entrepreneurship as a career pathway. This team coordinates the below current and future endeavors for the region:

- Increased communication between organizations to promote available resources
- Identified a specific contact (development director) for each county as resource /triage for entrepreneurs
- Initiated an “Entrepreneurship Video Contest” for high school students to promote entrepreneurship as a career path. Target audience for video is middle school students
- Assisted with planning and implementation of the Mid-Ohio Valley Entrepreneurship Expo (MOVEE) held on September 2016. The event, held at Marietta College, had speakers and workshops on a variety of topics related to current and potential small business owners. Currently the MOVEE is being planned for the upcoming Fall of 2017.

Sector Strategy meetings have been a great opportunity for employers within each sector/industry to voice their opinions and or concerns regarding the training offered in the region. As the need is determined, both secondary and post-secondary schools are brought in to present their training programs, and listen to feedback from the employers. Since Sector Strategy meetings are employer led, the discussion/presentation is directed by their needs. Sector Strategy meetings have also led to discussions about occupations that are in demand in the region, causing the demand list to be “tweaked” to best reflect the needs within the sector/industry. As this ongoing relationship, meant to strengthen and build collaboration, continues, additional insight will be gained and used to further develop services and meet the needs of employers/business in the region.

Through involving employers in Sector Strategies where their voice is heard by resource partners in development of training programs, offerings to make available the best job opportunities in the MOV. Employers have been pleased with the Learn and Earn training offered at WVUP and as there is continued success, more employers are “jumping on board” to participate. The WDB-MOV continues to promote Learn and Earn through the Business Services Representative as an opportunity for businesses in the region. A discussion of Learn and Earn at the IT Sector Strategy meeting led IT employers to work with WVUP to develop Learn and Earn opportunities with local IT businesses. These partnerships between training providers and employers strengthen the local economy and ensure that the training meets the needs of the business and provide the credentials to the job seeker.

The WDB-MOV works closely with the business representatives of the WV State Department of Commerce working within the WDB local area. Services to businesses are coordinated through ongoing open communication between these business representatives and the local WDB staff to provide the most comprehensive services to the local businesses, without duplication, as possible. Both the local WDB staff and the economic representatives will provide information to employers they contact about each other’s programs and services, including entrepreneurial skills training and microenterprise services, to educate local businesses on the wide array of programs

and services available to them. Funding provided by the local and state programs is coordinated to provide the most comprehensive coverage of training costs for the employer.

Region 4 also has in place a Business Employment Solutions Team (BESTeam) to share information among providers, provide the employer with the best resources to meet their needs, assist in carrying out the workforce development activities within the region and to promote opportunities within the region for job seekers. The team is comprised of WDB staff, One Stop Operator, Business Services Representative, Economic Development directors from the region, WV Community and Technical Colleges within the region, and the Adult Education Providers within the region.

(G) A description of how the Local Board will leverage and coordinate supportive services in the delivery of workforce development activities carried out in the Local Area. Specifically, the Local Plan should address how the Local Board will work with Local Management Boards and other providers to deliver supportive services to jobseekers

Supportive services needed can be in the form of tools and supplies for specific training programs, which can be a part of the individual's ITA costs. Our one stop contractor reserves a portion of their budget for supportive services to the participants, which will help with items such as steel toe shoes or scrubs for specific job positions. Transportation is a huge barrier in the youth program, so case managers are able to provide gas cards for youth who need to travel for work or training. Referral services to appropriate partner organizations are provided to meet the needs of those individuals requiring assistance with either training needs or transportation needs.

(H) A description of how the Local Board intend to provide a greater business voice in the delivery of workforce development activities carried out in the Local Area. The description should include how the Local Board will engage businesses on decisions regarding the type and content of training activities;

Region 4's Business Employment Solutions Team (BESTeam) is in place to share information among providers, provide the employer with the best resources to meet their needs and to promote opportunities within the region for job seekers. The Team coordinates visits to employers to best meet their needs.

The BESTeam meets monthly to share information about employers visited, upcoming hiring and training needs, and planned business visits. When possible, visits are coordinated to have two or more partners visit a business together rather than having multiple visits to the customer. The BESTeam has developed a strong list of resource organizations to call on for various needs. In addition to the core programs identified under WIOA, Governor's Guaranteed Workforce programs, WV Community Technical Colleges, Economic Development Directors, Small Business Development Centers, Small Business Administration, and Microloan Programs are included in the array of services that are available to business customers in the region.

Region 4's Local Board is business driven. The Local Board membership is held at a minimum of 51% business. This greater emphasis on Region 4 business membership helps to make sure the business voice is being heard in the implementation of activities.

Workforce Development Board Mid-Ohio Valley's administrative and fiscal agent is Mid-Ohio Valley Regional Council. Area Economic Development Directors serve on the MOVRC Board. Through this connection, information is frequently shared to and from economic development directors in the region. BESTeam members and individual Development Directors regularly communicate and share needs of specific businesses. For example, if a development director identifies a workforce need during a business retention visit, that need is forwarded to a BESTeam member. In the same manner, if a BESTeam member contacts economic development directors about needs where they can assist.

(I) A description of how the Local Board will promote and cultivate industry-led partnerships in the delivery of workforce training opportunities.

In addition to the BESTeam, Mid-Ohio Valley has initiated a sector strategy, facilitated by staff at WVU-Parkersburg. In this macro approach, businesses from a specific industry sector come together to identify common challenges, concerns and solutions. While these challenges frequently include workforce related issues, they are not limited in scope. Currently there are 3 sector groups meeting in the area who have identified the following as areas of concern:

Manufacturing -

- Education and recruitment of next generation of workers about the industry. Activities include meeting with training providers in WV / Ohio region to discuss common curriculum, recruitment strategies, and business training needs.
- Companies have collaborated with Workforce WV, WVU-P and RESA 5 to provide a tour and round table discussion for High School guidance counselors related to the industry and projected hiring needs.
- Common job descriptions to assist in recruitment

Information Technology –

- Infrastructure across Mid-Ohio Valley with specific needs in rural areas
- Security concerns / hacking
- Perception of IT responsibilities and capabilities – education of public
- Training / Internship Opportunities

Health Care –

- Recruitment and retention in occupations ranging from entry level patient care to those requiring advanced degrees in specific disciplines
- Relocation of young professionals who have moved to Mid-Ohio Valley from more urban area
- Customer Services with specific emphasis on Affordable Care Act impact on payments

(J) A description of the role (if any) of local faith or community-based organizations in the local workforce development system.

The WDB-MOV partners with Community Resource, Inc. (CRI) to assist in providing services. CRI provides services to 6 of Region 4's 9 counties served; Jackson, Pleasants, Ritchie, Roane, Wirt and Wood. Through the partner referral the following CRI case management assistance is provided for:

- Budgeting
- Education
- Nutrition
- Housing
- Health
- Substance Abuse / Recovery
- Transportation

The Local WDB-MOV Director also sits on the CRI board to ensure consistent communication and collaborative efforts. The Case Managers for CRI are a part of the One Stop Managers team and the Inclusion team set up to identify areas of need and service.

Section 3: American Job Center Delivery System

(A) List the American Job Centers in your Local Area, including address and phone numbers. Indicate the One-Stop Operator for each site and whether it is a comprehensive or satellite center.

Comprehensive Site

Wood County

Workforce WV Comprehensive Center
304 Lakeview Center
Parkersburg, WV 26101
(304) 420-4531, ext. 59650 (phone)
(304) 424-6020 (fax)

(304) 675-7726 (phone)
(304) 675-0896 (fax)

Roane County

Workforce WV Center
Rehabilitation Services
321 Market Street
Spencer, WV 25276
(304) 927-0954 (phone)

Satellite Sites

Jackson County

Workforce WV Center
206 Stone Drive
Ripley, WV 25271
(304) 373-0313 (phone)
(304) 373-0116 (fax)

Affiliate Sites

Clay County

CAEZ/Valley Fork Learning Center
4208 Wallback Road
Wallback WV 25285
(304) 587-2686 (phone)
(304) 587-2027 (fax)

Mason County

Workforce WV Center
404 Main Street
Pt. Pleasant, WV 25550

Ritchie County

Westbrook Health Services

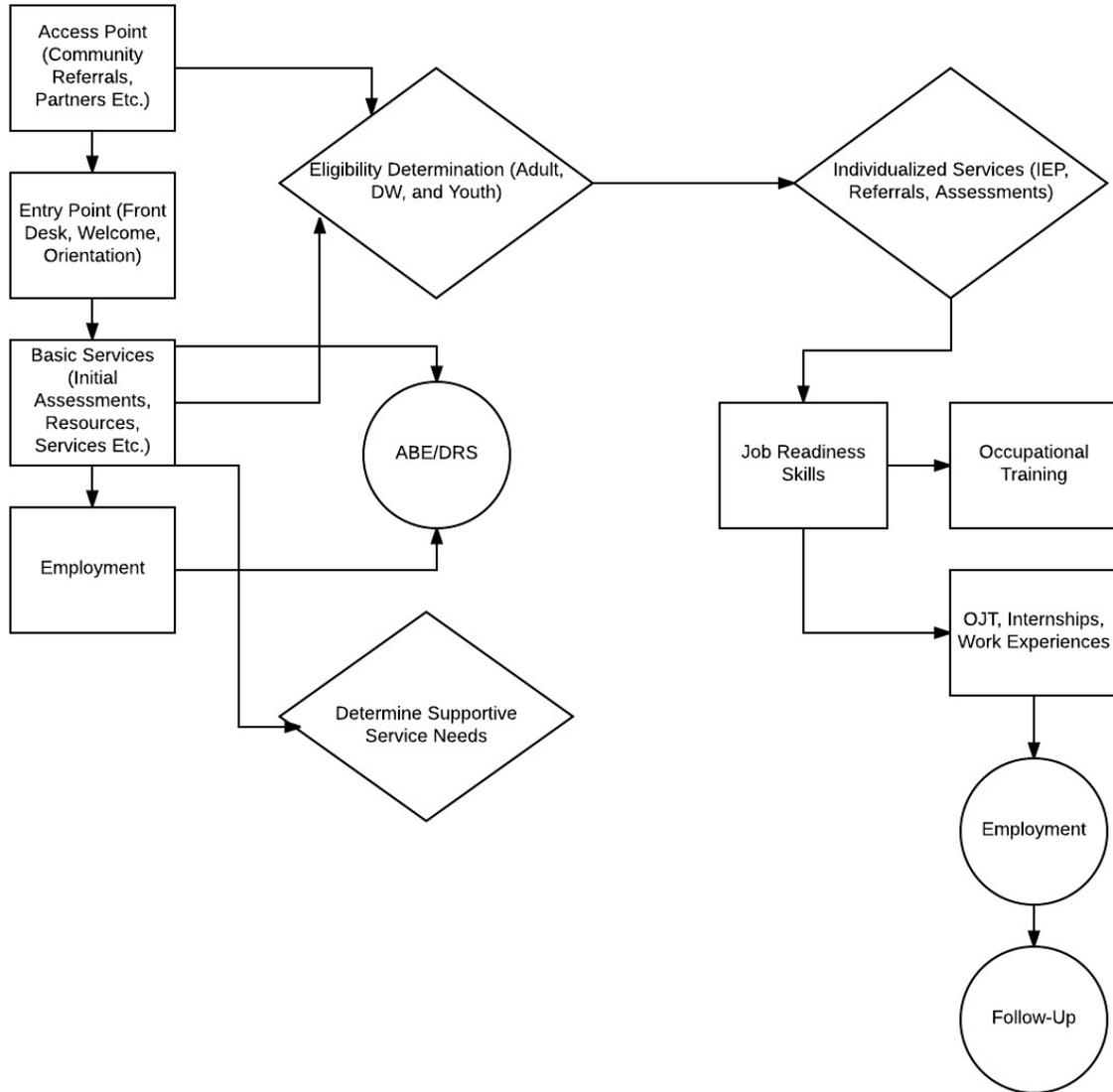
713 E. Main St.
Harrisville, WV 26362

(304) 643-2996 (phone)

WDB -MOV contracts One Stop Operation/Coordination services. The contractor is responsible for One Stop operations at all sites in Region 4. Contracts are reviewed annually and put out for bid every four years.

(B) Customer Flow System - Describe the customer flow process used in the Local Area. This description should include eligibility assessment, individualized training plans and case management.

Region 4 Customer Flow Chart



Basic and individual career services are provided at all One Stop Centers in the region. One Stop Staff conducts the WIOA orientation, either in a group setting or individually, and the customer receives information about partner and program services available through the One Stop/AJC system, and schedules an initial appointment for the customer. One Stop Staff reviews eligibility proofs submitted by the customer, and determines if the customer is eligible as a dislocated worker or as an adult.

One Stop Staff reviews programs/services available through the One Stop system, conducts assessments to determine the needs of the individual, develops an Individual Training Plan (with customer) to meet his/her needs (basic skill, soft skill, training skill sets) including supportive services available through partners, job search, or training provider selection. These services are available to all registered customers to target specific needs and hone skills to become successfully employed or successful in training. Case management services continue to be provided throughout the customer's job search, or training, including referrals to appropriate partner services. Support continues once the customer gains employment through Follow Up services.

(C) Describe how the Local Board will ensure meaningful access to all customers.

The Mid-Ohio Valley covers a diverse geographic area over 9 counties. Many of those counties are rural with limited or no public transportation. In an effort to ensure services are accessible, satellite sites and access points have been established in a variety of locations. Partner sites are utilized when possible to promote the collaboration and "one stop" concept outside of the comprehensive center, and staff are trained to present program and service information for the system. Computers with Skype capability are located in most centers, allowing customer interaction electronically with case managers or employers. When appropriate, staff may also make arrangements to meet with a customer at another location to facilitate the provision of services. While every effort is made to provide services in a convenient manner, transportation continues to be an issue as customers pursue training and employment. Staff are able to offer reasonable accommodations to provide needed access to customers.

D) A description on the process the Local Board intends to provide for the solicitation and selection of a One-Stop Operator as identified in Section 107 of WIOA.

The Workforce Development Board Mid-Ohio Valley updated the request for proposal based on current law and the needs of the region. Ads are placed in newspapers around the region and state, the RFP is posted on our website, and national organizations websites (NAWB and NAWDP), and notices are mailed to organizations that have requested to be notified of any new RFP's. The RFP includes a time line outlining the process. A sub-committee of the local Board is selected to review, rate, and interview potential candidates for the One Stop operator. Based on rating and interviews, an operator is selected and recommended for approval by the Local Elected Officials and the Board. Local performance measures are negotiated, and the selected operator is in place and operational July 1.

See Policy # 28 Procurement and Selection of One Stop Operators, Youth and other Service Providers which communicates requirements for the procurement and selection of One Stop Operators and service providers under the WIOA, whose contracts are effective July 1, 2016 or later.

(E) A description of how the Local Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local businesses, and workers and jobseekers

Continuous improvement is ensured through WDB-MOV monitoring the contractor for WIOA services, and in addition to DOL and State performance guidelines, negotiating local performance measures with the contractor. Contractor works with partners to offer non-duplicative services, and through the One Stop Managers Team, monitors that services are provided and that customer choice is the norm. WDB-MOV staff monitor contractor performance and service availability as well as collaboration between partners. Access to programs and services for all customers is the expectation.

The Local Elected Officials (LEO) and the Workforce Development Board Mid-Ohio Valley (WDB) have both expressed a desire to identify ways that the Workforce Innovation and Opportunity Act funds can be used to assist area employers, job seekers and communities. Coordination with economic development activity to retain and expand area employment opportunities is a primary goal of both the LEO and WDB. Identification of skill needs, existing skill levels, and the gaps between the two continues to be a significant portion of our plan. It is the intent of the LEO and WDB to plan training programs around those gaps. Sector partnership meetings provide much of the information needed from employers for the WDB to develop plans with partners/providers to meet the needs of employers/businesses.

(F) A description of how the Local Board will facilitate access to services provided through the American Job Center delivery system, including in remote areas, through the use of technology and through other means;

The Local Board is very invested in making sure there are services available to all individuals through our region. Frequent visits to the more rural offices are made to ensure technology is up to date and supplies are provided where needed. Use of technology is essential when there are individuals who have no other way to access services. Having case managers visit rural counties and meeting with clients at libraries, school, etc. helps alleviate any transportation issues that individuals may face.

(G) A description of how entities within the American Job Center delivery system, including American Job Center operators and the American Job Center partners, will comply with Section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities;

AJC operators and partners will comply with Section 188 of WIOA through staff training, facility checklists, monitoring of processes, use of “secret shoppers”, accessible technology for customers/employers. All partners sign an MOU that includes compliance with Section 188 of

WIOA and 20 CFR 38. The EO officer will conduct ADA accessibility reviews for each Workforce WV site in the region at least annually. Staff training will be documented by each partner, with suggestions for training coming from front line staff, the EO officer for the region and areas of concern to the One Stop Management Team. The OSM team has as a subset, an Inclusion Team which is charged with overseeing accessibility and accommodation within the One Stop/ AJC's in the region. The goal of the Inclusion Team is to make staff and the facilities accessible to all persons who wish to have access. Region 4 does not have a culturally diverse population so materials in a language other than English will be provided upon request as needed by the employer/job seeker. Federal, State, and local policy will be followed to provide accessibility and accommodation for everyone seeking services in Region 4.

(H) An acknowledgment that the Local Board understands that, while Section 188 of WIOA ensure equal opportunity for individuals with disabilities, sub-recipients may also be subject to the requirements of:

Compliance includes meeting the requirements of the following, as applicable through WIOA:

- Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance;
- Title I of the ADA, which prohibits discrimination in employment based on disability;
- Title II of the ADA, which prohibits State and local governments from discriminating on the basis of disability;
- Section 427 of the General Education Provisions Act; and
- West Virginia Anti-Discrimination laws;

Through shared efforts, the AJC partners will increase awareness and access to services for individuals with disabilities and barriers to employment. These efforts will include maximizing resources, co-enrollment, and cross-referrals, outreach and service delivery allowing for increased awareness and access to services, including providing reasonable accommodations as necessary.

(I) A description of the roles and resource contributions of the American Job Center partners;

A memorandum of understanding has been developed with the AJC partners in our region. The partners agree to provide a seamless delivery of service to customers through various training and employment activities. The partners have agreed to support the one stop concept, to make services available through the one stop system, and to assist in the support of the one stop system. The partners provide resources, time, and assistance to customers through the AJC centers.

(J) A description of how the Local Board will use Individualized Training Accounts based on high-demand, difficult to fill positions identified within local priority industries identified in Section 1(A);

In order to be on the Region 4 Demand Occupation list for ITA's an occupation must meet the following criteria: 1% annual growth rate with 8 or more annual openings OR 24 or more annual

openings regardless of growth rate OR come from the WV Demand Occupations Region 4 2012-2022 OR are included per Empirical Data from Development Directors or published hiring announcements and review of recent job orders in Region 4. Please refer to Region 4 WIOA Policy #12 - ITAs

(K) A description of how the Local Board will provide priority of service that conforms with the State Plan. This should include a description of additional local requirements or discretionary priorities including data to support the need and how the local requirement and/or priority will be documented and implemented for the Adult program.

WIOA Basic Career Services will be provided to all individuals seeking assistance without regard to specific eligibility criteria. WIOA Career and Training services that require significant staff time or assistance will be provided to individual based on priority of service. Please refer to Region 4 WIOA Policy #9 – Priority of Service Adult/DW

(L) A description of how the Local Board will utilize funding to create incumbent worker training opportunities.

Funds will be utilized based on the needs of the employer/employer group. Incumbent Worker training is promoted by the Business Service Rep during face-to-face employer meetings, as well as chamber events, rotary club meetings and area roundtable meetings. Promotional materials are developed to be distributed to area employers. This training will be designed to meet the needs of the employer.

(M) A description of how the Local Board will train and equip staff to provide excellent, WIOA-compliant customer service.

Staff participates in local and federal level training opportunities through the National Association of Workforce Development Professionals organization and the National Association of Workforce Boards. Service provider staff conducts monthly staff meetings to discuss any barriers that might need addressed and any training that is required. One Stop Managers meetings are conducted monthly along with meetings with partners to address any specific customer needs. Trained staff uses customer focused design to meet the needs of the individual/employer in customer service training and disability awareness. Technical assistance is also available through the WDB-MOV and State when needed.

Section 4: Title I – Adult, Youth and Dislocated Worker Functions

(A) A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area;

Level of services offered to job seekers accessing assistance through the Workforce WV system varies based on the needs of the individual. Many customers use self-service in their search for labor market information, employment opportunities and job search assistance.

Information is available through web sites and public access information available in the Workforce WV offices. Partner staff offer workshops on a variety of topics including resume development, interviewing skills, applying for Federal Job Opportunities, and personal finance / Budgeting.

Job seekers who need staff assisted services may be served by various partners in the Workforce office. Individuals who appear job ready may be served through Wagner Peyser funded staff. Individuals who need more in depth services may be referred to WIOA staff, Rehabilitation Services, and / or Adult Education. Based on the specific needs and eligibility of the individual, partners may work together to assist the job seeker.

Eligibility is determined at this point in time if seeking services through WIOA. WDB MOV currently has established adult priority of services to include individuals whose family income is at or below 150% of the lower living income standards. This level will be evaluated as the 2017-2018 budget is developed.

Case management is the primary service delivery model for individual career services. Customers work individually with a case manager to develop an Individual Service Strategy and Employment Plan to meet the needs of the job seeker. Steps in this process vary to meet the needs of each individual job seeker. Common services include career exploration, intensive job search assistance, practice interviews, etc.

If the customer's education, work history and assessments indicate a need, the job seeker is referred to Adult Education for assistance in developing and documenting the soft skills identified by employers. There are 4 primary components: Job seeking skills, job keeping skills, basic academics, and basic computer skills. This assistance may be provided concurrently with other WIOA services or may be required as a pre-requisite for WIOA funding training opportunities.

WDB MOV also offers child care reimbursement if the participant does not qualify for assistance through another program. WIOA participants may receive reimbursement for other work related expenditures such as uniforms, clothing, tools, etc. The amount of support services available to an individual is contingent upon availability of funds.

Individual Training Accounts are used to offer training services to those individuals who need additional skills to obtain / retain employment at a self-sufficient wage. The ITA policy establishes the following guidelines:

- Voucher Caps: \$4000 for the 1st 12 months with a maximum of \$8000
- Length of Training: Up to 36 months of WIOA funded training
- Types of occupations: Must be a demand occupation in Region 4 or a bona fide job offer of employment
- Training limits: Customers will qualify for one (1) occupational training program in each five-year period. This limitation may be waived if a customer is affected by sudden, severe economic dislocation or approved by the Workforce Development Board Mid-Ohio Valley Program Director.

Additional requirements: To qualify for and continue training, trainees must:

- Document soft skills or complete a Soft Skills training program prior to or in conjunction with skill training.
- Demonstrate through assessment results (i.e.: TABE, college entrance exams) the basic skill sets to successfully complete training and obtain employment in the proposed occupation.
- Maintain a “C” (2.0) grade point average each semester or quarter. The customer will be on probation for the next semester/quarter when the GPA falls between a 1.0 and a 2.0; if two back to back terms are below the 2.0 GPA, funding will be terminated.
- If the GPA for a term falls below 1.0, the award will not be renewed for the next term. If the customer brings his/her grades up to the required 2.0 in that next term, the award may be reinstated once the proper documents are received, if funds are available.
- Have acceptable attendance as defined by the training provider.
- Maintain required contact with Workforce WV case manager.

WDB MOV WIOA funds cannot be used for

- Funding a customer who (1) has a student loan in default, or (2) is in default with the current training institution.
- Medical or dental procedures (excluding required exams, drug screenings, and TB tests)
- Lost books or supplies
- Classes that must be repeated
- Any training beyond a bachelor’s level unless approved by the WIOA Program Director.

In compliance with the State of West Virginia’s guidelines, WDB MOV requires drug testing of individuals applying for training assistance. If the job seeker fails the drug test, no training assistance will be provided. After 90 days, the job seeker will be eligible to repeat the drug test and re-apply for training assistance. If the drug test is failed a second time, the job seeker will not qualify for training assistance for a period of one year.

Training providers have been invited to submit new and subsequent applications for training programs to the Workforce Development Board Mid-Ohio Valley utilizing the WorkForce West Virginia website. Initial eligibility and subsequent eligibility is based on criteria outlined in the Workforce Innovation and Opportunity Act, as well as criteria established by the state WorkForce WV office. These criteria also include program performance data.

Job Seekers are encouraged to make an informed choice in identifying occupational training opportunities. Customers are encouraged to evaluate the completion and placement rate of the various training providers and programs prior to selection of a specific training provider or program.

The WDB MOV administers On the Job Training, Incumbent Worker and Customized Training programs in the Mid-Ohio Valley. On the job training provides reimbursement to employers to offset the costs of training a new employee. The training must meet the wage and / or benefit requirements outlined in the WDB MOV OJT policy.

Currently, the WDB MOV OJT policy current allows reimbursement of up to 75% of wages depending on the size of the employer, as allowed by WIOA.

Currently the WDB-MOV Incumbent Worker Training allows employers in the Mid-Ohio Valley to retain employees and prevent lay off through upgrading skills—which can be paid for using WIOA funds. This training improves the retention and potentially opens up entry level positions within the business. Employers must contribute a percentage of the cost of training per WIOA.

Customized training is generally used when an employee is in need of special requirements of an employer to obtain or retain employment. As with OJT, the amount the employer contributes is based on a sliding scale as allowed by WIOA.

(B) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with statewide rapid response activities, as described in Section 134(a)(2)(A).

Workforce Development Board *Mid-Ohio Valley* coordinates with the WorkForce West Virginia state office to provide Rapid Response activities for layoffs in the region. The One Stop Coordinator contractor has primary responsibility for administering Rapid Response activities in Region 4. Specifics of coordination are outlined in the guidance from the State Rapid Response Unit.

When a layoff is announced, an initial meeting is held with the employer and union leadership if appropriate. Representatives from the WorkForce West Virginia Career Center, Employment Service, Unemployment Insurance, and local Workforce Development Board provide information concerning available services. The next step is to conduct a similar meeting for all affected workers, involving the above mentioned partners and additional representation from WV Rehabilitation Services, Consumer Credit Counseling, WV DHHR, and Affordable Health Care Info. The Workforce Investment Labor Liaison Project is involved in the meeting as well. When appropriate, dislocated worker centers are set up on-site with employers facing significant layoffs.

Coordination has been established with Rapid Response and Trade Act programs to assist employees dislocated within the nine-counties of the Workforce Development Board Mid-Ohio Valley. WIOA funds are used to assist the workers in coordination with TAA funds. In addition, job and training fairs are held connecting diverse employers with those involved in dislocations.

Workforce Development Board staff has also developed linkages with the Workforce Development Boards in Ohio to coordinate rapid response service to provide representation at dislocations where residents of both states are involved.

(C) A description and assessment of the type and availability of youth workforce development activities in the Local Area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce investment activities;

WDB MOV has contracts for provision of both in school and out of school WIOA funded youth services in the Mid-Ohio Valley area. The Career Advantage Program serves youth in all nine counties with an emphasis on serving out of school youth.

The WDB MOV and Career Advantage program have developed partnerships to provide services to those youth facing significant barriers to employment. For example, Children's Home Society provides some assistance to youth that are homeless or aging out of foster care. Rehabilitation Services provides assistance to youth with disabilities. County school systems connect our program with potential drop outs and youth in alternative education settings. Youth probation officers refer offenders to the Career Advantage program for the structure and work readiness aspects of the program. Through the collaboration of all these organizations, youth are able to receive a full array of services, addressing multiple barriers to employment and stability. Career Advantage offers the fourteen mandated elements of WIOA for delivery of service. The mandated program elements are as follows:

1. Tutoring/Study skills training/instruction
2. Alternative secondary schools/ Drop Out Recovery
3. Paid and unpaid work experiences
4. Occupational skills training
5. Education Offered Concurrently w/ Workforce Activities
6. Leadership Development Activities
7. Supportive Services
8. Adult Mentoring
9. Follow-up Services
10. Comprehensive Guidance /Counseling
11. Financial Literacy Education
12. Entrepreneurships Skill Training
13. Regional Labor Market Information
14. Transitional Activities to Post-Secondary Education/Training

Emphasis is placed on preparing and placing youth in work experience activities as appropriate. Youth are required to complete specific modules of training prior to placement in work experience. These modules specifically address the soft skills identified by employers as necessary to be successful in employment. Compliance with safety and child labor laws is emphasized when soliciting proposals for the work experience component of WIOA. Priority will be given to worksites that have opportunities in line with a youth's employment goals. If that opportunity is not available for a youth, other worksites will be considered assist youth in gaining transferable skills, including soft skills, for future employment opportunities. May also dual enrolled as an adult to go into an ITA for training.

The Workforce Development Board Mid-Ohio Valley has included the following as barriers when determining eligibility for youth seeking enrollment in the WIOA funded Career advantage program.

- Youth at risk of dropping out of school
- Immigrant youth
- Youth with limited English proficiency
- Youth deficient in occupational skills
- Youth who reside in area of high rates of poverty, and /or unemployment.

Youth are assessed at time of enrollment into the Career Advantage Program. TABE is the primary academic assessment tool used in the region to determine basic skills levels.

(D) A description of how the Local Board will coordinate education and workforce development activities carried out in the Local Area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services;

WDB-MOV provides preparation for post-secondary educational opportunities, strong linkages between academic and occupational learning, preparation for unsubsidized employment opportunities, and effective connections to local and regional employers. The WDB-MOV coordinates education and workforce development activities carried out in the local area by providing training services to those who meet the eligibility requirements for program acceptance. WDB-MOV American Job Center staff are required to interview the job seeker to determine what other services they are currently receiving.

WDB-MOV and partners work together to provide non-duplicative services in conjunction with secondary and post-secondary education. This includes collaboration on career fairs targeted to 8th grade, or to specific industry job seekers, sector partners and WIOA partners. WDB-MOV has partnered with WV PASS to provide labor market data to high school students and their parents to assist them in making informed decisions for post-secondary education. These presentations are conducted at high schools in each of the counties in the region, based on their schedule/need.

In addition, through Sector partnerships, Guidance Counselors in the region received industry specific training to inform them of training and employment opportunities within the region, so they can provide that information to their respective students. Secondary and Post-Secondary providers have received MOVERG/green Book to assist students in making informed career choices. These type of activities will continue and be expanded upon based on the needs of employers, the education system and partners.

(E) A description of how the Local Board will coordinate workforce development activities carried out under this title in the Local Area with the provision of transportation, including public transportation, and other appropriate supportive services in the Local Area;

During the One Stop manager meetings, partners are made aware of the various resources available to assist customers through the various agencies. Examples include information on training resources, support services, child care, transportation assistance, etc. Case managers work across agency lines to determine a full array of services and assistance. If applicable, bus passes are provided to participants to help offset transportation costs associated with employment and/or training activities. Partner agencies will jointly fund job seeker needs when appropriate. For example, WIOA might pay for tuition while Community Resources provides support services. DRS may purchase equipment with required accommodation. All is determined by the needs of the customer.

Region 4 has implemented a Supportive Service Policy #10 to aid customer with work related expenses: WIOA customers receiving intensive services, may be aided in purchasing clothing, tools, protective gear, certifications, licenses, and other needs in order to become employed. Items covered under an ITA or other training will not be covered as support services. Customers must be referred to partner agencies before WIOA funding will be considered.

Policy #10: WIOA Support Services/ Needs Related Payments identifies support services for adult and dislocated worker customers participating in WIOA activities, referral procedures and a referral form (hard copy and available electronically).

(F) A description of how the Local Board will utilize Local Adult Funding, based on adult priority groups as specified in the State Plan.

WIOA Basic Career Services will be provided to all individuals seeking assistance without regard to specific eligibility criteria. WIOA Career and Training services that require significant staff time or assistance will be provided to individual based on priority of service. Please refer to Region 4 WIOA Policy #9 Priority of Service Adult/DW

Policy # 9 Priority of Service and Self Sufficiency establishes guidelines in priority of service to customers seeking assistance through WIOA adult and dislocated worker activities and include the definition of self-sufficiency in Region 4.

(G) A description of how the Local Board will utilize Local Dislocated Worker Funding

WIOA Basic Career Services will be provided to all individuals seeking assistance without regard to specific eligibility criteria. WIOA Career and Training services that require significant staff time or assistance will be provided to individual based on priority of service. Please refer to Region 4 WIOA Policy #9 Priority of Service Adult/DW.

Policy # 9 Priority of Service and Self Sufficiency establishes guidelines in priority of service to customers seeking assistance through WIOA adult and dislocated worker activities and include the definition of self-sufficiency in Region 4.

(H) A description of how the Local Board will define “self-sufficiency” for employed Adult and employed Dislocated Worker participants.

The WDB-MOV defines “self-sufficiency as 200% of the Lower Living Income Standard.

(I) A description of the Local Board’s definition of “unlikely to return to previous industry or occupation” when required for eligibility for Dislocated Worker services.

WIOA Adult/Dislocated Worker Registration Guidelines. Defines “unlikely to return to previous industry or occupation” for a dislocated worker whose 1) former occupation is not on the current demand occupation list for the region or 2) self-attestation (signed and dated statement).

Please refer to Region 4 WIOA Policy #8-Registration Guidelines Adult/DW

Policy #8 Adult DW Eligibility Criteria and WIOA Registration Guidelines establishes guidelines on eligibility and registration of Region 4 WIOA customers, and defines “unlikely to return to previous industry or occupation”.

(J) A description of how the Local Board will interpret and document eligibility criteria for “requires additional assistance to complete an educational program or to secure or hold employment” as set forth in the State’s Guidance and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII);

Please refer to Region 4 WIOA Policy #15-Youth Eligibility

Policy #15 Youth Eligibility establishes policy and outlines eligibility criteria for youth participating in WIOA activities.

(K) A description of the documentation required to demonstrate a “need for training.”

To demonstrate a “need for training” the following documentation is required:

1. **Case note in MIS**—about the interview, evaluation, and assessment of the individual, include specific wording to the effect that “the individual is unlikely to obtain/retain self-sufficient employment, or receive higher wages than before” without training in _____, a demand occupation in Region 4.
2. Actual **career plan** as part of the file
 - a. The Career plan is a part of the IEP, with Adult and Dislocated worker there is no form, Youth has a Career plan form that is used.
3. **Documented job-search** efforts, want ad showing education requirements or letter from employer requiring specific skills, training/credential.
4. **Test results** (TABE/WIN or other) (Must include date and grade level) showing the aptitude to be successful in chosen training field.

(L) A description of how the Local Board will provide the fourteen required program elements for the WIOA Youth program design.

1. Tutoring, study skills training, instruction.

WDB-MOV partners with Adult Education to help provide tutoring, study skills training and instruction services to the youth. Tutoring opportunities are provided for youth who are basic skills deficient, or have been identified to benefit from remediation to achieve academic success. Tutoring need will be evaluated based on subject proficiency related to the occupational goal and/or educational goal to determine tutoring needs. Participants who require additional academic services are provided with enrichment or remediation. Various assessments enable the Career Planner to tailor assignments that address basic workforce literacy skill requirements of specific career or training areas. If appropriate alternative school options are explored as appropriate based on current age of youth.

In addition, to promote academic success of drop outs involved in (TASC) preparation, or preparing for post-secondary training, study skills workshops are offered.

Skills training services are also provided through GCF Learn free which is a free online site that can help customers in the subject area they are lacking through study skills, training and instruction.

2. Alternative secondary school services, or dropout recovery services

Referrals and coordination of services are provided to all alternative high school settings within the youth's area for delivery of educational services. WDB MOV youth service provider is required to develop MOU's and additional relationships as it relates to alternative school settings as warranted.

3. Paid and unpaid work experience

Paid and unpaid work experiences are offered year round. Staff develops work experience opportunities based career interest/needs/availability. They may take place in a private for-profit, non-profit or public sector workplace for a limited period of time. The Work Experience must include academic and occupational education either concurrently or sequentially with the work experience. All work experience sites must meet the approval of the local WDB-MOV. Fair Labor Standards Act and/or applicable state law apply

Work Experiences may include:

- 1) Summer employment opportunities and other employment opportunities available throughout the school year.
- 2) Pre-apprenticeship programs
- 3) Internships and job shadowing and
- 4) On-the- job training (OJT) opportunities
- 5) Occupational skill training

4. Occupational skill training

Contractor staff works with customers to establish vocational/job specific skills training for participants identified as requiring vocational training in demand occupations that are appropriate long-term career opportunities. The training programs available to customers are determined by local labor market information, WDB-MOV, and local public school career preparation systems. All occupational trainings are based upon a combination of factors:

- Assessment results are complete to ensure the interest and aptitude is linked to the skills training program;
- Vocational counseling has been provided with assigned Career Planner;
- Research of the occupation(s) of interest and local labor market information has been obtained for the occupation(s) to determine the occupation is in a demand occupation;
- As appropriate, financial aid eligibility is obtained and documented in the referral recommendation;
- Support Services needs during training and to pursue subsequent employment are considered and documented; and
- A post-employment plan is completed with customer indicating his/her commitment to implement the plan and work with project staff to secure appropriate, training related employment.

5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

Case Managers will provide opportunities for youth to explore career paths and goals including, the discovery of training, credentials, certifications and skill sets required for occupations in the selected career by utilizing the Mid-Ohio Valley Employment Resource Guide and related resources. Once that is accomplished, One-Stop staff assists the participant in locating possible funding streams available to pay for post-secondary education or technical training. Funds may be available thru the program budget (supportive services) to provide assistance in training costs, tools, uniforms or other specific items required for successful completion of the training. When appropriate, and approved a youth program participant may be fully enrolled with the Adult program to facilitate the procurement of Individualized Training Account funds to pay for part or possibly all of the costs involved.

Once enrolled in college or technical training, the participant is retained in the Career Advantage program for at least one (1) semester to insure that the participant is able to continue training successfully. Every effort is made to maintain monthly contact for the 12-month period of Follow Up following Exit from the program.

6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.

Contractor program is designed to address the attitudes that become barriers to education and employment for at-risk youth. Topics include:

- Breaking barriers and conditioning
- Your self-image
- Building self-esteem
- Comfort zones
- Motivating yourself
- Self-esteem and performance
- Creating positive motivation
- Shaping your future
- Making it work
- Staying on track

Additionally, youth participants are assisted to identify appropriate volunteer opportunities with area community service agencies in order to encourage responsibility and other positive social behaviors. All program customers are required to participate in internal mentoring activities designed to provide peer support for program customers. A number of components of the program design help to build participants' responsibility and leadership.

7. Supportive services

Contractor funds are budgeted for other supportive services for participants, which include assistance in obtaining birth certificates, state photo identification, the cost to take educational testing for post-secondary opportunities (ACT and SAT), obtaining a driver's license and bus transportation; referrals for medical services; and assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eyeglasses and protective eye gear. Contractor staff has developed partnerships with several agencies to which customers are referred for supportive services. These include DHHR, ABE, HUD, DRS, Community Resources Inc., Gabriel Project (benefits families without adequate financial resources to meet the tangible needs of a new baby.), and other pertinent community/civic organizations. Referral to additional agencies provides assistance with housing costs, child dependent care costs, and transportation costs.

8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.

Adult mentoring is provided through one-on-one meetings with a mentor from members from local government, school systems, businesses and industries. Mentors will meet with their assigned Youth to share information regarding career opportunities and resources available to assist them in finding and pursuing a career path. Community members may become an identified Mentor for a participant who would benefit from a short term or long term mentoring relationship.

Participants have the opportunity to meet on a regular basis with a Mentor to create and strengthen a committed relationship between adult and participant, while focusing on developing the character and capabilities of that person.

The role of the Mentor is to develop a positive rapport with participating youth, to coordinate training and employment opportunities on their behalf, to assist them in resolving personal barriers to employment, and to counsel and coach youth throughout their journey to education, employment, and self-sufficiency.

Mentors are secured in the following manner:

- Youth Case Manager determines need of the participant in that caseload
- Appropriate Mentor is identified
- Mentor is approached to offer assistance
- Mentor is provided training
- Mentor is matched to appropriate Youth.

9. Follow-up service for not less than 12 months after the completion of participation.

Once a participant has completed services, Contractor staff employs follow-up techniques for 12 months to ensure:

- Completion of goals noted on their Plan of Action, and are provided with career laddering services,
- Youth Case Managers coordinate with referring agencies to provide services and share relevant information on common customers, related to reaching benchmarks such as job placement, retention, credentialing,
- Identification of potential problems by asking probing questions related to both work, and personal issues that may affect continued placement success.
- Identification of problems related to: Ability to perform work; satisfaction or problems with type of work and/or school; family or personal problems, financial issues, job retention topics, etc.;
- Scheduled follow-up contacts are conducted on a monthly basis;
- Continued case management services including career and life skills counseling with primary responsibility remaining with the initial assigned Youth Case Manager during the placement retention period;
- Support service counseling and referrals based on needs identified in monthly follow-up contacts or on a voluntary basis. Attention is given to barriers to retraining employment and to ensure the provision of childcare, medical coverage, housing assistance, and transportation assistance.
- Career Ladder Services: Contractor will explore post completion incentives to increase positive outcomes and to continue to encourage and reward hard work.

10. comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

Contractor staff makes counseling and service referrals available for alcohol and drug abuse, domestic violence, mental health, pregnancy prevention as well as any other barriers that could prevent participants from making a successful transition to employment or post-secondary education.

In addition, occupational guidance is delivered through partnerships with local business leaders to explain career paths and opportunities with chosen occupational goals. Contractor staff understands that initial and ongoing assessment throughout the Youth's involvement in the program is critical to expedient and efficient services and long-term success.

11. Financial literacy education

Contractor provides access to workshops and Consumer Credit Counseling staff; to all youth that will meet the federal standards of what a financial literate Out-of-School Youth should have knowledge of:

- **Financial Responsibility and Decision Making**: Apply reliable information and systematic decision making to person financial problems.
- **Incomes and Careers**- Use a career plan to develop personal income potential.
- **Planning and money management**- Organize personal finances and use a budget to manage cash flow
- **Credit and Debt**- Maintain creditworthiness, borrow at favorable terms, and manage debt.
- **Risk Management and Insurance**: Use appropriate and cost-effective risk management strategies.
- **Saving and Investing**: Implement a diversified investment strategy that is compatible with personal goals.

12. Entrepreneurship skill training

Entrepreneurial Projects are encouraged region-wide. Contractor staff created an entrepreneurial camp experience where youth went through a two-day entrepreneurial training with curriculum from the Small Business Administration and presented concepts they developed for entrepreneurial small business opportunities.

Through other activities participants are provided the opportunities to explore additional career and post-secondary options from career activities and field trips such as participation in Career Discovery Days; Career Discovery Tours, and/or other Hands on Experience.

The Opt-In Entrepreneur/Small Business team has worked to make sure Youth are presented with owning a business as a viable job opportunity. This has been done through the WV PASS presentations, where owning your own business is discussed as a career option. The small business team also created a Video Contest for high school students in grades (9th-12th). The video submissions were 2-3 minutes in length and had to explain how owning your own business was a career option.

Participants will also be able to explore opportunities and resources as presented in the Mid-Ohio Valley Employment Resource Guide.

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

Contractor Case Management staff research and access current employment trends, projected training requirements and cost, wage information, and new emerging fields in the Mid-Ohio Valley workforce area. Each Youth Case Manager provides information to participants as well as teaches youth how to self-explore labor market information. Through the exploration of workforce information, youth can get a realistic view of the opportunities located in a community, identify viable career paths, and gain understanding of the cost of living within a particular area and how salaries compare in different localities.

WV PASS presentations are also given to high school students and their parents in our 9 county region. The Pass presentations include Labor Market and employment information.

14. Activities that help youth prepare for and transition to postsecondary education and training.

Youth Case Management staff provide assistance to help the participant research training providers and secure financial support. Through partnerships with local training providers, as well as scholarship providers (such as Consumer Credit Counseling and Little Kanawha Collaborative), Contractor staff assists participants in understanding financial aid and the application process.

Specialized workshops and mentoring activities address the needs of college-bound youth participants, specifically assisting those that are first generation college students.

Job Shadowing is provided on a short-term basis as part of career exploration activities during the latter parts of job readiness/job search activities to help participants explore careers of interest and for participants interested in post-secondary educational opportunities. Staff provides support at least monthly with youth that are/transitioning to post-secondary education/employment to provide continuity of services and meet any unexpected situations.

Additional Focus and Emphasis

Contractor staff will focus on and place additional emphasis on the following areas:

- Job Placement
- Work Readiness Skills
- Computer Literacy
- Career Exploration
- Transportation

(M) A description of the steps the Local Board will take to ensure at least 20% of Youth Funds are used for work-based training activities;

WIOA dictates that 20% of youth funds will be spent on youth work experience that will explore careers and develop skills. The WDB Director meets with the youth contractor manager at the beginning of each contract year to discuss budget and fund allocations. During the yearly meeting, required WIOA amounts are budgeted including youth work experience. To ensure the WIOA required 20% of funds are spent accordingly; our fiscal agent along with contractor staff monitor the funds closely. Youth activity reports are submitted each month to the WDB Director, WDB staff, and the Youth service committee. These many check points are in place make sure funds are budgeted and being spent accordingly.

Please refer to Region 4 WIOA Policy #19-Youth Work Experience

(N) A description of the Local Board's plan to serve 75%+ out of school youth and identify specific steps that have been taken to meet this new goal;

Case Managers actively work with and engage community, social services and youth organizations to help publicize Career Advantage through informational flyers, personal contact with program Case Managers, and presentations (if appropriate for the agency) to potential customers. **With WIO's focus on serving 75% out of school youth, the following recruitment activities are being done:**

Regular meetings/presentations with the following agencies for recruitment of WIOA Out of School Youth participants:

- Adult Education
Adult education programs in West Virginia serve the adult students who did not succeed in the traditional school setting for one reason or another. Career Advantage case managers in Wood, Jackson, Mason, Ritchie, Roane, Clay and Calhoun counties have built a relationship with the instructors at their Adult Education sites. Youth Case Managers are contacted by the Adult Education instructor if they have identified a student who falls within the 17-24 year old age range. Case Managers then go to the AE classrooms and meet with the potential participant individually. Case Managers also give presentations to groups at Adult Education- these presentations are done on an as needed basis. Continual contact between the CM and the AE instructor ensure that they are contacted when there are potential candidates attending classes.
- S.P.O.K.E.S. classes- CM's in Wood, Jackson, Roane and Mason counties (counties that have SPOKES programs) meet with SPOKES instructors on a regular basis to discuss services and potential recruits for the Career Advantage program. Youth Case Managers are contacted by the SPOKES instructor if they have identified a student who falls within the 17-24 year old age range.
- Case Managers then go to the SPOKES classrooms and meet with the potential participant(s) individually. Case Managers also give presentations to groups SPOKES classes- these presentations are done on an as needed basis. Continual contact between

the CM and the SPOKES instructor ensure that they are contacted when there are potential candidates attending classes.

- Day Report Centers- CM's maintain contact with the directors/instructors of Day Report centers in their counties. They make sure to make contact at least quarterly to inquire about referrals and to update any contact information and services offered.
- Juvenile Drug Court- CM's in Wood County are part of the Juvenile Drug Court Treatment Team- The Juvenile Drug Court works with youth ranging in age 12-21. The CM's attend the weekly Juvenile Drug Court Treatment Team meetings once a week. (Wednesdays 2:00-4:00) Referrals are made to the Career Advantage program by the judge/probation officer/other Treatment Team members.
- Family Resource Networks- CM's attend monthly Family Resource Network meetings in all nine counties in the region. CM's present information on the Career Advantage program and update with any programmatic information.
- Community Resources Inc.- CM's are familiar with their Community Resources counterpart in each of their counties that have a CRI. CM's maintain regular contact with the CRI rep and refer customers as appropriate.
- County Attendance Directors (AD)- CM's maintain regular contact with AD's in their counties. In the past this has proven to be a successful recruitment tool. The AD identifies students who are on the verge of or just recently dropped out of high school. Due to HIPPA laws the AD can only refer the student to our CM's and cannot give our CM's the students information. CM's maintain regular contact with the AD's and follow up on referrals.
- Children's Home Society of West Virginia- Transitional Living Program-(TLP) TLP provides homeless youth with stable, safe living accommodations for up to 21 months. The TLP provides services to help young people develop skills necessary to move to independence and live as healthy, productive adults. They serve youth age 16-22. CM's maintain regular contact with the TLP director and make sure that they are aware of all the services we offer youth in the area. The referral process is ongoing.
- Attendance officers at High Schools across the region- CM's are in contact with the attendance offices at the high schools across the region. The contact is ongoing. CM's make sure that the high schools have their up to date contact information and that they are aware of all of our services (modifications to services and new services).
- Community and Technical Schools- CM's attend meetings at the Community and Technical schools within their counties. The contact is at least quarterly. CM's determine a single point of contact at each school/center and ensure that they are maintaining communication and updating contact and services info. CM's also participate in career fairs and job fairs at CTC's across the region, strengthening the relationship with the school.
- DHHR/TANF programs- CM's maintain regular contact with their DHHR counter parts in each of their counties. They ensure that they are maintaining communication and updating contact and services info.

Case Managers recruit at special events/community events across the region:

- Sporting Events- CM's attend large high school sporting events in their counties to try to recruit OSY participants between the ages of 17-24. CA has two approved display boards

to share across the region. When CM's attend this type of event for recruitment, they set up a table with the Career Advantage display and hand out Career Advantage flyers. The majority of the time, Career Advantage participants help the CM maintain their display and help recruit and hand out flyers.

- Youth Expos- There are "Youth Expos" or activities of the sort in all nine of our counties. They are annual events where Career Advantage CM's set up a table and the Career Advantage display and try to recruit anyone within the 17-24 age range.
- Parades and local festivals- CM's in multiple counties attend local festivals and parades to promote and recruit for the Career Advantage program. In the past, Clay County participants promoted Career Advantage and the Golden Delicious Apple Festival parade. Roane County CM's set up recruitment tables at the Walnut Festival. In the past, CM's and participants set up recruitment tables at the West Virginia Interstate Fair and the West Virginia Arts and Crafts Festival.
- Career Days- CM's participate annually in the Mid-Ohio Valley Technical Institute Career Day for their students
- Community Baby Showers- CM's in each county participate in the annual or semi-annual (depending on which county) Community Baby Shower. The baby showers are free to the public and designed to educate parents on the best methods for raising a healthy baby. Career Advantage CM's and participants set up a table with the Career Advantage display to try to recruit any appropriate 17-24 year olds.
- Family Resource Network events- CM's in all nine counties are continuously involved with the Family Resource Network. CM's and participants in Jackson and Mason counties participate in the Family Christmas events in each county. Annually CM's and participants participate in the "back to school" events hosted by the FRN in each of their counties.

Case Managers recruit at local youth “hang-outs” a few listed below:

- Shopping Centers- CM's travel through heaving trafficked shopping centers in their counties to try to recruit youth within our age range. In the past CM in Clay County set up a recruitment table outside of the local Walmart to promote the Career Advantage program and recruit new participants.
- Public Housing- CM's have met with the Public Housing Authority in Mason, Wood and Jackson Counties. They have given their contact information and information about the Career Advantage program. The CM's maintain annual contact.
- Boys & Girls Clubs- CM's in Wood and Pleasants counties have an ongoing relationship with a contact at the Boys and Girls clubs in their counties. The Boys and Girls Club locations have been used as worksites for the Subsidized/Summer Work programs.

Case Managers use the following forms of marketing or advertising to recruit potential participants for the Out of School Youth Career Advantage program:

- Newspaper articles featuring special events- Contact is made to the local news outlets when the Career Advantage program hold special events i.e. The annual Cook-Off etc.
- Flyer distribution in selected locations- Career Advantage flyers are left at all partner agencies, high schools, local churches, DHHR offices etc.- Flyers are updated annually unless otherwise needed to update CM contact information.

- Public service announcements, etc. for special Career Advantage projects/activities that will promote the Career Advantage program- Contact is made to the local news outlets when the Career Advantage program hold special events i.e. The annual Cook-Off etc.
- Social media-Facebook Pages- Each Career Advantage Case Manager has a Facebook page that they utilize to maintain contact with active participants, promote the Career Advantage program and recruit new participants.

Development of a Career Advantage website-

Career Advantage is still in the development phase of the website. Eventually we would like to have a Career Advantage website that will cater to active participants as well as be used as a recruitment tool for new participants.

(O) If the Local Area has contracted with youth service providers, provide a list and description of services.

WDB MOV has contractors for provision of both in school and out of school WIOA funded youth services in the Mid-Ohio Valley area. The Career Advantage Program serves youth in all nine counties.

The WDB MOV and Career Advantage program have developed partnerships to provide services to those youth facing significant barriers to employment. For example, Children's Home Society provides some assistance to youth that are homeless or aging out of foster care. Rehabilitation Services provides assistance to youth with disabilities. County school systems connect our program with potential drops outs and youth in alternative education settings.

Youth probation officers refer offenders to the Career Advantage program for the structure and work readiness aspects of the program. Through the collaboration of all these organizations, youth are able to receive a full array of services, addressing multiple barriers to employment and stability.

Career Advantage offers the fourteen mandated elements of WIOA for delivery of service. The mandated program elements are as follows:

1. Tutoring/Study skills training/instruction
2. Alternative secondary schools/ Drop Out Recovery
3. Paid and unpaid work experiences
4. Occupational skills training
5. Education Offered Concurrently w/ Workforce Activities
6. Leadership Development Activities
7. Supportive Services
8. Adult Mentoring
9. Follow-up Services
10. Comprehensive Guidance /Counseling
11. Financial Literacy Education

12. Entrepreneurships Skill Training
13. Regional Labor Market Information
14. Transitional Activities to Post-Secondary Education/Training

The Workforce Development Board Mid-Ohio Valley has included the following as barriers when determining eligibility for youth seeking enrollment in the WIOA funded Career advantage program.

Youth at risk of dropping out of school
Immigrant youth
Youth with limited English proficiency
Youth deficient in occupational skills
Youth who reside in area of high rates of poverty, and /or unemployment.

Youth are assessed at time of enrollment into the Career Advantage Program. TABE is the primary assessment tool used in the region to determine basic skills levels. Youth that are basic skills deficient are offered tutoring through the Career Advantage program.

WDB MOV plans to provide summer employment opportunities for 50 to 60 Career Advantage participants during summer 2017. Funding will be from local WIOA Youth funds and from incentive funds awarded to the WDB by WorkForce WV. Priority will be given to worksites that have opportunities in line with a youth's employment goals. If that opportunity is not available for a youth, other worksites will be considered that will provide youth with the opportunity to gain transferable skills, including soft skills, for future employment opportunities.

(P) A description of how the Local Board will provide basic and individualized career services to customers. The description should explain how individualized career services will be coordinated across program/partners in the American Job Centers, including Vocational Rehabilitation, TANF, and Adult Education and Literacy activities. This description should specify how the Local Area will coordinate with these programs to prevent duplication and improve services to customers.

The WDB MOV provides basic and individual career services to customers in the region through integration of the One Stop system. Customers entering the workforce development system through any of the core partner's services will be provided a common intake process that will allow all of the partners to access information and provide referrals. WorkForce West Virginia (the One Stop) often serves as the entryway into the workforce development system. As the provider of unemployment services and Wagner-Peyser services, WorkForce West Virginia is uniquely poised to welcome customers into the workforce system via the One-Stop service delivery model and provide comprehensive and targeted referrals to the other core partners.

Customers are provided career services (previously core and intensive services) through the core partners. These services are provided through the one stop system and other affiliate sites. If the customer is deemed to be ready for gainful employment after receiving career services, WorkForce West Virginia/One Stop staff assists the customer with job search and placement.

If the customer is in need of training services, the WorkForce West Virginia/One Stop staff provides the customer with information on training opportunities in the area, and may refer the customer to the other core partners based on the needs of the customer. Training services are then provided to the customer through the American Job Center, WorkForce West Virginia, West Virginia Department of Health and Human Resources, West Virginia Division of Rehabilitation Services, and/or Adult Education Services.

The WIOA core partners work together on workforce development activities. The partners all have memorandums of understanding at the state and regional levels and also collaborate on specific projects that meet the needs of customers in the region.

Employers emphasize the importance of job seekers having postsecondary training. The core partners have always strived for quality, career-based employment outcomes for its customers, as appropriate, and offer a wide range of education and training paths. West Virginia Division of Rehabilitation Services, for example, offers individuals with disabilities opportunities to prepare them for employment in the West Virginia economy. The WDB-MOV has been a partner in delivering services for Department of Health and Human Resources (DHHR) programs in Region 4. The partnership with Adult Education and the WDB-MOV is a great collaboration of resources. Early on WDB-MOV partnered with Adult Ed to provide soft skills training for job seekers in the region.

With integration of service delivery, it is anticipated that more WIOA customers will access core partner services. Core partners have gathered data about the current strategies and resources devoted to basic skills development; researched the current and projected need; learned about promising practices for system redesign; and engaged diverse stakeholders in conversations about improving adult learning opportunities and results

(Q) Describe the Local Board's follow-up services policy. This should include follow-up requirements, frequency of contact, and required documentation.

ADULT/DW REQUIREMENTS:

Follow Up services will be made available for up to 12 months once a customer has gained unsubsidized employment. The customer will be notified that follow up services will be provided and that s/he will be contacted by a staff person *at least once a month* for 12 months to offer assistance/support services/work place counseling.

Follow up service must be provided to participants for 12 months after they obtain unsubsidized employment.

The customer may refuse the service. If so, have the customer sign the Follow Up Service Form, place signed form in their file. Document in MACC by assigning follow up service and creating a note to say they refused service—form in file.

Adult/DW/Youth Documentation Requirements:

The service must be assigned in MACC and a note attached for each attempt to contact. The note must include the following: time of attempt, type of attempt (phone or social media type), date

of attempt and result (no answer, left message, talked to spouse/parent, etc). After (3) attempts within a month, the note should indicate that no contact was made. If this happens for 3 months straight, make a note that the customer cannot be located or contacted. Attempts must not all be made on the same day, but spread throughout out the month.

YOUTH REQUIREMENTS:

Follow Up services *must be provided for 12 months after exit*. Case manager will notify the customer that he/she will be contacted by a staff person *once a month* for 12 months to provide assistance / support services for success in employment or training.

Follow up service must be provided for 12 months to participants after exit.

Monthly contact is REQUIRED.

Contact may be by phone/text, social media, in person, or with the employer.

Contact must be documented by **assigning the follow up service in MACC**, and attaching a note detailing the contact.

Make up to three (3) attempts per month—documented. Attempts may not be on the same day.

Sample note: (time of contact attempt) 1:30 p.m. 12/1/16 (date) by phone (number).

No answer after 10 rings. Left message to return my call. 1st attempt.

Contact with a relative/spouse or parent does NOT count.

As services are requested, assign in MACC and document provision. Services provided may include financial literacy, support services, adult mentor, labor market information/career counseling or transition to employment/education.

Purpose of contact is to be sure the customer is successful, to offer additional assistance for them to be successful as they transition into employment or training. Conversation and questions should be focused on this and what may be provided to assist in their being successful.

If there are attempts made for 3 months with no contact, the follow up service may be closed with a note that says the customer could not be located or contacted. (and there must be follow up notes with attempts for the previous 3 months).

Section 5: Wagner-Peyser Functions

(A) A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.

Wagner Peyser services are provided in the comprehensive Workforce WV office, promoting communication and coordination between the various One Stop partners. The WIOA Title I funded employer account representative communicates regularly with Job Service staff about business visits and hiring needs as well as follow-up with business that have placed job orders previously. Job seeker services are coordinated as WP staff refer to WIOA Title I case managers

who, in turn, refer customers back to WP for job referrals upon completion of training. The WP job service manager serves on the One Stop management team, sharing information with partners and identifying duplicate services that may need addressed.

(B) A description of how the Local Board will utilize the Wagner-Peyser program to provide access to local workforce development services for Unemployment Insurance claimants.

In Region 4, WIOA case managers participate in orientations for UI claimants to make them aware of opportunities through WIOA. Orientations are held several times a week and case managers provide an overview of One Stop System services during this time.

(C) If applicable, a description of how the Local Board will ensure that migrant and seasonal farm workers in its Local Area will be provided employment services.

Migrant and Seasonal Farm workers will be provided the same level of access to all services available as other customers.

Section 6: Title II – Adult Education and Family Literacy Functions

(A) A description of how the Local Board will coordinate workforce development activities in the Local Area integrating the provision of adult education and literacy activities under Title II of WIOA, including, but not limited to, the implementation of the career pathways model.

A memorandum of understanding has been developed with the WORKFORCE WV partners within our region. Under this MOU (attachment), the partners agree to provide a seamless delivery of service to customers through career development activities. WorkForce WV partners have agreed to support the One Stop concept, to make services available through the One Stop system, and to assist in the support of the One Stop system. Emphasis has been placed on collaboration and reduction of duplication in services. The MOU also identifies the projected financial contribution each partner expects to contribute to the One Stop system in the Mid-Ohio Valley area. The Region 4 MOU is based on the WV ICT MOU between partners at the state level. In some instances, state agencies have opted to use the state MOU as the document of choice rather than sign an individual MOU with the region.

(B) A description of how the Local Board will coordinate efforts with Title II providers to align basic skills and English language assessments. The description should include:

- An outline of the agreed upon steps that will be taken to align basic education skills and English language assessments within the local area, including, but not limited to, any Memoranda of Understanding entered into by the workforce development and adult learning partners;
 - Basic education skills and basic literacy instruction are both aligned to the English language assessments. CASAS is the English language assessment used for English Language Learners who participate in the English Language Acquisition program. A MOU has been established between all required WIOA partners.

- An identification of how assessment scores will be shared among WIOA Title I areas and Title II providers (Consideration must be given to the Federal Education Rights and Privacy Act (FERPA));
 - Assessment scores will be shared, with a signed release of information, between partner agencies. If the student does not want to sign a release, the scores will be given to the student to share with anyone else at his/her discretion.
- An identification of who will conduct which of the approved assessments (including for Trade Participants) and when such assessments will be conducted, consistent with this policy;
 - West Virginia Adult Education offers the TABE assessment for all new students. Interim and exit tests are administered according publisher's guidelines.
- An outline of how the local area will coordinate testing between workforce development and adult education providers; and,
 - WorkForce staff and Adult Education staff collaborate to coordinate testing.
- An outline of how the local area will ensure that test administrators are to be trained in accordance with this policy and applicable testing guidelines as set forth by the applicable test publisher.
 - All West Virginia Adult Education staff who administer the approved assessments are trained through required professional development. Any region-wide interagency policy guidelines will be discussed at the two mandatory meetings for all regional staff in RESA 5.

(C) A description of how the Local Board will ensure that the individual appointed to represent Title II services on the Board will coordinate with all Title II Grant Administrators in the Local Area in a uniform, regular and consistent manner.

The Regional Education Service Agency (RESA) 5 Director of Adult Education has been appointed to the Workforce Development Board to represent Title II services that fall under Adult Education. The job duties of the Director of Adult Education include coordinating programs and providing technical assistance to all other West Virginia Adult Education programs in the region. She meets and communicates regularly with instructors in all areas covered by RESA 5. At least two mandatory meetings are held every year at RESA 5 for all regional staff.

(D) A description of how adult education services will be provided in the American Job Center system within the Local Area.

In the local area, Adult Education facilities are housed at the One Stop in Wood, Jackson and Mason counties. Our Adult Education centers provide various services, including English Language Acquisition, basic literacy instruction, West Virginia High School Equivalency preparation, TASC Fast Tracks, College Transition Fast Tracks, computer literacy skills, academic instruction, career exploration, job readiness, employability skills modules, etc. In the other counties, referral systems are in place to provide Adult Education services at the nearest Adult Education center.

Section 7: Vocational Rehabilitation Functions

(A) A description of the cooperative agreements (as defined in section 107(d)(11)) between the Local Board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (**West Virginia Division of Rehabilitation Services**) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

A memorandum of understanding has been developed with the WORKFORCE West Virginia partners within our region. Under the MOU the partners agree to provide a seamless delivery of service to customers through career development activities. WorkForce WV partners have agreed to support the One Stop concept, to make services available through the One Stop system, and to assist in the support of the One Stop system. Emphasis has been placed on collaboration and reduction of duplication in services. The MOU also identifies the projected financial contribution each partner expects to contribute to the One Stop system in the Mid-Ohio Valley area. The Region 4 MOU is based on the WV ICT MOU between partners at the state level. In some instances, state agencies have opted to use the state MOU as the document of choice rather than sign an individual MOU with the region.

(B) A description of how individuals with disabilities will be served through the American Job Center system in the Local Area.

American Job Centers (AJCs) refer individuals who disclose having a disability and are interested in West Virginia Division of Rehabilitation Services (DRS) services to the DRS Liaison Counselor. DRS Counselors refer their clients to AJCs for job services. All parties use the Partner Referral form. DRS Staff share information to all customers interested in employment to AJCs.

The AJC has provided a confidential room for the DRS Counselor to meet with the referrals. The AJC has provided a mail box in which to place all referrals and other necessary information for the DRS Counselor to be up to date and share resources involving AJC and all other partners. The DRS Liaison Counselor is physically available on a scheduled weekly basis to meet with referrals and current clients from AJC. The DRS Liaison Counselor is available to assist all AJC staff with questions/concerns and information about DRS services. With the DRS Liaison in the AJC office, the DRS counselor is able to access information to share with the local DRS office to share with all customers in need of AJC services. As the DRS Liaison is able to physically connect with AJCs, this allows for the local office to maintain a relationship in which it is able to determine training needs for all partners.

The DRS Liaison relationship also allows for opportunities in the coordination of services for all partners. The DRS Liaison is able to assist with customers with disabilities that may be struggling in the AJC process and provide resources to those customers and Case Managers. The DRS Employment Specialist is part of the BEST meeting in which there is job sharing, discussion regarding employers meeting necessary accommodations, discussion opportunities about lawful interviewing and application questions, how to meet employer needs, and what people with disabilities can offer in employment.

DRS is part of the Inclusion Team and is able to provide assistance regarding resources and information in providing an inclusive and accessible environment in AJC and all partner facilities. DRS attends the Youth Council meeting and works closely with the Career Advantage program in order to ensure transition services in all partner agencies are coordinating services and have working relationships to serve those in and out of high school with disabilities.

Various AJC partners have received training and participated in meetings and presentations on how to identify persons with disabilities from various local agencies (such as the Arc and DRS) in order to become aware of functional limitations, barriers to employment, ways to include/accommodate individuals with disabilities, and how to address such needs in employment.

Section 8: Jobs for Veterans State Grants Functions

(A) A description of how the Local Board will provide priority of service to veterans and their eligible spouses.

Region 4 WDB local Priority of Service Policy states that Veterans and certain qualifying spouses will receive priority of service over non-veterans in each priority of service category and must meet eligibility requirements for the program. If WIOA funding is limited with an enforced waitlist for training funds veterans and certain qualifying spouses receive WIOA funding first.

Please refer to Region 4 WIOA Policy #9—Priority of Service

(B) A description of how the Local Board will engage Local Veterans Employment Representatives in engaging and providing services to local businesses.

There is not a LVER in the Region, but there is a Business Service Rep to provide services. The Business services team serves businesses and provides employers with information on the benefits of hiring veterans.

Section 9: Fiscal, Performance and Other Functions

(A) An identification of the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under section 107(d)(12)(B)(i)

Workforce Development Board Mid-Ohio Valley and the Mid-Ohio Valley Workforce Investment Corporation have entered into a Memorandum of Understanding with the Mid-Ohio Valley Regional Council (MOVRC) to serve as the entity responsible for the disbursement of grant funds as well as provide administrative and fiscal services for WIOA activities. The Mid-Ohio Valley Regional Council was selected because of their role in economic and community development activities throughout the Region. A program director and program staff have been hired to work full time with Workforce Development Board activities. In addition, other MOVRC staff will be working with WIOA activities as needed.

(B) A description of financial sustainability of the American Job Center services with current funding levels, and a description of the ability to make adjustments should funding levels change.

WIOA Region 4 funding provides for two American Job Center locations, one in Parkersburg and one in Ripley. Other county sites are provided for case management staff. Should funding levels decrease, the number of locations supported will have to decrease. All leases have a clause that addresses the availability of funding and allows the lease to be terminated if that funding is decreased before the lease matures.

If current levels of funding decrease, then the sites will decrease based upon participants served at each site. The lesser utilized sites will be closed first with the Ripley being last. With severe cuts, all but Parkersburg will be eliminated and Parkersburg could possibly move to a smaller site to reduce cost.

(C) A description of the competitive process to be used to award the subgrants and contracts in the Local Area for activities carried out under this title, including risk assessment of potential subgrantees and contractors;

The following is the process used by WDB MOV to procure, evaluate and approve contract services for WIOA Title I activities and services:

1. Request for Proposal (RFP) is released. Ads are placed in newspapers in all nine counties, RFP is posted on web site, and notices are mailed to organizations that requested to be notified of RFPs.
2. The RFP outlines expected deliverables in a statement of work, including required documents and information.
3. A bidder's conference is held where questions are answered related to the proposal. A copy of the RFP evaluation form is also provided at this meeting.
4. When proposals are received, staff review for required information. If an issue is identified, the WDB Director evaluates to determine if the proposal meets the standards for additional consideration.
5. Staff review and evaluate proposals based on the RFP, statement of work, and evaluation sheet that was provided at the bidder's conference.
6. A separate fiscal review is completed for each proposal and a side by side comparison is developed by staff.
7. Staff contact references identified in the proposals. Specific questions are asked related to areas identified by the committee as high priority in the delivery of services in our region. Examples include performance, recruitment, collaboration, etc.
8. All proposals and the fiscal comparison are provided to the appropriate committee (or sub-committee if designated) for their review. The committee members use the same ranking tool provided at the bidder's conference to evaluate proposals.
9. Individual rankings of committee members (not staff) are averaged and a final score developed on the totals.
10. Based on the combined rankings, interviews are scheduled with the top proposals. If a limited number of proposals are received, interviews are scheduled with all organizations.
11. A list of questions and evaluation criteria is developed for the interviews. Each organization is asked the same set of questions. Each member of the committee ranks each interview.
12. The individual interview rankings are averaged for each question and a final score developed on the totals.
13. The committee considers the budget review, the proposal evaluation, reference checks, and the interview evaluations to determine the final recommendation.
14. The committee recommends an award to the full board, based on proposal evaluation, interview scores, references, and fiscal comparisons. The full board must approve that recommendation.
15. The recommendation also is submitted to the Local Elected Officials for their approval.
16. At that time, both the winning proposer and those not selected are made aware of the decision.

(D) A description of the local levels of performance negotiated with the Governor and chief elected official pursuant to section 116(c), to be used to measure the performance of the Local Area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under subtitle B, and the American Job Center delivery system, in the Local Area;

WDB MOV does include negotiated performance measures in both the One Stop and Youth contracts for WIOA Title I services. In addition to the DOL performance measures, WDB identifies specific areas of emphasis for intensive emphasis and review each program year. These measures have a fiscal tie that leads to a reduction in reimbursement if not met over the course of the year. The following are the 2016-17 negotiated measures:

Table 9: PY16-PY17 State Negotiated Performance

PY16-PY17 State Negotiated Performance Measures					
WIOA	Employment Rate 2nd Quarter After Exit	Employment Rate 4th Quarter after Exit	Median Earnings	Credential Attainment	Measureable Skill Gains
Adult	72%	72%	\$5,890	73%	Baseline
Dislocated Worker	71%	76%	\$8,320	74%	Baseline
Wagner Peyser	52%	65%	\$4,500		
Youth	61%	43%		69%	Baseline

Table 10: One Stop Performance Expectations 16-17

One Stop Performance Expectations 2016 - 17	% Potential Holdback	Potential Holdback
Area Informational Meetings will be held twice each year for both the northern and southern areas of the region.	1.00%	\$5,400
Of files reviewed, customers enrolled in training (classroom or OJT) will be contacted each term within 5 business days of the start date of training and a second contact midway through any term lasting more than three months. Contact will be documented in case notes.	1.00%	\$5,400
Staff training with front line staff will be conducted a minimum of quarterly. Agenda and training plans will be approved by WDB MOV staff.	0.50%	\$2,700

Of files reviewed, documented Job Search Assistance will be provided a minimum of once each month to individuals who have completed an ITA while the participant is in active status.	1.00%	\$5,400
Total potential performance holdback	3.50%	\$18,900

Table 11: Youth Performance Expectations 16-17

Youth Performance Expectations 2016-17	% Potential Holdback	Potential Holdback
Of files reviewed, a minimum of 2 individual contacts per month will be documented with active youth. One must be in person. The other contact may be by phone, text or social media. The contact will be related to the youth's Career Advantage plan and / or life situation.	1.00%	\$5,650
Of files reviewed, a Plan of Action will be reviewed at least quarterly with the youth, documenting services needed, steps completed and next steps identified.	1.00%	\$5,650
Staff training with front line staff will be conducted a minimum of quarterly. Agenda and training plans will be approved by WDB MOV staff.	0.50%	\$2,825
A report will be submitted quarterly on youth related DOL performance indicators, including corrective action plans if MOV Region is not meeting or exceeding negotiated measures.	1.00%	\$5,650
Total potential performance holdback	3.50%	\$19,775

(E) A description of the actions the Local Board will take toward becoming or remaining a high-performing board; This should include a description of the process used by the Local Board to review and evaluate performance of the local American Job Center(s) and the One-Stop Operator.

The WDB-MOV will continue to function at a high performance level through continual monitoring of the contractor and participants in the region. Monthly reports are received from the contractor for both One Stop and Youth services providing information on the effectiveness of programming, enabling staff to address performance in a timely manner. Additional monitoring is done by WDB MOV staff using MACC reports, monthly and quarterly to stay apprised of performance. Necessary action is taken immediately and continually monitored/compared to state requirements. As performance measures are met/exceeded, staff is debriefed and best practices are determined.

(F) A description, including a copy of, of the Local Area's Individual Training Account policy. The description should include information such as selection process, dollar limits, duration, etc.

The WDB-MOV has established guidelines to be used in implementing ITA's, if funds are available: A maximum of \$4000 in funding may be available for the first year of training with a maximum of \$8000 available over a 36-month period to potentially be used for tuition, fees, books and required supplies. The customer has 36 continuous months to complete training, calculated from the start date of the term. Funding will be distributed proportionally considering the length of training, program of training, financial aid and projected expenses over the course of training. Please refer to Region 4 WIOA Policy #12-ITAs

(G) A description of how training services under chapter 3 of subtitle B will be provided in accordance with Section 134(c)(3)(G), including, if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided;

WIOA customers will be assessed by case management staff for possible referral to occupational training. Occupational skills training will be offered through the process of Individual Training Accounts. Case Management will utilize the state approved list of training providers in conjunction with matching occupational goals with the WDB MOV targeted demand occupation list. Customers will be directed to the State of West Virginia website: www.workforcewv.org and customer choice will be maintained.

Training contracts will be used for OJT, incumbent worker, customized and transitional work experiences for eligible customers. A training contract will be developed with the employer outlining the skills/tasks to be learned/attained by the customer, after an initial assessment of skills. The customer determines if this is the right career choice for him/her, and moves forward to complete the contracted training. A customer who has completed an ITA is eligible to move into an OJT in the same or related field. Likewise, a customer who has participated in transitional work experience may choose to pursue additional training through the ITA process or through and OJT. It is up to the customer to choose the training that best meets his/her needs both now and in the future, using the Demand Occupation List as a guide and referring to the ETPL for training providers. Case managers are trained to assist the customer in making an informed choice, and work closely with the customer to insure his/her success through regular contact and support.

(H) A description of the process used by the Local Board, consistent with subsection (d), to provide an opportunity for public comment, including comment by representatives of businesses and comment by representatives of labor organizations, and input into the development of the Local Plan, prior to submission of the plan;

The WDB MOV Local Plan is released for public comment as required by WIOA. Advertisements are placed in local newspapers in each of the 9 counties served by the WDB MOV. In addition, the local plan is posted on the WDB MOV web site. The plan is e-mailed to

Local Elected officials, board members, and partners for input. Comments are reviewed and presented to the appropriate WDB MOV committee and to the full board. Modifications to the local plan are evaluated based on the input from the public. Public comment period extended from Dec. 20th, 2016 to January 20th, 2017. There were no comments received from the public.

(I) A description of how the American Job Centers are utilizing the MACC as the integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by American Job Center partners;

Financial expenditures and obligations are reported monthly via the MACC for the region. MACC is used to track customers who access the One Stop system, including EO data collection; provides the Eligible Training Provider List for customers to find appropriate training, offers job matching with employers, as well as a Case Management tool for tracking services provided / offered to assist customers in upgrading skills, documents assessments, etc. MACC reports are used to track performance, review/monitor files for data validation and performance. Staff are continually working in MACC to provide the required documentation for WIOA programs.

(J) A description of the Local Board's procedures for conducting oversight and monitoring of its WIOA activities and those of its sub grantee and contractors. The monitoring plan shall address the monitoring scope and frequency and shall include the following:

See attached monitoring policy #30- This guidance letter outlines the policy covering how the Workforce Development Board Mid-Ohio Valley (WDBMOV) will comply with the monitoring requirements of the Workforce Innovation and Opportunity Act of 2014 (WIOA).

- **The roles and responsibility of staff in facilitating this procedure;**
- A monitoring schedule is agreed upon during contract negotiations.
 - Staff monitors performance of contracts on a quarterly basis and rotates between contracts. Staff also monitors financial reports on a monthly basis.
- **A requirement that all subgrantee agreements and contracts be monitored at least annually;**
 - They are done twice a year for performance and monthly for fiscal.
- **Procedures for determining that expenditures have been made against the cost categories and within the cost limitations specified in the Act and WIOA regulations;**
 - All expenditures are reviewed monthly by staff.

- Procedures for determining compliance with other provisions of the Act and regulations and other applicable laws and regulations, including the method of monitoring to be used for subgrantees and contractors;
 - Per contract, contracted staff are fully aware of all regulations and will be monitored for compliance throughout the year. They also undergo an independent review/audit and provide that report to us.
- Provisions for the recording of findings made by the recipients' monitor(s), the forwarding of such findings to the subgrantee or contractor for response and the recording of all corrective actions;
 - If an item is questioned by WDB staff, then it is provided to contracted staff for more information. Depending on finding, funds may be withheld pending corrective action and funds may not be advanced if it is deemed not allowable.
- Provisions of technical assistance as necessary and appropriate;
 - technical assistance will be provided as needed to ensure the success of the programs.
- Specific local policies developed by the Local Board for oversight of the American Job Center system, youth activities and employment and training activities under Title I of WIOA.
 - Monitoring will be conducted quarterly by WDB staff. The One-Stop and Youth programs will be monitored twice a year with one negotiated performance, and one comprehensive monitoring review. The comprehensive monitoring will review data entry, and WIOA eligibility documentation.

The number of files to be reviewed in each measure will be negotiated at the start of each review. Files to be reviewed will be distributed, as much as possible, equitably between all case managers.

All monitored “findings” will be reported to the One-Stop and Youth contracted service provider staff. Staff will have the opportunity to rebut any findings and will also be required to correct any findings that can be corrected.

Fiscal penalties as a result of not meeting performance will be based on expenditures during each quarter. If measures are not met in one quarter but cumulative goals are met by year end, funding will be reimbursed.

Fiscal monitoring of the subgrantee will be performed on a monthly basis by Robin Sterling, Tina Warfield and Carol Jackson. The Subgrantee will submit detailed invoices monthly with copies of all supporting costs and their invoices. These will be tracked against the approved subgrantee budget. All costs will be evaluated for the applicable cost principles under 2CFR200.

Any unallowable costs will not be allowed and those will be deducted from the subgrantee invoice prior to payment.

The WDB MOV monitoring schedule is as follows below:

Table 12: Region 4 Performance Monitoring Schedule

Priority of Service			
Effective April 22, 2016			
ADULTS 150%			
Monitoring Schedule PY 16			
1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
July - September 16	October- December 16	January - March 17	April - June 17
One Stop	Youth	One Stop	Youth
Negotiated	Negotiated	Comprehensive	Comprehensive
Monitoring begins in October 2016	Monitoring begins in January 2017	Monitoring begins in April 2017	Monitoring begins in July 2017

(K) [A description of the Local Board’s policy and procedures regarding the handling of personally identifiable and confidential information.](#)

All WDB-MOV staff, contractor staff, grantees, sub-grantees, employees and any other individuals or groups involved in the receipt, handling and/or protecting of PII and sensitive data developed, obtained or otherwise associated with grantee funding **MUST:** Annually, by July 1, sign a disclosure acknowledging the confidential nature of the data and agree to comply with safe and secure management of the data in accordance with federal and state requirements. Please refer to Region 4 WIOA Policy #24-Securing Personally Identifiable Information

Policy #24 Securing Personally Identifiable Information-addresses the security of Personally Identifiable Information (PII), both sensitive and non-sensitive, for services offered through Title I of WIOA.

(L) A description of the Local Board's **procedures** for handling grievances and complaints from participants and other interested parties affected by the local American Job Center system, including partners and service providers. Provide a separate description for the:

Please refer to Region 4 WIOA Policy #1-Equal Opportunity and Policy #1A-EO Discrimination Complaint Procedures, and Policy #4 Grievances and Complaints

Policy # 1 Equal Opportunity establishes the Equal Opportunity Policy of the WDB-MOV for services offered through Title I of WIOA.

Policy #1 A EO Discrimination Complaint Procedures is the attachment for Policy #1

Policy # 4 Grievances and Complaints Policy establishes and publishes a procedure by which individuals are able to file a grievance or complaint related to activities available through Title I of WIOA.

- **Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I – financially assisted program or activity;**
 - For any complaints alleging discrimination based on protected class, the person with the complaint will file the complaint with the designated EO officer for the region. The EO officer will forward the complaint to the State EO officer for investigation and further handling. The Region 4 EO officer will assist as needed in the investigation and the outcome will be provided to the complainant in a timely manner.
- **Complaints and grievances not alleging illegal forms of discrimination. This includes grievances from individuals alleging labor standards violations.**

Please refer to Region 4 WIOA Policy #4-Grievance and Complaint Policy

Policy # 4 Grievances and Complaints Policy establishes and publishes a procedure by which individuals are able to file a grievance or complaint related to activities available through Title I of WIOA.

- **Remedies that may be imposed for a violation of any requirement under WIOA Title I, limited to, suspension or termination of payments under the title; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment (where applicable); and other equitable relief as appropriate.**

Please refer to Region 4 WIOA Policy #4-Grievance and Complaint Policy

Policy # 4 Grievances and Complaints Policy establishes and publishes a procedure by which individuals are able to file a grievance or complaint related to activities available through Title I of WIOA.

(M) A description of the Local Board's **policy and procedures** with regard to aid, benefits, services, training, and employment, include a statement of assurance that you will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.

Please refer to the following Region 4 WIOA Policies:

- | | |
|-------------------------|--|
| #10 Support Services | #19 Youth Work Experience |
| #12 ITA's | #22 Work Experience: Adult Dislocated Worker |
| #13 OJT | #23-Accessibility and Accommodation |
| #14 Customized Training | |

The WDB MOV is an equal opportunity program/employer. Auxiliary aids and services are available upon request to individuals with disabilities. Serving customers with disabilities is a priority and staff (including partner staff) receive training to be able to work with disabled customers and serve them according to their specific needs. Reasonable accommodations for qualified individuals with disabilities will be made unless providing the accommodation would cause undue hardship. The Inclusion Team makes recommendations for training for staff from sources such as the Civil Rights Center, ADA, and Job Accommodation Network to name a few.

Policy #10: WIOA Support Services/ Needs Related Payments identifies support services for adult and dislocated worker customers participating in WIOA activities, referral procedures and a referral form (hard copy and available electronically).

Policy #12: Individual Training Accounts provides information on award limits, distribution of funds, time and training limits, and requirements/restrictions of the ITA.

Policy # 13 On the Job Training establishes policy on requirements and benefits available under WIOA and the WDB-MOV funded OJT.

Policy # 14 Customized Training establishes policy on requirements and benefits available under WIOA and the WDB-MOV funded customized training activities.

Policy #19 Youth Work Experience provides the requirements and benefits available under WDB-MOV funded Youth Work Experience activities.

Policy #22 Work Experience / Transitional Jobs Adult Dislocated Worker establishes policy for Work Experience, Internships, and Transitional Jobs for WIOA funded adults and dislocated workers.

Policy #23 Accessibility and Accommodation policy establishes that programs, services (including services using technology and the Internet), and facilities of the One Stop centers in WDB-MOV region are accessible to all.

(N) A description of how the Local Board will ensure compliance with the Americans with Disabilities Act. The description should include how the Local Board will provide reasonable accommodations regarding materials, technology, and physical and programmatic accessibility of facilities. The description should also include how the Local Board will provide staff training and support for addressing the needs of individuals with disabilities.

The EO officer conducts ADA assessments annually for all offices of Workforce WV in Region 4. In addition, an inclusion Team has been created as a subset of the One Stop Managers, and is charged with making sure the One Stops are accessible and can accommodate ALL customers regardless of disability or limitations. The inclusion Team will conduct “secret shopper” walk-throughs by individuals with various barriers, at least annually to help determine areas that need improvement and highlight the areas that are working well. Technology will be used to provide access to documents in an accessible manner to customers who may need them in a larger format, different language, etc. The lobby of the One Stop is laid out to be friendly to persons with various barriers; staff are able to access an office to accommodate persons as necessary. One Stop staff will be provided with training at least annually to assist them in understanding how to best provide services to customers with various barriers to employment/training (for example: Welcoming Customers with Disabilities from the ADA website.) All WIOA staff at the One Stop have completed this training, and it has been recommended to partner staff. The inclusion Team meets monthly to discuss issues and determine how to meet any needs to be addressed, using partner resources, technology and other appropriate means. Additional sources of training include Job Accommodation Network and the Civil Rights Center.

Please refer to Region 4 WIOA Policy #23 Accessibility and Accommodation

Policy #23 Accessibility and Accommodation policy establishes that programs, services (including services using technology and the Internet), and facilities of the One Stop centers in WDB-MOV region are accessible to all.

(O) A description of the Local Board’s **policy and procedures** in place to ensure that communications with individuals with disabilities, including individuals with visual or hearing impairments, are as effective as communications with others.

Computers and various accommodations are currently located in the Wood County and Jackson County centers for the purpose of aiding those with a variety of barriers: a Braille keyboard, roller ball and joy stick “mouse”, headphones, and voice amplifier are some of the tools available to be used by persons needing assistance. In addition, the computers have programs such as Dragon Speak, and Microsoft, JAWS screen reader, and an on screen keyboard. Documents will be provided in a larger format/font or on screen to best fit the needs of the individual.

Please refer to Region 4 WIOA Policy #23 Accessibility and Accommodation

Policy #23 Accessibility and Accommodation policy establishes that programs, services (including services using technology and the Internet), and facilities of the One Stop centers in WDB-MOV region are accessible to all.

(P) A description of the steps the Local Board will take to meet the language needs of limited English speaking individuals who seek services or information. The description should include how the Local Board proposes that information will be disseminated to Limited-English speaking individuals.

Wagner Peyser has the ability to have limited English speaking individuals sign up for UI/JS, WIOA will make reasonable accommodations for those Limited-English speaking individuals seeking services. MACC has the ability to be used in a variety of languages. An interpreter will be offered as needed to provide for individual customers, and translation websites will be used as needed.

(Q) A description of the Local Board's procurement system, including a statement of assurance that the procedures conform to the standards in DOL regulations set forth in 29 CFR Part 95, Part 97 and 2 CFR 200.

Please refer to Region 4 Policy #5-Procurement

Policy #5 Procurement establishes a procurement policy for the purchase of equipment and services by WDB-MOV in providing WIOA activities and services.

(R) A description of any documentation to demonstrate that the acquisition, management, and disposition of property adhere to the Property Management Procedures taken from DOL regulations 29 CFR Part 97 and 29 CFR Part 95.

Please refer to Region 4 Policy #6-WIOA Property Guidelines

Policy #6 WIOA Property Guidelines establishes policy to inventory and track personal and or real property purchases made by the WDB-MOV for WIOA activities and services.

(S) A description of any policies or procedures the Local Board adopted to avoid conflicts of interest or the appearance of such conflicts in the exercise of their responsibilities, particularly those related to the awarding of contracts.

A Conflict of Interest memorandum is signed each year by every Board, Staff and Partner agency. At times of RFP or awarding of any contracts, COI's are also signed to avoid any conflicts of interest.

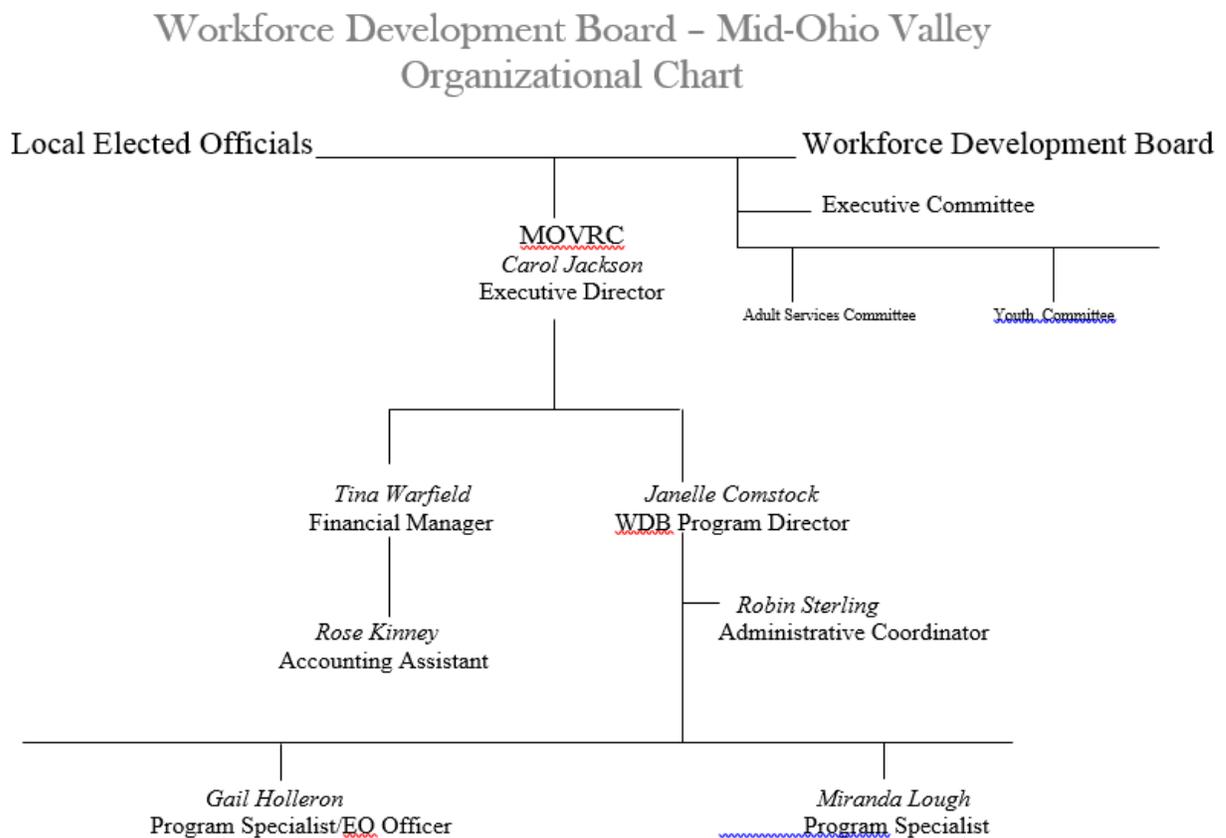
(T) A description of the Local Board or fiscal agent’s accounting procedures, including the procedures used in preparing reports to the State. In addition to the requirement that all financial transactions be conducted in compliance with Generally Accepted Accounting Principles (GAAP), the fiscal management system must include the following in the accounting procedures. This description must address how the fiscal system:

- tracks funding types, funding amounts, obligations, expenditures and assets.
- permits the tracking of program income, stand-in costs, and leveraged funds.
- is adequate to prepare financial reports required by the State.

Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17.

(U) An identification of key staff who will be working with WIOA funds.

Chart 6: Workforce Development Board Mid-Ohio Valley Organizational Chart



(V) A description of how the Local Board's (or fiscal agent's) financial system will permit tracing of funds to a level adequate to establish that funds have not been used in violation of WIOA standards or DOL regulations.

All expenditures are reviewed to ensure they are per regulations. All expenditures are identified to a cost objective. All expenditures are reported monthly against the funding stream and are tracked by grant award. Monthly reports are made to both the LEOs and WDB plus Workforce WV main office.

(W). Provide a brief description of the following:

- Fiscal reporting system
 - Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17 page 7.
- Obligation control system
 - Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17 page 7.
- ITA payment system .
 - Please refer to Region 4 WIOA Policy #12-ITA's .
 - ITAs are handled as any other Accounts Payable within the accounting system. Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17 page 6.
- Chart of account system
 - Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17 page 5.
- Accounts payable system
 - Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17 page 6
- Staff payroll system
 - Timesheets are maintained by each employee. Program Director approved those, Financial Manager will process the payroll checks. Each timesheet records time by cost center and is directly charged to the appropriate grant.
 - Please refer to the MOVRC Fiscal Handbook of Procedures to Account for Workforce Funds as prepared for FY17 page 5.

- Participant payroll system
 - Timesheets are collected by the Youth contract staff. They are checked and summarized on an excel spreadsheet. That spreadsheet is provided to the Financial Manager, who then processes the checks. Each youth is coded to In or Out of School so that the payroll and related fringes can be charged to the appropriate cost center expenditure report.

- Participant stipend payment system
 - Timesheets are collected by staff and processed with a voucher through the payment system and logged in spreadsheet.

(X) A description of the Local Board's (or fiscal agent's) cash management system, providing assurance that no excess cash will be kept on hand, and that procedures are in place to monitor cash.

No actual cash is maintained; all funds are maintained in the checking account. Cash requests are submitted to the state at least twice a month to cover actual on hand invoices and estimated invoices for services already rendered. When funds are received, the on hand invoices are paid immediately. Cash is monitored daily by the Financial Manager and MOVRC Director.

(Y) A description of the Local Board's cost allocation procedures including:

- Identification of different cost pools
- Procedures for distribution of staff costs between cost categories (Administrative cost, program cost and indirect cost).
- Procedures used for distribution of funds from each cost pool.
- Description of funds included in each cost pool.
- Description of cost allocation plans for American Job Centers.

See attached Cost allocation plan for 2016-2017

(Z) A description of the Local Board's (or fiscal agent's) procedure for collecting debts involving WIOA funds

As the majority of the funds are received from the State Auditor's office through the OASIS payment system, very little debit collection guidance is needed. Other potential issues would be collection of ITA funds in case of student withdrawals or subsequent PELL grant awards. WDB staff track the ITA's and pursues any monies due back to MOVWIC from ITA's.

Regional Plan Guidance

Section 1: Regional Analysis

(A) Existing and emerging in-demand industry sectors and occupations, and their employment needs;

The Workforce Development Board Mid-Ohio Valley serves nine counties in West Virginia. Those counties are Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood. The population of the combined nine counties is just under 200,000 individuals. Wood County is considered metropolitan with 2 municipalities having populations of 10,000 or greater. The Appalachian Regional Commission classifies 3 of the counties as distressed, 2 at risk, and 4 as transitional counties. Wood County is also the largest county with a population of 86,237. Wirt County is the smallest with a population of 5,845. A State of the Workforce was conducted in 2013 that outlined the workforce and industry related needs for the nine county region. The issues that were identified have changed based on the changing economy in the region. Updated highlights of the base information provided in the State of the Workforce include the following:

Demographics for the region:

Population:	196,987 individuals
Population by age:	Nearly 43% of population is over 50 years of age.
Median household income:	\$36,134
People living in poverty:	18.2%
Labor Force:	81,700 individuals
Labor Participation Rate:	65%
Education Attainment Levels:	57% have a high school diploma or less (43% nationally) 43% have at least some postsecondary (57% nationally)

Industry:

About 3700 businesses are located in the Mid-Ohio Valley region. Each of the nine counties has a diversity of employers / businesses. In reviewing the 10 largest employers, each county has health care, education/ government, services industries, and manufacturing represented. In 6 of the counties energy related employers are also included. 95% of all businesses have fewer than 50 employees. Companies that have less than 5 employees make up 50% of the businesses in the region.

Table 1: Largest Industry and employment in Region 4, 2014

Largest Industries of MOV	Employment 2014	% of Employment
Trade, Transportation & Utilities	13,516	21%
Government	11,954	19.9%
Education & Health Services	10,961	17%
Leisure & Hospitality	6542	10%
Manufacturing	6469	9%

Source: Workforce West Virginia LMI data
<http://lmi.workforcewv.org/>

Labor Market information provided by WorkForce West Virginia, local job order postings, and local business news were all reviewed to assist in identifying the needs of area employers.

Employers continue to identify a need for employment related skills across industry lines. Basic academic skills and “soft skills” have been identified as needed in occupations in multiple employment sectors. Employers have expressed concerns that individuals seeking employment and entering the employment labor force are lacking in these skills. Ability to pass drug tests has also been identified by employers as a significant barrier in multiple industries. Qualifications requested in multiple job categories include:

- Troubleshooting
- Problem Solving
- Detail oriented
- Oral / Written communication
- Organizational Skills
- Self-starting / Self-motivated

Health Care, Manufacturing, IT and Service occupations were identified as growing and in demand by the 2012-2022 projected demand occupations. Many of the jobs in retail and service industries require short term, on the job training with lower than average wages. While WDB MOV recognizes the growth in those occupations, the board believes it more appropriate to target training dollars to higher skill jobs equal to or above self-sufficiency guidelines.

WDB MOV is emphasizing training to meet the needs of the health care, manufacturing, and IT industries. Manufacturing has been the primary employment sector for many years in this area and continues to employ 10% of the labor force in Region 4. Published reports and industry contacts project hiring to continue to grow in the coming years.

As can be seen in table 2; information provided by the West Virginia State Plan, The growing industries in WIOA Region 4 are scattered throughout the various employment sectors, with Ambulatory Health Care Services topping the list. Administrative Support Services and Professional and Business Services are two industries projected for significant growth through 2022. Several manufacturing industries are projected for modest growth. These include Wood Product Manufacturing, Transportation Equipment Manufacturing, and Plastics and Rubber Products Manufacturing. Industry declines are likewise scattered throughout the sectors, with the greatest decline in Chemical Manufacturing.

Table 2: WIOA Region 4 Industry Employment Projections 2012-2022

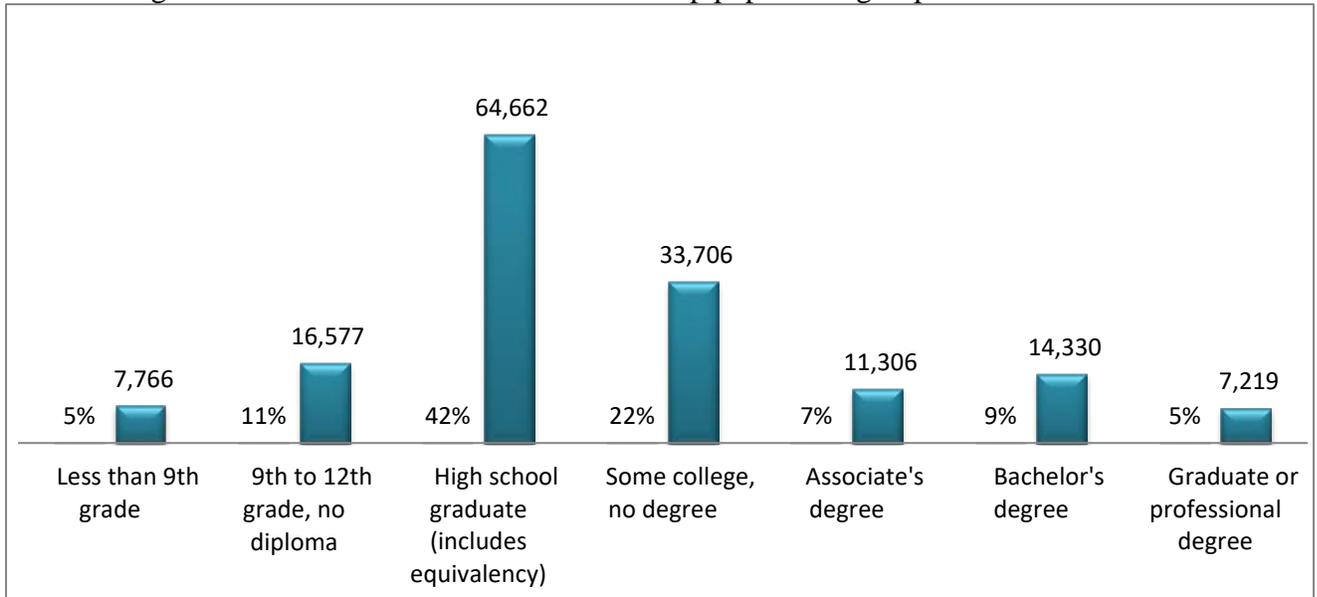
WIOA Region 4 Industry Employment Projections 2012-2022				
	Estimated 2012 Employment	Projected 2022 Employment	Annual Growth Rate	Numeric Change
Growing Industries				
Ambulatory Health Care Services	3,448	4,793	6.74	1,345
Professional, Scientific, and Technical Services	1,447	1,658	3.47	211
Construction of Buildings	887	1,035	2.96	148
Wood Product Manufacturing	149	189	2.41	40
State Government, Excluding Education and Hospitals	1,991	2,231	2.11	240
Administrative and Support Services	1,973	2,322	1.64	349
Support Activities for Mining	689	792	1.4	103
Health and Personal Care Stores	636	726	1.33	90
Transportation Equipment Manufacturing	304	345	1.27	41
Plastics and Rubber Products Manufacturing	1,384	1,463	1.24	79
Declining Industries				
Printing and Related Support Activities	79	63	-2.24	-16
Chemical Manufacturing	2,649	2,482	-1.09	-167
Postal Service	407	365	-1.08	-42
Furniture and Home Furnishings Stores	266	239	-1.06	-27
Credit Intermediation and Related Activities	1,206	1,148	-0.95	-58
Utilities	810	738	-0.93	-72
Merchant Wholesalers, Durable Goods	831	807	-0.78	-24
Merchant Wholesalers, Nondurable Goods	360	336	-0.69	-24
Personal and Laundry Services	462	433	-0.65	-29
Telecommunications	625	588	-0.61	-37

Source: Workforce West Virginia Unified State Plan, http://lmi.workforcewv.org/Unified_State_Plan_ICRUpdate3716pj.2.cover.pdf

(B) Demographic characteristics of the current workforce, including the educational and literacy levels, with emphasis on youth, adults in transition, and individuals with disabilities. Describe how the local area’s demographics are changing and the planning implications for the anticipated workforce of the future;

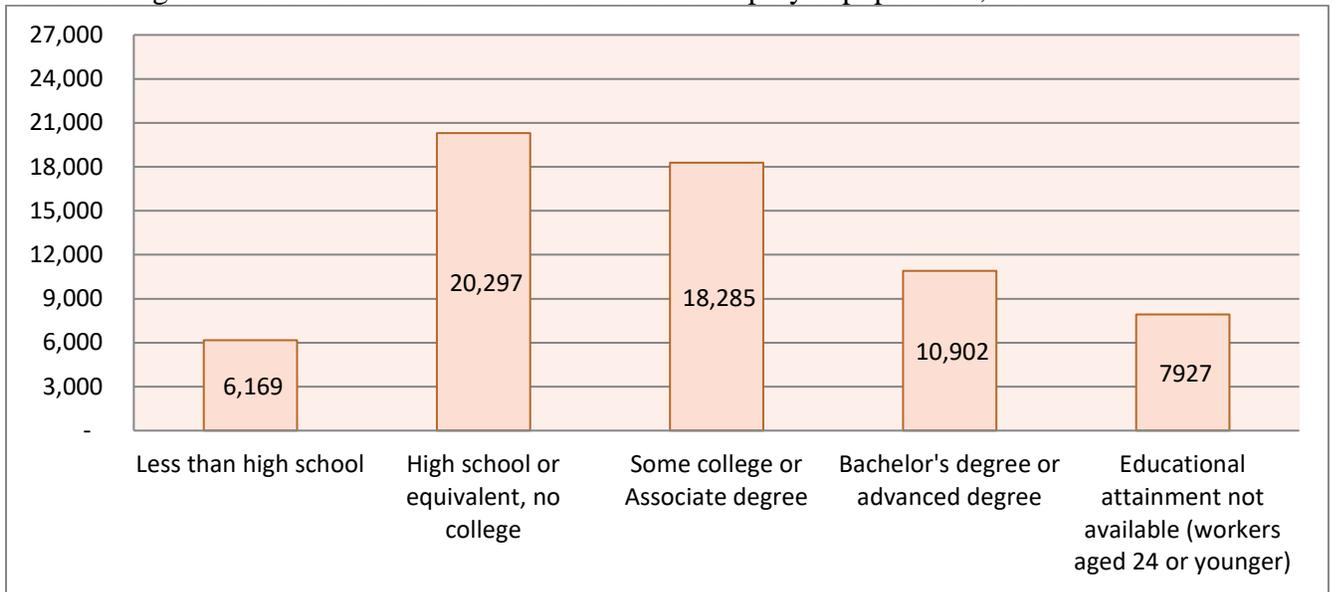
The Educational attainment of this population group is that 57% have a high school diploma or less, and 43% have at least some postsecondary education. This group has a dealt with lot of barriers when it comes to education and employment. Transportation, first generation college/post-secondary education, and lack of soft skills needed by employers to name a few.

Chart 1: Region 4 Educational Attainment of 18 and up population group



Source: United States Census Bureau, American Fact Finder <https://factfinder.census.gov>

Chart 2: Region 4 Educational Attainment level of the Employed population, 2014



Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

(C) Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations;

Education entities in the region routinely review current curriculum and modify training programs and individual course content, including soft skills, to better meet the needs of the region's employers.

The skills, knowledge, and abilities in demand by employers in Region 4 shows that critical thinking, written and oral expression, reasoning, and customer service related skills are a few of the top sought after. The three areas that work together to provide a holistic view of what an employer is looking for in an individual are Knowledge; which is a level of information or experience that an individual must have to be qualified for a position, Skills; which are learned or trained and Ability: Enduring attributes of the individual that influence performance. (Source: O*Net online, <https://www.onetonline.org>)

The three tables below give a good indication of what abilities, skills and knowledge is sought after in Region 4. It also shows that these top ten areas are the ones with the largest in demand as well as the highest gaps between what we currently have and where we are needing to move to.

Table 3: Top 10 areas of Knowledge gaps and demands across Region 4

Knowledge	Base	Demand
Customer and Personal Service	36108	2289
English Language	25480	1241
Psychology	7581	666
Medicine and Dentistry	2542	514
Clerical	10900	416
Mathematics	11671	412
Education and Training	6550	382
Therapy and Counseling	2345	297
Administration and Management	7786	222
Public Safety and Security	4260	174

Table 4: Top 10 areas of Skills gaps and demands across Region 4

Skill	Base	Demand
Active Listening	31663	2139
Social Perceptiveness	18978	1710
Service Orientation	17403	1500
Speaking	27336	1212
Reading Comprehension	18910	976
Critical Thinking	17094	915
Monitoring	14514	730
Writing	10885	641
Coordination	13135	612
Judgment and Decision Making	9808	569

Table 5: Top 10 areas of Ability gaps and demands across Region 4

Ability	Base	Demand
Oral Comprehension	39190	2288
Oral Expression	36647	2132
Problem Sensitivity	26646	2117
Near Vision	21800	1476
Speech Recognition	28894	1407
Written Comprehension	20936	1089
Speech Clarity	26466	1082
Written Expression	18882	870
Deductive Reasoning	15451	858
Inductive Reasoning	11530	681

(Source: O*Net online, <https://www.onetonline.org>)

Appendix:

O*Net online defines each item listed in the above tables for reference purposes.

Table 6: Knowledge

Knowledge	Knowledge Description
<i>Administration and Management</i>	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
<i>Clerical</i>	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
<i>Communications and Media</i>	Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
<i>Customer and Personal Service</i>	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
<i>Education and Training</i>	Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
<i>English Language</i>	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
<i>Mathematics</i>	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
<i>Medicine and Dentistry</i>	Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
<i>Psychology</i>	Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
<i>Public Safety and Security</i>	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
<i>Therapy and Counseling</i>	Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

The skills listed below are what employers use to assess employees' skills with in the work place. The employers look at 6 different groups and within those groups the skills have been divided amongst.

Table: 7 Skills Assessment

Group	Description	Skills
<i>Basic Skills</i>	Developed capacities that facilitate learning or the more rapid acquisition of knowledge	Active Learning, Active Listening, Critical Thinking, Learning Strategies, Mathematic, Monitoring, Reading Comprehension, Science, Speaking, and Writing
<i>Social Skills</i>	Developed capacities used to work with people to achieve goals	Coordination, Instructing, Negotiation, Persuasion, Service Orientation, Social Perceptiveness
<i>Complex Problem Solving Skills</i>	Developed capacities used to solve novel, ill-defined problems in complex, real- world settings	Complex Problem Solving
<i>Technical Skills</i>	Developed capacities used to design, set- up, operate, and correct malfunctions involving application of machines or technological systems	Equipment Maintenance, Equipment Selection, Installation, Operation and Control, Operation Monitoring, Operation Analysis, Programming, Quality Control Analysis, Repairing, Technology Design, Troubleshooting
<i>System Skills</i>	Developed capacities used to understand, monitor, and improve socio-technical systems	Judgment and Decision Making, System Analysis, System Evaluation
<i>Resource Management Skills</i>	Developed capacities used to allocate resources efficiently	Management of Financial Resources, Management of Material Resources, Management of Personnel Resources, Time Management

The abilities group is divided into 4 major areas and the specific elements that identify with that area is listed as well. The employers will use this list to help determine an employee’s abilities within a given occupation.

Table 8: Ability Assessment

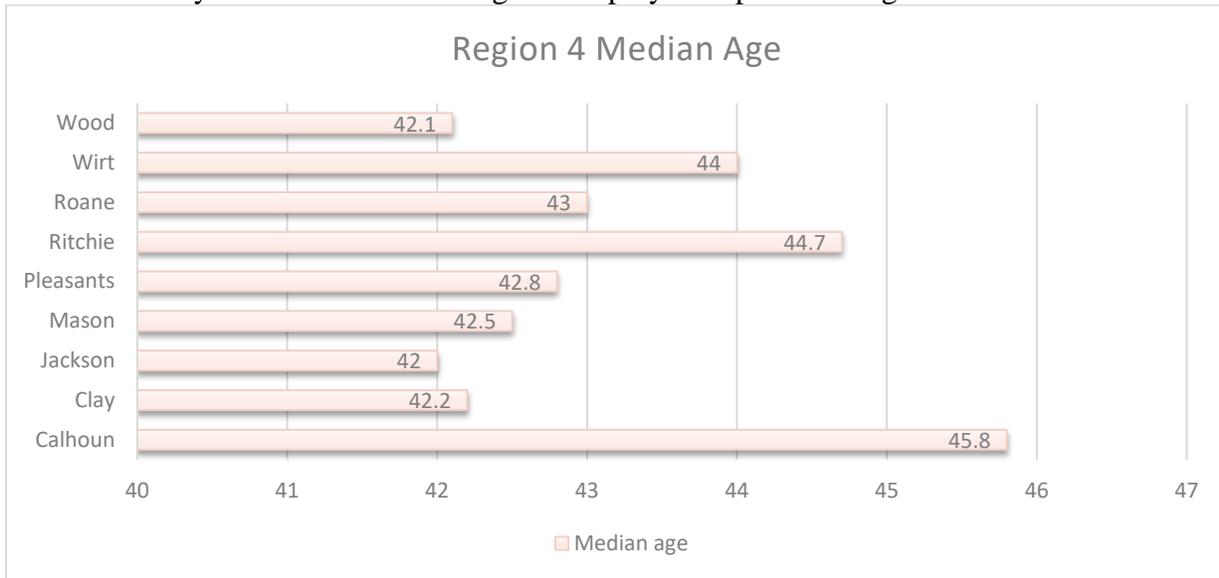
Group	Description	Elements
<i>Cognitive Abilities</i>	Abilities that influence the acquisition and application of knowledge in problem solving	Category Flexibility, Deductive Reasoning, Flexibility of Closure, Fluency of Ideas, Inductive Reasoning, Information Ordering, Mathematical Reasoning, Memorization, Number Facility, Oral Comprehension, Oral Expression, Originality, Perceptual Speed, Problem Sensitivity, Selective Attention, Spatial Orientation, Speed of Closure, Time Sharing, Visualization, Written Comprehension, Written Expression
<i>Psychomotor Abilities</i>	Abilities that influence the capacity to manipulate and control objects	Arm-Hand Steadiness, Control Precision, Finger Dexterity, Manual Dexterity, Multi-limb Coordination, Rate Control, Reaction Time, Response Orientation, Speed of Limb Movement, Wrist-finger Speed
<i>Physical Abilities</i>	Abilities that influence strength, endurance, flexibility, balance and coordination	Dynamic Flexibility, Dynamic Strength, Explosive Strength, Extent Flexibility, Gross Body Coordination, Stamina, Static Strength, Trunk Strength
<i>Sensory Abilities</i>	Abilities that influence visual, auditory and speech perception	Auditory Attention, Depth Perception, Far Vision, Glare Sensitivity, Hearing Sensitivity, Near Vision, Night Vision, Peripheral Vision, Sound Localization, Speech Recognition, Speech Clarity, Visual Color Discrimination

(Source: O*Net online, <https://www.onetonline.org>)

(D) Analysis of the workforce in the region, including current labor force employment/unemployment data, labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment;

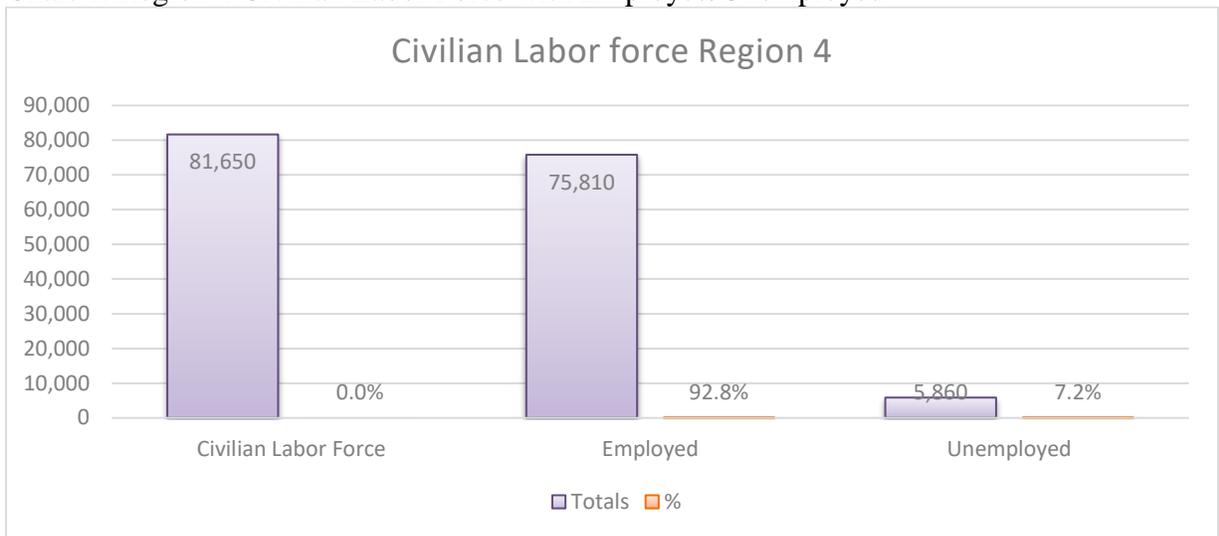
According to The U.S. Census Bureau’s 2014 American Community Survey estimates the population of Region 4 to be 196,987. Approximately 41% of this population is in the civilian labor force; while 92.8% of this group is employed, only 7.2% of this group is unemployed. The Median age for Region 4’s population rests around 43.2 years old. Approximately 163,502 are within the 15 and up age range. Of this population group 50% are in the Civilian Workforce and approximately 46% are employed; while only 4% remain unemployed.

Chart 3: County breakdown Median Age of Employed Population Region 4



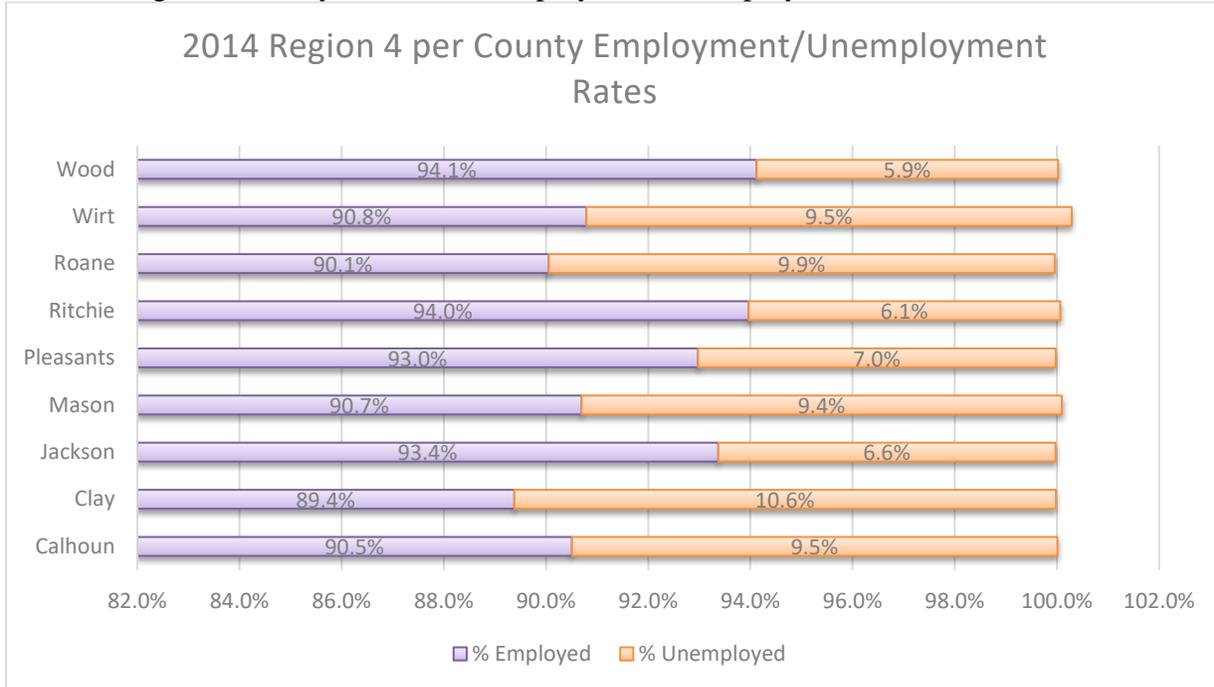
Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

Chart 4: Region 4 Civilian Labor Force with Employed/Unemployed



Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

Chart 5: Region 4 County breakdown Employment/Unemployment Rates



Source: Workforce West Virginia LMI data
<http://lmi.workforcewv.org/>

(E) Analysis of the workforce development activities (including education and training) in the region, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the region

The Workforce Development Board Mid-Ohio Valley area, is comprised of nine local counties with the one (1) comprehensive America’s Job Center in Wood County.

All core programs are participating either by physical presence or part of a shared electronic referral system. Further, required partners participating include:

- Trade Adjustment Assistance
- Second Chance Act
- Jobs for Veterans Grant (LVER/DVOP)
- Job Corp
- Community Services Block Grant (CSBG)
- Temporary Assistance for Needy Families (TANF)
- National Farmworker Jobs Program
- Senior Community Services Employment Program (SCSEP)
- Unemployment Compensation

- Housing and Urban Development (HUD)
- Career and Technical Education (Perkins)
- Indian & Native American Programs
- Youthbuild

The One Stop Managers meet monthly and are charged with the task of coordinating the activities of the mandated partners' agencies under WIOA and Workforce WV to insure the delivery of all appropriate services to their shared customer base. The OSM Team provides for the oversight and direction for the participating agencies and the operation of the One Stop System in general, and the One Stop Career Centers in particular. Coordination of agencies and workforce activities is directed by the vision and mission statement:

Vision: The Workforce WV Mid-Ohio Valley Region One Stop Management Team (OSM Team) will provide leadership and guidance for the partner agencies of this region that will enable the partner agencies to fulfill the goals and mandates of the Workforce Innovation and Opportunity Act (WIOA) at the highest level. As a result of this accomplishment, the Mid-Ohio Valley Region will consistently be recognized by the State and the U.S. Department of Labor for its exemplary level of achievement.

Mission: The Workforce WV Mid-Ohio Valley Region One Stop Management Team provides opportunities for the staff of its collaborating partner agencies to empower and assist each customer to envision, develop and achieve his/her career goal by providing opportunity for individualized case management. This is achieved through the provision of a variety of services made available by the partner agencies, all of which are focused upon equipping the customer to become gainfully employed in a career path that will provide a sustainable level of income. Customers entering the workforce development system through any of the core partner's services will be provided a common intake process that will allow all of the partners to access information and provide referrals. WorkForce West Virginia (the One Stop) often serves as the entryway into the workforce development system. As the provider of unemployment services and Wagner-Peyser services, WorkForce West Virginia is uniquely poised to welcome customers into the workforce system via the One-Stop service delivery model and provide comprehensive and targeted referrals to the other core partners.

Customers are provided career services (previously core and intensive services) through the core partners. These services are provided through the one stop system and other affiliate sites. If the customer is deemed to be ready for gainful employment after receiving career services, WorkForce West Virginia/One Stop staff assists the customer with job search and placement. If the customer is in need of training services, the WorkForce West Virginia/One Stop staff provides the customer with information on training opportunities in the area, and may refer the customer to the other core partners based on the needs of the customer. Training services are then provided to the customer through WorkForce West Virginia, West Virginia Department of Health and Human Resources, West Virginia Division of Rehabilitation Services, and/or Adult Education Services.

The WIOA core partners work together on workforce development activities. The partners all have memorandums of understanding at the state and regional levels and also collaborate on specific projects as described below:

SPOKES (Strategic Planning in Occupational Knowledge for Employment and Success) is a great partnership between Adult Education and West Virginia Department of Health and Human Resources. Created by WV Adult Education under a contract between the West Virginia Department of Education, Office of Adult Education and Workforce Development and West Virginia Department of Health and Human Resources, and in collaboration with the WDBs, the SPOKES program addresses the academic and work-ready skills necessary for adults to pursue and retain gainful employment. The West Virginia Division of Rehabilitation Services works within this partnership to increase efforts to reach potential VR consumers being served by Adult Education and the SPOKES program.

Employers emphasize the importance of job seekers having postsecondary training. The core partners have always strived for quality, career-based employment outcomes for its customers, as appropriate, and offer a wide range of education and training paths. West Virginia Division of Rehabilitation Services for example, offers individuals with disabilities opportunities to prepare them for the West Virginia economy. Pre-employment transition services, including job exploration counseling, work-based learning experiences, counseling on enrollment opportunities, workplace readiness training, and instruction in self-advocacy, are provided for those who need assistance in finding a career path that matches their interests and abilities. Once a career path has been selected, post-secondary education and training programs are made available with West Virginia Division of Rehabilitation Services funds to help individuals get the specialized college, apprenticeship, or employment supports they need to be successful in the workplace.

The WDB-MOV was a partner in delivering services for Department of Health and Human Resources (DHHR) programs in Region 4. Through stimulus funds, a Summer Youth Employment Program; Employment Subsidy Program; Supplemental Nutrition Assistance Program and the Employment Subsidy Program were available.

The Summer Youth Employment Program provided a temporary work experience during the summer months for the Temporary Assistance for Needy Families (TANF) eligible youth between the ages of 14 and 21. The focus was on assisting TANF Recipients between the ages of 18 and 21. The WDB-MOV worked to advertise and promote the program, recruited employers and low income youth to participate in the program.

Employment was 100 percent subsidized by WV DHHR. Recipients were placed at a job site in which they had a career interest whenever possible *after* completing a Job Readiness curriculum focused on career exploration, work ethics, and job seeking skills. Job sites included manufacturing, clerical, and warehouse-related work. Many older youth were placed with private sector employers and obtained permanent employment following their work experience.

The Employment Subsidy Program (ESP) was a win for all. It was administered by the Workforce Development Boards, who collaborated with the One-Stop Partners to find and identify employers who were hiring and willing to place DHHR clients. Although the program did not continue due to lack of funding, communication and stronger relationships have helped to strengthen the collaborative attitude between the partners, and we expect to continue those relationships as we partner to achieve employment success for our shared clients.

The partnership with Adult Education and the WDB-MOV is a great collaboration of resources. Early on WDB-MOV partnered with Adult Ed to provide soft skills training for job seekers in the region, and so developed “Hit the Ground Running”, which was a huge success. Now through WIOA, those same skills are part of the curriculum of Adult Education and they provide the same training to youth in WIOA and partner programs who need soft skills and other training. This helps to meet the requirements of employers and provides a fresh look at the skills and needs of customer, improving the employment outcomes for the youth.

The WDB-MOV continues to provide opportunities for partners to work together and remain current on issues in the region and around the state through OPT IN and the teams addressing identified needs in the region. OPT IN began in 2014 with teams addressing the needs of Business, Entrepreneurship, and Workforce Supply and Demand. As a result, strong partnerships have been made and continue with Ohio partners, schools and business entities as well as regional partners from education, WV DRS, Adult Education, CTCS, Economic Development and others.

The Mid-Ohio Valley Employment Resource Guide has been published and distributed to counselors throughout the region to make students and customers of all ages aware of the opportunities for employment and training within the region. The “Green Book” as it is known, focused on occupations in the Construction, Oil and Gas and Plastics and Polymers industries. A second edition, is focused on Health Care occupations and is expected to be published in 2017.

Getting the word out about employment and training opportunities in the region is also a goal in partnering with the Department of Education and WV PASS. For several years, the WDB-MOV has partnered with WV PASS to present labor market data to high school students and their parents. Presentations have been done at most high schools throughout the region.

Communicating the benefits of technical training and the development of comprehensive career pathways models is one of the goals in partnering with regional education entities, including middle schools and even elementary schools. A means of making youth aware of careers and career exploration has been the “8th Grade Career Fair”, and employers tell us that it is not enough. We need to reach youth at a younger age to make them aware of career options. Additional means are being researched and discussed to address the need.

Section 2: Regional Sector Strategies

- (A) Identify which in-demand industry sector(s) or occupation(s) the Local Boards in the region is/are serving and why.

Table 9: Region 4 In Demand Occupation list

Approved by WDB-MOV and Effective on 10/28/16

Region 4 Demand Occupations

Methodology established by the WDB-MOV:

METHODOLOGY: Occupations must meet the following criteria: 1% annual growth rate with 8 or more annual openings **OR** 24 or more annual openings regardless of growth rate **OR** come from the WV Demand Occupations Region 4 2012-2022 **OR** are included per Empirical Data from Development Directors or published hiring announcements and review of recent job orders in Region 4.

SOC Code	Job Title	Education Requirements
MANAGEMENT OCCUPATIONS		
11-1021	General and Operations Managers	Associates/Bachelors degree
BUSINESS and FINANCIAL OPERATIONS OCCUPATIONS		
13-1111	Management Analysts	Bachelor's degree
13-1161	Market Research Analysts and Marketing Specialists	Bachelor's degree
13-2011	Accountants and Auditors	Bachelors degree in Business/Accounting
COMPUTER and MATHEMATICAL OCCUPATIONS		
15-1799	Computer Occupations, All Other	Bachelors or Associates degree or professional certification in Computer Science, Information Technology; Management Information Systems
ARCHITECTURE and ENGINEERING OCCUPATIONS		
17-2051	Civil Engineers	Bachelors Degree
17-2017	Electrical Engineers	Bachelor's degree
COMMUNITY and SOCIAL SERVICE OCCUPATIONS		
21-1021	Child Family and School Social Workers	Bachelors degree Social Work, Psychology, Sociology
21-1093	Social and Human Service Assistants	High School Diploma/ Equivalent, Certification or Associates degree in Human Services/ Gerontology/Behaviorial Science/Counseling/Rehabilitation/Social Work

EDUCATION, TRAINING and LIBRARY OCCUPATIONS		
25-1194	Vocational Education Teachers, Postsecondary	Bachelors degree in Education
25-2021	Elementary School Teachers, Except Special Education	Bachelor's degree
25-2022	Middle School Teachers, Except Special and Vocational Education	Bachelor's degree
HEALTHCARE PRACTITIONERS and TECHNICAL OCCUPATIONS		
29-1141	Registered Nurses	Degree; License required
29-2012	Medical and Clinical Laboratory Technicians	Associate's degree
29-2021	Dental Hygienists	Associate's degree
29-2034	Radiologic Technologists and Technicians	Radiologic/ Sonographic Tech Associates degree
29-2041	Emergency Medical Technicians and Paramedics	Post-secondary non-degree award
29-2052	Pharmacy Technicians	Pharm Tech Certification
29-2055	Surgical Technologist	Certificate
29-2061	Licensed Practical and Licensed Vocational Nurses	LPN Certification; License required
29-2081	Opticians, Dispensing	High school diploma or equivalent
HEALTHCARE SUPPORT OCCUPATIONS		
31-1011	Home Health Aides	Less than high school
31-1014	Nursing Aides, Orderlies, and Attendants	"C.N.A"
31-2021	Physical Therapy Assistants	Associates degree from accredited program
31-9091	Dental Assistants	Certification or Associates degree in Dental Assisting
31-9092	Medical Assistants	Medical Assistant certification or Associates degree in Medical Assisting
31-9097	Phlebotomists	must be attached to additional training in the medical field
PROTECTIVE SERVICE OCCUPATIONS		
33-3012	Correctional Officers	Associates Degree
33-9032	Security Guards	High school diploma or equivalent
FOOD PREPARATION and SERVING RELATED OCCUPATIONS		
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	High school diploma or equivalent
OFFICE and ADMINISTRATIVE SUPPORT OCCUPATIONS		
43-1011	First-Line Supervisors of Office and Administrative Support	High school diploma or equivalent

43-3021	Billing and Posting Clerks	High school diploma or equivalent
43-3031	Bookkeeping, Accounting, and Auditing Clerks	Associates degree in Business/Accounting
43-4051	Customer Service Representatives	High school diploma or equivalent
43-4061	Eligibility Interviewers, Government Programs	Associate's degree
43-4121	Library Assistants, Clerical	High school diploma or equivalent
43-4171	Receptionists and Information Clerks	High school diploma or equivalent
43-6013	Medical Secretaries	High school diploma or equivalent
43-6014	Secretaries and Administrative Assistants, Except Legal, Med	High school diploma or equivalent
43-9061	Office Clerks, General	High school diploma or equivalent
CONSTRUCTION and EXTRACTION OCCUPATIONS		
47-2031	Carpenters	Apprenticeship/ Building Construction
47-2061	Construction Laborers	Apprenticeship/ Building Construction
47-2111	Electricians	Apprenticeship/License required/ Tech School
47-2211	Sheet Metal Workers	High School Diploma/Equivalent; Apprenticeship
47-4051	Highway Maintenance Workers	High school diploma or equivalent
47-5012	Rotary Drill Operators	High School Diploma/Equivalent
47-5071	Roustabouts, Oil and Gas	OJT
INSTALLATION, MAINTENANCE and REPAIR OCCUPATIONS		
49-3021	Automotive Body Related Repair and Painters	
49-3023	Automotive Service Technicians and Mechanics	ASE Certification
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	ASE Certification/ Degree
49-9021	HVAC	Apprenticeship/Associates Degree
49-9041	Industrial Machinery Mechanics	Associates Degree/ Tradeschool
49-9071	General Maintenance and Repair Workers	Vocational Training/Certificaion/Associates Degree
PRODUCTION OCCUPATION		
51-1011	Supervisors	High School Diploma
51-2092	Team Assemblers	High school diploma or equivalent
51-4021	Extruding and Drawing Machine Setters, Operators, and Tender	OJT
51-4121	Welders, Cutters, Solderers, and Brazers	High School Diploma/Equivalent, Certification

51-8031	Water and Liquid Waste Treatment Plant and System Operator	High School Diploma/Equivalent, Certification in Water Treatment Operations
51-8091	Chemical Operator	Certification or Associates degree in Chemical Operator
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	High school diploma or equivalent
51-9111	Packaging Operator	High School Diploma/Equivalent
51-9198	Helpers Production Workers	High School Diploma/Equivalent
TRANSPORTATION and MATERIAL MOVING OCCUPATIONS		
53-3032	Truck Drivers, Heavy and Tractor-Trailer	CDL-A
53-5011	Sailors and Marine Oilers (Deckhands)	High School Diploma/Equivalent
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	High School Diploma/Equivalent
53-7073	Wellhead Pumpers	High School Diploma/Equivalent

Sector partnership activities in the region are being conducted in Manufacturing, Information Technology and Health Care sectors. Additional sectors will be added as employers express the need.

(B) Describe the current status of regional collaboration in support of the sector/occupation, and identify anticipated next steps and timelines for at least the first two years of plan implementation.

Sector Strategy meetings have been going on in Region 4 as a collaboration with WVUP and the Bridging the Gap (TAACCCT) Grant. Three sector meetings are being held either monthly or bi monthly, according to the needs of the industry partners: Manufacturing (since 10/2015), Information Technology (since 12/2015), and Health Care (since 4/2016). WVUP has taken the lead and works in partnership with the WDB-MOV who provides information from resource partners as the industry requests. Transition from WVUP as the lead to joint leadership with WDB-MOV and staff acting as facilitators/co-facilitators

Section 3: Regional Service Strategies

(A) Identify and describe which populations and/or service strategies and/or services will be developed on a regional basis.

The WDB-MOV is proactive in meeting the needs of the region and strives to provide services, programs and activities that best provide for success of the individual and business/employer.

The Workforce Development Board Mid-Ohio Valley strategic vision is to have “A quality, skilled workforce that advances the economic development of the region by meeting the needs of employers and job seekers,” while the mission of The Workforce Development Board Mid-Ohio Valley, “using all available resources provides leadership and oversight to ensure that efficient and effective workforce services are accessible to employers, current employees, job seekers and other citizens in the region.”

Region 4’s current mission and vision identify that the Primary Responsibilities of the Workforce Development Board Mid-Ohio Valley will be:

- Program Oversight-Program and fiscal oversight of WIOA Title I funds in the Mid-Ohio Valley including:
- Assistance to eligible adults and dislocated workers to develop skills needed to obtain and retain employment, including assistance with tuition, books and supplies required for training in specific occupations leading to self-sufficiency.
- Career Advantage, a comprehensive program to assist eligible youth up to 24 years of age with emphasis on out of school youth. Services include career exploration, support services, life skills, training assistance, work experience, career training, credential attainment and more.
- Oversight of Workforce WV system's administration in region, providing a one stop access point to multiple state and local employment organizations. Whether you're an individual looking for a job or training, or a company looking for qualified employees, Workforce WV is the area's most comprehensive employment resource. Services are available both in person and online.
- Employer Engagement-Ensure business is a primary customer. Listen and develop solutions to individual and sector needs, including OJT, incumbent worker and customized training opportunities.
- Convening and Partnering-Build collaboration with workforce, education and economic development partners to meet the needs of the region and reduce duplication.
- Planning/Evaluating-Identify the current and upcoming workforce needs of the region and plan to meet those needs for business and job seekers.

In addition to the above information, WDB MOV supports the goals of the West Virginia State Plan’s four goals. The following provides specifics on activities within the Mid-Ohio Valley in support of those goals.

Goal #1 – Workforce Development System Integration

WDB-MOV one stop staff and partners have an established service delivery system in place. Through memorandums of understanding, system meetings and one stop practices, services are cooperative for our participants.

Strategy 1.1: WDB-MOV develops memorandums of understanding with all region partners to help enhance all services to customers in the Mid-Ohio Valley. The local region will comply with the cross-training implementations that will be made at the State level, including on-line training for all workforce development staff, moving towards team-based case management for customers at the American Job Centers, and working to have all Staff complete a comprehensive training program with certification to support consistent and quality services across our region.

Strategy 1.2: WDB-MOV conducts monthly one stop manager team meetings to identify areas of collaboration and to share information about agency specific issues. This team is the responsibility of one stop contract staff. This group will be working to meet the criteria that will be set by the State for certification of the one stops in our region. In addition, the WDB-MOV conducts quarterly meetings with our strategic planning groups to evaluate where we are on the plan goals.

Strategy 1.3: WDB-MOV will comply with an IT system that the State is developing to allow co-enrollment of individuals receiving services from the 3 core partners.

Goal #2: Customer-Driven Approach (Individual & Employer)

In Region 4, both employers and job seekers receive maximum benefit from the services offered through WorkForce WV. WDB-MOV will meet the diverse needs of employers through Sector Strategies, the services of the Business Employer/Employment Solutions Team, and the services of the Business Services Representative, providing solutions from the multiple resource partners within the region and State. Region 4 plans to provide equal access to services, training and support to all job seekers, especially those with multiple barriers, in collaboration with core partners. The individual job seeker will be provided tailored solutions to meet their education/training needs through career and skills assessments and the joint development of an individual career plan which also addresses support services needed to gain sustainable employment in the region.

EMPLOYER Focused:

Strategy 2.1: Determine Employer Needs:

- Sector Strategy meetings provide an opportunity to listen to the needs of employers for specific skill sets, competencies, and required certifications/trainings.
- Region 4 will work to develop common job descriptions within each Sector, provide resources to meet the requirements and offer opportunities for employer groups to work together to meet their needs.

Strategy 2.2: Connect Employers with Schools:

- Employers seek an avenue to promote the industry to youth, and expose them to the opportunities within the region. WDB-MOV will provide a calendar of events, job fairs, and opportunities for employers to meet with youth, their parents and guidance counselors to get the word out about sustainable employment in the region.

Strategy 2.3: Develop Work Experience Opportunities:

- WDB-MOV is focused on offering work experience, job shadowing, internships, apprenticeship and other opportunities for job seekers and young people in the region.
- Region 4 Business Services Representative will be talking to employers about these options as a means to provide insight into occupations and create a pool of applicants with the skills needed to succeed in the specific industry.

JOB SEEKER Focused:**Strategy 2.4: Assessment/Plan Development:**

- Individual job seekers will be offered assessments to determine skill gaps, occupational skills, support service needs, and needed training as it relates to their employment goals.
- Career counseling and career plan development will be part of comprehensive case management and driven by the customer.

Strategy 2.5: Provide equal access to all Job Seekers:

- WDB-MOV is focused on providing access to all customers, regardless of barriers and will make reasonable accommodations as needed to provide services.
- The Inclusion Team will conduct walk-through evaluation of the One Stop to be sure it is physically accessible to customer.
- One Stop staff will receive training to best meet the needs of and serve customers with various barriers.
- When appropriate, referrals will be made to partner agencies to provides required services.
- Region 4 will promote accessibility for all.

COMBINED:**Strategy 2.6: Training that meets Employer and Job Seeker needs:**

- The WDB-MOV will work with local training providers to make short term training available to meet the needs of job seekers and employers, providing the required certification/credential in a timely manner. (Employers need people with the skills right away—Job Seekers need a job right away.)
- Partner collaboration will provide an opportunity for both employers and job seekers to gain soft skills or specific skill sets for employer groups or individual job seekers. (Individualized, or employer groups for an incumbent worker training opportunity)
- Region 4 will continue to promote Apprenticeship programs and opportunities that currently exist and encourage new program development through Sector Strategies. (Referring interested employers to the Office of Apprenticeship for technical assistance.)

Goal #3: Career Pathways Development

WDB-MOV recognizes the need to develop Career Pathways that provide education and training in skills that lead to employment within the framework of high in demand jobs or entry level jobs. Career pathways must encompass diverse and multiple entry and exit points for the population within this region. These multiple entries and exit points will allow individuals of all abilities and skill levels; especially those with barriers to training and employment, access to the career pathway that fits their needs.

Strategy 3.1: Ensure that the Career Pathways developed are in accordance with WIOA regulations.

- WDB-MOV will continue to work with Employers, Post-Secondary and Secondary representatives to ensure that the career pathways that are developed and implemented are in accordance with the WIOA law and regulations.

Strategy 3.2: Ensure alignment of career pathways

- Work with mandated partners and employers to align training and education with employer needs.
- Utilize the integrated sector groups to continue alignment of needs and training and curriculum development to ensure career pathways are leading to gainful employment.

Strategy 3.3: Encourage full implementation and utilization of Career Pathways in training and employment environments

- Distribute the Mid-Ohio Valley Resource Guide 2016 Health Care edition throughout secondary and post-secondary institutions to ensure pathway opportunities are conveyed to all potential customers.
- Seek input from sector groups regarding the need for additional MOVRG pursuant to specific partner's needs.

Goal #4: Increase Opportunities for Youth

WDB MOV recognizes the many employment challenges are faced by our youth population. Region 4 will continue to work with partners to lessen the barriers faced toward employment. Barriers are much higher for those with no postsecondary education, therefore emphasis will be placed on career pathways.

Strategy 4.1: Increase recruitment of OSY.

- Regular presentations will be given to local agencies to help gain participants and strengthen partnerships.
- Increased recruitment activities will be provided in our 9 county region.
- Focus will on the development of marketing/advertising efforts in order to increase awareness of the OSY program. This will be implemented through the following:
 - (A) Development of career advantage website in order to reach the youth population as a whole, but also will aide in the recruitment of older youth.
 - (B) Newspaper articles featuring special events
 - (C) Flyer distribution in selected locations
 - (D) Public service announcements
 - (E) Social Media-Facebook Pages
- Negotiated Performance Measures with One Stop and youth contractors will include actions to ensure the 75% requirement of OSY is met.

Strategy 4.2: Clear pathways to success will be identified for IS and OSY.

- For each stage in the youth participant’s life, a clear path to success will be determined. Through intrusive case management youth skills will be assessed and career interests discovered.
- Case managers will work closely with WIOA partner agencies so that appropriate referrals will be made to help support the participant where needed.
- A Plan of Action will be created with the CM and each youth participant to identify a clear path to success. The POA will be updated regularly for any milestones or goals met.
- Career pathways leading to post-secondary credentials will be emphasized.
- Co-enrollment of OSY in WIOA Adult programs will be encouraged to maximize extra support.
- WIOA Adult ITA funds will be used for older youth training opportunities where appropriate.

Strategy 4.3 Focus on youth work experience.

- Youth Work experience will be emphasized to increase job readiness skills, and promote career pathways.
- Youth WEX will include the following opportunities:
 11. Summer employment opportunities and other employment opportunities available throughout the school year.
 12. Pre-apprenticeship programs
 13. Internships and job shadowing and
 14. On-the- job training (OJT) opportunities
 15. Occupational skill training

WDB MOV is working with local training providers to explore options for short term training and training that can be presented using alternative delivery methods. The ability to take training through on line programs is an option being explored with WVU-P to increase the potential for training for individuals living in rural counties with limited post-secondary options and / or transportation barriers.

Section 4: Coordination with Regional Economic Development Organizations

(A) Identify regional economic development services and providers in the region and describe how the Local Board(s) will coordinate services with these services and providers.

The Workforce WV system in the Mid-Ohio Valley have developed multiple ways of engaging employers and identifying services that may be needed, addressing workforce and economic development needs. As part of the One Stop plan, partner employees with primary responsibility of serving business, meet together as part of the Business Employment Solutions Team (BESTeam). These individuals work to share information and needs of area business,

working to avoid duplication of contact, and identifying an array of service that may be available to assist the specific needs of an individual business.

Region 4's Business Employment Solutions Team (BESTeam) is in place to share information among providers, provide the employer with the best resources to meet their needs and to promote opportunities within the region for job seekers. The Team coordinates visits to employers to best meet their needs.

The BESTeam meets monthly to share information about employers visited, upcoming hiring and training needs, and planned business visits. When possible, visits are coordinated to have two or more partners visit a business together rather than having multiple visits to the customer. The BESTeam has developed a strong list of resource organizations to call on for various needs. In addition to the core programs identified under WIOA, Governor's Guaranteed Workforce programs, WV Community Technical Colleges, Economic Development Directors, Small Business Development Centers, Small Business Administration, and Microloan Programs are included in the array of services that are available to business customers in the region.

Workforce Development Board Mid-Ohio Valley's administrative and fiscal agent is Mid-Ohio Valley Regional Council. Area Economic Development Directors serve on the MOVRC Board. Through this connection, information is frequently shared to and from economic development directors in the region. BESTeam members and individual Development Directors regularly communicate and share needs of specific businesses. For example, if a development director identifies a workforce need during a business retention visit, that need is forwarded to a BESTeam member. In the same manner, if a BESTeam member contacts economic development directors about needs where they can assist.

Section 5: Coordination of Transportation and/or Other Support Services, as Appropriate

(A) Describe whether transportation or other support services need to be coordinated across the region based on the regional analysis, and if so which services and how.

Transportation is a barrier our youth face. Because the need is so great, youth case managers will meet youth at their secondary /post-secondary schools, in their homes and local hangouts. If any youth is unable to attend Region 4 youth activities our case managers will provide transportation to and from events. For adults and dislocated workers, when applicable, bus passes are provided to help offset the costs of employment and/or training activities.

Section 6: Regional Cost Arrangements, as Appropriate

(A) Describe cost arrangements in the region for costs associated with items 1 through 5 above, which may include the pooling of administrative costs.

Table 10: Region 4 Cost Arrangements with required partners with WIOA

WorkForce WV Mid-Ohio Valley Location Specific Information							
WDB-MOV Partner	Description	Clay CAEZ / Valley Fork School / Affiliate Site	Jackson Workforce WV	Mason Workforce WV	Roane Rehabilitation / Workforce WV Services Office	Wood Workforce WV Center	
Services available at One Stop Locations in Mid-Ohio Valley Area. Identify by site if service is available On site (OS), Electronically (E), By Referral ®	<i>Council of Three Rivers American Indian Center, Inc.</i>	Case Management: Skill Evaluation, training Assistance, job referrals Assessment: Prior work history, education, barriers to employment Training: Through accredited training programs (funds permitting) Job Placement: Referrals through employment one stop-system, employer openings, job fairs. *NOTE: meeting w/potential clients on site made through appt w/main program office	OS, E, R	OS, E, R	OS, E, R	OS, E, R	OS, E, R
	<i>Community Resources Inc.</i>	Case Management, Tax Preparation, Family development, Financial Literacy, Weatherization Application, Housing Development		OS, E			
	<i>WV Division of Rehabilitation Services</i>	Application for services with Rehabilitation counselor to start the VR process	R	OS	R	OS, E, R	OS, R

RESA 5	WV High School Equivalency Diploma preparation, job readiness skills, college preparation, placement exam preparation, English Language Acquisition, employability skill modules, computer skills, career exploration, tutoring, FAFSA assistance, Career pathways, etc...	R	OS	OS	R	OS
The National Council on Aging	Assessment of SCSEP applicants, referral to appropriate agencies, assistance with the universal job seeker when possible, receipt of referrals to SCSEP for evaluation and assessment.		E, R	E, R	E, R	OS, E, R
WorkForce WV	Veterans Case Management, Jobs for Veterans Service Grant,		OS, R			OS, R
	TABE Testing for Apprenticeship Programs,		OS, R	OS, R		OS, R
	Testing for Employers as a pre-screening tool attached to job order.		OS, R			OS, R
	Assist Partner Agencies, give workshops in various categories such as: interviewing techniques, resume writing, soft skills.			OS, R		OS
	Assist employers with recruitment of new employees, job orders, referral assistance, job fairs, provide space for interviewing, career		OS, E, R			OS, E, R

		counseling, resume preparation, job matching and OJT referrals.					
		Unemployment compensation including but not limited to unemployment compensation claims and rapid responses.			OS, E	OS, E	OS, E
	Workforce Development Board Mid-Ohio Valley	Assistance for job seekers including assessment of skills, job readiness, referral to job opportunities, resume assistance, interview skills, etc. Training assistance for WIOA eligible customers. WIOA Career Advantage program for eligible youth between the ages of 14 and 24. Business assistance including screening and referral of individuals for job openings. Assistance through On the Job Training program. Assist in developing job descriptions. Connections to other workforce, education, and economic development organizations	OS, R	OS, R	OS, R	OS, R	OS, R
Describe agency Contributions to Operational (shared) costs such as	<i>Council of Three Rivers American Indian Center, Inc.</i>						
	<i>Community Resources Inc.</i>	Rent		\$ 3,600.00			

rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.	<i>WV Division of Rehabilitation Services</i>						
	<i>RESA 5</i>	Rent, Utilities and shared general supplies		\$ 36,110.00	\$ 20,840.00		\$ 35,880.00
	<i>The National Council on Aging</i>	Cubical Rental					\$ 2,400.00
		2 cases of Paper					\$ 100.00
	<i>WorkForce WV</i>	Rent, utilities, Telecommunications, internet service, insurance, routine maintenance				\$ 10,000.00	\$ 126,000.00
	<i>Workforce Development Board Mid-Ohio Valley</i>	Rent, Utilities, etc	\$ 4,800.00	\$ 88,695.40	\$ 13,200.00		\$ 92,890.76
Describe agency Specific Costs and Contributions such as staff, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.	<i>Council of Three Rivers American Indian Center, Inc.</i>						
	<i>Community Resources Inc.</i>	Personnel		\$ 26,900.00			
		Insurance		\$ 150.00			
		Supplies		\$ 1,500.00			
	<i>WV Division of Rehabilitation Services</i>	DRS Staff, Rent, Utilities, Supplies FY 16		\$ 60,404.45		\$ 115,683.14	\$ 10,973.13
		FY 15		\$ 57,618.51		\$ 119,135.81	\$ 11,054.31
	<i>RESA 5</i>	Staff, Supplies, Etc		\$ 292,633.00	\$ 157,364.00		\$ 146,150.00
	<i>The National Council on Aging</i>	Staff cost for Facilitator & older worker Navigator for Wood County location. No Certainty at any other location within SCSEP service Area.					\$ 28,535.00
	<i>WorkForce WV</i>	Staff, Supplies, Etc		\$ 30,000.00	\$ 40,000.00	\$ 5,000.00	\$ 350,000.00
<i>Workforce Development Board Mid-Ohio Valley</i>	Staff Costs	\$ 11,088.83	\$ 83,746.00	\$ 52,781.56	\$ 25,088.79	\$ 289,220.10	

Section 7: Regional Performance Negotiation

(A) Single area regions may describe the process used to negotiate performance. Describe how a region consisting of multiple workforce areas will collaboratively negotiate and reach agreement with the Governor on local levels of performance and report on performance accountability measures.

Local performance measures are negotiated with contracted providers of Youth and One Stop services prior to the start of a new program year, based on performance in the last year, or areas that the WDB-MOV wishes to emphasize.

Table 11: PY16-PY17 State Negotiated Performance

PY16-PY17 State Negotiated Performance Measures					
WIOA	Employment Rate 2 nd Quarter After Exit	Employment Rate 4 th Quarter after Exit	Median Earnings	Credential Attainment	Measureable Skill Gains
Adult	72%	72%	\$5,890	73%	Baseline
Dislocated Worker	71%	76%	\$8,320	74%	Baseline
Wagner Peyser	52%	65%	\$4,500		
Youth	61%	43%		69%	Baseline

Table 12: Youth Performance Expectations 16-17

Youth Performance Expectations 2016-17	% Potential Holdback	Potential Holdback
Of files reviewed, a minimum of 2 individual contacts per month will be documented with active youth. One must be in person. The other contact may be by phone, text or social media. The contact will be related to the youth's Career Advantage plan and / or life situation.	1.00%	\$5,650
Of files reviewed, a Plan of Action will be reviewed at least quarterly with the youth, documenting services needed, steps completed and next steps identified.	1.00%	\$5,650
Staff training with front line staff will be conducted a minimum of quarterly. Agenda and training plans will be approved by WDB MOV staff.	0.50%	\$2,825
A report will be submitted quarterly on youth related DOL performance indicators, including corrective action plans if MOV Region is not meeting or exceeding negotiated measures.	1.00%	\$5,650
Total potential performance holdback	3.50%	\$19,775

Table 13: One Stop Performance Expectations 16-17

One Stop Performance Expectations 2016 - 17	% Potential Holdback	Potential Holdback
Area Informational Meetings will be held twice each year for both the northern and southern areas of the region.	1.00%	\$5,400
Of files reviewed, customers enrolled in training (classroom or OJT) will be contacted each term within 5 business days of the start date of training and a second contact midway through any term lasting more than three months. Contact will be documented in case notes.	1.00%	\$5,400
Staff training with front line staff will be conducted a minimum of quarterly. Agenda and training plans will be approved by WDB MOV staff.	0.50%	\$2,700
Of files reviewed, documented Job Search Assistance will be provided a minimum of once each month to individuals who have completed an ITA while the participant is in active status.	1.00%	\$5,400
Total potential performance holdback	3.50%	\$18,900

NOTE: There is no requirement that a region negotiate a single level of performance on any measures. The requirement is that the region agrees on how it will manage the negotiation with the Governor, which can include each Local Board negotiating separately.

2016-2020 Local Plan Assurances

Check the following boxes to accept the assurances listed below.

		Assurance	References
✓	1.	The Local Board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the general public for a period that is no less than 30 days. The Draft Local plan was put out for comment for no more than 30 days in accordance with WIOA Section 108(d).	WIOA Sections 108(d); 20 CFR 679.550(b)
✓	2.	The final Local Plan is available and accessible to the general public. The local plan is available for review to the public on our website at http://www.movrc.org/Programs/Workforce-Investment-Board.aspx	20 CFR 679.550(b)(5)
✓	3.	The Local Board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes. The WDB MOV will provide notice of scheduled WDB MOV meetings by publication (on the 15th of the month) in local newspapers within the Region 4, through MOVRC's monthly newsletter, on the website (workforcemov.org), and on social media sites to ensure that the public is aware of meeting times and locations. Board membership criteria and minutes from WDB MOV board meetings are published on the website (workforcemov.org). In order to assure public access to all persons (including persons with disabilities), WDB MOV board and committee meetings are held in an accessible facility and reasonable accommodations are made available upon request. WDB MOV WIOA activities are posted in the comprehensive and affiliate One Stop Centers and posted on social media to keep the public informed and assure accessibility. See attached WDB MOV Procedure "Meeting Notice and Accessibility"	WIOA Section 107(e); 20 CFR 679.390 and 679.550
✓	4.	The Local Board makes publicly-available any local requirements for the Local Area, such as policies, including policies for the use of WIOA Title I funds.	20 CFR 679.390

		The WDB-MOV policies are available on our website www.workforcemov.org	
✓	5.	The Local Board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local Workforce Development Board or entity that they represent, and provides for the resolution of conflicts. See attached COI Statement and Policy #4	WIOA Section 107(h)
✓	6.	The Local Board has copies of memoranda of understanding between the Local Board and each American Job Center partner concerning the operation of the American Job Center delivery system in the Local Area, and has provided the State with the latest versions of its memoranda of understanding. See attached all signed partner MOU's	WIOA Section 121(c); 20 CFR 678.500-510
✓	7.	The Local Board has written policy or procedures that ensure American Job Center operator agreements are reviewed and updated no less than once every three years. WDB-MOV reviews and updates AJC agreements annually. See Policy #28: Procurement and Selection of One Stop Operators, Youth and other Service Providers; also see the One Stop Operator Contract.	WIOA Section 121(c)(v)
✓	8.	The Local Board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA. WDB-MOV follows the WV State Policy 4-17 and local procedures for the RFP process.	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400
✓	9.	The Local Board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts. See attached Policy #21.	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR 679.370(1)-(m) and 680.410-430
✓	10.	The Local Board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); 20 CFR 683.600

		See attached Policy #4, being revised to be in compliance with WV State Policy 3-17.	
✓	11.	The Local Board has established at least one comprehensive, full-service American Job Center and has a written process for the local Chief Elected Official and Local Board to determine that the center conforms to the definition therein. See attached One Stop Operator contract.	WIOA Section 121(e)(2)(A); 20 CFR 678.305
✓	12.	All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in the Local Area's American Job Centers for individuals with disabilities. See Attached WDB-MOV Policy #23, Accessibility and Accommodation, and signed partner MOU's.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
✓	13.	The Local Board ensures that outreach is provided to populations and sub-populations who can benefit from American Job Center services. The WDB-MOV ensures that there are comprehensive, affiliate or satellite offices to reach all populations within the region.	WIOA Section 188; 29 CFR 37.42
✓	14.	The Local Board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals. The WDB-MOV implements universal access to all partner's programs and activities through outreach, recruitment assessment, service delivery through all of our sites including but not limited to the comprehensive, affiliate and satellite locations. See Attached WDB-MOV Accessibility and Accommodation Policy #23.	WIOA Section 188; 29 CFR 37.42
✓	15.	The Local Board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented. See attached EO Policy #1 and Attachment #1A	WIOA Section 188; 29 CFR 37.54(a)(1)
✓	16.	The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA. This information is collected by MACC, the management information system.	WIOA Section 185; 29 CFR 37.37
✓	17.	The Local Board complies with restrictions governing the use of federal funds for political activities, the use of the American Job Center environment for political activities, and the Local Board complies with the applicable certification and disclosure requirements.	CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-

		The WDB-MOV is in compliance.	12; 29 CFR Part 93.100
✓	18.	The Local Board ensures that American Job Center staff, along with the Migrant and Seasonal Farmworker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven and consistent with ESD’s mission. The WDB-MOV provides activities/services to all partners/customers in compliance with WIOA.	WIOA Section 167
✓	19.	The Local Board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations. All WDB-MOV staff, contractor staff, grantees, sub-grantees, partner staff, and any other individuals or entities involved in the handling of personally identifiable information (PII) as a result of WIOA activities in Region 4, including wage and education records, will protect PII in accordance with the law. FERPA (as amended), WIOA, and applicable Departmental regulations will be followed. See attached WDB-MOV Policy #24-revised	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603
✓	20.	The Local Board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process. See attached WDB-MOV Policies #12, #13, #19, #22 and #28.	WIOA Section 108(b)(16); 20 CFR 679.560(a)(15); WIOA Title I Policy 5601; WIOA Section 134(c)(3)(G); 20 CFR 680.300-310
✓	21.	The Local Board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds. See attached Accounting Handbook.	WIOA Section 108(b)(15), WIOA Title I Policy 5230; WIOA Title I Policy 5250
✓	22.	The Local Board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient. The WDB-MOV is in compliance with WIOA Section 184.	WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410
✓	23.	The Local Board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the	WIOA Section 184(c); 20 CFR Part 652; 20 CFR

		decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities. The WDB-MOV is in compliance with WIOA section 184.	683.410(a), 683.420(a), 683.750
✓	24.	The Local Board has a written policy and procedures for ensuring management and inventory of all properties obtained using WIOA funds, including property purchased with JTPA or WIOA funds and transferred to WIOA, and that comply with WIOA, and, in the cases of local government, Local Government Property Acquisition policies. See attached Policy #6.	WIOA Section 184(a)(2)(A); 20 CFR 683.200 and 683.220; OMB Uniform Administrative Guidance; Generally Accepted Accounting Procedures (GAAP)
✓	25.	The Local Board will not use funds received under WIOA to assist, promote, or deter union organizing. The WDB-MOV is in compliance with WIOA Section 181.	WIOA Section 181(b)(7); 20 CFR 680.850
✓	26.	The Local Board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service. See attached WDB-MOV Policies #8, #9, and #15.	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A
✓	27.	The Local Board has a written policy and procedures for awarding ITAs to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized. See attached Policy #12.	WIOA Section 134(c)(3)(G); 20 CFR 680.300-320
✓	28.	The Local Board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs. See attached One Stop Operator contract.	WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970; 20 CFR 681.570
✓	29.	The Local Board has a written policy for priority of service at its American Job Centers and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20

		employment, training and placement services and eligibility requirements for those programs or services. See attached Policy #9.	CFR 1010; TEGL 10-09; Veterans Program Letter 07-09
✓	30.	The Local Board has developed plans and strategies for maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services. See attached One Stop Operator contract.	
✓	31.	The Local Board will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship. See attached WDB-MOV Policy # 23 Accessibility and Accommodation.	

The Local Workforce Development Board for Mid-Ohio Valley certifies, that it complies with all required components and assurances of the Workforce Innovation and Opportunity Act plan development guidelines issued by the State of West Virginia. The Local Board also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act, Wagner-Peyser Act, and their regulations, written U.S. Department of Labor guidance implementing these laws, Office of Management and Budget circulars, and all other applicable federal and state laws, regulations, and policies.

Randall C. Rupp 4/
Local Chief Elected Official(s)

4/28/17
Date

Carol O'Quinn
Local Workforce Development Board Chair

5-3-17
Date



WDB-MOV Procedure – Meeting Notice and Accessibility

Reference: WDB MOV Policy #23

Procedure: The WDB MOV will provide notice of scheduled WDB MOV meetings by publication (on the 15th of the month) in local newspapers within the Region 4, through MOVRC's monthly newsletter, on the website (workforcemov.org), and on social media sites to ensure that the public is aware of meeting times and locations.

Board membership criteria and minutes from WDB MOV board meetings are published on the website (workforcemov.org).

In order to assure public access to all persons (including persons with disabilities), WDB MOV board and committee meetings are held in an accessible facility and reasonable accommodations are made available upon request.

WDB MOV WIOA activities are posted in the comprehensive and affiliate One Stop Centers and posted on social media to keep the public informed and assure accessibility.

MOVRC

*FISCAL HANDBOOK OF PROCEDURES
TO ACCOUNT FOR WORKFORCE
FUNDS*

*As prepared for FY17
By Carol Jackson, MOVRC Executive Director*

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Overview of Mid Ohio Valley Workforce Investment Corporation (MOVWIC)

MOVWIC is a separate non-profit entity from the Mid-Ohio Valley Regional Council (MOVRC). MOVWIC has no employees and receives grant funds from the State of WV Workforce and other DOL Pass-through grants. MOVWIC's fiscal and administrative functions are performed through employees of the MOVRC. Certain program staff employees are solely assigned MOVWIC duties. As of January 1, 2017, the following employees are assigned MOVWIC Program employees; Gail Holleron, Miranda Lough, Janelle Comstock and Robin Sterling. MOVRC has an indirect cost plan to cover the general office overhead, accounting and administrative expenses of running the agency and overseeing the various programs. Each program housed at the Market Street location is charged 53% of direct salary to cover the indirect costs.

MOVWIC reimburses MOVRC 100% of the charged payroll, fringes and indirect expenses on a monthly basis.

The fiscal year is July 1st through June 30th.

Source of Funds for the MOVWIC

MOVWIC receives the majority of its funding through formula grants from the WV State Workforce office. These are federal Department of Labor funds and carry all the requirements of federal money. Funds are typically granted for a two-year duration and are awarded by letter each year. In any given year, it is possible to have two formula grants open. Grants are charged off against using the FIFO approach, the oldest grant is fully expended before the newer one is charged. Administrative charges are limited to 10% of the current year grant award.

Throughout the year WV State Workforce may grant special purpose funds for use for specific purposes or objectives. These funds carry their own reporting, funding and program requirements.

Program Income may be earned throughout the year from various activities undertaken by the MOVWIC to further the program objectives. In the past program income, has been derived from career fairs, registration fees, sublease rentals and bank interest. 29 CFR 97.24 is followed regarding the accounting for program income. Where appropriate program income is used to offset program expenses-such as career fair cost. As per the State WIA Workforce Board Fiscal Handbook program income is added to the grant funds and used for any purpose allowed under the grant agreement.

At this time, we have never used nor been required to report leveraged funds. If in the future this is necessary, we will establish a reporting system to capture this data. Since we have never had an issue with disallowed costs we have never had to use stand-in costs. All our WIOA costs are charged to the WIOA program therefore we wouldn't have any costs available to use as stand-in costs as per the WIOA guidance on stand-in costs

How Funds are received

All grant funds received from the WV State Workforce are sent electronically through the WV State Auditor's Office.

Each grant award details the timing and method of requesting funds. Currently the formula funds and special purpose grant funds can be requested on an advance basis as needed but no more often than weekly.

The State has prepared official forms for use in requesting cash. Please refer to the WIA Workforce Board Fiscal Handbook printed 2/15/06. A separate requisition for cash is to be completed for each grant and funding stream. We are required to submit an itemized schedule of open invoices due to support our requested cash. Currently our cash requirement form out of the Great Plains accounting software doesn't give us all of what is needed to prepare the schedule, but it is a start. Once all the bills are listed and our cash requisition is completed, equaling the requested amount of cash, the forms are faxed or emailed to Bridgett in the Charleston Office. Once Bridgett receives and processes it she turns it over to the State office to be electronically funded. It can then be tracked on the OASIS web site. The funds are sent directly to the MOVVIC Community Bank Operating Checking Account. When the cash requisition is sent to the state, the MOVRC Finance Manager enters it as an accounts receivable item into the Great Plains accounting software.

Once the funds have been credited to the checking account Tina Warfield, the Finance Manager will print off the OASIS transaction detail showing the warrant # and date of transfer plus the Community Bank online account screen showing the deposit. Rose Kinney, Accounting Clerk will then enter the deposit into the Great Plains software clearing off the corresponding open AR item.

Once the funds have been credited to the checking account, Tina will print off the OASIS transaction detail showing the warrant # and date of transfer plus the Community Bank online account screen showing the deposit. Rose will then enter the deposit into the Great Plains software clearing off the corresponding open AR item.

Miscellaneous funds are received in multiple ways but they all get logged into the cash receipt log maintained by Lori or Kelsie, Grant Assistants. Robin Sterling typically provides the GL accounts to be used to enter the deposit. After logging in, the funds are

deposited by Rose into the MOVWIC Community Bank account, and the paperwork is given to Rose to enter into the Great Plains accounting system.

Overview of the Accounting System Setup

MOVRC uses Great Plains accounting software for the general ledger, accounts payable accounts receivable and payroll processing. The current account setup allows for tracking by funding stream and by grant type. The account structure is two segments. The first segment presents the program or grant. The segments in use for FY17 currently are Administrative, Adult, Dislocated Worker, Youth In School, and Youth Out of School. The second segment represents the natural account such as travel and so forth. For example, account 903-5000 is Dislocated Worker Salaries Expense and likewise 905-5000 is Youth Out of School Salary Expense.

The Analytical Accounting feature of Great Plains is utilized to track the expenditure by specific grant. Every Revenue and Expense account is charged to both a GL account and to a Grant. Each GL account has a default Grant associated with it. This coding can be changed once the grant is fully expended and a new grant to be charged.

The general ledger trial balance is used as the basis for all reports.

All bank accounts, accounts payable and receivable are reconciled monthly. Actual monthly financial data is compared to budget monthly as part of the monthly board financials. The financial data is reviewed by the board, Janelle Comstock, Director and Carol Jackson. The bank reconciliations are prepared by Tina and then presented to Robin Sterling and Janelle Comstock. The MOVWIC bank reconciliations are reviewed by Robin Sterling. The Accounts Payable and Receivable reconciliations are prepared by Tina and reviewed by Carol Jackson.

Timesheets are prepared by each employee recording actual time spent on each funding stream. Leave is allocated based upon the percentage of time actually charged each pay period. For instance if an employee spent 50% of the worked time on the Adult program then 50% of leave taken for that time period would be charged against the Adult program. Timesheets are then printed, signed by the employee and approved by Joyce Okes and handed to Tina. Payroll is calculated semi-monthly on the 15th and final day of the month. Payroll is processed through the Great Plains software which allocates the payroll based upon the program codes charged on the timesheets. All benefits are then allocated each pay period based on the salary charged to the program codes. All MOVWIC assigned employees are set up for direct deposit. The Great Plains system generates the direct deposit file and Carol, signs off on the transaction and Tina uploads it to Community Bank who processes all the direct deposit transfers.

Currently access to the Great Plains software is limited to Carol Jackson, Tina Warfield and Rose Kinney. All users have selected their password and passwords are not shared.

Users are then limited under Great Plains security to the level of access to records and ability to process transactions. Carol and Tina have full access; Rose has access to AR, AP, Cash Application screens and viewing for the General Ledger. Accounts Payable checks can be generated by Rose, with Tina and then Carol being the backup. The system has another interlocking set of passwords to verify the user's access to the check printing feature. We use blank check stock through the MICR check system within Great Plains. The bank accounts are set up in the computer and the MICR toner will generate the check data on the blank stock when printed. All checks require two signatures. The computer is set up to generate Eric Peters' signature when the check is printed. Carol Jackson will hand sign all checks.

How invoices and charges are processed against the grants

Invoices are received by the personnel assigned to the MOVWIC program. Robin Sterling will process the vouchers detailing out the charges and accounts to be charged. She will follow the cost allocation plan guidelines for determining which programs and accounts to be charged. Once the voucher is completed Janelle Comstock, MOVWIC Director will review and approve. After the approval Rose enters all vouchers as coded into the Great Plains software and schedules payment. Checks are scheduled to process every other week. Carol reviews each voucher while signing the checks.

Once an expenditure amount hits a general ledger account it is tagged with an Analytical Accounting Code. The Analytical Accounting feature of Great Plains is utilized to track the expenditure by specific grant. Every Revenue and Expense account is charged to both a GL account and to a Grant. Each GL account has a default Grant associated with it. This coding can be changed once the grant is fully expended and a new grant to be charged. Tina assigns the codes, but Rose has the ability to change codes to match the vouchers.

The above mentioned cost allocation plan is to be approved by the WV State Workforce office.

As the final vouchers/invoices are not available until late July and sometimes August it is necessary to keep the Accounts Payable module open for June longer than normal. Typically, the month is closed out by the 10th of the following month and any new vouchers are then posted to the next month. However due to the year end and grant end of June 30 it is important to post all of all of June invoices/vouchers to June.

Once vouchers/invoices are paid and Carol has signed them they are given back to Robin Sterling. Robin then attaches any documents to the checks and mails them out. She also attaches the top voucher to the voucher/invoice that will be filed in our paid Accounts Payable cabinet under the vendor name.

Debt Collection

As the majority of the funds are received from the State Auditor's office through the OASIS payment system very little debt collection guidance is needed. Other potential issues would be collection of ITA funds in case of student withdrawals or subsequent PELL grant awards. Gail Holleron and Miranda Lough track the ITAs and pursues any monies due back to MOVWIC from ITAs. Periodically we do receive refund checks for ITAs and they will be handled as outlined under the How Funds are Received Section.

Reporting Requirements

The MOVWIC Board receives a monthly financial packet comparing the actual year to date totals to the budget. Forecasts are prepared quarterly. The trial balance YTD amounts are used for the monthly Board financials. They are entered into an Excel spreadsheet by funding stream and printed off for the Board meetings. Generally, the reports should be prepared by the 10th of the month and e-mailed to Janelle to review and send to the Board.

The WV State Workforce office requires monthly financial reports against each funding stream on all open grants. The formula grant reports are completed by Carol online through the MACC System. The reports are due by the 15th of the following month. The special purpose grants require monthly reporting which is submitted to Bridgett Walker in the Charleston office by the 10th of the following month.

The trial balance is generated out of Great Plains and used as support for all reports filed. An internally prepared MACC tracking sheet is currently being utilized to track the FIFO charges against the formula grants. It takes the MOVWIC Board financials and separates them out into the various grants and subtotals them for insertion into the online MACC Reports. These reports are accrual and the State is very insistent that we include as much of the accrual amount as we possibly can. We also prepare a monthly obligation worksheet for the MACC reporting, this worksheet summarizes the total obligation for the year less the amount that has been paid on that obligation to equal the remaining obligation to report on the MACC. This worksheet is updated monthly to ensure that the obligation amount is current and accurate based upon payments issued and or any new obligations incurred. Obligations are determined to be obligated once the contract or agreement has been signed by both parties.

The MACC reports are monitored by the state and they review all the supporting backup which includes: general ledger detail, excel spreadsheets for tracking FIFO, obligation worksheets and cash draw down tracking worksheets. Our reporting methods have been monitored by the state and our independent CPA, for many years and found sufficient to ensure compliance with GAPP and DOL guidelines.

All WV State Workforce grants require a formal close out. The state will supply the appropriate form and letter detailing when the reports are due and to whom. Just follow the procedures/instructions with the form.

Reporting Requirements for Highly Compensated officers/employees may be required as part of some grant documents. As all MOVWIC staff is employed by the MOVRC the MOVWIC has no highly compensated employees and the officers are not compensated. The MOVRC also doesn't have any highly compensated employees as defined.

1. Total Compensation” refers to the cash and noncash dollar value earned by the officers during the Grantee’s fiscal year. For further information regarding how to calculate the total compensation please see 17 CFR 229.402(c)(2). Please note that this requirement is only applicable if the Grantee organization in its preceding fiscal year meets all of the following criteria:
 - a. Eighty percent or more of its annual gross revenues in Federal awards and
 - b. \$25,000,000 or more in annual gross revenues from Federal awards and
 - c. The public does not have access to information about the compensation of senior executives of the Grantee organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d) or section 6104 of the Internal Revenue Code of 1986 [26 USC §6104].

Auditing Requirements

A yearly A-133 audit is to be performed by an outside CPA firm. The final audit report should be completed by March, nine months after the fiscal year end. The Federal Audit Clearinghouse is to receive a Data Collection Form along with copies of the audit. The auditors will assist us in completing the data collection form.

Audit Resolution Process

In the event of any findings as a result of the annual A-133 audit or any monitoring performed by funding agencies we will immediately address those findings upon notification. Corrective actions will be taken to either correct any errors, or put into place policies and procedures to prevent such situations from reoccurring. If any disallowed costs are identified those will be repaid immediately upon discovery.

Tax Return Filings

As MOVWIC is a non-profit they are required to complete IRS Form 990-Return of Organization Exempt From Income Tax. The auditors are contracted with to prepare this yearly form. The return is due by November 15th, the 15th day of the 5th month after the organization's accounting year ends.

Budget procedures

Each grant requires a budget be prepared. In addition a combined budget is prepared for the MOVWIC Board.

The board, or internal, budget is a combined budgeting reporting all grants including carryover funds. The budget is prepared by funding stream and is subject to board approval. The FY17 budget was approved in the June-16 Board meeting. Janelle prepares the bulk of the budget due to contract and service provider agreements that are negotiated. Either Tina or Carol will assist with payroll, benefits and any other areas requested. Throughout the year budget modifications may be necessary as updated information or additional funding becomes available. This is the budget that is used to report against every month with the actual financial results.

The state requires a budget to be prepared for each grant. The state will supply the budget forms. As the grants are not fully funded at one time, it is necessary to run multiple iterations of the funding stream's budget to determine the correct allocation for the portion of funds received on the grant award. We typically receive at least two award letters on the Adult and Dislocated Workers before we have been granted the full award.

The special state grants also require a budget to be prepared. Each grant is different and the state provides the budget sheet. As the grant purpose is limited the budgets are typically very simple to prepare. The state does require reporting against the budget monthly for these grants.

Note to the State grants-if the budget has not been submitted the state will not fund any cash request against that grant.

Inventory records

We follow 2 CFR Chapter 1, Chapter II, Part 200, et al. Uniform Administration Requirements §200.33 regarding accounting for real property. Equipment is defined as tangible property having a useful life of more than one year and a per unit acquisition

cost of \$5,000. MOVWIC's Board has established policy #009 regarding purchasing and Policy #010 lowering the acquisition cost to \$500 for inventory recordkeeping purposes.

As federal money is used, for any purchase MOVWIC makes, an inventory record must to be maintained. The Inventory record needs to list description of equipment, serial number, model number, source of equipment including grant award number, acquisition date, location, acquisition cost, and any disposal data.

Robin Sterling has been maintaining the equipment inventory records for all the sites.

Sub recipient Audit Report Review

Due to the nature of the activities performed our contractors with the One Stop service provider and Youth Advantage service provider are classified as sub recipients. Our service provider for FY17 is Providence Community Services Inc. who already has an annual audits. They file the reports with the Federal Audit Clearinghouse.

Our role is to ensure we obtain all sub recipient audit reports and review the reports for issues related to our contracts/funding sources. We will utilize the Uniform Guide for Desk Reviews of A-133 Audit Reports (CIGIE 2010 version). Carol and Tina will be responsible for the audit review and follow up on any issues. Copies of audits and checklists will be maintained in the applicable contract folders.

Notes to Handbook

This handbook is a general guide and not an all-inclusive reference for every quirk that can happen. As new governmental regulations and state requirements are developed procedures and processes may change.

WIOA Policies

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Workforce Development Board Mid-Ohio-Valley

Policy #1

Subject: **Equal Opportunity Policy**

Effective Date: May 1, 2017

Purpose: Establish the Equal Opportunity Policy of the Workforce Development Board Mid-Ohio Valley for services offered through Title I of the Workforce Innovation and Opportunity Act.

References: Section 188(a) Workforce Innovation and Opportunity Act; and 29 CFR Part 38

Background: Section 188 of the Workforce Innovation and Opportunity Act (WIOA), and the implementing regulations at 29 CFR Part 38, prohibits discrimination because of race, color, religion, sex, national origin, age, disability or political affiliation or belief, in both participation and employment. The WIOA nondiscrimination regulations prohibit discrimination in all aspects of the administration, management, and operation of WIOA programs and activities as outlined in the Governor's Nondiscrimination Plan. The State of West Virginia has adopted the following procedures for processing complaints alleging violations of the nondiscrimination and equal opportunity provisions in a WIOA Title I-financially assisted program or activity.

Policy: The Workforce Development Board Mid-Ohio Valley endorses and promotes equal opportunity in all its endeavors. Assurances have been given to Workforce WV that all services and benefits will be provided without regard to race, color, sex, religion, national origin, age, disability, political affiliation or belief and for beneficiaries only, citizenship, or participation in, in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with any Workforce Innovation and Opportunity Act Title I financially assisted program or activity.

Input will be solicited from individuals with disabilities in the planning and implementation of Workforce Innovation and Opportunity Act activities in the Region 4 Workforce Development Area.

Complaints alleging discrimination will be processed through procedures (attached) adopted by Workforce WV. The complaint procedures must be published in employee handbooks or orientation material, customer intake and/or orientation material, Strategic Plans, and posted on the WDB-MOV website. This material will be made available in Spanish, and alternate formats for individuals with disabilities.

All recruitment brochures and other materials which are ordinarily distributed to the public to describe programs funded under WIOA must certify equal opportunity by using the following wording: "Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities."

Action: The Workforce WV Center shall inform individuals applying for or receiving services under Title I of the Workforce Innovation and Opportunity Act of their rights under this policy. All recipients

and sub-recipients of Workforce Innovation and Opportunity Act funds through Region 4 shall be required to verify compliance with this policy. Failure to follow this policy shall result in disapproval of funds.

Gail Holleron, Program Specialist, WDB-MOV, has been named the EO officer for the Workforce Development Board Mid-Ohio Valley. Complaints alleging discrimination may be filed with her office (709 Market Street, Parkersburg, WV 26101 Phone: 304-424-7271 ext. 113) or one of the following:

Ms. Vickie Elkins, EO Officer
Workforce West Virginia
112 California Ave.
Charleston, WV 25305

OR

U.S. Department of Labor
Civil Rights Center
200 Constitution Avenue
Room N-4123
Washington, D.C. 20210

Phone: (304) 558-1600
TDD: (304) 558-1549

Phone: (202) 693-6502
TDD: (202) 693-6515

Expiration Date: Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015
July 24, 2015
April 28, 2017

LEOs/Executive Committee
LEOs/Board
LEOs/Board

Attachment 1

Equal Opportunity Discrimination Complaint Policy and Procedures Workforce Innovation and Opportunity Act

GENERAL PROVISIONS

Section 188 of the WIOA, and the implementing regulations at 29 CFR Part 38, prohibits exclusion of an individual from participation in, denial of the benefits of, discrimination in, or denial of employment in the administration of or in connection with any programs and activities funded or otherwise financially assisted in whole or in part under Title I of WIOA because of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions, gender identity, and transgender status), national origin (including limited English proficiency), age, disability or political affiliation or belief, citizenship status, or participation in any WIOA Title-I financially-assisted program or activity.

The WIOA nondiscrimination regulations prohibit discrimination in all aspects of the administration, management, and operation of WIOA programs and activities. The State of West Virginia has adopted the following procedures for processing complaints alleging violations of the nondiscrimination and equal opportunity provisions in a Workforce Innovation and Opportunity Act (WIOA) Title I-financially assisted program or activity.

DEFINITIONS

Beneficiary – Individual or individuals intended by Congress to receive aid, benefits, services, or training from a recipient of Federal financial assistance under a program or activity established by Federal statute.

CRC – U.S. Department of Labor / Office of Assistant Secretary for Administration and Management / *Civil Rights Center*.

Complainant – Individual filing discrimination complaint based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, on the basis of either citizenship as a lawfully admitted immigrant authorized to work in the United States, or participation in a WIOA Title I financially assistance program or activity.

Federal Financial Assistance – Refers to more than just dollars and cents. It can include nonmonetary forms of assistance, such as the provision of personnel at the grantmaking/recipient agency's expense, or the grant or donation of property, among other things.

Mediation – A process of alternative dispute resolution whereby negotiation of issues are facilitated by a neutral party. It is a voluntary and confidential process, and can result in a binding agreement.

Recipient – Any entity that receives financial assistance under WIOA Title I, either directly from the US Department of Labor or through the Governor or another recipient. American Job Center Partners are considered recipients to the extent that they participate in the one-stop delivery system.

Respondent – A grant applicant or recipient against whom a complaint has been filed under the nondiscrimination and equal opportunity provisions of WIOA.

BACKGROUND

This policy is intended to ensure that WorkForce West Virginia, the Workforce Development Boards (WDBs), and other grant recipients/program providers implement complaint policies and procedures in compliance with guidelines provided by the Director, Civil Rights Center, U.S. Department of Labor (CRC), regarding the nondiscrimination/equal opportunity provisions of Title I of the Workforce Innovation and Opportunity Act (WIOA).

Section 188 of the WIOA, and the implementing regulations at 29 CFR Part 38, prohibits discrimination because of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions, gender identity, and transgender status), national origin (including limited English proficiency), age, disability or political affiliation or belief, citizenship status, or participation in any WIOA Title-I financially-assisted program or activity.

Each Workforce Development Area has designated a Local Equal Opportunity Officer who is responsible for adopting and publishing policies and complaint procedures established by the state-level Equal Opportunity Officer, and ensuring compliance with those procedures. A recipient/program provider must provide initial and continued notice that it does not discriminate on any prohibited ground. A copy of the "Equal Opportunity is the Law" notice is provided to each participant and made a part of each participant's file per the regulations. If a complaint is filed, a copy of this Equal Opportunity (EO) Discrimination Complaint Processing Policy and Procedures is to be provided to the complainant, along with a copy of the "Equal Opportunity is the law" notice.

POLICY AND PROCEDURE

Discrimination Complaint and Filing

All grant recipients/program providers under Title I of WIOA are responsible for complying with the discrimination complaint procedures consistent with 29 CFR Part 38, as outlined in this policy: Any person who believes that he or she, or any specific class of individuals, has been or is being subjected to discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions, gender identity, and transgender status), national origin (including limited English proficiency), age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in WIOA Title I, has the right to file a complaint within one hundred and eighty (180) calendar days of the alleged discrimination. The filing period may be extended for good cause in some limited circumstances. However, only the Director of CRC may extend the filing time.

Receipt of Complaint

A complainant must file a complaint within 180 days of the alleged act(s) of discrimination or retaliation. Complaints can be accepted by an employee in a WorkForce West Virginia One-Stop Center, or the EO Officer of a local Workforce Development Board. The employee or local WDB EO Officer will immediately accept the complaint and forward the complaint to the WorkForce West Virginia EO Officer.

The complainant may file with WorkForce West Virginia or the Department of Labor, Director, Civil Rights Center (Federal). Filing a complaint with WorkForce West Virginia does not affect a complainant's right to file a complaint with the Civil Rights Center if he or she is not satisfied with the resolution provided by WorkForce West Virginia. The WorkForce West Virginia EO Officer is responsible for determining if the complaint is covered by 29 CFR Part 38, and for resolving jurisdictional issues, if any. Complaints may be submitted to:

STATE

Vickie Elkins, EO Officer
WorkForce West Virginia
Equal Opportunity Office
112 California Avenue
Charleston, WV 25305
Phone: (304) 558-1600
TDD: (304) 558-1549

FEDERAL

Naomi M. Berry-Perez, Director
U.S. Department of Labor
Civil Rights Center (CRC)
200 Constitution Avenue
Room N-4123
Washington, DC 20210
Phone: (202) 693-6502
TDD: (202) 693-6515

Forms Used to File Complaint

State - An individual may file a complaint at the state level by completing and submitting the WorkForce West Virginia Discrimination Complaint Form which may be obtained from the WorkForce West Virginia Equal Opportunity office, or local Workforce Development Board. Complaint information is also available on the WorkForce West Virginia website at <http://workforcewv.org/about-us/equal-opportunity/related-links.html>.

Federal – Complainant may file a complaint with the Civil Rights Center by completing and submitting the “Civil Rights Center’s Complaint Information and Privacy Act Consent” forms. Forms may be obtained from the WorkForce West Virginia EO Officer or from the CRC. Forms are available electronically on CRC’s website, and in hard copy via postal mail upon request. Hard copy complaints may be sent to the CRC at the address listed in Section C of these procedures. Electronic forms can be found on the CRC’s website at: <https://www.dol.gov/oasam/programs/crc/DL1-2014A-Rev-April-2011.pdf>. (Reference 29 CFR Part 38.70)

Complaints must be filed in writing, either electronically or in hard copy. To be accepted as a complaint, the following information must be provided: (Reference 29 CFR Part 38.70)

- The complainant’s name, mailing address, e-mail address, if available, and telephone number (or another means of contacting the complainant).
- The identity of the respondent (the individual or entity that the complainant alleged is responsible for the discrimination).
- A description of the complainant’s allegations. This description must include enough detail to allow the WorkForce West Virginia or the US DOL Civil Rights Center to decide whether:
- WorkForce West Virginia or the Civil Rights Center, as applicable, has jurisdiction over the complaint;
- The complaint was timely filed (within 180 days);
- The complaint has merit; in other words, whether the complainant’s allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of Section 188 of the WIOA. Completing and submitting either WorkForce West Virginia or the Civil Rights Center Discrimination Complaint Form may provide the information required by this paragraph.
- The provision of the complainant’s written or electronic signature, or the written or electronic signature of the complainant’s authorized representative.

Right to Representation – Both the complainant and respondent have the right to be represented by an attorney or other individual of their choice.

State Level Complaint Processing – A complainant must file a complaint within 180 days of the alleged act(s) of discrimination or retaliation. The complaint may be filed with either the recipient, WorkForce West Virginia (state) or the Department of Labor, Civil Rights Center (federal). WorkForce West Virginia is required by 29 CFR Part 38.72, to include the state complaint procedures, the Alternate Dispute Resolution (ADR) Mediation Election form, and the equal opportunity notice “Equal Opportunity is the Law”. WorkForce West Virginia has chosen mediation as the method of ADR to be used in the State of West Virginia. The complainant will be offered the option to participate in mediation or follow the customary state level complaint process. Any person electing to file at the state level shall allow WorkForce West Virginia 90 days from the date of receipt of complaint to process the complaint. (Reference 29 CFR Part 38.72)

If it is determined that WorkForce West Virginia does not have jurisdiction over a complaint, the complainant will immediately be notified in writing within five business days of making such determination. This Notice of Lack of Jurisdiction will include:

- A statement of the reasons for the determination.
- Notice that complainant has a right to file a complaint with the CRC within 30 days of the date on which the complainant receives the Notice of Lack of Jurisdiction

If WorkForce West Virginia does have jurisdiction, the WorkForce West Virginia EO Office will provide written notice to the complainant containing the following information:

- Acknowledgment that the complaint has been received.
- Notice that complainant has the right to be represented in complaint process.
- The equal opportunity notice, “Equal Opportunity is the Law”.
- Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that the notice will be translated into non-English languages.

A written statement of the issue(s) raised provided to the complainant that includes the following information:

- A list of the issues raised in the complaint, and
- For each issue, a statement whether the recipient will accept the issue for investigation, or reject the issues and the reasons for rejection.
- A period for fact-finding or investigation of the circumstances underlying the complaint, which may take about 20 working days.
- A period during which the recipient attempts to resolve the complaint. The methods available to resolve the complaint must include alternative dispute resolution (ADR).
- A brochure explaining the mediation process will be attached. The option to mediate rests with the complainant. The complainant will be requested to notify the WorkForce West Virginia EO Officer within 5 days of receipt of the written notice if the complainant wishes to participate in

mediation. If the complainant elects mediation, the processes outlined under Section I, Mediation, of these procedures will be followed.

-Notice that if the Notice of Final Action is issued during the 90-day period, and the complainant is dissatisfied with the decision, the complainant has a right to file a complaint with the Civil Rights Center, within 30 days of the date on which the complainant receives the Notice of Final Action.

Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. A summary of the complaint and a notice that retaliation is against the law will be provided to respondent. The respondent will be also be notified if mediation has been chosen by the complainant as a means of resolution.

Mediation

Alternative dispute resolution (ADR) may be attempted any time after a written complaint has been filed with the recipient, but before the Notice of Final Action has been issued. The choice whether to use mediation or the customary investigative process rests with the complainant. If the complainant chooses mediation the respondent will be notified. WorkForce West Virginia mediation procedures are as follows:

If mediation is elected, the WorkForce West Virginia EO Officer will notify the mediator within 2 days of the receipt of the Mediation Election Form. The session will begin no later than 15 calendar days after the mediator is notified.

Parties will receive notice of where and when the mediation will be conducted.

Two (2) calendar days will be allowed for the mediation session to achieve a resolution. If the parties do not reach an agreement within the two-day mediation session, a notice will be issued within 15 calendar days from the end of the two-day mediation session, outlining the facts or circumstances relevant to the attempt to settle the issues. Notice will be given that the complaint has been referred for investigation.

If mediation was used successfully, a description of the resolution will be provided. A copy of the settlement agreement will be provided to the complainant and respondent within 15 days from the conclusion of the mediation session and the agreement will contain the following:

- Signatures of mediator, complainant and respondent.
- Description of the settlement of the issues.
- Future responsibilities of both parties.
- Notice of rights, to both complainant and respondent, that if either party to the agreement breaches the agreement, then the non-breaching party may file a complaint with the CRC within 30 days of the learning the agreement was breached.
- If the parties do not reach an agreement under mediation, the complaint will be referred for investigation.

Breach of Settlement Agreement

A party to any agreement reached under mediation may file a complaint with the Civil Rights Center in the event the agreement is breached.

The non-breaching party may file a complaint with the Civil Rights Center within 30 days of the date on which the non-breaching party learns of the alleged breach.

If the Civil Rights Center determines that the agreement has been breached, the complaint will be reinstated processed in accordance with the recipient's procedures. (29 CFR Part 38.72)

Notice of Final Action

A written Notice of Final Action will be provided to the complainant within 90 days of the date on which the complaint was filed. The notice will contain, for each issue raised in the complaint, a statement of either:

The recipient's decision on the issue and an explanation of the reasons underlying the decision; or

A description of the way the parties resolved the issue and

If the Notice of Final Action is issued during the 90-day period, and the complainant is dissatisfied with the decision, the complainant, or his or her representative, has a right to file a complaint with the Civil Rights Center within 30 days of the date on which the complainant receives the Notice of Final Action. Only the Director of the Civil Rights Center may extend the 30-day time limit for good cause shown. The complainant has the burden of proving, to the Director, Civil Rights Center, that the time limit should be extended.

If, by the end of the 90 days from the date on which the complainant filed the complaint, WorkForce West Virginia has not completed its processing of the complaint or failed to issue a Notice of Final Action, the complainant, or the complainant's representative, may file a complaint with the Civil Rights Center within 30 days of the expiration of the 90-day period. In other words the complaint must be filed with the Civil Rights Center within 120 days of the date on which WorkForce West Virginia received the complaint.

Revised: 02/2017

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief; **OR,**

Against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship status or participation in any WIOA I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such program or activity. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

What to do if you believe you have experienced discrimination:

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Vickie Elkins, EO Officer
WorkForce West Virginia (Recipient)
112 California Avenue
Charleston, West Virginia 25305
(304) 558-1600
TDD (304) 558-1549 OR
West Virginia Relay 7-1-1
<http://workforcewv.org/about-us/equal-opportunity/>

or

Naomi M. Berry-Perez, Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue, NW
Room N-4123
Washington, DC 20210
(202) 693-6502
TTY (202) 693-6515
<http://www.dol.gov/CRC>

If you file your complaint with the recipient, you must wait until either the recipient issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the CRC (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with the CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Local Workforce Development Board EO Officer Information:

Region 1

Barbara Dawes, EO Officer
200 New River Town Center
Beckley, WV 25801
Telephone: (304) 253-3611

Region 4

Gail Holleron, EO Officer
531 Market Street
Parkersburg, WV 26101
Telephone: (304) 422-4993

Region 7

Stacy Swick, EO Officer
151 Robert C. Byrd Industrial Park Rd.
Suite 2
Moorefield, WV 26836
Telephone: (304) 530-5258

Region 2

Melissa Bias, EO Officer
PO Box 9009
Huntington, WV 25704
Telephone: (304) 429-5900

Region 5

Erinn Kittle, EO Officer
1245 Warwood Avenue
Wheeling, WV 26003
Telephone: (304) 231-1170

Region 3

Amy Farley, EO Officer
405 Capitol Street, Suite 506
Charleston, WV 25337
Telephone: (304) 344-5760

Region 6

Amy Hall, EO Officer
17 Middletown Road
White Hall, WV 26554
Telephone: (304) 368-9530

STATE OF WEST VIRGINIA

NOTICE ABOUT INVESTIGATORY USES OF PERSONAL INFORMATION

Two Federal laws govern personal information submitted to Federal agencies, including the Civil Rights Center (CRC): the Privacy Act of 1974 (5 U.S.C. 552), and the Freedom of Information Act (5 U.S.C. 552), or “FOIA.” Please read this description of how these laws apply to information connected with your complaint. After reading this notice, please sign and return the consent agreement printed on the back of this notice, along with your complaint form.

THE PRIVACY ACT protects individuals from misuse of personal information held by the Federal Government. The law applies to records that are kept and can be located by the individual’s name, social security number, or other personal identification system. Anyone who submits information to WorkForce West Virginia in connection with a discrimination complaint should know the following:

- WorkForce West Virginia has been authorized to investigate complaints of discrimination on the basis of race, color, national origin, age, and handicap, and in some programs on the basis of sex, religion, citizenship, and political affiliation or belief, in programs that receive Federal funds through the Department of Labor. WorkForce West Virginia is also authorized to conduct reviews of federally funded programs to assess their compliance with civil rights laws.
- Authorized personnel within the agency analyze information that WorkForce West Virginia collects. This information may include personnel or program participant records, and other personal information. WorkForce West Virginia staff may need to reveal some of the personal information to individuals outside the office in order to verify facts related to the complaint, or to discover new facts which will help WorkForce West Virginia to determine whether the law has been violated. Such information could include, for example, the physical condition or age of a complainant. WorkForce West Virginia may also have to reveal personal information to a person who submits a request for disclosure authorized by the Freedom of Information Act.
- Information submitted to WorkForce West Virginia may also be revealed to personnel outside of WorkForce West Virginia because it is necessary in order to complete enforcement proceedings against a program that WorkForce West Virginia finds to have violated the law or regulations. Such information could include, for example, the name, income, age, marital status or physical condition of the complainant.
- Any personal information you provide may be used only for the specific purpose for which it was requested. WorkForce West Virginia requests personal information only for the purpose of carrying out authorized activities to enforce, and determine compliance with, civil rights laws and regulations. WorkForce West Virginia will not release personal information to any person or organization unless the person who submitted the information gives written consent, or unless release is required by the Freedom of Information Act.

No law requires that a complainant reveal personal information to WorkForce West Virginia, and no action will be taken against a person who denies a request for personal information. However, if WorkForce West Virginia cannot obtain the information needed to fully investigate the allegations in the complaint, the case may be closed.

- Any person may ask for, and receive, copies of all personal materials WorkForce West Virginia keeps in his or her file for investigatory use.

AS A POLICY, WORKFORCE WEST VIRGINIA DOES NOT REVEAL NAMES AND OTHER IDENTIFYING INFORMATION ABOUT INDIVIDUALS, UNLESS IT IS NECESSARY TO COMPLETE INVESTIGATION OR ENFORCEMENT ACTIVITIES AGAINST A PROGRAM WHICH HAS VIOLATED THE LAW. WorkForce West Virginia never reveals to the program under investigation the identity of the person who filed the complaint, unless the complainant first gave written permission to do so.

THE FREEDOM OF INFORMATION ACT (FOIA) gives the public maximum access to Federal Government files and records. Persons can request, and receive, information from many types of records kept by the Government – not just materials that apply to them personally. WorkForce West Virginia must honor most requests for information submitted under FOIA, but there are exceptions:

- WorkForce West Virginia is usually not required to release information during an investigation or an enforcement proceeding if that release would limit WorkForce West Virginia’s ability to do its job effectively; and
- WorkForce West Virginia can refuse to disclose information if release would result in a “clearly unwarranted invasion” of a person’s privacy.

PLEASE READ AND SIGN SECTION A OR SECTION B OF THE CONSENT FORM.

CONSENT FORM

I have read the Notice about Investigatory Uses of Personal Information, printed on the front of this form. I understand the following provisions of the Privacy Act and Freedom of Information Act, which apply to personal information I reveal to WorkForce West Virginia in connection with my complaint:

In the course of investigating my complaint, WorkForce West Virginia may have to reveal my identity to staff of the program, named in my complaint, in order to obtain facts and evidence regarding my complaint:

I do not have to reveal any personal information to WorkForce West Virginia, but WorkForce West Virginia may close my complaint if I refuse to reveal information needed to fully investigate my complaint;

I may request and receive a copy of any personal information WorkForce West Virginia keeps in my complaint file for investigatory uses; and

Under certain conditions, WorkForce West Virginia may be required by the Freedom of Information Act to reveal to others personal information I have provided in connection with my complaint.

SECTION A

_____ YES, WORKFORCE WEST VIRGINIA MAY DISCLOSE MY IDENTITY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand the notice, and I consent for WORKFORCE WEST VIRGINIA to process my complaint.

Name (Please print)

Signature

Date

SECTION B

_____ NO, WORKFORCE WEST VIRGINIA MAY NOT DISCLOSE MY IDENTITY, EVEN IF NECESSARY TO PROCESS MY COMPLAINT. I have read and understand the notice, and I do not consent for WorkForce West Virginia to disclose my identity during investigation of my complaint. I request that WorkForce West Virginia process my complaint, however, I understand that WorkForce West Virginia may cancel my complaint if it cannot fully investigate without disclosing my identity.

Name (Please print)

Signature

Date

Mediation as an Alternative Dispute Resolution Process

WorkForce West Virginia has been designated by the Governor of West Virginia as the agency to comply with Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and its implementing regulations. In carrying out these duties WorkForce West Virginia conducts both compliance reviews and discrimination complaint investigations.

Mediation is an informal process that is offered as an alternative to the traditional investigative or litigation process. Mediation is a voluntary, strictly confidential, non-adversarial dispute resolution process or conference that allows people who have a dispute to come together to talk and decide for themselves how to end their dispute. The sessions are not tape-recorded or transcribed. Notes taken during the mediation are discarded. Mediation gives the parties the opportunity to discuss the issues raised in the allegation(s), clear up the misunderstandings, determine the underlying interests or concerns, find agreements and to reach a resolution. The decision to mediate is completely voluntary for the complainant. The mediator does not take sides or make decisions for people, but assists the parties in agreeing on a mutually acceptable resolution.

Mediation Election Form

I have read the information on the role of WorkForce West Virginia in the State of West Virginia equal opportunity and complaint resolution process under the Workforce Innovation and Opportunity Act (WIOA) – including the offer of Mediation as an alternative to the formal complaint investigation procedure.

Based on the information provided to me, I have voluntarily and freely made the following election with regard to Mediation.

_____ YES, I elect to avail myself of the mediation option of complaint resolution. I agree to participate in the mediation efforts led by WorkForce West Virginia EO Office and to attempt to settle the issues in dispute between the respondent and me.

_____ NO, I elect not to use mediation as an alternative method of dispute resolution, and request that the formal complaint investigation process begin as soon as this form is received in WorkForce West Virginia EO Office.

Complainant Name (Please print)

Signature

Date

Please complete the above and return it within five (5) days to:

Vickie Elkins, EO Officer
WorkForce West Virginia
112 California Avenue
Charleston, WV 25305
304-558-1600

**WORKFORCE WEST VIRGINIA
DISCRIMINATION COMPLAINT FORM**

Individuals eligible for, receiving services from or benefiting from programs funded by or through WorkForce West Virginia protected by various laws, regulations, rules and policies against unlawful discrimination on the basis of race, color, religion, disability, political affiliation, age, sex, and national origin.

1. Name and address of complainant _____ _____ _____ Telephone Number _____	2. Name and address of respondent _____ _____ _____ Telephone Number _____
--	---

3. Name, Address and Telephone Number of Agency/Service Provider/Employer
Name: _____ Telephone Number _____
Address: _____

4. Which of the following best describes why you believe you were discriminated against.
 Age Race Disability Political Affiliation Citizenship
 Sex Color Religion National Origin Retaliation

5. This complaint concerns an incident or action that happened to (please check the appropriate box)
 Only me Other people and me Other people, but not me

5. To the best of your knowledge which program was involved?
 Unemployment Compensation Workforce Innovation and Opportunity Act
 Employment Service Wagner-Peyser Other _____

6. On what date(s) did the alleged discrimination take place? _____ If there is continuing discrimination, please indicate the date(s) of the most recent act(s). _____
(NOTE: Department of Labor regulations require that complaints of discrimination must be filed with 180 days of the alleged discrimination)

7. Explain, as briefly and clearly as you can, what happened, how you negatively affected or treated differently than other persons, and why you believe it is because of the basis you checked. (If necessary, attach additional sheets) Also attach any written documentation pertaining to this matter.

8. Why do you believe these events occurred?



Workforce Development Board Mid-Ohio-Valley

Policy #2

Subject: Prohibition of Harassment

Purpose: Establish the Prohibition of Harassment Policy of the Workforce Development Board Mid-Ohio Valley for services offered through Title I of the Workforce Innovation and Opportunity Act of 2014

References: Section 181(c) and 188(a) Workforce Investment Act of 1998; 20CFR Part 667.275; 29 CFR Part 38

Background: The Workforce Innovation and Opportunity Act of 2014 requires that recipients of WIOA Title I funds shall provide equal opportunity to individuals without regard to age, race, color, religion, sex, national origin, disability, citizenship, political affiliation or belief.

Policy: It is the policy of the Workforce Development Board Mid-Ohio Valley that all applicants /enrollees and employees have a right to work, train, and receive services in an environment free of discrimination, which encompasses freedom from harassment. The WDB MOV promotes a system wide policy intended to prevent harassment of any type, including sexual harassment, of its applicants / enrollees and employees and to deal quickly and effectively with any incident that might occur.

Definition of harassment

Harassment occurs when an applicant / enrollee, or employee is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, color, place of origin, gender, mental or physical disability, ancestry, marital status, family status, source of income, or sexual orientation.

Examples of harassment which will not be tolerated are: verbal or physical abuse, threats, derogatory remarks, jokes, innuendo or taunts about any applicants / enrollees and employee's appearance, religious beliefs, color, place of origin, mental or physical disabilities, ancestry, marital status, family status, source of income or gender. WDB MOV also will not tolerate the display of pornographic, racist or offensive signs or images; practical jokes that result in awkwardness or embarrassment; unwelcome invitations or requests, whether indirect or explicit. These illustrative examples are not intended to be encompassing of all conduct that may constitute harassment.

Definition of sexual harassment

Unwanted sexual advances, unwanted requests for sexual favors, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. submission to such conduct is made either explicitly or implicitly a term of, or condition of, an applicants / enrollees employment / participation; or

2. submission to, or rejection of, such conduct by an individual affects that individual's opportunities /participation / employment.

Specifically, no individual shall threaten or insinuate either explicitly or implicitly that any subordinate's (employee, student, applicant) submission to or rejection of sexual advances will in any way influence any personnel decision regarding that individual's possible admission to the program, training opportunities, employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of training / employment or career development.

Sexual harassment can include such things as repeated offensive sexual flirtation, touching, advances, propositions, graphic / verbal commentary about an individual's body, sexually degrading words to describe an individual, offensive comments, jokes, innuendos, and other sexually suggestive or pornographic materials. These illustrative examples are not intended to be encompassing of all conduct that may constitute harassment. The behavior need not be intentional in order to be considered sexual harassment.

Procedure

If you are being harassed:

1. Tell the harasser his/her behavior is unwelcome and ask him/her to stop.
2. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response.) You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.
3. If, after asking the harasser to stop his/her behavior, the harassment continues, file a complaint following the WIB MOV Grievance Procedure outlined in Policy #4. The first level of reporting should be to an individual's immediate supervisor unless that individual is the violator. In that situation, the complaint should be reported to the next level in the chain of command or to the WIB MOV equal opportunity representative.

Dealing with a complaint

1. An investigation will be undertaken immediately upon receiving a harassment complaint. Harassment complaints shall be held in confidence to the extent possible. While absolute confidentiality cannot be guaranteed, information shall only be disclosed to appropriate individuals on a need-to-know basis to investigate and resolve the matter.
2. Both the complainant and the alleged harasser will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.
3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the harasser's file.
4. If the investigation fails to find credible evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.

5. No retaliation will be tolerated against applicants / enrollees and employees who report harassment or assist in the investigation of a complaint, regardless of the outcome of a harassment complaint.

Responsibility of management

It is the responsibility of all supervisors employed by the WIB MOV or organizations funded by the WIB MOV to take immediate and appropriate action to report or deal with incidents of harassment of any type whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

Action: All recipients and sub-recipients of Workforce Innovation and Opportunity Act of 2014 funds through WIB MOV shall ensure all employees/ applicants/ and participants are aware of the prohibition of harassment and verify compliance with this policy.

Expiration Date: Effective until rescinded or modified by the Workforce Investment Board Mid-Ohio Valley.

Approved:

June 26, 2015

July 24, 2015

LEOs/Executive Committee

LEOs/Board



Workforce Development Board Mid-Ohio Valley

Policy #3

Subject: Drug and Alcohol Free Workplace

Effective Date: July 1, 2015

Purpose: To establish policy to provide for a drug and alcohol free workplace.

References: March 18, 1989, Drug Free Workplace Act

Background: Effective March 18, 1989, the federal government enacted the “Drug-Free Workplace” Act. This act requires that any agency which receives federal funding must certify that it will maintain a drug-free workplace. Among other things, the act requires that a policy is published notifying employees that the unlawful manufacture, distribution, possession, or use of controlled substances is prohibited in the workplace. It also requires that certain actions be taken if this policy is broken.

Policy: It is the policy of the Workforce Development Board that each employee has a right to come to work and perform his or her job in an environment that is free from the illegal use of drugs. It is also in the interest of the WDB MOV and the public that employees be able to perform their duties safely and efficiently. The WDB MOV is firmly committed to promoting high standards of health, safety and efficient service. Thus, our goal is to maintain a work environment free from the effects of drug abuse.

It is the policy of the Workforce Development Board that employees shall not unlawfully manufacture, distribute, dispense, possess or use a controlled substance while on the job or in the workplace, or be under the influence of a controlled substance, not prescribed for him/her by a physician, while on the job or in the workplace. Any employee violating this policy will be subject to discipline, up to and including termination.

Controlled substances are specifically defined in federal law. They consist of two classes of “drugs”: 1) those commonly thought of as “illegal” drugs, and 2) certain medications available by prescription, but not being taken under a physician’s orders, which the federal government has determined have a potential for abuse, or are potentially physically or psychologically addictive.

Employees must inform their agency’s personnel administrator (or the person serving in the personnel role) within five (5) days of any drug conviction for violation of a state or federal drug statute if the violation occurred in the workplace. A conviction means a finding of guilty, including a plea of nolo contendere, or the imposition of a sentence by a judge or jury in any federal or state court.

Within ten (10) days of receiving notice that one of its employees funded under a federal grant or contract has been convicted for a violation of a state or federal drug statute occurring in the workplace, the agency personnel officer must notify the appropriate federal granting or contracting agency.

Employees who have substance abuse problems are encouraged to participate in the Employee Assistance Program or a rehabilitation program prior to any disciplinary action. If an employee chooses not to undergo rehabilitation, WDB MOV will take disciplinary action.

Action: WDB-MOV will make employees and contractors aware of said policy and provide copies.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

to include the State law reference as an exhibit

June 26, 2015

LEOs/Executive Committee

July 24, 2015

LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy #4

Subject: Grievance and Complaint Policy

Effective Date: May 1, 2017

Purpose: Establish and publish a procedure by which individuals are able to file a grievance or complaint related to activities available through Title I of Workforce Innovation and Opportunity Act.

References: Section 181(c) Workforce Innovation and Opportunity Act; 20 CFR 683.600 Subpart F; 29 CFR 38; Workforce WV State WIOA Policy 03-17

Background: Workforce Innovation and Opportunity Act requires that each local Workforce Development Board have a grievance/complaint procedure. This procedure must allow the opportunity for a hearing to be held within 60 days after filing and include the right for the complainant to appeal the decision.

Policy: It is the policy of the Workforce Development Board Mid-Ohio Valley that all grievances or complaints will be resolved in a timely manner and, when possible, to the satisfaction of all parties.

The WDB-MOV will follow the Workforce WV State WIOA Policy 03-17 "Grievance and Complaint Procedures". The forms to be used are attached.

This procedure does not cover allegations of discrimination based on race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Complaints of this nature are covered under 29 Code of Federal Regulations Part 38, and are handled by the State WIOA EO Officer.

Action: Every entity which receives Title I funds through Region 4 WDB must post this policy and procedures in a public location, and provide the grievance policy, procedures, and forms to applicants, participants, employees, and other interested parties.

Each participant must be provided a copy of the local grievance/complaint procedure, and forms, including:

1. Notification that the participant has the right to file a grievance or complaint at any time within 30 days of the alleged violation;
2. Instructions and timeline for filing a grievance or complaint; and
3. Notification that the participant has the right to receive technical assistance.

A complaint log is to be maintained by each funded entity. Individual files shall be maintained by the WDB-MOV for each grievance to track documentation, progress, and resolution.

See Attachment A: WIOA Policy 03-17 from Workforce WV for procedures.
See Attachment B: Forms

Expiration Date: Effective until rescinded or modified by the Workforce Development Board
Mid-Ohio Valley.

Approved:

June 26, 2015	LEOs/Executive Committee
July 24, 2015	LEOs/Board
April 28, 2017	LEOs/Board

Grievance/Complaint Form, cont'd

This grievance may be amended to correct technical deficiencies at any time up to the time of the hearing. This does not extend the 30 day time period. Grievances /complaints may be withdrawn at any time prior to the issuance of the hearing officer's decision.

Office use only. Date of Receipt:

_____ Complainant's Signature

Date: _____

Results of Informal Resolution

Respondent's Decision: _____

Date: _____

_____ Respondent Signature

Complainant's Response to the Respondent's Decision: _____

- I am SATISFIED with the decision.
- AND
- I wish to withdrawl the complaint.

- I am DISSATISFIED with the decision, and wish to proceed to a hearing.

Mail this completed form to:
 WDB-MOV
 Complaints Officer
 531 Market Street
 Parkersburg, WV 26101

_____ Complainant's Signature

_____ Date





Request for Appeal/Review Form

Complainant Information

First Name	MI	Last Name	Phone Number
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Mailing Address:	City	State	Zip Code	Alternate Phone #
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Workforce Development Board Mid-Ohio Valley 304-424-7271 ext. 102
 531 Market Street
 Parkersburg, WV 26101

Basis for the Appeal/Request:

Attach copies of relevant documents, including the complaint and local decision.

Mail to:

Deputy Executive Director, Federal Programs
112 California Avenue, Room 613
Charleston, WV 25305

This completed document and required attachments must be received at the above address, or be postmarked, within 10 days of the Decision.



Notice of Hearing

This notice of hearing is hereby issued from the Workforce Development Board-Mid-Ohio Valley.

Date Grievance Received: _____

Date of Notice: _____

A hearing date for your grievance/complaint has been set for:

_____ at _____ at _____
date time location

Name of Complainant: _____

Party against whom the Grievance/Complaint is filed: _____

Statement of Alleged Violations:

Multiple horizontal lines for writing the statement of alleged violations.

The complainant has the right to receive technical assistance, including relevant copies of documents such as the Act, regulations, local rules, contracts, etc., and providing clarifications and interpretations of relevant provisions.

Complaints Officer Signature

Workforce Development Board Mid-Ohio Valley
531 Market Street
Parkersburg, WV 26101
304-424-7271 ext. 102



Notice of Grievance/Complaint Decision

Date Grievance/Complaint received: _____

Date of Decision: _____

Name of Complainant: _____

Party against whom the Grievance/Complaint is filed: _____

Statement of alleged violation(s) and issues related to the alleged violation:

Statement of Facts:

The Decision:

Reasons for the Decision:

Corrective Action / Remedy Required:

The complainant has the right to request a review of this decision by the State Review Panel with in 10 days of receipt of this decision. The Request for Review form is attached for your convenience and should be submitted to:

Deputy Executive Director, Federal Programs
112 California Avenue, Room 613
Charleston, WV 25305

Workforce Innovations and Opportunities Act Policy 03-17

To: Workforce Development Boards
From: WorkForce West Virginia
Subject: GRIEVANCE AND COMPLAINT PROCEDURES
Effective Date: January 18, 2017

**WV State Workforce
Development Board
Review Date:** January 18, 2017

Purpose:

This document establishes the policy of West Virginia on the development, maintenance and implementation of programmatic grievance and complaint procedures. This policy and related procedures covers complaints alleging noncriminal violations of the requirements of Workforce Innovation and Opportunity Act (WIOA) in the operation of local WIOA programs and activities, and transmits policy governing WIOA Title I related grievance and complaint procedures at the local and State level.

Scope:

Title 20 Code of Federal Regulations (CFR) Subpart F Section 683.600 requires that Local Workforce Development Boards (LWDB) and sub-recipients of WIOA Title I grant funds comply with the grievance and complaint provisions of the WIOA. This policy applies to programmatic grievances and complaints pursuant to WIOA Section 181(c) and does not address the procedures for processing complaints alleging discrimination under WIOA Section 188 and/or Title 29 Code of Federal Regulations (CFR) Part 37. Information and complaints involving allegations of fraud, abuse, or other criminal activity must be reported directly to U.S. Department of Labor's (DOL) Office of Inspector General.

REFERENCES:

- WIOA Section 181 (c)
- Title 20 CFR Part 683.600
- Title 29 CFR Part 37

FILING INSTRUCTIONS:

This policy implements the requirements of WIOA Section 181(c) and 20 CFR Part 683.600. Retain this policy until further notice.

BACKGROUND:

Title 20 CFR Section 683.600 requires each LWDB, State, and direct recipient of funds under Title I of WIOA to establish and maintain a procedure for grievances and complaints from participants and other interested parties affected by the local workforce development system, including One-Stop partners, service providers, and the statewide workforce development programs.

POLICY AND PROCEDURES:

Definitions:

Complainant means any participant or other personally interested or personally affected party alleging a non-criminal violation of the requirements of WIOA.

Complaint file is a file that is maintained in a central location within each office which includes a hard copy of each complaint filed along with pertinent documentation.

Days means consecutive calendar days, including weekends and holidays.

Grievance or complaint means a written expression by a party alleging a violation of WIOA, regulations promulgated under WIOA, recipient grants, sub-agreements, or other specific agreements under WIOA. All complaints, amendments, and withdrawals shall be in writing. This policy is intended to resolve matters which concern actions arising in connection with the WIOA Title I grant program.

Hearing Officer means an impartial party who shall preside at a hearing on a grievance or complaint.

Local Workforce Development Board includes the Local Workforce Development Area's/Region's administrative entity and any sub-recipients to which the administrative entity has delegated the complaint and grievance resolution process.

Participant means an individual who has been determined to be eligible to participate in, and who is receiving services under, a program authorized by WIOA.

Participant case file means either a hard copy or an electronic file.

Recipient means an entity to which a WIOA grant is awarded directly from DOL to carry out a program under Title I of WIOA. The State is the recipient of funds awarded under WIOA Sections 127 (b)(1)(C), 132(b)(1)(B), and 132(b)(2)(B).

Sub-recipient means an entity to which a sub-grant is awarded and which is accountable to the recipient (or higher tier sub-recipient) for the use of the funds provided.

Policy:

It is the policy of the State of West Virginia that:

- *The principles and procedures set forth in Policy 3-17 shall be used by all West Virginia LWDBs in the development of local-level grievance and hearing procedures; and*
- *The principles and procedures set forth in Policy 3-17 shall govern the treatment and handling of all grievances or complaints in connection with all WIOA Title I grant programs and activities conducted by the State, or pursuant (directly or indirectly) to sub-grants from the State.*

The State Workforce Development Board (SWDB) concurs with this policy and has approved the local policy and procedures contained in this document.

Procedures:

I. GENERAL PRINCIPLES AND REQUIREMENTS

These procedures will guide the receipt, hearing, and resolution of non-criminal grievances and complaints relating to WIOA Title I grant programs and activities that are funded with WIOA Title I grant monies provided to the LWDB by the State. These procedures will be available for use by all individuals and entities, including WIOA Title I grant participants, LWDB staff, sub-recipients of the LWDB, and other interested parties. Local procedures must include “a process which allows an individual alleging a labor standards violation to submit the grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties so provides.” [Title 20 CFR Section 683.600(c)(3)]. Additionally, all LWDB’s and sub-recipients of WIOA Title I grant funds must make reasonable efforts to assure that information about the content of the grievance and complaint procedures will be understood by affected participants and individuals, including youth and those who are limited English-speaking individuals.

Such efforts must comply with the language requirements of Title 29 CFR Section 37.35.

At all levels of the grievance or complaint process, complainants have the right to be represented, at their own expense, by a person(s) of their choosing.

Grievances or complaints must be filed within *30 days* of the alleged violation. All grievances or complaints, amendments, and withdrawals must be in writing. All persons filing grievances or complaints shall be free from restraint, coercion, reprisal, or discrimination.

II. LOCAL GRIEVANCE AND COMPLAINT PROCEDURES

Pursuant to Title 20 CFR Sections 683.600 through 683.610, the State Workforce Development Board (SWDB) has established this procedure for resolving grievances and complaints alleging a violation of WIOA Title I, regulations, grants, or other agreements under WIOA. The following outlines the procedures for resolving issues arising in connection with WIOA Title I grant programs operated by the administrative entity for the LWDB and its sub-recipients. Any participant or other interested party adversely affected by a decision or action by the local workforce development system, including decisions by One-Stop partners and services providers, has the right to file a grievance or complaint with the LWDB.

A. Notice to Affected Parties

Initial and continuing notice of the local grievance and complaint procedures and instructions on how to file a complaint must be:

- Posted in a public location and be made available to any interested parties and members of the public.
- Made available to each participant. A copy of the written description of the local grievance and complaint procedure shall include (1) Notification that the participant has the right to file a grievance or complaint at any time within *30 days* of the alleged violation; (2) Instructions and timeline for filing a grievance or complaint; and (3) Notification that the participant has the right to receive technical assistance. Such information shall be modified, as needed, whenever the procedures are changed.

The LWDB has the responsibility to provide technical assistance to the complainants, including those grievances or complaints against the LWDB. Such technical assistance includes providing instructions on how to file a grievance or complaint, providing

relevant copies of documents such as the Act, regulations, local rules, contracts, etc., and providing clarifications and interpretations of relevant provisions. This requirement shall not be interpreted as requiring the LWDB to violate rules of confidentiality.

B. Form and Filing of Grievance or Complaint

The official filing date of the grievance or complaint is the date the written grievance or complaint is received by the LWDB, its service providers, One-Stop partners, or sub-recipients. The filing of the grievance or complaint will be considered a request for a hearing, and the LWDB shall issue a written decision within 60 days for the filing of the grievance or complaint.

The grievance or complaint must be writing, signed, and dated. For resolution purposes, the SWDB requires that the following information be obtained or provided for all complaints:

- Full name, telephone number, and mailing address of the complainant;
- Full name, telephone number, and mailing address of the respondent;
- A clear and concise statement of the facts and dates describing the alleged violation;
- The provisions of the WIOA, the WIOA regulations, grant, or other agreements under the WIOA, believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the law, regulations, or contract; and
- The remedy sought by the complainant.

The absence of any of the requested information shall not be a basis for dismissing the grievance or complaint.

A grievance or complaint may be amended to correct technical deficiencies at any time up to the time of the hearing. The 30 day time period in which a grievance or complaint may be filed is not extended for grievances or complaints that are refiled with amendments. Grievances or complaints may be withdrawn at any time prior to the issuance of the hearing officer's decision. The LWDB shall send a copy of the grievance or complaint to the respondent.

C. Informal Resolution

The LWDB shall notify the complainant and the respondent of the opportunity for an informal resolution. Respondents must make good faith efforts to resolve all grievances or complaints prior to the scheduled hearing. Failure on the part of either party in the grievance or complaint to exert good faith efforts shall not constitute a basis for dismissing the grievance or complaint, nor shall this be considered to be a part of the facts to be judged in the resolution process. Where a complaint alleges a violation of WIOA Title I, grant or any agreements under WIOA, the LWDB must assure that every grievance or complaint not resolved informally or not withdrawn is given a hearing, regardless of the grievance or complaint's apparent merit or lack of merit.

When the complaint has been resolved through the informal resolution process, the LWDB shall attempt to contact the complainant and have him or her provide a written withdrawal of the complaint within 10 days of the receipt of the notice of resolution or impasse where a complainant decides not to proceed to an administrative hearing. The LWDB shall maintain copies of correspondence in the local office complaint file.

D. Notice of Hearing

Hearings on any grievance or complaint shall be conducted within 30 days of filing of a grievance or complaint. The complainant and the respondent must be notified in writing of the hearing 10 days prior to the date of the hearing. The 10-day notice may be shortened with the written consent of both parties. The hearing notice shall be in writing and contain the following information:

- The date of the notice, name of the complainant, and the name of the party against whom the grievance or complaint is filed.
- The date, time, and place of the hearing before an impartial hearing officer.
- A statement of the alleged violations. These statements must accurately reflect the content of the grievance or complaint as submitted by the complainant. However, clarifying notes may be added to assure that the grievance or complaint is addressed accurately.
- The name, address, and telephone number of the contact person issuing the notice.

E. Conduct of Hearings

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An impartial hearing officer shall conduct the hearing. The LWDB will seek impartial hearing officers from among the staff of legal offices or personnel departments of municipalities or counties that will not be directly affected by, or will not implement the final resolution of, a specific grievance or complaint.

The hearing will be conducted in an informal manner with strict rules of evidence not being applicable and according to the procedures established by the LWDB. Both parties will have the right to present written and/or oral testimony and arguments; the right to call and question witnesses in support of their position; the right to examine records and documents relevant to the issues; and the right to be represented. The hearing will be recorded electronically or by a court reporter.

F. Decision

Not later than 60 days after the filing of the grievance or complaint, the hearing officer shall mail a written decision to both parties by first class mail. The hearing officer's decision shall contain the following information:

- The names of the parties involved;
- A statement of the alleged violation(s) and issues related to the alleged violation;
- A statement of the facts;
- The hearing officer's decision and the reasons for the decision;
- A statement of corrective action or remedies for violations, if any, to be taken; and
- Notice of the right of either party to request a review of the decision by the State Review Panel within 10 days of the receipt of the decision.

G. Appeal

If a complainant does not receive a decision at the LWDB level within 60 days of the filing of the grievance or complaint, or receives an adverse decision, the complainant then has the right to file an appeal with the State.

The complainant may request a State hearing by submitting a written notice of appeal to:

WorkForce West Virginia

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Deputy Executive Director, Federal Programs
112 California Avenue, Room 613
Charleston, WV 25305

III. STATE-LEVEL GRIEVANCE AND COMPLAINT PROCEDURES

Title 20 CFR Section 683.600(d) requires the State to provide a process for dealing with grievances and complaints from participants or interested parties affected by the statewide workforce development programs, resolving appeals of decisions issued at the LWDB level, remanding grievances and complaints related to the local WIOA Title I programs to the LWDB grievance process, and affording an opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint.

In cases where the State has imposed either administrative or financial/monetary sanction(s) resulting from monitoring, investigations, or audits, the complainant may file an appeal with the State through the procedures established in their Audit Resolution guidance.

A. State-Level Informal Resolution and Hearing Procedures

All complaints of noncriminal violations of the requirements of WIOA by the State, or complaints by individuals or interested parties affected by the statewide workforce development program shall be filed in writing with the Deputy Executive Director of Federal Programs, WorkForce West Virginia. All requests for State hearings shall include the same basic elements necessary for local level hearings. These are:

- Full name, telephone number, and mailing address of the complainant;
- Full name, telephone number, and mailing address of the respondent;
- A clear and concise statement of the facts and dates describing the alleged violation;
- The provisions of the WIOA, the WIOA regulations, grant, or other agreements under the WIOA, believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and

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- The remedy sought by the complainant.

Upon receipt of the request for a State hearing, the Deputy Executive Director of Federal Programs or his/her designee shall review the grievance or complaint and shall provide an opportunity for an informal resolution. The Deputy Executive Director of Federal Programs shall notify the complainant and the respondent within 10 days of receipt of the grievance or complaint and proceed with the informal resolution process. If the State cannot resolve the grievance or complaint informally, then a hearing will be held.

Hearings on any grievance or complaint shall be conducted within 30 days of the filing of a grievance or complaint. The complainant and the respondent shall be notified in writing of the hearing 10 days prior to the date of hearing. The hearing notice shall advise the following:

- The date, time, and place of the hearing before an impartial hearing officer.
- The pertinent sections of the WIOA or any other federal regulations involved.
- A statement of the alleged violations. These statements must accurately reflect the content of the grievance or complaint as submitted by the complainant. However, clarifying notes may be added to assure that the grievance or complaint is addressed accurately.
- The name, address, and telephone number of the contact person issuing the notice.

B. Appeals of LWDB Decisions or Requests for WFWV Review

1. A complainant may file a request for review with WFWV if no decision has been issued at the LWDB level within the 60-day time limit. A complainant may file an appeal if the LWDB has issued an adverse decision. The request for a WFWV review or appeal shall be filed or postmarked (if mailed) within 10 days from the date on which the complainant received an adverse decision from LWDB or 15 days from:
 - The date on which a complainant should have received a decision regarding a locally filed complaint, which is defined as five days from the date the decision was due, or
2. All requests for review or appeals shall include the following:
 - The full name, telephone number, and mailing address of the complainant;

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- The full name, telephone number, and mailing address of the LWDB;
 - A statement of the basis of the request or appeal; and
 - Copies of relevant documents, such as the complaint filed at the LWDB and the local decision, if any.
3. WFWV shall request the record of the hearing from the LWDB and shall review the record. WFWV shall notify the concerned parties and the LWDB by first class mail, certified with a return receipt, of the following information at least 10 days before a scheduled hearing:
- The date of the notice, name of the complainant, and the name of the party against whom the complaint is filed.
 - The date, time, and place of the hearing before a hearing officer.
 - A statement of the alleged violations. This statement shall accurately reflect the content of the complaint as submitted by the complainant.
 - The name, address, and telephone number of the contact person issuing the notice.

C. Hearing

1. The WFWV hearing shall be conducted in an informal manner with strict rules of evidence not being applicable. Both parties shall have the right to present written and/or oral testimony under oath and arguments; the right to call and question witnesses; the right to request and examine records and documents relevant to the issues, and the right to be represented. The hearing shall be recorded.
2. The WFWV hearing officer shall be an Administrative Law Judge (ALJ).

D. Referral of Local Grievances or Complaints

Grievances or complaints filed directly with the State related to the local WIOA programs will be remanded to the LWDB grievance process in accordance with LWDB Grievance and Complaint Procedures.

E. Remedies

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1. Remedies that may be imposed for a violation of any requirement under WIOA Title I shall be limited to:
 - Suspension or termination of payments under WIOA Title I;
 - Prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I;
 - Reinstatement, where applicable, of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment; and
 - Where appropriate, to other equitable relief.
2. Nothing in paragraph 1 shall be construed to prohibit a complainant from pursuing a remedy authorized under another federal, State, or local law for a violation of WIOA Title I.

F. Federal-Level Appeal Process

Under Title 20 CFR Section 683.610(a)(1), if the State or Local Workforce Development Board has not issued a decision within the required 60-day time limit, the complainant can file an appeal to the Secretary of Labor. The appeal must be filed with the Secretary of Labor no later than 120 days of the filing of the grievance or complaint with the State, or the filing of the appeal of a local grievance or complaint with the State.

In cases where a decision has been reached and the State issued an adverse decision, the complainant can file an appeal to the Secretary of Labor within 60 days of the receipt of the decision being appealed.

The request for appeal must be submitted by certified mail, return receipt to:

Secretary
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, D.C. 20210
Attention: ASET

A copy of the appeal must be simultaneously provided to the Region 2 ETA Regional Administrator, U.S. Department of Labor—Employment and Training Administration, Suite 825 East, The Curtis Center, 170 South Independence Mall West, Philadelphia, PA 19106 and the opposing party.

ACTION:

All recipients and sub-recipients of WIOA Title I funding through the Workforce Development Board of West Virginia shall utilize the grievance and complaint procedures specified in this policy or ensure that any policies or procedures established by the recipient or sub-recipient are in accordance with these requirements.

INQUIRIES:

Please direct inquiries about this directive to WorkForce West Virginia at (304) 558 - 6788.



Workforce Development Board Mid-Ohio-Valley

Policy #05

Subject: Procurement Policy

Effective Date: July 1, 2015

Purpose: To establish a procurement policy for the purchase of equipment and services through Workforce Development Board Mid-Ohio Valley funds.

References: Section 195(11) Workforce Innovation and Opportunity Act 2014; 2 CFR Part 200 §200.318-200.326 Procurement Standards

Background: Local Workforce Development Boards, as outlined in the Workforce Development Act, are required to ensure an open and competitive procurement process. Procurement procedures shall not restrict or eliminate competition.

Policy: Procurement under grants shall be made by one of the following methods, as described herein: A) small purchase procedures; B) procurement through state contracts; C) competitive negotiation; D) sole source proposals. Awards shall be made only to responsible contractors that possess the ability to perform successfully under the terms and conditions of the proposed contract. Consideration shall be given to such matters as contractor integrity, compliance with public policy, record of past performance, and financial and technical resources.

- A. Purchases less than \$3000 may be awarded without soliciting competitive quotations. Purchases with a per-unit cost greater than \$3000 but less than \$50,000 require at least three (3) quotes.

Purchases greater than \$50,000 must meet one of the following:

- B. Items and / or services may be procured using the state procurement system. Items included on this list meet federal and state procurement standards.
- C. Purchases or contracts of greater \$50,000 and not listed on the state purchasing contract must use competitive negotiation procurement process.
 - 1. Advertisements for the requested service must be posted in county newspapers in the Region 4 Workforce Development Area. Proposals must also be solicited from an adequate number of known suppliers, providing them sufficient time prior to the due date for proposals.

2. Evaluation criteria must be developed for an objective evaluation of proposals received. Whenever possible, a WDB member will assist WDB staff with the evaluation of proposals. Such evaluation should consider cost of services but cost should not be the sole deciding factor in the award of contract.

D. Sole source procurement may be used under the following conditions:

1. The item is available only from a single source;
2. Public exigency or emergency when the urgency for the requirement will not permit a delay resulting from competitive solicitation;
3. After solicitation of a number of sources, competition is determined inadequate.
4. The Federal Awarding agency or pass-through entity (State of WV) expressly authorizes noncompetitive proposals in response to a written request from the WDB-MOV.

Action: The Workforce Development Board Mid-Ohio Valley will maintain documentation of procurement related activities. Items purchased using Region 4 WIOA funds will also be subject to the Property Guidelines (Policy #6).

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

WIB	March 28, 2001
WIB and Executive Committee	February 28, 2003
WIB	January 26, 2011
LEO	January 28, 2011
WDB/LEO	July 24, 2015



Workforce Development Board Mid-Ohio-Valley

Policy #6

Subject: WIOA Property Guidelines

Effective Date: May 1, 2017

Purpose: To establish a policy to inventory and track personal and/or real property purchases using Workforce Development Board Mid-Ohio Valley funding.

References: Section 194 (11) Workforce Innovation and Opportunity Act 2014; 20 CFR Part 200 §200.33 Equipment, §200.48 General Purpose Equipment, §200.58 Information technology systems, §200.94 Supplies; 29 CFR Parts 95 and 97

Background: Local Workforce Development Boards are to ensure that property, equipment, and supplies purchased with Region 4 WIOA funds are used in accordance with the intent of the law.

For purposes of this policy, property is defined to include equipment, supplies, real property, personal property, data, records, and proprietary information.

Policy: Property (both person and real), equipment, supplies, and proprietary information purchased, collected, or developed with Region 4-WIOA-funds is the property of the Workforce Development Board Mid-Ohio Valley and, as such, must be used for purposes authorized by the Workforce Innovation and Opportunity Act 2014 and the Workforce Development Board Mid-Ohio Valley.

Upon termination of services with WDB-MOV, an inventory will be completed jointly by the Service provider and WDB staff no more than 30 days after the closing of the contract. Disposition of the property will be at the discretion of the WDB-MOV.

Action: Inventory Records shall be maintained by the WDB-MOV. All equipment or property shall be listed on the inventory and will be tagged or marked as being the property of the Workforce Development Board Mid-Ohio Valley. The WDB-MOV will conduct bi-annual audits /on-site visits to inventory property, including condition and use of the property. It is expected that each agency will handle preventive maintenance and property repair in the same manner they handle other non-WIOA funded property.

Workforce Development Board Mid-Ohio Valley staff will maintain records of equipment and /or property purchased for administrative or program purposes in the WDB-MOV office.

Any property/equipment that is no longer needed will be disposed of per 29 CFR 97.32(e).

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015
July 24, 2015
April 28, 2017

LEOs/Executive Committee
LEOs/Board
LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy #7

Subject: Travel Policy

Effective Date: July 1, 2015

Purpose: Establish a travel policy for reimbursement of expenditures incurred in the performance of duties by members of the Mid-Ohio Valley Workforce Investment Corporation and the Workforce Development Board Mid-Ohio Valley for as part of the Workforce Innovation and Opportunity Act.

References: NPRM 683 Subpart B

Background: The Workforce Innovation and Opportunity Act allows reimbursement of travel costs incurred in the performance of administrative functions.

Policy: It is the policy of the Workforce Development Board Mid-Ohio Valley to reimburse individuals for travel expenses incurred in the performance of duties under the Workforce Innovation and Opportunity Act. Such reimbursement must meet requirements outlined in the attached regulations.

Action: Copies of travel regulations and travel reimbursement forms will be provided to the Workforce Development Board Mid-Ohio Valley members, committee members, and to Mid-Ohio Valley Workforce Investment Corporation members. Completed forms shall be returned to the Program Director or her designee within two (2) weeks of the travel.

Expiration Date: Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015

July 24, 2015

LEOs/Executive Committee

LEOs/Board

**Workforce Development Board Mid-Ohio Valley
Travel Regulations**

A. General Guidelines and Information

1. Reimbursement for travel is authorized for official Workforce Development Board and Workforce Investment Corporation business within the budgetary limits established in the annual budget.
2. A travel expense form (sample attached) must be completed by each WDB or WIC or Committee member. The completed form should be submitted to the Workforce Development Board Program Director or her designee for approval and processing. Expense forms should be submitted no less frequently than quarterly.
3. No reimbursement will be provided if the traveler receives reimbursement through other sources.

B. Mode of Travel

1. WDB/WIC and Committee members are expected to select a mode of transportation, which is least expensive, taking into consideration both time and distance involved.
2. The rate of reimbursement for use of a privately owned vehicle will be that of the prevailing mileage established by the United States General Services Administration Per Diem Rates. This rate is intended to cover all operating costs of the vehicle (fuel, maintenance, insurance, etc.). Reimbursement will be for actual miles traveled using the shortest practical route.
3. A receipt will be required for travel by common carrier such as air, rail, or bus. Reimbursement will be for actual cost.

C. Subsistence

1. Allowable reimbursement for lodging will include actual expenses for overnight accommodations and all applicable taxes and surcharges. An original receipt from the hotel / motel will be required for reimbursement.
2. Cost of meals for overnight trips or for single day trips requiring travel of more than 60 miles one way *will be reimbursed at the applicable per diem rate established by federal guidelines as outlined at the GSA website.*

D. Miscellaneous

1. Registration fees or charges for attendance at conferences, meetings, seminars, etc. are reimbursable expenses. A receipt from the event sponsor shall be required for reimbursement if not prepaid.
2. Tolls, garage, and parking fees as a result of conducting WIOA business are reimbursable with receipt.

Workforce Development Board Mid-Ohio Valley Travel Expense Statement

Name: _____ **Title:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Purpose of Travel: _____

Date	Starting Point	Destination	Miles	x Rate =	Amount	Meals	Lodging	Other*	Total
				0.54					
				0.54					
				0.54					
				0.54					
				0.54					
				0.54					
				0.54					
				0.54					
				0.54					
Total:									

***Please itemize "other" costs here:**

Date	Description	Amount

I certify these costs, incurred in connection with my duties under the Workforce Innovation and Opportunity Act, are true, accurate, and actual, and do not reflect any costs or expenses reimbursed, or to be reimbursed, from any other source.

Traveler's Signature Date

Approval Signature Date



Workforce Development Board Mid-Ohio-Valley

Policy # 8

Subject: Adult/DW Eligibility Criteria and WIOA Registration Guidelines

Effective Date: May 1, 2017

Purpose: To establish guidelines on eligibility and registration of Region 4 WIOA customers.

References: WIOA Section 3 (2) (5) (15) (16) and (36); CFR 680.110; 677.150 WDB-MOV Policy #9 Priority of Service—Adult/DW

Background: The Workforce Innovation and Opportunity Act states adults and dislocated workers who receive services funded under title I other than self-service or informational activities must be determined eligible and registered.

Policy: The WDB-MOV issues this policy to establish eligibility criteria for adults to receive job preparation, employment, and training assistance through Workforce WV. Eligibility criteria differ for “Adults” and “Dislocated Workers”.

Adult and Dislocated Worker Eligibility Requirements

All adults wishing to receive services through Workforce WV Mid-Ohio Valley must meet the following criteria:

- Be legally authorized to work in the United States.
- Be 18 years of age or older.
- Be registered with Selective Service

(Additional requirements for receiving Individual Career services and Training services can be found in WDB-MOV Policy #9 Priority of Service.)

Dislocated Worker Eligibility:

In addition to meeting the requirements above, a ‘dislocated worker’ means an individual who--

- has been terminated or laid off, or who has received a notice of termination or layoff, from employment;
- is eligible for or has exhausted entitlement to unemployment compensation; or
- has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and
- is unlikely to return to a previous industry or occupation – (an individual who has been laid

off or is a separated service member who has been separated from an occupation/industry that is not on the demand occupation list, has given notice of the industry/occupation closing or moving out of the region, or is unable to do the work because of documented physical or other limitations); or

- has been terminated or laid off, or has received a notice of termination or layoff, from employment because of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; or
- is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
- for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close; or
- was **SELF-EMPLOYED** (including employment as a farmer, a rancher, or a fisherman) but is because of general economic conditions in the community in which the individual resides or because of natural disasters; or
- is a **DISPLACED HOMEMAKER**: an individual who has been providing unpaid services to family members in the home and who--
 - has been dependent on the income of another family member but is no longer supported by that income; or
 - is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; **AND** is unemployed or underemployed and is having trouble obtaining or upgrading employment.

or

- is the **SPOUSE OF A MEMBER OF THE ARMED FORCES** on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph (16)(B).

(See WDB-MOV Policy #9 Priority of Services, for the definition of Under-employed Dislocated Worker.)

It is the policy of the WDB-MOV that an adult customer will be registered in the Workforce WV system at the time of eligibility determination for the ADULT or DISLOCATED WORKER program. Appropriate supporting/matching documents that verify eligibility will be maintained in the customer's file and eligibility data entered into the state management information system (MACC). All registered persons will count toward performance measures as outlined in WIOA.

Action: Local staff and Work Force WV will be informed of this policy.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Investment Board Mid-Ohio Valley.

Approved:	June 26, 2015	LEOs/Executive Committee
	July 24, 2015	LEOs/Board
	October 28, 2016	LEO/WDB
	April 28, 2017	LEO/Board



Workforce Development Board Mid-Ohio-Valley

Policy #9

Subject: Priority of Service and Self Sufficiency– Adult/DW

Effective Date: May 1, 2017

Purpose: To establish guidelines in priority of service to customers seeking assistance through WIOA adult and dislocated worker activities.

References: WIOA §3; §133(b)(2)(A), §133(b)(3); 134(c)(3)(E); 20 CFR Subpart E 680; 'Jobs for Veterans Act', PL 107-288; Workforce WV WIOA Policy No. 2-16; TEGL 3-15; Workforce WV Guidance Notice No. 4-16

Background: WIOA specifies that priority of service must be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient. The Law gives priority to Veterans first, then those receiving public assistance, then other low income individuals and finally those who are basic skills deficient.

In addition, WIOA allows for flexibility for local WDB's to define self-sufficiency as a basis for determining career and training services for employed or unemployed Adults and employed Dislocated Workers.

Policy: WIOA Basic Career Services will be provided to all individuals seeking assistance without regard to specific eligibility criteria. WIOA Career and Training services that require significant staff time or assistance will be provided to eligible individuals based on priority of service, as outlined below.

Do we keep self-sufficiency with this policy or move it to eligibility policy? Include in the definitions.

- **Self Sufficiency**

For the purposes of determining eligibility for receipt of a WIOA ITA, or On-the-Job / Customized Training in Region 4, an adult is considered self-sufficient if s/he has received income, or is a member of a family that has a total family income (for the six-month period immediately prior to application for WIOA services) that is 200% or above the WV Lower Living Standard Income Level (non-metropolitan) for the current Program Year. An employed Dislocated Worker is considered economically self-sufficient if s/he is making a wage that is equal to or greater than 80% of his or her wage at the time of dislocation.

- Priority of Service may change based on funds available for training. Training funds are tracked via the ITA spreadsheet and the Fiscal Report. As training funds are expended,

and remaining funds are less than 10% of the allocated amount per the current budget, the Priority of Service may be adjusted to a lower income level at the WDB-MOV's discretion. Conversely, as greater funds become available, the POS may be raised to a higher level.

The WDB-MOV has defined self sufficiency as 200% of the lower living income guidelines.

Veterans and certain qualifying spouses will receive priority of service over non-veterans in each priority of service category and must meet eligibility requirements for the program.

ADULT FUNDS

First Priority: WDB-MOV residents who are recipients of public assistance, or other low income individuals at or below 70% of the lower living income guidelines or are basic skills deficient *regardless of income level*.

Second Priority: WDB-MOV residents who are recipients of public assistance, or other low income individuals at or below 100% of the lower living income guidelines.

Third Priority: WDB-MOV residents with income at or below 150% of the lower living income guidelines.

Fourth Priority: WDB-MOV residents with income at or below 200% of the lower living income guidelines.

Fifth Priority: Any other WDB-MOV resident *or* workers of an employer in the region who is unemployed, underemployed or employed and needs re-training or skills upgrade.

DISLOCATED WORKER FUNDS

First Priority: Dislocated workers who live in or are laid off from an employer in the WDB-MOV who needs assistance to obtain employment at a sustainable wage.

Second Priority: Dislocated workers who are dislocated from an employer located in the WDB-MOV area and who needs assistance to obtain employment at a sustainable wage.

Third Priority: Dislocated workers who needs assistance to obtain employment at a sustainable wage and who have a bona fide job offer from an employer in the WDB-MOV region.

Fourth Priority: Dislocated workers who are *underemployed*, meaning a person who was laid off from a previous employer, but now is employed but making 80% or less of the salary that was paid at the employer of dislocation.

This policy does not prohibit serving other customers but sets priority of service only.

Action: All Workforce WV centers located within WDB-MOV area or serving customers from WDB-MOV area will be made aware of this policy. WDB-MOV will direct the local One Stop Operator on application of priority of service for career and training services based on factors including, but not limited to, funding allocation, regional needs, and unique circumstances that may impact the economic climate in the WDB-MOV area. Eligibility for priority of service shall be determined by the Workforce WV center and tracked through the WIOA Management Information System.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved: **July 24, 2015**
 October 28, 2016
 April 28, 2017

LEOs/Board
LEOs/Board
LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy # 10

Subject: WIOA Support Services / Needs Related Payments

Effective Date: May 1, 2017

Purpose: To identify Support Services for Adult and Dislocated Worker customers participating in Workforce Innovation and Opportunity Act activities.

References: WIOA Sections 3, 129, 134, 171; 20 CFR 680.900, 680.910 - 680.970, 681.570, 688.120; WorkForce WV WIOA Guidance Notice 10-16

Background: The Workforce Innovation and Opportunity Act authorizes Workforce Development Boards to provide support services to individuals participating in WIOA funded programs. Support services are designed to assist eligible program participants with transportation, child care, dependent care, housing, and other services necessary to enable an individual to participate in activities authorized under WIOA Title I. While the act authorizes these services, it does not require that they are provided through WIOA funds.

Policy: It is the policy of the Workforce Development Board Mid-Ohio Valley, in coordination with the One Stop partners, to provide support services to eligible individuals participating in approved Individual Career services, or Training activities. If they are unable to obtain supportive services through other partner programs offering such services, the WDB-MOV may authorize support services, if funds are available. WIOA funds will be obligated for the program year in which the request is approved.

The attached form and SOP are used to refer customers to other agencies for supportive services.

SUPPORT SERVICES: Individuals determined eligible as a WIOA customer and receiving Individual Career or Training services may qualify for assistance *if the individual is unable to obtain supportive services through other programs providing such services OR the support service may be provided prior to eligibility if it is necessary to enable the individual to participate in Title I activities.* Participants may qualify for:

~~**Transportation:** Assistance will be provided in the form of gas cards or bus passes to WIOA customers who are: enrolled in training (OJT, ITA, etc.); job search activities including interviews; attending workshops provided by Work Force WV's One Stop system; and other activities necessary for the employment of WIOA Adults and/or Dislocated Workers. Assistance will be provided at regular intervals, based on level of activity and availability of funds. A maximum of \$500 in assistance will be allowed per participant per PY. (Suspended effective July 1, 2015)~~

Child/Dependent Care: WIOA funds may be used to pay child/dependent care fees if the WIOA participant's family income is at or below the WDB-MOV Adult priority of service level. Child/dependent care payments will be reimbursed to participants based on DHHR approved reimbursement rates. Only participants in Work Experience, an ITA or OJT are eligible to receive child/dependent care assistance. Participants must submit original receipts for reimbursement. *Reimbursement will not be approved for care provided by a member of the immediate family.* A maximum of \$2000 will be allowed per participant per PY.

Work Related Expenses: WIOA customers receiving Individual Career services, may be provided assistance in purchasing clothing, tools, protective gear, certifications, licenses, and other needs in order to become employed. Items covered under an ITA or other training will not be covered as support services. Verification of the need must be documented in the customer's file, and the original receipt submitted for payment of, OR an account will be established with appropriate vendor for the necessary items. A maximum of \$300 will be allowed per participant per PY.

Limits: All support services will be based on the need of the eligible participant. Due to funding limitations, WIOA support service funding is to be used **as the last resort**. All other sources of funding **MUST** be sought first. All attempts to find other supportive service funding and the reasons for needed WIOA funding must be documented in the participant's case file. **Support services will only be provided by the WDB-MOV if funds are available.**

Other types of supportive services not included in the recognized categories above may be provided to WIOA customers if they meet the definition of a supportive service as stated in the Act. Accordingly, these supportive services must also be determined to be reasonable and necessary for an individual to complete training or obtain or retain permanent employment.

Exceptions for extreme circumstances may be approved at the discretion of the Director.

Attachment A indicates requirements for eligibility.
Attachment B provides Referral procedures and forms.

A participant's failure to respond to requests for information and contact may result in cancellation of any funding obligations on the part of the WIB.

Action: Workforce WV centers in Region 4 will make eligible customers aware of support services available to assist them in making an informed decision about employment and training options.

A support services application will be provided to the case managers, who will forward it to the WDB-MOV for approval, funds obligated, and checks will be distributed from the WDB-MOV.

Questions should be directed to the participant's case manager and / or the WDB MOV office.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

April 24, 2015

June 26, 2015

April 28, 2017

LEOs/Board

LEOs/Executive Committee

LEOs/Board

Attachment A
Support Services

- ITA participants must maintain a minimum of a “C” average and will be documented in the TPU submitted at the end of each term.
- OJT participants must maintain satisfactory progress as determined by the employer, documented in the progress report.
- Eligibility for support services will be documented by the service(s) provided in MACC. Additional documentation for travel for job search will be provided as appropriate.
- Payments will be mailed to participants where applicable.
- If it is discovered that a participant knowingly submits fraudulent information to obtain support service, he/she will be subject to legal action.

ATTACHMENT B
Referral Form and Procedures for Partner Support Services

**WORKFORCE WV-MOV
ONE-STOP SYSTEM
STANDARD OPERATING PROCEDURE (SOP)**

TITLE: Partner Referrals-Supportive Services/Needs Related Payments

SOP #: 18OS

Original Date of Issue: 11/25/2005

Revision #: 2

Revision Date: 04/17/2017

PURPOSE OF PROCEDURE:

To document the process for making referrals from one Workforce West Virginia partner to another for supportive services/needs related payments.

Reference: Partner Referral Form

1. Identifying the Need for Referral

It is understood that all Workforce West Virginia partners share a common goal of operating efficient and effective services to create the best opportunity for our customers.

If in the course of providing service to a customer, it is determined that the customer may benefit from supportive services/needs related payments provided by another partner, the referring partner will complete all assessments and/or documentation necessary to substantiate the referral. Examples of supportive service include but are not limited to:

Transportation Assistance and Auto Repairs; Child care and dependent care costs; Housing and utility assistance; Groceries and hygiene items; Assistance with medical and prescription services; Interview Clothing or other work attire; Tools or other work training materials; Job-related adult basic education and English as a second language training; Translation services; Non-commercial driver's license training and assistance with driver's license fees; Assistance with special services and materials for individuals with disabilities; Out-of-state job search and relocation to a new job; Legal aid services meant to reduce barriers to employment and establish employment eligibility such as by helping secure a driver's

license, expunging criminal records, and addressing debts or credit reporting issues.

2. Making the Referral

- A. Using the Partner Referral Form (Appendix #12OS), the referral will be faxed or electronically submitted to the appropriate partner contact, as well as given to the customer to present to the agency.
- B. In completing the referral form, the person/agency making the referral must:
 - Complete the form (with the exception of the “Referral Follow-Up” section)
 - Indicate reason for referral
 - Identify support services/needs related payments needed
 - List all the agencies to which the customer was referred to assure follow through and eliminate duplication
 - Send a copy of all pertinent information (such as proofs and assessment data) along with the completed referral form
 - Provide one copy of referral form for each agency customer is referred to
 - All referrals and attachments containing Personally Identifiable Information (PII) will be sent via encrypted email if being sent electronically

3. Receiving the Referral

- A. Within 48 hours (2 business days) of receiving the referral, the partner agency will acknowledge receipt of the referral electronically to the person/agency making the referral
- B. All partners will strive to contact referred customers within 5 business days of receiving the referrals.

4. Referral Follow Up

- A. Within 10 business days of the initial meeting with the customer, the partner agency will complete the “Referral Follow Up” section of the initial referral form and forward a copy to the person/agency making the referral.
- B. Partner agencies will document services provided as a result of the referral, or other outcomes, as appropriate into the MACC system (if access is available)



Workforce Development Board Mid-Ohio-Valley

Policy # 11

Subject: Demand and Targeted Occupations

Effective Date: July 1, 2015

Purpose: To provide guidance to contractors and customers utilizing Individual Training Accounts, On-the-Job Training, or Customized Training through WIOA funding.

References: Section 134(c) (3) (G)(iii) of the Workforce Innovation and Opportunity Act; NPRM 680.210 (b)

Background: The Workforce Innovation and Opportunity Act supports occupational skill training for individuals. WIOA requires this training be directly linked to an in-demand industry sector or occupation in the local area or the planning region, or another area to which the adult or dislocated worker receiving such services is willing to relocate.

Policy: WDB MOV has approved a “Targeted and Demand Occupations List” (Attachment 1). This list is reviewed and updated regularly by the WDB MOV. Information from WV LMI data including projected growth rate, number of openings, SVP levels, and projected wages, in addition to empirical information on economic conditions in the region will be considered in approving occupations to be on the Targeted and Demand Occupation list for Region 4.

In addition to occupations on the approved list, training will be considered if

- a documented offer of employment related to the training is provided to the job seeker.
- *the training/occupation is part of a career path to a demand occupation*

Action: Training services supported through the WDB MOV must lead to in-demand industry sectors or occupations identified as targeted or in demand in the region, or in demand in the area to which an eligible individual is willing to commute relocate.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015
July 24, 2015

LEOs/Executive Committee
LEOs/Board

Region 4 Demand Occupations

Approved by WDB-MOV and Effective on 10/28/16

Methodology established by the WDB-MOV:

Occupations must meet the following criteria: 1% annual growth rate with 8 or more annual openings OR 24 or more annual openings regardless of growth rate OR come from the WV Demand Occupations Region 4 2012-2022 OR are included per Empirical Data from Development Directors or published hiring announcements and review of recent job orders in Region 4.

SOC Code	Job Title	Education Requirements
MANAGEMENT OCCUPATIONS		
11-1021	General and Operations Managers	Associates/Bachelors degree
BUSINESS and FINANCIAL OPERATIONS OCCUPATIONS		
13-1111	Management Analysts	Bachelor's degree
13-1161	Market Research Analysts and Marketing Specialists	Bachelor's degree
13-2011	Accountants and Auditors	Bachelors degree in Business/Accounting
COMPUTER and MATHEMATICAL OCCUPATIONS		
15-1799	Computer Occupations, All Other	Bachelors or Associates degree or professional certification in Computer Science, Information Technology; Management Information Systems
ARCHITECTURE and ENGINEERING OCCUPATIONS		
17-2051	Civil Engineers	Bachelors Degree
17-2017	Electrical Engineers	Bachelor's degree
COMMUNITY and SOCIAL SERVICE OCCUPATIONS		
21-1021	Child Family and School Social Workers	Bachelors degree Social Work, Psychology, Sociology
21-1093	Social and Human Service Assistants	High School Diploma/ Equivalent, Certification or Associates degree in Human Services/ Gerontology/Behaviorial Science/Counseling/Rehabilitation/Social Work
EDUCATION, TRAINING and LIBRARY OCCUPATIONS		
25-1194	Vocational Education Teachers, Postsecondary	Bachelors degree in Education
25-2021	Elementary School Teachers, Except Special Education	Bachelor's degree
25-2022	Middle School Teachers, Except Special and Vocational Education	Bachelor's degree
HEALTHCARE PRACTITIONERS and TECHNICAL OCCUPATIONS		
29-1141	Registered Nurses	Degree; License required
29-2012	Medical and Clinical Laboratory Technicians	Associate's degree
29-2021	Dental Hygienists	Associate's degree
29-2034	Radiologic Technologists and Technicians	Radiologic/ Sonographic Tech Associates degree
29-2041	Emergency Medical Technicians and Paramedics	Post-secondary non-degree award
29-2052	Pharmacy Technicians	Pharm Tech Certification
29-2055	Surgical Technologist	Certificate
29-2061	Licensed Practical and Licensed Vocational Nurses	LPN Certification; License required
29-2081	Opticians, Dispensing	High school diploma or equivalent
HEALTHCARE SUPPORT OCCUPATIONS		
31-1011	Home Health Aides	Less than high school
31-1014	Nursing Aides, Orderlies, and Attendants	"C.N.A"
31-2021	Physical Therapy Assistants	Associates degree from accredited program
31-9091	Dental Assistants	Certification or Associates degree in Dental Assisting
31-9092	Medical Assistants	Medical Assistant certification or Associates degree in Medical Assisting
31-9097	Phlebotomists	must be attached to additional training in the medical field
PROTECTIVE SERVICE OCCUPATIONS		
33-3012	Correctional Officers	Associates Degree
33-9032	Security Guards	High school diploma or equivalent
FOOD PREPARATION and SERVING RELATED OCCUPATIONS		
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	High school diploma or equivalent
OFFICE and ADMINISTRATIVE SUPPORT OCCUPATIONS		
43-1011	First-Line Supervisors of Office and Administrative Support	High school diploma or equivalent
43-3021	Billing and Posting Clerks	High school diploma or equivalent
43-3031	Bookkeeping, Accounting, and Auditing Clerks	Associates degree in Business/Accounting

SOC Code	Job Title	Education Requirements
43-4051	Customer Service Representatives	High school diploma or equivalent
43-4061	Eligibility Interviewers, Government Programs	Associate's degree
43-4121	Library Assistants, Clerical	High school diploma or equivalent
43-4171	Receptionists and Information Clerks	High school diploma or equivalent
43-6013	Medical Secretaries	High school diploma or equivalent
43-6014	Secretaries and Administrative Assistants, Except Legal, Med	High school diploma or equivalent
43-9061	Office Clerks, General	High school diploma or equivalent
CONSTRUCTION and EXTRACTION OCCUPATIONS		
47-2031	Carpenters	Apprenticeship/ Building Construction
47-2061	Construction Laborers	Apprenticeship/ Building Construction
47-2111	Electricians	Apprenticeship/License required/ Tech School
47-2211	Sheet Metal Workers	High School Diploma/Equivalent; Apprenticeship
47-4051	Highway Maintenance Workers	High school diploma or equivalent
47-5012	Rotary Drill Operators	High School Diploma/Equivalent
47-5071	Roustabouts, Oil and Gas	OJT
INSTALLATION, MAINTENANCE and REPAIR OCCUPATIONS		
49-3021	Automotive Body Related Repair and Painters	
49-3023	Automotive Service Technicians and Mechanics	ASE Certification
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	ASE Certification/ Degree
49-9021	HVAC	Apprenticeship/Associates Degree
49-9041	Industrial Machinery Mechanics	Associates Degree/ Tradeschool
49-9071	General Maintenance and Repair Workers	Vocational Training/Certificaion/Associates Degree
PRODUCTION OCCUPATION		
51-1011	Supervisors	High School Diploma
51-2092	Team Assemblers	High school diploma or equivalent
51-4021	Extruding and Drawing Machine Setters, Operators, and Tender	OJT
51-4121	Welders, Cutters, Solderers, and Brazers	High School Diploma/Equivalent, Certification
51-8031	Water and Liquid Waste Treatment Plant and System Operator	High School Diploma/Equivalent, Certification in Water Treatment Operations
51-8091	Chemical Operator	Certification or Associates degree in Chemical Operator
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	High school diploma or equivalent
51-9111	Packaging Operator	High School Diploma/Equivalent
51-9198	Helpers Production Workers	High School Diploma/Equivalent
TRANSPORTATION and MATERIAL MOVING OCCUPATIONS		
53-3032	Truck Drivers, Heavy and Tractor-Trailer	CDL-A
53-5011	Sailors and Marine Oilers (Deckhands)	High School Diploma/Equivalent
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	High School Diploma/Equivalent
53-7073	Wellhead Pumpers	High School Diploma/Equivalent



Workforce Development Board Mid-Ohio-Valley

Policy # 12

Subject: **Individual Training Accounts (ITA)**

Effective Date: **May 1, 2017**

References: Workforce Innovation and Opportunity Act, Section 134 (c) (3) (F) (iii), (G), WIOA Sec. 3(7)(B), and WFWV Guidance No. 15-12 Change 1

Background: Workforce Development Board and Opportunity Act identifies the Individual Training Account as the primary means of providing training to eligible individuals (as defined by the Workforce Innovation and Opportunity Act) and who are not able to obtain grant assistance from other sources or require WIOA assistance in addition to other sources of grant assistance. The ITA system is designed to provide customer choice within the guidelines established by the local Workforce Development Board. TEG 17-07 allows the use of Technology Based Learning (TBL) as an approved means of training.

Policy: The Workforce Development Board Mid-Ohio Valley has established the following guidelines to be used in implementing Individual Training Accounts, *if funds are available:*

- WIOA funds will be obligated for the current fiscal year in which the award request is approved. All ITA/Scholarship Award Requests issued will expire on June 30 of the fiscal year in which they were approved. Any exceptions must have the Workforce Development Board's Director or her designee's approval prior to the end of the fiscal year.
- All WIOA Adults, Dislocated Workers, and Youth applying for an Individual Training account (ITA) must pass drug testing as required in guidelines outlined in WFWV Guidance No 15-12 Change 1, to be enrolled in and be eligible/receive funding for an ITA.

Award Limits

- **Funding:**
 - A maximum of \$4000 in WIOA funding may be available for the first year of training with a maximum of \$8000 available over a 36-month period to potentially be used for tuition, fees, books, and required supplies.
 - If other financial aid is available (excluding loans), it must be applied to **tuition and fees** prior to WIOA funds being expended. **WIOA funds may be applied to books and required supplies prior to other financial aid.**
- **Distribution of Funds:** WIOA funding will be distributed proportionally considering the following; length of training, program of training, financial aid, projected expenses over the course of training, and WIOA funds available.
- **Time:** The WIOA customer has 36 continuous months to complete training, calculated from the start date of the term WIOA began funding training. No extensions will be issued.
- **Training limits:** Customers will qualify for one (1) occupational training program in each

five-year period. This requirement may be waived if a customer is affected by sudden, severe economic dislocation or approved by the Workforce Investment Board Program Director or designee

- If funding is limited, a Standard Operating Procedure is in place to prioritize the applications for training programs.

Types of training funded:

- Training must lead to employment in an occupation that meets the guidelines in WIB MOV Policy on Demand and Targeted Occupations (Policy #11)
- WIOA training funds may only be used for training in programs that have been approved and are on the state training provider list.
- Programs that are considered a “Career Pathway,” including pre-apprenticeship/apprenticeship programs that lead to improved employment opportunities.

Submission Deadline

All ITA’s must be received to the WDB at 5 business days prior to the start date of training. This will allow the staff to review funds exist to cover all costs included in the ITA.

Lapse in Training

If there is a consecutive 30-day lapse in training for any reason, other than an approved medical leave or emergency leave, the ITA will be cancelled and all remaining funds will be de-obligated. Medical leave or emergency leave must be approved prior to a lapse in training by the WDB Director or designee.

Additional Requirements:

To qualify for and continue training, trainees must:

- Document soft skills or complete a Soft Skills training program prior to or in conjunction with skill training
- Complete Career research packet prior to start of training (effective July 1, 2017).
- Demonstrate through assessment results (i.e.: TABE, WorkKeys, college entrance exams) the basic skill sets to successfully complete training and obtain employment in the proposed occupation.
- Maintain a “C” (2.0) grade point average each semester or quarter. The customer will be on probation for the next semester/quarter when the GPA falls between a 1.0 and a 2.0; if two back to back terms are below the 2.0 GPA, funding will be terminated.
- If the GPA for a term falls below 1.0, the award will not be renewed for the next term. If the customer brings his/her grades up to the required 2.0 in that next term, the award may be reinstated once the proper documents are received, if funds are available.
- Have acceptable attendance as defined by the training provider.
- Maintain required contact with Workforce WV case manager.
- Be enrolled in and attend training for all terms until the completion of the program. Prior approval from the WDB Director or designee is required to “sit out” a term.

Availability of Funds and Waitlist

WDB Region 4 reserves the right to enforce an ITA waitlist for Adult and/or Dislocated Worker ITA’s due to availability of funding.

Restrictions:

WDB MOV WIOA funds cannot be used for:

- Funding a customer who (1) has a student loan in default, or (2) is in default with the current training institution.
- Medical or dental procedures (excluding required exams, drug screenings, and TB tests)
- Lost books or supplies or books /required supplies for repeat classes
- Classes that must be repeated
- Any training beyond a bachelor's level without prior approval of the WDB Director or designee

Modifications of ITA:

Requests to modify ITA/Award Requests may be approved on a case by case basis at the discretion of the Program Director or her designee.

Action: Workforce WV centers will make customers aware of potential benefits and assist in making an informed decision about employment and training options. Exceptions to this policy may be approved by the WDB Director or designee on a case by case basis.

WDB Staff has developed a Standard Operating Procedure and ITA / Scholarship Award Request forms in conjunction with the One Stop provider staff and will update the forms as necessary. These forms should be used by Workforce WV centers to refer individuals to training providers on the state approved training provider list.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015	LEOs/Executive Committee
July 24, 2015	LEOs/Board
October 28, 2016	LEOs/Board
April 28, 2017	LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy # 13

Subject: **On-the-Job Training**

Effective Date: July 1, 2015

Purpose: To establish policy on requirements and benefits available under Workforce Development Board Mid-Ohio Valley funded OJT

References: Workforce Innovation and Opportunity Act section 101 (44), Section 134 (c) (3); and **NPRM 68.320**; WFWV Guidance No. 15-12 Change 1; This policy is subject to any exceptions authorized by the State of WV.

Background: The Workforce Innovation and Opportunity Act provides for on-the-job training activities. **OJT** is training provided by an employer in the public, private non-profit, or private sector. A contract may be developed between the employer and the WDB in exchange for the reimbursement of between 50 and 75 percent of the wage rate to compensate for the employer's extraordinary costs of providing the training and supervision related to the training.

Policy: Workforce Development Board Mid-Ohio Valley will authorize the use of WIOA or other monies to fund On the Job Training within the region. The amount of funding to be obligated will be determined as part of the budget process each fiscal year.

- All WIOA Adults, Dislocated Workers, and Youth applying for OJT must pass drug testing as required in guidelines outlined in WFWV Guidance No 15-12 Change 1, to be enrolled in On the Job Training.
- Funds must be used only on individuals who meet priority of service requirements in the Workforce Innovation and Opportunity Act and outlined in WDB MOV Policy #09.

*Other guidelines related to On the Job Training contracts are in **Attachment 1**.*

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015
July 24, 2015

LEOs/Executive Committee
LEOs/Board

ATTACHMENT 1

On-the-Job Training (OJT)

Definition

On-the-Job Training means training by an employer that is provided to paid participants while engaged in productive work in a job that

1. Provides knowledge or skills essential to the full and adequate performance of the job;
2. Provides reimbursement to the employer of between 50 and 75 percent of the wage rate of the participant, for the extraordinary costs of providing the training and supervision related to the training; and,
3. Is limited in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

Purpose

- OJT focuses on jobs involving the introduction of new technologies, production or service procedures; upgrading to new jobs that require additional skills or workplace literacy; or other appropriate purposes identified by the WDB MOV. The employer can be in the public, private non-profit or private sector with emphasis on private sector opportunities.
- OJT is designed primarily for the individual who does not have the related education, training or work experience required for the job. It may be provided in various occupational areas and often lowers the employer's risks in hiring and training new personnel. For the participant, OJT allows him/her to gain the knowledge and skills necessary to perform a job after he/she has been hired.

Training guidelines

- Training shall be for occupations for which there is a demand in the area served or for occupations determined to be in sectors of the economy which have a high potential for sustained demand or growth.
- Training opportunities should be encouraged in occupations providing upward mobility and development of new careers.
- Authorized OJT training for a participant shall be limited to a period of time generally required for the acquisition of skills needed for the position within a particular occupation. In determining the period generally needed for the acquisition of necessary skills, consideration shall be given to skill requirements of the occupation, employer training plans and contents, and the participant's education, prior work experience and Individual Service Strategy. Recognized reference materials including but not limited, the "Dictionary of Occupational Titles" and/or O*Net information should be used in identifying the skill levels of the occupation. NOTE: If OJT funding is available from sources other than local WIOA funds, training hours and reimbursement rates will be determined based on the terms of the particular grant.
- Training must be for skills leading toward employment listed on the WDB MOV Targeted/Demand Occupations list.

- Wages for OJT opportunities should be a minimum of \$10 /hour. This wage minimum may be waived with WDB approval under the following conditions:
 - The contract is written for an employer in an economically distressed county, or
 - The employer provides fringe benefits and/or a wage increase following the probationary and/or training period.
- Training/reimbursement time for OJT opportunities shall have an SVP Level of 4 or higher.
- Maximum hours of training reimbursement shall be 480 hours.
- The training/reimbursement rate will be based on the size of the employer at the specific location of training as follows:

Employer Size	Maximum Reimbursement Rate
1-99 employees	75% of wages
100+ employees	50% of wages

- The training plan for each individual must document how current skills were evaluated
 - and how the training length was determined based on existing skills.
- OJT contracts may be written for eligible employed workers under the following conditions:
 - The employee is not earning a self-sufficient wage (based on WDB MOV Priority of Service policy) and training will lead to a wage increase or
 - The employed individual is facing dislocation in the current job and additional training will lead to job retention for the employee and
 - The training relates to the introduction of new technologies, new production or service procedures, upgrading to new jobs that require additional skills, and/or workplace literacy.

Conditions under which training shall not be approved:

- Seasonal, intermittent or temporary employment
- Employment that is less than 32 hours per week
- Jobs that pay less than minimum wage
- Jobs which would result in the displacement of any currently employed worker, including partial displacement such as a reduction in amount of non-overtime work.
- Jobs that, if filled, would replace any worker who is on layoff or involved in a labor dispute.
- Jobs that require licensing (except a driver's license) as a prerequisite to hiring. (Waivers may be granted on a case by case basis.)
- Jobs with an employer who has exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and working conditions at the same level as similarly situated employees.

The Employer Agrees to:

- Hire a participant who does not have all the skills necessary to successfully perform the job.
- Train the participant for the job through a structured approach, monitor progress of participant and contact WFWV immediately with performance issues.
- Retain the participant at the end of training barring a change in business conditions or

participant performance issues.

- Be in compliance with all appropriate state and federal tax requirements (WC, UI, etc.);
- Must have 3 permanent employees for every one OJT trainee. (Waiver may be granted by WDB).
- Agree to provide the same benefits and working conditions as those similarly employed at the company.
- Abide by applicable Equal Opportunity, OSHA and health regulations.



Workforce Development Board Mid-Ohio-Valley

Policy # 14

Subject: **Customized Training**

Effective Date: July 1, 2015

Purpose: To establish policy on requirements and benefits available under Workforce Development Board Mid-Ohio Valley funded Customized Training Activities

References: Workforce Innovation and Opportunity Act Section 3 (14) and Section 134 (c) (3); and NPRM 680.760-770

Background: The Workforce Innovation and Opportunity Act provides for customized training activities. Customized Training is training provided for an employer or group of employers in the public, private non-profit, or private sector. A contract may be developed between the employer and the local program that provides occupational training for the WIOA participant.

Policy: Workforce Development Board Mid-Ohio Valley will authorize the use of WIOA monies to fund Customized Training within the region. The amount of funding to be obligated will be determined as part of the budget process each fiscal year. WIOA will reimburse an employer or group of employers for a specified portion of the cost of training based on the size of the employer.

*Other guidelines related to Customized Training are located in **Attachment 1**.*

Action: WDB MOV will assist qualified area employers with customized training projects. A contract will be signed by each approved employer and the WDB-MOV, outlining the training and projected training costs, including those expenditures that will be covered by the WDB MOV WIOA funds through the customized training project. When appropriate, WDB MOV Customized training projects will be coordinated with state training programs such as Governor's Guaranteed Workforce activities.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015

July 24, 2015

LEOs/Executive Committee

LEOs/Board

ATTACHMENT 1

Customized Training

Definition

- The term customized training means training
 1. that is designed to meet the special requirements of an employer (including a group of employers)
 2. that is conducted with a commitment by the employer to employ an individual upon a successful completion of the training and
 3. for which the employer pays for a significant cost of training.

Purpose

- Customized Training should focus on jobs involving
 1. introduction of new technologies, production or service procedures;
 2. upgrading to new jobs that require additional skills or workplace literacy; Or
 3. Other appropriate purposes identified by the Region 4 WDB.
- *Customized Training is designed primarily for the individual who does not have the related education, training or work experience required for the job. It may be provided in various occupational areas and often lowers the employer's risks in hiring and training new personnel.*

Training Guidelines

- Training shall be authorized per WDB MOV Policy on Demand and Targeted Occupations (Policy #11)
- The employer can be in the public, private non-profit or private sector with emphasis on private sector opportunities.
- Training opportunities should be encouraged in occupations providing upward mobility and development of new careers.
- Individuals participating in Customized Training activities must meet priority of service guide lines as outlined by the Region 4 WDB (Policy 09)
- Authorized Customized Training for a participant shall be limited to a period of time generally required for the acquisition of skills needed for the position within a particular occupation. In determining the need for the acquisition of necessary skills, consideration shall be given to skill requirements of the occupation, employer training plans and contents, and the participant's education, prior work experience and Individual Service Strategy.
- Wages for Customized training opportunities should be a minimum of \$8.00 per hour. This wage minimum may be waived with the WDB approval under the following conditions:
 1. The training is provided for an employer in an economically distressed county,
OR
 2. The employer provides fringe benefits and / or a wage increase following completion of training
- Customized Training contracts may be written for eligible employed workers under the following conditions:
 1. The employee is not earning a self-sufficient wage (based on Region 4 Priority of Service policy) and training will lead to a wage increase; or
 2. The employed individual is facing dislocation in the current job and additional training will lead to job retention for the employee; **or**
 3. The training relates to the introduction of new technologies, new production or service procedures, upgrading to new jobs that require additional skills, and/or workplace literacy.

The employer agrees to:

- Train the participant for the job through a structured approach;
- Retain the participant at the end of training;
- Be in compliance with all appropriate state and federal tax requirements (WC, UI, etc.);
- Agree to provide the same benefits and working conditions as those similarly employed at the company.
- Abide by applicable OSHA and health regulations.
- Abide by all assurances required by the WDB-MOV
- Employer agrees to provide documentation of skills gained and allow the WDB to monitor the training progress.

Conditions under which training shall not be approved

- Seasonal, intermittent or temporary employment.
- Employment that is less than 32 hours per week.
- Jobs that pay less than minimum wage.
- Occupations that do not meet the guidelines in the Demand and Targeted Occupations (Policy #11)
- Jobs which would result in the displacement of any currently employed worker, including partial displacement such as a reduction in amount of non-overtime work.
- Jobs that, if filled, would replace any worker who is on layoff or involved in a labor dispute.
- Jobs that require licensing (except a driver's license) as a prerequisite to hiring. (Waivers may be granted on a case by case basis.)
- Jobs with an employer who has exhibited a pattern of failing to provide CUSTOMIZED TRAINING participants with continued long-term employment as regular employees with wages and working conditions at the same level as similarly situated employees.



Workforce Development Board Mid-Ohio-Valley

Policy #15

Subject: Youth Eligibility Criteria

Effective Date: May 1, 2017

Purpose: To establish policy and outline eligibility criteria for youth participating in Workforce Innovation and Opportunity Act activities.

References: WIOA Section 129(a)(3)(B), WIOA Section 129(a)(3)(A)(ii), WIOA (3)(5); 20 CFR 681.200-681.310, TEGL NO. 8-15, West Virginia Unified State Plan March 17, 2016, WIOAPL No 15-04 Selective Service Registration; Workforce WV Guidance Notice 6-16

Background: The Workforce Innovation and Opportunity Act identifies specific eligibility criteria for youth to participate in WIOA activities. There are separate criteria for “in school” and “out of school” youth.

Policy: The WDB-MOV issues this policy to establish eligibility for youth in the Mid-Ohio Valley, including definitions for clarification of eligibility criteria. Both in school and out of school youth must

- Be a citizen or non-citizen authorized to work in the United States AND
- Meet selective service registration requirements

IN-SCHOOL YOUTH: An individual who is— Attending school (both secondary or post-secondary as defined by State law); **age 14 to 21** (unless an individual with a disability who is attending school under State law); low-income individual; **and** is one or more of the following:

- Basic skills deficient (as defined below.)
- An English language learner.
- An offender.
- A homeless individual
- In Foster Care or aging out
- Pregnant or parenting.
- A youth who is an individual with a disability.
- An individual who requires additional assistance to complete an educational program or to secure or hold employment (as defined below).

OUT-OF-SCHOOL YOUTH: An individual who is- Not attending any school (as defined under State law); **age 16 to 24; and meet one or more of the following:**

- A school dropout.

- Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
- An individual who is subject to the juvenile or adult justice system.
- Homeless individual
- In Foster Care or aging out
- An individual who is pregnant or parenting.
- An individual with a disability.
- Has a high school degree or equivalent, is low income and is:
 - Basic skills deficient (as defined below), or
 - An English language learner;
- Low-income and requires additional assistance (defined below) to enter or complete an educational program or to secure or hold employment.

Basic Skills Deficient – An individual unable to compute or solve problems, read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society. For WIOA purposes, the State further defines Basic Skills Deficient as an individual who meets one of the following:

- Lacks a high school diploma or high school equivalency and is not enrolled in secondary education.
- Enrolled in a Title II Adult Education/Literacy program.
- Reading and/or Math assessment at an 8.9 or below grade level.
- Determined to be Limited English Skills proficient through staff documented observations.

Additional Assistance - An individual who requires additional assistance to complete an educational program or to secure and hold employment, and meets the following state set criteria:

1. Must be between the ages of 14 and 24 and
2. Require additional assistance to complete an educational program or secure and hold employment, and
3. Meet one of the following conditions:
 - a. Youth at risk of dropping out of school
 - b. Immigrant Youth.
 - c. Youth with limited English proficiency.
 - d. Youth deficient in occupational skills.
 - e. Youth who resides in areas with high rates of poverty, crime and/or unemployment
 - f. Youth who has serious barriers to employment, including but not necessarily limited to, stated current or past substance abuse, truancy, absence of positive adult role models, and diagnosed emotional disorders.

**** Requires Additional Assistance Calculation- 5% of new youth in a given program year are allowed to meet youth eligibility solely by “requires additional assistance criteria”, even if not low income. ****

Additional Assistance Documentation

The WDB-MOV follows the state guidance on source documents required to support the eligibility identifying a youth as “needing additional assistance”:

1. Individual Service Strategy (ISS).
2. Case Note.
3. WIOA intake registration form.
4. State MIS.
5. Self-Attestation

Documentation must clearly identify which eligibility criteria documentation supports.

It is the policy of the WDB-MOV to follow State Policy in areas not covered by this youth eligibility criteria policy.

Action: WDB-MOV will make contractors/service providers aware of this policy and provide technical assistance as needed.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:	June 26, 2015	LEOs/Executive Committee
	July 24, 2015	LEOs/Board
	October 28, 2016	LEOs/Board
	April 28, 2017	LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy #16

Subject: 5% Youth Exception

Effective Date: July 1, 2015

Purpose: To establish policy for serving in- and out-of-school youth who are not low income. Up to 5% of the youth participants may be served as “covered individuals” under WIOA and receive WIOA programming services within Region 4 Workforce Development Area.

References: WIOA Section 129 (a) (1) (B) (iii) (III, VIII), (C); 129 (a) (3)

Background: The Workforce Innovation and Opportunity Act allows up to 5% of total youth participants to NOT be low income and still receive programming under WIOA. “Low Income” is defined as an individual living in a high-poverty area (Section 129 (a) (2)). In school and out of school youth (as defined in WIOA Section 129 (a) (3) (i)) may be served as “covered individuals” and must still meet eligibility.

Policy: The Workforce Development Board Mid-Ohio Valley allows 5% of the total of youth participants served who meet the eligibility requirements for in school youth, to NOT meet the low income guidelines and to receive appropriate programming under WIOA as meets the individual needs.

Action: All Workforce WV Centers and service providers within Region 4 will be made aware of the policy. Youth must meet eligibility requirements prior to authorization of services through WIOA.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015

LEOs/Executive Committee

July 24, 2015

LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy #17

Subject: Youth Program Elements

Effective Date: July 1, 2015

Purpose: To establish policy and outline program elements for Youth participating in Workforce Innovation and Opportunity Act Activities within Region 4.

References: Section 129 (c) of the Workforce Innovation and Opportunity Act NPRM 681.460-681.650

Background: The Workforce Innovation and Opportunity Act identifies 14 program elements, which are mandated to be provided to youth. WIOA gives local programs the discretion to determine what specific program services will be provided to a youth participant, based on each participant's objective assessment and individual service strategy. The mandated program elements are as follows:

1. Tutoring
2. Alternative secondary school offerings
3. Paid and unpaid work experiences
 - a) Summer employment
 - b) Pre-apprenticeship programs
 - c) Internships and job shadowing
 - d) On-the-job training
4. Occupational skills training
5. Education with workforce preparation AND training for a specific occupation/occupational cluster
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial Literacy Education
12. Entrepreneurial Skills training
13. Labor Market Information/Career Awareness / Exploration Counseling
14. Transition to Post-Secondary Education/Training Activities

In addition, WIOA stipulates that each participant shall be provided

- A) Information about all applicable and appropriate services available through One Stop partners and the local board
- B) Referral to appropriate training and educational facilities with the capacity to serve the participant sequentially or concurrently.

- C) Referral for additional assessment and referral to appropriate programs to meet said applicant's training needs for any eligible applicant who does not meet the enrollment requirements of a program.
- D) Parents, participants and community members with experience related to youth programming will be involved in program design and implementation as described herein.

Policy: The Workforce Development Board Mid-Ohio Valley will center program offerings around completion of a secondary school diploma/equivalency, work readiness, career exploration, financial literacy, and transitional activities to education, training and attainment of a post-secondary credential, including employment based on vocational aptitude and demand occupations. By emphasizing activities that provide opportunities in each of the mandated program elements, youth will receive programming specific to their individual needs.

Youth will be made aware of partner services and referred, as appropriate to the youth's needs based on his/her assessment and developmental service strategies, keeping with the plan of action as it relates to career pathways, education and employment goals of the youth.

Action: All Workforce WV Centers within Region 4 or serving youth from Region 4 will be made aware of this policy. Organizations receiving WIOA youth funding (in Region 4) will be required to offer the 14 elements or to identify and collaborate with partner organizations that will provide the services.

Youth must meet eligibility requirements prior to authorization of services through WIOA.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

June 26, 2015

LEOs/Executive Committee

July 24, 2015

LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy #18

Subject: Performance Measures for Youth

Effective Date: **July 1, 2015**

Purpose: To establish performance measures for WIOA funded youth programs.

Reference: Workforce Innovation and Opportunity Act Section 116 (b) (2) (A); NPRM 20 CFR 677.155 (d)

Background: The Workforce Innovation and Opportunity Act established six primary measures for monitoring youth performance in WIOA funded programs.

Policy: The Workforce Development Board Mid-Ohio Valley will adhere to DOL performance measures as follows:

Youth Performance Measures—applies to all youth

- 1) The percentage of program participants in education/training or unsubsidized employment 2nd quarter after exit.
- 2) The percentage of program participants who are in education or training activities or in unsubsidized employment during the 4th quarter after exit.
- 3) The median earnings of program participants who are in unsubsidized employment during the second quarter after exit
- 4) The percentage of program participants who obtain a recognized post-secondary education credential, or secondary school diploma or its equivalency ♦ during participation in or within 1 year after exit. ♦ *In order for a person receiving a secondary school diploma or equivalency to be counted as having met this measure, they must also have obtained or retained employment OR are in an education or training program leading to a recognized post-secondary credential within 1 year after exit from the program.*
- 5) The percentage of program participants who, during a program year are in an education or training program that leads to a recognized post-secondary credential or employment AND who are achieving measurable skill gains toward the credential or employment.
- 6) Indicators of effectiveness in serving employers as established by the Secretary of Labor and the Secretary of Education prior to the commencement of the second full program year after enactment of WIOA.

DOL, the State of West Virginia or the Region 4 Workforce Development Board may establish additional performance measures.

The WDB-MOV and the local youth provider will negotiate performance measures annually. Negotiated performance measures will be jointly determined by the youth provider and the WDB-MOV.

Action: The Region 4 Youth Provider will address these performance measures in developing a plan of action for youth participants, and monitor their performance in partnership with the WDB-MOV.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approval:

June 26, 2015	LEOs/Executive Committee
July 24, 2015	LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy #19

Subject: Youth Work Experience

Effective Date: May 1, 2017

Purpose: To establish policy on requirements and benefits available under Workforce Development Board Mid-Ohio Valley funded Youth Work Experience

References: WIOA section 129(c)(2)(C) -129(c)(4), TEGL 23-14, TEGL 8-15, 20 CFR 681.590-681.640

Background: WIOA requires 20% of Youth funds to be expended on work experience for youth participants. Work Experience will provide the youth with opportunities to explore careers and develop skills.

Policy: Workforce Development Board Mid-Ohio Valley will make paid and unpaid work experiences available to participants enrolled/registered in the Career Advantage program. The work experience must correlate to the participant's career interests as defined in the participant's Plan of Action/Individual Service Strategy.

Definition: Work Experience: Is a planned structured learning experience that takes place in a private for-profit, non-profit or public sector workplace for a limited period of time; it can be paid or unpaid. The Work Experience must include academic and occupational education either concurrently or sequentially with the work experience. Fair Labor Standards Act and/or applicable state law apply.

Work Experiences may include:

- 1) Summer employment opportunities and other employment opportunities available throughout the school year.
- 2) Pre-apprenticeship programs
- 3) Internships and job shadowing and
- 4) On-the- job training (OJT) opportunities
- 5) Occupational skill training

Each participant may take part in up to (3) paid career area work experiences, for up to 12 weeks per career area, for a maximum of 40 hours per week paying no less than minimum wage. Additional weeks of paid work experience may be authorized by the WDB Director or her designee on a case by case basis. Use Form in Attachment A.

Work Experience Pay Schedule

Customers may be awarded a pay rate increase of 0.25 cents per hour after 8 weeks of work experience. The following work readiness skills must be met and documented to receive the pay increase:

- No unexcused absences for the 8-week work period.
- No more than 2 tardy arrivals to work site
- Positive evaluations received from work site manager
- Completion of additional training modules

*If customer continues to a 2nd or 3rd work experience with the same work site, they will have the opportunity to increase pay by an additional 0.25 cents per hour. The 8-week evaluation criteria must be met each time to receive the increase in wage.

Training Guidelines

Work Experience will allow the participant to

- gain structured / supervised work experience in a demand field
- explore career options
- make an informed career choice,
- develop the employment skills necessary to stay employed.

Work experience should be encouraged in occupations providing upward mobility, and in skills leading to employment on the WDB-MOV Demand Occupations list. Wages will be paid directly to the participant. Time sheets will be required to document hours worked.

The Work Site Agrees to:

- Accept a participant who does not have all the skills necessary to successfully perform the job.
- Train the participant in the area identified through a structured approach, monitor progress of participant and contact youth case manager immediately with performance issues.
- Be in compliance with all appropriate state and federal requirements (Workers Compensation, Unemployment Insurance, etc.);
- Abide by applicable state and federal regulations including, but not limited to Equal Opportunity, OSHA, and health regulations.

Work experience shall not be approved if the Work Experience:

- Would result in the displacement of any currently employed worker, including partial displacement such as a reduction in amount of non-overtime work.
- Would replace any worker who is on layoff or involved in a labor dispute.

Action: Work Force WV Center staff in Region 4 will make WIOA Career Advantage/youth program participants aware of the requirement/opportunity for work experience as part of their participation. The Workforce Development Board-Mid-Ohio Valley will develop an MOU with work sites for work experience to govern the work experience.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved: October 28, 2016 LEOs/Board
 April 28, 2017 LEOs/Board

Attachment A



**Youth Work Experience
Request for Additional Weeks of Training**

Participant Name: _____ Date: _____

Participant Registration Date: _____

Reason for Request: _____

Employer: _____
Name Address Phone

Employer approval of extension: _____
Signature Date

Participant Signature

Case Manager Signature

I hereby grant an extension of _____ for the above named participant with the named employer in accordance with the WDB-MOV Youth Work Experience Policy #19.

Authorized Signature

Date



Workforce Development Board Mid-Ohio-Valley

Policy #20

Subject: **Youth Incentives**

Effective Date: October 31, 2016

Purpose: The Workforce Development Board Mid-Ohio Valley Youth Incentive Policy will ensure that allowable and necessary incentives will be given to help encourage achievement of goals.

References: 20 CFR §681.640, 2 CFR part 200.438 Entertainment Costs

Background: WIOA allows for Incentives payments to ISY and OSY. These Incentives are a way to encourage participant involvement and to reward individuals for achievement.

Policy

Youth Incentives- Payment may be made to a WIOA Youth registrant for the successful participation and achievement of expected outcomes as defined in the participants Individual Service Strategy/Plan of Action. The incentive must be linked to an achievement in work experience or training activities.

Incentive Amounts and Approved Activities

Activities that qualify for incentives and award amounts will be approved as part of the youth provider contract negotiations. The Youth service provider will maintain adequate internal policies and procedures to track and report all youth incentive awards.

Youth incentives cannot be used for recruitment and eligibility.

Equal Treatment

The Workforce Development Board Mid-Ohio Valley youth provider will make sure that Incentive payments are administered in a manner to ensure all participants receive equal rewards for equal achievements.

Documentation Requirements

The following are documentation requirements for youth incentives:

- Incentives must be tied to WIOA Youth work experience or training.
- Incentive payments must be documented in MACC with clear note of how the incentive ties to work experience or training.

Action: Workforce WV centers working with individuals from Region 4 will make customers aware of this policy.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved: October 28,2016 LEOs/Board



Workforce Development Board Mid-Ohio-Valley

Policy # 21

Subject: Eligible Training Providers and Program Approval

Effective Date: October 31, 2016

Purpose: To establish approval guidelines for training providers and their programs within Region 4.

References:

WIOA Sections 122, 134; 20 CFR 680; 20 CFR 677.230; WorkForce WV Policy No. 01-15; WDB-MOV Policy #11

Background:

The Workforce Innovation and Opportunity Act requires Local Workforce Development Boards to identify training providers within each workforce development region who offer program(s) that lead to a recognized post-secondary credential, are registered under the National Apprenticeship Act, or are part of a joint labor-management organization, which lead to jobs in demand in the region, or provide adult education / literacy activities under title II in combination with occupational skills training. The list of approved training providers is based on criteria outlined under WIOA, and performance standards established by the State of WV and/or the Workforce Development Board Mid-Ohio Valley.

An eligible training provider will be able to receive WIOA funds for adult, or dislocated worker participants enrolled in training.

Policy:

WDB-MOV will approve training provider programs through the state MIS. By approving programs offered by the eligible training provider (ETP), the WDB-MOV is approving the eligible training provider (ETP). WDB-MOV staff will approve programs from regional ETP based on the Targeted and Demand Occupations List for the region (see Policy #11). Only programs on the Targeted and Demand Occupations List will be approved by WDB-MOV.

- The Law allows participants to chose training that is not in demand in Region 4, as long as the participant plans to relocate or commute to work in a region where the occupation is in demand.
- Participants in Region 4 may take training that is on the WDB-MOV's Demand Occupation List outside of the region if the program is on the Eligible Training Provider List (ETPL) *and* is approved by WDB-MOV or another region in the state.

The WDB-MOV will make the state ETPL available through the One Stop system and WV state MIS to assist customers in the selection of training programs and services.

WDB-MOV requires certain short-term programs to be paired with other approved programs in the same industry/field in order to provide the skills needed to become employed in the field (refer to the Demand Occupation List for details; Policy #11).

Action:

The Eligible Training Provider List (ETPL) will be made available to participants in the One Stop Centers of Workforce WV and also online through Workforce WV where it will be available in an accessible format for customers with disabilities.

Expiration Date:

This policy shall be in effect until revised or canceled by the Workforce Investment Board Mid-Ohio Valley.

Approved: October 28, 2016 LEO/WDB



Workforce Development Board Mid-Ohio Valley

Policy # 22

Subject: Work Experience / Transitional Jobs - Adult / DW

Effective Date: May 1, 2017

Purpose: To establish a policy for Work Experience/Internship/Transitional Jobs for WIOA funded Adults and Dislocated Workers.

References: WIOA section 134 (d)(5); 20 CFR 680.180, 190, 195, 680.150, 680.900; Workforce WV WIOA Policy No. 03-16

Background: The Workforce Innovation and Opportunity Act allows internships and work experience/transitional jobs for adult and dislocated workers as part of Career service activities. Work experience or internships may be paid or unpaid and provided by an employer in the public, private non-profit, or private for profit sector. Work experience includes transitional jobs for the chronically unemployed, or for persons with an inconsistent work history and must be paid/subsidized.

Up to 10 percent of the combined total of adult and dislocated worker allotments may be used for transitional jobs.

Policy: Workforce Development Board Mid-Ohio Valley may budget up to 10 percent of WIOA adult and dislocated worker funds to pay for transitional jobs, including work experience and internships for adults or dislocated workers as appropriate, and as funds are available.

A contract outlining the parameters of the work experience, internship, or transitional job including employer responsibilities, monitoring requirements and WIOA participant requirements will be developed between the employer and the WDB-MOV.

Wages paid must be the same as other employees in the same position/skill level, but at least WV minimum wage.

Definition

Work Experience/Internship/ Transitional Job means a planned, structured, learning experience, linked to the individual's career goal, that takes place in the workplace for a limited time; can be paid or unpaid, and may be with a private for profit, non-profit or public sector employer. Fair Labor Standards Act applies.

Work experience may be a stand-alone activity, or may be combined with other individualized services such as: workshops, job search, an ITA, or OJT, and must be related to the customer's occupational/employment, and/or training goal. Work experience will be limited to 12 weeks at 20 hours per week, unless additional training is approved by the WDB Director or designee. The

funds paid out for the work experience/internship will not impact funds available for the individual training account.

An Internship should be combined with an ITA and be related to the customer's occupational/employment/training goal. An internship will be limited to 12 weeks at 20 hours per week, unless additional training is approved by the WDB Director or designee. Funds paid out for the internship will not impact funds available for the ITA.

Transitional Jobs will provide a paid work experience, support services and classroom training for an individual who seeks to overcome barriers to employment, such as a poor work history. A transitional job will be limited to 10 weeks at 30 hours per week, unless additional training is approved by the WDB Director or designee. An individual participating in a transitional job program may also be provided support services, and classroom training to assist the individual in achieving the goal of employment in the chosen industry.

OJT may be provided as a continuation of training begun in a work experience/internship or transitional job position. WDB Policy #13 provides the necessary guidance.

*For guidelines related to Work Experience, Internship, or Transitional Jobs contracts see **Attachment 1**.*

Action: The WDB-MOV will develop MOU's or contracts with employers and/or training providers for work experience, internships, and transitional jobs as appropriate.

Where the training provider has a policy in place for work experience/internship, WDB-MOV will strive to work within the guidelines of said policy, and within the guidelines of WIOA. Where a conflict occurs, WIOA / WDB policy will override.

Contracts/MOU's will be written to govern the work experience with guidelines for the employer and WIOA customer.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:	October 28, 2016	LEO/WDB
	April 28, 2017	LEOs/Board

Attachment 1

Purpose:

1. Work experience/Internship/Transitional jobs functions as a workplace-values activity for acquiring behavioral competencies and /or knowledge of a specific occupation or job skills. Although an employer may also receive some benefit from the work experience /internship/transitional job, *the primary goal is to benefit the participant.*
2. The use of work experience/internship/transitional job should be based on an assessment and service strategy identified in an individual employment plan (IEP). Work experience may include, but is not limited to:
 - Instruction in employability skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS)
 - Exposure to various aspects of an industry
 - Progressively more complex tasks
 - Job shadowing
 - The integration of basic academic skills into work activities
 - Transitional jobs
3. The **Transitional Jobs** program will include at a minimum:
 - a. Paid work experience (minimum 3 days per week)
 - b. Classroom training (soft skills, occupational skills, etc.)
 - c. Supportive services

Training Guidelines

1. A contract between the WDB-MOV and the employer will be in place to govern the work experience. The contract will include:
 - A) The individual's **training plan** must document how current skills/barriers were evaluated and how the length for the work experience was determined based on existing skills/barriers.
 - B) A **training outline** will be developed specific to the needs of the participant and attainment will be documented by the workplace/employer/supervisor.
2. Work Experience may be provided in occupational areas that are in demand in the region or part of regional sector strategies, AND are linked to the participant's career goal/training plan allowing the participant to
 - gain structured / supervised work experience in a demand field
 - develop the employment skills necessary to obtain and retain employment
3. Work experience should be encouraged in occupations providing upward mobility, and in skills leading to employment on the WDB-MOV Demand Occupations list.

4. Minimum wage will be paid up to 400 hours (10 weeks) for work experience, internship and transitional jobs for WIOA funded contracts.
5. Participants in work experience will be employed by the WDBMOV. Wages will be paid directly to the participant through the submission of time sheets documenting the hours worked, based on contract hours and the individual training plan.

Requirements

To be eligible for the work experience/internship the WIOA registered customer must:

1. Maintain contact with case manager, monthly
2. Attend the required workshops
3. ITA customers participating in Work Experience/Internship must be placed in an occupation related to training and must have completed at least 50% of the required course work at 2.8 GPA or greater, or with permission from the Director.

To qualify for a **Transitional Job**, individuals must meet one of the following.

1. Is chronically or long term unemployed
2. Has an inconsistent work history
3. Has significant barriers to employment

Conditions under which work experience shall not be approved:

- Participant fails to complete all requirements prior to placement.
- Participant fails to maintain required contact with case manager prior to placement
- Jobs which would result in the displacement of any currently employed worker, including partial displacement such as a reduction in amount of non-overtime work.
- Jobs that, if filled, would replace any worker who is on layoff or involved in a labor dispute.
- Jobs that require licensing (except a driver's license) as a prerequisite to hiring. (Waivers may be granted on a case by case basis.)

The Employer Agrees to:

- Accept for work experience a participant who does not have all the skills necessary to successfully perform the job.
- Train the participant in the area identified through the training outline, through a structured approach, monitor progress of participant and contact WFWV immediately with performance issues.
- Be in compliance with all appropriate state and federal tax requirements (WC, UI, etc.);
- Abide by applicable Equal Opportunity, OSHA and health regulations.



Workforce Development Board Mid-Ohio-Valley

Policy #23

Subject: **Accessibility and Accommodation**

Effective Date: May 1, 2017

Purpose: This policy is established to ensure that the programs, services (including services using technology and the Internet), and facilities of the One Stop centers in WDB-MOV region are accessible to all.

References: Workforce Innovation and Opportunity Act 2014 (WIOA); Section 188 (29 CFR 38); ADA of 2008, Rehabilitation Act of 1973, as amended; Section 504; TEN 1-15 (Promising Practices); Workforce WV WIOA Policy No. 5-16, and WIOA Guidance Notice No. 3-16

Background: WIOA emphasizes both physical and programmatic access, (including the use of accessible technology to increase access to high quality workforce service) for individuals with disabilities. The WDB-MOV takes responsibility for the creation and maintenance of a one stop system that enhances the range and quality of workforce services that are accessible to all individuals seeking assistance. WIOA Title I prohibits discrimination on the basis of race, color, national origin, (including limited English proficiency) sex, (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status, and gender identity) age, disability, religion, political affiliation or belief, and participant status. Although gender identity is not an explicitly protected basis under the applicable federal laws, discrimination based on gender identify, gender expression, and sex stereotyping has been interpreted to be a form of prohibited sex discrimination, including under laws that apply to federal financially assisted training, education programs, and employment activities.

Policy: The WDB- MOV will use the state’s policy for accessibility and accommodation as outlined in Workforce WV WIOA Policy No. 5-16, Accessibility and Reasonable Accommodation, and the WIOA Guidance Notice No. 3-16: Accessibility for Individuals with Disabilities. The One Stops (AJC) in the WDB-MOV region will make the “Customer Reasonable Accommodation Request Form” provided by the state available to customers.

The WDV-MOV region’s Inclusion Team will be responsible to review best practices, address issues, and implement changes dealing with accessibility and accommodations to best serve all customers in the region.

Action: All Workforce WV centers located within WDB-MOV or serving customers from WDB-MOV will be made aware of this policy and provided with the Workforce WV Policies and Guidance Notices. All One Stop centers in the region will also make “Customer Reasonable Accommodation Request Form” the available.

Expiration Date: This policy shall be in effect until revised or canceled by the WDB-MOV.

Approved: **October 28, 2016**
 April 28, 2017

LEO/WDB
LEO's/Board



Workforce Development Board Mid-Ohio Valley

Policy #24

Subject: **Securing Personally Identifiable Information (PII)**

Effective Date: **July 1, 2017**

Purpose: To address the security of Personally Identifiable Information (PII), both sensitive and non-sensitive, for services offered through Title I of the Workforce Innovation and Opportunity Act.

References: TEGL No. 39-11; Federal Information and Security Management Act (Title III of the E-Government Act 2002); OMB M-06-15, and M-06-19; Executive Order 13402; Family Educational Rights and Privacy Act (FERPA) 20 U.S.C. § 1232g; 34 CFR Part 99

Background: The Workforce Innovation and Opportunity Act requires that recipients of WIOA Title I funds provide Personally Identifiable Information (PII) to access WIOA services. Federal law, OMB guidance, federal, state and local policies require that PII and other sensitive information be protected.

Policy: All WDB-MOV staff, contractor staff, grantees, sub-grantees, partner staff, and any other individuals or **entities** involved in the handling of personally identifiable **information (PII) as a result of WIOA activities in Region 4, including wage and education records**, will protect PII in accordance with the law. **FERPA (as amended), WIOA, and applicable Departmental regulations will be followed.**

WDB-MOV staff, contractor staff, grantees, sub-grantees, employees and any other individuals or groups involved in the receipt, handling, and/or protecting of PII and sensitive data developed, obtained or otherwise associated with grantee funding **MUST:**

Annually (by July 1), sign a disclosure acknowledging the confidential nature of the data and agree to comply with safe and secure management of the data in accordance with federal and state requirements. (These disclosures must be kept on file with the contractor for monitoring review at the request of the WDB-MOV.)

The following definitions will be applied to Personally identifiable information in the region:

DEFINITIONS

Personal Identifiable Information (PII): OMB defines PII as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

Sensitive Information: Any unclassified information whose loss, misuse or unauthorized access to or modification of could adversely affect the interest or the conduct of Federal programs or the privacy to which individuals are entitled under the Privacy Act.

Protected PII and Non-Sensitive PII: The Department of Labor has defined two types of PII, protected PII and non-sensitive PII. The differences between protected PII and non-sensitive PII are primarily based on an analysis regarding the “risk of harm” that could result from the release of the PII.

1. **Protected PII** is information that if disclosed could result in harm to the individual whose name or identity is linked to that information. Examples of protected PII include, but are not limited to, social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information and computer passwords.

2. **Non-sensitive PII**, on the other hand, is information that if disclosed, by itself, could not reasonably be expected to result in personal harm. Essentially, it is stand-alone information that is not linked or closely associated with any protected or unprotected PII. Examples of non-sensitive PII include information such as first and last names, e-mail addresses, business addresses, business telephone numbers, general educational credentials, gender or race. However, depending on the circumstances, a combination of these items could potentially be categorized as protected or sensitive PII.

Standard Operating Procedures will be developed to address the specifics required for the protection of PII

- when in use
- storage of
- in transport
- final disposal of

PII should only be accessible by staff who need it in an official capacity to perform their responsibilities under WIOA. Staff must not extract information from data sources for personal use/reasons.

PII will be processed so as to protect the confidentiality of the record/documents and to prevent unauthorized access.

PII will be retained for the required period of time per ETA guidelines, then destroyed.

Action: The Workforce WV/One Stop Center shall have staff who provide services under Title I of the Workforce Innovation and Opportunity Act sign a release annually acknowledging their use of PII for grant purposes only and of their intent to protect all PII from unauthorized users. All partners, contractors etc., will be notified of this policy.

As part of the WIOA orientation applicants/participants will be asked to sign an authorization to release information to listed parties, which may be revoked by the participant through written request.

Contractors/partners/grantees should have standard operating procedures in place to address the protection of PII.

Expiration Date: Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.

Approved: October 28, 2016
April 28, 2017

LEO/WDB
LEO's/Board

DRAFT



Personally Identifiable Information Acknowledgment

I have reviewed and acknowledge understanding of the WDB-MOV “Securing Personally Identifiable Information” Policy and agree that all necessary steps will be taken to ensure the privacy and confidential nature of all personally identifiable information (PII) to protect the PII from unauthorized disclosure.

I further agree that all personally identifiable information will be stored in an area that is physically safe from access by unauthorized persons, and will be managed with appropriate information technology (IT) services at all times.

All collection and use of any information, systems or records that contain personally identifiable information (PII) will be limited to purposes that support the programs and activities conducted with WIOA funding through the One Stop system in the WDB-MOV.

Access to software systems and files under my control containing PII will be limited to use in my responsibilities as an authorized staff person within the system. This includes the safe-guarding of computer passwords and access to any/all computer information systems. I will not share my MACC ID with, or allow anyone to use my MACC access. (Doing so will cause me to forfeit my access).

I agree to abide by regulations that govern the access, use and disposal of PII in accordance with WIOA and the WDB-MOV.

Printed Name

Signature

Agency Name

Date



Workforce Development Board Mid-Ohio Valley

Policy # 25

Subject: **Records Retention**

Effective Date: October 31, 2016

Purpose: To provide guidelines and procedures for the retention of records for and disposal of WDB-MOV documents, both paper and electronic forms.

References: Workforce Innovation and Opportunity Act 185(a), CFR Part 200.333, OMB Circular A-110.53

Background: The WDB-MOV releases a Records Retention Policy to ensure accountability for records resulting from WIOA and other activities and services funded by the WDB-MOV. Record retention is governed by various rules and guidelines depending on the type of record.

Policy: This policy applies to all financial and programmatic records, supporting documents, statistical records, and other records of grantees or sub-grantees which are required to be maintained by the terms of program regulations or the grant agreement, or otherwise reasonably considered as pertinent to program regulations or the grant agreement.

Records Retention

The WDB-MOV, fiscal agent, and any sub-recipient and contractor of WIOA funds shall:

1. Retain all records pertinent to the grant, grant agreements, interagency agreements, contracts or any other award, including financial, statistical, property, applicant or registrant records, cost allocation plans, audit reports, and supporting documentation, for a period of at least (3) years after submittal of the final expenditure report (closeout) for that funding period to the awarding agency.
2. Retain all records of non-expendable property for a period of at least (3) years after final disposition of property.
3. Retain all records pertinent to applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment for a period of not less than (3) years from the close of the applicant program year.
4. Retain records regarding complaints and actions taken on the complaints for a period of not less than (3) years from the date of resolution of the complaint.
5. Retain all records beyond the required (3) years if any litigation or audit is begun or claim is instituted involving the grant or agreement covered by the records. The records shall be retained for an individual (3) years after the litigation, audit, or claim has been resolved.

If documents are in question they should be kept for a minimum of 7 years.

The following documents should be kept **permanently**:

1. Board Minutes
2. Bylaws

Fiscal Documents

The WDB-MOV Fiscal agent is responsible for maintaining appropriate record retention for any financial documents.

Records Disposal

Record disposal should be done by shredding in house or with a reputable document shredding company. No records should be disposed of without the prior approval from the WDB-MOV Director, or designated staff. When disposal approval has been received documents must be shredded.

Acceptable Record Format

Scanned, Photocopied, or similar methods may be substituted for the original records if they are preserved with integrity.

Action: Workforce WV centers working with individuals from Region 4 will make customers aware of this policy, as well as, collaboratives and entities providing service to our region.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

October 28, 2016

LEOs/Board

Workforce Development Board Mid-Ohio Valley

Policy #26

Subject: Case Management and Follow Up

Effective Date: May 1, 2017

Purpose: To establish policy/guidance for Case Management and Follow Up in Region 4.

References: WIOA Section 3, 129, 134; 20 CFR 678.430 (b), 680.110, 680.150 (c), 680.180, 680.210, 680.220, 680.900, 680.910, 681.240, 680.310, 680.450, 680.570, 681.580; WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability and the One-Stop System Joint Provisions; Workforce WV WIOA Guidance Notice No. 7-16; WDB-MOV Policies

Background: The term “case manager” (used in WIA) is replaced with “career planner” or “career counselor” (in WIOA terminology). The Career Planner/ Counselor will provide Individual Career Services to participants from the time of eligibility/enrollment through follow up. They will consult with the individual seeking services and assist in determining if the individual “has the skills and qualifications to successfully participate in the selected program of training services”; will assist the individual in selecting an eligible training provider and keep the individual apprised of information regarding services and training. [WIOA 134 (c); 20 CFR 680.340 (c)] Career Planning is a continual service provided to adult, dislocated worker and youth participants.

Policy: It is the policy of the WDB-MOV to put the customer first, while encouraging customer responsibility. WIOA encourages a customer-centered approach in delivering services that will

- Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce activities.
- Provide job, education, and career counseling during program participations and after job placement.

The Career Planner/Counselor will provide:

- **Basic Career Services,**
 - Initial assessment for eligibility per WDB-MOV Policy #8 and #15 and WIOA 134 (c). Which should provide enough information for the Career Planner to provide appropriate services including referrals for partner services.
 - Youth who meet the minimum income criteria for eligibility will be provided information on the full array of applicable/appropriate services available through partner and other eligible providers, AND be referred to appropriate training and educational programs that can serve the participant sequentially or concurrently.
 - Youth who do not meet the enrollment requirements of a specific program shall be referred for further assessment as necessary and referred to appropriate

programs to meet the basic skills and training needs of the applicant. (WIOA 129 (c))

- Eligibility Determination and Registration including the collection of required documentation
- **Individual Career Services** based on the individual needs of eligible participants
 - Develops an Individual Service Strategy/Individual Employment Plan (ISS/IEP) jointly with partner agencies (as appropriate) to identify employment goals, achievement objectives, and the appropriate combination of services for the participant to achieve his/her employment goals. (If a partner has recently developed a plan for the individual, that plan may be used if appropriate.)
 - All eligible participants in Region 4 will have an ISS or IEP, including adults, dislocated workers, and youth. This is one component of services provided, it is not a condition to receive the service.
 - Youth Career Planners/Counselors must provide an objective assessment of the academic levels, skill levels, and service needs of each participant. The assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including aptitude/interest for non-traditional jobs), supportive service needs, and developmental needs of such participant, to identify appropriate services and career pathways for the individual.
 - Each youth participant will have an ISS that is directly linked to a performance indicator (Section 116 (b) (2) (A) (ii) of WIOA), identifying career pathways, that include education and employment goals (including non-traditional as appropriate), appropriate achievement objectives, and services for the participant, taking into account the objective assessment.
- **Training Service Eligibility Determination**, with required documentation, for employed and unemployed adults and dislocated workers. The Career Planner/Counselor **MUST** ask the following questions before deciding on training, *after* an interview, evaluation or assessment and career planning:
 - Has the participant met the qualifications to be eligible for training services (received either an interview, evaluation, assessment or planning or any other method through which the One Stop operator or partner can obtain information and make an eligibility determination to be eligible for training service)? (Notes: There is no federally-required minimum time for participation in career services before receiving training services.)
 - Does the participant have the skills and qualifications to successfully complete the selected training program?
 - Is the training program directly linked to employment opportunities (locally or to an area which the participant is willing to relocate)?
 - Is there another source of funding such as PELL, TAA or state grants?
 - Does the customer meet priority of service if funding is limited?
- **Exit** The customer will exit the program 90 days after the last date the customer received a WIOA service from the adult, dislocated worker, or youth program, or Adult Education and Literacy program or DRS, or employment services offered by Wagner-Peyser. No future services other than follow up are planned. Ninety days of no service do not include self-service, information only services or follow up services.

- A customer in an ITA who has not had contact with a Career Planner/Counselor for more than 90 days, who does not submit the required documents to maintain funding should have the service closed and begin the exit procedure.

- **Follow Up: Adult - Dislocated Worker - Youth**

ADULT/DW REQUIREMENTS:

Follow Up services *must be made available* as appropriate for at least 12 months following the first date of unsubsidized employment to registered participants. Notify the customer that the service is available and the customer will be contacted by a staff person *at least once a month* for 12 months to offer assistance, support services, or work place counseling.

Follow up service must be available to participants for 12 months after they obtain unsubsidized employment.

Adult/DW/Youth Documentation Requirements:

The Follow Up service must be assigned in MACC and services must be offered to assist the participant with workplace issues. Attach a note for each contact / attempt to contact and include the following:

- type of service provided and outcome/next steps;
- time of attempt,
- type of attempt (phone or social media type),
- date of attempt and result (no answer, left message, talked to spouse/parent, etc).

If three (3) unsuccessful attempts are made within a month, the note should indicate that no contact was made. If this happens for 3 months straight, make a note that the customer cannot be located or contacted, and the Follow Up service may be closed. Attempts must not all be made on the same day, but spread throughout out the month.

The customer may refuse follow up services. If so, have the customer sign the Follow Up Service Form, (Attachment A) and place the signed form in their file. Document in MACC by assigning follow up service and creating a note to say they refused service—form in file.

YOUTH REQUIREMENTS:

Follow Up services *must be available for 12 months after exit to all youth* after program completion. All youth must be offered an opportunity to receive follow up services. Career Planners/Counselors will notify the customer that s/he will be contacted by a staff person at least *once a month* for 12 months to provide assistance including support services, adult mentoring, financial literacy education, labor market information, and or transitional activities to post-secondary education or other services determined to lead to success in employment or training. ***Contact / contact attempt for documentation purposes only is not follow up.***

Follow up service must be available for 12 months to participants after exit. If the customer refuses service, follow the above procedure for documenting refusal.

Monthly contact is REQUIRED.

- Contact may be by phone/text, social media, in person, or with the employer.
- Contact must be documented by **assigning the follow up service in MACC**, and attaching a note detailing the contact.
- Make up to three (3) attempts per month—documented. Attempts may not be on the same day.
Sample note: *(time of contact attempt) 1:30 p.m. (date) 12/1/16; by Career Planner name; phone (number). No answer after 10 rings. Left message to return my call. 1st attempt.*
- Contact with a relative/spouse or parent does NOT count.

As services are requested, assign in MACC and document provision. Services provided may include financial literacy, support services, adult mentor, labor market information/career counseling or transition to employment/education.

Purpose of contact is to be sure the customer is successful, to offer additional assistance for them to be successful as they transition into employment or training. Conversation and questions should be focused on this and what may be provided to assist in their being successful.

If there are attempts made for 3 months with no contact, the follow up service may be closed with a note that says the customer could not be located or contacted. (and there must be follow up notes with attempts for the previous 3 months).

Action: One Stop staff will be made aware of and expected to apply this policy to effectively serve customers in Region 4. Technical assistance will be provided as needed by the WDB-MOV.

Expiration Date: This policy shall remain in effect until revised or cancelled by the Workforce Development Board Mid-Ohio Valley.

Approved: April 28, 2017

LEO's/WDB



Follow Up Service Form

It is a requirement of the Workforce Innovation and Opportunity Act that Follow Up services be offered/ provided to all participants of WIOA programming.

I understand that Follow Up service are available to me at no cost, after I have obtained unsubsidized employment.

I elect to NOT RECEIVE Follow Up Services.

Print name

Signature

Date

Case Manager Signature



Workforce Development Board Mid-Ohio-Valley

Policy #27

Subject: Conflict of Interest

Effective Date: May 1, 2017

Purpose: To provide conflict of interest guidance for the Workforce Development Board Mid-Ohio Valley, staff and committees.

References: WIOA 2014 101(f), 102(b)(2)(E)(i), 10 (h), WV Code 6-B-2-5 and 61-10-15; Workforce WV Guidance Notice No. 1-16

Background: WIOA requires that members of the Workforce Development Board, all committees, contracted staff, and board staff as public servants, have a clear obligation to conduct all affairs in a manner consistent with the concept of public trust. All decisions of the WDB-MOV, its committees and staff should be based on promoting the best interest of the public good. The following policy provides identification and resolution of conflicts of interest.

Policy: It is the policy of the WDB-MOV that all members of the WDB-MOV, its committees, contractor staff, and board staff sign a conflict of interest form each program year. (See attached form.) Specifically:

A member of a local board, or a member of a standing committee, may not--

(1) vote on a matter under consideration by the local board--

(A) regarding the provision of services by such member (or by an entity that such member represents); or

(B) that would provide direct financial benefit to such member or the immediate family of such member; or

(2) engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.

The WDB-MOV will follow Workforce WV Guidance Notice 1-16 in areas not covered by this policy.

Action: Conflict of interest forms will be signed and returned to staff at the beginning of the program year, or as a new board/committee member/staff/contractor becomes part of the Workforce system in Region 4. Signed copies of the Conflict of interest will be kept on file in the WDB-MOV office.

Expiration Date: This policy shall be in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved: April 28, 2017

LEO's/Board

Conflict of Interest Form

Conflict of Interest. No member, officer, employee or agent of the Workforce Development Board Mid-Ohio Valley shall:

- (A) cast a vote on the provision of service under the WIOA Title I plan by that member, by any member of his or her family, or by any organization of which that member or any member of his or her family is an officer, owner, or employee, or
- (B) vote on any matter which would provide direct financial benefit to that member, or
- (C) participate in the award or administration of any grant contract that is funded through the WIOA Title I plan where he or she knows that any of the following has a financial interest in the person or organization that will receive or has received the grant or contract: (a) the officer, employee, or agent; (b) any family member of the officer, employee, or agent; (c) any partner of the officer, employee, or agent or (d) any person or organization that employs, or is about to employ, any person described in (a), (b), or (c).
- (D) Any member of the WDB MOV or any committee, council or other subservient body thereto who would be forbidden from voting on a particular contract of the provision of goods or services or the operation of programs under this Conflict of Interest policy shall, if he, she or the organization represented by such member intends to submit a bid to become the operator of any program or the provider of goods or services under any contract, recuse himself or herself completely from the process of development or drafting of specifications, statements of work, invitations for bids, and/or requests for proposals.

Where there is a conflict of interest on the part of a member, such member shall disclose the material facts as to his or her interest or benefit from the proposed board action, and, in the event the measure required approval by the WDB, the proposed board action may then be approved upon the affirmative vote of a majority of the disinterested members, even though the disinterested members be less than a quorum. Such interested members may be counted in determining the presence of a quorum at the meeting at which issue is considered.

For purposes of this conflict of interest provision, no “direct financial benefit” arises from a WDB director’s employment, employment by an organization that a WDB member represents, from time-to-time of persons participating in a WDB program that is administered by a contractor that is controlled by or related to the member or the organization that he or she represents.

No member, officer, employee or agent of the WDB shall: (1) solicit or accept gratuities, favors, or anything of monetary value from contractors or suppliers or potential contractors or suppliers, or (2) solicit, accept or agree to accept any benefits for exercising WIOA authority and performing their duties which conflicts with the rules of the State of West Virginia Ethics Commission.

For purposes of this section, immediate family is defined as: spouse, ancestor, descendant, sibling and the spouse or child of the foregoing (including “step” relationships).

Name (Printed)

Name (Signature)

Date



Workforce Development Board Mid-Ohio-Valley

Policy #28

Subject: Procurement and Selection of One Stop Operators, Youth and other Service Providers

Effective Date: May 1, 2017

Purpose: To communicate requirements for the procurement and selection of One-Stop Operators and service providers under the Workforce Innovation and Opportunity Act (WIOA) whose contracts are effective July 1, 2016 or later.

References: Workforce Innovation and Opportunity Act of 2014, Sections 107 (d)(10), (g)(1), 121(d)(1-2)(A), 122, and 123, and 134(c)(3)(C); 20 CFR 678.600-615, 678.610, 678.615, 679.410, 679.430, 680.160, 680.300 and 681.400; Title 2, Subpart A, Chapter 11 CFR 200.317-326; OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; TEGL 21-16; TEGL 15-16; WFWV WIOA Policy 4-17

Background: WIOA brought about changes to the law and rules governing procurement and selection of one-stop operators and service providers. Changes in procurement requirements also occurred with issuance of Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (commonly known as the OMB Super Circular), which consolidated eight previous circulars into one Uniform Guidance document and introduced new requirements for performance-based contracting.

WIOA expects Local Workforce Development Boards (LWDBs) to conduct open and competitive procurement processes to identify appropriate providers of one-stop operator and other services. LWDBs are required to determine whether the amount and quality of providers is sufficient to meet the needs of the community and to work with the Governor and others to increase the availability of service providers as part of their planning process.

Overview: At a minimum, the One-Stop operator is responsible for coordinating the service delivery of required one-stop partners and service providers. Their role may range from simply coordinating services provided to being the primary provider of services at the center. The competition for One-Stop Operator must clearly articulate the role.

One-Stop operators shall be selected through a competitive process following the principles of competitive procurement in the Uniform Administrative Guidance at Chapter II of 2 CFR 200.318 through 200.326. As with any local procurement, locally adopted procurement policies must also be adhered to.

Role of the One-Stop Operator

The WDB-MOV's One Stop System will provide the required activities authorized for One-Stop Career Center Operators by the Workforce Innovation and Opportunity Act of 2014. The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. In general, these activities are:

- to establish a one-stop delivery system described in section 121(e);
- to provide access to career services (both basic and individualized) described in Section 134(c)(2) to youth, adults and dislocated workers, respectively, through the one-stop delivery system
- to provide access to training services described in Section 134 (c) (3) to youth, adults and dislocated workers, respectively
- to establish and develop relationships and networks with large and small employers and their intermediaries
- to develop, convene, or implement industry or sector partnerships.

The One Stop Operator will carry-out the following activities:

- Facilitate integrated partnerships that seamlessly incorporate services for customers served by multiple program partners of the American Job Center.
- Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offering.
- Organizes and integrates American Job Center services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building and training efforts. Functional alignment includes having AJC staff who perform similar tasks serve on relevant functional teams (skills development team or business services teams).
- Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.
- Integrated AJC's also ensure that:
 - Center staff are trained and equipped with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirement of each of the partner programs.
 - Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs' service, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.
 - Center staff are routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the WDB-MOV, as well as within the AJC network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

The WDB-MOV's One Stop System will meet the needs of the workforce of the counties in Region 4 by ensuring the following attributes are prevalent in all services offered through the One Stop System:

- Universality
- Accessibility/Accommodation
- Mechanism(s) for customer feedback
- Customer choice
- Effectiveness
- Coordination of Services
- Integration
- Performance-driven, outcome based measures
- Customer driven (job seeker/employer/worker)
- Understandable and useable information
- Continuous improvement

There must also be proper internal controls and firewalls in place to ensure the One Stop Operator does not conflict with its role as a service provider through a written agreement with the WDB and Chief Elected Official(s) to clarify how they will carry out the roles and responsibilities while demonstrating compliance with WIOA, WIOA Regulations, relevant OMB circulars and Local and State Policies, particularly conflict of interest policies.

The One-Stop Operator role shall not include:

- Convening stakeholders to assist in the development of the local plan
- Preparing and submitting local plans (as required of the Local Board under sec. 107 of WIOA)
- Being responsible for oversight of itself
- Managing or significantly participating in the competitive selection process for one-stop operators
- Selecting or terminating one-stop operators, career service providers, or youth providers
- Negotiating local performance accountability measures
- Developing or submitting budget for activities of the LWDB

The one-stop operator may perform some or all of these functions in another capacity it also serves when those roles are applicable to that other capacity provided it has established sufficient firewalls and conflict of interest policies in place to fully separate the functions of the multiple capacities. Additional safeguards for entities acting in more than one capacity includes a written agreement with the LWDB and Chief Elected Official(s) to clarify how the selected entity will carry out its roles and responsibilities while demonstrating compliance with WIOA, WIOA Regulations, relevant OMB circulars and Local and State Policies, particularly conflict of interest policies.

Eligible Entities for One-Stop Operator

One-Stop Operators may be a single entity or a consortium of entities. Types of entities that may be a One-Stop Operator include:

- An institution of higher education
- A State Employment Service agency established under the Wagner-Peyser Act
- A community based organization, nonprofit organization, or workforce intermediary
- A private for-profit entity
- A government agency
- A local Board, with the approval of the chief elected official and the Governor
- Another interested organization or entity capable of carrying out the duties of one-stop operator

- Local chamber of commerce
- Business organization
- Labor organization

If the consortium of entities is a consortium of one-stop partners, it must include three of the one-stop partners. A consortium of one-stop partners is a minimum of three separate entities, each responsible for at least one of the following programs and activities in the local area:

- Programs authorized under title I of WIOA:
 - Adults
 - Youth
 - Dislocated Workers (DW)
 - Job Corps
 - Youth Build
 - Native American Programs
 - Migrant/seasonal farmworker
- Employment services authorized under the Wagner-Peyser Act (W-P)
- Adult education and literacy authorized under title II of WIOA (AEL)
- Vocational Rehabilitation program authorized under title I of the Rehabilitation Act of 1973 (VR)
- Senior Community Service Employment Program authorized under title V of the Older Americans Act
- Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006
- Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (TAA)
- Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.
- Employment and training activities carried out under the Community Services Block Grant (CSBG)
- Employment and training programs carried out by the U.S. Department of Housing and Urban Development (HUD)
- Programs authorized under State Unemployment Compensation Laws (UI)
- Programs authorized under the Second Chance Act of 2007
- Unless specifically exempted by the Governor, Temporary Assistance for Needy Families (TANF) authorized under Part A title IV of the Social Security Act.

Any entity competing to become the One-Stop must have adequate firewalls and conflict of interest policies and procedures in place to prevent them from being involved in the planning or execution of the competitive process.

POLICY:

Procurement of One-Stop Operators

One-stop operators will be designated and certified through a competitive procurement process. The competitive process used by the WDB-MOV to procure one-stop operators must be conducted at least once every four years, with renewal of contract and negotiated performance to be conducted annually as necessary.

The WDB-MOV reserves the right to contract out the RFP process including solicitation and scoring so that the WDB-MOV may bid on the RFP to be the One Stop Operator in Region 4. An impartial third party would develop the solicitation for proposals, facilitate the scoring process, and

supervise the scoring of proposals by the WDB-MOV selected committee, then report to the WDB-MOV Board and LEOS's as to the outcome. If the WDB-MOV is determined to be the successful bidder in a solicitation that conforms to the principles of competitive procurement, they may serve as one-stop operator in the region.

(A) The WDB-MOV may use any of the following for procurement of One Stop Operators or other program service providers:

- Procurement by sealed bid
- Procurement by competitive proposal, OR
- Under limited conditions, procurement by sole-source, only with the approval of the CEO and Governor after rigorous analysis of market conditions and other factors lead to a determination sole-source procurement is necessary due to:
 - There is only one entity that could serve as the one-stop operator, or
 - An unusual and compelling urgency exists that will not permit a delay resulting from a competitive solicitation, or
 - The results of the competitive procurement were determined to be inadequate.

(B) And will:

- adhere to applicable sections of the law and regulations and state policy in selecting one-stop operators and service providers and awarding contracts under WIOA.
- only serve as one-stop operator and/or provide services as a default, when other options will not effectively meet local needs and seek approval from the Governor for a waiver to provide one-stop operator and /or other services. *See attached forms.*
- Inventory and document the availability and quality of service providers as part of the planning processes. To determine if there are insufficient service providers, the WDB-MOV may conduct a Request for Information or asset mapping with stakeholders and community partners.
- Provide sufficient public notice of the intent to procure services to board members and the community for at least 30 days in media where prospective local, state, and national bidders typically identify such opportunities (e.g., local print newspapers, on-line newspapers, WDB-MOV web site, other community web sites, etc.)

(C) If Sole Source is used where documented factors lead to a determination that only one entity could serve as an operator, (*including published notice(s) of intent made available to the public for at least 30 days in media where prospective local, state, and national bidders typically identify such opportunities*), compelling circumstances outweigh the delay that would result from a competitive solicitation, or results of the competition conducted are determined inadequate, then only with the agreement of the local Chief Elected Official and Governor.

- The WDB-MOV may serve as one-stop operators under a sole source agreement for no more than the completion of the contract period or the completion of the program year, whichever comes first.
- WDB-MV has internal controls and conflict of interest policies and procedures in place that are approved by the Governor.
- Inadequate responses are those judged by a panel of impartial reviewers to score below a pre-determined minimum level on the scoring criteria published as part of the solicitation.
- Examples of compelling circumstances that outweigh delays that would result from competitive solicitations include the need to avoid a break in services if an operator is

terminated for cause or is unable to continue providing services through the end of the contact period.

Records documenting the procurement process used in the selection of the one-stop operator, how it is followed, including the selection criteria used to score bids to award the contract, and its results will be maintained to document compliance.

Procurement of Youth Service Providers

WDB-MOV will follow the above guidelines (A and B) for competitive selection of a Youth Service provider awards grants/contracts for eligible providers of youth workforce investment activities, except in the case of sole-source awards/contracts. Then only if there is satisfactory and demonstrable evidence that there are an insufficient number of providers with the expertise required for serving in-school or out of school youth. Should sole-source occur, the above process (C) will be adhered to.

- Bid solicitations will include the selection criteria to be used in this process and will be maintained as documentation of the process.
- WDB-MOV will establish and use criteria, including the ability of service providers to meet performance accountability measures based on common measures, as well as full and open competition consistent with 2 CFR parts 200 and 2900 in addition to applicable federal, state and local procurement laws to procure eligible providers of youth workforce investment activities.
- Design framework services (intake, objective assessment, development of individual service strategies, case management, and follow-up services) may be exempted from a competitive process if the WDB-MOV determines that we can more appropriately provide these activities.

Procurement of Adult or Dislocated Worker Training Services

WDB-MOV will not provide Adult or Dislocated Worker training services unless a written waiver, submitted to the State Workforce Development Board, (see Attachment B) and granted by the Governor based on satisfactory and demonstrable evidence that:

- It is determined that there were an insufficient number of eligible providers with expertise in serving Adults or Dislocated job seekers to meet local demand. (Note: after having conducted competitive procurement described above.)
- WDB-MOV meets the requirements of an eligible training provider under Section 122; and
- The proposed training services prepare participants for in-demand industry sectors or occupations in the local area; and
- The waiver determination and request was put out for a minimum 30-day public comment period (all comments received will be included in the final waiver request).

Procurement Related Fiscal Requirements

(A) Sub-awards are not procurement actions governed by this policy or other procurement laws, rules or policies unless:

- (1) Required by statute'
- (2) Required by own policies and procedures; or
- (3) Awarded on a competitive basis, in which instance the sub award will be governed by procurement rules detailed in 2 CFR 200.318-326

(B) When a competitive procurement process is not used in the selection of a sub recipient for a sub award, it must be guided by:

- (1) Documented internal controls, including written procedures for employee conduct and conflict of interest provisions;
 - (2) The service provider's track record, considering past record of performance, cost principles, record of compliance and audit and monitoring results.
- (C) Procurement standards must ensure fiscal accountability and prevent waste, fraud, and abuse in WIOA programs. Where applicable, standards must support fair and competitive procurement of goods and services.
- (D) Wherever possible and where required, all agreements must be performance-based, as defined in Federal Acquisition Regulations (FAR) 37.6, and include the following minimum requirements:
- (1) Performance requirements defined in measurable, mission-related terms;
 - (2) Performance standards (e.g., quality metrics, required quantities, and timeliness) tied to performance requirements;
 - (3) Quality assurance plan describing how the contractor's performance will be measured against performance standards; and,
- (E) All other non-federal entities, including LWDBs, must:
- 1) Follow general procurement standards established through state law, rule and policy, as well as through 2 CFR 200.318-326;
 - 2) Develop and document their own procurement policies, procedures and standards that reflect applicable state law, rule and policy and conform to federal law and standards of OMB Uniform Guidance;
 - 3) Ensure full and open competition, where necessary;
 - 4) Use the most economical approach to the procurement of goods and services
 - 5) Award only to responsible contractors;
 - 6) Maintain oversight in order to monitor contractor performance regarding contract terms, conditions and specifications; and,
 - 7) Maintain records detailing the history of the procurement, including the rationale for the selected method of procurement, selection of contract type, basis for contractor selection or rejection, and basis for contract price.

Action: WDB-MOV, and their contractors will distribute this policy throughout the region to ensure that staff are familiar with its content and requirements.

Attachments:

- Attachment A – Request for Waiver to Serve as One-Stop Operator
- Attachment B – Request for Waiver to Provide WIOA Adult and/or Dislocated Worker Training Services

Approved: April 28, 2017

LEO's/WDB

ATTACHMENT A
Request for Waiver to Serve as a One-Stop Operator



709 Market Street, Parkersburg, WV 26101
304-424-7271

Date:

WDB Director:

E-mail Address:

The WDB-MOV is requesting a waiver to serve as the one-stop operator in Region 4.

WDB-MOV will provide the following information:

1. Written documentation of the entire process for making a sole-source selection consistent with Section 4(g)(i)(3)(c) of WIOA Policy 4-17, including why the WDB-MOV was unable to secure any one-stop operator bids in response to its solicitation, what the WDB-MOV's qualifications are to be a one-stop operator, and how the WDB-MOV will balance its role as strategic coordinator of the local one-stop system with the role of one-stop operator.
 2. The internal controls, firewalls, and conflict of interest policies and procedures the WDB-MOV will impose upon itself as the operator of the one-stop site.
 3. Documentation (signed and dated letter) that the local Chief Elected Official reviewed the information prepared for the waiver request (items 1 and 2 above) and approves of the waiver request.
- * *Sole Source, only if documented factors, including published notice(s) of intent made available to the public for at least 30 days and directed to prospective local and national non-profit, for-profit, and governmental bidders, lead to a determination that only one entity could serve as an operator, compelling circumstances outweigh the delay that would result from a competitive solicitation, or results of the competition conducted per Section 4(g)(i)(3)(a-b) of this policy are determined inadequate.*

The completed waiver request will be submitted to:

WorkForce West Virginia
112 California Avenue
Charleston, WV 25305

ATTACHMENT B

Request for Waiver to Provide WIOA Adult and/or Dislocated Worker Training Services



709 Market Street, Parkersburg, WV 26101
304-424-7271

Date:

WDB Director:

E-mail Address:

Please indicate the program(s) for which the waiver request is being submitted:

Adult Program

Dislocated Worker Program

Attached Documentation includes:

1. The WDB-MOV's competitive procurement conducted as per WIOA Section 3(b)(i)(C) and how its outcome resulted in a determination that there were insufficient eligible providers with expertise in providing training services to Adult participants to meet local demand. Supporting documentation attached.
2. Description of how the WDB-MOV meets the requirements of an eligible training provider under WIOA Section 122.
3. Description of how the WDB-MOV's proposed training services prepare Adult participants for in-demand industry sectors or occupations in the local area.
4. Description of how the WDB-MOV subjected its waiver determination and request to a minimum 30-day public comment period. Supporting documentation, including all comments received during the comment period attached.
5. Documentation (signed and dated letter) that the local Chief Elected Official reviewed the information prepared for the waiver request (items 1-4 above) and approves of the waiver request.

Submit the completed waiver request to:

WorkForce West Virginia
112 California Avenue
Charleston, WV 25305



Workforce Development Board Mid-Ohio-Valley

Policy #29

Subject: Incumbent Worker Policy

Effective Date: May 1, 2017

Purpose: To establish policy and definitions for Incumbent worker training in Region 4.

References: WIOA sec. 134(d)(4) and § 680.780, 680.790, 680.800, 680.810, and 680.820;
WorkForce WV Policy No 01-16

Background: WIOA allows the local Workforce Development Board to provide incumbent worker training and to establish policies, definitions and procedures to determine the workers or groups of workers who are eligible for services.

Policy: The WDB-MOV may provide incumbent worker training using up to 20% of Adult and Dislocated Worker funds or WIOA statewide discretionary funds provided by the Governor. Training in the region will be in alignment with sector strategy approaches for in-demand occupations, will promote a more competitive workforce, is designed to avert potential layoffs and provide incumbent workers opportunities for advancement and wage gains within their company.

Incumbent worker training is designed to assist workers in obtaining the skills necessary to retain employment and must increase both a participant's and a company's competitiveness. Incumbent worker training may help an individual move up a career ladder within an apprenticeship program and the training should, wherever possible, allow the participant to gain industry-recognized training credentials. *An incumbent worker does not have to meet the eligibility criteria for career and training services for WIOA title I adult and dislocated worker programs unless they are enrolled as a participant in the Adult or DW program. However, documentation will be required for performance reporting.*

Employers must be determined eligible based on the following:

1. The characteristics of the incumbent workers to be trained, specifically the extent to which they historically represent individuals with barriers to employment as defined in WIOA Section 3(24), and how they would benefit from retention or advancement;
2. The quality of the training (e.g., industry-recognized credentials, advancement opportunities);
3. The number of participants the employer plans to train or retrain;
4. The wage and benefit levels of participants (before and after training);
5. The employer must not have laid off workers within 12 months and must have a commitment to retain or avert the layoffs of the incumbent worker(s) being trained;

6. The employer must not be delinquent in unemployment insurance or workers' compensation taxes, penalties, and/or interest.
7. LWDBs must document these factors in approving an incumbent worker training project with an employer.

Employer Share of Training Costs:

Employers participating in incumbent worker training are required to pay the non-WIOA (nonfederal) share of the cost of providing training to their incumbent workers. Employers will be reimbursed the WIOA (federal) share. The WDB-MOV has established the employers share of cost based on the following scale:

- At least 10 percent of the cost for employers with 50 or fewer employees
- At least 25 percent of the cost for employers with 51 to 100 employees
- At least 50 percent of the cost for employers with more than 100 employees

Definitions:

Incumbent Worker – An individual who is employed, meets Fair Labor Standards Act requirements for an employer-employee relationship, and has an established employment history with the employer for 6 months or more.

Incumbent Worker Training – Training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting workers in obtaining the skills necessary to retain employment.

Incumbent worker training may include classroom training, on-the-job-training or apprenticeship training programs. The following restrictions apply:

Classroom training:

- May be conducted on the employer's site or at a recognized post-secondary institution, or by a recognized industry expert.
- Cost may not exceed \$4000 per incumbent worker (paid by WDB MOV).
- Training must be completed within one (1) year of start of training.
- As contracted.

On-the-Job-Training:

- Supervised at the site, as described in the contract.
- Not to exceed 480 hours training, completing at a minimum of SVP level 5
- Must be paid at least minimum wage during training.

Apprenticeship Training:

- Will only include payment for *either* OJT *or* Classroom, but not both.
- Rules apply as detailed above and specified in the contract.

Action: The WDB-MOV will assist qualified employers with incumbent worker training projects. A contract will be developed outlining the training, projected training costs, and expenditures covered by the WDB-MOV through WIOA funds for the project as well as employer costs, signed by the employer or group of employers. When appropriate, the project will be coordinated with state training programs/funding sources.

The Workforce Development Board Mid-Ohio Valley will make this policy known to the One Stop operator and partners.

Expiration Date: Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.

Approved: April 28, 2017

LEO's/WDB



Workforce Development Board Mid-Ohio-Valley

Policy # 30

Subject: Monitoring

Effective Date: May 1, 2017

Purpose: To outline how the Region 4 Workforce Development Board (WDB) will comply with the monitoring requirements of the Workforce Innovation and Opportunity Act of 2014 (WIOA).

References: Workforce Innovation and Opportunity Act (WIOA) Section 185 (c)(3); CFR 683.410

Background: The Workforce Innovation and Opportunity Act states that “each local board shall monitor the performance of providers in complying with the terms of grants, contracts, or other agreements made pursuant to this title.”

Policy: The Region 4 WDB has established as policy that providers with whom the Region 4 WDB has a contract with will be monitored annually to ensure compliance with the provisions of Title I of the WIOA.

Region 4 defines providers to mean those entities who have been contracted through the Request for Proposal process and with whom a 2-part contract has been awarded.

Monitoring Procedure:

- Monitoring performance measures are agreed upon during contract negotiations.
- Staff provide a monitoring schedule for the program year at the contract negotiations.
- An email is sent to the contractor to remind of the upcoming monitoring and the agreed upon negotiated performance measures are attached. The email details all necessary documentation needed to conduct the monitoring. Participant files are only required when a Comprehensive monitoring is done. If files are necessary, (Comprehensive Review), the WDB will pick up the requested files at will.
- WDB staff will randomly choose which participants to monitor proportionally from each case manager.
- 30% of participant files included within each measure will be monitored.

- WDB staff monitor the files and documentation to determine compliance with WIOA and Region 4 WDB policies and procedures and statement of working contracts provided.
- Upon completion of the monitoring, an exit interview is done with the contractor Staff to go over any issues, and allow for any dispute and resolutions. **If all negotiated performance measures are met, an exit interview is not required.**
- A letter of the monitoring results will be emailed to the contractor within 30 days of the monitoring completion.
- The contractor has 30 days to respond with a corrective plan of action if required;
- Follow up and technical assistance will be given by WDB staff to the contractor if needed to bring them into compliance with WIOA and Region 4 WDB policies;

Action: Staff of the Region 4 WDB will perform monitoring at least once yearly of providers (as defined above) operating under contract with Region VI to provide Adult, Dislocated Worker, and/or Youth programs.

Expiration Date: Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.

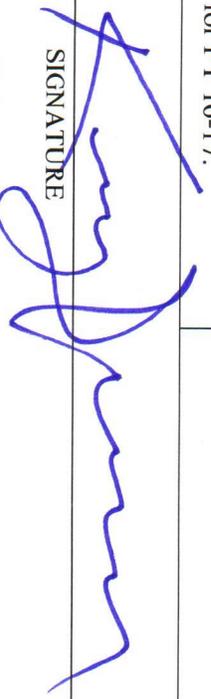
Approved:

April 28, 2017

LEOs/Board

<i>General Information / Category</i>	<i>Organization Information</i>
Agency Name Authorized Signer Phone Number E-mail Web site:	Council of Three Rivers American Indian Center, Inc. Kerry Jevsevar WIOA Program Director kjevsevar@cotraic.org www.cotraic.org
Local Contact Phone number E-mail	Edith Brabender/Employment and Training Counselor @ WorkforceWV, 1321 Plaza East, Charleston, WV 25301-1400 Post Office Box 1349, Charleston, WV 25325-1349 866/660-3400 wiawv@hotmail.com
Primary Program(s) / Services including Career Services, Case Management, Training Services, Job Placement Assistance	United States Department of Labor/Native American Employment and Training (WIOA/Section 166)
Special Conditions/ Requirements	Eligible participants must be Native American, Alaskan Native or Native Hawaiian and be unemployed, underemployed or low income
Organization's Performance Measures	Entered Employment Job Retention Wage Advancement Credential Attainment
Other pertinent information:	

WorkForce WV Mid-Ohio Valley Location Specific Information						
<p>Services available at One Stop Locations in Mid-Ohio Valley Area. Identify by site if service is available On site (OS)*, Electronically (E) By Referral (R)</p>	<p>Case Management: Skill evaluation, training assistance, job referrals Assessment: Prior work history, education, barriers to employment Training: Through accredited training programs (funds permitting) Job Placement: Referrals through employment one-stop system, employer openings, job fairs *Note: Meeting with potential clients on-site made through appointment with main program office for WV (Workforce WV/Charleston)</p>	OS, E, R				
<p>Describe agency Contributions to Operational (shared) costs such as rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.</p>						
<p>Describe agency Specific Costs and Contributions such as staff, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.</p>						

SIGNATURE 

06/29/2016
DATE

WIOA Program Director
TITLE

Council of Three Rivers American Indian Center, Inc.
ORGANIZATION



A proud partner of the AmericanJobCenter® network

MID-OHIO VALLEY WEST VIRGINIA WORKFORCE DEVELOPMENT SYSTEM

PARTNER'S MEMORANDUM OF UNDERSTANDING

2016- 2017

The Workforce Innovation and Opportunity Act (WIOA) of 2014 identifies the One-Stop Career Centers, known as American Job Centers, as the service delivery system for programs funded under the WIOA and its partner programs. In WV, that One Stop Center is known as WorkForce West Virginia in which partners come together to administer and deliver workforce development system activities.

This Memorandum of Understanding (MOU) sets forth the terms of agreement for cooperation, consultation, and implementation of the WIOA in the Mid-Ohio Valley (Region 4) Workforce Development Area of WV, serving Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood Counties.

Equal Opportunity Employer / Programs
Auxiliary Aids and Services Available Upon
Request to Individuals with Disabilities

PARTNER MEMORANDUM OF UNDERSTANDING

1.0 PURPOSE

The purpose of this MOU is to establish cooperative and mutually beneficial relationships between the Mid-Ohio Valley Workforce Investment Corporation (Local Elected Officials), Workforce Development Board Mid-Ohio Valley, the required WIOA partners, and other partners whose participation is beneficial to the customers served through WorkForce WV. This MOU also sets forth the relative responsibilities of the partners as they relate to the planning and implementation of the comprehensive workforce system in the Mid-Ohio Valley.

To ensure the maximum flexibility for all partners under this agreement, it is agreed that the partners may enter supplemental, agency-specific state or local agreements that further or complement this agreement. At a minimum, the partners to this MOU agree to enforce the aspects of this agreement at the local level.

2.0 REQUIRED ONE-STOP PARTNERS

The required One-Stop Partners (if located and providing services within the Mid-Ohio Valley Region) are the entities that carry out:

1. Programs authorized under Title I of the Act, Section 121 (b) (1) (B) of the Workforce Innovation and Opportunity Act serving:
 - A. Adults
 - B. Dislocated Workers
 - C. Youth
 - D. Job Corps
 - E. Youth Build
 - F. Native American Programs
 - G. Migrant and seasonal farm worker programs
2. Employment Services authorized under Wagner-Peyser Act (29 U.S.C. 49 *et seq.*)
3. Adult Education and Literacy activities authorized under Title II of WIOA
4. Vocational Rehabilitation Programs authorized under Title I of the Rehabilitation Act
5. Senior Community Service Employment Program (SCSEP) (under Title V of the Older American Act of 1965) (42 U. S. C. 3056 *et seq.*)
6. Career and Technical Education Programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (10 U.S.C. 2301 *et seq.*)
7. Trade Adjustment Assistance (TAA) activities authorized under Chapter 2 of Title II of the Trade Act of 1974 (19 U. S. C. *et seq.*)
8. Jobs for Veterans State Grant Programs authorized under Chapter 41 of Title 38, U.S.C.

9. Community Service Block Grant (CSBG) Employment and Training Activities (42 U.S.C. 9901 *et seq.*)
10. Department of Housing and Urban Development Employment and Training Activities
11. State Unemployment Compensation Programs authorized (in accordance with applicable Federal Law)
12. Second Chance Act of 2007 Programs authorized under Section 212 (42 U.S.C. 17532)
13. Part A of Title IV of the Social Security Act (42 U. S. C. 601 *et seq.*) Temporary Assistance for Needy Families (TANF) (unless exempted by the Governor)
14. Other partners, with approval of the WDB MOV and One Stop Management Team, that offer services in support of employment and training activities in the Mid-Ohio Valley.

3.0 SYSTEM-WIDE COMMITMENTS AND DELIVERABLES

Each partner to this MOU agrees to make the following commitments through the WORKFORCE West Virginia Career Centers:

1. Provide the appropriate career and training services that are applicable to the partner's program as outlined in individual organization's attachments to this MOU. As part of the general MOU, individual agency specifics that outline additional information pertinent to that agency's agreement, deliverables, fund commitments, and participation in this Memorandum of Understanding are included as attachments to this MOU.
2. Participate in the local One Stop Management Team to coordinate the delivery of services, eliminate duplication of services, and to ensure appropriate and complete services are available to WORKFORCE West Virginia Career Center customers.
3. Participate in and commit resources, as appropriate, to ensure all Business Services are coordinated between partners to reduce duplication and provide the best mix of services to the employer.
4. Work together to produce and implement a regional plan to identify the needs of the local workforce and business community and effectively deliver services to the customer and reduce the duplication in the Workforce West Virginia Career Center, including but not limited to:
 - a. Development of common referral system
 - b. Establish and implement effective flow and referral of job seeker customers through the WORKFORCE West Virginia Career Centers from entry to employment
 - c. Procedures to ensure the needs of workers, youth, and individuals with barriers to employment (including individuals with disabilities), are addressed, including access to technology and materials
5. Report partner activity including customer participation and satisfaction, to the Mid-Ohio Valley Workforce West Virginia management team to determine level of service provided in the Workforce West Virginia Career Center by each partner. The specifics of the report will be developed jointly by the One Stop management team and the WDB MOV.

6. Commit to the achievement of established performance goals established by the US DOL, West Virginia Workforce Investment Council, and the WORKFORCE West Virginia Career Center partners.
7. Commit to equitable support of infrastructure and common expenses of the WorkForce WV system in the Mid-Ohio Valley region to the extent not inconsistent with Federal law authorizing the program. Such support may be through cash or in-kind contributions.

4.0 CUSTOMER REFERRAL PROCESS / SHARING OF INFORMATION

The primary goal of the referral system is the provision of seamless service delivery to both job seekers and employers. Customers will be referred by methods and through processes developed and outlined in the Standard Operating Procedure developed by the One Stop Management Team.

Additionally, all information acquired in the One-Stop Career Centers will be mutually accessible. Duplication of data collection and reporting systems will be avoided. This information will be shared only to the extent permitted by regulations requiring confidentiality of participant records. All labor market information, job leads, programmatic and participant information, as reported on standard forms, will be accessible as allowable and appropriate. All partners agree to cooperate in developing customer identification, tracking, follow-up evaluation, performance, and satisfaction data.

5.0 CONTRIBUTION FOR SERVICES AND SYSTEM OPERATING COSTS

Each mandated or other contributing partner (agency) agrees to contribute its fair share of resources for providing WORKFORCE West Virginia Career Center services and supporting the WORKFORCE West Virginia Career Center operating costs proportionate to the benefit derived and the total resources required. Agency totals will be included as such in the annual Funding Stream Report to the Legislative Oversight Committee. Partners will commit resources that support activities such as the WORKFORCE West Virginia operating costs (rent, utilities, etc.), management information system (MIS), assessment, cross training of staff, and professional development. The partner contributions will be specified in the Individual Agency Deliverables attached to this MOU.

6.0 USE OF COMMON TECHNOLOGY & INTEGRATED INFORMATION SYSTEMS

The MACC, known in West Virginia as WORKFORCE West Virginia Management Information System, is the computerized system of record keeping that will include a common data repository for WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA) and other Title I (B) activities. All partners agree to enter client profiles (job and training seekers), job openings and employer information it receives into the WORKFORCE West Virginia (MACC) to the extent partner modules and access become available.

The WORKFORCE West Virginia system (MACC) or replacement, will be the system of choice for finding employment or obtaining training through the agencies working together to develop

common processes through the system.

A process for allocating both future development costs and on going operational costs to include regular maintenance and “help desk” type support for the system will be established. It is anticipated that all state agencies accessing and using the WORKFORCE West Virginia system (MACC) will contribute toward all costs of the MACC based on an agreed upon fair and proportionate allocation determined by system use or overall funding. The local WDBs will also contribute proportionately toward the total cost.

All partners also agree to treat all data contained in the WORKFORCE West Virginia (MACC) as confidential. No partner should permit access of State of West Virginia provided resources to, or disclose data to, any persons or entities other than its staff or data users, under any conditions. In order for client information to be shared, a release form stipulating what is being released and to whom must be agreed to and signed by the customer.

Other data related to demand and supply side information will use in-house partner MIS.

7.0 ASSESSMENT COMMON PRACTICES

Wherever and whenever possible assessment processes will be streamlined to reduce duplication to the customers. The TABE will be the primary assessment tool and partners agree to accept the test scores for use in evaluating the individual and assisting in developing the Individual Plan of Employment. Other tests may be utilized, when necessary, to appropriately evaluate the individual.

8.0 ANNUAL REPORTING REQUIREMENTS

Based on annual reporting requirements in West Virginia state code Chapter §5B-2B, all parties to the MOU agree to provide information in a timely manner when requested by the Workforce System. Two annual reports require data from the agencies. One is the “State of the One-Stop Careers” and the other the “Annual Funding Streams and Outcomes” report. This report includes information on funding streams (federal and state), customers served, performance outcomes, and other items as requested. Both reports will be furnished to the West Virginia Legislature and other stakeholders. All agencies will share appropriate information.

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The Agreement may be executed in counterparts and shall be fully effective with regards to each party, which signs a copy of this agreement as if every party had signed the same copy.

Organization Name: Community Resources, Inc.

Applicable Agency Programs: CSBG, Case Management, Tax prep, Family Development
Financial Literacy, Weatherization

Partner Information (Attachment) Included: Yes X No _____

[Signature]
Signature

6/29/14
Date

<i>General Information / Category</i>	<i>Organization Information</i>
Agency Name Authorized Signer Phone Number E-mail Web site:	Community Resources Inc. Lewis J. Newberry 304-485-9238, ext. 33 lnewberry@cricap.org www.cricap.org
Local Contact Phone number E-mail	Tanner Hunter 304-373-0313 thunter@cricap.org
Primary Program(s) / Services including Career Services, Case Management, Training Services, Job Placement Assistance	Family Development – Case Management for families living poverty including emergency utility assistance, food vouchers, clothing vouchers and other services to those families.
Special Conditions/ Requirements	None
Organization's Performance Measures	ROMA Goals and measures; Financial indicators
Other pertinent information:	N/A

WorkForce WV Mid-Ohio Valley Location Specific Information		Clay CAEZ / Valley Fork School / Affiliate Site	Jackson Workforce WV	Mason Workforce WV	Roane Rehabilitation / Workforce WV Services Office	Wood Workforce WV Center
Services available at One Stop Locations in Mid-Ohio Valley Area. Identify by site if service is available On site (OS), Electronically (E) By Referral (R)	Case Management, Tax Preparation, Family Development, Financial Literacy, Weatherization application, Housing Development (OS), (R)		X			
Describe agency Contributions to Operational (shared) costs such as rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.	Rent - \$3600.00		X			
Describe agency Specific Costs and Contributions such as staff, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.	Personnel - \$26,900.00 Insurance - \$150.00 Supplies - \$1,500.00		X			

SIGNATURE

James J. Adams
Executive Director

DATE

6/29/16

TITLE

ORGANIZATION

Community Resources, Inc.

<i>General Information / Category</i>	<i>Organization Information</i>
Agency Name Authorized Signer Phone Number E-mail Web site:	WV Division of Rehabilitation Services John O. Haer 304-356-2400 John.o.haer@wv.gov www.wvdrs.org
Local Contact Phone number E-mail	Shannon Dugan 304-420-4580 Shannon.y.dugan@wv.gov
Primary Program(s) / Services including Career Services, Case Management, Training Services, Job Placement Assistance	Individualized vocational services may include: vocational counseling and guidance; physical restoration; mental restoration; training services and job placement services.
Special Conditions/ Requirements	To be eligible, a person must have a disability (physical or mental) that limits them in maintaining employment or returning to employment.
Organization's Performance Measures	Successful 90 day employment outcomes through services provided.
Other pertinent information:	Vocational Rehabilitation Services

WorkForce WV Mid-Ohio Valley Location Specific Information		Clay CAEZ / Valley Fork School / Affiliate Site	Jackson Workforce WV	Mason Workforce WV	Roane Rehabilitation / Workforce WV Services Office	Wood Workforce WV Center
Services available at One Stop Locations in Mid-Ohio Valley Area. Identify by site if service is available On site (OS), Electronically (E) By Referral (R)	Application for services with rehabilitation counselor to start the VR process	Referral	On -site	Referral	On-site	On-site & Referral
Describe agency Contributions to Operational (shared) costs such as rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.						
Describe agency Specific Costs and Contributions such as staff, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.	DRS Staff, Rent, Utilities and Supplies	FY2016 \$0.00 FY2015 \$0.00	FY2016 \$60,404.45 FY2015 \$57,618.51	FY2016 \$0.00 FY2015 \$0.00	FY2016 \$115,683.14 FY2015 \$119,135.81	FY2016 \$10,973.13 FY2015 \$11,054.31

John D. Hoover
SIGNATURE

8/15/16
DATE

WorkForce WV -Mid-Ohio Valley

Local WDB MOU 2016-17

District Manager
TITLE

WV Div. Rehabilitation Services
ORGANIZATION

17.0 SIGNATURES

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Organization Name: WV Division of Rehabilitation Services

Applicable Agency Programs: Education & the Arts

Partner Information (Attachment) Included: Yes No


Signature

7-27-16
Date



A proud partner of the  American Job Center[®] network

MID-OHIO VALLEY WEST VIRGINIA WORKFORCE DEVELOPMENT SYSTEM

PARTNER'S MEMORANDUM OF UNDERSTANDING

2016- 2017

The Workforce Innovation and Opportunity Act (WIOA) of 2014 identifies the One-Stop Career Centers, known as American Job Centers, as the service delivery system for programs funded under the WIOA and its partner programs. In WV, that One Stop Center is known as WorkForce West Virginia in which partners come together to administer and deliver workforce development system activities.

This Memorandum of Understanding (MOU) sets forth the terms of agreement for cooperation, consultation, and implementation of the WIOA in the Mid-Ohio Valley (Region 4) Workforce Development Area of WV, serving Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood Counties.

Equal Opportunity Employer / Programs
Auxiliary Aids and Services Available Upon
Request to Individuals with Disabilities

PARTNER MEMORANDUM OF UNDERSTANDING

1.0 PURPOSE

The purpose of this MOU is to establish cooperative and mutually beneficial relationships between the Mid-Ohio Valley Workforce Investment Corporation (Local Elected Officials), Workforce Development Board Mid-Ohio Valley, the required WIOA partners, and other partners whose participation is beneficial to the customers served through WorkForce WV. This MOU also sets forth the relative responsibilities of the partners as they relate to the planning and implementation of the comprehensive workforce system in the Mid-Ohio Valley.

To ensure the maximum flexibility for all partners under this agreement, it is agreed that the partners may enter supplemental, agency-specific state or local agreements that further or complement this agreement. At a minimum, the partners to this MOU agree to enforce the aspects of this agreement at the local level.

2.0 REQUIRED ONE-STOP PARTNERS

The required One-Stop Partners (if located and providing services within the Mid-Ohio Valley Region) are the entities that carry out:

1. Programs authorized under Title I of the Act, Section 121 (b) (1) (B) of the Workforce Innovation and Opportunity Act serving:
 - A. Adults
 - B. Dislocated Workers
 - C. Youth
 - D. Job Corps
 - E. Youth Build
 - F. Native American Programs
 - G. Migrant and seasonal farm worker programs
2. Employment Services authorized under Wagner-Peyser Act (29 U.S.C. 49 *et seq.*)
3. Adult Education and Literacy activities authorized under Title II of WIOA
4. Vocational Rehabilitation Programs authorized under Title I of the Rehabilitation Act
5. Senior Community Service Employment Program (SCSEP) (under Title V of the Older American Act of 1965) (42 U. S. C. 3056 *et seq.*)
6. Career and Technical Education Programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (10 U.S.C. 2301 *et seq.*)
7. Trade Adjustment Assistance (TAA) activities authorized under Chapter 2 of Title II of the Trade Act of 1974 (19 U. S. C. *et seq.*)
8. Jobs for Veterans State Grant Programs authorized under Chapter 41 of Title 38, U.S.C.

9. Community Service Block Grant (CSBG) Employment and Training Activities (42 U.S.C. 9901 *et seq.*)
10. Department of Housing and Urban Development Employment and Training Activities
11. State Unemployment Compensation Programs authorized (in accordance with applicable Federal Law)
12. Second Chance Act of 2007 Programs authorized under Section 212 (42 U.S.C. 17532)
13. Part A of Title IV of the Social Security Act (42 U. S. C. 601 *et seq.*) Temporary Assistance for Needy Families (TANF) (unless exempted by the Governor)
14. Other partners, with approval of the WDB MOV and One Stop Management Team, that offer services in support of employment and training activities in the Mid-Ohio Valley.

3.0 SYSTEM-WIDE COMMITMENTS AND DELIVERABLES

Each partner to this MOU agrees to make the following commitments through the WORKFORCE West Virginia Career Centers:

1. Provide the appropriate career and training services that are applicable to the partner's program as outlined in individual organization's attachments to this MOU. As part of the general MOU, individual agency specifics that outline additional information pertinent to that agency's agreement, deliverables, fund commitments, and participation in this Memorandum of Understanding are included as attachments to this MOU.
2. Participate in the local One Stop Management Team to coordinate the delivery of services, eliminate duplication of services, and to ensure appropriate and complete services are available to WORKFORCE West Virginia Career Center customers.
3. Participate in and commit resources, as appropriate, to ensure all Business Services are coordinated between partners to reduce duplication and provide the best mix of services to the employer.
4. Work together to produce and implement a regional plan to identify the needs of the local workforce and business community and effectively deliver services to the customer and reduce the duplication in the Workforce West Virginia Career Center, including but not limited to:
 - a. Development of common referral system
 - b. Establish and implement effective flow and referral of job seeker customers through the WORKFORCE West Virginia Career Centers from entry to employment
 - c. Procedures to ensure the needs of workers, youth, and individuals with barriers to employment (including individuals with disabilities), are addressed, including access to technology and materials
5. Report partner activity including customer participation and satisfaction, to the Mid-Ohio Valley Workforce West Virginia management team to determine level of service provided in the Workforce West Virginia Career Center by each partner. The specifics of the report will be developed jointly by the One Stop management team and the WDB MOV.

6. Commit to the achievement of established performance goals established by the US DOL, West Virginia Workforce Investment Council, and the WORKFORCE West Virginia Career Center partners.
7. Commit to equitable support of infrastructure and common expenses of the WorkForce WV system in the Mid-Ohio Valley region to the extent not inconsistent with Federal law authorizing the program. Such support may be through cash or in-kind contributions.

4.0 CUSTOMER REFERRAL PROCESS / SHARING OF INFORMATION

The primary goal of the referral system is the provision of seamless service delivery to both job seekers and employers. Customers will be referred by methods and through processes developed and outlined in the Standard Operating Procedure developed by the One Stop Management Team.

Additionally, all information acquired in the One-Stop Career Centers will be mutually accessible. Duplication of data collection and reporting systems will be avoided. This information will be shared only to the extent permitted by regulations requiring confidentiality of participant records. All labor market information, job leads, programmatic and participant information, as reported on standard forms, will be accessible as allowable and appropriate. All partners agree to cooperate in developing customer identification, tracking, follow-up evaluation, performance, and satisfaction data.

5.0 CONTRIBUTION FOR SERVICES AND SYSTEM OPERATING COSTS

Each mandated or other contributing partner (agency) agrees to contribute its fair share of resources for providing WORKFORCE West Virginia Career Center services and supporting the WORKFORCE West Virginia Career Center operating costs proportionate to the benefit derived and the total resources required. Agency totals will be included as such in the annual Funding Stream Report to the Legislative Oversight Committee. Partners will commit resources that support activities such as the WORKFORCE West Virginia operating costs (rent, utilities, etc.), management information system (MIS), assessment, cross training of staff, and professional development. The partner contributions will be specified in the Individual Agency Deliverables attached to this MOU.

6.0 USE OF COMMON TECHNOLOGY & INTEGRATED INFORMATION SYSTEMS

The MACC, known in West Virginia as WORKFORCE West Virginia Management Information System, is the computerized system of record keeping that will include a common data repository for WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA) and other Title I (B) activities. All partners agree to enter client profiles (job and training seekers), job openings and employer information it receives into the WORKFORCE West Virginia (MACC) to the extent partner modules and access become available.

The WORKFORCE West Virginia system (MACC) or replacement, will be the system of choice for finding employment or obtaining training through the agencies working together to develop

common processes through the system.

A process for allocating both future development costs and on going operational costs to include regular maintenance and “help desk” type support for the system will be established. It is anticipated that all state agencies accessing and using the WORKFORCE West Virginia system (MACC) will contribute toward all costs of the MACC based on an agreed upon fair and proportionate allocation determined by system use or overall funding. The local WDBs will also contribute proportionately toward the total cost.

All partners also agree to treat all data contained in the WORKFORCE West Virginia (MACC) as confidential. No partner should permit access of State of West Virginia provided resources to, or disclose data to, any persons or entities other than its staff or data users, under any conditions. In order for client information to be shared, a release form stipulating what is being released and to whom must be agreed to and signed by the customer.

Other data related to demand and supply side information will use in-house partner MIS.

7.0 ASSESSMENT COMMON PRACTICES

Wherever and whenever possible assessment processes will be streamlined to reduce duplication to the customers. The TABE will be the primary assessment tool and partners agree to accept the test scores for use in evaluating the individual and assisting in developing the Individual Plan of Employment. Other tests may be utilized, when necessary, to appropriately evaluate the individual.

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The Agreement may be executed in counterparts and shall be fully effective with regards to each party, which signs a copy of this agreement as if every party had signed the same copy.

Organization Name: RESA 5 Adult Education

Applicable Agency Programs: Adult Education, SPOKES (when applicable)

Partner Information (Attachment) Included: Yes _____ No ✓

Quint Hagan
Signature

7/12/16
Date

<i>General Information / Category</i>	<i>Organization Information</i>
Agency Name Authorized Signer Phone Number E-mail Web site:	RESA 5 Adult Education Julie Hagan, Regional Adult Education Coordinator (304) 485-6513, ext. 1320 jhagan@k12.wv.us resas.k12.wv.us
Local Contact Phone number E-mail	Julie Hagan (304) 485-6513, ext. 1320 jhagan@k12.wv.us
Primary Program(s) / Services including Career Services, Case Management, Training Services, Job Placement Assistance	West Virginia High School Equivalency Diploma preparation, job readiness skills, college preparation, placement exam preparation, English Language Acquisition, employability skill modules, computer skills, career exploration, tutoring, FAFSA assistance, career pathways, etc.
Special Conditions/ Requirements	Students must be 17 or older and withdrawn from public schools with appropriate documentation (16 year old students are allowed if court-order, emancipated or married – with appropriate documentation)
Organization's Performance Measures	Entered employment, retained employment, post-secondary education, Federal Function Level (FFL) increases, obtained credential
Other pertinent information:	N/A

WorkForce WV Mid-Ohio Valley Location Specific Information		Clay CAEZ / Valley Fork School / Affiliate Site	Jackson Workforce WV	Mason Workforce WV	Roane Rehabilitation / Workforce WV Services Office	Wood Workforce WV Center
<p>Services available at One Stop Locations in Mid-Ohio Valley Area. Identify by site if service is available On site (OS), Electronically (E) By Referral (R)</p>	<p>West Virginia High School Equivalency Diploma preparation, job readiness skills, college preparation, placement exam preparation, English Language Acquisition, employability skill modules, computer skills, career exploration, tutoring, FAFSA assistance, career pathways, etc.</p>	R	OS	OS	R	OS
<p>Describe agency Contributions to Operational (shared) costs such as rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.</p>	<p>Rent, utilities and shared general supplies (paper towels, toilet paper, etc)</p>	NA	36,110	20,840	NA	35,880
<p>Describe agency Specific Costs and Contributions such as staff, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.</p>	<p>Staff, supplies, etc.</p>	NA	292,633	157,364	NA	146,150

Shirley Hagan
SIGNATURE

7/12/2016
DATE

Regional Adult Education Coordinator
TITLE

RESA 5
ORGANIZATION

<i>General Information / Category</i>	<i>Organization Information</i>
Agency Name Authorized Signer Phone Number E-mail Web site:	The National Council on Aging West Virginia Resource Center John Shaw, Program Manager (304) 218-2873 john.shaw@ncoa.org www.ncoa.org
Local Contact Phone number E-mail	John Shaw, Program Manager (304) 218-2873 john.shaw@ncoa.org
Primary Program(s) / Services including Career Services, Case Management, Training Services, Job Placement Assistance	Title V SCSEP Career Services, Case Management, and Job Placement Assistance for eligible 55-or-older residents
Special Conditions/ Requirements	Must meet SCSEP eligibility requirements for age, residence, income, employment status, and employability.
Organization's Performance Measures	Department of Labor Common Measures
Other pertinent information:	Local offices staffed when possible.

WorkForce WV Mid-Ohio Valley Location Specific Information		Clay CAEZ / Valley Fork School / Affiliate Site	Jackson Workforce WV	Mason Workforce WV	Roane Rehabilitation / Workforce WV Services Office	Wood Workforce WV Center
<p>Services available at One Stop Locations in Mid-Ohio Valley Area. Identify by site if service is available On site (OS), Electronically (E) By Referral (R)</p>	<p>Assessment of SCSEP applicants, referral to appropriate agencies, assistance with the universal job seeker when possible, receipt of referrals to SCSEP for evaluation and assessment.</p>		E, R	E, R	E, R	OS, E, R
<p>Describe agency Contributions to Operational (shared) costs such as rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.</p>	<p>Cubicle Rental at Wood County location, plus two cases of paper.</p>					\$2,400 rent, \$100 paper
<p>Describe agency Specific Costs and Contributions such as staff, supplies, etc. Enter amount projected to be spent at each facility for PY 16-17.</p>	<p>Staff cost for Facilitator and Older Worker Navigator for Wood County location. No certainty at any other location within the SCSEP service area.</p>					\$28,535



SIGNATURE

7/5/16

DATE

SCSEP Program Manager

TITLE

The National Council on Aging

ORGANIZATION

17.0 SIGNATURES

By signing this agreement, the individual signatory certifies that he or she is authorized to sign on behalf of the Partner organization and that they bind the organization to the faithful performance of this agreement, including agency specifics outlined in the individual Partner Information attachment. The signatory also assures on behalf of the Partner organization that it will comply with practices, policies, and procedures regarding client confidentiality, data security, Drug Free Workplace Policy, Equal Employment Opportunity Regulations, and all required assurances as outlined in the Workforce Innovation and Opportunity Act.

The Agreement may be executed in counterparts and shall be fully effective with regards to each party, which signs a copy of this agreement as if every party had signed the same copy.

Organization Name: The National Council on Aging

Applicable Agency Programs: Title V SCSEP

Partner Information (Attachment) Included: Yes No


Signature

7/8/16
Date

Organization Name: _____

Applicable Agency Programs: _____

Partner Information (Attachment) Included: Yes _____ No _____

Signature

Date



A proud partner of the American Job Center® network

**MID-OHIO VALLEY WEST VIRGINIA WORKFORCE
DEVELOPMENT SYSTEM**

PARTNER'S MEMORANDUM OF UNDERSTANDING

2016- 2017

The Workforce Innovation and Opportunity Act (WIOA) of 2014 identifies the One-Stop Career Centers, known as American Job Centers, as the service delivery system for programs funded under the WIOA and its partner programs. In WV, that One Stop Center is known as WorkForce West Virginia in which partners come together to administer and deliver workforce development system activities.

This Memorandum of Understanding (MOU) sets forth the terms of agreement for cooperation, consultation, and implementation of the WIOA in the Mid-Ohio Valley (Region 4) Workforce Development Area of WV, serving Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood Counties.

Equal Opportunity Employer / Programs
Auxiliary Aids and Services Available Upon
Request to Individuals with Disabilities

PARTNER MEMORANDUM OF UNDERSTANDING

1.0 PURPOSE

The purpose of this MOU is to establish cooperative and mutually beneficial relationships between the Mid-Ohio Valley Workforce Investment Corporation (Local Elected Officials), Workforce Development Board Mid-Ohio Valley, the required WIOA partners, and other partners whose participation is beneficial to the customers served through WorkForce WV. This MOU also sets forth the relative responsibilities of the partners as they relate to the planning and implementation of the comprehensive workforce system in the Mid-Ohio Valley.

To ensure the maximum flexibility for all partners under this agreement, it is agreed that the partners may enter supplemental, agency-specific state or local agreements that further or complement this agreement. At a minimum, the partners to this MOU agree to enforce the aspects of this agreement at the local level.

2.0 REQUIRED ONE-STOP PARTNERS

The required One-Stop Partners (if located and providing services within the Mid-Ohio Valley Region) are the entities that carry out:

1. Programs authorized under Title I of the Act, Section 121 (b) (1) (B) of the Workforce Innovation and Opportunity Act serving:
 - A. Adults
 - B. Dislocated Workers
 - C. Youth
 - D. Job Corps
 - E. Youth Build
 - F. Native American Programs
 - G. Migrant and seasonal farm worker programs
2. Employment Services authorized under Wagner-Peyser Act (29 U.S.C. 49 *et seq.*)
3. Adult Education and Literacy activities authorized under Title II of WIOA
4. Vocational Rehabilitation Programs authorized under Title I of the Rehabilitation Act
5. Senior Community Service Employment Program (SCSEP) (under Title V of the Older American Act of 1965) (42 U. S. C. 3056 *et seq.*)
6. Career and Technical Education Programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (10 U.S.C. 2301 *et seq.*)
7. Trade Adjustment Assistance (TAA) activities authorized under Chapter 2 of Title II of the Trade Act of 1974 (19 U. S. C. *et seq.*)
8. Jobs for Veterans State Grant Programs authorized under Chapter 41 of Title 38, U.S.C.

9. Community Service Block Grant (CSBG) Employment and Training Activities (42 U. S.C. 9901 *et seq.*)
10. Department of Housing and Urban Development Employment and Training Activities
11. State Unemployment Compensation Programs authorized (in accordance with applicable Federal Law)
12. Second Chance Act of 2007 Programs authorized under Section 212 (42 U.S.C. 17532)
13. Part A of Title IV of the Social Security Act (42 U. S. C. 601 *et seq.*) Temporary Assistance for Needy Families (TANF) (unless exempted by the Governor)
14. Other partners, with approval of the WDB MOV and One Stop Management Team, that offer services in support of employment and training activities in the Mid-Ohio Valley.

3.0 SYSTEM-WIDE COMMITMENTS AND DELIVERABLES

Each partner to this MOU agrees to make the following commitments through the WORKFORCE West Virginia Career Centers:

1. Provide the appropriate career and training services that are applicable to the partner's program as outlined in individual organization's attachments to this MOU. As part of the general MOU, individual agency specifics that outline additional information pertinent to that agency's agreement, deliverables, fund commitments, and participation in this Memorandum of Understanding are included as attachments to this MOU.
2. Participate in the local One Stop Management Team to coordinate the delivery of services, eliminate duplication of services, and to ensure appropriate and complete services are available to WORKFORCE West Virginia Career Center customers.
3. Participate in and commit resources, as appropriate, to ensure all Business Services are coordinated between partners to reduce duplication and provide the best mix of services to the employer.
4. Work together to produce and implement a regional plan to identify the needs of the local workforce and business community and effectively deliver services to the customer and reduce the duplication in the Workforce West Virginia Career Center, including but not limited to:
 - a. Development of common referral system
 - b. Establish and implement effective flow and referral of job seeker customers through the WORKFORCE West Virginia Career Centers from entry to employment
 - c. Procedures to ensure the needs of workers, youth, and individuals with barriers to employment (including individuals with disabilities), are addressed, including access to technology and materials
5. Report partner activity including customer participation and satisfaction, to the Mid-Ohio Valley Workforce West Virginia management team to determine level of service provided in the Workforce West Virginia Career Center by each partner. The specifics of the report will be developed jointly by the One Stop management team and the WDB MOV.

6. Commit to the achievement of established performance goals established by the US DOL, West Virginia Workforce Investment Council, and the WORKFORCE West Virginia Career Center partners.
7. Commit to equitable support of infrastructure and common expenses of the WorkForce WV system in the Mid-Ohio Valley region to the extent not inconsistent with Federal law authorizing the program. Such support may be through cash or in-kind contributions.

4.0 CUSTOMER REFERRAL PROCESS / SHARING OF INFORMATION

The primary goal of the referral system is the provision of seamless service delivery to both job seekers and employers. Customers will be referred by methods and through processes developed and outlined in the Standard Operating Procedure developed by the One Stop Management Team.

Additionally, all information acquired in the One-Stop Career Centers will be mutually accessible. Duplication of data collection and reporting systems will be avoided. This information will be shared only to the extent permitted by regulations requiring confidentiality of participant records. All labor market information, job leads, programmatic and participant information, as reported on standard forms, will be accessible as allowable and appropriate. All partners agree to cooperate in developing customer identification, tracking, follow-up evaluation, performance, and satisfaction data.

5.0 CONTRIBUTION FOR SERVICES AND SYSTEM OPERATING COSTS

Each mandated or other contributing partner (agency) agrees to contribute its fair share of resources for providing WORKFORCE West Virginia Career Center services and supporting the WORKFORCE West Virginia Career Center operating costs proportionate to the benefit derived and the total resources required. Agency totals will be included as such in the annual Funding Stream Report to the Legislative Oversight Committee. Partners will commit resources that support activities such as the WORKFORCE West Virginia operating costs (rent, utilities, etc.), management information system (MIS), assessment, cross training of staff, and professional development. The partner contributions will be specified in the Individual Agency Deliverables attached to this MOU.

6.0 USE OF COMMON TECHNOLOGY & INTEGRATED INFORMATION SYSTEMS

The MACC, known in West Virginia as WORKFORCE West Virginia Management Information System, is the computerized system of record keeping that will include a common data repository for WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA) and other Title I (B) activities. All partners agree to enter client profiles (job and training seekers), job openings and employer information it receives into the WORKFORCE West Virginia (MACC) to the extent partner modules and access become available.

The WORKFORCE West Virginia system (MACC) or replacement, will be the system of choice for finding employment or obtaining training through the agencies working together to develop

common processes through the system.

A process for allocating both future development costs and on going operational costs to include regular maintenance and “help desk” type support for the system will be established. It is anticipated that all state agencies accessing and using the WORKFORCE West Virginia system (MACC) will contribute toward all costs of the MACC based on an agreed upon fair and proportionate allocation determined by system use or overall funding. The local WDBs will also contribute proportionately toward the total cost.

All partners also agree to treat all data contained in the WORKFORCE West Virginia (MACC) as confidential. No partner should permit access of State of West Virginia provided resources to, or disclose data to, any persons or entities other than its staff or data users, under any conditions. In order for client information to be shared, a release form stipulating what is being released and to whom must be agreed to and signed by the customer.

Other data related to demand and supply side information will use in-house partner MIS.

7.0 ASSESSMENT COMMON PRACTICES

Wherever and whenever possible assessment processes will be streamlined to reduce duplication to the customers. The TABE will be the primary assessment tool and partners agree to accept the test scores for use in evaluating the individual and assisting in developing the Individual Plan of Employment. Other tests may be utilized, when necessary, to appropriately evaluate the individual.

8.0 ANNUAL REPORTING REQUIREMENTS

Based on annual reporting requirements in West Virginia state code Chapter §5B-2B, all parties to the MOU agree to provide information in a timely manner when requested by the Workforce System. Two annual reports require data from the agencies. One is the “State of the One-Stop Careers” and the other the “Annual Funding Streams and Outcomes” report. This report includes information on funding streams (federal and state), customers served, performance outcomes, and other items as requested. Both reports will be furnished to the West Virginia Legislature and other stakeholders. All agencies will share appropriate information.

9.0 OPERATIONS PLAN FOR ONE STOP CAREER CENTERS

Partners to this MOU agree to participate in the development of a plan for the operation of services in the WORKFORCE West Virginia Career Centers in the Mid-Ohio Valley. This plan should address the effective delivery of services to the client, referral between partners, procedures between partners, day to day coordination of services in the center, etc. The plan should also address how partner collaboration should reduce the total overhead/administration of the One-Stop Career Center.

All partners agree to support the design and implementation of a planning compact model that will integrate common goals and performance expectations related to workforce development in West Virginia.

Partners to this MOU will serve as the first level group to address issues or disputes arising out of the One Stop operations. The partners will work to continually improve the overall Workforce West Virginia system and to advance integration, effectiveness and improvements.

10.0 SUPPORT OF COMMON PERFORMANCE MEASURES

All partners agree to support all Federal and state mandated common performance measures that may be established now or in the future. All parties to this MOU agree to capture appropriate performance data as required to support the collection and reporting of the common performance measures.

11.0 STAFF/RESOURCES DEVELOPMENT AND CROSS-AGENCY TRAINING

In order to ensure quality programs and services to all customers across the region, parties to this MOU agree to develop the expected level of skills needed for operation of the WORKFORCE West Virginia Career Centers. Further, each agency will support the development of cross-agency training for awareness regarding its programs and services within the Career Centers. To ensure and sustain an effective, high quality workforce development system, adequate and knowledgeable staff must be in place. The better the knowledge and skill levels across the system, the greater the experiences and results the system can delivery on a regular basis. Partners to this MOU will invest in staff development within their agency and collaboratively across agencies to enhance the knowledge and skill levels of all staff engaged in the workforce development system.

12.0 MOU MODIFICATION PROCESS

Any signatory of the MOU may request, in writing, an amendment to this MOU. The changes must be documented, signed, dated under the conditions agreed upon by ALL of the partners, and attached to the original MOU. If any provision of the MOU is held invalid, the remainder of the MOU will not be affected.

13.0 BREACH OF MOU

The agencies agree that each shall fulfill its responsibilities under this MOU in accordance with the provisions of law and regulations that govern their activities. If at any time an agency is unable to perform its functions under this MOU, such agency shall immediately provide written notice to the Workforce Development Board describing its inability to fulfill the requirements of this MOU and establish a date at the earliest convenience, but no more than 30 days, to mutually resolve the issue. WDB MOV must report to the state Workforce West Virginia office and the local elected officials the failure of any mandatory agency to sign or follow this MOU.

14.0 IMPASSE RESOLUTIONS

The agencies agree to communicate openly and directly and that every effort will be made to resolve any problems or disputes in a cooperative manner. For disputes regarding the provisions of this MOU that cannot be resolved through communication among agency staff, the parties will document the negotiations and efforts that have taken place to resolve the issue. At the first level, the unresolved issue or dispute should be presented to the One Stop Management Team to attempt to resolve differences to the satisfaction of all parties. If this fails or does not meet the expectations of all parties, then the WDB MOV grievance procedure will apply to further resolution of the impasse.

15.0 MOU DURATION AGREEMENT

This agreement is effective July 1, 2016, and terminates on June 30, 2019, with annual reaffirmation by all parties as required by WV Code. The MOU may be terminated by any of the partners upon 30 days of written notice to the other partners with cause or upon 90 days of written notice to the other partners without cause.

16.0 ASSURANCES AND PUBLIC POLICY REQUIREMENTS

Parties to this MOU agree to meet all applicable program, Federal, State and local compliance requirements. These include, but are not limited to:

Certification Regarding Debarment & Suspension: no entity, agency, or person associated with the organization is debarred or suspended or is otherwise excluded from or ineligible for participation in federal assistance programs under Executive Order 12549, "Debarment and Suspension".

Certification of Compliance with Environmental Tobacco Smoke/Pro Children Act of 1994: compliance with Public Law 103-227, Part C-Environmental Tobacco Smoke, also known as Pro-Children Act of 1994, requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan or loan guarantee. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity. The Public Health Service strongly encourages all worksites to provide a smoke-free workplace and promote the non-use of tobacco products. This is consistent with the PHS mission to protect and advance the physical and mental health of the American people.

Certification of a Drug Free Workplace: In accordance with Public Law 100-690 Drug-Free Workplace Act of 1988 the organization certifies the following requirements for a drug free workplace will be provided and/or maintained with a good faith effort including, at a minimum, having a policy statement and an ongoing drug awareness program. If such a policy and practice have not been established heretofore, organization agrees to do so within thirty (30) calendar days. Organization agrees to publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violation of

such prohibition. Worksite also agrees to make it a requirement that each employee who will be engaged in the provision of service be given a copy of this statement and that each such employee understand that, as a condition of employment, the employee will abide by the terms of the statement.

Certifications Related to Lobbying: Organization shall not endorse or support any candidate running for partisan political office. No federal or state funds under this program shall be expended to support any legislative lobbying efforts related to specific legislation. Organization shall certify that no federal appropriated funds have been paid or will be paid, by or on behalf of the organization or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.

Civil Rights: Organization shall comply with all Federal and State laws, rules and regulations which prohibit any unlawful discrimination or violations of civil rights. Such laws, rules and regulations shall include, but not be limited to: the nondiscrimination and equal opportunity provisions of Section 188 of the Workforce Innovation and Opportunity Act of 2014; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR part 34.

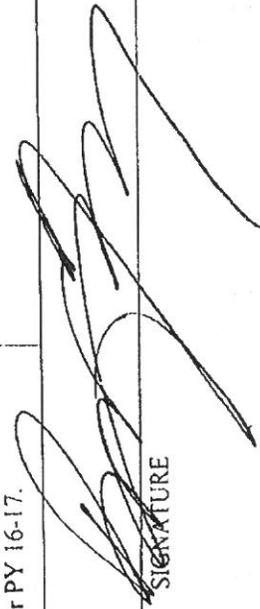
Jobs for Veterans Act: Organization will provide priority of service to veteran and spouses of certain veterans for the receipt of employment, training, and placement services pursuant to 20 CFR part 1010. In circumstances in which a choice must be made between two equally qualified candidates, one of whom is a veteran, the Jobs for Veterans act requires the veteran priority of services.

Harassment: It is the policy of the Workforce Development Board of the Mid-Ohio Valley that all applicants / enrollees and employees have a right to work, train, and receive services in an environment free of discrimination, which encompasses freedom from harassment. The WDB-MOV promotes a system wide policy intended to prevent harassment of any type, including sexual harassment, of its employees and to deal quickly and effectively with any incident that might occur. Signatories to this MOU assure compliance with this policy.

Confidentiality: All partners recognize the critical nature of protecting and using information/data in the most appropriate manner at all times. Each partner entering into this MOU has the obligation and authority to control the use and access of information/data collected or generated as part of its specific work. All partners agree to work on ways to ensure the confidentiality of records throughout the One-Stop Career Centers. All confidentiality issues will be presented to the One Stop Management team for discussion and resolution as to use and access of the identified data and information needing special protection. The confidentiality agreement applies to electronic systems as well as all paper processes.

<i>General Information / Category</i>	<i>Organization Information</i>
Agency Name	WorkForce WV
Authorized Signer	Russell Fry, Acting Executive Director
Phone Number	304 558 6788
E-mail	Russell.L.Fry@wv.gov
Web site:	Workforcewv.org
Local Contact	Jeff Noland
Phone number	304 420 4528 ext. 59617
E-mail	Jeff.l.noland@wv.gov
Primary Program(s) / Services including Career Services, Case Management, Training Services, Job Placement Assistance	Wagner-Peyser/Labor Exchange Business Service Unit Unemployment Insurance Program Veterans Services Work Opportunity Tax Credit and Federal Bonding for Employees and Employers Alien labor Certification (ALC) Migrant and Seasonal Farm Worker Program Adult dislocated Workers, Youth (contracted through WIOA) WorkForce Investment Act Labor Market Information Trade Adjustment Act
Special Conditions/ Requirements	None
Organization's Performance Measures	Employment Services – we will support common measures as defined by the Department of Labor. Unemployment Compensation – No special performance measures.
Other pertinent information:	

WorkForce WV Mid-Ohio Valley Location Specific Information		Chay CAIZ / Valley Fork School / Athletic Site	Jackson Workforce WV	Mason Workforce WV	Roane Rehabilitation / Workforce	Wood Workforce WV Center
<p>Services available at One Stop Locations in Mid-Ohio Valley Area.</p> <p>Identify by site if service is available</p> <p>On site (OS); Electronically (E) By Referral (R)</p>	<p>Veterans Case Management Jobs for Veterans Service Grant (JVSG)</p> <p>TABE Testing for Apprenticeship Programs</p> <p>Testing for Employers as a pre-screening tool attached to job order.</p> <p>Assist Partner Agencies give workshops in various categories such as interviewing techniques, resume writing, soft skills.</p> <p>Assist employers with recruitment of new employees, job orders, referral assistance, Job Fairs, provide space for interviewing, career counseling, resume preparation, job matching and OJT referrals.</p> <p>Unemployment compensation including but not limited to unemployment compensation claims and rapid responses.</p>		OS-R OS-R OS-R OS-R E	OS-R OS-R	OS-R OS-R OS OS-R-E OS-E	
<p>Describe agency Contributions to Operational (shared) costs such as rent, utilities, supplies, etc.</p> <p>Enter amount projected to be spent at each facility for PY 16-17.</p>	<p>Rent, utilities, telecommunications, internet service, insurance, routine maintenance.</p>			10,000		126,000
<p>Describe agency Specific Costs and Contributions such as staff, supplies, etc.</p> <p>Enter amount projected to be spent at each facility for PY 16-17.</p>			200,000	40,000	5,000	250,000



SIGNATURE

7/6/2016
DATE

TITLE

ORGANIZATION

17.0 SIGNATURES

By signing this agreement, the individual signatory certifies that he or she is authorized to sign on behalf of the Partner organization and that they bind the organization to the faithful performance of this agreement, including agency specifics outlined in the individual Partner Information attachment. The signatory also assures on behalf of the Partner organization that it will comply with practices, policies, and procedures regarding client confidentiality, data security, Drug Free Workplace Policy, Equal Employment Opportunity Regulations, and all required assurances as outlined in the Workforce Innovation and Opportunity Act.

The Agreement may be executed in counterparts and shall be fully effective with regards to each party, which signs a copy of this agreement as if every party had signed the same copy.

Organization Name: WorkForce WV Parkersburg

Applicable Agency Programs: Unemployment, Wagner Peyser, Veterans Services

Partner Information (Attachment) Included: Yes No


Signature

7/6/2016
Date

Workforce Investment Board
Region 4

Cost Allocation Plan
July 2016-June 2017

Revised 10/4/16 by Carol

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A: Background and Mission Statement

Mid-Ohio Valley Workforce Investment Corporation, Workforce Investment Board-Region 4 serves the Calhoun, Clay, Roane, Jackson, Wirt, Wood, Pleasants, Ritchie counties. The MOVVIC was formed in 2000 to administer DOL funds for WIA programs through the State of WV.

B: Organizational Chart

The Local Elected Official Board (LEO) oversees the activities and finances of the entire WIB-Region 4 in accordance with Part 661 of Title 20 of the CFR.

The One-Stop Committee, Employment and Training Committee and Youth Committee monitor and oversee their respective service and contract providers. The committees report to the Board.

The Mid-Ohio Valley Regional Council is the fiscal agent of the MOVVIC. The MOVVIC staff are employees of MOVRC. The MOVRC has an MOU with the LEO Board regarding the level of services to be performed. The LEO Board retains liability for the WIA funds.

C: Financial Statements & Budgets

A combined annual budget is prepared for the board and monthly financial results are presented against that budget. The accrual basis of accounting is used in accordance with GAAP. In accordance with grant requirements, a budget is prepared for each grant. Monthly reports are filed with the State of WV for all grants.

In addition to coding the general ledger accounts each transaction also has an analytical accounting code to assign it to a particular grant such as PY16-W4-A1 or FY17-W4-A1.

D: Description of pooled or joint costs

Direct Charged Costs-everything that can be easily and readily identified as program costs.

Allocated Costs-those items not readily identifiable as individual program costs or the cost benefits multiple programs (joint cost).

Indirect Costs- As per OMB 87 indirect costs are charged as a percentage of direct labor for the WIB staff employed by MOVRC at 531 Market Street. The indirect costs are reported as a component of the Administrative expense of the DOL Allocation.

Indirect costs are a direct expense for the other grants received, i.e. Food Stamp and Employment. Indirect costs cover such items as office space, office utilities, staff parking, audit fees, accounting and personnel expenses and general overhead expenses incurred in operating an administrative office.

E: Methods Used to Allocate Costs and Reconciliation and Adjustment process

Method for direct costing of Non-Contract expenses

All personnel time will be based upon time worked in each program area for each pay period. All fringes, taxes and indirect costs will follow the ratio of time worked in each program. Pay and related costs are calculated semi-monthly

Postage Costs are tracked monthly on postage code readings based on actual postage used by each program area.

Printing Costs are tracked monthly by copier code readings based on actual usage by each program area.

Travel Costs are based on the actual travel incurred for each program area and travel vouchers are prepared with the appropriate breakdown of program expenses.

Administration charges will be charged against the regular allocation funds in proportion to funds expended

Contract Type Expenses

Contracts for training and participant training expenses can be and will be directly charged to the appropriate program.

One Stop Coordinator Contract expenses will be based upon a ratio of the number of program participants served as a percentage of total participants in a reportable quarter. (Participation Ratio)

One Stop Rent and Utilities (Electric, Gas, Telephone) will be based upon a ratio of the number of staff employed in the various program service areas over the total staff employed. (Staff Ratio)

One Stop Facility and Computer Maintenance if can't be readily identified as a direct charge to the program then will be based upon the number of staff employed in the various program service areas over the total staff employed. (Staff Ratio)

Marketing-Direct cost when applicable otherwise the cost will be based on participant pool of impacted customers.

MACC Costs based upon the program ratio of allocated funds.

Office Supplies to the maximum extent possible will be directly charged to the program. In cases where direct costing will not be possible internal staff ratio will be utilized to allocate the cost.

F: Periodic Evaluations and Adjustments

The participation ratio will be evaluated each quarter as new data is made available. If necessary, the allocation ratio will be adjusted for the next quarter's usage.

The number of staff employed for the One Stop Operating expenses will be evaluated immediately upon the opening/closing of a facility or semi-annually. If necessary, the allocation ratios will be modified.

G: Certification

We have reviewed the cost allocation plan for Fiscal Year 2015-2016. This is to certify that:

- 1) All costs included in the proposal are allowable in accordance with the requirements of grants/contracts to which they apply and with the Federal Cost Principles i.e. OMB Circular A-122 and OMB A-87.
- 2) This proposal does not include any costs which are unallowable under applicable Federal Cost Principles.
- 3) All cost included in the proposal are properly allocable to USDOL grants/contracts on the basis of a beneficial or causal relationship between the expenses incurred and the agreements to which they are allocated in accordance with applicable Federal Cost Principles.

Mid Ohio Valley Workforce Investment Corporation (MOVVIC)

Mid Ohio Valley Regional Council (MOVRC) Fiscal Agent

Signature: _____

Signature: _____

Name of Authorized Official:

Name of Authorized

Official: Carol Jackson

Title: Executive Director _____

Title: _____

Date: _____

Date: _____

Appendix A: Participation Ratio

Use of WIA Quarterly Report (ETA Form 9090) was be used as the basis for the numerator and denominator for the ratio calculation. The availability of this data was no longer available so we use data from the MACC. Gail and Miranda from the WIB can provide the details for us.

Total Participants will include; WIA Adults, WIA Dislocated Workers, Out-of-School Youth and In-School Youth.

For example

In the 12/31/11 report this totals 1,172 (484+534+154).

To determine the Adult ratio, take the adult total divided by the total participants. In the 12/31/11 report this equals 41% (484/1172).

To determine the Dislocated Worker ratio, take the dislocated worker total divided by the total participants. In the 12/31/11 report this equals 46% (534/1172).

To determine the Youth ratio, take the total Youth amount divided by the total participants. For the 12/31/11 report this equals 13% (154/1172).

Follow Up-

Actual Participant Counts for One Stop Contract Invoices.

For FY17 we allocate 2% to the Youth Contract for the One Stop Coordinator charge. Providence submits a total One Stop Invoice that covers One Stop Coordinator and Adult and Dislocated Worker Case Management. Therefore, we allocate 2% to Youth and the remainder is split between Adult and Dislocated Based on the following results

4th Qtr. Actual Performance Results 4/1/16-6/30/16

Used for allocations 7/1/16-9/30/16

Adult	89	For Voucher	30%
Dislocated Worker	209		70%
Youth	136		

1st Quarter Actual Performance Results 7/1/16-9/30/16 updated 10/4/2016

Used for allocations 10/1/16-12/31/16

Adult	126	For voucher	38%
Dislocated Worker	207		62%
Youth	139		

2nd Quarter Actual Performance results 10/1/16-12/31/16
Used for allocations 1/1/17-3/31/17

Adult	For voucher	%
Dislocated Worker		%
Youth		

3rd Quarter Actual Performance results 1/1/17-3/31/17 updated
Used for allocations 4/1/17-6/30/17

Adult	For voucher	%
Dislocated Worker		%
Youth		

Appendix B: Staff Ratio

The use of the one-stop contract providers staffing census will be used to calculate the staff ratio for use in allocating the one stop operating costs by location.

The budgeted staff levels are attached for the one-stop providers for reference.
The total staff level at Dec-2015 is

One Stop Provider Adult/Dislocated 12
One Stop Provider Youth In School & Youth Out of School 6
Total 19 staff

From that total we would take the total staff employed under a certain program divided by the total staff to determine the appropriate program ration.

Please see attached calculation.

Appendix C-Work Experience and Youth Split

Due to changes in WIOA and required work experience component we have required our Youth Program staff to maintain better detailed timesheets. These timesheets will record actual time spent on YIS and YOS activities and Work Experience activities.

These timesheets will be tallied monthly and the percentage of time for Work Experience activities will be applied to the payroll to determine the appropriate charge for that months' Work Experience. The remainder of the monthly charges will be direct charged to YIS and YOS if they are able to be, the joint costs will be split based upon the percentage of time that the staff has spent based upon the timesheet ratios for the month.