

## Planned Services and Expenditures

### Adult and Dislocated Workers

*WIA §118 (b) The local plan shall include - (2) a description of the one-stop delivery system to be established or designated in the local area, including—*

- (A) 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 employers and participants;*

*WIA §118 (b) The local plan shall include - (4) a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area;*

Please complete the charts entitled “PY 2012 Training” and “PY 2013 Training Projection” located in the Budget spreadsheet (Attachment I). In addition, if you procure service providers to provide Adult and Dislocated Worker or Business services, complete the Adult/Dislocated Worker and Business Services worksheets in the Service Provider spreadsheet (Attachment J).

5. Briefly describe the type and availability of Adult and Dislocated Worker services in your area.

Services are designed to assist the job seeker to find their next job, provide workforce related information or explore training opportunities.

Job seeker services include:

- Job bank to access job opportunities
- Workshops and employer panels for interviewing, resumes and job search strategies
- Resume assistance and career decision making guidance
- Access to computers, internet, phone and fax for job search activities
- Resource room providing resources for a job search and employment preparation
- Financial aid to train for jobs in demand
- E-learning access to help build computer and other job skills
- Federal Trade Act program services
- On-the-job training opportunities with local employers, and more

6. Describe the steps the Workforce Investment Board takes to ensure the continuous improvement of Adult and Dislocated Worker services through the system. Describe the information that is reviewed to determine that providers are meeting the employment needs of local businesses and jobseekers.

The WIB currently reviews a variety of reports in their oversight role of the system and One Stop

Centers. Our system report describes the enrollment numbers by key activities for all the larger partners in the local system. This also includes business services information such as the number of businesses served and job orders received. We also issue the performance report to the WIB indicating our area's status related to meeting the federal performance standards and the state customer service indicators for local WIA activity. Further, we initiated a training report to provide the WIB an overview of the scope of local WIA training activities and occupational areas funded. We have a youth services report that we are currently analyzing for revisions that provides detail of the specific program activities, enrollments, outcomes and highlights. The final report is a financial report that provides the status of our revenues and expenditures as well as year-end projections.

The oversight of the center services by the private sector led WIB will become more formalized to try to identify further enhancements for customer service. By reviewing critical areas of service provision such as program services, planning and labor exchange we hope to further enhance performance outcomes. We intend to identify any unique expertise a particular WIB business member may be able to lend to the centers to assist with exceptional service. To further enhance business services, the WIB staff will have a greater presence reaching out to the broader business community to complement the activities of business service staff and center management. This input will be reviewed to influence our service mix and process. We are also planning to update the certification of local centers this year as done in the past via a review of center center services by an ad hoc WIB committee.

As mentioned above, the WIB has embarked on an exciting new path as a result of recent strategic planning efforts to ensure that our efforts are focused on the needs of business and that business is truly leading the discussion and planning efforts of the WIB. We have focused on an organized initiative to identify business needs, identify and enhance customer resources and training services, and to create greater connectivity between our efforts and those of economic development, education and other business groups. We anticipate that this will continue to generate greater interest in the efforts of the WIB and one stop centers by area businesses and result in greater opportunities for the jobseeking customers we serve. We will review our service provision and align where possible to the trends and needs identified by the WIB committees.

Finally, further oversight by the WIB results from activities such as attending program recognition ceremonies and through the WIB committee meetings attended by center staff.

7. Describe any partnerships that the WIB and One-Stop Operators have developed to improve services to customers in the local area or region.

As mentioned earlier, we intend to be diligent about accessing other grant resources to aid in our service provision. The One Stop Centers are already engaged in service provision to varying degrees beyond just WIA and look for appropriate opportunities as they arise. Through partnership with the local BOCES, the WIB is developing a sector based manufacturing training grant to provide trained workers for area businesses in need of machinists. Our WIB continued the partnership with other area WIBs to form a regional consortium that recently received a federal grant to provide a wide array of STEM (science, technology, engineering and math) employment services to job seekers

over the next three years. We have recently partnered with economic development agencies to enhance our interaction with local businesses and respond to hiring needs. WIB and One Stop Center staff have engaged and participated with local education representatives to discuss and brainstorm local needs and trends. Recent examples of this include: the Warren County Center manager partnered with the area human resource association and BOCES to deliver information about the growing skills gap to local educators and businesses. The Washington County Center manager is working with a local health care group to identify home health care training needs and local center/WIB staff participated in a brainstorming session with Empire State College at the local community college to discuss broader needs and trends with healthcare.

Staff are constantly listening to our customers needs when they walk through the doors of our One-Stop Centers. Some examples of this include the following:

Many customers have not only become unemployed, but have lost their health insurance. During the past year we have developed a relationship with several Child Health Plus and Family Health Plus enrollment providers. These teams of qualified professionals not only have a presence here at the One-Stop Centers to meet with customers, but also leave a wide array of information in our resource rooms for customers to review at their leisure, and then ultimately make the best choices possible for individual health care or family health care options.

Another valuable program for our jobseekers is The Cancer Services Program of Saratoga County, which offers free cancer screenings to uninsured residents. Professional enrollers for this program are also available on a weekly basis at our One Stop Center Locations.

For our customers with disabilities who need assistance, ACCES-VR visits the Saratoga Center on a regular basis and we also have information available in the resource room. The Capital District Center for Independence also has regular office hours available at the Saratoga One-Stop. The Southern Adirondack Independent Living Center is also available at all three Centers on a regular basis. In addition, our centers have recently taken steps to join the NYESS employment system which will both increase available funding to our centers and then result in increased service population to disabled customers.

If a customer would like to obtain basic computer skills, all centers have information from all of the area libraries available as well as the Southern Adirondack Independent Living Center's instructional Computer Programs. We also partner with Literacy Volunteers of the Greater Capital Region for customers in need of those services.

We coordinate with a number of local community agencies including United Way, Salvation Army, and Catholic Charities to refer customers who are in need of services such as rental assistance, and housing.

The EOC food pantry is located onsite at the Washington County One Stop Center office, and staff make referrals to pantry staff on a daily basis.

We consider ourselves to be a clearing house of information for our customers. We will assist with referrals to appropriate services. The customer needs to feel supported in all aspects of life in order for the career planning process to work.

**Youth**

*WIA §118 (b) The local plan shall include - (6) a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities;*

Please complete the Youth worksheet in the Service Provider spreadsheet (Attachment J).

8. Describe the metrics that the WIB uses to determine whether or not a youth provider is successful.

To evaluate success we review the enrollment numbers, types of activities offered vs. planned, expenditure and WIA performance results of our youth providers. We are reviewing an expansion of the scope of the metric and additional data may also include further detail about the specific activities youth are enrolled in as well as a continuation of the examples of growth and success of youth served by the providers. A summary of the metric is as follows:

Expenditures vs. Budget

Types of employment obtained upon program exit

Types of job sites utilized

Performance results related to our federal common measure performance goals including:

- Placement in Employment or Education - goal is 62%
- Attainment of Degree or Certificate - goal is 50%
- Literacy and Numeracy Gains - goal is 45%

Performance results related to our state youth customer service indicator measures

Total new vs. carried over

Total # of enrollees by school status and by youth activity

9. How do the Workforce Investment Board and/or Youth Council monitor Youth Program providers?

The youth council meets quarterly with the youth service providers to review program activities and data. Meetings will often include presentations about services and discussion about specific youth results. The WIB reviews youth expenditure and performance data and periodically includes presentations about ongoing youth activities. The grant recipient on behalf of the WIB also monitors program files and expenditure rates of program providers.

10. What steps are in place for addressing unsatisfactory providers?

After a review of enrollment, performance and expenditure data, if unsatisfactory results were identified it would be first addressed via informal discussions to point out the issue and identify steps to make corrections. If a provider were to continue to perform in an unsatisfactory manner, a formal notice would be provided and a performance improvement plan identified. If the issues were to continue, current contracts have provision for early termination or the option not to renew for another operating period would be exercised.

11. Do your Youth Program Providers have direct access to the One Stop Operating System (OSOS)?

Yes  No

a. If not, what process is in place to ensure youth activities are entered into OSOS in a timely manner?

One youth contractor the partnership of the Warren County ETA and the Washington County EOC/ETA does. The other youth contractor does not and the grant recipient assumes responsibility to ensure timely OSOS data entry.

12. Describe *what* youth data is shared and *how* it is shared and reviewed with the Workforce Investment Board, Youth Council, and Youth Program Providers. Please address each group specifically.

Quarterly the Youth Counselors from the grant recipient and service providers meet to review performance data from the federal common standards as well as any state customer service indicators. They look at each specific youth measure and then review the progress of the youth towards obtaining goals in each category. An updated spreadsheet is kept on the progress of each youth and notes and outcomes are entered into the One-Stop Operating System. OSOS Youth Performance Reports are also reviewed by the Center Directors, WIB Executive Director and Youth Services counselors.

The data referenced in question #8 above is reviewed with the Youth Council.

The WIB reviews youth related expenditures, total enrollment data for youth programs, specific expenditure and enrollment data for summer activities as well as specific program activities involved with summer activities, and federal performance results as well as state customer service indicators as applicable.

The grant recipient, Saratoga County One-Stop Center, is currently developing a survey to give to Youth and Family Members enrolled in the Saratoga youth contract. This way instead of just verbal feedback we can review the survey results from year to year.

**Staff Information**

Consulting with your Wagner-Peyser partners, please complete the charts entitled “PY 2012 FTE Staffing” and “Projected PY 2013 FTE Staffing” located in the attached Budget spreadsheet (Attachment I).

13. Please explain the reasons for any changes between PY2012 and PY2013.

Not applicable

## Procurement

*WIA §118 (b) The local plan shall include - (9) a description of the competitive process to be used to award the grants and contracts in the local area for activities carried out under this subtitle;*

14. Please describe the competitive bidding process that is used to award grants and contracts in your local area (including how vendors are made aware of opportunities to compete for these funding opportunities and how the process is being documented). Describe the process used for Adults/DW services, administrative services, and Youth services.

The procurement policy for the Saratoga-Warren-Washington Counties workforce area describes the competitive bidding process for program operations. Vendors are made aware of a Request for Proposal (RFP) via: a legal notice in our designated local newspaper publications for a minimum of two days, postings on our website and contacting those on the potential service providers list. Our area follows 29 CFR 97.36(e) and 29 CFR 97.36(b)(8) relating to making awards to responsible contractors and small and minority owned organizations. The RFP will describe the pertinent evaluation criteria including cost considerations and the technical evaluation of proposals. Other procurement using sealed bids, non-competitive procurement, etc. will be determined by the respective county member's local agency policy. In addition to the above, WIA youth contract RFPs are developed in conjunction with the WIB Emerging Worker Council (our local youth council), the youth council reviews the proposals and makes their recommendations for grant awards to the WIB and specific contracts are formally approved by the full Workforce Investment Board. Documentation of our contract awards is available at the grant recipients' office or other member county's agency office as applicable and is available for state reviews/monitoring.

## Waivers

The general statutory and regulatory waiver authority granted to the Secretary of Labor is a continuing authority granted by the Workforce Investment Act at section 189(i)(4), Public Law 105-220, and provides increased flexibility to states and local areas in implementing reforms to the workforce development system in exchange for state and local accountability for results, including improved programmatic outcomes. A list of the current waivers that are in effect for New York can be found in [Workforce Development System Technical Advisory #10.19.1](#).

15. Please suggest future WIA waivers that may be useful to your local area and which you would like NYS to consider requesting (optional).

We would like to see a return of the incumbent worker waiver in the original form without the requirement for it to be used only for rapid retention purposes. This can be a useful tool to interact with businesses and build relationships with area businesses. If needed, perhaps we could request optional forms of this waiver with various restrictions to make it more acceptable by the US dep. of Labor. This could include restrictions related to the type of activity or to allow only certain low cost activities to ensure funds are primarily focused on the unemployed. Allowing an investment of e-learning activities for incumbent workers would be especially helpful.

## Contracts, MOUs, and Appendices

WIA §118 (b) The local plan shall include - (2) a description of the one-stop delivery system to be established or designated in the local area, including—

(B) a copy of each memorandum of understanding described in section 121(c) (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area;

16. Is each Memorandum of Understanding for the local area up-to-date?

Yes  No

a. If not, when will they be updated?

Our MOU system narrative/description is signed and on file and is in effect until modified or terminated. We have issued the current year cost allocation plan(CAP) to the partner agencies.

We are awaiting the return of these signed CAPs for the current year.

WIA §118 (b) The local plan shall include - (8) an identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i);

WIA §118 (b) The local plan shall include - (10) such other information as the Governor may require.

Please complete all of the required attachments. Hard copies of signature pages must be delivered to NYSDOL per the instructions at the beginning of these guidelines.

If any of the following documents have changed in whole or in part since the submittal of your PY 2012 Local Plan, please email any updated documents with your Local Plan:

	<i>Changed?</i>		<i>Attached?</i>	
Chief Elected Official Agreement	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Local Board By-Laws	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
One-Stop Operator Agreement(s)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Memorandum(s) of Understanding	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No