

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

2699 Park Avenue, Suite 210
P.O. Box 9009
Huntington, West Virginia 25704
Phone: 304-508-2696

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, 2020 – June 30, 2023

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

INTRODUCTION AND CHALLENGE

The challenge Region 2 and all Regions in West Virginia and the Nation face the challenge of not being sure of what the future will be like as year 2020 has started with Corona Virus named Covid-19. Safety guidelines and regulations have been handed down by both State and Federal Government for the safety of individuals that has led to mass layoffs and people being told to stay home for safety and to work from home, the ending of sports seasons and the stopping of others from starting. Travel has been reduced, businesses have been ordered closed and individuals must remain 6 feet apart. The number of individuals in businesses that have been allowed to remain open are limited by posted rules. At the same time Covid-19 has led to deaths among older residents in particular and led individuals to wear masks in order to prevent the spread of the virus.

There is no positive scheduled time for businesses to reopen or for life to return to normal, schools and colleges have been closed, and there is no clear direction as to what the new normal will look like or when it will arrive.

The challenge is what will the economy need to restart and what is the role of Region 2 to assist the 7 counties in which we operate to move forward and begin to look to the future and stop worrying about what could happen because of Covid-19. The South Western West Virginia Region 2 Workforce Investment Board, Inc. will try along with all levels of government, private sector and many other organizations to form a solid co-operative team to move forward and provide needed services to get individuals back to work and gain skills to meet the challenges of the New Normal that will need to be met. Make sure that we encourage folks to look forward and not look backward. We will try to present a plan that can help lead us in that direction but the key will be a cooperative team effort and a willingness to work hard to meet the unknown challenges of the future.

Region 2 has partnered in the West Virginia Regional Workforce Analysis headed by the partnership of Robert C. Byrd Institute at Marshall University and Appalachian Power to conduct a workforce assessment and skills analysis for a 23-county region in West Virginia. Boyette Strategic Advisors has been engaged to conduct the study. This study will give all guidance as we prepare for the future and the give us a better understanding of skills that our residents possess as we move forward to strengthen relationships with employers as cited in Goal #2. The outline which is attached will assist greatly with informing all of the direction of this study and measure the thinking of business and future employees.

Region 2 would also like to thank the Region 2 Planning and Development Council for sharing their Comprehensive Economic Development Strategy for the same period. R 2 Planning cover 5 of counties and Putnam and Boone are part of Region 3 Regional Intergovernmental Council.

Region 2 WIB needs to set as a goal working more closely in the future with these 2 groups which will assist us in reaching Goal#1 Maximize Efficiency of the Workforce Development System through communication sharing. The Planning and Development Councils Board members are local elected officials.

The numbers below reflect the reason for plan this is the numbers we have served with training funds from 7/1/2019-3/20-Include Adult and DW

ITA-231

Supportive Service-99

Workforce Based Learning System-OJT-43

Incumbent Worker-43

Transitional-5

Empowered Employment-88

Total-278

Training total-509

WorkKeys tested-437

Youth Enrolled-72

The Plan is put in place to serve individuals and encourage them to improve their lives.

West Virginia Regional Workforce Analysis

The Robert C. Byrd Institute at Marshall University has partnered with Appalachian Power to conduct a workforce assessment and skills analysis for a 23-county region in West Virginia. Boyette Strategic Advisors has been engaged to conduct the study.

This assessment will evaluate the regional workforce, specifically as it relates to transferable skills and compatible occupations for the unemployed and underemployed workforce, with a focus on the mining, metals, chemical/plastics, paper & wood, and transportation sectors. An in-depth analysis of the regional workforce, its assets and challenges, available training opportunities, and future employment trends will lead to strategic recommendations for enhancing the area's workforce and better preparing workers to meet the challenges of the future.



Input from employers, economic development partners, educators, students, and the workforce at all levels will be a critical component of the project and vital to its success. A project website will be launched in February to provide stakeholders access to variety of ways to participate in the process throughout the first half of 2020.

The workforce assessment is being supported and guided by an extraordinary team of workforce and economic development professionals who will work with the Byrd Institute and Boyette throughout the process. Once the assessment is complete, this same group will work to ensure the implementation of recommendations made to enhance our workforce and improve the region's competitiveness for job creation and capital investment.

Deliverables

Following is a list of deliverables that are part of this project:

- An executive summary of all research and related findings, including the strengths and challenges of the area's workforce, along with potential related recommendations.
- Survey summaries and statistical data used in the study.
- Analysis of the workforce data as it relates to key business sectors for the 23-county region and identified sub-regions.
- A review of existing workforce training opportunities and programs.
- Specific and detailed recommendations to enhance the existing workforce to foster future job opportunities.
- Workforce marketing messages.
- Implementation matrix, with timeline, necessary resources and partnerships.
- Presentation of the findings to key stakeholders, as requested.

Stakeholder Engagement

Stakeholder engagement will be particularly critical to fully understanding the skills of the state's unemployed and underemployed workers. It not only validates findings from quantitative research, but also provides unique data to share with business prospects that goes well beyond traditional data mining. This will be accomplished through various input tools, potentially including one-on-one stakeholder interviews, focus group discussions, and online surveys. Following are the primary groups targeted for participation in this effort:

- Major Employers
- Economic Development Partners
- Sector Associations and Groups
- Residents/Workforce
- Students (High School and Post-Secondary)
- High School Counselors

Recommendations and Implementation

Boyette will utilize this compilation of issues, combined with all research completed for this project, to identify trends, determine strengths and weaknesses of the existing workforce, explore potential skills gaps, and to develop strategic recommendations to enhance the talent pipeline and workforce quality in the 23-county region. A series of recommended strategies will be designed to create a stronger workforce in the region by aligning and enhancing available programs and resources to further improve the region's economic development competitiveness. In addition, the strategies will seek to ensure a workforce system that best meets the needs of current and future employers. Recommendations would potentially support the following areas or programs:

- To drive recommendations for enhancing workforce assets
- To inform workforce development and education decisions
- To develop implementation strategies to address workforce challenges
- To engage the unemployed and underemployed regional workforce
- To market the workforce to target sectors
- To demonstrate the value of the regional workforce to business prospects

Project Timeline



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Local Plan

Section 1: Strategic Planning

(A) Regional Economic Conditions:

Region 2, as well as most of the southern part of West Virginia, was hit very hard by the decline in the mining industry along the corridor counties of Boone, Logan and Mingo where the mining takes place but also in Cabell where a lot of the machine and equipment shops were located which repaired the 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 along with Coal Severance Tax has caused another major employer to experience financial problems which would be local government. The loss of population (3,024) in 2018 tends toward a decrease in hiring of teachers and other educational personnel along with a cut in County services such as police, trash pick-up, recreational facilities, and solving problems with water and sewer service. Putnam County located in the center of the region was the only gained population in 2018. Obviously, Cabell has the largest population with 93,244. Other counties populations are in alpha order: Boone-23,012, Lincoln-20,559 Logan-32,607, Mingo-23,785, Putnam-53,442 and Wayne-39,944. 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 along with increased job opportunities since Boone, Lincoln, and Putnam counties border Kanawha. The influence of Region 3 includes employment opportunities but also provides entertainment, shopping, medical services and other activities. So, Region 2 is somewhat divided between the influence of Huntington with the counties of Wayne, part of Lincoln, part of Putnam and part of Mingo. While Region 3 influences parts of the counties mentioned above along with Logan County. Mingo County is also as Wayne influenced by Kentucky since Kentucky borders both their entire length. Ohio is a greater influence on Cabell but again Kentucky is only a bridge span away. Region 2 job seekers have opportunities for employment in various areas and that can be an advantage if individuals have means of travel. Thus Region 2 policy is if either employer or jobseeker are located in Region 2 we will assist with providing Workforce Based Learning System programs such as On the Job Training (OJT) or with West Virginia companies Incumbent Worker and through the youth work experience as well as training at any State approved training program. In terms of population. One of the major obstacles to employment in Region 2 is that 3 of the 7 counties are designated as Distressed by the Appalachian Regional Commission-Lincoln, Logan, and Mingo. Which again points to the importance of transportation to get to the major job markets in Region 2-Huntington area including Ohio and Kentucky and the other area being in Charleston and the Toyota plant located in Putnam County. The only area that has Bus Service to get to work and back home is Cabell County and it does not operate on Sunday.

2018 Nonfarm Payroll by Industry R-2

Average Annual Employment-102,380, Average Wage-\$45,368 up-\$2,463, Population decrease-3,024, Average unemployment-5.6%, Entry Wage-21,475, Top three Private Employers: Cabell Huntington Hospital, St. Mary's Medical Center and Wal-Mart. Average Turnover Rate 2013-2017 8.5%. Top 3 Industries-2018 at 19% share each-Government, Education and Health Services and Trade, transportation and utilities

Region 2 Planning and Development Council in January 2020 collected through the input of community and economic development leaders and stakeholders throughout the region:

Strengths:

Character of the people	Low cost of living
Tourism Assets	Low energy costs
Collaboration	Cost effective labor
Workforce Training Resources	Low business cost
Short Commuting Times	Multigenerational labor force
Improved infrastructure	Worker loyalty
Access to multi-modal infrastructure	Proximity to larger markets
Quality of life	Large military participation/training

Weaknesses:

- Lack of shovel-ready sites and lack of information on said sites
- Transportation (highways)
- Same fix for everything-more individualized approaches need to be taken
- Declining population/brain drain-unmotivated workforce remaining
- Quality of life deficiencies (i.e. broadband)
- Dilapidated structures/abandoned properties

Opportunities:

- Agritourism-crafts/artisanal products
- Coal Research-new uses
- Downtown Revitalization-including brownfield redevelopment
- Hemp production
- Emerging technical/IT sector
- Healthcare sector

Threats:

- Opioid epidemic
- Environmental/flooding hazards
- Regulatory issues
- Lack of available capital
- Aging population/declining health
- Foster care system
- State image (both external and internal)

GOAL 1-Strengthen the quality of the region's workforce

- Support existing training and development efforts e.g. Coalfield Dev. 33-6-3 model
- Workforce Investment Board (WIB) Programs (products/services)
- Vocational and Community and Technical Education

Support the development of workforce training targeting in demand 21st century skillsets.

Support establishment of a Business Development Coaching Program

Support development of a generational workforce transition mechanism

Goal 2-Assist Communities (especially coal-impacted)

There are five other goals but again the need to understand that cooperative efforts among organizations is very helpful and we are looking at other projects to work where we have similar interests. Five of are 7 counties are included in Region 2 planning we will be reaching out to Region 3 which includes Putnam and Boone counties.

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

With medical 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:

with the highest paying and the fastest growing occupations based on

WIOA Region 2 Industry Employment Projections 2016-2026

Ambulatory Health Care Services gains- 1,645 positions from 6,883 to 8,528

Social Assistance gains 584 positions from 2,969 to 3,553

Waste Management and Remediation Service gains- 35positions from 235 to270

Heavy and Civil Engineering Construction gains-189 positions from 1,362 to 1,551

Construction of Buildings gains-126 positions 969 to 1,095

Healthcare-related industries are projected to exhibit the most growth through 2016

Due largely to the continuing 33.7 percent of residents over 55 years old

The Declining Positions between 2016 to 2026 Projected:

Broadcasting (except Internet) -21 positions

Real Estate -21 positions

Publishing Industries (except Internet) -5 positions

Oil and Gas Extraction-3 positions

Telecommunications-8 positions

Declining Positions are blamed on population loss which between 2017-18 was .6 Percent

The unknown is how the thinking and needs of individuals, Economic System and Job market may change due to the COVID-19 which is not completed at this time.

(C) 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. 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 and now on the Williamson Campus of Southern Community and Technical College 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. The State of Ohio also borders on part of Region 2 in Huntington which provides us 2 other excellent training facilities in Ashland Community and Technical College and Collins Career Center, which has contracted programs and transfer credits with Mountwest plus the excellent Career Centers that are located in our counties. 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 explain upfront where the job is located for the training that is being offered.

Region 2 uses Work Keys, an ACT product, to assist in assessing the skill level of the trainee and whether the trainee wants to do is an appropriate choice for his skill base or does he need some additional basic training to accomplish his/her employment goal. 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. This reflects the importance of Goal 2 customer individual or employer needs have to be understood and met.

(D) 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 them here when it comes to working our customers: employers, jobseekers and training providers that listen and meet the needs.

1. Customer Driven Approach (Jobseeker and Employer)
2. Work with employers to identify true workforce needs.
3. Assess skill gaps and needs of individuals seeking employment or need training to achieve employment.
4. Ensure those with disabilities have increased access to training and employment.
5. Make available training programs that solve the needs of employers and individuals.
6. Career Pathways to occupations that are in demand.

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

1. Workforce Development System Integrated and working to reach the performance goals as a team.
2. Provide cross-training of all workforce development staff.
3. Open and frequent communication with all partners-Core meet monthly-all quarterly
4. Share resources when needed to enable the jobseeker to maximize his talent.
5. Use common IT system with a common language among all partners so each partner understands the terminology.
6. Coordinate services to youth to maximize the assistance and develop continuum of service from In-school to Out of school youth to allow for success where all win.

Section 2: Alignment of the Development System

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

Following the State Plan the core partners include:

1. Region 2 WIB which represents Title I WIOA programs-Adult, (AD) Dislocated Worker, (DW) Youth(Y)
2. Workforce WV which represents Wagner-Peyser (WP)-Title III WIOA.
3. Adult Education and Family Literacy Program (AEFLA)Title II WIOA (represented by contractor)
4. WV Division of Rehabilitation (VR) Title IV WIOA
5. Optional Active Partners: Those included under the Interagency Collaborative Team (ICT) established by the West Virginia Legislature in 2002 and codified in 2004 as included in the State Plan.
 - a) Carl D. Perkins Grant post-secondary through Mountwest and Southern Community and Technical College and Career and Technical Centers.
 - b) Senior Community Services is represented in Region 2 by Southwestern Community Action which operates the Employment Program Title V of Older Americans Act and provide individuals to serve as receptionists at Career Center One Stop.

- c) Economic Development is represented by 2 groups located in different areas: Lincoln County Economic Development Agency representing Lincoln county and Huntington Area Development Corporation (HADCO) representing Cabell and Wayne Counties.
- d) Unemployment Insurance is represented by Workforce WV Logan office.
- e) DHHR will be represented since they contract in Region 2 with Region 2 One-Stop Career Center to provide the SNAP and Excel Programs.
- f) Other ICT Partners may be added formally as the System matures and for example the Corrections system participates in Region 2 Youth Council.

The services provided by each partner are outlined in the ICT 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 by having sites already established in each County we hope to expand services to counties by using various means to meet the need and schedule on-site visits if demand is sufficient. The ABAWD case manager under DHHR contract now travels to Region 2 facilities to meet clients. Region 2 has classrooms at both Community and Technical Colleges located in the Region, along with being at 2 of Southern Satellite Sites located in Mingo and Lincoln Counties. Having facilities at all county sites for the last 14 years has been made possible by the agreements with DHHR through the Excel program to provide services in all 7 counties, which are all accessible for those with physical barriers. The purpose of Excel Career Club is to advance the career pathways of those receiving TANF benefits through assisting them to gain greater skills through achieving educational goals and achieving employment. Through this effort being located on campus increases the opportunities to receive postsecondary credentials that lead to employment in the region or near-by. We have also partnered with Mountwest and at Southern to offer a class for additional 3 hours credit, (Excel already offers 6 hours of credit from either school) for course titled E-Z Start which takes participants through all steps leading to enrollment and registration and the increased self-confidence of being a college student which increases their chances of a successful career in a demand occupation.

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

As most of the Partners are State Agencies it is up to down direction so our guiding light has been the State Plan and the ICT agreement of services to be offered in the Region since the actual operation must be within accepted guidelines. The monthly meetings we have held for 15 years makes for co-operative informal operation.

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

1&2 The first 2 points you requested to be covered in Region 2 means finding out what the business needs and see if you have a product not a program that meets the need. We have found businesses over the last 20 years would prefer tax credits to reimbursement product like OJT. With OJT in Region 2, it is employment with training not training with the hope they will employ the individual later. Attitude is the key it has to be a partnership. We have written OJT contracts with certain employers, when employees were needed over the 20 years they understand that we are their partner and want their success with us and the employee has been assessed, drug tested, (since 2012) and is interested not only in a check but has a willingness to

be on a career pathway. Parts of Region 2 border on States of Ohio& Kentucky) or other Regions (1 &3) since its founding 20 years ago the Region has had one goal over all others: employment. We can assist the employer who is in Ohio to hire a Region 2 resident we do it and if a Company located in Region 1 or3 wants to hire Region 2 individual we will do that. The partnership has to be 2 way to get employers to buy in to what your product will do for them.

3) We have worked with chambers but now that we are working closer with economic development agencies we hope this will lead to better understanding of incumbent and customized training where we can assist a group of employers who need similar skilled individuals or assist with increasing productivity or as we have done in one incumbent training contract assist the employer to train present employees to replace individuals who will be retiring in the next 2 years, so productivity will not be lost and provided an increase in pay for employees which will open up OJT contracts to replace others that are promoted.

4)We have worked closely with Unemployment and that will continue. We provide UI the application forms for WIOA and since UI has one common contact at our ONE STOP the receptionist who answers a lot of questions to individuals who have just been laid-off. All UI customers need employment and or training the reason we are in business.

(E) Implement business services and strategies:

You have products available or answers to needs, does the employer have a need and can you show him how your product or solution will solve the problem with you providing a solution based on his need. This can best be established by using a referral system from another company. Again, we sell solutions and products not programs. You read the above statement from business perspective it makes sense from a government stand point you want to use the term program because that is funding term. In clear language you can only implement what solves a problem and both sides agree. So, it will always go back to strategy 2.1 if the business and Region are speaking the same language and solving the employer's problem. If it is a solid system and strategy the goal will be met.

(F) Coordination of workforce and economic development activities:

The Workforce Board and economic development must discuss to determine who the best partner to handle the situation and does there need to be coordination between partners to best serve the situation. Does the local community college have a program (product) that will provide a solution or does another organization provide a better solution. This is the advantage of having both sides working together with the employer. In the case of entrepreneurial training is a local community college the answer with short credential course or is the need a 2-year Degree. Define the need then look at solution, the Board's task is funding the solution within the regulations that bind its services. This why the more contacts the Board has the better the client will be served.

(G) Leveraging and coordinating supportive services:

Supportive services normally a policy of the Board that states what it will cover, not what it won't cover. It should have a maximum and be written to assist the individual who faces a need for funds to meet a need that is caused by the activity of training. Example bus pass, gas funds, needed equipment for training, etc. Then the case manager and One-Stop should have a list of organizations that provide or know where other services may be located. For example our partner that operates the Senior Community Serviced Employment Program is a Community

action Agency that assists individuals with food, utility bills and other needs that our outside the training need. The key to a successful assistance program is to know where to send individuals for assistance they may need-a true One-Stop will provide that assistance of where to find it and someone to contact. Another example we do not provide clothing for interviews but we know and can refer individuals to an organization that meets that need be it a State Agency or Non-profit or a person willing to help individuals in certain situations. Essential to the success of any One-Stop where can I find this.

- (H) Engaging businesses in the delivery of workforce development activities:
Region 2 funds meaningful training that fits into the law, we can advise a company on training but cannot or should not tell them where to go or what type of training they need. One area we would like to be more helpful in is doing some common training for companies who need individuals with same or similar skills. The customized training idea is very difficult to sell to companies needing similar skilled individuals since each company wants the best students in the class.
- (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 and became successful.

Section 3: American Job Center Delivery System

- (A) American Job centers in our area:
Huntington Comprehensive, Satellite-Logan, Offices that WIOA Case Managers are scheduled to visit at least once a month-Boone-Lincoln, Mingo, Putnam and Wayne. Putnam has Job Service W-P 5 days a week and UI is there once a week.
- (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 at 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 One Stop Operator 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 request we are unfamiliar with we call the Information & Referral Service 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. Part of the salary of Excel instructors is paid though WIOA so they can provide the information and assistance.

(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.

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

Region 2 follows the State of West Virginia Workforce Policy titled Procurement and Selection of One-Stop Operators.

(E) Ensuring continuous improvement of services:

The continual improvement of eligible providers, presently around 25, in Region 2 is a shared responsibility between Region 2 and the State. The State is the first approval level of Service Providers so obviously the State then goes through its checking system and if approved moves on to Region 2 for approval. The real drivers of the system are the employers and those receiving training. Do we train what you need and are they trained to what you want. In the end are we supplying the employer a good product he has a need for or do we need to change providers to those who provide a better product. Also, are we sending the right people to training through our system. The simplest answer is does the system meet performance requirements and send sufficient individuals to training for the funds provided.

(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:

I think the leader in this area will be Rehab Services to assist us in making the right decisions. Also, our locations on college campuses, State Office Buildings and being in each County enables us to meet this challenge knowing we may need to schedule individuals to be in certain locations at given times with appropriate equipment.

(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.

(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 are part of the Plan and will be attached to this document.

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

Per Region 2 Policy #5 Customer Grant Eligibility and Registration, Policy #5 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.

(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.

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

Region 2 has already funded Incumbent Worker training and is using 20 % of combined total of Adult and Dislocated Worker with a maximum reimbursement rate to the employer of 40% of unreimbursed charges.

(M) Training and equipping staff to provide WIOA-compliant customer service:

That will be no problem for Region 2 as we have always provided walk-in and scheduled appointment training, explained Demand Occupation to customers and explained scores on assessment must match those required to enter the occupation at entry level as provided by ACT using the WorkKeys assessment.

Section 4: Title I – Adult and Dislocated Worker Functions

(A) Employment and Training Activities:

Region 2 has roughly 25 Service Providers and we will send individuals out of Region if training not available in Region 2. We seem to have sufficient except training is not designed to offer a Certification after part of training if individual cannot complete entire training. For example, if in LPN training if one does not pass exam or would need to leave due to unforeseen barrier no Certificate for Home Health or CNA has been earned. This is true in many of training programs, Region 2 if possible, would like for curriculum to be arranged so if unable to complete a lesser Certificate with employability possibilities would occur. Also, the lack of funding to take Certificated exams which we provide for WIOA participants but our not always provided by Service Provider who collected training funds.

(B) Coordination of local workforce development activities with statewide rapid response activities: Region 2 will cooperate when ever asked by Rapid Response or conduct a Rapid Response and has many times over the years. We also sponsor training fairs in areas where Rapid Response has occurred.

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

The In-School Youth program now operated by Rehab Services starting with 10th graders is a very important in assisting students that may have disabilities that can now be viewed with a more positive future for employment and assisting school personnel in a greater understanding and new ways of assisting the student. The school system has programs that deal with behavior problems, social problems and homeless students who also receive assistance from the community homeless centers.

Federal programs from other agencies than Department of Labor also assist with special needs, the problem is to keep and expand the Youth Council so we can have improved communication and increased placement for youth is the best program for them. Emphasize that programs must have a product that attracts and meets the need of the youth to overcome barriers and move forward. Another group that can assist is religious organizations that provide mentors for young people who may have overcome barriers in their own youth.

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

As was discussed continuation of an active Youth Council and Rehab Services assisting with the bringing in the counselors and those from the school systems who need to be involved. Rehab is in a unique position to do this since they have representatives in the school system everyday who can observe and learn who needs to be involved with other Youth groups. Since youth as defined here extends to age 24 Region 2 will use their special relationships with the Community and Technical Colleges, Career and Technical Centers and other service providers to include the training and services they provide to other organizations providing services to youth. During the month of March Region 2 will sponsor an orientation program at each Career and Technical Center to explain to Juniors and Seniors how a 2 year-degree could assist them with their career pathway and if needed the remaining 2 years for a 4 -year degree.

(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 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 service 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 the Youth Program to provide wrap around supportive services but coordinated so they are not duplicated. We provide funding for ITA's out of Youth funds for training and have our Youth Career Planners assist youth to enter work experience while in the youth program so they experience the world of work while we are there to provide guidance and answer questions as well as additional training if the employer feels it is needed.

- (F) Utilization of Local Adult Funding as specified in the State Plan:
Region 2 will follow and has adopted (Policy #5 Customer Grant Eligibility and Registration) Priority of Service Policy for Adult Title I funding as proposed by Workforce West Virginia effective January 20, 2016.
- (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 and now that we operate the Youth Service we know the 14 elements will be met along with performance records.
- (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- old can be co-enrolled in Adult and Youth funding streams so they qualify for On-the-Job Training (OJT) opportunities. In the first 6 months of PY 2019 of 70 OJT placements 34 were Youth (18-24) with average wage of \$11.05.
- (N) Plan and steps that have been taken to serve 75%+ out of school youth:

The In-School Youth (ISY) was discontinued with the excellent product being operated by DRS and the scarcity of programs for 18-24 that has goal of employment and training along with overcoming other barriers.

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

Region 2 now operates the Youth program with case managers/career planners to assist the participants and have monthly meetings where youth are put in leadership roles to be responsible for parts of the meeting and explain what services and value the Youth service is to them. The enrolled youth are encouraged to bring friends or others they may know to see what can be gained from the service and so we use the youth Monthly Meeting to help recruit. The Youth is interviewed, barriers discovered and discussed and invited to the above meetings to hear success stories and know that with their effort the Youth can succeed and most important believe in themselves and feel that success.

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

As stated earlier the customer is referred to the service he requests and then through the filling out of application for service, past employment and training experience, employment or training goal the intake Career Planner will discuss how the service desired by the customer can best be met by that agencies products or refer to an agency whose product line is better suited to the needs of customer. The customer makes the ultimate decision unless for example to get the training desired a customer would need a certain requirement for example a diploma or equivalency certificate that he does not possess, the case manager would explain why he would need to start with the products of another partner. Duplication is avoided due to a written plan developed by original partner case manager then shared with those who will be providing products or services to customer. One agency could be providing training another supportive service and that would all be covered in the plan of services and products.

(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 or more often if needed to determine progress and to assist with any problems that may occur. The notes from these monthly contacts should 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 employment. 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 should be the one doing follow-up as a customer should 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:

All WIOA customers must be registered with the West Virginia Employment Service, a division of Workforce WV, as is Unemployment, this allows for consistent and constant contact between case managers for different agencies. Region 2 provides information and applications for service

to be completed and this will become easier with the common intake form which should contain basic information and employment history which can be shared among the partners.

- (B) Utilizing the Wagner-Peyser program to provide access to local workforce development services for Dislocated Worker 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. The Dislocated Worker may have attended a Rapid Response meeting where they learn of the services available and be given guidance on positions or training opportunities to elect a new Career Pathway or how additional training may allow them to qualify for a better position on their present pathway. Also it is very important to discuss how skills learned in one position may be transferred to another opportunity using short-term training.

- (C) Ensuring that migrant and seasonal farm workers are provided employment services:
This is not a major concern in Region 2 but they would be able to receive the same services as other individuals.

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 a High School Diploma the case manager would refer the customer to the nearest Adult Learning Center to where the customer lives for assessment and further services. Unless TANF eligible in which case Region 2 has had a contract with DHHR to assess this customer with TABE assessment and then instruct the customer until the customer reaches Federal Functional Level 4.
- (B) Coordination efforts with Title II providers to align basic skills and English language assessments:
WIOA Region 2 will follow direction from ABE contractor 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.
- (C) 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 to provide coverage in Region 2 and the Contractor may contract with Board of Education in each County, the Community and Technical Colleges located in Region 2 and other private providers such as Catholic Charities. So, our Board member represents contractor in Region 2 for ABE by contract covers WIOA Region 2 and this person coordinates and is responsible for all sites in WIOA Region 2.
- (D) 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. Region 2 will refer to the nearest ABE site if GED is desired or needed. If employment or advanced training is requested the Career Planner will refer to the nearest

Career and Technical Center if training is available and approved by the State. We are very fortunate in Region 2 each of our 7 counties have excellent Career and Technical Training and will accept adults into their program.

Section 7: Vocational Rehabilitation Functions

- (A) Cooperative agreements between the Board and the West Virginia Division of Rehabilitation Services: Will be part with Job Service (W-P) of consortium to operate One-Stop and provide the services as outline in the Interagency Collaborative Team Memorandum of Understanding and Goal #1 of the State Strategy Goals which sets strategies for Workforce Development System Integration.
- (B) Serving individuals with disabilities through the American Job Center system: Will continue same as has been done for 20 years by referral to WV Rehab Services and Huntington Society for the Blind in Huntington which is one of the outstanding Chapters of that organization in the nation.

Section 8: Jobs for Veterans State Grant Functions

- (A) Providing priority service veterans and their eligible spouses: Region 2 in Board Policy #5 restates and agrees with State Policy in Statement 4- Priority of Service for Adult funds.
- (B) Engaging Veterans Employment Representatives in engaging and providing services to local businesses: Vet reps will be made aware of all On the Job (OJT) opportunities and other employment and training programs and 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: Co-operative operation of present One-Stop Core Group the operating cost is \$45,000 which can be maintained. As the Consortium grows stronger funding earned through being part of Ticket to Work in which Region 2 participates and Rehab services are attempting to work out an agreement that will take care of expenses.
- (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: The standards are negotiated each program year and stated consequences for not meeting at least the 80% level. PY2019-20 Performance Standards Attached.
- (E) Actions the Board will take toward becoming or remaining a high-performing board:
The proof is that Region 2 has been able to hit the target for 19 years of achieving performance goals and will continue to demand from this from contractors and continue to monitor the actions of contractors and employees and not lower expectations. The goal you set is high so even if you fall short you are at 80%.
- (F) The Individual Training Account policy (including a copy of):
Board Policy #5 is attached and on-line as are all policies.
- (G) How training services are provided including training contract management and informed customer service: Per Policy #5 each 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.
- (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.
- (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 as provided in State Policy #14 12-1-16 Reporting Policy and Procedures. The other partners will use MACC as agreed to by their State Level directors in cooperation with Workforce WV.
- (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 attachment.
- (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 have a need to view personal information be an employee or the customer.
- (L) Procedures for handling grievances and complaints from participants, partners, and service providers:
Board Policy #2-Grievance and Complaint which is attached as Board Policy #2 attachment.
- (M) Policy and procedures with regard to aid, benefits, services, training, and employment including assurance of accommodation to individuals with disabilities:
Board Policies # 9 Equal Employment Opportunity Policy Statement and Policy #11 Monitoring and Oversight which covers monitoring for compliance with ADA requirements and the State requirement a Service Provider must File 504 as part of approval process. Policies 9 &11 will be attached.
- (N) Compliance with the Americans with Disabilities Act:

As above the State requirement of 504 be provided and approved by State before provider is placed on Approved Service Provider list and the required Monitoring required under Board Policy # 11 since already attached to this section.

- (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.
- (P) Local Board meet the language needs of limited English- Speaking individuals who seek services: Case Managers/Career Planners have arranged with local colleges in Logan and Huntington to provide interrupter to assist with language barrier. Obviously, it will require a coordination of schedules.
- (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 to this section and will reaffirm that it meets DOL regulation above.
- (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 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:
 - a. Tracks funding types, funding amounts, expenditures and assets.
Policy 6 and meets GAAP
 - b. Permits the tracking of program income, stand-in costs and leveraged funds.
Policy 6 and system tracks in accordance with GAAP and WIOA requirements.
 - c. Is adequate to prepare financial reports required by the State
Board Policy 6 is the Fiscal Policies and Procedures Manual which covers all the above and 19 years of annual private and State audits should show that the Region 2 accounting system is accurate and meets above requirements. Policy 6 and the other Board Policies are on the Region 2 website: www.wvregion2.org
- (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 Chair Bryan Johnson or member James Hosier. Mail is opened by Marsha Chastain & Jean Hager 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:

1. Bank reconciliation-is signed by Executive Director and LEO Chair and prepared by fiscal agent, 2. Board or executive Committee review all checks written for month and use of Purchase Card at meeting 3. monthly Board financial report, 4. Internal and State annual audits. 5. Purchase Card (Debit) in possession and used by Jean Hager-who provides public record of all checks and purchases made each month with financial report.

(W) Provide a brief description of the following:

- Fiscal Reporting system- Quick books Enterprise
- Obligation control system-Monthly tracking by spreadsheet reviewed by management
- ITA Payment System- Case Manager approves invoice of training facility, Executive Director approves, Administrative Asst. prepares spread sheet for payment of invoices, check printed by financial clerk.
- Chart of account system-Quick books
- Accounts payable system-Quick books-Checks-mail
- Staff payroll system-T-sheets-Quick books –Direct Deposit
- Participant payroll system-Invoice-signed by training provider-approved by Case Manager then to Executive Director to Finance for processing.
- Participant stipend payment system- Youth Case Manager sends recommendation to Program Director who approves and then forwarded to Executive Director for final approval, then sent to Financial Department for check writing and sent back to Administrative Assistant for mailing or presentation by Case Manage.

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

Drawdown and reimbursement grant contract system/ no petty cash on hand

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

*Identification of different cost pools

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

- Procedures used for distribution of funds from each cost pool
- Description of funds included in each cost pool.
Addressed in Cost Allocation Plan separate document from Financial procedure Manual
- Description of cost allocation plans for American Job Centers- The costs are covered by direct payment and in-kind services. The American Job Center being located in State

Office Building means rent sharing occurs among required partners-Job Service, Rehab Services, Unemployment, Workforce WV, and Region 2 WIB. ABE is not located at any office or space we rent except the Community Colleges.

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

Record in receivables, then request repayment, then after 90 days turned over to attorney for collection if no reply to second request after 60 days.

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 2026. 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 March 16,2020 job openings of 2,180 as compared to 3,143 in February 2020

Job Skills advertised:	Minimum Education Level	Minimum Experience
1. Customer Service-810	Basic Skills	none
2. Work independently-192	Basic Skills	2 to 5 years
3. Flexibility-172	Basic Skills	Entry Level
4. Problem Solving-253	Basic Skills	Less than 1 year
5. Conflict Management-122	Interpersonal Skills	5+

(D) Analysis of the workforce:

In Third qtr. 2019 Civilian labor force-100,360 employed and Ave. wage hourly-22.18

Number of advertised job openings in Dec. 2019 ratio of unemployed to jobs 2.12

Unemployed 5,686-Job Openings-2,684

Wage average Qtr. 3 2019-Employed-100,360, 22.18 an hour, \$887 - week, \$46,124 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 2016-2026
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 2015-16 Formula Funds-ITA-124
Medical-59
Transportation-21
Technology-14
Education-2
Social Work-2
Other-26
- (B) Current status of regional collaboration:

We have One Comprehensive Center, One Satellite and 5 offices with Case Managers/Career Planners 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 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.

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.

2020-2023 Local Plan Assurances

		Assurance	References
X	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.	WIOA Sections 108(d); 20 CFR 679.550(b)
X	2.	The final Local Plan is available and accessible to the general public.	20 CFR 679.550(b)(5)
X	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
X	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
X	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)
X	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
X	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)

X	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
X	9.	The Local Board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts.	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR 679.370(l)-(m) and 680.410-430
X	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
X	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
X	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)
X	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
x	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
X	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)
X	16.	The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA.	WIOA Section 188; 29 CFR 37.37
X	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,	CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TELG 2-12; 29 CFR Part 93.100

		and the Local Board complies with the applicable certification and disclosure requirements.	
X	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.	WIOA Section 167
X	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.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603
X	20.	The Local Board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	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
X	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
X	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
X	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 taken with respect to debt collection, restoration, or other debt resolution activities.	WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750
X	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)
X	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
X	26.	The Local Board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A

		workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	
X	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
X	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
X	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>	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09; Veterans Program Letter 07-09
X	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.	
X	31.	The Local Board will provide reasonable accommodation to qualifying individuals with disabilities unless providing the accommodation would cause undue hardship.	

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.

Eddw Handman
Local Chief Elected Official

4/27/2020
Date

[Signature]
Local Workforce Development Board Chair

4/27/2020
Date