

**SOUTHWESTERN WEST VIRGINIA
REGION 2
WORKFORCE INVESTMENT BOARD**

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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, 2016 – June 30, 2020

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

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Local Plan

Section 1: Strategic Planning

(A) Regional economic conditions:

Region 2 as was most of the southern part of West Virginia was hit very hard by the declining employment in the mining industry along the corridor counties of Boone, Logan and Mingo. The mining locations, but also in Cabell where a lot of the machine and equipment shops were located which repair mining equipment. Wayne County was heavily dependent on coal mining in the southern part of the county which borders on Mingo County.

The loss of property tax income from the mining equipment and individuals moving out of the area has caused another major employer to experience financial problems which would be local governments and the State. State government has suffered the same financial problems having gone through 2 budget cuts. The cutting of State funds and the loss of population tends toward a decrease in hiring of teachers and other educational personnel. Putnam County which is located in the center of the region has continued to experience growth with increase in population of 1 percent in the last year. The only county besides Cabell that experienced an increase in population. The other major influence on Region 2 economy is the location of Region 3 which is the single county of Kanawha where the State Capitol is located and a large number of businesses increase job opportunities since Boone, Lincoln, and Putnam counties border Kanawha. The influence of Region 3 will be looked at in greater detail when we look at the analysis of 50 mile radius of Region 2, which obviously includes the States of Ohio and Kentucky that border Region 2 and provides Region 2 jobseekers opportunities for employment. Now a look at the present and future. The unemployment in Region 2 in October was 5.8% with civilian labor force of 116,500 and 109,810 employed and 6,720 unemployed with 7,530 job openings advertised the ratio was 1.24 per unemployed per job opening. The State was 5.3% in October 2016. The second quarter employment was 103,683 with average hourly wage of \$19.95 which led to weekly average income of \$798 and an annual average of \$41, 496 which finished second among the seven regions with only Region 3 being higher with \$44,980 annual average. When you look at the future service industries seem to be where jobs will be increasing with the medical field showing growth with both Ambulatory Health Care Services and Nursing Care facilities projected to continue growing through 2022. Increases in employment are projected for Construction of Buildings as well as two manufacturing industries: Transportation Equipment and Wood Products. More than two-thirds of the declining industries in Region 2 are found among Goods-Producing sectors, with the greatest loss in mining (except oil and gas), and a significant number in manufacturing, particularly Electrical Equipment, Appliance and Component manufacturing. Some attempts are being made to bring back agriculture using new methods of growing but time will tell if this is successful. Also as unemployed individuals begin to understand Career Pathways position in retail sales and food service are still in demand.

(B) Knowledge and skills needed to meet employment needs:

With medial and service occupations leading the way, 75.65% of advertised positions required at least High School Diploma or Equivalent and /or Associate's Degree.

The list of Job Skills listed among advertised jobs includes:

1. Customer Service including listening skills, oral comprehension, oral expression
2. Interpersonal skills with positive attitude, flexibility and relationship management.
3. Basic Skills of problem solving, decision making, cash handling, standing for long periods and food preparation.
4. Certifications include:
 - a. Commercial Driver License (CDL)
 - b. Basic Life Support (BLS)
 - c. Certification in Cardiopulmonary Resuscitation (CPR)
 - d. Advance Cardiac Life Support (ACLS)
 - e. Pediatric Advanced Life Support (PALS)
 - f. Adult, Pediatric, and Neonatal Critical Care Nurse (CCRN)
 - g. Certified Nursing Assistant (CAN)
 - h. Basic Cardiac Life Support (BCLS)

(C) Area workforce analysis:

The October, 2016 unemployment rate was 5.8% in Region 2 with 109,810 individuals employed averaging \$19.95 an hour for an average monthly wage of \$798 and annual average of \$41,496 in a State where the average wage was \$ 41,600 with a 5.3% unemployed rate. As mentioned before with the down turn in coal business this was a solid performance for parts of the Region that were working. Let's take a look at the top 5 occupations in each county along with the highest paying and the fastest growing occupations based on PY 15-16.

Boone-Largest	Highest Pay	Growing
Personal Care Aides	Physicians	Security Guard
Cashiers	Pharmacists	Maids & Housekeeper
Office Clerks-Gen.	Chief Executives	Janitors
Roof Bolters-Mining	Lawyers	Registered Nurses
Heavy Truck Drivers	Educ. Admin.	Food Prep. & Serve
Cabell		
Retail Sales	Surgeons	Registered Nurse
Registered Nurse	Anesthesiologists	Retail Sales
Office Clerk-Gen	Physicians	Personal Care Aides
Food Prep & Serve	Internists Gen	Nursing Asst.
Cashiers	Dentists Gen	Fast Food
Lincoln		
Personal Care Aide	Physicians	Personal Care Aide
Farmers/Ranchers	Pharmacists	Teacher-Elementary
Cashiers	Geoscientist	Real Estate Mgr.
Wellhead Pumpers	Lawyer	Teacher-Substitute
Teacher-Substitute	Educ. Admin	Nursing Asst.
LOGAN		
Cashiers	Physicians	Retail Sales
Food Prep& Serve	Pharmacists	Registered Nurse
Office Clerk-Gen	Physical Therapists	Childcare Workers
Retail Sales	Sales Rep	Personal Care Aides
Operating Engineers	Mining Engineer	Maids & Housekeeper

LARGEST	Highest Pay	Growing
MINGO		
Operating Engineer	Physicians	Teacher-Elementary
Office Clerk-Gen	Pharmacists	Registered Nurse
Truck Driver	Mining Engineer	Landscaping
Cashiers	Lawyers	Teacher Asst.
Teacher-Elementary	Construction Supr.	Childcare Worker
Putnam		
Office Clerk-Gen	Surgeons	Retail Sales
Cashiers	Physicians	Cashiers
Retail Sales	Dentist-Gen	Food Prep & Serve
Food Prep & Serve	Pharmacists	Personal Care Aides
Material Movers	Engineering Managers	Real Estate Sales
WAYNE		
Personal Care Aides	Physicians	Retail Sales
Office Clerks	Pharmacists	Personal Care Aides
Cashiers	Sales Rep	Teacher-Elementary
Retail Sales	Physician Asst.	Teacher-Substitute
Truck Driver	Psychologists	Maids & Housekeeper

If you look at the above chart for each county in Region, please note the non-coal counties would be Cabell and Putnam, the rest would be listed as coal except the Huntington side of Wayne. You note in all counties healthcare occupations are increasing in the Region and the level of individual skills training decides where you may enter and your future pathway. You will also note that the skills needed for almost all positions are the four communication skills found State wide: Active listening, social perceptiveness, speaking and reading comprehension and the base skill that stands out is math which can be a real problem for many. There appears to be an opportunity with young people with need for child care and elementary education.

The top 5 projected growing industries for the period 2012-2022 are: Ambulatory Health Care Services, Professional, Scientific, and Technical services, State Government excluding Education and Hospitals, Construction of Buildings, Nursing and Residential Care Facilities. It might be important that IT skills are spread among many different occupations and industries. Further down the list are two manufacturing industries of Transportation and Wood Products. Declining industries in Region 2 are found among the Goods-Producing sectors with the greatest loss in Mining (except oil and gas) and a significant number in manufacturing, particularly Electrical Equipment, Appliance and Component manufacturing. The Region 2 policy for training is any occupation that shows a positive growth rating or Incumbent Worker training which will assist with retaining employees with new and more productive skills.

(D) Workforce development activities including strengths and weaknesses:

Region 2 is very fortunate to have a major university, Marshall, located in the Region also two Community and Technical Colleges and we have discussed the importance of Region 3 being on our eastern border which has 2 more 4-year colleges along with another Community and Technical College that specializes in many technical programs. RCBI technical institute is located in Huntington which provides training and assistance to many local companies and we have provided financial assistance for companies to afford the training for their employees under Incumbent Worker services to increase skill and productivity rates. Region 2 borders on Kentucky from Huntington to Williamson which includes the entire length of Wayne and Mingo counties. In Huntington area Ashland Community and technical College provides another training site. The State of Ohio also borders on part of Region 2 in Huntington area which provides another excellent training facility Collins Career Center, which has contracted programs and transfer credits with Mountwest plus the excellent Career Centers that are located in our counties. So this points to one of our great strengths the ability to provide meaningful training for various occupations and careers. One of the challenges is to connect those needing training with those providing it and adding the most important part an employer to hire those trained. Region 2 offers a very strong On-the-Job Training (OJT) program to employers. We will provide OJT to the border areas as long as the employee or the company is from or located in Region 2. One of the important matters we are attempting to work out with our training providers is to upfront explain where employer is located for the training the individual is entering and will the individual have transportation to the employer.

Region 2 utilizes WorkKeys an ACT product to assist in assessing the skill levels of the trainees and determines if additional training is needed to achieve employment goals. While employers keep stating they need certain types of skills, we are not sure that even with availability of providers the training still matches the needed skills.

(E/F) Strategic vision and goals:

The goals listed by the State are lined up perfectly with the goals of Region 2 so we would like to restate and explain them here when it comes to working with all our customers: employers, jobseekers and training providers.

1. Workforce Development System Integration

In order for WIOA to be successful, a seamless one-stop delivery must be created. As resources become more and more limited, partners in the workforce development system must work together in order to provide maximum benefit to our customers.

2. Customer Driven Approach (Individual and Employer) Region 2 WDB will create an approach based on the needs of the job seekers as well as the needs of the employer. The workforce development must examine the needs of the employer, assess the skills and skill gaps of the workforce and then create solutions to ensure maximum benefit to both customers.

3. Career Pathways Development-It is imperative that the workforce development system provide education and training for skills that lead to quality employment in high demand or entry-level occupations that lead to high demand jobs. Career pathways must be diverse with multiple entry and exit points allowing individuals of varying abilities including low skilled adults and youth with multiple barriers to employment, especially those with disabilities, to have realistic access to pathways.

4. Increase Opportunities for Youth-Unemployment rates for older youth and younger adults remain substantially higher than those for the population as a whole. The workforce development system must work together to alleviate barriers and create opportunities for youth.
5. R2 Goal 5 Meet or exceed the performance accountability measures as negotiated by the State with DOL and then the State with R2. Meeting the performance accountability measures will help the WDB to focus on issues determined to be of significance by DOL, which in turn will aid in improving the economic well-being of the Region and the co-operative effort of One-Stop partners reaching performance goal.

(E) Strategy for working with entities that carry out the core programs to achieve strategic vision and goals:

Goal #1- Workforce Development System Integration

Strategies: 1.1 Work with partners to create a better understanding of what a truly integrated workforce looks like. This begins with the Memorandum of Understanding with all partners agreeing to cooperate and agree that the main purpose is service to all customers of the workforce system. Promote program integration to overcome silos and achieve unified goals. Technical training will be provided to all staff to learn the new data-sharing IT system.

1.2 Ensure cross-training of all workforce development staff. Promote and use the proposed state developed on-line training program for all workforce staff. Develop team base case management and team based customer service for all customers of the One-Stop. R2 will use the proposed state developed comprehensive training program for all staff at each level of the workforce system, resulting in a Workforce Achievement Certificate.

1.3 Maintain frequent communications with all partners meeting quarterly and the core partners meeting monthly, all scheduled and convened by the One-Stop Operator. Keep the R2 website and post messages from the partners and use the Facebook page for correspondence with partners and public.

Goal #2-Customer Driven Approach

As stated earlier this includes jobseekers and employers.

2.1 Work with employers to identify true workforce needs. R2 will work not only with employers but with economic development groups to identify and confer the needed skills. Then assess the jobseekers to assess skill gaps of the workforce and then turn to the training providers to see who can best meet the need of both the employer and jobseeker in the shortest time. R2 will adopt state proposed standards for providing products and services to employers through enhanced agency coordination with business groups and ask for referrals from companies we have served in the past. R2 will continue to promote OSY individuals who have at least a high school diploma/TASC to employers and to encourage the OSY participants to continue their education to obtain additional certificates and degrees. Encourage companies to look at the apprenticeship model and to form a partnership where possible with the Community and Technical College System to form

shared training for apprentices which R2 may be able to help with funding using Customized Training or Incumbent.

2.2 Assess skill gaps and needs of individuals seeking employment and or training and through comprehensive counseling determine supportive services they may already be receiving and determine any other wrap around services that may be offered through R2. The counselor also needs to determine the level of willingness the individual has to follow through once a plan is established and make sure all barriers are identified and pathway to overcoming said barriers are agreed upon. Then, identify other partners who may be able to assist and discuss the individual's situation with them. This is how teamwork gets built and co-enrollment can be the answer to overcome many obstacles.

2.3 Ensure that individuals with barriers especially those with disabilities, to employment have increased access to and for opportunities for training, and support services. The career pathway should include the various entry points that will allow them to enter employment with employers who are willing to work with them and make needed accommodations. This is another perfect situation for team building to assist an individual on a career pathway.

Goal #3 Career Pathways Development

Career pathways must be diverse with multiple entry and exit points and a discussion of transferable skills is essential so individuals will understand, especially those with the barrier of a disability, the pathway may vary but the pathway is under your control.

3.1 Ensure career pathways development as set forth in WIOA is followed. Region 2 adopts the WIOA Section 3(7) definition of career pathway. Region 2 will work with all partners to assist with having customers understand career pathway and where you start is not where you need to end. Existing career pathways programs must understand and plan that individuals may exit at any point. So the sooner the mix of educational studies and employable skills are both explained the greater the chance that if an exit occurs the individual can re-enter the pathway when the barrier that caused the exit ends. This integrated system will permit participants to enter or exit the pathway with the confidence they can return.

3.2 Enhance current career pathways system. Region 2 will assist the State in refining the Sector Partnership program to ensure career pathways are aligned with high demand occupations, have higher skill needs and are likely to pay a sustaining wage. The Region will assist the State to identify the career pathways for which quality entry-level occupations that provide work experience for individuals with various barriers including disabilities. Region 2 ties Transitional Employment and On-the-Job (OJT) to career pathways making sure the individual knows where he can go and the transferable skills that will allow him flexibility in the future. Apprenticeship training will need tied in the same manner. Incumbent Worker is a perfect example of career training as we are assisting the individual in reach the next step to advancement.

3.3 Encourage employers that a key to retention is to have employees understand the career pathway with the company and that continued training can assist them to advance. Promote and support creation of pre-apprenticeship and Registered Apprenticeship programs particularly in non-traditional occupations and for non-traditional populations, as part of relevant career pathway.

Region 2 will assist the State in ensuring that industry-recognized credentials lists developed by the State on a statewide and regional basis reflect skills in demand.

Goal #4 Increase Opportunities for Youth

Unemployment rates for older youth and young adults remain substantially higher than those for the population as a whole. The workforce development system must work together to alleviate barriers and create opportunity for youth.

- 4.1 Implement new WIOA regulations regarding youth. Identify models and effective practices, including for recruitment, flexible enrollment, (self-attestation, co-enrollment, career pathways and retention) to assist the youth contractor in R2 to successfully meet the needs of youth. Assist the State in ensuring that the statistical models and negotiated performance levels are established and calibrated so that they accurately reflect the profiles of out-of-school youth being served in R2.
- 4.2 Make youth services a priority within the workforce development system. Support the development of transitional jobs, social enterprises and other work experience strategies to help OSY with limited work histories to develop the skills needed for workplace success. The co-enrollment of high-risk OSY ages 18-24, as both WIOA Adult and WIOA Youth participants to allow for the leveraging of funds and provision of necessary services. Many single-mothers in this age group also receive TANF benefits so coordination with TANF is very important particularly when it comes to supportive services and non-subsidized employment. Promote the use of Individual Training Accounts (ITA) for 18-24 year old youth, potentially combined with work based learning opportunities. The importance of making sure if no H.S. Diploma or GED/TASC that getting that educational certificate opens up many more Career Pathways. The placement on Community and Technical College campus whether enrolled or receiving credential training will assist in allowing them to grow and understand Career Pathways. Another important collaboration is with YouthBuild and JobCorps programs to assist youth with training and putting structure in their lives.
- 4.3 Offer youth a clear path from current situation to success. Identify on-ramps, access points, and wrap-around supportive services which will enable them to enter training. Youth both in High School and Out of School, especially with disabilities, can be assisted by our One-Stop core partner WV Division of Rehabilitation (WVDRS) which will promote increased cross referrals and co-enrollment of youth. Also, promote apprenticeship and pre-apprenticeship opportunities for youth.

Goal #5 Meet or exceed the performance accountability measures as negotiated with the State.

Strategies: Provide intensive informational and counseling services for qualified individuals seeking training, employment, supportive services and other workforce services which will enable them to obtain and retain self-sufficiency in employment. Make appropriate referrals of individuals to the workforce partners best able to provide services needed by individuals. Provide continuing opportunities for employers to participate in the workforce system i.e. job fairs, informational workshops, conducted by partners, partnering with education to train individuals, etc. Thereby increasing the employers ability to hire individuals to meet their employment needs, and work with training providers to develop trainings which will

result in the receipt of industry recognized credentials leading to self-sufficiency in employment for job seekers and meet the needs of employers.

Section 2: Alignment of the Development System

(A) The workforce development system, programs, and entities:

Following the State Plan the core partners include:

1. Title I WIOA programs-Adult, (AD) Dislocated Worker, (DW) Youth(Y) R2WDB Physical presence
2. Wagner-Peyser (WP)-Title III WIOA- Workforce WV-Physical Presence
3. Adult Education and Family Literacy Program (AEFLA)Title II WIOA (represented by contractor RESA 3) Electronic Presence
4. WV Division of Rehabilitation (VR) Title IV WIOA-Physical Presence
5. Active Partners:
 - a) Carl D. Perkins Grant post-secondary through Mounwest and Southern Community and Technical Colleges. Electronic Presence
 - b) Senior Community Services is represented in Region 2 by Southwestern Community Action who operates the Employment Program Title V of Older American Act-Electronic Presence
 - c) Economic Development is represented by 2 groups located in different areas the Corridor G Economic Development Agency representing-Boone, Lincoln, Logan, Mingo, counties. Huntington Area Development Corporation (HADCO) representing Cabell and Wayne Counties. Electronic Presence
 - d) Unemployment Insurance is represented by Workforce WV-Physical Presence
 - e) DHHR-Locates first floor One-Stop- contract 2 with Region 2 to provide the SNAP and Excel Programs-Physical Presence
 - f) Trade Adjustment Assistance-Workforce WV-Electronic Presence
 - g) Jobs for Veterans-Workforce WV-Physical Presence
 - h) Job Corps-Charleston -Electronic Presence
 - i) Native American-Charleston One Stop-Electronic Presence
 - j) YouthBuild-Electronic Presence
 - k) Migrant and Seasonal Farmworker-Workforce WV-Electronic Presence
 - l) Housing and Urban Development-Huntington Housing-Electronic Presence
 - m) Second Chance Act-Workforce WV-Electronic Presence

The services provided by each partner are outlined in the Partnership Agreement and description and all of those services will be provided in-person or by electronic connection. As Region 2 has Case Managers visit each of our sites at least once a month or more often if needed we are looking into that possibility for our off campus providers.

(B) Working with the entities in A to develop programs and expand access:

Region 2 WDB will utilize Memorandum of Understanding with coordination with of all partners. These are developed with a clear purpose of cooperation and service to all customers of the workforce system. Goals will be shared through quarterly meetings with all partners and Core Partners will be meeting at least every other month. Training opportunities in R2 focus on high-demand occupations and are centered on Industry Certificate Programs of Study under the Carl D. Perkins Career and Technical Education Act of 2006 that include Health, Architecture and Construction, Transportation, Human Services and Information Technology. Region 2 WDB, Working with the core partners will initiate weekly informational sessions in each of our locations to increase awareness to customers and personnel of the career, training, educational services, supportive services and On-the –Job agreements we have available. The Region 2 WIOA Partner Referral Form which we hope will be statewide, is another tool that will assist with integrating services. This form will allow for agencies to make and track referrals of customers to partnering agencies for additional resources. Training for partnering agencies and resource tools will be provided locally as well as the State program that is planned. Serving level credentials appropriate for individuals with barriers to employment. The established statewide and regional lists of industry-recognized credentials will include academic credentials as well as credentials demonstrating job readiness and the attainment of employability skills through workforce activities. The ability to have customers coordinate supportive services between different partners will add greatly to the ability if individuals to increase skill level.

(C) Engaging the entities of A in formulating the Local Plan:

Partners were invited to contribute their suggestions and ideas for the development of the local plan during discussions at regular monthly meetings of R2 Workforce Partners stating what they would be able to contribute especially the partner's not in the building. The results of the meetings were taken into consideration when developing the plan.

(D) The strategies and services used in our area:

All of the strategies and services listed in Goals #1-5 will be utilized in the R2WDB area to facilitate engagement of businesses, support the local workforce development system to better meet the needs of businesses in the local area and to better coordinate workforce development program and economic development. The linkages with Unemployment Insurance Program (UI) are strong since we provide WIOA applications for U.I. to pass out and we are located in the same building in our Comprehensive Center in Huntington and the satellite site in Logan.

(E) Implement business services and strategies:

Region 2 WDB will implement the full array of training products as outlined in WIOA, ie- apprenticeship, incumbent worker training, on-the-job training, customized training, industry and sector strategies, integrated education and training, and career pathways initiatives, through yearly budget development, planning of activities to promote business participation, and job seeker participation (job fairs, employer informational workshops, etc. pursuing the expansion of training opportunities for the customers of R2, working with Community and Technical College system to promote greater participation in educational opportunities. Also using the same group to persuade our other customer business to seek

additional training for employees to improve productivity. We promote training programs to business through the dissemination of information to chambers of commerce, development authorities and directly to business through their associations. Informing partners of what we are doing by cross training of staff within the system.

(F) Coordination of workforce and economic development activities:

Region 2 works with State Economic Development agency and local agencies to coordinate through on going open communication between these business representatives and our staff in order to provide the most comprehensive services to the local business. Both the local WDB staff and the business representatives will provide information to employers they contact about each other's services, including entrepreneurial skills training and microenterprise services in order to educate local businesses on the wide array of products and services available to them. Funding provided by the local and state programs is coordinated in order to provide the most comprehensive coverage of training costs for employer.

(G) Leveraging and coordinating supportive services:

Region 2 is committed to serving participants eligible for WIOA funding through assessing both academic needs and individual personal needs to enable them to attend training. Case Manager will then inform participant of supportive services available under a particular grant which will be paying for the training or by referral to one of our partner agencies or providers who may be able to expand the necessary supportive services needs of the participant. Supportive service is identified and documented in the MACC and is made part of ITA. In addition, effort is made to not duplicate services when the participant is co-enrolled in another partner program.

Supportive Service policy is under Policy #5 Customer Eligibility.

(H) Engaging businesses in the delivery of workforce development activities:

Region 2 is business driven and will work to solve the training issues of our local employers. We are committed to meeting the in-demand jobs. Our business consultant, workforce partners at our local Career and Technical High Schools, Career and Technical College systems have personnel that work exclusively with our local leaders of industry to maintain a high-level of training leading to degrees, certificates, and other pertinent credentials. Our customers are made aware of the difference a training program will make in their long-term employability and wage earning capability. We will continue to encourage employers to participate in business-education partnerships to assist with the changing demands of industry. We encourage our employers to use the federal program funding to raise the skill level of their employees in Region 2 Area.

(I) Promotion and cultivation of industry-led partnerships:

Introducing the decision makers to the training facilities to enable all involved to get on the same page. Even though most training providers have advisory councils on training it seems that employers are not always happy with the system or timeliness of the training. Also, encourage more short term training that leads to stackable credentials. To get providers to take this step companies must explain the need.

(J) The role of local faith and community-based organizations:

We believe there is a role for the above not only in helping with supportive services but providing adult referrals to One Stop in order to assist individuals in overcoming barriers to employment. Faith and community-based organizations have a unique way of meeting individuals where they are and encouraging them to move forward. They also can provide adult

mentors to Out-of-School Youth programs to show the way that all individuals have faced barriers and have successfully overcome them. They have also assisted with the customer part of an ITA if the cost of training was greater than the 5,000 we will pay, so the customer did not need to take out a loan. Partners have included Huntington Homeless Coalition with referrals, and various churches have provided financial assistance to customers.

Section 3: American Job Center Delivery System

(A) American Job centers in our area:

Huntington Comprehensive Center-2699 Park Avenue, Huntington, WV-304-508-2696

Satellite-Logan Office-130 Stratton Avenue, Logan, WV-

Affiliate Sites

Boone County-One Avenue C-Suite 102-Madison, WV

Lincoln County-81 Panther Way-Southern CTC-Hamlin, WV

Mingo-1601 Armory Drive-Room 201-Southern CTC-Williamson-WV

Putnam County Office-Mid Valley Square-3554 Teays Valley Rd, Hurricane, WV

Wayne County Office-608 Hendricks St.-Wayne,WV-

Phone number for all sites-304-508-2696 then transfer call to site

(B) Customer flow system:

The present Customer flow system is based on the location of the site: In Huntington which is on the second floor of the State Office Building, individuals are directed to the One-Stop on the second floor by signs an elevator which makes it accessible to all. Once on the second floor the receptionist presently provided by the Senior Community Service Employment Program and assisted by the Resource Room Coordinator greet the customer and inquire as to the service they need or want. The customer then is directed to that service: Job Service, Rehab Services or Region 2 Workforce Investment Board operator of WIOA services. Each area then provides assessment, case management and develops training plan for the customer. During this process the individual may be referred to another partner who may be able to better serve the individual, including back to the first floor which is where DHHR is located. If the request is for a partner who is not in the One-Stop we provide a phone and phone number for the individual to call and inquire if they could be of service. If the individual is unsure or it is a request we are unfamiliar with we call the referral Center and ask for a number or suggestion.

The flow in Logan which is the Satellite Site is also located in the Logan State Office Building on basically the first and second floors with DHHR occupying floors three through five. The customer enters and is then directed to the requested partner in the One-Stop. Region 2 Workforce Investment Board operator of WIOA is located on first floor, DRS and Job-Service are located on the second floor. The same procedure is followed as above with referral of unknown or unsure request going to Job Service where the receptionist is a shared employee of Workforce WV and Region 2 Workforce Investment Board.

The process at sites in Boone and Wayne is the Excel Trainer would assist the customer directly and call main office in Huntington or advise if WIOA when the Case Manager would be in that location. The Lincoln and Mingo which are Southern Community and Technical College Satellite Campus sites receptionist would refer the customer to the location of Excel Trainer who would then follow same process as Boone and Wayne. The Putnam location where the receptionist is employed by Workforce West Virginia would provide service or if related to WIOA

would refer to either Excel Trainer or SNAP Case Manager who would then follow same procedure as above with the exception the receptionist would be able to inform customer when case manager would be at that location.

(C) Insuring meaningful access to all customers:

Our system allows for the customer to receive immediate information and to schedule an appointment with an individual who can assist the customer in most cases within 24 hours, even if the need of the customer is not located in the One-Stop. Region 2 provides information to individuals who become customers after coming to the One Stop: by providing brochures in various areas, attending rapid response meetings, sending Case Managers to TANF, Excel classroom in each county at least once a month, having offices on Community and Technical College campuses in the region, word of mouth from customers, attend and sponsor Job Fairs and passing out information to both participants and employers, speaking to employer groups, many individuals with disabilities attend job fairs, referrals to and from WVRehab Services who see individuals with disabilities, providing information to the general public, since we do not have a large LEP Community, has led to providing 5 training opportunities through WIOA, and at least that many through Excel career Club.

(D) One-Stop Operator solicitation and selection process:

Region 2 will follow the State of West Virginia Workforce Policy titled Procurement and Selection of One-Stop Operators. WFWV 4-17. Region 2 advertised for One-Stop Operator who will coordinate the service delivery of the one stop partners and service providers. The One-Stop Operator was selected through a competitive process following the principles of competitive procurement in the Uniform Administrative Guidance: Chapter 11 of 2 CFR and Region 2 policy on procurement. As pointed out above and in our adopted Policy of 4-17 section 3 "at a minimum, the One Stop Operator is responsible for coordinating the service delivery of required one-stop partners and service providers." We advertised and received one bid. We have contract with Star Strategies LLC and have a signed contract.

(E) Ensuring continuous improvement of services:

Workforce West Virginia is the initial approval authority over eligible providers in the workforce system of West Virginia. After State review, Region 2 Lead Case Manager will review the content for relevancy and whether demand occupation in R 2., then make a recommendation to Executive Director to approve or not approve who makes the final decision. Then each semester the case manager team selects two ITA providers to monitor files, make sure courses are moving are customers toward graduation, check and make sure of other financial aid the customer may receive. Then we compare and discuss our finding with other members of the One-Stop to make sure they agree with our findings. We ae continuously asking the employers we work with if any training changes need to be made and it appears our providers are continuously asking for input. Collectively the monitoring and meetings provide the necessary tools to facilitate effective partnerships and streamline referral process and client services.

(F) Facilitating access to services:

The present network of offices in every county and outreach at least once a month of Case Managers of WIOA and our encouragement that other Partners outreach the same way since the facilities are available will enable us to continue reaching those who need services in remote

areas. Technology is not the only answer as some of the remote areas do not have the technology to take advantage of technology to the level of urban areas.

(G) How entities within the American Job Centers comply with WIOA:

This issue is handled in a team approach as the State WIOA collects the info on the 504 from Service Provider. Region 2 would cooperatively check into any problems. All of our facility is accessible as both Case Managers are located in State Office buildings, from that point the customer whether disabled or not request the training pathway they wish to follow. All staff receive training in providing services to those with disabilities and we will make any effort including going to another site if for some reason an individual cannot access our facilities. We also welcome if a person needs an aide they would be welcome to attend and if needed assist in explaining requirements to the individual with disabilities. We require WorkKeys assessment and we can make accommodations to assist the disabled client such as but not limited to time of assessment, reading of assessment and many other accommodations.

(H) Equal opportunity requirement acknowledgments:

We will make part of all RFPs and I know the State will hold all Service Providers subject to WIOA Section 188 and the following:

Section 504 of the Rehabilitation Act, Title I of the ADA, Title II of the ADA, Section 427 of the General Education Provisions ACT, and West Virginia Anti-Discrimination laws. Region 2 makes part of all agreements Equal Opportunity Non-Discrimination Notice.

(I) Roles and resource contributions of American Job Center partners:

All Partners either present or by technology who are members and covered under the Interagency Collaborative Team must provide those services as signed and agreed to by the qualified signatories of the Agreement shall become part of the Region 2 2016-2020 Plan and will be attached to this document and fill out Section 504 for each of their facilities located in R2 and this will include those connected by technology. No partner in Region 2 will need to make a financial commitment to Region 2 for operational purposes.

(J) Use of Individual Training Accounts to fill positions within industries of Section 1(A):

Per Region 2 Policy #5 Customer Eligibility and Registration, which includes Priority of Adult Service and Policy #3 Demand Occupation the afore mentioned Policies will allow that a person in High Demand Occupation such as Medical will receive the highest consideration for funding assuming funds are available after the Priority of service has been met. Region 2 does not keep a waiting list, so funding is available for a Demand Occupation until all funds have been exhausted. All individuals are considered adults until written information is provided to move individual into dislocated worker or other classification.

(K) Providing priority service that conforms with the State Plan:

Region 2 Priority of Service reflects and agrees with the State Policy and no further local requirements will or have been added except the occupation for training must meet the definition of Demand Occupation. Supplement to Policy 5 Customer Grant Eligibility and Registration Part IV: First Priority: Veterans and eligible spouses who are low income...

(L) Utilizing funding to create incumbent worker training opportunities:

Region 2 Policy #4-Direct Employment will utilize up to 20% the maximum for funding incumbent worker training opportunities in the region. Information on incumbent worker training will be part of the package of information on training opportunities given out at meetings or individually with industry sector leaders, associations, business organizations,

- economic development organizations, and educational institutions. This will lead to opportunities to develop incumbent worker training with employers in need of such assistance.
- (M) Training and equipping staff to provide WIOA-compliant customer service:
Region 2 will provide on-going training to staff through outside training opportunities provided by Workforce WV and National Association of Workforce Boards. We will extend this to cross-training among partners so front line individuals will understand and refer customers to other partners than just Workforce R2. This includes both employer and job seeker customer.

Section 4: Title I – Adult and Dislocated Worker Functions

(A) Employment and training activities:

Region 2 Adult and dislocated workers can be provided WIOA Career and Training services through the comprehensive One-Stop Center located in Huntington or the affiliate center located in Logan or enter the system through satellite sites located in Madison, Hamlin, Williamson, Hurricane and Wayne. Our case managers have a regular schedule of meeting customers at the satellite sites. Training services may be provided to WIOA eligible job seekers that do not have skills necessary secure immediate employment to provide a self-sufficient wage. Upon meeting with case manager or career coach an application will be completed, a discussion of interest and skills that customer already has, goal of where customer wants to go and the time factor needed. The customer will then review approved training institutions that provide that training in Region 2 and a list of available On the Job training positions to see if he feels his present skills qualify to apply to employer. The case manager will then ask him to do research on his career choices and take Workkeys assessment. In the next step they will discuss result of assessment and the occupations his score qualify him to enter, visit to training site and all is set. Services will be offered to current workers, transitional workers, incumbent workers, dislocated workers, disabled individuals, low-income, etc. Eligibility for services will be in accordance with the WDB priority of service and Region2 self-sufficiency income level policy.

(B) Coordination of local workforce development activities with statewide rapid response activities:

Region 2 DWB will assist the State Dislocated Worker Service Unit as a part of the State Rapid Response Team approach in coordinating Rapid Response activities for dislocations impacting Region 2 area. This process includes assisting in coordinating Rapid Response Informational Meetings for the impacted workers from any dislocation as well as working with employers to assist them in transitioning workers when faced with the difficult situation of either plant closures or layoffs as a result of reduction-in-force plans. The Region 2 DWB also participates in Rapid Response-related activities, such as sponsoring training provider fairs. Assisting with job fairs, evening workshops for skill brush-up, etc.

(C) Type and availability of youth workforce development activities:

Description and assessments of the type and availability including activities for disabled and non-disabled are administered prior to enrollment and annually prior to enrollment and

annually to measure progress. Region 2 WDB services out-of-school youth between ages 16-24 through an awarded contract from Region 2 Board. Activities and services provided as follows:

- Career training-classroom with instruction, attainment of education credentials.
- Employment Training-work experience, on-the job, occupational skill training, job search
- Plus the 14 WIOA Youth Program elements which are included with above not all to each customer:
 - Tutoring, study skills,
 - Alternative secondary school services, dropout recovery services
 - Paid and unpaid work experience
 - Leadership development opportunities
 - Supportive Services
 - Adult Mentoring
 - Education offered concurrently with workforce preparation
 - Comprehensive guidance and counseling
 - Follow-up services
 - Financial Literacy
 - Entrepreneurial skills
 - Labor market and employment information
 - Transition to post-secondary education and training

(D) Coordination of education and workforce development activities with relevant secondary and postsecondary education programs:

Region2 WDB will use our special relationship with the Community and Technical Colleges, the fact we are located on Mountwest and three of four Southern CTC located in Region2 to provide training opportunities to meet the training needs of employers in the area along with adult and dislocated worker jobseekers. The CTC have experience in using the MACC to do their applications for training and both are required partners in the One Stop.

Region 2 sponsored a spring program of speaking with juniors and senior enrolled in Career and Technical Centers to explain to juniors and seniors how their career pathway can be expanded with additional training in Community and Technical College.

(E) Coordination of workforce development activities with the provision of transportation and other supportive services:

It is very important that providers of activities and funding sources understand what reimbursement or stipend each will provide and know the other services an individual is receiving. The MACC can serve as a great aid here as other programs participants must enroll with the Job Service so Case Managers and program operators can check with other providers the customer may be enrolled. The problem in rural areas where public transportation is limited, it is very difficult to coordinate a work or schooling schedule based on public transportation. Our youth contractor is required to provide bus passes if needed. We are also looking at partnering with school systems or Community Colleges to offer Driver Training courses as lack of transportation is a major barrier in Region 2 to employment and training. Many of our Excel

participants are co-enrolled in our contractor's Youth Program to provide wrap around supportive services but coordinated so they are not duplicated.

(F) Utilization of Local Adult Funding as specified in the State Plan:

Region 2 has adopted Policy #5 Customer Grant Eligibility and Registration Priority of Service.

Priority of service for Adult funds: P1 of Policy #5

1. Vets-low income, public assistance, basic skills deficient
2. Public Assistance-low income, basic skills deficient
3. Vets and/or Eligible Spouse-not low income or basic skill deficient
4. Individuals-do not meet above priorities

(G) Utilization of Local Dislocated Worker Funding:

Dislocated Worker Funding will be used to assist Dislocated Workers who need additional skills to return to a new career or advance skills to enable movement up the career pathway. Funds may also be used to fund Transitional Jobs and incumbent worker training which may lead to increase productivity that could prevent the need for lay-off.

(H) Definition of "self-sufficiency" for employed Adult and Dislocated Worker participants:

Region 2 uses 150% of the lower living standard for eligibility for WIOA funds for training.

(I) Definition of "unlikely to return to previous industry or occupation" when required for eligibility for Dislocated Worker services:

Region 2 defines that by whether the individual left a demand occupation or one that is decreasing in employment opportunities. We use State statistics and discussion with the manager of local Job Service as to layoffs that have occurred in that job classification.

(J) Interpretation and documentation of eligibility criteria for "requires additional assistance to complete an education program or to secure or hold employment":

The work history, results of WorkKeys assessment, household income, if presently in training-progress either by grades or written statement of instructor or school. If appears or individual needs a supportive service to complete or medical barrier would send to Rehab Services for further evaluation and input.

(K) Documentation required to demonstrate a "need for training":

WorkKeys assessment, work history, Career Pathway, earnings history, past academic record

(L) Providing the fourteen required program elements for the WIOA Youth program design:

The Request for Proposal (RFP) requires proposal explain how 14 elements will be met along with performance records if previous supplier of Youth Services, if not then how do they propose to meet performance. Not every customer will receive all 14 services but should receive at least 2 services under comprehensive assistance plan.

Services:

1. Tutoring, study skills training, obtain recognized equivalent
2. Dropout recovery services
3. Paid and unpaid work experience-summer and year around, on-job-training, pre-apprenticeship, internships and job-shadowing
4. Occupational skill training-lead to recognized credentials
5. Education offered concurrently with and in the same context as workforce preparation
6. Leadership development opportunities

7. Supportive Services-purchase or arrange clothes through partner connected to interview, required tools work clothes
8. Adult mentoring for up to year
9. Follow-up-Not less than 12 months
10. Comprehensive guidance and counseling-referral may include drug and alcohol
11. Financial Literacy
12. Entrepreneurial skills training
13. Labor market and employment information
14. Transition to postsecondary education and training

(M) Ensuring at least 20% of Youth Funds are used for work-based training activities:

The design of the Youth program must include employment activity and experience and 18-24 year olds are co-enrolled in Adult and Youth funding streams so they qualify for On-the-Job Training (OJT) opportunities. The MACC will be used for tracking and the monthly financial reports of contractor, it is requirement of contract.

(N) Plan and steps that have been taken to serve 75%+ out of school youth:

Board has declared 100% funding will be used Out of School Youth (OSY)

(O) List of youth service providers including descriptions of their services:

Region 2 Contracted 7/1/2016 for 1 year with Human Resources Development Foundation (HRDF) Services required our listed P.18 L though not all services need to be provided to each customer only those agreed to individual service plan.

(P) Providing basic and individualized career services to customers:

Region 2 will provide basic and individualized career services to customers through the integrated workforce delivery system of Workforce West Virginia Career Center including satellite and affiliate sites. Customers entering the workforce development system through any of the core partner's services will be provided a common intake process that will allow all of the partners to access information and provide referrals and will coordinate the services delivered to the customer to avoid duplication and improve services to the customers. We hope the MACC or its successor will be able to handle this chore so all core partners can look at same data about individual. The Workforce WV Career Centers provide comprehensive and targeted referrals to the other partners based on the assessment of the customer's needs. Other partners include TANF, Adult Education, and Vocational Rehabilitation.

Customers are provided career services (previously core and intensive services) through core partners. If the customer is deemed to be ready for gainful employment after receiving career services. Career Center staff assists the customer with job search and placement. If the customer is deemed to need training services, then the Career Center staff refers the customer to the other core partners based on need of customer. Funding for training services are then provided to the customer through the Region 2 WDB, Workforce WV, WV DHHR, WV Division of Rehabilitation Services, Adult Education Services or other funding services. Support services may be provided by another partner if the customer qualifies or partner can be served by more than

one partner but this must be coordinated and made part of service plan for the individual signed off by all partners involved and customer. This must include an order and timeline of service.

(Q) The follow-up services policy:

The follow-up is done for at least 2 purposes to determine outcomes for performance for the Region and service provider and for the customer it is 12 months of continued contact to determine if other services or products are needed. Contact is made with the customer monthly to determine progress and to assist with any problems that may occur. The notes from these monthly contacts shall be placed in the MACC and include place of employment, wage adjustments, concerns and problems, promotions or other products like additional training that could assist the customer on his career pathway. The case manager should remind the customer monthly of his career pathway and his progress along with ultimate goal for an ITA. The Youth and OJT contractors are responsible for follow-up since they are most familiar with the customer. If 2 agencies assisted the customer the one providing training shall be the one doing follow-up as a customer will not have to answer a number of inquiries.

Section 5: Wagner-Peyser Functions

- (A) Plans, strategies, and assurances concerning maximizing coordination of services provided by the State employment service and services provided through the American Job Center:**
Each partner understand their role within the AJC and as such W-P will be the center for referrals to other partners for both jobseekers and employers. This process again is based on the use of the MACC and cross-training and the understanding of how each partner makes for a stronger team. It is essential that as other partners require jobseekers to register with WP this will put WP in the role of traffic cop making referrals to the partner that will assist jobseeker reach employment. As the keeper of employer requests for employees it is essential that WP shares this information with other partners so they may refer customers for employment. The key is a very positive cross-training program and the knowledge it is a plus for all when the customer is employed or in training to gain new skills.
- (B) Utilizing the Wagner-Peyser program to provide access to local workforce development services for Unemployment Insurance claimants:**
As stated above all including funding for WIOA Regions comes through Workforce WV and the Rapid Response unit is contained within the same unit. Dislocated Workers receive information about all services through Unemployment Orientation and meeting for individuals not likely to return to former employment and the need to retrain for a new Career Pathway or add additional skills to enable the individual to move upward in the present Career Pathway. Region 2 who uses the WorkKeys assessment places the scores for the basic 3 assessments which allows for a common assessment.
- (C) Ensuring that migrant and seasonal farm workers (MSFWs) are provided employment services:**
While not a huge number in Region 2 we have employers who use MSFWs in the Greenhouse and tree raising industries. The state is training outreach workers in each AJC to go to agricultural employers, living areas of MSFWs, and places where they meet and provide printed materials in language they understand. These materials will contain the full array of services such as employment, training, education and unemployment information. This information will be shared in cross-training sessions with front line staff within the Workforce WV Center to

enable staff to understand how to assist customers who are MSFWs and know who to go to when questions are asked that they do not have an answer or understand. Our CTC and ESL partners will assist when there are language barriers.

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

- (A) Coordination of workforce development activities integrating the provision of adult education and literacy activities:

If the barrier to training or employment is lack of High School Diploma the case manager would refer the customer to the nearest Adult Learning Center for assessment and further services explaining to the customer that without a diploma or its equal, career pathways become very difficult. Most career pathways are based on credentials and educational attainment.

- (B) Coordination efforts with Title II providers to align basic skills and English language assessments:

WIOA Region 2 will follow direction from RESA 3 to agree in the 7 counties of WIOA Region 2 to refer customers to whatever site is easiest for the customer to make travel arrangements. Ensuring that the individual appointed to represent Title II services on the Board will coordinate with all Title II administrators: As region 2 understands the ABE Product in Region 2, the State Department of Education contracts with RESA Region 3 to provide coverage in Region 2 and the RESA then contracts with Board of Education in each County, the Community and Technical Collages located in Region 2 and other private providers such as Catholic Charities. So, our Board member represents RESA Region 3 which is Charleston Region but for ABE by contract covers WIOA Region 2 and this person coordinates and is responsible for all sites in WIOA Region 2. It is important that customers understand: receiving services through American Job Service requires partners to co-operate with each other to best serve the customer. We will request as part of the intake process, that the customer agree to share information between partners to best serve the customer. This agreement and signature is part of the Intake Process. Assessments should determine by where the customer is entering the career pathway system. If they lack a high school diploma and they are being referred to Title II for service, then that partner should determine the best assessment for the customer.

The referral should state the reason for referral and the desired results including hours of service if supportive services are involved. The provider should respond to referral agency with copy of plan of service, which should include timeline, weekly report of progress and any other information such as results of assessment.

Title II provider should inform the referring agency of any policy and applicable testing guidelines that need to be followed. The constant communication between the referring agency and the service provider are necessary since the customer may come back to referral agency with concerns and if they understand the situation customer will know cooperation is taking place.

- (C) Providing adult education services in the American Job Center system:

At this time, there is not an adult education service provided in comprehensive or satellite site, but our office sites on the campus of Southern CTC in Williamson and Logan have classes and at Mountwest CTC.

Section 7: Vocational Rehabilitation Functions

- (A) Cooperative agreements between the Board and the West Virginia Division of Rehabilitation Services: The Region 2 WDB partners with the West Virginia Department of Rehabilitation Services (WVDRS), a core partner, to further enhance the delivery of services for individuals with disabilities. The working relationship is formulated through a Memorandum of Understanding (MOU) between Region 2 WDB and WVDRS. A WVDRS representative is represented on the R2WDB. WVDRS is an active partner at American Job Service (AJS). The WVDRS representative is a key member of the American Job Service's Business Service Team (BST). WVDRS staff provided input on this local plan and collaborated with Core and Required Partners in the development and implementation of a Regional Strategic Plan that is in alignment with Workforce Innovation & Opportunity ACT (WIOA) regulations and the WDB goals.

Some of the services the WVDRS provides to individuals with disabilities are: Intake and Orientation: A comprehensive assessment; Development of an Individual Employment Plan for customers; Guidance and counseling; Follow-up services; and Supportive Services. Programs and services for individuals with disabilities are coordinated through regular cross-training sessions of Job Center Operator, Core and Required Partner staff with ongoing training on Americans with Disabilities Act (ADA) compliancy. Tele-printer(TTY), benefits, counseling and disability awareness and sensibility, programmatic and physical accessibility, serving individuals with disabilities that require Supportive Services, disability etiquette, sensitivity training, and assistive technology. WVDRS staff also provides specialized technical assistance to Job Center Operator, Core and Required Partner Staff is better able to identify advance opportunities for individuals with disabilities as well as the possibility for co-enrollment.

- (B) Serving individuals with disabilities through the American Job Center system:

WVDRS provides one on one effective personal service to its clients, carefully evaluating its customer skills and interests. Regular and consistent coordination is achieved by activities including (but not limited to)

- Evaluation and diagnostic services may be provided to determine eligibility and services needed by the individual;
- Vocational counseling and guidance;
- Training services
- Rehabilitation technology services to address barriers to employment;
- Physical and mental therapeutic services
- Specialized services for individuals who are blind, deaf, and deaf blind
- Placement services to assist in finding employment ;
- Support services;
- Post-employment services needed to maintain or regain employment.

WVDRS is dedicated and committed to providing technical assistance to the American Job Center regarding matters related to the individual with a disability. They support the individual through advocacy, rights, information, assistive technology, and other significant issues. WVDRS protects the confidentiality of all customers and will only release information if the client signs a release form that identifies what is being released, to whom, and the

intended purpose. WVDRS may refer customers to a full range of workforce service if found job ready and after receiving intensive WVDRS services.

Section 8: Jobs for Veterans State Grant Functions

- (A) Providing priority service veterans and their eligible spouses:
Region 2 in Board Policy #5 Customer Grant Eligibility and Registration Supplement: Priority of Service for Adult Title 1 Funding States in Article IV Priority of Service will be as follows: First Priority: Veterans and eligible spouses (covered persons) who are low-income or recipients of public assistance or who are basic skills deficient.
- (B) Engaging Veterans Employment Representatives in engaging and providing services to local businesses:
Vet reps, either LVER work directly with business and DVOPS work directly with veteran will be made aware of all On the Job (OJT) opportunities and other employment and training programs. Job Service does the same and R.2 will strongly suggest monthly meetings of this group of Employment Representatives to discuss situations and individuals who may need assistance to place and employer programs of reimbursement or tax credit.

Section 9: Fiscal, Performance and Other Functions

- (A) The entity responsible for disbursement of grant funds:
South Western West Virginia Region 2 Workforce Investment Board, Inc. through agreement with South Western West Virginia Region 2 Workforce Development Area Local Elected Officials.
- (B) Financial sustainability of American Job Center services with current funding levels, and the ability to make adjustments: The Region 2 WDB will use proceeds from the Ticket to Work product to pay the expenses of the One Stop Operator of the R2AJC. The Core Partners have agreed locally and through contract with WVDRS to cooperate with Ticket to Work program available to AJC through the Social Security Administration and the funds are earned and may be used in any matter the Region 2 Board desires. The current funding for One Stop Operator is \$8,000 annual. Star Strategies LLC was selected through competitive process.
- (C) The competitive process used to award sub-grants and contracts, including risk assessment: Board Policy # 10 and this includes assessment of bid and required performance standards including performance standards that have to be met to renew original contract for 2 additional one year contracts.
- (D) Negotiated performance measures used with fiscal agents, eligible providers, and the American Job Center delivery system:
PY 16-17- Performance WIOA
Employment Rate 2nd Quarter after Exit:
Adult (A)- 72% Dislocated Worker(DW)-71% Wagner Peyser (WP)-52% Youth(Y)-61%
Employment Rate 4th Quarter after Exit:
A-72%, DW-76%, WP-65%, Y-43%
Median Earnings:
A-\$5,890, DW-8,320, WP-4,500, Y-n/a
Credential Attainment

A-73%, DW-74%, WP-n/a-Y-69%

Measurable Skill Gain:

A-Baseline, DW-Baseline, WP-n/a Y-Baseline

(E) Actions the Board will take toward becoming or remaining a high-performing board:

Region 2 strives to perform at the highest level of service for the customers of the Region, No matter what level or reason they seek service. We let them know that employment is the goal with self-sufficient wage by their definition and goals they strive to attain. If each customer reaches their goal Region 2 will succeed. Region 2 will continue and expand on the following to remain High-Performing Board:

- Contract with an individual to track and monitor performance goals on quarterly basis as provided by the MACC reports and locate areas that need improvement or areas that may become a problem. Case Managers check on ITA and OJT participants to be sure progress is being made and require monthly reports on each OJT customer and will close contract if employer is not filling contacted position within 60 days.
- Require monthly reports from Youth and Employment Products providers both programmatic and financial.
- Region 2 audited every year by Workforce WV and an outside auditing firm for compliance with all WIOA programmatic and fiscal requirements.
- Contracts with CPA to oversee financial operations and attend all Board and Executive Committee meetings to present financial reports to the Board and Committee.
- Monitor Youth and ITA providers to confirm compliance with regulations.
- Staff are encouraged to participate in professional development trainings and to cross train other staff in the information obtained.

(F) The Individual Training Account policy (including a copy of):

Board Policy #5 Customer Grant Eligibility and Registration purpose is to provide notice on eligibility and registration ensures that every WIOA customer receives WIOA program services is eligible and registered to receive services. This policy includes adult and dislocated workers and the list of services and eligibility requirements for said service. Individual Training Account includes cost of training and supportive services not to exceed \$5,000 per year and if needed renewable for additional year for a total of \$10,000 over 2 years. Special care must be exercised to not discriminate on the basis of race, color, national origin, sex, age, disability, religion, political affiliation or belief, participant status and against certain non-citizens. All customer applicants must take Workkeys Assessment and Drug test.

(G) How training services are provided including training contract management and informed customer service: Per Policy #5 each ITA contract that is funded by Region 2 is between the Training Provider and the training customer. Obviously in consultation with WIOA Case Manager the customer decides which training provider would make the best fit for her/him. Region2 will not enter into direct training contracts with providers. Only occurs under Incumbent Worker, Customized Training, and On the Job Training (OJT) and customer is the employer and is done by reimbursement of cost with a set percentage in contract that will not exceed 50% unless allowable under the federal funding source.

(H) Process used to provide opportunity for public comment on the plan:

Advertisement in daily and weekly newspapers, copy located in each Region 2 location with directions to visit the Website: www.wvregion2.org, copy sent to each Board member and letter to Chamber's and each Economic Development Agency in Region 2, along with County Commissions and Mayor of Huntington. The period was on our website January 5 and as legal advertisement placed in the following newspaper on or about January 15, 2017-Huntington Herald-Dispatch, Lincoln Journal, Logan Banner, Wayne County News, Williamson Daily News, Coal Valley News, The Putnam Democrat and Charleston Gazette-Mail.

- (I) How the American Job Centers are using the MACC for intake and case management information system:

Region 2 will continue to use the MACC, in conjunction with Workforce WV, in order to promote uniformity in information collection and case management by both agencies and to increase access to services by the customers of the region, job seekers and employers. Job seekers register in the MACC in order to access labor market information, job availability listings, comply with UI requirements, and in general to tap into all the services available to them. Employers register in the MACC in order to post job orders, access labor market information, and tap into services available to them. Also, The MACC is used to maintain and update information on customers being served by WIOA.

- (J) Procedures for conducting Board oversight and monitoring of WIOA activities and those of its sub-grantee and contractors: Region 2 Board Policy #11 Monitoring and Oversight Guideline which is attached as Board Policy #11

- (K) Policy and procedures regarding the handling of personally identifiable and confidential information: All personal information must be kept in a safe and locked area where it is viewable by only individuals who need to view personal information: employee or customer.

- (L) Procedures for handling grievances and complaints from participants, partners, and service providers:

Region 2 Workforce Investment Board Policy 2 attached covers both Grievance and Complaint Policy including Equal Opportunity Discrimination Complaint Policy and Sexual Harassment Notice. The reference for this combined policy is Section 188 Workforce Innovation and Opportunity Act of 2014; 29 CFR Part 37, prohibits discrimination because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief in both participation and employment. Board Policy is attached for review.

Remedies that may be imposed for a violation of any requirement under WIOA Title I shall be limited to:

- Suspension or termination of payments under WIOA Title I;
- Prohibition of placement of a participant with employer that has violated any requirement under WIOA Title I;
- Reinstatement, where applicable, of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment;
- Where appropriate, to other equitable relief.

- (M) Policy and procedures with regard to aid, benefits, services, training, and employment including assurance of accommodation to individuals with disabilities:

Region 2 will take reasonable steps to ensure communications with individuals with disabilities are as effective as communications with others. This means that upon request and at no cost to the individual, R2 is required and willing to provide appropriate auxiliary aids and services to qualified individuals with disabilities, including those with barriers to employment unless doing so would bring hardship. R2 also has partners that may be able to assist in providing auxiliary aids.

(N) Compliance with the Americans with Disabilities Act:

Region 2 is a core partner in the One Stop with the West Virginia Division of Rehabilitation Services (WVDRS). Through this relationship we can refer participants utilizing WIOA programs and partner with WVDRS including sharing financial costs to assist customers with disabilities who are interested in employment. This relationship assists us in making appropriate accommodations regarding materials, technology and to refer a customer for further assessment. All facilities under the control of Region 2 meet ADA standards as being accessible to disabled individuals and we will monitor providers to make sure nothing has occurred to create a barrier for those with disabilities. Staff training is provided annually and my hope is the One Stop will be providing training on various topics and this will be part of the duties of the new operator. The Job Accommodation Network by way of its comprehensive website, www.AskJAN.org provides access to publications, tools and online training on accommodations.

(O) Policy and procedures to ensure effective communication with individuals with disabilities:

Region 2 in co-operation with Department of Rehab Services will ask them for referral of an individual trained to assist us in our discussion with customers who have these disabilities, it is the team work of a locally operated One-Stop. Asking a partner for assistance is one of many reasons why the American Job Center concept came in to existence. We will continue to work as a team in Region 2. Referral system and asking for assistance when you do not have all resources and to avoid duplication of services is the Policy in R2 and is a policy and a procedure. Region 2 assures: we will serve anyone with any disability or other barrier to employment we will do all we can to place them back in the workforce. Those with hearing impairments will benefit from Region 2 and Mountwest Community & Technical College's ASL programs. Cabell-Wayne Association for the Blind provides services to those visually impaired needing assistance.

(P) Local Board meet the language needs of limited English speaking individuals who seek services:

Region 2 and its partners will coordinate with each other to meet the needs of non-English speaking customers. If an interpreter is not readily available or a convenient time arranged, case managers with other partners will have access to automated language translation websites such as Babelfish Translator, Google Translate, Word Magic etc.

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

Board Procurement Policy #07A which will be attached and will reaffirm that item 20 will include the clause that the procedures conform to the standards in DOL regulations set for in CFR200Sec. 200.317.

(R) Property Management Procedures taken from DOL regulations 29 CFR Part 95, Part 97 and 2 CFR 200.

Board Policy #7 Property Guidelines will be attached to this section and marked 9 R and should any section not be in line with DOL regulations it will be amended to meet DOL regulations.

(S) Description of policies or procedures deal with conflicts of interest in awarding of contracts:

Board Policy #8 allows no Board member with a financial interest to vote on awarding of contract and requires signature of Conflict of Interest form from Board Members and employees.

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

WV Region 2 Workforce Investment Board, Inc. is currently using a computerized program called QuickBooks to record all transactions. A Fiscal Agent, Brenda Hunt, CPA, is contracted to oversee Region 2 input and administration of data entered into the system. This system is designed to produce a check register, deposit detail, general journals, general ledger, payroll register, accounts payable detail, income statement, balance sheet, and various other specialized reports. The program has two important features:

1. Captures all daily transactions (checks, invoices, bills, deposit slips etc.) by entering them into the accounting system.
2. Summarizes records in reports to give a complete financial picture.

QuickBooks provides periodic updates which can be downloaded through the internet. WV Region 2 is subscribed to the Enterprise Non-Profit multi-use version of QuickBooks. The program allows for 30 users, including an administrator (Brenda Hunt) with full user rights, Each other user is allowed rights according to necessity. The administrator (Fiscal Manager) retains all user passwords under lock and key. The QuickBooks data file is backed up nightly with the backup facility used for the server management, currently administered by a third party computer consultant company. A manual backup using the QuickBooks back up feature should be made by the Fiscal Manager each month after the month-end close process and saved to the external drive.

Additionally, this program allows integration with Microsoft Excel, which is used to produce management reports go R2.

Policy #6 Fiscal policies and Procedures are now included in this Plan and remain on line.

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

We assume names are required: Deposits are either transferred to the account or deposit slips filled out by Jean Hager, deposit taken to Bank by employees Claude Hunt, or Chris Grimm the checks are prepared by Carla Stewart, checks must have 2 signatures and signed by employees Claude Hunt, Chris Grimm, Melissa Bias or Board members Bryan Johnson or James Hosier. Mail is open by Virginia Cheeks and reports are done by Brenda Hunt, CPA.

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

Contained in Attached P&P

(W) Provide a brief description of the following: Financial Agent Stated Contained in attached P&P and or CAP.

- Fiscal Reporting system-P&P
- Obligation control system-P&P
- ITA Payment System- P&P Chap. 5
- Chart of account system-P&P
- Accounts payable system-P&P Chap.3
- Staff payroll system-P&P-Chap.6
- Participant payroll system-P&P
- Participant stipend payment system-P&P

(x) Description of Local Board's cash management system:

P&P

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

*Identification of different cost pools-CAP-P&P

*Procedures for distribution of staff costs between cost categories (Administrative, program cost, indirect cost)CAP-P&P

- Procedures used for distribution of funds from each cost pool-CAP-P&P
- Description of funds included in each cost pool-CAP-P&PP
- Description of cost allocation plans for American Job Centers-None-Payment to Operator will be made by R2 using Ticket To WORK Fund

(Z) Description of Local Board's procedure collecting debts for WIOA funds-

CAP-P&P

Regional Plan

Section 1: Regional Analysis

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

Growing Industries in WIOA Region 2 are scattered throughout various employment categories that fall within the Service-Providing Sector. Both Ambulatory Health Care Services and Nursing Care facilities are projected to gain employment through 2022. Increases in employment are projected for construction of buildings as well as two manufacturing industries: Transportation Equipment and Wood Products. Two-thirds of the declining industries are found among the Goods-Producing sectors, with greatest loss in mining (except oil and gas) and a significant number in manufacturing particularly: Electrical Equipment, Appliance, and Component manufacturing.

(B) Demographic characteristics of the current workforce:

Region 2 would be very similar to the overall State averages on age, number in the workforce, disabled, race, etc.

(C) Knowledge and skills needed to meet employment needs:

Region 2 had on the last day of 2016 2,957 job openings

Job Skills advertised:	Minimum Education Level	Minimum Experience
1. Customer Service	High school Diploma or Equivalent	1 to 2 years
2. Positive attitude	Associate Degree	2 to 5 years
3. Flexibility	Bachelor Degree	Entry Level
4. Problem Solving	No minimum Required	Less than 1 year
5. Food Preparation	Master's Degree	5+

(D) Analysis of the workforce:

In October, 2016, Civilian labor force-172,511 of which 163,238 were employed and 9,273 were unemployed, leaving unemployment rate of 5.4%.

Number of advertised job opening in Oct. 2016 7,530, so ration of unemployed to jobs 1.23

Wage average Second quarter, 2016-19.95 an hour, \$798 week, \$41,496 year.

Skill Gaps: Communications, Customer and Personal Service-especially concerning when looking at advertised skills needed.

(E) Analysis of workforce development activities:

Region 2 has the ability with 2 Community and Technical Colleges to narrow skill gaps if we convince Community Colleges what job market is looking for and have colleges evaluate what they are offering. The same can be stated for Career and Technical Centers must understand that hard skills are needed but the communication and customer skills must be there to relate to customers and fellow employees.

Section 2: Regional Sector Strategies

(A) In-demand industry sectors and occupations we are serving:

Growth Occupations 2012-2022

Healthcare Practitioners and Technical Occupations

Personal Care and Service Occupations

Healthcare Support Groups

Education, Training and Library Occupations

Office and Administrative Support Occupations

Training provided 2015-16Formula Funds-ITA-124

Medical-59

Transportation-21

Technology-14

Education-2

Social Work-2

Other-26

(B) Current status of regional collaboration:

We are One-Region with One Comprehensive Center, One Satellite and 5 offices with Case Managers who visit each County at least once month.

Section 3: Regional Service Strategies

(A) The populations/service strategies/services developed:

Population served: Dislocated Worker and 18-30 Adults

Service Strategy: Customer Choice but influence towards high growth occupations

Services Developed-Moving TANF Participants onto Community and Technical College Campus

Explaining concept of Demand Occupations

Evening

Adult meetings to explain importance and Career Path of 2-Year Degree.

Section 4: Coordination with Regional Economic Development Organizations

(A) The economic development services and providers with whom we coordinate, and how:

Meet with them, include on Board, and have them review demand occupations and explain employment programs of On-the-Job Training (OJT), Incumbent Worker, and Customized.

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

(A) need to be coordinated, and how:

Common application and communication between case managers to understand what each provides-also important in Youth program if TANF clients are included.

Section 6: Regional Cost Arrangements, as Appropriate

- (A) Located in State building where overhead is already shared and using referral system and communication to see which products fit which client best or shared cost. The operator cost is paid by R2 from Ticket to Work funds from Social Security Administration which is earned as flexible funds based on customer wages and meeting benchmarks.

Section 7: Regional Performance Negotiation

- (A) Process used to negotiate performance:

Have all partners understand terms and importance of performance and performance is tied to outcomes using past history, number served and economic conditions within the Region.

2016-2020 Local Plan Assurances

		Assurance	References
<input checked="" type="checkbox"/>	1.	The Local Board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the general public for a period that is no more than 30 days. The Plan was posted & advertised on 1.5.17, the comment period was 1.15.17-1.30.17	WIOA Sections 108(d); 20 CFR 679.550(b) Operational & Strategic Plan was posted on our website : www.wvregion2.org , with invitation for public comment on 1.5.17. The comment period was 1.15.17-1.30.17. Also advertised in local papers. It remains posted on the website, without invitation to comment.
<input checked="" type="checkbox"/>	2.	The final Local Plan is available and accessible to the general public. On our website: www.wvregion2.org	20 CFR 679.550(b)(5)
<input checked="" type="checkbox"/>	3.	The Local Board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); 20 CFR 679.390 and 679.550 www.wvregion2.org www.sos.wv.gov
<input checked="" type="checkbox"/>	4.	The Local Board makes publicly-available any local requirements for the Local Area, such as policies, including policies for the use of WIOA Title I funds.	20 CFR 679.390
<input checked="" type="checkbox"/>	5.	The Local Board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts.	WIOA Section 107(h)
<input checked="" type="checkbox"/>	6.	The Local Board has copies of memoranda of understanding between the Local Board and each American Job Center partner concerning the operation of the American Job Center delivery system in the Local Area, and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); 20 CFR 678.500-510 MOU One Stop Partners is attached.. The partners are listed on Ppg: 3
<input checked="" type="checkbox"/>	7.	The Local Board has written policy or procedures that ensure American Job Center operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v) MOU One Stop Partners is attached. Agreement renewal listed on Pp: 1B
<input checked="" type="checkbox"/>	8.	The Local Board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400 Policy # 10 is our RFP Process for Youth and Non Youth. Our Policy Notebook is available for public view www.wvregion2.org
<input checked="" type="checkbox"/>	9.	The Local Board has procedures for identifying and determining the eligibility of training providers and their	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR

		programs to receive WIOA Title I individual training accounts.	679.370(l)-(m) and 680.410-430
<input checked="" type="checkbox"/>	10.	The Local Board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); 20 CFR 683.600 Policy Letter #2 Grievance & Complaint www.wvregion2.org WIOA Packet * page 9 *explicitly details Grievance & Complaint policy www.wvregion2.org
<input checked="" type="checkbox"/>	11.	The Local Board has established at least one comprehensive, full-service American Job Center and has a written process for the local Chief Elected Official and Local Board to determine that the center conforms to the definition therein.	WIOA Section 121(e)(2)(A); 20 CFR 678.305
<input checked="" type="checkbox"/>	12.	All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in the Local Area's American Job Centers for individuals with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j) All Individuals & organizations receiving funding directly from R2WDB are required to sign EEO Non-Discrimination Assurance.
<input checked="" type="checkbox"/>	13.	The Local Board ensures that outreach is provided to populations and sub-populations who can benefit from American Job Center services.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	14.	The Local Board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	15.	The Local Board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1) All individuals & organizations receiving funding from R2WBC are required to sign EEO Non Discrimination Assurance
<input checked="" type="checkbox"/>	16.	The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA. Policy Letter 11 Monitoring Guidelines: Policy #9 EEO Policy Statement. And WIOA Packet Eligibility Process pp:5 -Disability Accommodations: Pp 5 www.wvregion2.org	WIOA Section 188; 29 CFR 37.37 Also, WIOA Packet includes universal access as well as equal opportunity provisions and grievance policies. Pgs 5,9, 10 www.wvregion2.org

<input checked="" type="checkbox"/>	17.	The Local board complies with restrictions governing the use of federal funds for political activities, the use of the American Job Center environment for political activities, and complies with the applicable certification and disclosure requirements.	CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TELG 2-12; 29 CFR Part 93.100
<input checked="" type="checkbox"/>	18.	The Local Board ensures that American Job Center staff, along with the Migrant and Seasonal Farmworker program partner agency, will continue to provide services to agricultural employers and MSFW's that are demand-driven and consistent with ESD's mission. www.wvregion2.org	WIOA Section 167 Policy #1 One Stop Delivery & Policy #5 Customer Eligibility address MSFWs specifically, as well as universal access generally. MOU between One Stop Partners coordinates resources, ensures Universal Access.
<input checked="" type="checkbox"/>	19.	The Local Board follows confidentiality requirements for wage and education records as required by the Family Education Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations. Region 2 Policy Letter #5.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603 All records are kept according to WIOA regulations, and meet Family Education Rights & Privacy Act of 1974 as amended and any ABE Department Regulations as R2WIB is made aware.
<input checked="" type="checkbox"/>	20.	The Local Board has a written policy and procedure to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	WIOA Section 108(b)(16); 20 CFR 679.560(a)(15); WIOA Title I Policy 5601; WIOA Section 134(c)(3)(G); 20 CFR 680.300-310
<input checked="" type="checkbox"/>	21.	The Local Board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds.	WIOA Section 108(b)(15); WIOA Title I Policy 5230; WIOA Title I Policy 5250 Policy 6: Fiscal Policies/Procedures Manual & Policy #6A Cost Allocation Plan on website: www.wvregion2.org
<input checked="" type="checkbox"/>	22.	The Local Board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410
<input checked="" type="checkbox"/>	23.	The Local Board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents to actions	WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750

		taken with respect to debt collection, restoration, or other debt resolution activities.	
<input checked="" type="checkbox"/>	24.	The Local Board has a written policy and procedures for ensuring managements and inventory of all properties obtained using WIOA funds, including property purchased with ITPA or WIA funds and transferred to WIOA, and that comply with WIOA, and, in the cases of local government, Local Government Property Acquisition policies.	WIOA Section 184(a)(2)(A); 20 CFR 683.200 and 683.220; OMB Uniform Administrative Guidance; Generally Accepted Accounting Procedures (GAAP) Policy 7: Property & Procurement Has been amended to read "WIOA or any federal funds must be accounted for on annual basis as of 6.15.17" On website: www.wvregion2.org
<input checked="" type="checkbox"/>	25.	The Local Board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); 20 CFR 680.850
<input checked="" type="checkbox"/>	26.	The Local Board has a written policy and procedure that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A
<input checked="" type="checkbox"/>	27.	The Local Board has a written policy and procedures for awarding ITAs to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	WIOA section 134(c)(3)(G); 20 CFR 680.300-320
<input checked="" type="checkbox"/>	28.	The Local Board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.	WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970, 20 CFR 681.570
<input checked="" type="checkbox"/>	29.	The Local Board has a written policy for priority of service at its American Job Centers and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services> Policy letters are found on our website: www.wvregion2.org	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09; Veterans Program Letter 07-09 Guidance Notice 6:16: Attached Policy Letter #5 Eligibility- Policy Letter #1 One Stop Delivery

<input checked="" type="checkbox"/>	30.	The Local Board has developed plans and strategies for maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.	MOU One Stop Partners addresses coordination of services throughout the document. Policy #1 One Stop Delivery www.wvregion2.org
<input checked="" type="checkbox"/>	31.	The Local Board will provide reasonable accommodation to qualifying individuals with disabilities unless providing the accommodation would cause undue hardship.	WIOA Packet Disability Statement pages: 4, 5, 10 www.wvregion2.org

Assurance #3 Local Board has established procedures to ensure public access (including persons with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.

WIOA 188 Universal Access: & WIOA 107 (e):

1. Region 2 WDB provides universal access (WIOA 188) to all board meetings by publishing our teleconference # on each Agenda. The conference call is set up prior to the meeting and continues throughout the meeting, regardless of participation. The agenda with the telephone number is posted to our website: www.wvregion2.org, and is accessible to anyone with computer access. Additionally, each of our meeting sites is ADA compliant.
2. Region 2 WDB will provide reasonable access to our meetings, should anyone desire to attend. Our phone # is published on our website: www.wvregion2.org, and if a person with a disability wishes to attend & needs accommodations, to our site, we will provide access to one of our local community organizations who provide dial-a-ride services, which are also ADA compliant. (WIOA Section 188 Promising Practices in Achieving Universal Access).
3. Full board meeting notices are also published to the Secretary of State's website, (wv.sos.wv.gov), which give the time and place of those meetings.
4. Full board meetings are held off-site, at ADA complaint locations. Proper notification is posted to our website, along with our phone #. Anyone wishing to attend a full board meeting may call the phone # and be referred to either dial-a-ride services or another community based organization providing transportation services.
5. All board minutes are posted to the website within 15 business days following the board meeting (WIOA 107 (e) 20 CFR 679.39 20 CFR 679.550).
6. Our board membership is posted to our website. It is updated when membership changes.
7. The local board makes information available to the public on a regular basis, through electronic means (www.wvregion2.org) and open meetings (notification posted on website), information regarding the activities of the local board including information regarding the local plan, prior to submission of the plan, and regarding membership, the designation and certification of one-stop operators, and the award of grants or contract to eligible providers of youth workforce investment activities, and on request, minutes of formal meetings of the local board. (WIOA 107. e))Sunshine Provision).
8. The One Stop Operator RFP was posted on our website, and is slated to begin operation in Region 2 WDB on July 1, 2017. Notifications will appear on our website, along with a generic referral form.

The Local Development Board for Southwestern West Virginia Region 2 certifies, that it complies with all required components and assurances of the Workforce Innovation and Opportunity Act plan development guidelines issued by the State of West Virginia. The Local Board also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act, Wagner-Peyser Act, and their regulations, written U.S. Department of Labor guidance implementing these laws, Office of Management and Budget circulars, and all other applicable federal and state laws, regulations, and policies.

Mickey Brown

Local Chief Elected Official

5/1/17 6/15/17

Date

[Signature]

Local Workforce Development Board Chair

4/23/2017 6/15/2017

Date

EQUAL OPPORTUNITY NON-DISCRIMINATION ASSURANCE

South Western WV Region 2 WIB, as a recipient of Workforce Innovation and Opportunity Act (WIOA) financial assistance, shall provide initial and continuing notice that it does not discriminate on any prohibited ground, to: registrants, applicants, eligible applicants/recipients, participants, applicants for employment, employees and members of the public, including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the recipients.

ASSURANCE

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws, and will remain in compliance for the duration of the award of federal financial assistance:

Section 188 of the Workforce Innovation and Opportunity Act, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

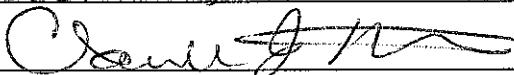
The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

TYPED NAME OF AGENCY OFFICIAL: CLAUDE J. HUNT

TITLE: Executive DIRECTOR

SIGNATURE: 

DATE: 6-15-2017