

**SOUTH WESTERN WEST VIRGINIA
REGION 2
WORKFORCE INVESTMENT BOARD**

**The Counties of
Boone, Cabell, Lincoln, Logan, Mingo, Putnam, Wayne
And the City of Huntington**

OPERATIONAL AND STRATEGIC PLAN

For the Period of July 1, 2005- June 30, 2010

**South Western West Virginia
Region 2 Workforce Investment Board
2699 Park Avenue, Suite
Huntington, West Virginia 25704
Phone: 304-429-5900**

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**Operational and Strategic Plan
Update
For the Period of July 1, 2008 – June 20, 2010**

Mickey Brown, Chief Local Elected Official
Marty Chapman, Region 2 WIB Board Chair
Claude J. Hunt, Executive Director

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Attachment A: Agreement Establishing the South Western West Virginia Local Elected Official Board

Attachment B: Agreement Between South Western West Virginia Local Elected Official Board and the South Western West Virginia Region 2 Workforce Investment Board

Attachment C: Organization Chart
Only attachments actually changed are attached, others may be found in original Plan, available at Region 2-
Huntington WV or on-line www.wvregion2.org

Attachment D: Comprehensive Center Business Plan
➤ Huntington Business Plan-

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Attachment E: Performance Standards and Goals
Attachment E-1 Program Planning Summary
Attachment E-2 Budget Planning Summary

Deleted: Williamson Business Plan
Deleted: Satellite Site/Learning Center Operational Budget

Attachment F: South Western West Virginia Region 2 Workforce Investment Board Strategic Plan

Attachment G: State of the Workforce Report-South Western West Virginia Region 2 Workforce Investment Board

Attachment H: West Virginia 2007 - 100% Lower Living Standard Income Levels for WOTC and WIA Programs

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Attachment I: Conflict of Interest Agreement
Conflict of Interest Policy Letter

Operational/Strategic Plan Draft for Public Review/Comment 4/25/08 – 5/25/08

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Attachment J: Priority 4 Self - Sufficiency Guidelines – 100%

Attachment K: Region 2 Workforce Investment Board Policy Letter #01
“Grievance and Complaint Policy”

Attachment L: MACC Data Entry Policy Letter #18

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Attachment M: Region 2 Workforce Investment Board Policy Letter #11
“Dislocated Worker Policy”

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Attachment N: Region 2 Workforce Investment Board Policy Letter #02
Request for Proposal Process Guidelines/Non-youth”

Attachment O: Region 2 Workforce Investment Board Policy Letter #03
“Individual Training Account Policy”

Attachment P: Region 2 Workforce Investment Board Policy Letter #07
“WIA Property Guidelines”

Attachment Q: Region 2 Workforce Investment Board “Financial Policy and
Procedures Auditing, Monitoring and Procurement

Deleted: Policy Letter #06¶

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Attachment R: Region 2 Demand Occupation List

Attachment S: One Stop Center Performance and Operational Expectations

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Section I: Executive Summary

The South Western WV Region 2 Workforce Investment Board's Vision Statement is "a skilled workforce enabling our economy to expand and individuals to be self-sufficient" through an integrated system.

Mission Statement is:

The Region 2 Workforce Investment Board will forecast, fulfill and monitor the education and skill needs of employers and individuals in order to meet the needs of both sets of customers.

We will:

1. Reduce or eliminate the barriers to economic development and barriers that separate skilled and unskilled workers.
2. Increase the efficiency and effectiveness of customer links to resources.
3. Monitor and provide incentives to system participants to encourage continuous improvements and to meet/exceed state performance goals.
4. Coordinate and integrate training, education and economic development systems to meet community and employment needs.

The Strategic Goal is:

Raise the education and skill levels of all segments of the workforce by

1. Improving education system outcomes
2. Increasing economic development / workforce development collaboration
3. Reducing cultural barriers that impede labor force participation
4. Creating career ladders for incumbent workers

The following operational plan provides a roadmap of how we are going to arrive at that vision. We must take into account the conditions that exist in Region 2 as we continue on this journey together with our Business and Service Provider Partners. One must keep in mind that this plan needs to be aligned with the overall State Plan to order for this to be a seamless system. Some of the existing conditions are summarized as follows:

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1. An aging, declining population where the young worker is leaving the region, coupled with a smaller pool of individuals seeking employment could hinder business retention, growth or location in our region.
2. Lower levels of education and productivity in the regions workforce translates directly to lower earnings and deters employers from coming to the region.
3. An aging population, living off lower transfer payments, results in a lower per capita income that translates into a lower level of economic activity, further reduced when families lack the education and skills required by jobs that will produce below average incomes.
4. Much of the workforce appears to be underemployed as evidenced by the quality of the job applicants taking the WorkKeys assessment tests. Employers are very satisfied with the job applicants' success when the WorkKeys System of Job Profiling, assessment and skill upgrading is utilized. The assessments show employers the applicant's ability to learn and understand new job skills, solve problems, and identifies gaps to provide instruction and skill upgrading to improve the skills of their workforce.

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5. Training providers should track the type of occupations or pay level of their graduates. This would cause them to know about or be able to adapt to current employer needs so many of the trained young people may not leave this area to find employment in their field. Private training providers seem to do the best job of tracking participants and providing current training. The whole educational system needs to be able to identify which fields their graduates receive jobs and be able to adjust course offerings to provide businesses with the workforce they need, when they need it.

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A Region 2 WIB Business Services Team has been formed to provide input and direction to the On-the-Job Training Program and the Customized Training Program by sharing business visits and the information gained about their workforce development needs. The committee membership is representative of the WORKFORCE West Virginia Division of Rehabilitation Services, Community and Technical Colleges, WORKFORCE West Virginia Center Representative, WIB Executive Director, WV Development Office, and On the Job Training Contractor. The Executive Committee has received input and guidance from the local Economic Development Authority and Chamber of Commerce representatives from each county on how best to help businesses. They have asked the Business Services Team to be more visible in the region and identify needs the Region 2 Workforce Investment Board can focus on to help businesses survive, stimulate the economy and bring new jobs to the region. The Business Services Team will also provide coordination to avoid duplication of effort and funding for services already being provided to businesses in the region through other programs such as The Governor's Guaranteed Workforce Program.

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The gaps identified between the soft skills employers are looking for and those of job seekers being referred to them have been addressed by the Region 2 WORKFORCE West Virginia Centers. The program is designed to be easily accessible in every county at the WORKFORCE West Virginia Centers, Learning Centers and Online to provide rapid intervention and skill attainment. This also addresses the math and reading skills lacking in some high school students, as well as adults and dislocated workers that have been out of school for some time. WIA participants are assessed to identify the corresponding skill levels needed to improve job seekers basic skills and employability skills to find self-sufficient employment or enter Occupational training.

A partnership between Case Management and Region 2 WIB staff will provide continual monitoring and assistance to WIA participants and continual follow-up after exit, should additional assistance be needed.

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Section II: Assessment of the Current State of the Workforce in Region 2

Current employment opportunities, current skills possessed by employees and job seekers, skills sought by employers

Current Employer Demands for Workers and Skills

1. Coal miners at all skill levels are in demand now because the demand for coal as an alternative to the higher cost oil and gas fuels. Over 700 net jobs were lost in the past year.

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This trend will hopefully not continue for several years as oil and gas prices continue to rise and more miners begin to retire. Experienced, skilled miners will be needed to replace those retiring. Entry-level workers need training to pass the state required permit to work in the coal business. The demand for those skills will be met through Individual Training Account (ITA) or programs provided through our Learning Centers. Additional skills needed are heavy equipment operators and electricians / technicians. Mining Academies are being formed to meet those skilled needs. Mining related industries are also hiring to meet the demands of increased coal production.

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2. High energy costs are driving demand for other energy related jobs as well. Higher energy prices are creating a demand for natural gas well drillers, well tenders and service operators. Many of these jobs require CDL license and technician level skills. As more mines and wells are opened up, more first line supervisors and managers will be needed in the energy industry in addition to the openings created as more baby boomers elect retirement. This point is reflected in the fact that despite a loss of 700 jobs during 2007, the unemployment rate actually declined from 4.1 to 4.0.

3. Manufacturers, especially in the wood products, steel fabrication and automotive parts, are adding to their workforce as over 500 net new jobs were created in the past year. Those jobs require higher basic skills for the entry level workers so Region 2 is continuing to promote and provide Work Keys skill assessments, Occupational Certifications and training to help job seekers and current employees raise their basic skill levels. Our On the Job Training and Customized Training Programs target manufacturing to provide additional skills to the workforce and labor pool. Many steel and automotive parts manufacturers are expanding in the region and using WorkKeys as foundation for identifying basic skill needs.

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4. Construction jobs have remained unchanged in the past year as residential and commercial building continues despite housing industry problems. Many skills are gained through short on the job training. One Region 2 Out of School Youth program has targeted this occupation by providing woodworking, maintenance and construction skills and work experience to their participants.

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5. Major hospitals and health care providers in the region continue to need to maintain staffing levels, so all health care occupations are considered a Demand Occupation in Region 2. Net new educational and health services jobs remained unchanged. Nurses have been documented as a critical shortage and mid-level health care service occupations such as Respiratory Therapists, X-Ray Technicians, Occupational Speech and Physical Therapists are in short supply in rural areas of our region. A health industry cluster workgroup will be formed to identify common industry needs and workforce development goals.

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6. Customer Service and Sales Representative occupational groups have the next largest regional labor demand after the health care industry. Industry standards are available to identify basic and advanced skills of the workforce in this industry. Customer Service and Sales Skill Standards have been developed and certification is available

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through Community Colleges, through our Learning Centers and Youth Programs, for individuals interested in receiving the certifications. Over 100 net leisure and hospitality jobs were lost last year as well. Hospitals and retail centers along the I-64 corridor are expanding and should benefit from this credential.

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7. WORKFORCE WV created a listing of the projected growth and replacement jobs businesses said will be needed between now and 2014. That information was used to create the Region 2 Demand Occupations List. Our criteria for an occupation to make the list were that it had to have positive growth, or the Executive Committee approved the occupation. For a complete list see **Attachment R**.

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8. The Targeted Industries identified by the Region 2 WIB Business Services Team are Entrepreneurs, Health Care, Manufacturing, Tourism, Transportation and Extraction

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Industries. These were targeted after reviewing the WV Target Industry List 2007, the Corridor G Regional Development Authority and the Huntington Area Development Council strategic plans and goals for developing industries in our local area.

9. The industry sectors currently being impacted by job loss/ workforce reductions in the past year, showing net job losses in their sector are government (over 100 jobs), information (over 100 jobs) and trade, transportation and utilities (over 100 jobs). Some manufacturing market segment jobs, such as glass, will continue to erode even though there is a net gain overall in the sector.

Current Worker Skills and Characteristics

Demographics

- Population estimates since the 2000 census have grown in Boone, Lincoln, Putnam and decreased in the remaining 4 counties
- The 15 to 19 and the 25 to 44 age groups had shrinkage of 1% while the 45 to 64 age group grew by +2 %. By the year 2010, the regions potential retirees will outnumber potential entry-level workers.
- . The Overall number employed in Region 2 has grown in the last year by 500, and the unemployment rate in the last year has gone from 4.4 to 4.0.
- Five of the 7 counties are at the State average in unemployment and the other two, Cabell is better than average and Putnam is much better than average.

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Summary- The aging population will present opportunities for employment in the future and this is reflected in the increase in those staying in the area and trying to obtain employment which could create a more positive business growth. The need remains matching the skills of workers with the needs of business.

An aging, declining population where the young worker is leaving the region, coupled with a smaller pool of individuals seeking employment could hinder business retention, growth or location in our region.

Education

- Two counties (Cabell and Putnam) high school students have ACT scores that exceed and two counties (Lincoln and Logan) have scores that are significantly lower than the state and national averages.
- 81% of the Region 2 population has no college degree.
- 64% have a high school diploma or GED.
- 27% do not have a high school diploma or GED (four counties are double the national average of 20% without diploma or GED).
- The adult population in four counties significantly exceeds the national average percentage of population reading at Literacy Level One, which means the resident has difficulty performing every day tasks.

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Summary- Lower levels of education and productivity in regions workforce translates directly to lower earnings and deters employers from coming to the region.

Income –

- Per capita income is \$23,621 lower than the state or national averages.
- Median household income is 70% of the national average.
- Poverty rate is higher than state and national averages and three counties double the national average.
- Transfer payments (retirement, disability, etc.) are higher than state and national average.

Summary – An aging population, living off lower transfer payments, results in a lower per capita income that translates into a lower level of economic activity, further reduced when families lack the education and skills required by jobs that will produce just average incomes.

Business Surveys

- Region 2 surveys of over 300 businesses that employ over 50% of the workforce indicated that employers will require higher levels of math skills, basic writing skills and computer literacy.
- Six of the top ten occupations with the highest employment in the region require only on the job/ work related experience for employment.
- Ten of the top 14 occupations on the Demand Occupation List require only moderate to long term on the job training. Only Registered Nurses and Accountants require degrees and Licensed Practical Nurses and Automotive Technicians and Mechanics require vocational certificates.
- The services industry and wholesale/ retail trade account for 52% of the employment in the region. Most of the jobs in those two main industries are low wage, low skill occupations with only some high wage, high skill jobs in the service industry.

Education Capacity

- There are over 50 service providers, public, private and non-profit, in the region so capacity building is not a regional issue. The region lacks a catalog of area service provider graduates' skills and certifications. Local economic development authorities would love to be able to tell prospective businesses how many workers living in the region, or willing to move back to the region, have the types of certifications and skills they are looking for.
- Region 2 WIB identified a lack of short term, pre-vocational training available to give job applicants the necessary basic skills they needed to get a job. Many older workers that have been laid off could not afford to take a semester to gain those skills because they needed to

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- find a job right away to continue to pay the bills. Fast Track Learning Center Bridge programs are helping to get students a college credit and vocational skills in a shorter time frame. More needs to be done to be able to adjust course offerings and curriculum in a timely manner to teach skills and certifications currently in demand by employers.
- An oversupply of LPN's and computer technician graduates has begun to saturate the market but manufacturing / mining / electronic / maintenance technicians are in demand. The Robert C. Byrd Institute for Advanced Flexible Manufacturing is providing hands on training and access to state-of-the industry technology aimed at making our industrial base stronger and more competitive, and helping put the brakes on the decline in manufacturing jobs.

Summary - Many training providers state they do not track the type of occupation or pay level of their graduates; nor have information if or how the student adapts to current employer needs. Also, many of the trained young people leave the area to find employment in their field. Private training providers do a better job than public training providers. The whole educational system needs to be able to identify which fields their graduates are employed and be able to adjust course offerings to provide businesses with the workforce they need, when they need it.

Potential Job Loss/ Workforce Reductions

- The whole chemical industry and some of the glass and manufacturing industry is still going through downsizing. Many of the affected employees are older and take early retirement. Others find jobs but may not retain the level of income previously earned. Others take advantage of retraining opportunities or decide to become self-employed.
- While some mature industries are downsizing, other industries will be losing a large part of their skilled workforce due to retirement of the baby boomers. Some industries, such as mining, oil and gas, are expanding but the average age of their skilled workforce and management teams are 52 to 55 years old. Those industries traditionally haven't been hiring for many years and they don't have the natural progression of skilled workers, supervisors and managers in the pipeline ready to take the retirees spots.
- Since over 25% of the workforce is 45 to 64 years old, and many of those retirees will have skills needed in other industries and jobs in the region, they will need to be recruited to other industries to start a second career. Retirees will be a larger percentage of the development of a workforce to meet the future employment needs of the region because of the transferable skills that they possess.

Current Resources

The Region 2 Workforce Investment Board has continued to supplement WIA funds downturn by creating partnerships with TANF programs and increasing funding from PELL grants. We are attempting to find ways to lower costs and fund programs that will provide the match between the supply and demand sides. The key to a successful Workforce remains integration of resources.

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Section III: Desired State of the Workforce

Local WIB Vision, Mission And Goals For Workforce Development In The Region.

Region 2 WIB is dedicated to raising the educational and basic skill levels of the emerging and existing workforce that provides more efficient, effective and productive pool of current and future employees to meet area business needs.

Vision

“A Skilled Workforce Enabling Our Economy To Expand And Individuals To Be Self-Sufficient” Through An Integrated System.

Mission

The Region 2 Workforce Investment Board will forecast, fulfill and monitor the education and skill needs of employers and individuals in order to meet the needs of both sets of customers. We will:

- Reduce or eliminate the barriers to economic development and barriers that separate skilled and unskilled workers.
- Increase the efficiency and effectiveness of customer links to resources.
- Monitor and provide incentives to system participants to encourage continuous improvements and to meet/exceed state performance goals.
- Coordinate and integrate training, education and economic development systems to meet community and employment needs.

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Strategic Goal

Raise the education and skill levels of all segments of the workforce by:

- Improving education system outcomes
- Increasing economic development / workforce development collaboration
- Reducing cultural barriers that impede labor force participation
- Creating career ladders for incumbent workers

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Summary – A short-term goal will be to spend dwindling resources in areas where it has the greatest impact for the most people. It is clear from a cost per participant and performance viewpoint, that there is a significant need for more funding to be applied to Upgrading Skills and Job Readiness Training, On the Job Training and Customized Training for all categories of current or prospective Region 2 population that seek self sufficient wages. More resources should be applied to Remedial Training Services that increase the skills of those that are underemployed, unemployed and fall into the category of unskilled. Upgrading Skills Training provides basic skills, vocational and pre-vocational skills in a much shorter period of time, and for a significantly lower cost per person, than WORKFORCE West Virginia Scholarships.

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Projected Employment Opportunities

Region 2 WIB believes the outcomes achieved by focusing on strategic goals will help develop a globally competitive workforce that meets the needs of WV businesses.

Projected Workforce Needs

Demographics

- Overall workforce gains of at least 1% per year means the workforce will need to tap into the disabled, ex-offender, older worker and emerging workforce and create career paths for advancement of existing workers to meet the needs of projected growth occupations.
- Since the regions potential retirees will outnumber potential entry-level workers by the year 2014, many of the senior, supervisory or skilled positions will need to be replaced with a trained and ready workforce.

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The Supply Pipeline

As discussed in Section I, training providers need to track the type of occupation or pay level of their graduates. This will cause many of the trained young people to know where in the area to find employment in their field because the training provider tracks where their graduates got jobs and know the current employer needs. Private training providers seem to do the best job of tracking participants and providing current training so they are more likely to be able to react to changing employment trends. The whole educational system needs to be able to identify what fields their graduates are getting jobs in and be able to adjust course offerings to provide businesses with the workforce they need, when they need it. A statewide system is being developed to catalog the skills and credentials of the graduates from all training providers. The database would be used by existing businesses to locate workers with the needed skills. It would also be a resource for economic development organizations to use to attract business to the area with workforce requirements that are met by participants in the database. Region 2 as part of the Business Service Team (BST) will formalize the Placement Team among the partners who wish to participate in a cooperative venture to place hard to serve individuals who are defined as those receiving TANF assistance (Excel Career Club), Out of School Youth, ABAWD participants, and those who have been referred to 4 or more jobs by the One-Stop but have been unable to obtain employment.

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Section IV – Analysis and Strategic Planning for Achieving the Desired State of the Workforce

The strategic planning process encompassed a comprehensive review of the labor market data available for the region. The product of this review is the State of the Workforce Report (SOW) (**Attachment G**). The SOW included a primary research survey of all major employers in the region to identify key skills that need development within the workforce for the region to thrive economically. The SOW demonstrates at the macro level that educational attainment overall is the key to economic success, and that the region falls behind the rest of the nation in this critical indicator. While Region 2 is a diverse grouping of counties, raising the education levels of the workforce, with the exception of Putnam, resonated as a key need both from the primary data and from feedback from stakeholders.

Raising educational levels is an enormously broad issue, one that must be broken down into segments so that there can be measurable success and achievable goals. The employer survey in particular gives direction to how this can be achieved and identified specific skills that need to be addressed to improve the overall competitiveness of the workforce. Region 2 WIB strongly believes that raising basic skills of the workforce is an essential element in being able to move forward. By focusing on our strategic goals, we will help develop a globally competitive workforce that meets the needs of WV businesses.

As stated in Section II, the Strategic Goal is to raise the education and skill levels of all segments of the workforce by:

- Improving education system outcomes
- Increasing economic development / workforce development collaboration
- Reducing cultural barriers that impede labor force participation
- Creating career ladders for incumbent workers

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Gap Analysis

- Culture - Reducing cultural barriers that impede labor force participation will help overcome the overall workforce shrinkage of at least 1% per year. Cultural barriers include educating a population that relies heavily on transfer payments and unskilled jobs for a living. Overcoming cultural barriers includes changing the mindset of the education level the parent has is good enough for the children. The more you learn, the more you earn mentality needs to be promoted to increase the number of young people that receive their High School diploma and go on to receive occupational certifications from post secondary education. It also means the cultural barriers that have kept the disabled, ex-offenders; older workers and emerging workforce out of the workforce will need to be changed.
- Career Paths - A system of career paths within industry clusters will need to be developed to promote the pursuit of continuous learning and a career path for incumbent workers instead of limiting their goals to just getting a job. This should be reflected in the IEP. The transferable skills that are needed across jobs within and industry will have to be taught to promote the advancement of existing and entry level workers to meet the needs of projected growth occupations.
- Education - Since the region's potential retirees will outnumber potential entry-level workers by the year 2014, many of the senior, supervisory or skilled positions will need to be replaced with a trained and ready workforce. The need to cooperate with the educational system to provide a higher skilled workforce to meet the future needs of businesses for semi-skilled, skilled and supervisory level jobs. The current workforce population will have to be brought

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- back into an environment where they can gain the skills they are missing because of a lack of formal education or length of time they have been out of school. Marshall Community and Technical College and Southern WV Community and Technical College, like Region 2 WIB, are beginning to focus on providing more short term, intensive training, called Fast Track, to provide vocational skills and certifications recognized by industry. Examples of Fast Track courses are Surface and Underground Mining, Professional Bank Teller, Customer Service Professional, Housekeeping, Deck Hand, Railroad Conductor and Medical Coding Training.
- Economic Development – The workforce development system will need to be more highly skilled, flexible, responsive and adaptable to the needs of an ever-changing marketplace that requires timely and globally competitive production of products and services that rely on newer technology, including continual encouragement and training in entrepreneurial skills,

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Strategic Goals / Action Strategies

1. Education-The Region 2 WORKFORCE West Virginia Center Learning Centers provide Continuing Education Units (CEU) for workshops and pre-vocational training approved by Southern WV Community and Technical College. The CEU is an indicator that the participant was willing to put in the time for self improvement but does not replace the need for individuals to obtain certificates and degrees to enable them to increase their income opportunities in the job market.

Region 2 will begin to use more computerized and distance learning to enable our customers to access services from anywhere as the price of gas and the need for family time places greater demands on those who need to improve skills to move up the economic scale. The increasing use of Work Keys Assessments and the addition of the WORKFORCE WV 3 level certification program will increase use of our One-Stop Centers. The attempt to build a stronger relationship with the business community through use of the Work Keys System, more activities at our One-Stops such as Mini-Job Fairs will allow us to help the education providers meet with businesses to understand the needs of employers. Also, the continued integration of funding resources to provide occupational training through Individualized Training Accounts will continue to allow us to reach our goal of providing formal classroom training to over 250 customers a year.

2. Economic Development – WorkKeys, the WIN curriculum, tracking of Skills Certificates, entrepreneurial skill development with occupational skills training will be used to assure businesses the workforce has the ability to learn and relearn the skills that are needed to help the business stay in business expand their business or create new businesses that will stimulate the local economy. The WorkKeys system provides job seekers and incumbent workers with continuous learning opportunities to acquire the basic skills required by businesses to facilitate the problem solving that is required to provide continuous improvement in products, services and processes that make the business profitable and competitive. Business must buy-in to the need to request individuals with higher levels of achievement and then provide pay for a more productive employee. The Executive Committee has made a concerted effort along with WORKFORCE West Virginia to coordinate activities with the economic development community. A marketing brochure has been developed to provide information to existing and potential businesses about the WORKFORCE West Virginia system which under Governor Manchin is made up of education, economic development and workforce. Governor Manchin is the leader of economic development team in West Virginia and has challenged us to provide a quality and ready workforce.

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3. Industry Clusters – Business needs should be addressed from an industry cluster and transferable job skill perspective to better utilize the limited resources for training. Industry clusters that combine the needs of many businesses, such as the tourism, hospitality and retail service industries, should be created to identify and overcome common workforce problems. Common strategies to overcome workforce issues such as competition for a shrinking, aging, less educated workforce will benefit all companies by providing a better educated, more flexible workforce and labor pool. Turnover within this system is positive because job

changes mean the individual is gaining additional skills and productivity with every change instead of leaving a job because they can get a nickel more per hour somewhere else. The CSX Railroad training at Marshall has proven to individuals that increased skills can lead to better paying jobs, now Marshall is launching a new program with a manufacturing consortium.

4. Career Paths - Training should be pursued that provides nationally recognized credentials or certification of transferable skills, such as customer service skills, to relieve the need to provide vocational training specific to only one job or a jobs that may become obsolete because of the rapidly changing market place and technology. Training within industry clusters should provide the incumbent worker with a career path that identifies the types of skills needed to be successful in jobs at the next wage and skill level and provides the type of training required. The training provided will help the individual achieve a career that pays self sufficient wages. Turnover within this system will be reduced because incumbent workers will know the skills they must acquire to be promoted to the next level. Employees will not quit from the frustration of not knowing what is expected of them or not having a plan on how to get ahead. Participants must understand the difference between a job and a career.

Resources- The WIA allocation to Region 2 WIB has been reduced by 73% since PY2001. The trend for the future will likely continue to see 17 to 20% cuts in WIA funding in each of the next two years. Therefore, Region 2 WIB will focus on more cost effective, short term training services that provide skills and portable credentials with industry recognized certifications needed in the workplace to obtain, retain or be promoted to a self sufficient position that is part of an overall career path. Emphasis will be placed on providing Older Youth, Adults and Dislocated Workers with Work Experience, On the Job Training and Customized Training along with basic skills and vocational training certifications through the WORKFORCE West Virginia Learning Centers operated by Southern West Virginia Community and Technical College. The Work Keys System is used as the primary assessment tool, along with the WIN curriculum for the remedial training needed to provide the customer with the Work Readiness Skills Certification which will show businesses that individuals are able and willing to learn new skills that drive up production and decrease costs.

Deleted: Economic Development Coordination – The Strategic Planning Committee has made a concerted effort to address the issue of coordinating Workforce Investment Board activities with the needs of the economic development community. A marketing brochure has been developed to provide information to existing businesses and potential businesses about the WORKFORCE West Virginia system programs that are available and how to access these opportunities. Governor Manchin has become the leader of the economic development team in West Virginia and has challenged us to provide a quality and ready workforce.

The Region 2 WIB will continue to try to integrate, coordinate and utilize the training and funding opportunities provided by a wide array of training and education providers such as businesses, labor unions, community and technical colleges, community and faith based organizations. Emphasis will be placed on encouraging long term training to be provided through Apprenticeship, vocational, post secondary education and service providers that can access Pell grants, Heaps, State Waivers (attach.V),scholarships, student loans, etc. as a source of training funds. This year as part of WIA eligibility an individual must apply for Pell Grants not only to help finance their training but to increase the amount and type of occupational training they may be interested in receiving instead of an LPN they can be an RN.

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Out of School Youth- Youth will be provided the opportunity and training needed to receive their GED and the training necessary to receive further understanding of what job readiness means and what the employer expects through our new Job Readiness Curriculum and emphasis on work experience. They will also be provided the basic reading skills through the industry recognized Read Right program if available and math skills needed to be successful in their training and work experience through the WIN curriculum.

In-School Youth-Youth will be encouraged to stay in school and begin a career pathway that will lead to self-sufficient employment with the base skill knowledge to make career changes as needed.

Adults - Like Youth, Adults will be provided the same opportunity to access short, intense training services through the Region 2 WORKFORCE West Virginia Center Learning Centers. They will be able to use the WorkKeys System to develop their marketable skills and qualify for a Chamber Skills Certified Certificate. They will also be able to participate in the many workshops offered monthly in each county and earn industry-recognized credentials and community college sponsored Continuing Education Credits.

Dislocated Workers- Less than 10% of dislocated workers that express an interest in enrolling in a training program actually enroll due to inability to find the time, funds, information or see a likely payback for their investment. Dislocated workers have been in the workforce and are already obligated to meet monthly expenses for food clothing and shelter to maintain their standard of living level. They are less likely to go into long term training and more likely to take advantage of 80 hour or less Training Program that provide an industry recognized skill and certification that will help them get immediately back into the workforce. The WorkKeys System and On the Job Training program will be utilized to help make them more attractive to an employer while they are retraining for the new occupation.

Customized Training- Waiting to train workers until they are unemployed is particularly inefficient because training is most effective in a workplace context. The use of Customized Training along with the On the Job Training program will be provided to businesses through the Region 2 WIB Business Services Team members. Additional training services available through the Region 2 WIB Business Services Team partner agencies will also be provided.

Entrepreneurs - Studies show 80% of new jobs are created by small businesses. One way to tie economic development and workforce development together is to support the growth of our own businesses by encouraging and supporting entrepreneurship among the population that already lives here and are likely to stay in our region. This will help combat the net loss of jobs in our region due to out migration.

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A recent survey by Right Management Consultants, a Philadelphia based career transition firm, found 44% of the unemployed consider self-employment. Only 10% actually take the leap, a percentage equivalent to the levels of entrepreneurial activity found in the general US population, but the study found older workers (aged 61 plus) have the highest levels of interest in self-employment while younger workers (aged 21-30) have the lowest interest levels. With many of the region's mature industry workers approaching retirement age, emphasis will also be placed on developing entrepreneurs from those that are considering self employment and supporting them through our WORKFORCE West Virginia Learning Centers, procurement of grants and participation in the

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Advantage Valley Entrepreneurial League System. The Small Business Development Center will be providing training classes at the Huntington One-Stop this fall.

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Section V: Local Elected Officials (LEOs)

The Role Of LEO's For Implementation And Governance Of WIA In The Region.

- Local Elected Officials (LEOs) entered into an agreement establishing the South Western West Virginia Local Elected Official Board (LEO Board) for the purpose of consolidating, coordinating, and improving workforce investment programs pursuant to the provisions of the *Workforce Investment Act of 1998* (the Act), and the federal regulation as issued by the U.S. Secretary of Labor for the implementation of the Act. The Agreement establishes a partnership between the LEOs and the WIB to jointly oversee WIA activities within the region. **(Attachment A)**
- There is a LEO Board consisting of one (1) commissioner from each of the seven (7) member counties represented by the Board, and the Mayor of Huntington. The LEO Board provides oversight and ensures accountability of the South Western West Virginia Region 2 Workforce Investment Board (WIB).
- Each member of the LEO Board is entitled to one vote. In the event a member is unable to attend a meeting, she/he may grant a written proxy to another member of the LEO Board or another commissioner from the same county. The proxy may only be for one meeting and for the specific proposal(s) on the agenda for such meeting. The LEO Board has one representative on the Executive Committee. The LEO Board and the Executive Committee meet jointly on quarterly bases or more frequently, if needed.
- All decisions of the LEO Board are by a majority of the votes cast, a quorum (one more than half of the LEO Board) being present. A quorum for the purpose of amendments and the by-laws is two-thirds (2/3) majority of the LEO Board.
- The LEOs make appointment and re-appointment of members of the WIB from individuals nominated or recommended to or by the LEOs. Nominations and individuals selected from the private sector must reflect the industrial and demographic composition of the local labor market of the WIB.
- LEOs in agreement with the WIB, may designate and certify One-Stop Career Centers consistent with criteria established by the Act and terminate for cause the certification of the One-Stop Career Centers if necessary.
- LEOs in partnership with the WIB, conduct oversight with respect to local programs of youth, adult and dislocated worker activities authorized under the Act.
- LEOs in partnership with the WIB, negotiate and reach agreement with the State WIB on behalf of the Governor on local performance measures.
- LEOs in cooperation with the WIB, appoint the Youth council (as defined in the Act or the regulations promulgated there under) as a sub-group of the WIB responsible for recommendations to the WIB concerning youth programs and issues.
- LEOs approve the budget in cooperation with the WIB for the purpose of carrying out the programs of the WIB.

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LEOs hold the WIB through the Executive Director, accountable, to oversee their financial responsibilities established through WIA law. See Organizational Chart C and Accounting Policy and Procedures contained in Attachment Q and attachment P that deals with WIA Property Guidelines.

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- The Region 2 WIB carries out its functions through direct participation of WIB members and through the WIB staff. Each WIB member is a member of at least one (1) of the following standing committees: Executive Committee, Youth Council, and Strategic Planning. The WIB Executive Committee is comprised of the WIB chair, vice-chair, secretary, a members-at-large appointed by the WIB chair who appoints the chair of each standing committee, and a representative of the LEO Board. WIB staff reports to the various committees relative to the assignment of the specific committee. Committees gather and analyze information, recommend solutions, and provide direction. With exception of the Executive Committee, however, committees are advisory. All committee recommendations are presented to the Executive Committee for approval and to the full WIB for ratification in the months that it meets. The Executive Committee has authority to act on behalf of the WIB between WIB meetings and oversees One-Stop Operation. All Executive Committee actions are reported to the WIB at the next regularly scheduled board meeting. The standing committees meet as frequently as needed to conduct their work in a timely fashion. The Executive Committee meets at least monthly. Through this active committee structure, board members are able to fully participate in the planning, oversight, and other responsibilities engendered by WIB membership.

Carrying out its responsibilities for oversight, monitoring and corrective action of the Title I program in accordance with continuous quality improvement approaches.

- The Region 2 WIB uses business management principles as a framework for instituting continuous improvement of customer service. The WIB sets direction and creates values to guide the pursuit of customer satisfaction by implementing state recommended performance standards augmented by standards derived through local input. The WIB Executive Committee is charged with oversight, monitoring, and corrective action to assure compliance with the Act and with customer satisfaction. The former One Stop Committee used the Malcolm Baldrige principles in the development of the Provisional Chartering Criteria for the One Stop Centers (Attachment S). The Executive Committee will follow the Continuous Quality Improvement (CQI) process by doing a self-assessment and comparing the results to best practices benchmarks provided by the National Association of Workforce Boards. The areas of low performance, identified as below the national average, will be reviewed to develop a plan for improvement. The State Work Force Guidelines on providing One Comprehensive One-Stop per Region will be followed to provide a cooperative base with the State and the use of electronic equipment to provide services.

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Region 2 WIB will coordinate and interact with the LEOs regarding WIA activities.

- Region 2 LEOs are charged with the responsibility for WIA funds associated with the Region 2 WIB's activities. The Region 2 WIB through the Executive Director has established a process of Third Party oversight to observe and assist with the LEO WIA financial responsibilities. The WIB provides the LEOs with monthly fiscal reports and reports of the WV WIB Directors Association meetings. A copy of the agreement between the LEO Board and the WIB is contained as Attachment B

Deleted: LEOs employ a Chief Financial Officer (CFO) to oversee and account for the proper use of all public funds
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Region 2 WIB ensures its members fully participate in planning, oversight and responsibility.

- As leaders in the community, each member of the Region 2 WIB recognizes his/her dual role of board member and community representative. During the Strategic Planning Process, public forums on workforce development were held bi-annually in each of Region 2's

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constituent counties. These forums are co-sponsored by other local chambers of commerce, educational institutions, and economic development agencies. Such activities help to build bridges among stakeholders and serve as opportunities to educate other community leaders about WIA and the WIB. Members of the WIB staff are expected and members of the board are encouraged to schedule speaking engagements at local functions throughout the region.

- WIB approvals for Title 1 WIA services, service providers, are presented to the LEOs for their concurrence and dollar allocations of WIB funds are approved by the LEOs. LEOs are invited to attend all WIB and WIB Committee meetings. An LEO Representative also serves on The Executive Committee and the Executive Committee and LEOs meet quarterly or more often as needed. Minutes of meetings, monitoring reports, and other pertinent communications are shared among LEOs, the WIB, WIB committees, and WIB staff on an ongoing basis. Meeting agendas and minutes are available on the Region 2 WIB website, www.wvregion2.org.

Circumstances constituting a conflict of interest for any LWIB member, including voting on any matter regarding the provision of service by that member or the entity they represent and any matter that would provide a financial benefit to that member or their immediate family.

As stated in Region 2 WIB Conflict of Interest Policy Letter No. 8 (**Attachment I**) no member, employee, or agent of Region 2 WIB may vote on any matter or participate in the award or administration of any grant or contract that is funded through WIA, or by Revised By-Laws serve on the Executive Committee which would provide direct financial benefit to that member, or to a member of his/ her immediate family. Immediate family is defined as; parent, grandparent, spouse, child, sibling, spouse of sibling, and the spouse or child of any of the foregoing (including step relationships).

Where there is a conflict of interest or the appearance of a conflict of interest, on the part of a member, the member shall disclose the material facts as to his or her interest or how he or she benefits from the proposed Region 2 WIB action.

- No member, officer, employee or agent of the Region 2 WIB shall: (1) solicit or accept gratuities, favors, or anything of monetary value from contractors or suppliers or potential contractors or suppliers; (2) solicit, accept or agree to accept any benefits for exercising WIA authority and performing their duties; and (3) perform their duties in a manner contrary to the rules of the State of West Virginia Ethics Commission.
- As a part of the Conflict of Interest Policy No. 8 (**Attachment I**), each board member and Youth Council member is required to sign a *Conflict of Interest Agreement*. (**Attachment I**).

Region 2 has requested permission from the Governor to become the One-Stop Operator as a means to encourage the integration of services by a number of State Agencies. The Region 2 WIB is a 501c-3, chartered to do business in West Virginia and requested this pursuant to Section 117 (f) (2) of the WIA and Regulation 662.420 there under.

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- It is the policy of Region 2 WIB to ensure that a representative, in most instances the Executive Director or his/her representative, is made available when state qualified Rapid Response Services are provided. Region 2 WIB staff will coordinate Rapid Response activities with the WORKFORCE West Virginia and services agreed to be provided by the Region 2 WIB will be provided by the Learning Center contractor under the Rapid Response/Learning Center Contract.
- The Region 2 WIB staff and Executive Committee are working with the West Virginia Development office and local Community and Technical Colleges to develop Industry clusters and identify common training requirements.
- The Region 2 WIB staff is sharing the State of the Workforce data with local organizations and groups to avoid duplication of research efforts and identify common goals that the groups can work together on.

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Region 2 WIB is currently in compliance with WIA requirements concerning membership and composition as described in WIA Section 117(b)(2).

- Region 2 WIB is currently in compliance with WIA Section 117 (b) (2) with a total membership of 43 members The membership breakdown is 51% (22) of its members are from the business sector, 2 members are from community based organizations, one member is from a faith based organization, 2 members are from economic development, 3 members are from education, 2 members are from labor affiliations, one is a LEO member, 8 members are One Stop Partners, and 2 members are private citizens.

Region 2 WIB ensures coordination of Workforce Investment activities with statewide Rapid Response activities.

Region 2 WIB will continue to have weekly meetings with those that have been laid off from smaller employers to make them aware of opportunities for training including the newly created WORKFORCE West Virginia Retraining Fund. The Region 2 WIB will call Dislocated Workers inviting individuals who have applied to Unemployment for benefits to come to the nearest Learning Center to receive information about WIA services. This allows the opportunity to reach individuals from small layoffs as well as individuals of larger lay offs who were unable to attend their informational meeting to learn of the opportunities available.

Through the use of video partners are present to explain how they can provide services to the individuals and information is passed out concerning CHIPS and how to register with the local One-Stop. The WORKFORCE West Virginia Rapid Response Unit and Region 2 WIB continue to coordinate how best to handle a major lay off of 50+ and their expertise is used to determine the best methods to use for smaller layoffs. Region 2 WIB has developed the Chamber Employability Certificate Course and will join the WORKFORCE West Virginia Certificate Plan to enable dislocated workers, who want to return to employment quickly, to brush up on base skills, showing they have attained base skills to qualify for 85% of the jobs in the United States. Region 2 WIB also provides special workshops in interviewing skills, employment testing, resume writing, career exploration and basic computer skills. Region 2 WIB has built into the Employability Certificate Course the ability for the individual to test out and to individualize the course for a particular career.

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Youth Council

The Youth Council maintains quarterly meetings at different sites around Region 2 in order to give individuals from different areas an opportunity to participate in Council meetings. We are rebuilding

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the Council since many of the original members have left and those that have replaced them do not have the same commitment to serve as the original group. We do maintain representation from school systems in the Region 2, community college, Job Corps, public housing, community based organizations, State foster children division, and vocational schools. We plan to add police, probation officer, parent, 4-H, business and would like for the Council size to be between 15-20. We publish the minutes of our Youth Council meeting to the full board, advertise the meeting dates on our web site and make the full Board aware of all meetings.

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The Youth Program reflects the increased federal emphasis on OSY since 70% in PY 2008. At the recommendation of the Council, the Board approved dual enrollment to WIA adult or dislocated worker On-the Job Training component.

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Region 2 Workforce Investment Board plans to continue to revise the Youth Advisory Council. Region 2 has revised its contracted Youth Provider process through the PY 2008 RFP that will provide for one In-School Youth (ISY) provider and two Out of School (OSY) providers. ISY providers must have a signed MOU with each county school system for them to provide services in that county. The Learning Center in each county will be available as a meeting site.

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The Youth Program will continue to be flexible to meet the ever changing needs of the participants.

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Meeting Schedules of Region 2 WIB, Youth Council and LEOs- See Attachment T

South Western WV Region 2 Workforce Investment Board Calendar of Meetings

The Executive Committee	
Monthly Meeting	4 th Thursday of each month
Quarterly*Exception	Time change when Full Board is Scheduled to meet
Local Elected Officials	
Quarterly Meeting	August, November, March, June And With Executive Committee
Month of March	Approval of Request-For-Proposals Advertisement
Month of May	Approval of Request-For-Proposals Approval of Budget Approval of Nominations to Executive Committee
Month of November	Approval of Budget Modifications

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Youth Council
Quarterly 4th Tuesday

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Calendar of Meeting Days and Times for Boards and Committees is subject to Change as dictated by the business of the Region 2 WIB in compliance with the By-Laws. This also includes scheduling of Call/Special Sessions

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Financial Oversight The Region 2 Workforce Investment board now provides oversight of financial matters per policies and procedures contained in attachment Q. The executive Director as of PY 2007 is held responsible for financial matters and is responsible for providing financial oversight which will be done with a local Financial Clerk and a third party oversight group who reports directly to the Executive Committee and the Joint Executive Committee and LEO quarterly meeting. See Attachment C for Organizational Chart oversight.

Deleted: The Local Elected Officials employ a Chief Financial Officer (CFO), who is a Certified Public Accountant, as their fiscal agent. This employee is responsible for all accounting and financial reporting functions of the Region 2 WIB. The LEO's (CFO), in conjunction with the Executive Director, develops the budget for the WIB. The CFO shall submit the budget to the LEO's for approval and shall then provide oversight to the WIB's financial operation. There is a fidelity and wrongful acts policy in effect with a local insurance agency to insure adequate safeguarding of funds. These bonds, along with the internal accounting controls in place at the Region 2 WIB, are sufficient to carry out the fiduciary responsibilities and meet appropriate fiscal requirements. An organizational chart is contained in

Complete Accounting Policy and Procedures are contained in Attachment Q. JTPA property carried over and WIA property management system will be administrated through the WIA Property Guidelines (Attachment P).

Section VI : The WORKFORCE West Virginia System Development

Comprehensive, Satellite, Affiliate and Learning Centers in Region 2. Region 2 has one Chartered Full Service Comprehensive One-Stop. The comprehensive One- Stop center is located in Huntington, where many of the required Partners are located. The Consortium and Partner Committee groups meet once a month each. Huntington Consortium will provide a business plan that covers how the relationship with other sites will be operated. The Cabell, Lincoln, Putnam, and Wayne affiliate sites also house the Learning Centers will report to Huntington. The Logan Satellite site will be responsible for Boone, Logan and Mingo counties and services which include those Learning Centers will be coordinated between these sites.(See Organizational Chart C). All counties have a Learning Center operated by Southern Community & Technical College either located at the One-Stop or nearby or in a high traffic area in each county. This brings services closer to customers and allows for a greater offering of activities, such as Excel Career Club classes operated for TANF recipients are integrated into the One-Stop System. A Learning Center is an extension of the comprehensive or Satellite one-stop center and the manager of the one-stop coordinates the activities of the Learning Center and their connection to the one stop system. Learning Centers at county sites and the schedule is coordinated by the Excel Career Club Program, One-Stop Manager, Learning Center operator and Region 2 WIB.Sites, hours and managers (attachmentC-1).

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The Huntington comprehensive one stop system is self -contained as both the center and the Learning Center are housed in the Huntington WORKFORCE West Virginia Center on the second floor with the Department of Health and Human Resources on the first floor. The Huntington One-stop also provides space for companies to hold job expos and other recruiting events.

¶ All original invoices are reviewed (... [1])

A customer may receive core services at any site but to be registered for intensive training or training services, he/she must schedule an appointment with a case manager located at the comprehensive One Stop. In Huntington or Satellite site in Logan. Case Managers and or electronic means are used to tie customers to Case managers. Eligibility is determined at the Learning Center and then an appointment is set with Case Manager. The Region 2 WIB will use funds, if available to encourage the co-location and integration of mandated partners and service providers into a single One Stop building, for the benefit and training of our individual and business customers. WIA funds, if available may be used to pay up to 25% of the cost of common area square footage used for One Stop partner activities. Any request that exceeds \$25,000 will need further WIB approval. Common area uses may include Resource Center, Welcome/Waiting area and Career Development Learning Center/Community Training area.

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The WIB is authorized to lease property and rent out space to partners and service providers who may not be able to afford full-time presence in the One Stop building.

The process for selecting one-stop operator(s) or who have been selected as operators.

- Region 2 has requested the Governor appoint them operator of the One-Stop system but until that occurs a Consortium operates the Comprehensive One-Stop Center at Huntington. The members of the Consortium: WorkForce West Virginia-Job Service Division, Division of Rehabilitation, Adult Basic Education, Senior Community Service Employment Program. The Huntington One Stop Comprehensive Business Plan is attached and it provides not only guidance to the operations in Huntington but provides the guidelines for the Logan Satellite.

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Deleted: partners. . The business plans for each of the three centers contains a complete description of the partnership arrangements. The business plans are attached as part of this overall operational plan. The Consortium members by WORKFORCE West Virginia Center location are:

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Senior Community Service Employment Program

WORKFORCE West Virginia site will be chartered by the local WIB in compliance with State Plan and chartering policy.

- The Huntington One-Stop has emerged as the only Comprehensive One-Stop in Region 2 because of the make up of partners being located there, the state request that a region will be funded for only one, and the inability for the Logan Satellite site to house more partners at this time, (Attachment S). The above system will be maintained until the Governor grants permission for Region 2 to operate the One-Stop System but not to provide direct services to WIA customers.

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The strategies employed/processed adopted to provide for continuous improvement of the WORKFORCE West Virginia system in Region 2

- The former One-Stop Committee used the state-developed framework based on the Malcolm Baldrige Quality Award to create the provisional chartering criteria. The Executive Committee will develop a timeline and process to review the Huntington One-Stop. The process will likely include a self-assessment from each center and an evaluation visit (perhaps including peer reviewers). The evaluation will identify areas that need improvement and request a corrective action plan from the consortium to bring the center up to standards within a prescribed period of time.

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Core, Intensive and Training service offered through the WORKFORCE West Virginia Centers

- Although the flow of services to customers is consistent throughout Region 2, the method used may differ slightly from Center to Center because of the diversity and numbers of individuals accessing services. A greeter/receptionist will welcome customers entering the WORKFORCE West Virginia Centers, and will offer information about the available services and provide initial assistance in selecting an appropriate level or type of service to meet the customers' needs. The greeter/receptionist will refer customers to the resource area or the appropriate staff member for further assistance. WORKFORCE West Virginia Center staff members will be cross-trained to provide basic services hereby-ensuring seamless customer service. Customers who use the resource area (core services) will receive prompt assistance, if needed, in utilizing computerized resources and printed materials from the WORKFORCE West Virginia Center staff member assigned to the resource center. The affiliate/ Learning Center and Satellite site will follow the Huntington Business Plan but WIA and Job services can be provided at every site except for unemployment insurance and those can be scheduled by staff at a comprehensive or satellite staff. Eligibility does not require a Case Manager and eligibility is determined at affiliate/Learning Centers.
- Customers who are unsuccessful in obtaining employment despite ample use of core services, will be given the opportunity to determine WIA eligibility which includes assessment, Pell grant application and other financial aid exploration, career exploration and meeting with a case manager for the customer to explore developing a signed plan called an Individual Employment Plan (IEP) to enter training. Intensive services ends with acceptance into one of the nine types of training offered through WIA. Career exploration maybe accessed through our website, www.wvregion2.org.
- Customers may enter training through skill upgrading services if assessment by Work Keys indicates the need or a pre-requisite is needed to enter occupational training. The customer may need job readiness skills to enter the OJT program or any other combination of the nine types of training which include the four mentioned plus customized training, workplace training and cooperative education programs, private sector training programs, adult education and literacy activities in combination with training, and entrepreneurial training. Literacy services cannot be stand alone and must be combined with another service.
- Customers entering the Region 2 One Stop System are provided with an orientation that provides each customer with an overview of the full range of services available and what the customer must do to access different services. At orientation, the Work Keys assessment process is explained as optional for Wagner-Peyser only, but required for potential WIA registrants.

The critical focus of the Work Keys portion of the orientation video is to define the five (5) purposes of the Work Keys system:

- 1) Individuals can use the Work Keys skill profile to sell themselves to Employers through the use of the Skills Certified Certificate
- 2) The Work Keys assessment provides a diagnostic for helping to determine what type of training or skill upgrading and retraining will be most beneficial for the individual
- 3) Lay-off aversion services
- 4) Assist companies and employees with lay-off services
- 5) Internet based job search and employee search

The IEP for the individual may include an additional array of training services but if adult education and literacy are needed the customer must be entered into another training area, such as job readiness training. Intensive services ends with the completion of an Individual

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Employment Plan, acceptance by contractor or provider, the IEP is signed by the Case Manager and the customer along with registration in the MACC tracking system. The objective of all levels of service is employment at self-sufficient wage.

Once funding is secured and a customer is accepted into the training program, a training start date is determined. In addition to tuition assistance, customers may also be eligible for: training related costs and/or other support services such as childcare or eyeglasses. Staff of various partners residing at the One Stop may provide additional services to customers receiving training services.

WORKFORCE West Virginia Partner Services

Informational materials, brochures, applications and electronic resources from all mandated One-Stop Partners are available through the WORKFORCE West Virginia Centers in Region 2 also at each Learning Center location. Materials from the optional partners are made available as needed by clients and provided by the optional partners. In the list of mandated partners below it is pointed out whether they are at the physical location or connected electronically. The referral system to partners remains the same that a participant is given a name of an individual to ask for when they go to the partner location or if needed an appointment is set for the partner to come to the One-Stop to meet with the participant.

- A. All WIA Title I Adult, Dislocated Worker, Youth and Veterans' programs are on site at the One-Stop in Huntington. The Satellite One-Stop may have to schedule Veterans programs due to limited staffing which causes sharing of staff at certain times.
- B. Job Corps- is scheduled at specific times to be physically in each Comprehensive and Satellite One-Stop otherwise they can be contacted electronically.
- C. Native American Programs does not have regularly scheduled hours at any One-Stop in Region 2 and are available only through electronic means for initial contact but an appointment with a representative can be made for a convenient time for a participant.
- D. Migrant and Seasonal Farm Worker Programs are available by electronic means only due to the lack of customers needing this type of services.
- E. Wagner-Peyser Act programs are available at the Comprehensive and Satellite One-Stop since they are part of the Work Force WV and the Wagner-Peyser manager is the lead manager of our One-Stop system.
- F. Programs under Title I of the Rehabilitation Act of 1973 are physically available in our Huntington site, are next-door at the Logan Satellite, and available at our Williamson affiliate on a regularly scheduled bases.
- G. Programs under Section 403(a)(5) of the Social Security Act (welfare to work) are available by electronic means
 ↳ The Huntington site, DHHR is co-located in the One-Stop and in Logan DHHR is located across the street from the Satellite.
- H. Title V Older Americans Act would be electronic at Logan satellite, Huntington and representatives of this group serve as receptionist and could discuss their services.
- I. Postsecondary Carl D. Perkins by electronic means at Huntington.
- J. Activities under Title II Trade Act would be available directly at Huntington and Logan sites since this program is managed by Work Force WV.
- K. Veteran's activities under Chapter 41 of Title 38 of the United States Code would be provided by schedule physically at Huntington and Logan.
- L. Employment and Training carried out under the Community Services Block Grant Act would be available on site at the Huntington One-Stop.
- M. Employment and Training carried out under the Department of Housing and Urban Development would be by electronic means at Huntington One-Stop.

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N. Programs under State unemployment would be available in the physical location of the One-Stop in Huntington and Logan and on Wednesday weekly at Williamson affiliate. Unemployment Service is a function of Work Force WV

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Programs under Title II of WIA (adult basic education and literacy) are available physically at our Huntington One-Stop, Logan Learning Center. Three of the Optional Partner services are available through DHHR in our physical location in Huntington, across the street in Logan Satellite. The optional services are programs authorized under Part A of Title IV of the Social Security Act, programs authorized under section 6(0) of the Food Stamp Act of 1977, and programs under Section 6(d)(4) of the Food Stamp Act of 1977. The other Optional Partner Programs under the National and Community Service Act of 1990 is available by electronic means. We will be more than willing to work with any group that would be interested in partnering with us on either an individual project or group project.

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The services provided by each partner are dependent on each partner's assessment and regulations that determine who and how they may serve individual customers. The One-Stop may believe an individual qualifies or may be assisted by another partner agency but the actual approval and the addition to the individuals IEP is dependent on the customer's exact situation compared to partnering agencies resources and guidelines, but an attempt will be made to refer to another partner if the first attempt proves unsuccessful. The continued effort to integrate the system has been very difficult due to regulations and personnel concerns of individuals employed by the different agencies. Region 2 will be using an indicator to provide notice of possible eligibility for other federal programs through our One-Stop system.

The One-Stops should refer customers electronically between agencies and the lead case manager places the info in the MACC.

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WORKFORCE West Virginia Services to Specific Populations

The full services of the One Stop System, which in Region 2 consists of Wagner-Peyser program (Job Service), and Learning Centers (Southern Community and Technical College), are available to any individual independent of circumstances since services are provided on an individual basis after proper assessment and discussion of the customer's situation. The resource area of the One-Stop provides core services to all and includes database of jobs, internet access, resume preparation, assessment (Workkeys), career planning and then if employment has not been obtained the individual can meet with case manager and agree to plan of action to receive intensive services, with IEP approval by Case Manager and MACC Registration. .

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1. Dislocated Workers/Displaced Homemakers (Definition-Attch.M)-are invited to contact the One-Stop System at each Learning Center or Comprehensive Center to receive information about opportunities they may access because of their unique status. The Learning Centers also schedule workshops throughout the month on topics that range from interview skills, job- hunting skills, and financial management to identify transferable skills and labor market information and what to do with that information.
2. Low income individuals including migrants, seasonal farm workers, public assistance recipients-the One-Stop provides coordinated case management between DHHR and other partners to a population that many times has been sent in many different directions. The One Stop assesses the individual skills of the customer, then determines with the customer an employable outcome (s), and at the same time coordinates other needed services such as child care, health care, drug counseling, and assists the individual to begin to realize that they need to be treated as a complete individual. Basic needs and establishment of hope of becoming self-sufficient individual are the early needs of these individuals with one point of contact. The ultimate goal of a career is emphasized as the individual moves through intensive services, basic skill improvement, and if needed work experience. Region 2 operates the Excel Career Club Program for DHHR to assist TANF recipients with Job Readiness skills and will coordinate among GED, Job Readiness and Job Placement and Able Bodied Adults Without Dependents(ABAWD).
3. Women, minorities, individuals training for non-traditional employment, along with individuals with multiple barriers to employment be it health, age, or language are included in the Region 2 One Stop System because they can have one lead case manager and visit a Learning Center in their home county. The ability to bring representatives of diverse groups such as Three Rivers Council for Native Americans or local groups who want to assist black Americans can all happen at one site, the One-Stop. This allows customers to stay in one area to receive services, not spend time and money going to several sites. The Internet based services will assist individuals to examine opportunities and to match their skills assessment results with areas of employment they many wish to investigate. The opportunity to attend workshops in their own county to learn problem-solving techniques, job search methods, and to improve base skills that will lead them toward a career. Those with health problems or disabilities have an ideal situation in the One-Stop System where not only is Vocational Rehabilitation services a partner but special computers and other devices are available to assist individuals to access services and employment opportunities.
4. Veterans- One-Stop System is ideal for Vets since many services are concentrated in one area it will not be necessary to go to a number of different sites or at least appointments may be scheduled from one site.

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5. Offenders and Homeless-The Region 2 Workforce Investment Board will continue to coordinate outreach program activities with the State Consolidated Plan and the local

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Continuum of Care whose purpose is to provide a coordinated, locally developed system to assist homeless persons to move to self-sufficiency. Since the City of Huntington receives direct funding from HUD through the Community Development Block Grant (CDBG) program, Region 2 WIB will continue to cooperate with the Mayor's office requests for assistance with the coordination of CDBG funds and the Continuum of Care. Another avenue of cooperation is by providing the Chamber Employability Certificate program, which in achieving individuals have reached levels of base skills to qualify for 85% of the jobs in the United State. Also, the Excel program available at each Satellite Site for WV Works customers further expands opportunities to assist the homeless and to assist in preventing individuals from becoming homeless. Offenders in Huntington are housed in halfway houses within the Empowerment Zone, which enables Region 2 to provide them with the same activities listed above for the homeless and prevent duplicated services. Also with Learning Center workshops being able to be held at other sites this enables us to take these workshops to the population where they maybe most comfortable. Region 2 will apply for grants to continue the Customer Service/Tourism program for the homeless that Region 2 operated in Huntington in cooperation with Goodwill that provided training to 20 homeless men.

The Region 2 Workforce Investment Board has served a number of offenders since our Region now contains 2 Regional Jails and 2 Juvenile facilities. We will continue to meet the federal mandate to serve youths of offenders and youthful offenders through serving transitioning youth from incarceration with a special project based upon availability of funds, to assist their adjustment upon return to their home county along with expanding our role of serving adult offenders.

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The Region 2 Workforce Investment Board has through its PY 2008 Youth Program fully integrated youth into the One-Stop System by requiring OSY and ISY to attend workshops, work towards earning the Employability Certificate and the requirement to have either paid or unpaid work experience. The ISY program now has only one provider and programs may take place at One Stop system. We provided a list of Youth programs by funding source in each county that our future contractors may partner with or refer participants or non-participant for services. The space here does not allow us to list each program and the amount of monies but we are listing the number of programs by county and the entire report is available through the Department of Juvenile Justice:

County	# Programs
Boone	39
Cabell	73
Lincoln	36
Logan	27
Mingo	36
Putnam	37
Wayne	37

The above programs cover from pregnancy prevention, emergency shelter, drug and violent crime control, etc. The other programs represented by those that attend our Council meetings reflect education spending, 4-H and WVU Extension Programs and community college programs:

Organization	Program Funding
Boone Board of Education	State & Local
Cabell Board of Education	State & Local.
Lincoln Board of Education	State & Local
Logan Board of Education	State & Local
Mingo Board of Education	State & Local
Putnam Board of Education	State & Local
Wayne Board of Education	State & Local
4-H/WVU Extension	Fed.
Southern C & T C	State
<u>WORKFORCE WV</u>	Fed.
Huntington Housing	Fed
HRDF	Fed.
Southwestern CAC	Fed.

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The vision of the new youth program in Region 2 Workforce Investment Board is that we incorporate all the above to serving youth with a priority to serve eligible ISY in grades 11 and 12 and then refer individuals within the system that while not every program can serve every youth, we will be able to find the best fit for each youth whether it be ISY or OSY through the use of common assessments and meaningful employment plans.

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Section VII: Workforce Investment Services

General Information Regarding Access to Services

Region 2 has one chartered full service comprehensive one stop center located in Huntington, while Logan is a satellite, and others are affiliate/Learning Centers. In addition all counties have a Learning Center. This brings services closer to customers and allows for an easier participation in a large offering of partner services and activities. All customers can access information about employment and training options at any of these locations self directed core services provided in the resource rooms or by receiving staff assistance for core services such as resume writing, job search assistance, and assessment services such as the Work Keys assessments in Reading for Information, Applied Math and Locating Information.

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General Information Regarding Access to Services for Adults and Dislocated Workers

A customer may receive core services at any site but to be registered for intensive services training and vocational ITA training (Region 2 WORKFORCE West Virginia Scholarship), he/she must schedule an appointment with a case manager located at the comprehensive one stop. The WIN Internet connection also provides an array of free core services and can be accessed from anywhere through our website, www.wvregion2.org. We expect that the WORKFORCE West Virginia Center system will integrate services of all partners so that there will be less duplication of efforts and allow customers to make self-referral to other partners. Job Seekers will be surveyed to determine services needed for referral to other appropriate partners. Staff of various partners in the One Stop System may provide additional services to customers receiving both intensive and training services. Customer data and tracking will be maintained in the state's WORKFORCE West Virginia Operating System (MACC [Atch.L](#)). All WIA participants will be required to maintain their enrolled status in Wagner Peyser (Job Service) by calling or reporting back to the Job Service office at least once every 60 days.

Customers who are unsuccessful in obtaining employment independently, despite ample use of core services, will be transitioned to intensive services/training. As part of intensive services, a customer will meet individually with WORKFORCE West Virginia Center to assess skills and determine eligibility for WIA services. As a customer continues to receive services, it may become apparent that despite having marketable skills, those skills require updating, or it may be the customer cannot find a job offering a self-sustaining wage. At such a time, occupational training services are considered to enhance the customer's ability to secure a self-sustaining job and/or meet his/her employment goals.

If it is determined that a customer needs occupational training to obtain or retain a job, Case Manager staff members work with the customer to choose the appropriate training course. Every effort is made to maximize customer choice in this decision. Once training choices are made the Case Manager staff works with the customer to identify options for financial aid. If all funding opportunities are exhausted and the customer has selected an occupational training program, the customer may be eligible for tuition and program-related financial support through a Region 2 WORKFORCE West Virginia Scholarship (individual training account) funded through WIA Title I, if funding is available.

Once funding is secured and a customer is accepted into the training program, a training start date is determined. In addition to tuition and fees assistance provided through the Individual Training Account (ITA), customers may also be eligible for: training related costs such as books, tools, etc. and/or other support services such as childcare or eyeglasses. The Region 2 WIB does not

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provide needs related payments or weekly stipends due to the setting of funding priorities by the board.

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1). Training costs shall not exceed a total of \$2,000 per year to include tuition and fees, and training related costs to \$ 500 such as books, supplies, tools, other required, and supportive services, including childcare and eye care. No payments will be made for training costs incurred prior to the time the Individual Training Account is granted. The training provider and/or participant shall provide documentation of sources of income or funding for a training program that costs in excess of the amount approved for WIA funding.

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2). Participants will be limited to one (1) occupational skills cluster.

3). Participants may transfer from a training institution of higher education to another training institution as long as the receiving institution accepts all accumulated hours.

4). Transfers will not be approved for participants attending providers of training other than institutions of higher education.

5) Funds shall not be approved for home study courses above GED, or electronic courses unless on approved list or sectarian activities.

6) Workforce Investment Act funding shall not be provided for individuals changing programs unless approved by the One Stop Case Manager. In the event the Case Manager is unable to determine if the participant is eligible to change training programs, the Executive Director of Region 2 WIB will confer with the WIB Chair to make the final decision.

7). No costs for any repeated course(s), lost books, etc, will be paid by WIA funding.

8) The participant will be required to apply for a PELL Grant or other financial aid. All training costs (tuition, books, and related materials) will be paid before supportive services and childcare. If the training costs exceed the amount of assistance from other sources and the voucher from WIA, the participant is responsible for paying the remainder of the costs. The participant will pay such excess costs on the service provider's first invoice or make separate arrangements with the service provider, and list on the REGION 2 WORKFORCE WEST VIRGINIA SCHOLARSHIPS how these excess costs will be paid. The participant will forego any supportive services or childcare payments in excess of the \$ 500 cap.

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9) Any WIA participant that receives monies from a PELL Grant or other non-refundable grant or scholarship, will have their supportive services and/or childcare payments reduced to offset money already paid by WIA for tuition and fees.

10) Occupational Training must begin within 180 days of execution of Individual Training Account and will have a time limit of up to six (6) semesters. Participants determined WIA eligible may go up to six (6) semesters of training with the recommendation of the case manager and with the approval of the One-Stop Manager. The One-Stop Manager must sign under the Case Manager's name on the REGION 2 WORKFORCE WEST VIRGINIA SCHOLARSHIPS as verification he/she has approved the recommendation.

The total training cost cannot exceed the \$2,000 per year cap and the training program must be on the approved Training Provider list. The \$2,000 cap includes all tuition and fees, \$ 500 for books, supportive services, including childcare. However, the participant has the right to waive supportive services and childcare in order to receive those funds for training purposes. The Case Manager is to write "participant wishes to waive all supportive services and childcare" in the appropriate section on the Region 2 WORKFORCE West Virginia Scholarship and the participant must initial that section on the Region 2 WORKFORCE West Virginia Scholarship.

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11).The participant and the childcare provider must complete a Childcare Agreement. Childcare is for children age 14 and below, no special or eldercare: 1 child \$10 per day, 2 children +\$6 per day, each additional child +\$4 per day. Childcare is to be paid only when there is no other responsible adult living in the household to care for the children.

Region 2 WIB on-the-job training policy and processes and self- sufficient definition

Region 2 will utilize on-the-job training (OJT) in cases where there is insufficient need for occupational training through vendors and where individual employers demonstrate need for training to hire new employees who do not meet their normal hiring requirements. The OJT option may be open to customers,for whom REGION 2 WORKFORCE West Virginia Scholarships are not available or where specific employer needs can be better met through individualized training geared to the employer’s needs. The OJT will be available in jobs within growth occupations and with stable employers, as determined by the WIB. Further, the employers and occupations will reflect the economic development direction of the region. In order to ensure that OJT is directed to jobs that move individuals toward self-sustaining wages, OJT adult and dislocated worker contracts will be limited to jobs that pay at least self -sufficient wage in the county of employment as determined by the Region 2 WIB scale. Jobs considered for OJT should provide adequate benefit packages but the benefits will not be considered as part of the wage determination requirement. The duration of OJT will not exceed the period defined in Onet (formerly the Dictionary of Occupational Titles) for the occupation in question without the approval of the WIB Executive Director. All participating employers must have a successful record of OJT retention.

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Region 2 WIB has based its OJT services on the profiling of jobs by occupation or job specific skills and related this to the Work Keys assessment program. Both of these services are provided to Region 2 by contract and must use the ACT system. The Region 2 WIB believes that if we are going to increase the base skill level of our workforce, we must lead by example and the ACT System contains measurable outcomes that will enable us to issue a basic skills certificate that lets the employer know he has a qualified candidate that has the ability to learn the needed occupational skills for the position. The broker, with the assistance of Region 2 Business Services Team will advertise the benefits and availability of the OJT program. The OJT program also cooperates with the Learning Center program to deliver a complete system of services to businesses.

The OJT contractor has a presence in the WORKFORCE West Virginia Centers and will have participants referred to the contractor by the case managers. The broker is responsible for tracking the customer’s progress during their OJT participation and coordinates needed supportive services with the community-based organization delivering these services in that county. The broker also tracks the customer for 6 months and one-year status review. The Case Manager and Region 2 will provide follow-up services, for up to one year after exit from the OJT Program.

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Employer OJT job opportunities will be referred to the contractor by referrals from the Region 2 Business Services Team members, One-Stop Job orders and through the contractor’s job development efforts.

The WIB provides approval, monitoring and oversight of the OJT contracts. Reimbursements to employers will be limited to not more than 50% of the actual wage paid in accordance with Federal limitations to a maximum of \$ 3,000.

Region 2 WIB Customized Training

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The Region 2WIB promotes cooperative agreements that demonstrate multiple organizations working together. This cooperative agreement is in conjunction with the WORKFORCE West Virginia and details options the employer may have in seeking funds for employer training of employees. Region 2 WIB will join in partnership with the other regions under the leadership of the West Virginia Development Office and the WORKFORCE West Virginia in coordinating and offering our Customized Training Program to businesses by using a common intake and application process. The WVDO application for training will be used to qualify companies for customized training and all referrals for customized training will be given to the Region 2 Business Services Team members to identify which members should visit the company and determine the best use of training funds. A letter of acceptance will be given to the WVDO stating what part of the training Region 2 will agree to pay for so that both local and state funds can be leveraged in addition to the business's obligation to provide at least 50% of the training costs. A contract will be signed with each business clearly stating the guidelines for the training and the finances committed by Region 2 WIB as part of the agreement. All participants must meet Region 2 WIA eligibility guidelines excluding taking of the Work Keys tests unless requested by the employer.

Specific terms and conditions requirements for each contract include:

1. The Region 2 Workforce Investment Board will pay for the applied training costs up to 40 % for Workforce Investment Act (WIA) certified eligible, full-time employees.
2. The parties hereto agree all Customized Training (CT) services for the approved positions commencing after July and terminating upon completion of the contracted Customized Training hours only or on June of the following year, whichever occurs first. Objective of training is to improve long-term wage levels of trainees and provide training on new technology. Only individuals who meet the eligibility criteria for the WIA and Customized Training program (as determined by the WORKFORCE West Virginia Center) will be considered for reimbursement and must be approved before training begins.
3. All trainees under this agreement are considered regular full-time employees are subject to the same rules, regulations benefits as other employees, unless approved by the Executive Committee.
4. No seasonal jobs are permitted.
5. Reimbursement under this agreement is limited to the extraordinary cost of providing Customized Training instruction.
6. Employer will not be reimbursed for wage of employees.
7. This document is considered a binding CT agreement once the Region 2 WIB has signed said document.
8. The employer agrees to continue the participant as a full-time employee at the conclusion of training.
9. Region 2 WIB staff can make scheduled monitoring visits at worksite.
10. The participant will be trained by approved curriculum attached to the WVDO Training Grant Application.
11. Increases in wages to trainees are allowable during training and will not interfere with original eligibility determination.
12. No trainee or trainer will be paid in cash.
13. Reimbursement will occur during the time limits provided in this agreement unless Region 2 WIB agrees to an extension.
14. In the event that trainee terminates employment under this agreement, whether voluntarily or involuntarily, training may not continue.

15. The employer may at any time by written request seek to cancel or modify this agreement; requests must be approved by Region 2 WIB. The Region 2 WIB may cancel

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this agreement upon the cancellation of funding or the employer ceases to meet the terms of this agreement.

The Region 2 WIB Eligible Training Provider Process

The Individual Training Account program is designed to assist eligible individuals in selecting their choice of occupational training from eligible providers and to provide financial assistance with occupational training costs. This market-driven system will enable customers to obtain the skills and credentials they need to succeed in their local labor markets. To participate in the Region 2 WORKFORCE West Virginia Scholarships Program, the training facility must complete the Region 2 Workforce Investment Board Eligible Training Provider Application and be approved as an eligible provider by Region 2 Workforce Investment Board. A separate application must be completed for each training location by training program or occupational skills course of study. Programs approved for the Region 2 WORKFORCE West Virginia Scholarships system must lead to license, certificate, associate degree or baccalaureate degree and must be completed within twenty-four (24) months.

The purpose of this application process is to collect information of program enrollments; completions, degrees awarded, and job placements and the financial stability of the agency. Once approved, the application is forwarded to WORKFORCE West Virginia for placement on the statewide Eligible Service Provider List. The data will be placed on the statewide listing and will be accessible to all job seekers through the Workforce Investment Act (WIA) of 1998.

The only exemptions approved by WIA to the application requirements include programs for:

Short term pre-vocational services including “soft skills” training

On-the-job training

Customized training

Applications must be submitted electronically by applying at the state’s official website, www.workforcewv.org :

Appeal Process

When the Region 2 WIB staff does not approve a service provider’s application, or their eligibility is terminated, the service provider has ten (10) days of receipt of such notification, to request the Executive Committee review the application. The written appeal should include reasons why the service provider believes the application should be approved and sent to:

Executive Committee Chairperson
Region 2 Workforce Investment Board
2699 Park Avenue, Suite 210
Huntington, WV 25704

The Appeal Hearing is to take place within thirty- (30) days of receipt of the written request. The hearing shall include a rendering as to why the application was not approved or their eligibility is terminated by the local WIB. The training provider will demonstrate why the decision should be reversed or a compromise established. The decision of the Executive Committee is final, but the decision maybe appealed to the next level.

If the grievant does not receive a written decision within sixty (60) days of original filing date or receives an unsatisfactory decision, the grievant has ten (10) days to request a review of the grievance by:

State WIA Compliance Officer

▲ Operational/Strategic Plan Draft for Public Review/Comment 4/25/08 – 5/25/08 –

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WORKFORCE West Virginia
1900 Kanawha Boulevard, East
Building 6, Room B-617
Charleston, West Virginia 25305

The decision of the State WIA Compliance Officer is final.

The Region 2 WIB priority of service policy

Training Services are provided to all WIA eligible adults that are actively seeking employment and have developed an Individual Employment Plan. A Prioritized Referral Process is included in WIB Policy Letter #03- Individual Training Account Policy (**Attachment O**) to provide the Board with levels of service that they can authorize depending on the available amount of funds for Adult Region 2 WORKFORCE West Virginia Scholarships. This process ensures WIA Participants from Priority Level 1,2, and 3 are funded and served on a first come first served basis based on demand occupations priorities. Veterans will move to the top of any Region 2 WORKFORCE West Virginia Scholarships waiting list. Priority Level 4 will be approved by Board action if funding is available.

The Region 2 WIB may transfer funds if needed between adult or dislocated worker funds.

Access to Services for Youth

Region 2 Workforce Investment Board now requires that each youth contractor must determine their own WIA eligibility with a priority to serving grades 11 and 12 in the ISY program. We have provided them with a list of other programs serving youth in their area they can determine what program can best meet the needs of the youth. The One-Stop will refer youth to the nearest service provider in the youth's area of residence to see if he is eligible for their program or could better be served by another agency. For example if an OSY does not have a GED or diploma he/she should be referred to Adult Education to assist with GED and our contractor may decide to enter them in their program for other services or wait until the individual receives their GED.

It is our intent that our ISY contractor will be in the best position to identify those in the most in need category since presently all our county school systems have the records available to serve these youth and any non-school board contractor must have a MOU with the county to serve the greatest at risk. This coordination between the IEP for the ISY and the services the student already receives should mean that the participant is receiving the greatest array of services. This applies equally to providing additional services to alternative education projects in each county. The services of the Learning Center of the One-Stop can be brought to the ISY during school hours or to a central location after school.

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Region 2 has partnered with Education and Arts to provide information on scholarships and Pell grant applications for post secondary training as well as information on how the WV Clearinghouse can assist participants in career planning.

The OSY program has been integrated into our One-Stop Learning Centers and will now be required to participate in 60 hours of career activities a month, work experience either paid or non-paid, once having received their Certificate the participant is eligible for co enrollment in adult or dislocated worker OJT program which develops self-sufficient jobs.

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The Region 2 Workforce Investment Board requires that all work situations whether paid or unpaid must meet applicable safety and child labor laws and all contractors and employers sign and agree to that provision. The evaluation criteria used for our youth programs consist of program design which includes innovativeness of the proposal, how well the proposal explains the problems of serving

youth with barriers and how proposed contractor overcomes the problems defined and particularly for OSY how they plan to recruit and retain youth. The second step is soundness of approach to meet the required elements and the required designs of the program and their ability to meet the common measures for contract renewal. The last 3 criteria is leveraging funds at least 40%, partnership collaboration, community involvement, financial management

and qualifications of agency and personnel. We use the youth criteria for eligibility as presented with emphasis on contractor's program being able to assist participant to overcome barrier(s) within 1 year or at least make progress and place an emphasis on hardest to serve.

Region 2 Workforce Investment Board definition of "deficient in basic literacy skills for youth is below Level 4 on the Workkeys Assessment or the 8th grade reading level, though a participant who is above the 10th grade should be reading at grade level or Level 5 Workkeys for greater career success.

Access to Services for Employers

Region 2 WIB has formed a Region 2 Business Services Team, which provides a coordinated approach in providing services to local employers. The Teams' Vision statement is "The solution to all business needs". Members of the team meet monthly to coordinate employer visits discuss available business services and resources and identify appropriate responses to meet the needs identified during the employer visits. Local agencies are encouraged to utilize their local One Stop and the Region 2 Business Services Team to provide coordinated services to business customers to reduce the feeling of competition between agencies and reduce the number of contacts each business receives from agencies trying to sell their services. The performance goals of each agency must be met through the Business Services Team for it to be successful.

The Region 2 WIB is providing outreach to employers by joining and actively participating in the community and business focused organizations such as the local Chambers of Commerce. The Region 2 Business Services Team provides assistance in identifying and meeting employer needs through this One Stop approach that also includes participation of the WORKFORCE West Virginia rep who serves as chair, Marshall Community and Technical College, Southern WV Community and Technical College, Region 2 OJT contractor, Bureau of Employment Programs, Division of Rehabilitation Services, Region 2 WIB Staff, and the Huntington One Stop Site Coordinator. Additional partnerships will be formed with agencies and organizations to provide comprehensive services to employers without duplicating services. A marketing plan will be developed between the partners to make employers aware of available services and how to contact the Region 2 Business Services Team.

The Region 2 WIB and the Region 2 Business Services Team will continue to develop a stronger connection between economic development and workforce development needs and continue to improve services to the individual to enhance employee skills and thus improve employer productivity and satisfaction with WORKFORCE West Virginia system participants.

Business services offered by the Region 2 WIB include customized training, on-the-job training, Work Keys System, entrepreneurial services, Rapid Response for layoffs and layoff aversion, employee recruitment, retention and work readiness skills. The Region 2 WIB will also pursue additional non-WIA funding to provide grants to employers for employee procurement and training.

Section VIII: Additional Information

Procurement

Competitive and non-competitive procurement policies used for awarding grants and contracts for activities under Title I of the WIA not covered by ITAs.

Region 2 Workforce Investment Board Procurement Policy Letter #04 (**Attachment M**) identifies the competitive and non-competitive procedure and strategy for use of WIA funds not covered by Region 2 WORKFORCE West Virginia Scholarships. The Region 2 Workforce Investment Board Request For Proposal (RFP) Process Guidelines Policy Letter #02 (**Attachment N**) describes how bidders are made aware of availability of grants or awards.

A summary of the attached Procurement Policy is:

It is the policy of the Region 2 Workforce Investment Board to make competitive purchases and grant awards to qualified vendors/service providers, which already are located in Region 2, to increase the economic development multiplier effect of Title I WIA funds allocated to this region. Vendors and service providers outside of Region 2 may be solicited for competitive bids when products and or services:

- Are not available locally or
- Products or services demonstrably superior to those available locally are required.

At least two bids from qualified vendors or service providers will be solicited for products or services costing over \$1000 but less than \$25,000. Services over \$25,000 must follow the Region 2 WIB Request for Proposal (RFP) Process Guidelines-Policy Letter #02 and be administered on a cost reimbursement basis only. Sole sourcing may be used if:

- The service or product is under \$25,000 and it is reasonably accepted that the availability of qualified providers is limited to one provider OR
- If there are no bids awarded after the RFP process has been followed.

Service Providers awarded WIA funds through the RFP Process must follow the intent of this Procurement Policy. Successful Grantees and Sub-Contractors will not be required to use the RFP Process to expend awarded funds.

A summary of the attached Request For Proposal (RFP) Process Guidelines Policy describes how potential bidders are made aware of availability of grants or contracts:

Advertising-The Executive Committee will review the RFP request form prepared by the coordinator and modify or approve the form for advertising. The Executive Director will submit a public notice to all Region 2 county newspapers and contact the statewide service provider network and the State Register with the following information:

1. Existence of the RFP with directions on how to receive a copy

2. Requirement to be at the bidders conference to be a qualified bidder
3. Location, date and time of bidders conference (no sooner than one week after advertisement)

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Equal Opportunity, Affirmation Action and Grievance Procedures

The WORKFORCE West Virginia has been designated as the responsible agency for issues related to equal opportunity issues. A separate issuance will come from outlining the requirements to be included in the plan to cover this area.

Complaint and Grievance Policy

The Region 2 WIB will adhere to the Governor’s Workforce Investment Office (GWIO) Policy Guidance Letter No. 2-00 “WORKFORCE West Virginia Grievance and Complaint Policy”. As stated in the policy complaints and grievances are two potentially different actions, State procedures combine both into a single process and will henceforth refer to them collectively as complaints. Complaints cover issues raised by participants, WORKFORCE West Virginia Center One-Stop partners, service providers and other interested parties. Such parties may file a complaint concerning any aspect of the implementation of the Act when they feel the provisions of the Act have not been followed. The procedures include an opportunity for a hearing to be completed within 60 days of filing the complaint or grievance. (**Attachment K-Region 2 WIB Letter 01 Grievance and Complaint Policy**)

Performance Measures- No local measures beyond required by State and Federal regulations

Program Planning- See Attachment – E-1

Budget Information Summaries-See Attachments E-2

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Public Comment Process

A copy of the Operational Plan DRAFT is sent to (7) Learning Centers, for the 30-day public review and comment. A letter will be sent to all LEO's, Region 2 Board members and Region 2 WIB contractors explaining how to download the DRAFT Operational Plan from the website www.wvregion2.org. Newspaper legal ads are placed in all seven counties to publicize the location of the plans and the website link to access the Operational Plan.

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All comments are reviewed and Operation Plan changes are presented at the Joint LEO and Executive Committee meeting in May. If comments are approved, changes are made to the Operational Plan. The Huntington One Stop Business Plan will be attached to the final draft but is not changeable by public comment since these are contracted services which have been approved by the Joint LEO and WIB Boards,

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ORGANIZATIONAL CHART

LEO
WIA Funds Only

Region 2 Workforce Investment Board
Contracts for WIA Funds with LEO Board and receives direct funding from Department of Health & Human Services for Excel Career Club and ABAWD

Executive Committee

Executive Director

Financial Contractor

Finance Clerk

Administrative Assistant

Performance Specialist

R2WIB One Stop Operation
Workforce Centers/Learning Centers/Excel Career Club/ABAWD

Huntington
Comprehensive

Logan
Satellite

Boone
Affiliate

Lincoln
Affiliate

Putnam
Affiliate

Wayne
Affiliate

Williamson
Affiliate

WEST VIRGINIA
2007 LOWER LIVING STANDARD INCOME LEVELS

For Establishing Self-Sufficiency Employment

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WIA 134(d)(3)(A)(ii) Funds allocated to a local area...shall be used to provide intensive services to adults and dislocated workers...who are employed, but who are determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self sufficiency.

633.230 - What criteria must be used to determine whether an employed worker needs intensive services to obtain or retain employment leading to self-sufficiency? State Boards or Local Boards must set criteria for determining whether employment leads to self-sufficiency. At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the lower living standard income level, as defined in WIA section 101(24). Self-Sufficiency for a dislocated worker may be defined in relation to a percentage of the layoff wage.

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MINIMUM LEVELS FOR ESTABLISHING SELF-SUFFICIENCY EMPLOYMENT

Federal Register Vol. 71, No. 105 - Thursday, June 1, 2006 - Page 31221
Federal Register Voc 72, No. 106 - Thursday, June 4, 2007 - Page 30858

FAMILY SIZE	NON-METROPOLITAN	METROPOLITAN	WASHINGTON DC METROPOLITAN AREA
			Berkeley and Jefferson Counties
1/2			
3			
4			
5			
6			

FAMILY SIZE	NON-METROPOLITAN	METROPOLITAN	WASHINGTON DC METROPOLITAN AREA
			Berkeley and Jefferson Counties
1/2	\$17,530	\$18,170	\$22,600
3	\$24,060	\$24,940	\$31,020
4	\$29,700	\$30,790	\$38,290
5	\$35,050	\$36,340	\$45,190
6	\$40,990	\$42,500	\$52,850

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METROPOLITAN STATISTICAL AREAS

Charleston Huntington Mineral Co. Parkersburg Weirton Wheeling
Kanawha Co. Cabell Co. Wood Co. Brooke Co. Marshall Co.
Putnam Co. Wayne Co.

EXCLUSIONS FROM FAMILY INCOME:

1. Severance pay if paid in a lump sum
2. Trade Act
3. Unemployment Compensation
4. Welfare payments (including TANF, SSI, RCA, and GA)
5. Capital Gains
6. Any assets drawn down as withdrawals from a bank, the sale of property, a house or a car.
7. Tax refunds, Earned Income Credit, gifts, loans, lump-sum inheritances, one-time insurance payments or compensation for injury.
8. Non-cash benefits such as employer paid fringe benefits, food or housing received in lieu of wages
9. Medicare, Medicaid, Food Stamps, school meals and housing assistance.
10. VA Disability.

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- 11. Child support payments (includes payments made by state/local government on behalf of foster children in the home).
- 12. PELL grants, Needs-Based Scholarship assistance, and Federal Work Study.
- 13. Old-age and survivors insurance benefits (including surviving spouse and children) received under section 202 of the Social Security Act.
- 14. Income earned on active military duty.

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ATTACHMENT L-2

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Region 2 Workforce Investment Board Policy Letter # 17 Youth Credential Policy

Submitted for Approval: April 25, 2007 – LEO/Executive Committee Session

- 1. Purpose: To define and outline required elements for an acceptable credential system.
2. Background: The Common Measures Policy for the Employment and Training Administration’s (ETA) Performance Accountability System and Related Performance Issues as stated in the Training Employment and Guidance Letter #17-05 defines a credential as a nationally recognized diploma, GED, degree, certificate or license as a recognized certificate
3. Definitions: Credential- a nationally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalent, post secondary degree/certificates, recognized skill standards, and licensure or industry-recognized certificates, including all state education agency recognized credentials. WORK READINESS CERTIFICATES WILL NOT BE ACCEPTED.
4. Policy: The credential must be in accordance with the definition above, be in a demand occupation and be awarded by:

- A state educational agency or a state agency responsible for administering vocational and technical education within a state.

An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in th

- e student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
• A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Mealworking Skills, Inc., Machining Level I credential) or product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer) using a valid and reliable assessment of an individual’s knowledge, skills, and abilities.
• A registered apprenticeship program
• A public regulatory agency, upon an individual’s fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., FAA aviation mechanic certification, state certified asbestos inspector)
• A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.
• Job Corps Centers that issue certificates.
• Institutions of higher education which is formally controlled, or has been formally sanctioned, or chartered, by the governing body of an Indian tribe or tribes.

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YOUTH PERFORMANCE GOALS¶

The State of West Virginia received a one year waiver from the Department of Labor to report Common Measures for Program Year 2006. Region 2 will comply with the State’s reporting requirements for both Core Measures and Common Measures. ¶

¶

Core Measures¶

Same as listed¶

¶

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¶

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COMMON MEASURES¶

¶

Literacy or Numeracy Gains¶

At least 50% of those out of school youth who are determined to be basic skills deficient will increase one or more educational functioning levels. ¶

¶

Attainment of Degree or Certificate¶

At least 45% of youth who are enrolled in education at participation or any time during participation will attain diploma, GED or Certificate by end of the third quarter after exit. ¶

Region 2 Workforce Investment Board has created a Youth Credential Policy to define and outline required elements for an acceptable credential system. ¶

See Attachment L-2¶

¶

Placement in Employment or Education¶

At least 61% of youth who are not in post secondary education, employment or the military at participant will be placed in employment, military, post secondary education, advanced training or occupational skills training the first quarter after exit.¶

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5. **Action:** The Youth Service Providers for Southwestern West Virginia Region 2 Workforce Investment Board will utilize the definition above when providing WIA Youth funds for a diploma, degree, certificate or license attainment. Appropriate documentation of credential attainment must be maintained in the participant’s file. Appropriate documentation includes the following:

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- Copy of diploma, certificate, GED, license or other approved credential.
- School record verifying attainment including GED, degree, license, certificate or other approved credential
- Letter from awarding institution that includes the participant’s name, type of credential, and attainment date

Expiration Date: Effective until rescinded or modified by Region 2 Workforce Investment Board.

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The fiscal officer Chief Financial Officer currently utilizes a computer accounting system to record accounting transactions. This system is designed to produce a check register, deposit detail, general journal, general ledger, payroll register, accounts payable detail, income statement and balance sheet.

All original invoices are reviewed and verified by the Administrative Assistant of Region 2 WIB prior to approval for payment. The Executive Director marks "Okay to Pay" for youth service providers and contractors. An accounts payable report is prepared by the CFO listing each invoice by the vendor name, due date and amount of the invoice. This report and the related invoices are submitted to the WIB Executive Director for review and approval. The CFO then prepares the checks for each vendor. The CFO is responsible for all blank checks, which are kept under lock and key.

All checks require two signatures from authorized persons included on the bank's signature card. The CFO who prepares the checks is not authorized to sign checks.

The Region 2 WIB Administrative Assistant mails the checks to the vendors and records the check numbers on the accounts payable report.

The original invoice is stamped "paid". A copy of the check is attached to the paid invoice and filed with the accounts payable report by month paid.

Canceled checks are filed monthly with the bank statement and bank reconciliation for cross-references. The CFO prepares the bank reconciliation monthly after examination by the Executive Director. Voided checks will have "VOID" written across the check and the CFO maintains a file of VOIDED checks

starting at 9:00 a.m. except for Wayne, Boone and Lincoln that provide 30 hours of service each week. Comprehensive centers operate Monday through Thursday from 8:30 a.m. to 5:00 p.m. and Friday from 9:00 to 5:00

This One Stop services the Learning Center located in Wayne County at the Bison Center complex and the Lincoln Learning Center located in Lincoln County at the Charles Yeager Career Center. The Logan one stop is located in the city of Logan within three (3) blocks of the Logan Learning Center and also oversees the Boone Learning Center that is located in Madison across from the Boone Courthouse. The Williamson one stop services Mingo County and the Learning Center is located within the One-Stop. The Putnam Affiliate is located with the Learning Center at Prestige Park off the Winfield exit of I-64

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Bureau of Employment Programs

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Bureau of Employment Programs

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Small Business Development Center

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Southern WV Community & Technical College

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Each of the One-Stop Consortiums was given a one-year, provisional charter by the Region 2 WIB. The performance of each One Stop Consortium will be evaluated utilizing the provisional chartering criteria approved by the WIB Executive Committee

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ATTACHMENT L-1

YOUTH PERFORMANCE GOALS

The State of West Virginia received a one year waiver from the Department of Labor to report Common Measures for Program Year 2006. Region 2 will comply with the State's reporting requirements for both Core Measures and Common Measures.

Core Measures
Same as listed

COMMON MEASURES

Literacy or Numeracy Gains

At least 50% of those out of school youth who are determined to be basic skills deficient will increase one or more educational functioning levels.

Attainment of Degree or Certificate

At least 45% of youth who are enrolled in education at participation or any time during participation will attain diploma, GED or Certificate by end of the third quarter after exit. Region 2 Workforce Investment Board has created a Youth Credential Policy to define and outline required elements for an acceptable credential system.

See Attachment L-2

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At least 61% of youth who are not in post secondary education, employment or the military at participant will be placed in employment, military, post secondary education, advanced training or occupational skills training the first quarter after exit.