



# WORKFORCE DEVELOPMENT BOARD MID-OHIO VALLEY

## LOCAL PLAN

**JULY 1, 2020-June 30, 2024**

**Counties Served:**

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

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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 179,539 individuals (2020 Census Data). Wood County is considered metropolitan with 2 municipalities having populations of 10,000 or greater. The Appalachian Regional Commission classifies 4 of the counties as distressed, 2 at risk, and 3 as transitional counties (County Economic Status in West Virginia, Fiscal Year 2021 ARC). Wood County is also the largest county with a population of 84,296. Wirt County is the smallest with a population of 5,194.

#### **Demographics for the region:**

Population:	179,539 individuals
Population by age:	Nearly 43% of population is 54 years of age and older
Median household income:	\$40,031
People living in poverty:	17%
Labor Force:	81,800 individuals
Labor Participation Rate:	51%
Education Attainment Levels:	52% have a high school diploma or less (43% nationally) 30% have at least some postsecondary (57% nationally)

#### **Industry:**

About 4,150 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, by industry the following table represents the top 5 industry employers for the 9 counties in 2019.

Table 1: Largest Industry and employment in Region 4, 2019

<b>Largest Industries of MOV</b>	<b>Employment 2019</b>	<b>% of Employment</b>
Trade Transportation and Utilities	12,592	20%
Government	11,837	19%
Education and Health Services	10,455	17%
Leisure and Hospitality	6,656	11%
Manufacturing	6,545	11%

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, Business, Manufacturing, IT and Service occupations were identified as growing and in demand by the 2016-2026 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, business, 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 top five growing industries in WIOA Region 4 are contained largely within health care and construction. The health care sector contains the greatest numeric growth of industries on the list and includes Ambulatory Health Care Services, and Social Assistance. Other growing industries include Waste Management and Remediation Service, Heavy and Civil Engineering Construction, and Construction of Buildings. The greatest declines in the WIOA Region 4 are found in Miscellaneous Manufacturing, Real Estate, Publishing Industries (except Internet), Sporting Goods, Hobby, Book, and Music Stores, and Support Activities for Mining.

Table 2: WIOA Region 4 Industry Employment Projections 2016-2026

<b>Region 4 Industry Employment Projections 2016-2026</b>				
	<b>Estimated 2016 Employment</b>	<b>Projected 2026 Employment</b>	<b>Annual Growth Rate</b>	<b>Numeric Change</b>
<b>Growing Industries</b>				
Ambulatory Health Care Services	3478	4309	2.2	831
Social Assistance	2082	2491	1.8	409
Waste Management and Remediation Service	438	503	1.4	65
Heavy and Civil Engineering Construction	672	765	1.3	93
Construction of Buildings	745	842	1.2	97
<b>Declining Industries</b>				
Miscellaneous Manufacturing	102	97	-0.5	-5
Real Estate	252	244	-0.3	-8
Publishing Industries (except Internet)	199	194	-0.3	-5
Sporting Goods, Hobby, Book, and Music Stores	285	280	-0.2	-5
Support Activities for Mining	883	868	-0.2	-15

Source: Workforce West Virginia Unified State Plan,

Table 3; information provided by the West Virginia State Plan, Region 4 Occupational projections with the most projected annual growth in WIOA Region 4 include Home Health Aides; Personal Care Aides; Nurse Practitioners; Occupational Therapy Assistants; and Respiratory Therapists. The greatest annual rate of decline will be seen among Legal Secretaries; Executive Secretaries and Executive Administrative Assistants; Medical Transcriptionists; Labor Relations Specialists; and Floral Designers.

Table 3: WIOA Region 4 Occupational Projections 2016-2026

<b>Region 4 Occupational Projections 2016-2026</b>	
<b>Greatest Growth Occupations</b>	<b>Greatest Declining Occupations</b>
Home Health Aides	Legal Secretaries
Personal Care Aides	Executive Secretaries and Executive Administrative Assistants
Nurse Practitioners	Medical Transcriptionists
Occupational Therapy Assistants	Labor Relations Specialists
Respiratory Therapists	Floral Designers

Source: Workforce West Virginia Unified State Plan

(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 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 so it gives a good indication of what skills, knowledge and abilities we need to address in Region 4.

Table 4: Top 10 areas of Knowledge demands across Region 4

Knowledge	Demand
Customer and Personal Service	2289
English Language	1241
Psychology	666
Medicine and Dentistry	514
Clerical	416
Mathematics	412
Education and Training	382
Therapy and Counseling	297
Administration and Management	222
Public Safety and Security	174

Table 5: Top 10 areas of Skills demands across Region 4

Skill	Demand
Active Listening	2139
Social Perceptiveness	1710
Service Orientation	1500
Speaking	1212
Reading Comprehension	976
Critical Thinking	915
Monitoring	730
Writing	641
Coordination	612
Judgment and Decision Making	569

Table 6: Top 10 areas of Ability demand across Region 4

Ability	Demand
Oral Comprehension	2288
Oral Expression	2132
Problem Sensitivity	2117
Near Vision	1476
Speech Recognition	1407
Written Comprehension	1089
Speech Clarity	1082
Written Expression	870
Deductive Reasoning	858
Inductive Reasoning	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 7: 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 skill groups listed below are what employers use to assess employees' skills within the workplace. The employers look at 6 different groups when assessing employees' skill levels; and within those groups various skills have been identified as the top skills an employer is looking for.

Table: 8 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, Material Resources, and Personnel Resources, Time Management

The abilities group are 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 9: Ability Assessment

<b>Group</b>	<b>Description</b>	<b>Elements</b>
<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,
<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

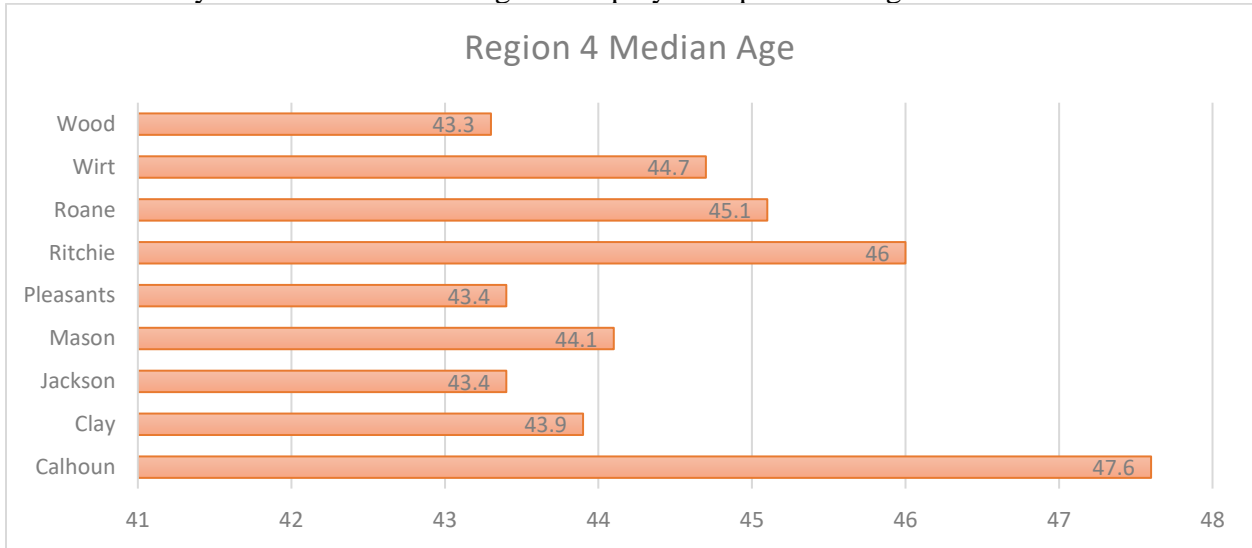
(Source: O\*Net online, <https://www.onetonline.org> )

(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, Region 4’s estimated population is 196,170. Approximately 51% of this population is in the civilian labor force; while 94.2% of this group is employed, only 5.8% of this group is unemployed. The Median age for Region 4’s population rests around 44.6 years old. Approximately 159,594 are within the 16 and up age range. Of this population group 51% are in the Civilian labor force and approximately 48% are employed; while only 3% remain unemployed.

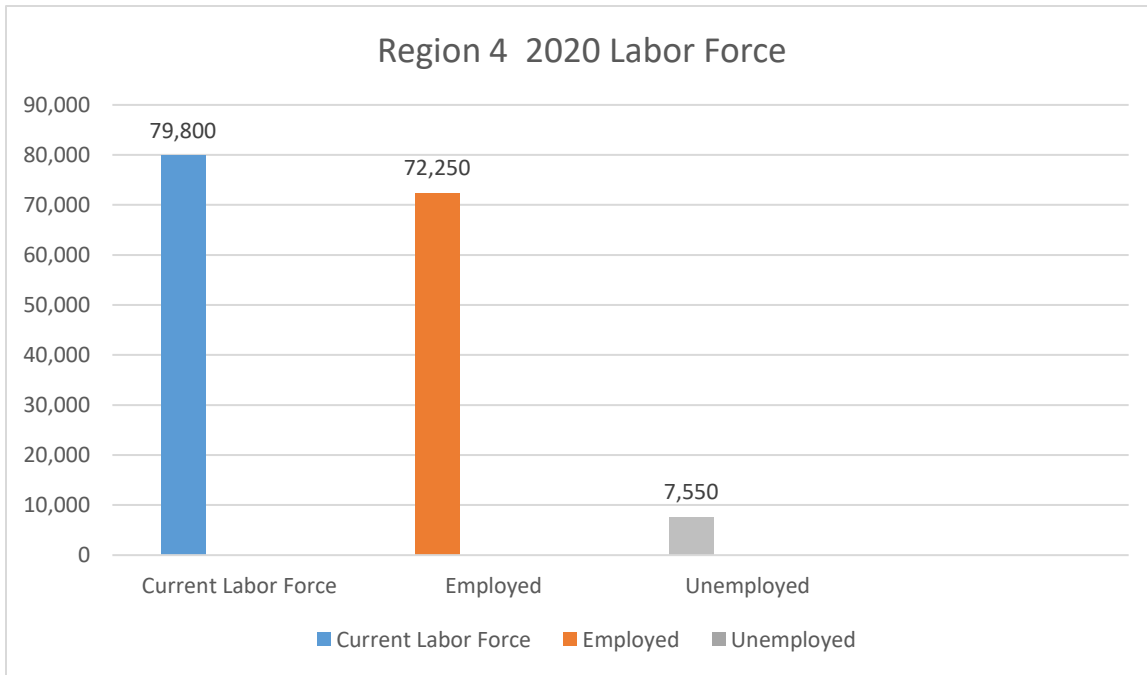


Chart 1: County breakdown Median Age of Employed Population Region 4



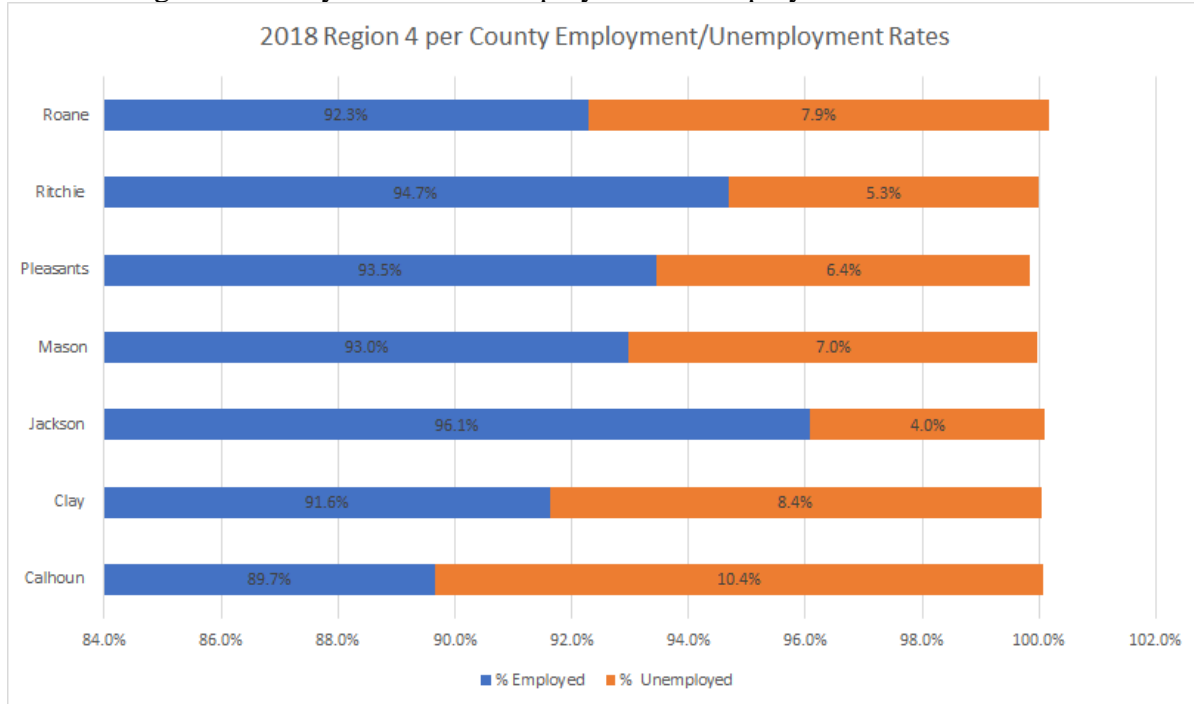
Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

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



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

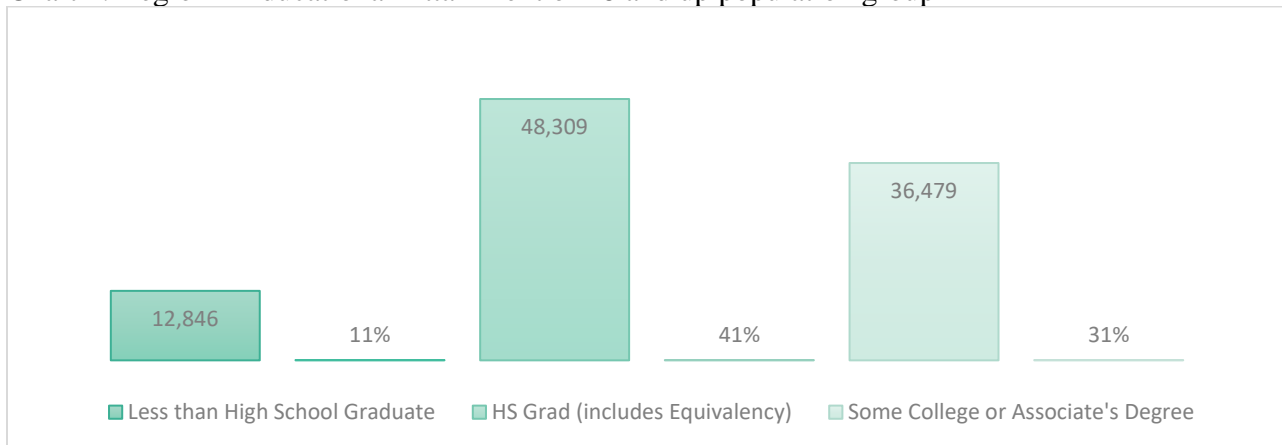
Chart 3: Region 4 County breakdown Employment/Unemployment Rates



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

The Educational attainment of the 18 and up population group: Within this population group, 41 percent have a high school diploma or less, while 31 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: 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 ensure 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 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 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 is a partner in delivering services for Department of Health and Human Resources (DHHR) programs in Region 4. Currently the WDB-MOV provides the Supplemental Nutrition Assistance Program Employment and Training for five of the nine county region. The additional 4 counties are to come online by 2021. Through these funds WDB-MOV is able to assist those that are required to work to continue receiving benefits through career services.

The SNAP E & T is a win for all – providing comprehensive guidance and career counseling to ABAWD participants. These participants are referred over to WIOA Career specialists to assist in meeting their required hours either through training or employment. The WDB-MOV and its partners have been able to strengthen their relationship through this endeavor.

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.

[\(E\) 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 six goals. The following provides specifics on activities within the Mid-Ohio Valley in support of those goals.

### ***GOAL #1 – MAXIMIZE EFFICIENCY OF THE WORKFORCE DEVELOPMENT SYSTEM***

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 Core partners will continue to collaborate to maximize American Job Center Service Delivery

- Annually update memorandums of understand (MOU) with all partners.
- Conduct monthly American Job Center management team meetings.

#### STRATEGY 1.2 Cross training of American Job Center Staff

- The WDB-MOV American Job Center training manual will be utilized to help cross train all AJC staff on all partner programs and delivery.
- The local region will comply with online cross-training implementations made at the State level
- Utilize team-based/ and holistic case management practice for all AJC customers.
- Area interagency meetings will provide a platform for education on serving individuals with all barriers to employment.
- All WDB will attend technical assistance training provided on the state management information system.
- Utilize survey data to drive changes within the American Job Centers to make sure the needs of participants are being met

#### STRATEGY 1.3 Communicate with all partners within the workforce development system

- Local policies are included on our [www.wdbmov.com](http://www.wdbmov.com) website as well as a connecting link to the state website.
- WDB-MOV will attend monthly state WDB director meetings. All pertinent partner information will be communicated at the AJC management team meetings.

#### STRATEGY 1.4 Comply with the State IT system

- WDB staff will attend state training on the integrated state management information system.

### ***GOAL #2 STRENGTHEN RELATIONSHIPS WITH EMPLOYERS- Collaborate with employers utilizing a variety of methods to develop solutions to their workforce needs.***

#### 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.
- Employer Solutions Team interview model will help gather regional employer needs.
- Employer Solutions Network connects resource partners with employers providing information on services available to meet their needs.
- Conduct Employer Surveys to determine the needs of the employers
  - Use the data to best serve the needs of employers within the region

### STRATEGY 2.2 Connect Employers with job seekers

- Annually sponsor the MOV Senator Manchin Career Fair.
- Pilot a virtual career fair opportunity.
- Host annual reverse job fair with emphasis on WIOA transitional job opportunities.
- Host a Youth Reverse Job Fair for YWE participants

### ***GOAL #3 OVERCOME EMPLOYMENT BARRIERS OF INDIVIDUALS – Provide equal access to services, training, and support to all job seekers in collaboration with core partners.***

#### STRATEGY 3.1 Assess needs of individuals seeking employment/training

- Assessments will be given to determine skill gaps, occupational needs, and training necessary to reach employment goals.
  - Utilizing various forms of assessments
    - TABE, ACCUPLACER, WORK KEYS ETC....
- Career counseling and career plan development will be part of comprehensive case management and driven by the customer choice.
- Co-enrollment in WIOA programs and partner programs will be utilized when necessary to assure that all barriers are being addressed.
  - Support Services will be utilized to address barriers that exist with participants

#### STRATEGY 3.2 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 evaluations of the AJC to be sure it is physically accessible to our customers.
- Training will be provided to AJC staff on how to effectively serve customers with various barriers.

#### STRATEGY 3.3 Training will meet job seeker needs that meet the current in demand occupation needs

- WDB-MOV will work with local training providers to make short term training available to meet the needs of job seekers.
- Partner collaboration will provide an opportunity for job seekers to obtain micro credentials.
- Region 4 will continue to promote traditional and nontraditional apprenticeship programs.

***GOAL #4 Promote Career Pathway Development Emphasize career pathway development in education and training that leads to employment in high demand fields.***

**STRATEGY 4.1 Adhere to WIOA Career pathways development**

- WDB-MOV will continue to work with Employers, Post-Secondary and Secondary providers to ensure that the career pathways are developed and implemented in accordance with WIOA law and regulations.
- Will continue to collaborate across all partner organizations in defining the pathways and promoting them

**STRATEGY 4.2 Ensure alignment of career pathways**

- Work with mandated partners and employers to align training and education with employer needs.
- Utilize integrated sector groups to continue alignment of training and curriculum development to ensure career pathways are leading to gainful employment.
- Encourage pre-apprenticeship/apprenticeship programs to help align career pathways within demand occupation fields.
- WIOA employer programs will be used to align career pathway opportunities.

**STRATEGY 4.3 Encourage full implementation and utilization of career pathways in training and employment environments**

- Promote and support the creation of pre-apprenticeship and Registered Apprenticeship Programs in non-traditional occupations as part of the career pathway model.
- Provide career guidance to all individuals with barriers about programs and services that provide an effective pathway to meet their career goals.

***GOAL #5 IDENTIFY AND MAXIMIZE POST-SECONDARY AND EMPLOYMENT OPPORTUNITIES FOR YOUTH: Will Continue to work with partners to lessen the barriers youth face towards employment.***

**STRATEGY 5.1 Increase Youth program awareness**

- Regular presentations will be given to local agencies to help gain participants and strengthen partnerships.
- Employer Forums are held in order to increase awareness of employer's programs including youth work experience opportunities.
- Youth Mentoring Events are held quarterly with partner agencies, business and industry members, and community organizations. This event allows for better awareness of the youth program and the barriers they face.
- Regular attendance at County School Board meetings to promote and strengthen relationships
- Utilize varying means of outreach to reach the hardest to serve populations



- Community Teen groups
- Social media
- Increasing presentations to various community groups

**STRATEGY 5.2 Focus on Youth Work Experience**

- Youth work experience opportunities will be emphasized to increase job readiness skills and further promote career pathways.
- Youth work experience will focus on age 16-24
- Work experience opportunities will be aligned with the participants skill sets when determining placement
- Give opportunity to Youth in work experience placement to network with employers through a comprehensive job fair

**STRATEGY 5.3. Clear pathways to success will be identified for IS and OSY**

- For each state in the youth participants life, a clear path to success will be determined. Through case management youth skills will be assessed and career interests discovered.
- A plan of action will be created with the CM and each youth 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.
- Apprenticeship and pre-apprenticeship opportunities will be utilized with collaboration with the office of apprenticeship.
- Cross-referrals to partner agencies and Co-enrollment of OSY in WIOA adult programs will be encouraged to increase employment opportunities and provide extra support.

***GOAL #6 Closer Align Region 4 WDB-MOV Labor Force participation Rate with the National and State average***

**STRATEGY 6.1: Work with partners to assist in referring individuals to basic education**

- Utilize the referral system to refer participants to assist with basic educational needs

**STRATEGY 6.2: Match individuals to post-secondary training or education**

- Utilize career matching/skill survey software to assist individuals in choosing pathways that correspond to their specific skill sets

**STRATEGY 6.3: Utilize career pathways with the youth population, ages 16-24**

**STRATEGY 6.4: Participate and collaborate with the State Workforce Development Board to address the LPR**

- Participate on committees that are focused on increasing the LPR across the region and state

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 online 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
- Employer Solutions Network/ BRN Model

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 Connections, 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, customized training, transitional job, youth work experience, and apprenticeship 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)  
 Circles Campaign of the MOV Inc.

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 resources with primary responsibility of serving business, meet as part of the Employer Solutions Network (ESN). 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.

- (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 #1-6 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. An Employer Solutions Team 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.

(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;

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 Employer 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.

Through the EST 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.

(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

adult and youth program, so Career Specialists are able to provide gas cards for youth who need to travel for work or training. Adults are able to submit for travel reimbursement. Both programs are able to request child or dependent care assistance. 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 Employer Solutions Team (EST) schedules meetings, or business interviews with employers monthly to gather employer challenge and opportunities. The challenge an employer faces can be anything from workforce to expansion. These challenges are shared with resource partners so that a proposal of services can be given to the employer. The EST holds quarterly meetings with the Employer Solutions Network (ESN) to share the employer challenges and give each resource partner an opportunity to provide any solution they might provide as an option to the employer. The ESN team is made up of Economic Development Authorities, Chamber Directors, City employees, Office of Apprenticeship and many more. The ESN is only made up of nonprofit entities that can provide some sort of resource to our employers. The ESN team meets quarterly to share employer needs information among resource partners, 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.

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 fiscal agent is Mountain State Educational Services Cooperative. Area Economic Development Directors serve on the WDB-MOV Board. Through this connection, information is frequently shared to and from economic development directors in the region.

(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 EST, 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 MSESC 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
- Collaborated with WVUP to train in areas of need

#### 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
- Networking after hours
- Coordination and sharing of partner resources

#### Health Care –

- Recruitment and retention in occupations ranging from entry level patient care to those requiring advanced degrees in specific disciplines
- Non-Traditional Registered Apprenticeship Programs

(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. The Career Specialists for CRI are a part of the One Stop Managers team and the Inclusion team set up to identify areas of need and service.

Through the partner referral the following CRI case management assistance is provided for:

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



### **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  
600 18<sup>th</sup> Street, 5<sup>th</sup> Floor  
Parkersburg, WV 26101  
(304) 420-4531,  
(304) 424-6020 (fax)

##### **Roane County**

Old Fences Realty  
820 Capitol St.  
Spencer, WV 25276  
(304) 927-1909 (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)

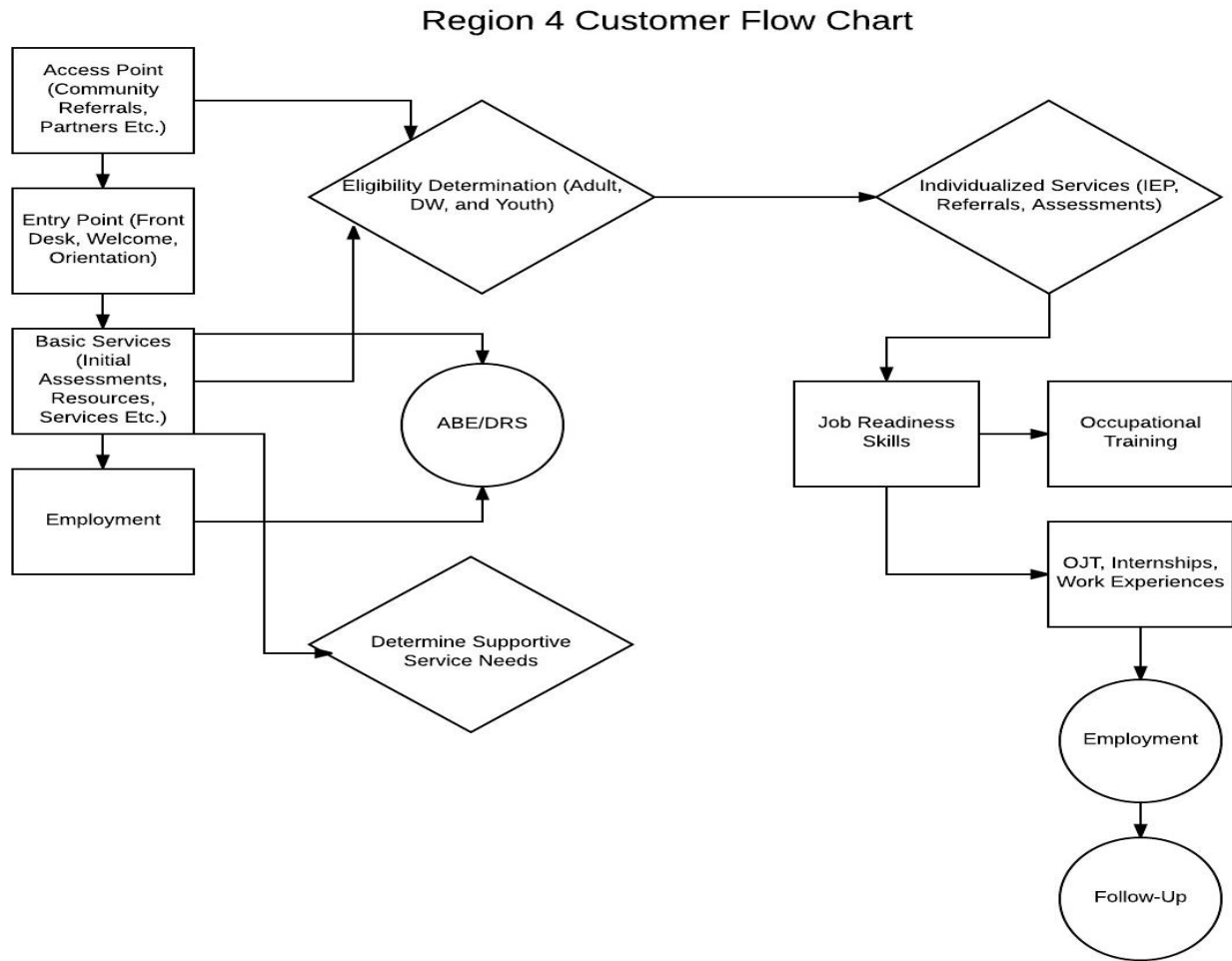
##### **Mason County**

Workforce WV Center  
404 Main Street  
Pt. Pleasant, WV 25550  
(304) 675-7726 (phone)  
(304) 675-0896 (fax)

##### **Ritchie County**

2479 Ellenboro Rd.  
Harrisville, WV 26362  
(304) 643-2855 (phone)

**(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.**



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. 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 in most centers, allowing customer interaction electronically with Career Specialists or employers. When appropriate, staff may also decide 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 can 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 timeline 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 Career Specialists 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 be concerned in demand in Region 4 per WV Workforce's In Demand Occupation List. 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 Employer Solutions 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 Peysner 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 250% of the lower living income standards. This level will be evaluated as the 2020-2021 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: \$5000 for the 1<sup>st</sup> 12 months with a maximum of \$10,000
- Length of Training: Up to 24 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.

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’s defaulted student loan
- 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 Executive Director.

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 provides 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 holds both the in school and out of school WIOA funded youth services in house in the Mid-Ohio Valley region. The Career Connections program serves youth in all nine counties with an emphasis on serving out of school youth

The WDB MOV Career Connections program provides services to those youth facing significant barriers to employment. For example, The Children's Home Society aids youth who are homeless or aging out of foster care. The Department of Rehabilitation Services aids youth with disabilities. County school systems and truancy officers connects the Career Connections program with potential dropouts and youth in alternative education settings. Juvenile probation officers refer offenders involved with the justice system and drug court to the program for structure and work readiness. Through the collaboration of these



and many other organizations, youth can receive a full array of services, that addresses multiple barriers to employment and stability. Career Connections offers the 14 Mandated Elements of WIOA for delivery of service. The mandated program elements are as follows:

1. Tutoring, study skills, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent.
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Paid and unpaid work experiences, including summer employment opportunities and other employment opportunities available throughout the school year; pre-apprenticeship programs; internships and job shadowing; and on-the-job training opportunities.
4. Occupational Skills Training
5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster.
6. Leadership development opportunities.
7. Supportive services.
8. Adult mentoring.
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.
10. Comprehensive guidance and counseling.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area.
14. Activities that help youth prepare for transition to postsecondary education and training.

Emphasis is placed on preparing and placing youth in work experience activities as appropriate. Youth are required to complete specific modules of training (Employment Boot Camp) prior to placement at a worksite. Employment Boot Camp specifically address the soft skills identified by employers as necessary to be successful in employment. Compliance with safety and child labor laws is emphasized while soliciting proposals for the for the work experience component of WIOA. Priorities will be given to worksites that have opportunities that align with a youth's employment goals. If that opportunity is not available for a youth, other worksites will be considered to assist the youth in gaining transferable skills, including soft skills, for future employment opportunities. The youth may also be dual enrolled the WIOA-Adult program to complete a transitional job and/or OJT or 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 Connections 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 areas of high rates of poverty and/or unemployment

Youth are assessed at the time of enrollment into the Career Connections program. The 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 8<sup>th</sup> grade, or to specific industry job seekers, sector partners and WIOA partners. WDB-MOV has partnered with area schools 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 types 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. Career Specialists 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 individualized career 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. Transportation assistance, Childcare assistance and Dependent care assistance are also available to WIOA eligible customers who

are in a training or employment opportunity. 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 250% 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 should provide an 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 needs 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 Specialist 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 dropouts 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. The WDB MOV 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 on career interest/needs/availability. Work experiences 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
- 4) Transitional Jobs
- 5) On-the- job training (OJT) opportunities
- 6) Occupational skill training

## ***4. Occupational skill training***

Career Specialists-works with youth 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 Specialist;
- 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.***

Career Specialists 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 through the program budget (supportive services) to provide assistance with 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 dually enrolled with the Adult program to facilitate the procurement of Individualized Training Account funds to pay for part or possibly all the costs involved.

Once enrolled in college or technical training, the participant is retained in the Career Connections program for at least one (1) semester to ensure 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. Several components of the program design help to build participants' responsibility and leadership.

***7. Supportive services***

Career Connections 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.

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 Career Specialist 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, 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 Career Specialists 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 Career Specialist 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: Staff 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.***

Career Connections 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. 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***

Career Connections 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. Staff developed a Shark Tank entrepreneurial project where the Youth were mentored by local business leaders to develop a product, formulate a marketing place, and present it to a panel of judges composed of local business leaders, government officials, and business owners.

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.***

Career Connections 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 Career Specialist 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.



Labor Market presentations are also given to Youth as well as community outreach in our 9-county region. These presentations include Labor Market and employment information.

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

Youth Career Specialist 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), 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**

Career Connections 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 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 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;*

Career Specialists actively work with and engage community, social services, and youth organizations to help publicize Career Connections through informational flyers, personal contact with program Career

Specialists, and presentations (if appropriate for the agency) to potential customers. **With WIOA'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 Connections Career Specialists in Wood, Jackson, Mason, Ritchie, Roane, Clay and Calhoun counties have built a relationship with the instructors at their Adult Education sites. Youth Career Specialists are contacted by the Adult Education instructor if they have identified a student who falls within the 17-24-year-old age range. Career Specialists then go to the AE classrooms and meet with the potential participant individually. Career Specialists also give presentations to groups at Adult Education- these presentations are done on an as needed basis. Continual contact between the Career Specialists and the AE instructor ensure that they are contacted when there are potential candidates attending classes.
- **S.P.O.K.E.S. classes-** Career Specialists 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 Connections program. Youth Career Specialists are contacted by the SPOKES instructor if they have identified a student who falls within the 17-24-year-old age range.
- Career Specialists then go to the SPOKES classrooms and meet with the potential participant(s) individually Career Specialists also give presentations to groups SPOKES classes- these presentations are done on an as needed basis. Continual contact between the Career Specialist and the SPOKES instructor ensure that they are contacted when there are potential candidates attending classes.
- **Day Report Centers-** Career Specialists 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-** Career Specialists 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 Career Specialists attend the weekly Juvenile Drug Court Treatment Team meetings once a week. (Wednesdays 2:30-4:00) Referrals are made to the Career Connections program by the judge/probation officer/other Treatment Team members.
- **Family Resource Networks-** Career Specialists attend monthly Family Resource Network meetings in all nine counties in the region. Career Specialists present information on the Career Connections program and update with any programmatic information.
- **Community Resources Inc.-** Career Specialists are familiar with their Community Resources counterpart in each of their counties that have a CRI. Career Specialists maintain regular contact with the CRI rep and refer customers as appropriate.
- **County Attendance Directors (AD)-** Career Specialists maintain regular contact with ADs 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 recently dropped out of high school. Due to HIPPA laws the AD can only refer the student to our Career Specialists and cannot give the Career Specialists the students information. Career Specialists 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-Career Specialists maintain regular contact with the TLP director and make sure that they are aware of all the services Career Connections offer Youth in the area. The referral process is ongoing.

- Attendance officers at High Schools across the region- Career Specialists are in contact with the attendance officers at the high schools across the region. The contact is ongoing. Career Specialists make sure that the high schools have up to date contact information and that they are fully aware of services (modifications to services and new services) provided by Career Connections.
- Community and Technical Schools- Career Specialists attend meetings at the Community and Technical schools within their counties. The contact is at least quarterly. Career Specialists determine a single point of contact at each school/center and ensure that they are maintaining communication and updating contact and services info. Career Specialists also participate in career fairs and job fairs at CTC's across the region, strengthening the relationship with the school.
- DHHR/TANF programs- Career Specialists maintain regular contact with their DHHR counterparts in each of their counties. They ensure that they are maintaining communication and updating contact and services info.

**Career Specialists recruit at special events/community events across the region:**

- Sporting Events- Career Specialists attend large high school sporting events in their counties to try to recruit OSY participants between the ages of 17-24. Career Connections has two approved display boards to share across the region. When Career Specialists attend this type of event for recruitment, they set up a table with the Career Connections display and hand out Career Connections-flyers. The majority of the time, Career Connections participants help the Career Specialists 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 Connections Career Specialists set up a table and the Career Connections display and try to recruit anyone within the 17-24 age range.
- Parades and local festivals- Career Specialists in multiple counties attend local festivals and parades to promote and recruit for the Career Connections program. In the past, Clay County participants promoted Career Connections at the Golden Delicious Apple Festival parade. Roane County Career Specialists set up recruitment tables at the Walnut Festival. In the past, Career Specialists and participants set up recruitment tables at the West Virginia Interstate Fair and the West Virginia Arts and Crafts Festival.
- Career Days- Career Specialists participate annually in the Mid-Ohio Valley Technical Institute Career Day for their students, High School Job Fairs held throughout the region, and the Joe Manchin Job Fair held annually at WVUP.
- Community Baby Showers- Career Specialists in each county participate in the annual 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 Connections-Career Specialists and participants set up a table with the Career Connections display to try to recruit any appropriate 17-24-year old.
- Family Resource Network events- Career Specialists in all nine counties are continuously involved with the Family Resource Network. Career Specialists and participants in Jackson and Mason counties participate in the Family Christmas events in each county. Annually Career Specialists and participants participate in the "back to school" events hosted by the FRN in each of their counties.

**Career Specialists recruit at local youth “hang-outs” a few listed below:**

- Shopping Centers- have traveled through heavily trafficked shopping centers in their counties to try to recruit youth. In the past Career Specialists in Clay County set up a recruitment table outside of the local Walmart to promote the Career Connections program and recruit new participants.
- Public Housing- Career Specialists have met with the Public Housing Authority in Mason, Wood and Jackson Counties. They have given their contact information and information about the Career Connections-program. The Career Specialists maintain annual contact.
- Boys & Girls Clubs- Career Specialists 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.
  
- **Career Specialists use the following forms of outreach to recruit potential participants for the Out of School Youth Career Connections program:**
- Newspaper articles and public service announcements promoting special events- Contact is made to the local news outlets when the Career Connections-program hold special events i.e. The annual Cook-Off etc.
- Flyer distribution in selected locations- Career Connections flyers are left at all partner agencies, high schools, local churches, DHHR offices etc.- Flyers are updated annually unless otherwise needed to update Career Specialists contact information.
- Social media-Facebook Pages- Each Career Specialist has a Facebook page that they utilize to maintain contact with active participants, promote the Career Connections-program and recruit new participants.

**Career Connections-website-**

In conjunction with the WDB MOV, Career Connections has developed an informational website highlighting the staff and providing an overview of Career Connections programming. The website is used to highlight events and to provide information 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 both the in school and out of school WIOA funded youth services in house in the Mid-Ohio Valley area. The Career Connections program serves youth in all nine counties.

The WDB MOV and Career Connections 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 aids youth with disabilities. County school systems connect our program with potential drops-outs and youth in alternative education settings.

Juvenile probation officers refer offenders to the Career Connections 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 Connections 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 WDB MOV has included the following as barriers when determining eligibility for youth seeking enrollment in the WIOA funded Career Connections 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 Connections program. TABE 11/12 is the primary assessment tool used in the region to determine basic skills levels. Youth that are basic skills deficient (BSD) are offered remediation through a variety of means including online training programs, tutoring, and referrals to Adult Education.

WDB MOV plans to provide summer employment opportunities for 50 to 60 Career Connections participants during summer. 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 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 individualized career 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 needs 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 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 quarter* for 12 months to offer assistance/support services/workplace 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 (2) 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*. Career Specialists will notify the participant that he/she will be contacted by a staff person *once a quarter* 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 two (2) attempts per month—documented. Attempts may not be on the same day.

**Sample note:** (time of contact attempt) 1:30 p.m. 12/1/19 (date) by phone (number).

No answer after 10 rings. Left message to return my call. 1<sup>st</sup> 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. (there must be follow up notes with attempts for the previous 3 months).

The youth participant may also opt out of follow up services by providing a written/verbal request to end services. This must be documented in the MACC.

## **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 Career Specialists 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 Career Specialists participate in orientations for UI claimants to make them aware of opportunities through WIOA. Orientations are held several times a week and Career Specialists 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. With appropriate releases, assessment information is also available through the LACES data system and MACC system collaboration.
- 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 to 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 Mid-Ohio Valley Regions.

(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 Mountain State Educational Services Cooperative (MSESC) Regional Adult Education Coordinator of the Mid-Ohio Valley region has been appointed to the Workforce Development Board to represent Title II services that fall under Adult Education. The job duties of the Regional Adult Education Coordinator include coordinating programs and providing technical assistance to all other West Virginia Adult Education programs in the region. She communicates with and meets with all regional adult education staff on a regular basis

(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 Jackson and Mason counties. The Adult Education centers provide various services, including ESOL, basic literacy instruction, West Virginia High School Equivalency preparation, college preparation, industry-recognized credentials, 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 mailbox 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 can access information to share with the local DRS office to share with all customers in need of AJC services. As the DRS Liaison can 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 can assist with customers with disabilities that may be struggling in the AJC process and provide resources to those customers and Career Specialists. The DRS Liaison can assist with customers with disabilities that may be struggling in the AJC process and provide resources to those customers and Career Specialists. The DRS Employment Specialist is part of the Employer Solutions Network team meeting in which through employer need sharing, any employer challenge regarding 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 are shared with the DRS Employment Specialist and they are included as a resource on the proposal of network partner services available to the business.

DRS is part of the Inclusion Team and can aid 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 Connections 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 an Employer Solutions Rep to provide services. The Employer Solutions 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 has entered into a Memorandum of Understanding with Mountain State Educational Services Cooperative to serve as the entity responsible for the disbursement of grant funds and fiscal services for WIOA activities. An Executive Director and program staff have been hired to work full time with Workforce Development Board activities. In addition, other MDESC 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. Currently there is an Infrastructure Funding agreement in place that governs the contributions made by required partner staff into the American Job Centers. Currently some partners pay a lease amount for their space located within the AJC's at Parkersburg and Ripley, most contributions are in kind contributions rather than monetary. Other county sites are provided for case management staff. Should funding levels decrease, the number of locations supported will have to decrease. A review of all AJC locations including satellite and affiliate sites will be conducted. The review will include but is not limited to cost to operate, staffing levels, partners, and participants served before decisions on which locations could be supported. 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.

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.

(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 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 PY 20 & PY 21 negotiated measures:

**Table 9: PY 20 & PY 21 State Negotiated Performance**

WIOA Performance Measures	West Virginia	
	Final Negotiated Goals	
	PY 20	PY 21
<b>WIOA Adults</b>		
Employment (Second Quarter after Exit)	69.3%	69.3%
Employment (Fourth Quarter after Exit)	69.6%	69.6%
Median Earnings	\$ 6,251.00	\$ 6,251.00
Credential Attainment Rate	78.0%	78.0%
Measurable Skill Gains	28.0%	33.0%
<b>WIOA Dislocated Workers</b>		
Employment (Second Quarter after Exit)	81.2%	81.2%
Employment (Fourth Quarter after Exit)	83.2%	83.2%
Median Earnings	\$ 9,719.00	\$ 9,719.00
Credential Attainment Rate	83.0%	83.0%
Measurable Skill Gains	27.5%	35.0%
<b>WIOA Youth</b>		
Employment (Second Quarter after Exit)	63.3%	63.3%
Employment (Fourth Quarter after Exit)	69.7%	69.7%
Median Earnings	\$ 3,182.00	\$ 3,182.00
Credential Attainment Rate	73.3%	73.3%
Measurable Skill Gains	34.4%	34.4%
<b>Labor Exchange (LEX)*</b>		
Employment (Second Quarter after Exit)	61.0%	61.0%
Employment (Fourth Quarter after Exit)	62.5%	64.0%
Median Earnings	\$ 5,093.00	\$ 5,093.00
Effectiveness in Serving Employers		

**Table 10: One Stop Performance Expectations 20-21**

One Stop Coordinator Performance Measures	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	% Holdback
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1	A One Stop recruitment plan will be submitted to the WDB Director by the 3rd month of the 1st quarter. Partner recruitment will be monitored in the 4th quarter to assure - Measured by partner attempts in letters 3-5 per quarter. Currently at 47% Occupied, Goal is 15% increase in occupancy	x			x	0.50%
2	Partner information, updates, and events will be shared with the WDB for podcast material.	x	x	x	x	0.50%
3	Employer forum coordination and planning collaboration with the WDB.		x		x	0.50%
4	The Monthly Newsletter will be sent out by the 10th of every month with events for the following month and will follow the WDB newsletter template.	x	x	x	x	0.50%
<b>Total performance holdback</b>						<b>2.00%</b>
<b>One Stop Case Management Performance Measures</b>		<b>1st Qtr</b>	<b>2nd Qtr</b>	<b>3rd Qtr</b>	<b>4th Qtr</b>	<b>% Holdback</b>
1	Customers enrolled in training (classroom or OJT) will be contacted after the 5th business day of training but before the 10th business day	x	x	x	x	0.50%
2	Measureable Skills Gain- all OJT or ITA participants should have a MSG entered in for a training milestone, ex. OJT Midpoint review, and the ITA report cards.	x		x		0.50%
3	All OJT customers will have Midpoint Reviews and training outlines uploaded in MACC, as well as in customer files.	x		x		0.50%
4	Outcomes-credential obtainment and/or entered employment shall be entered for all customers.		x		x	0.50%
<b>Total performance holdback</b>						<b>2.00%</b>

**Table 11: Youth Performance Expectations 20-21**

Additional Performance Expectations	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	# of Quarters
YWE participants will all have a midpoint review with a note in MACC, as well as a business visit on the employer in MACC. Staff should be visiting Youth at place of WE to do Mid-point evaluation.		x		x	2
At least 2 Monthly Recruitment Activities for each county will be submitted to the WDB-MOV Director by the last day of each month. The reports must include: Contacts, # of referrals from the contact, # of customers enrolled as a result of the contact.	x	x	x	x	4
Outcomes-credential obtainment and/or entered employment shall be entered for all customers.			x	x	2
Measurable Skills Gain- all youth participants should have a MSG entered in for completion of a training milestone, ex. Report card.	x			x	2
Follow up services will be provided and documented in MACC for each exited youth. See WDB-MOV Policy #26 Case Management and Follow Up and refer to 20 CFR 681.580		x		x	2

(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 \$5,000 in funding may be available for the first year of training with a maximum of \$10,000 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 eligible 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](http://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 an 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. Career Specialists are trained to assist the customer in making an informed choice and work closely with the customer to ensure his/her success through regular contact and support.

In addition to the above contracts, WIOA customers have the opportunity to receive training through a registered apprenticeship either traditional or non-traditional. The Registered Apprenticeships are available to all WIOA eligible customers, provided they meet any additional criteria set forth by participating employer or training provider. The above steps will be taken to secure and ATA



(Apprenticeship Training Account) and OJT contract. Please refer to Region 4 WIOA Policy # 33 regarding Apprenticeship opportunities.

(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 February 17<sup>th</sup> through March 6<sup>th</sup>. 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 Career Specialists.

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 the WDB Staff and Fiscal Staff. 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

<b>Priority of Service</b>							
<b>Effective April 22, 2016</b>							
<b>ADULTS 150%</b>							
<b>Monitoring Schedule PY 19-20</b>							
<b>1st Quarter</b>		<b>2nd Quarter</b>		<b>3rd Quarter</b>		<b>4th Quarter</b>	
July - September 19		October-December 19		January - March 20		April - June 20	
<b>One Stop</b>	<b>Youth</b>	<b>One Stop</b>	<b>Youth</b>	<b>One Stop</b>	<b>Youth</b>	<b>One Stop</b>	<b>Youth</b>
<b>Negotiated</b>	<b>Comprehensive</b>	<b>Comprehensive</b>	<b>Negotiated</b>	<b>Negotiated</b>	<b>Comprehensive</b>	<b>Comprehensive</b>	<b>Negotiated</b>
Monitoring begins in October 2019		Monitoring begins in January 2020		Monitoring begins in April 2020		Monitoring begins in July 2020	

(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 An 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 can 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 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. Which our procedures in handling granted funds from Workforce WV will be at a minimum as strong as Workforce WV's policy as described in West Virginia Code Section 5A-3-1 et seq., and the Code of State Rules Section 148-1-1 et. Seq as well as the applicable West Virginia Purchasing Division Procedure Handbook.

2 CFR 200.318 states that non-federal entities will reflect applicable state laws and regulations "which....conform to applicable federal law." All purchases must also follow West Virginia Code Section 5A-3-1 et seq., and the

Code of State Rules Section 148-1-1 et. seq. The Purchasing Division Procedure Handbook can be found at: <http://www.state.wv.us/admin/purchase/Handbook/default.html>, which Region IV assures it is following.

(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 2 CFR 200.

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.

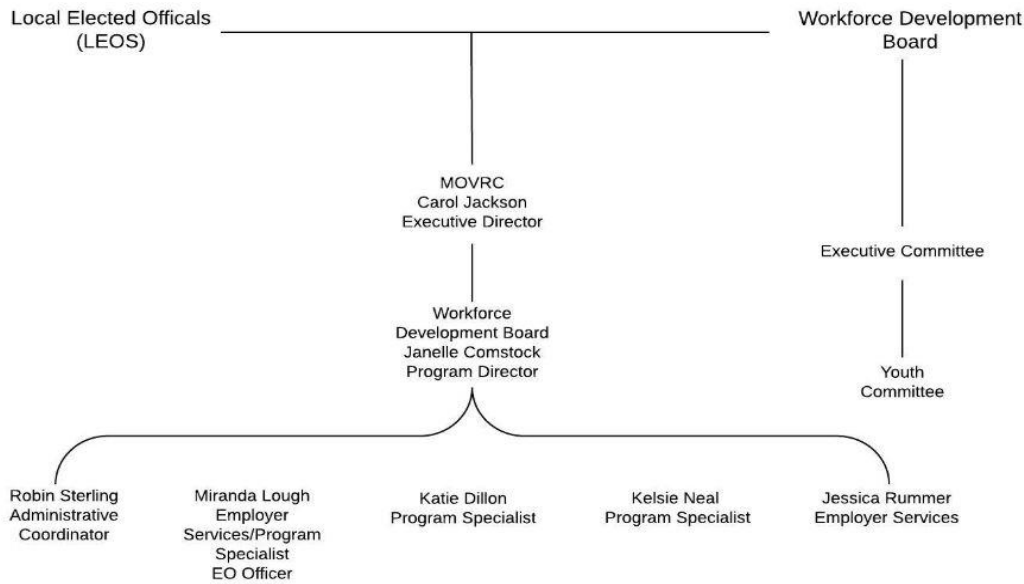
(T) A description of the Local Board or fiscal agent's accounting procedures, including the procedures used in preparing reports to the State. In addition to the requirement that all financial transactions be conducted in compliance with Generally Accepted Accounting Principles (GAAP), the fiscal management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

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

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

## 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 MSESC accounting procedures and policies.
- **Obligation control system**
  - Please refer to MSESC accounting procedures and policies.
- **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.



- [Chart of account system](#)
  - Please refer to MSESC accounting procedures and policies.
- [Accounts payable system](#)
  - Please refer to MSESC accounting procedures and policies.
- [Staff payroll system](#)
  - Timesheets are maintained by each employee. Executive Director approved those; MSESC will process the payroll checks. Each timesheet records time by cost center and is directly charged to the appropriate grant.
  - Please refer to MSESC accounting procedures and policies.
- [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 MSESC, 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 MSESC.

[\(Y\) 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 2020-2021

(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 debt 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 MSESC 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 4 of the counties as distressed, 3 at risk, and 2 as transitional counties. Wood County is also the largest county with a population of 86,017. Wirt County is the smallest with a population of 5,800.

#### *Demographics for the region:*

Population:	196,170 individuals
Population by age:	Nearly 43% of population is 54 years of age and older
Median household income:	\$40,031
People living in poverty:	17%
Labor Force:	81,800 individuals
Labor Participation Rate:	51%
Education Attainment Levels:	52% have a high school diploma or less (43% nationally) 30% 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, 2018

Largest Industries of MOV	Employment 2018	% of Employment
Government	13,900	20%
Trade Transportation and Utilities	13,200	19%
Education and Health Services	10,700	16%
Construction & Leisure & Hospitality	6,900 & 6,500	10% (each industry)
Manufacturing	6,400	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, Business, Manufacturing, IT and Service occupations were identified as growing and in demand by the 2016-2026 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, business, 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 top five growing industries in WIOA Region 4 are contained largely within health care and construction. The health care sector contains the greatest numeric growth of industries on the list and includes Ambulatory Health Care Services, and Social Assistance. Other growing industries include Waste Management and Remediation Service, Heavy and Civil Engineering Construction, and Construction of Buildings. The greatest declines in the WIOA Region 4 are found in Miscellaneous Manufacturing, Real Estate, Publishing Industries (except Internet), Sporting Goods, Hobby, Book, and Music Stores, and Support Activities for Mining.

Table 2: WIOA Region 4 Industry Employment Projections 2016-2026

<b>Region 4 Industry Employment Projections 2016-2026</b>				
	<b>Estimated 2016 Employment</b>	<b>Projected 2026 Employment</b>	<b>Annual Growth Rate</b>	<b>Numeric Change</b>
<b>Growing Industries</b>				
Ambulatory Health Care Services	3478	4309	2.2	831
Social Assistance	2082	2491	1.8	409
Waste Management and Remediation Service	438	503	1.4	65
Heavy and Civil Engineering Construction	672	765	1.3	93
Construction of Buildings	745	842	1.2	97
<b>Declining Industries</b>				
Miscellaneous Manufacturing	102	97	-0.5	-5
Real Estate	252	244	-0.3	-8
Publishing Industries (except Internet)	199	194	-0.3	-5
Sporting Goods, Hobby, Book, and Music Stores	285	280	-0.2	-5
Support Activities for Mining	883	868	-0.2	-15

Source: Workforce West Virginia Unified State Plan

Table 3; information provided by the West Virginia State Plan, Region 4 Occupational projections with the most projected annual growth in WIOA Region 4 include Home Health Aides; Personal Care Aides; Nurse Practitioners; Occupational Therapy Assistants; and Respiratory Therapists. The greatest annual rate of decline will be seen among Legal Secretaries; Executive Secretaries and Executive Administrative Assistants; Medical Transcriptionists; Labor Relations Specialists; and Floral Designers.

Table 3: WIOA Region 4 Occupational Projections 2016-2026

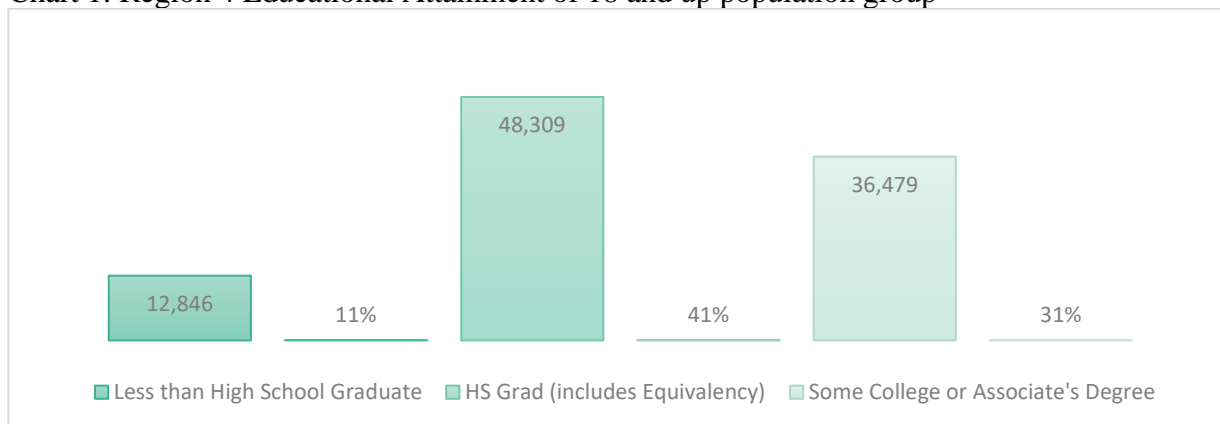
Region 4 Occupational Projections 2016-2026	
Greatest Growth Occupations	Greatest Declining Occupations
Home Health Aides	Legal Secretaries
Personal Care Aides	Executive Secretaries and Executive Administrative Assistants
Nurse Practitioners	Medical Transcriptionists
Occupational Therapy Assistants	Labor Relations Specialists
Respiratory Therapists	Floral Designers

Source: Workforce West Virginia Unified State Plan

(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: Within this population group, 41 percent have a high school diploma or less, while 31 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.

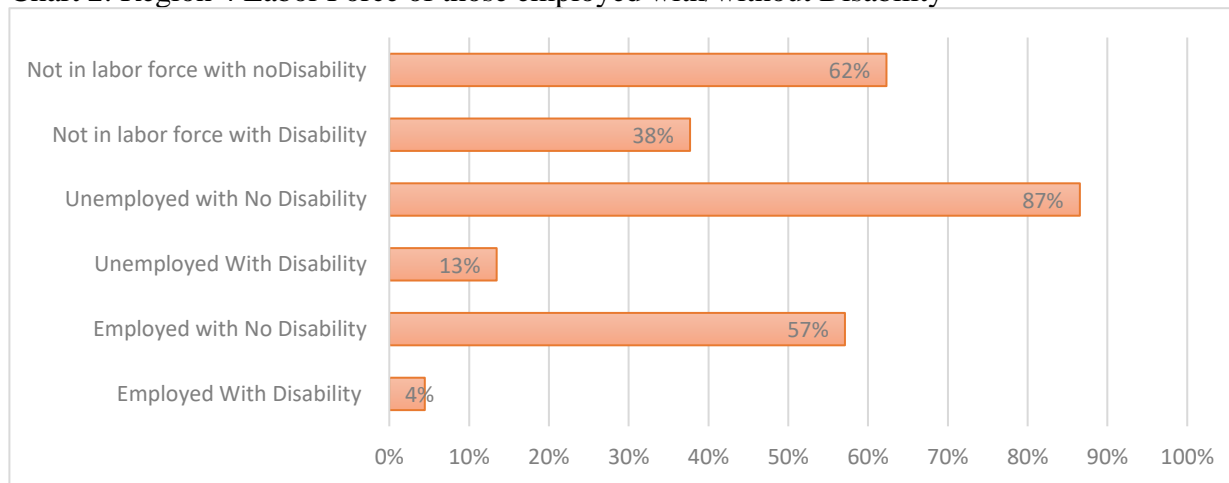
Chart 1: Region 4 Educational Attainment of 18 and up population group



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

Chart 2 shows the number of individuals in Region that are either employed, unemployed or not in the labor force that have a disability. The percentages are low for those employed with a disability within the region as is the percentage with a disability unemployed. Region 4 coordinates services with Division of Rehabilitation Services to serve those with disabilities.

Chart 2: Region 4 Labor Force of those employed with/without Disability



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, so it gives a good indication of what skills, knowledge and abilities we need to address in Region 4.

Table 4: Top 10 areas of Knowledge demands across Region 4

Knowledge	Demand
Customer and Personal Service	2289
English Language	1241
Psychology	666
Medicine and Dentistry	514
Clerical	416
Mathematics	412

Education and Training	382
Therapy and Counseling	297
Administration and Management	222
Public Safety and Security	174

**Table 5:** Top 10 areas of Skills demands across Region 4

<b>Skill</b>	<b>Demand</b>
Active Listening	2139
Social Perceptiveness	1710
Service Orientation	1500
Speaking	1212
Reading Comprehension	976
Critical Thinking	915
Monitoring	730
Writing	641
Coordination	612
Judgment and Decision Making	569

**Table 6:** Top 10 areas of Ability demands across Region 4

<b>Ability</b>	<b>Demand</b>
Oral Comprehension	2288
Oral Expression	2132
Problem Sensitivity	2117
Near Vision	1476
Speech Recognition	1407
Written Comprehension	1089
Speech Clarity	1082
Written Expression	870
Deductive Reasoning	858
Inductive Reasoning	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 7: 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 within the workplace. The employers look at 6 different groups and within those groups the skills have been divided amongst.

Table: 8 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

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<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, Material Resources, and 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 9: Ability Assessment

<b>Group</b>	<b>Description</b>	<b>Elements</b>
<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

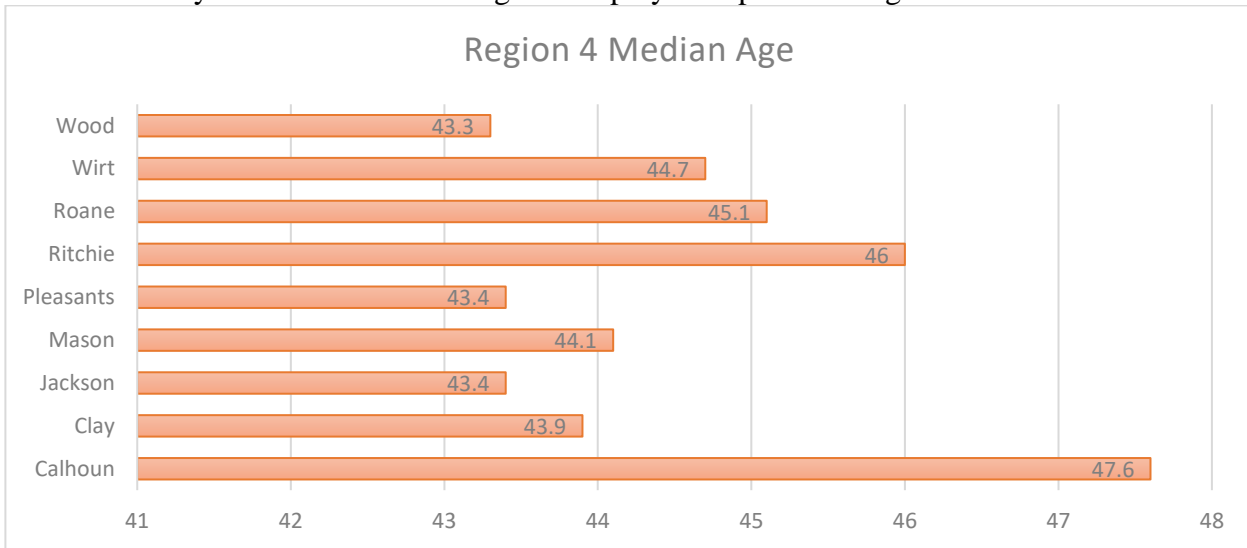
(Source: O\*Net online, <https://www.onetonline.org> )

**(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;**

Per the U.S. Census Bureau’s 2014 American Community Survey, Region 4’s estimated population is 196,170. Approximately 51% of this population is in the civilian labor force; while 94.2% of this group is employed, only 5.8% of this group is unemployed. The Median age for Region 4’s population rests around

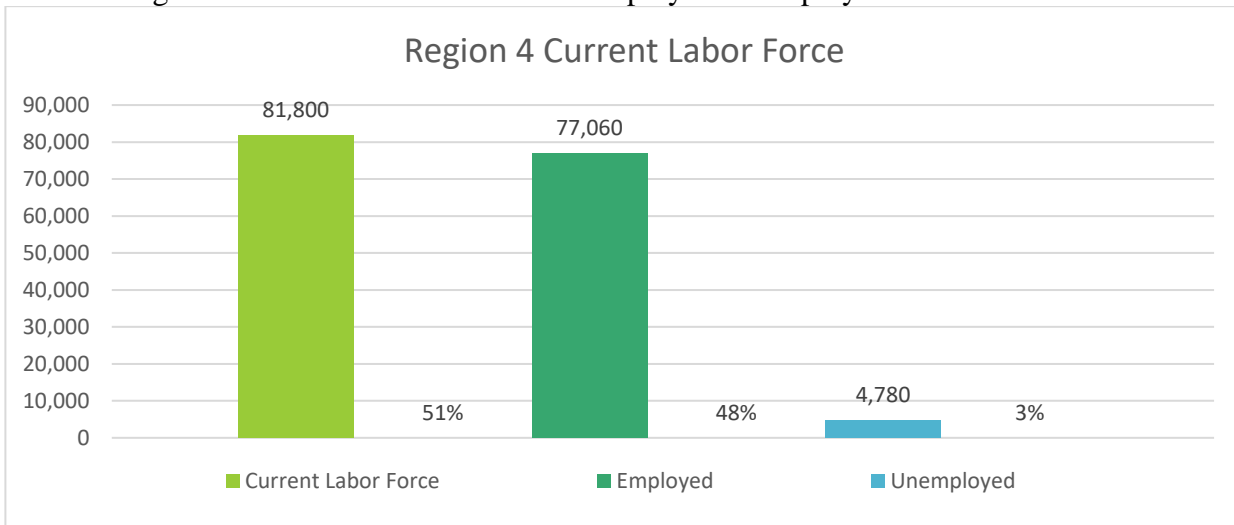
44.6 years old. Approximately 159,594 are within the 16 and up age range. Of this population group 51% are in the Civilian labor force and approximately 48% are employed; while only 3% remain unemployed.

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



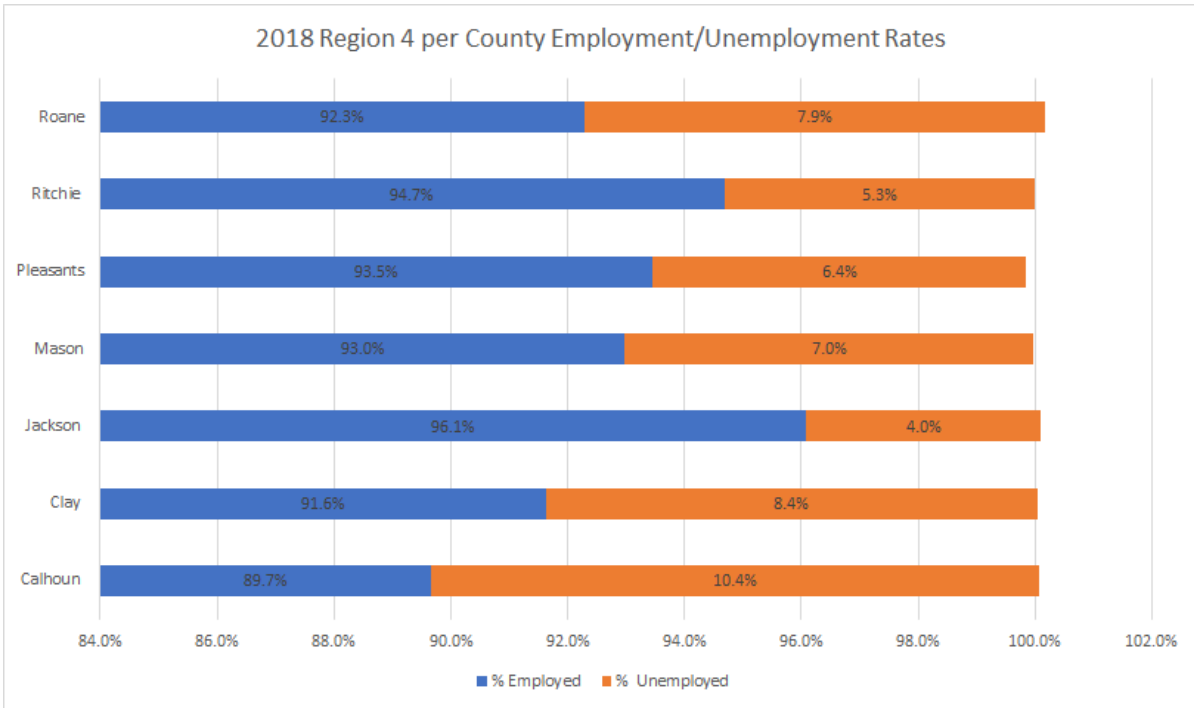
Source: Workforce West Virginia LMI data <http://lmi.workforcewv.org/>

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



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

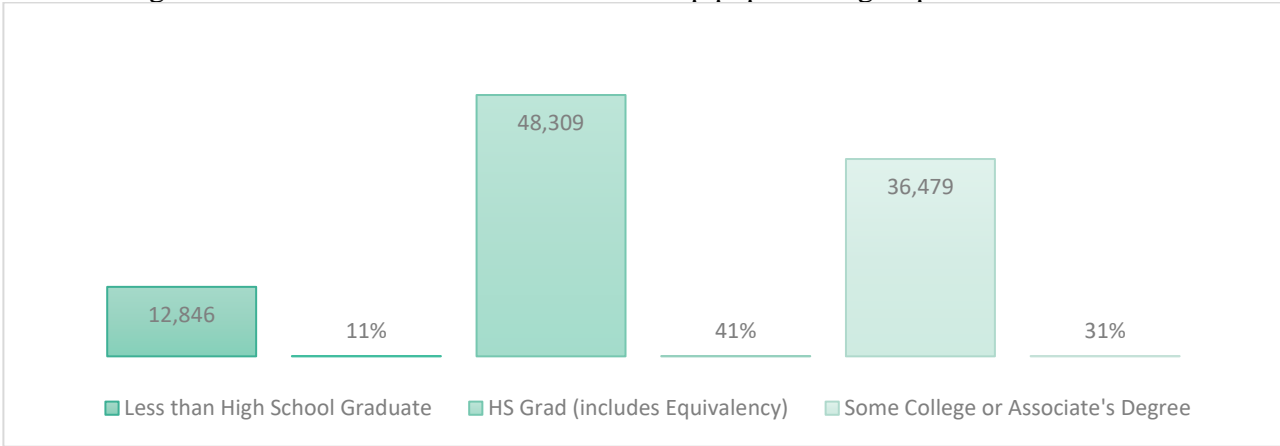
Chart 3: Region 4 County breakdown Employment/Unemployment Rates



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

The Educational attainment of this population group: Within this population group, 41 percent have a high school diploma or less, while 31 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: 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 ensure 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 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 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 needs 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 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 is a partner in delivering services for Department of Health and Human Resources (DHHR) programs in Region 4. Currently the WDB-MOV provides the Supplemental Nutrition Assistance Program Employment and Training for five of the nine county region. The additional 4 counties are to come online by 2021. Through these funds WDB-MOV is able to assist those that are required to work to continue receiving benefits through career services.

The SNAP E & T is a win for all – providing comprehensive guidance and career counseling to ABAWD participants. These participants are referred over to WIOA Career specialists to assist in meeting their required hours either through training or employment. The WDB-MOV and its partners have been able to strengthen their relationship through this endeavor.

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.

## Section 2: Region 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

Region 4 Demand Occupations		
Methodology established by the WDB-MOV:		
<p><b>Occupations must meet the following criteria:</b> 1% annual growth rate with 8 or more annual openings <b>OR</b> 24 or more annual openings regardless of growth rate <b>OR</b> come from the WV Demand Occupations Region 4 2014-2024 <b>OR</b> are included per Empirical Data from Development Directors or published hiring announcements and review of recent job orders in Region 4.</p>		
SOC Code		
Job Title		
Education Requirements		
APPRENTICESHIP PROGRAMS		
All REGISTERED APPRENTICESHIP Programs on the Eligible Training Provider List		
See: <a href="http://workforcewv.org/job-seekers/training/apprenticeships.html">http://workforcewv.org/job-seekers/training/apprenticeships.html</a> for the complete list		
BUSINESS and FINANCIAL OPERATIONS OCCUPATIONS		
11-1021	General and Operations Managers	Bachelor's degree
11-3031	Financial Managers	Bachelor's degree
11-9111	Medical and Health Services Managers	Associate degree/Bachelor's degree
13-1071	Human Resources Specialists	Bachelor's degree
13-1111	Management Analysts	Bachelor's degree
13-1151	Training and Development Specialists	Bachelor's degree
13-1161	Market Research Analysts and Marketing Specialists	Bachelor's degree
13-2011	Accountants and Auditors	Bachelor's degree in Business/Accounting
ENGINEERING		
17-2051	Civil Engineers	Bachelor's degree
17-3022	Civil Engineering Technicians	Associate degree
17-3027	Mechanical Engineering Technicians	Associate degree
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
<b>SOCIAL SERVICES</b>		
21-1021	Child, Family, and School Social Workers	Bachelor's degree
21-1091	Health Educators	Bachelor's degree
21-1092	Probation Officers and Correctional Treatment	Bachelor's degree
21-1093	Social and Human Service Assistants	Bachelor's degree
<b>PRACTICING LAW OCCUPATIONS</b>		
23-2011	Paralegals and Legal Assistants	Associate degree
<b>EDUCATION and TRAINING OCCUPATIONS</b>		
25-2011	Preschool Teachers, Except Special Education	Associate degree
25-2012	Kindergarten Teachers, Except Special Education	Bachelor's degree
25-2021	Elementary School Teachers, Except Special Education	Bachelor's degree
25-2022	Middle School Teachers, Except Special Education	Bachelor's degree
25-2031	Secondary School Teachers, Except Special Education	Bachelor's degree
25-2052	Special Education Teachers, Kindergarten and Elementary School	Bachelor's degree
25-2053	Special Education Teachers, Middle School	Bachelor's degree
25-9041	Teacher Assistants	High school diploma or equivalent/Postsecondary certificate
<b>HEALTHCARE PRACTITIONERS and TECHNICAL OCCUPATIONS</b>		
29-1126	Respiratory Therapist	Associate degree
29-1141	Registered Nurses	Degree; License required
29-2012	Medical and Clinical Laboratory Technicians	Associate degree
29-2021	Dental Hygienists	Associate degree
29-2034	Radiologic Technologists	Associate degree
29-2041	Emergency Medical Technicians and Paramedics	Postsecondary certificate/Apprenticeship
29-2053	Psychiatric Technicians	Postsecondary certificate
29-2056	Veterinary Technologists and Technicians	Associate degree
29-2061	Licensed Practical and Licensed Vocational Nurses	LPN Certification; License required
29-2071	Medical Records and Health Information Technology	Postsecondary certificate/associate degree
<b>HEALTHCARE SUPPORT OCCUPATIONS</b>		
31-1011	Home Health Aides	High school diploma or equivalent/Postsecondary certificate
31-1014	Nursing Assistants	"C.N.A"
31-2011	Occupational Therapy Assistants	Associate degree
31-2021	Physical Therapy Assistants	Associate degree

31-9091	Dental Assistants	Postsecondary certificate
31-9092	Medical Assistants	Postsecondary certificate/associate degree
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	High school diploma or equivalent/associate degree
31-9097	<b>Phlebotomists</b>	<b>must be attached to additional training in the medical field</b>
<b>POLICE/SECURITY OCCUPATIONS</b>		
33-3051	Police and Sheriff's Patrol Officers	High school diploma or equivalent/Postsecondary certificate
<b>OFFICE and ADMINISTRATIVE SUPPORT OCCUPATIONS</b>		
43-1011	First-Line Supervisors of Office and Administrative Support	Bachelor's degree/High school diploma or equivalent
43-3021	Billing and Posting Clerks	High school diploma or equivalent/associate degree
43-3031	Bookkeeping, Accounting, and Auditing Clerks	Associates degree in Business/Accounting
43-4061	Eligibility Interviewers, Government Programs	Associate degree
43-4131	Loan Interviewers and Clerks	Bachelor's degree/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/associate degree
43-9041	Insurance Claims and Policy Processing Clerks	High school diploma or equivalent/associate degree
43-9061	Office Clerks, General	High school diploma or equivalent/associate degree
<b>CONSTRUCTION and EXTRACTION OCCUPATIONS</b>		
47-2031	Carpenters	Apprenticeship/ Building Construction
47-2061	Construction Laborers	Apprenticeship/ Building Construction
47-2073	Operating Engineers and Other Construction Equipment Operator	Apprenticeship/Building Construction
47-2111	Electricians	Apprenticeship/License required/ Tech School
47-2051 & 47-2161	Plasterers & Cement Masons	Apprenticeship/Building Construction
47-2181	Roofers	Apprenticeship/Building Construction
47-2152	Plumbers	Apprenticeship/Building Construction
47-2131	Heat and Frost Insulators	Apprenticeship/Building Construction
47-2011	Boilermakers	Apprenticeship/Building Construction
47-2141	Painters	Apprenticeship/Building Construction
<b>INSTALLATION, MAINTENANCE and REPAIR OCCUPATIONS</b>		



49-1011	First-Line Supervisors of Mechanics, Installers, and Repair	High school diploma or equivalent/Postsecondary certificate
49-3023	Automotive Service Technicians and Mechanics	ASE Certification
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	ASE Certification/ Degree
49-3042	Mobile Heavy Equipment, Mechanics	Postsecondary certificate
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics	Apprenticeship/Associates Degree
49-9041	Industrial Machinery Mechanics	Associates Degree/ Trade school
49-9071	General Maintenance and Repair Workers	Vocational Training/Certification/Associates Degree
<b>PRODUCTION OCCUPATION</b>		
51-1011	First-Line Supervisors of Production and Operating Workers	Postsecondary certificate
51-4121	Welders, Cutters, Solderers, and Brazers	High School Diploma/Equivalent, Certification
51-8091	Chemical Plant and System Operators	Certification or Bachelor's degree in Chemical Operator
51-9011	Chemical Equipment Operators and Tenders	High school diploma or equivalent/Postsecondary certificate
<b>TRANSPORTATION and MATERIAL MOVING OCCUPATIONS</b>		
53-3032	Heavy and Tractor-Trailer Truck Drivers	CDL-A, CDL-B
53-5011	Sailors and Marine Oilers (Deckhands)	High School Diploma/Equivalent
53-5021	Captains, Mates, and Pilots of Water Vessels	Bachelor's degree

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.

Region 4 has taken a collaborative approach to provide support to sector and occupational needs. Through the following methods sector needs are identified and supported through partner collaboration:

- **Employer Solutions Network Meetings (ESN)**
- **Formal Sector Meetings**
- **Networking Events**
- **Face to Face Employer Visits**

**ESN Meetings**

One-way industry needs are discovered and addressed is through the Employer Solutions Network Meetings. These meetings are made up all non-profit partner agencies that provide resources to employers. The ESN meetings are used to share industry and occupational needs that employers face.

### **Formal Sector Meetings**

In addition to the ESN partner meetings, Region 4 has taken a regional collaborative approach in order to aid the sectors of growth in Region 4. WVUP and Region 4 have been jointly hosting Sector Strategy meetings since 2015. Currently, Information Technology Sector meetings are held quarterly during or after normal business hours. IT Sector meetings held during normal business hours are where areas of concern for IT employers are discovered and addressed through guest speakers and group discussions.

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.

Another IT Sector need that was discovered and met through the Formal Sector meetings was an IT employer need for training. WVUP worked with an IT employer to set up a Learn and Earn opportunity for IT help desk customer service. With a learn and earn format customers are able to earn a wage while attending classroom training, just like a registered apprenticeship.

### **Networking Events**

Through Formal IT Sector meetings, it was discovered that upper management lacked much needed networking time together and desired a way to meet in an informal setting. In response to that sector need, WVUP and Region 4 now host coordinated after hour Networking Events.

### **Face to Face Employer Visits**

The Healthcare Sector and Manufacturing Sector needs are discovered from WVUP Workforce and Economic Development division, Employer Solutions Network Partners and/or the Region 4 Employer Solutions Representatives.

During Manufacturing employer visits, it was discovered that a pattern of need for Human Resource Management training was developing. WVUP and Region 4 collaborated to provide SHRM training for any Manufacturing employer located in one of Region 4’s nine counties. WVUP wrote a grant with the state of WV to provide the training and Region 4 was able to assist with the exam cost through incumbent worker training. Through this collaborative training six Manufacturing employers were supported.

Another Manufacturing need that was discovered through Employer visits is that production and assembly positions require a specific skill set that is hard to train and find. WVUP created a Learn and Earn opportunity to help with this need. The WDB-MOV works to provide on the job training wage reimbursements to further assist with the industry need.

The Healthcare sector need identified and addressed from Employer visits was that certain medical positions have high turnover and communities are in need of certain positions. Through the collaboration with The WV Office of Apprenticeship, and training providers new Registered Apprenticeship opportunities have been created due to industry desire and need for the following Healthcare Occupations:

- **Emergency Medical Technician**
- **Certified Nursing Assistant**

### **Next Steps**

Region 4 has found that one size does not fit all regarding sector strategy implementation. Through the continued above strategies of implementation, the WDB-MOV will continue to support the IT Sector, Manufacturing and Healthcare Sectors.

### **Timeline 2020-2022**

**Healthcare Sector-** Goal of collaborative creation of new Learn and Earn or DOL Registered Apprenticeship Opportunity.

**IT Sector-** Goal of first WV DOL RA

**Manufacturing-** Goal of one collaborative industry training need

## **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 Connections, 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 six goals. The following provides specifics on activities within the Mid-Ohio Valley in support of those goals.

### ***GOAL #1 - MAXIMIZE EFFICIENCY OF THE WORKFORCE DEVELOPMENT SYSTEM***

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 Core partners will continue to collaborate to maximize American Job Center Service Delivery

- Annually update memorandums of understand (MOU) with all partners.
- Conduct monthly American Job Center management team meetings.

STRATEGY 1.2 Cross training of American Job Center Staff

- The WDB-MOV American Job Center training manual will be utilized to help cross train all AJC staff on all partner programs and delivery.
- The local region will comply with online cross-training implementations made at the State level
- Utilize team-based/ and holistic case management practice for all AJC customers.
- Area interagency meetings will provide a platform for education on serving individuals with all barriers to employment.
- All WDB will attend technical assistance training provided on the state management information system.
- Utilize survey data to drive changes within the American Job Centers to make sure the needs of participants are being met

STRATEGY 1.3 Communicate with all partners within the workforce development system

- Local policies are included on our [www.wdbmov.com](http://www.wdbmov.com) website as well as a connecting link to the state website.

- WDB-MOV will attend monthly state WDB director meetings. All pertinent partner information will be communicated at the AJC management team meetings.

#### STRATEGY 1.4 Comply with the State IT system

- WDB staff will attend state training on the integrated state management information system.

### ***GOAL #2 STRENGTHEN RELATIONSHIPS WITH EMPLOYERS- Collaborate with employers utilizing a variety of methods to develop solutions to their workforce needs.***

#### 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.
- Employer Solutions Team interview model will help gather regional employer needs.
- Employer Solutions Network connects resource partners with employers providing information on services available to meet their needs.
- Conduct Employer Surveys to determine the needs of the employers
  - Use the data to best serve the needs of employers within the region

#### STRATEGY 2.2 Connect Employers with job seekers

- Annually sponsor the MOV Senator Manchin Career Fair.
- Pilot a virtual career fair opportunity.
- Host annual reverse job fair with emphasis on WIOA transitional job opportunities.
- Host a Youth Reverse Job Fair for YWE participants

### ***GOAL #3 OVERCOME EMPLOYMENT BARRIERS OF INDIVIDUALS – Provide equal access to services, training, and support to all job seekers in collaboration with core partners.***

#### STRATEGY 3.1 Assess needs of individuals seeking employment/training

- Assessments will be given to determine skill gaps, occupational needs, and training necessary to reach employment goals.
  - Utilizing various forms of assessments
    - TABE, ACCUPLACER, WORK KEYS ETC....
- Career counseling and career plan development will be part of comprehensive case management and driven by the customer choice.
- Co-enrollment in WIOA programs and partner programs will be utilized when necessary to assure that all barriers are being addressed.
  - Support Services will be utilized to address barriers that exist with participants

#### STRATEGY 3.2 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 evaluations of the AJC to be sure it is physically accessible to our customers.
- Training will be provided to AJC staff on how to effectively serve customers with various barriers.

STRATEGY 3.3 Training will meet job seeker needs that meet the current in demand occupation needs

- WDB-MOV will work with local training providers to make short term training available to meet the needs of job seekers.
- Partner collaboration will provide an opportunity for job seekers to obtain micro credentials.
- Region 4 will continue to promote traditional and nontraditional apprenticeship programs.

***GOAL #4 Promote Career Pathway Development Emphasize career pathway development in education and training that leads to employment in high demand fields.***

STRATEGY 4.1 Adhere to WIOA Career pathways development

- WDB-MOV will continue to work with Employers, Post-Secondary and Secondary providers to ensure that the career pathways are developed and implemented in accordance with WIOA law and regulations.
- Will continue to collaborate across all partner organizations in defining the pathways and promoting them

STRATEGY 4.2 Ensure alignment of career pathways

- Work with mandated partners and employers to align training and education with employer needs.
- Utilize integrated sector groups to continue alignment of training and curriculum development to ensure career pathways are leading to gainful employment.
- Encourage pre-apprenticeship/apprenticeship programs to help align career pathways within demand occupation fields.
- WIOA employer programs will be used to align career pathway opportunities.

STRATEGY 4.3 Encourage full implementation and utilization of career pathways in training and employment environments

- Promote and support the creation of pre-apprenticeship and Registered Apprenticeship Programs in non-traditional occupations as part of the career pathway model.
- Provide career guidance to all individuals with barriers about programs and services that provide an effective pathway to meet their career goals.

***GOAL #5- IDENTIFY AND MAXIMIZE POST-SECONDARY AND EMPLOYMENT OPPORTUNITIES FOR YOUTH: Will Continue to work with partners to lessen the barriers youth face towards employment.***

**STRATEGY 5.1 Increase Youth program awareness**

- Regular presentations will be given to local agencies to help gain participants and strengthen partnerships.
- Employer Forums are held in order to increase awareness of employer's programs including youth work experience opportunities.
- Youth Mentoring Events are held quarterly with partner agencies, business and industry members, and community organizations. This event allows for better awareness of the youth program and the barriers they face.
- Regular attendance at County School Board meetings to promote and strengthen relationships
- Utilize varying means of outreach to reach the hardest to serve populations
  - Community Teen groups
  - Social media
  - Increasing presentations to various community groups

**STRATEGY 5.2 Focus on Youth Work Experience**

- Youth work experience opportunities will be emphasized to increase job readiness skills and further promote career pathways.
- Youth work experience will focus on age 16-24
- Work experience opportunities will be aligned with the participants skill sets when determining placement
- Give opportunity to Youth in work experience placement to network with employers through a comprehensive job fair

**STRATEGY 5.3. Clear pathways to success will be identified for IS and OSY**

- For each state in the youth participants life, a clear path to success will be determined. Through case management youth skills will be assessed and career interests discovered.
- A plan of action will be created with the CM and each youth 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.
- Apprenticeship and pre-apprenticeship opportunities will be utilized with collaboration with the office of apprenticeship.
- Cross-referrals to partner agencies and Co-enrollment of OSY in WIOA adult programs will be encouraged to increase employment opportunities and provide extra support.

***GOAL #6 Closer Align Region 4 WDB-MOV Labor Force participation Rate with the National and State average***

**STRATEGY 6.1: Work with partners to assist in referring individuals to basic education**

- Utilize the referral system to refer participants to assist with basic educational needs

STRATEGY 6.2: Match individuals to post-secondary training or education

- Utilize career matching/skill survey software to assist individuals in choosing pathways that correspond to their specific skill sets

STRATEGY 6.3: Utilize career pathways with the youth population, ages 16-24

STRATEGY 6.4: Participate and collaborate with the State Workforce Development Board to address the LPR

- Participate on committees that are focused on increasing the LPR across the region and state

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 online 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, are part of the Employer Solutions Network, ESN Team. 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 Employment Solutions Team (EST) 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 ESN meets quarterly 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 ESN 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 fiscal agent is Mountain State Educational Services Cooperative. Area Economic Development Directors serve on the WDB-MOV Board. Through this connection, information is frequently shared to and from economic development directors in the region. ESN 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 shared with the ESN team. In the same manner, if an Employer Solutions Team member contacts economic development director 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	<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,	OS, E, R	OS, E, R	OS, E, R	OS, E, R	OS, E, R

available on site (OS), Electronically (E), By Referral ®		employer openings, job fairs. <b>*NOTE: meeting w/potential clients on site made through appt w/main program office</b>					
	<b>Community Resources Inc.</b>	Case Management, Tax Preparation, Family development, Financial Literacy, Weatherization Application, Housing Development		OS, E			OS, E
	<b>WV Division of Rehabilitation Services</b>	Application for services with Rehabilitation counselor to start the VR process	R	OS	R	OS, E, R	OS, R
	<b>MSESC</b>	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
	<b>The National Council on Aging</b>	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
	<b>WorkForce WV</b>	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 counseling, resume preparation, job matching and OJT referrals.		OS, E, R			OS, E, R
		Unemployment compensation including but not limited to unemployment compensation claims and rapid responses.			OS, E	OS, E	OS, E
	<b>Workforce Development Board Mid-Ohio Valley</b>	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
<b>Describe agency Contributions to</b>	<b>Council of Three Rivers American Indian Center, Inc.</b>						

Operational (shared) costs such as rent, utilities, supplies, etc. Enter amount projected to be spent at each facility for PY 19-20.	<i>Community Resources Inc.</i>	Rent		\$ 3,600.00				
	<i>WV Division of Rehabilitation Services</i>							
	<i>MSESC</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 19-20.	<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		\$ 60,404.45		\$ 115,683.14	\$ 10,973.13	
		FY 16 FY 15		\$ 57,618.51		\$ 119,135.81	\$ 11,054.31	
	<i>MSESC</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

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: PY19-PY20 State Negotiated Performance**

PY19-PY20 State Negotiated Performance Measures					
WIOA	Employment Rate 2 <sup>nd</sup> Quarter After Exit	Employment Rate 4 <sup>th</sup> Quarter after Exit	Median Earnings	Credential Attainment	Measurable Skill Gains
Adult	75%	73%	\$5,890	73%	Baseline
Dislocated Worker	78%	78%	\$8,320	74%	Baseline
Wagner Peyser	52%	65%	\$4,500		
Youth	65%	50%		70%	Baseline

**Table 12: Youth Performance Expectations 19-20**

<i>Youth Performance Expectations 2019-20</i>
(POA) Plan of Action will be updated/reviewed quarterly with each youth, documenting services needed, steps completed, and next steps identified. Each initial POA and updated copies will be documented in MACC notes, and uploaded into MACC Images.

Follow up services will be provided and documented in MACC for each exited youth. See WDB-MOV Policy #26 Case Management and Follow Up and refer to 20 CFR 681.580
Monthly meetings, will be offered to participants, and quarterly mentoring activities will be offered and documented in MACC.
Customer requests for no contact must be printed and placed in the participant file (policy form, email, screenshot), as well as documented in MACC.
Participants that fail to maintain contact for 90 days should be exited. Planned gap and medical holds are excluded.

**Table 13: One Stop Performance Expectations 19-20**

<i>One Stop Coordinator Performance Expectations 2019-20</i>	<b>% Potential Holdback</b>
Conduct at least 2 partner training events for all One Stop partners front line staff.	0.50%
Development of a long-term outreach plan. (Monitored 2 <sup>nd</sup> Qtr.) Implementation of the Outreach plan, reported to the WDB Director by the 5 <sup>th</sup> of the month. (Monitored 3 <sup>rd</sup> and 4 <sup>th</sup> Qtrs.)	0.50%
Provide LMI, ETPL, survey results, success stories, data on display in lobby of OS, updated quarterly.	0.50%
<b><i>One Stop Case Management Performance Measures</i></b>	
Job Search Assistance will be provided for a minimum of three months after completion of training, and prior to being exited. (3 contacts)	0.50%
Customer requests for no contact must be printed and placed in the participant file (policy form, email, screenshot), as well as documented in MACC.	0.50%
Follow up will have been provided to persons EXITED in the previous PY. Quarters to be monitored and the percentage of files to be monitored of the total exited will be determined by the WDBMOV.	0.50%
Customers enrolled in training (classroom or OJT) will be contacted each term within 5 business days of the start date of training.	0.50%
<b>Total potential performance holdback</b>	<b>3.50%</b>

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.

## 2020-2024 Local Plan Assurances

Check the following boxes to accept the assurances listed below.

		Assurance	References	Reviewer
✓	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. <b>The Draft Local plan was put out for comment for no more than 30 days in accordance with WIOA Section 108(d). No Comments were received.</b>	WIOA Sections 108(d); 20 CFR 679.550(b)	<b>WIOA</b>
✓	2.	The final Local Plan is available and accessible to the general public. <b>The local plan is available for review to the public on our website at <a href="http://www.wdbmov.com">www.wdbmov.com</a></b>	20 CFR 679.550(b)(5)	<b>WIOA</b>
✓	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. <b>The WDB MOV will provide notice of scheduled WDB MOV meetings by publication (on the 15<sup>th</sup> of the month) in local newspapers within the Region 4, on the website (<a href="http://www.wdbmov.com">www.wdbmov.com</a>), and on social media sites to ensure that the public is aware of meeting times and locations.</b> <b>Board membership criteria and minutes from WDB MOV board meetings are published on the website (<a href="https://wdbmov.com/boardresources">https://wdbmov.com/boardresources</a>).</b> <b>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.</b> <b>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.</b> <b>See attached WDB MOV Procedure “Meeting Notice and Accessibility”</b>	WIOA Section 107(e); 20 CFR 679.390 and 679.550	<b>FAM</b>
✓	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. <b>The WDB-MOV policies are available on our website <a href="https://wdbmov.com/policies">https://wdbmov.com/policies</a>.</b>	20 CFR 679.390	<b>WIOA</b>
✓	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. <b>See attached COI Statement and Policy #4</b>	WIOA Section 107(h)	<b>WIOA</b>
✓	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. <b>See attached all signed partner MOU’s</b>	WIOA Section 121(c); 20 CFR 678.500-510	<b>WIOA</b>
✓	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. <b>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.</b>	WIOA Section 121(c)(v)	<b>WIOA</b>
✓	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. <b>WDB-MOV follows the WV State Policy 4-17 and local procedures for the RFP process.</b>	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400	<b>FAM</b>



✓	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. <b>See attached Policy #21.</b>	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR 679.370(1)-(m) and 680.410-430	<b>WIOA</b>
✓	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. <b>See attached Policy #4, being revised to follow WV State Policy 3-17.</b>	WIOA Section 181(c); 20 CFR 683.600	<b>WIOA</b>
✓	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. <b>See attached One Stop Operator contract.</b>	WIOA Section 121(e)(2)(A); 20 CFR 678.305	<b>WIOA</b>
✓	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. <b>See Attached WDB-MOV Policy #23, Accessibility and Accommodation, and signed partner MOU's.</b>	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)	<b>WIOA</b>
✓	13.	The Local Board ensures that outreach is provided to populations and sub-populations who can benefit from American Job Center services. <b>The WDB-MOV ensures that there are comprehensive, affiliate or satellite offices to reach all populations within the region.</b>	WIOA Section 188; 29 CFR 37.42	<b>WIOA</b>
✓	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. <b>The WDB-MOV implements universal access to all partner's programs and activities through outreach, recruitment assessment, service delivery through all our sites including but not limited to the comprehensive, affiliate and satellite locations. See Attached WDB-MOV Accessibility and Accommodation Policy #23.</b>	WIOA Section 188; 29 CFR 37.42	<b>WIOA</b>
✓	15.	The Local Board complies with the nondiscrimination provisions of Section 188 and assures that Methods of Administration were developed and implemented. <b>See attached EO Policy #1 and Attachment #1A</b>	WIOA Section 188; 29 CFR 37.54(a)(1)	<b>FAM</b>
✓	16.	The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA. <b>This information is collected by MACC, the management information system.</b>	WIOA Section 185; 29 CFR 37.37	<b>FAM</b>
✓	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. <b>The WDB-MOV is in compliance.</b>	CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12; 29 CFR Part 93.100	<b>WIOA</b>
✓	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. <b>The WDB-MOV provides activities/services to all partners/customers in compliance with WIOA.</b>	WIOA Section 167	<b>Field Op.</b>
✓	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. <b>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</b>	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603	<b>Adult Ed</b>

		law. FERPA (as amended), WIOA, and applicable Departmental regulations will be followed. <i>See attached WDB-MOV Policy #24-revised</i>		
✓	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. <i>See attached WDB-MOV Policies #12, #13, #19, #22 and #28.</i>	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	<b>FAM</b>
✓	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 ensure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds. <i>Refer to MDESC accounting procedures and policies.</i>	WIOA Section 108(b)(15), WIOA Title I Policy 5230; WIOA Title I Policy 5250	<b>FAM</b>
✓	22.	The Local Board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient. <i>The WDB-MOV is in compliance with WIOA Section 184.</i>	WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410	<b>FAM</b>
✓	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 decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities. <i>The WDB-MOV is in compliance with WIOA section 184.</i>	WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750	<b>FAM</b>
✓	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. <i>See attached Policy #6.</i>	WIOA Section 184(a)(2)(A); 20 CFR 683.200 and 683.220; OMB Uniform Administrative Guidance; Generally Accepted Accounting Procedures (GAAP)	<b>FAM</b>
✓	25.	The Local Board will not use funds received under WIOA to assist, promote, or deter union organizing. <i>The WDB-MOV is in compliance with WIOA Section 181.</i>	WIOA Section 181(b)(7); 20 CFR 680.850	<b>WIOA</b>
✓	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. <i>See attached WDB-MOV Policies #8, #9, and #15.</i>	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A	<b>WIOA</b>
✓	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. <i>See attached Policy #12.</i>	WIOA Section 134(c)(3)(G); 20 CFR 680.300-320	<b>WIOA</b>
✓	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. <i>See attached One Stop Operator contract.</i>	WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970; 20 CFR 681.570	<b>WIOA</b>

✓	29.	<p>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 employment, training and placement services and eligibility requirements for those programs or services.</p> <p>See attached Policy #9.</p>	<p>Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09; Veterans Program Letter 07-09</p>	<b>WIOA</b>
✓	30.	<p>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.</p> <p>See attached One Stop Operator contract.</p>		<b>FAM</b>
✓	31.	<p>The Local Board will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.</p> <p>See attached WDB-MOV Policy # 23 Accessibility and Accommodation.</p>		<b>FAM</b>