

**Description of the Local Workforce Development System (provide a description for each):**

**1. The workforce development system in the local area that identifies:**

Using an intergovernmental agreement, the terms are set forth for the joint operation of a Workforce Development Area known as Area 20 and the implementation of the Workforce Innovation and Opportunity Act (WIOA).

Through this agreement the respective Boards of County Commissioners for Vinton, Ross, Pickaway, Hocking and Fairfield counties, also referred to as the Local Elected Officials (LEOs), will jointly fund and administer Area 20. The LEO’s empower the Chief Elected Official (CEO) from either Fairfield County or Ross County with signatory authority as the CEO for Area 20.

The respective LEO’s will appoint a Workforce Development Board (WDB) chaired by a Business Representative and comprised of at least 51 percent representation from the business community. Mandated partners shall include: 2 representatives from adult education and literacy; 1 representative of higher education; 2 representatives from organized labor; 3 representatives that are community based; 1 representative from Economic Development; 1 representative of state employment services; 1 representative of rehabilitation services; and others as mandated by law. The LEO’s will appoint individuals residing or employed in their respective county except for the representatives of state employment services and rehabilitation services, which are appointed by the state. Each of the three largest counties in Area 20 (Fairfield, Pickaway, Ross counties) will maintain 5 members of the Board while Hocking and Vinton counties will each maintain 3 members of the Board.

The WDB will oversee the strategic planning for workforce development in the area, submit periodic required plans, and fulfill other responsibilities in compliance with WIOA, federal regulations, and state policy. The WDB will assist the LEO’s in overseeing the OhioMeansJobs (OMJ) Operator(s) who will deliver workforce development activities in each of the counties.

Under the intergovernmental agreement, the comprehensive OMJ Center will be located in Fairfield County.

- **The programs that are included in the system; and**

The Area 20 workforce system includes the following partners and programs:

<b>Partner Name</b>	<b>Program</b>
Eastland Fairfield CTS Pickaway Ross CTC Fairfield County Community Action Agency	Adult Education and Literacy
Hocking Athens Perry County Community Action	Community Services Block Grant

Partner Name	Program
Eastland Fairfield CTS Pickaway Ross CTS Tri-County CTC	Post Secondary Vocational Education
Opportunities for Ohioans with Disabilities (OOD)	Rehabilitation Services
Mature Services	Senior Employment
Ohio Department of Job and Family Services (ODJFS)	Wagner Peyser Trade Act Assistance Programs Unemployment Compensation Veteran’s Services
County Departments of Job and Family Services	Temporary Assistance for Needy Families (TANF) Work Readiness Programs
Area 20 OMJ Centers	WIOA Adult and Dislocated Programs
TeenWorks Pickaway Ross CTC Hocking Athens Perry County Community Action Buckeye Hills Career Center	WIOA Youth Program
Integrated Services	Vocational Rehabilitation

- **Location of the OhioMeansJobs centers in the local workforce development area.**

Area 20’s workforce system consists of five OhioMeansJobs Centers—including:

OhioMeansJobs Center Name	Address	Counties Served
OhioMeansJobs Fairfield County	239 W. Main Street Lancaster, OH 43130	Fairfield
OhioMeansJobs Hocking County	389 W. Front Street Logan, OH 43138	Hocking
OhioMeansJobs Pickaway County	160 Island Road Circleville, OH 43113	Pickaway
OhioMeansJobs Ross County	475 Western Avenue Chillicothe, OH 45601	Ross
OhioMeansJobs Vinton County	30975 Industrial Park Road McArthur, OH 45651	Vinton

**2. An explanation of the OhioMeansJobs delivery system in the local area, including:**

The LEO's, in consultation with the WDB, designate the local OhioMeansJobs Center(s) to assure that required workforce development services are available in Area 20. OhioMeansJobs Fairfield County shall serve as the comprehensive OMJ Center.

Through a Memorandum of Understanding (MOU) the partner agencies provide access to all services at the comprehensive OMJ Center and access to appropriate services in the affiliate centers. A coordinated regional approach provides customers with both the advantages of local access and the advantages of broader resources and coordination. Area 20 OMJ Centers have developed common protocols and procedures to carry out workforce functions under policies developed by the WDB. Statewide branding will make local access easier as well.

The role of local OMJ Center Operators in the system is to coordinate the efforts of partners to deliver career services and training services to job seekers, and business services to local employers.

The center operators also ensure that critical work functions are covered and that resource rooms are staffed and responsive. They manage the interface among partners and resolve inter-partner and administrative problems within the OMJ Center, ensuring an efficient and productive work environment.

- **How the local board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and jobseekers;**

Performance accountability and continuous improvement is of significant importance to Area 20. The Board will biannually monitor and evaluate the performance of its selected service providers to ensure that they are achieving high-quality outcomes and meeting the employment needs of local business, workers, and job seekers. The Board will use the ODJFS WIOA Program Monitoring Guide as a framework to ensure that its oversight and monitoring practices reinforce federal law and regulations, as well as Ohio's guidance and policies regarding local workforce development administration. The Board will offer technical assistance as well as require corrective action plans when outcomes are not met. Additionally, information on any promising or innovative workforce development practices will be shared within the local area, as appropriate.

To meet the needs of employers, the WDB currently tracks the results of business services such as job fairs and hiring events. Follow-up is conducted with participating businesses, including number of interviews conducted, number of individuals hired, and other feedback regarding the customer experience.

The WDB is in the process of developing a scorecard/dashboard to track key information (e.g., numbers of individuals and businesses served, number of job fairs/hiring events, number of On-the-Job training agreements, etc.) that will be used to inform the board's action plan and identify areas of improvement on a system-wide basis.

- **How the local board will facilitate access to services provided through the OhioMeansJobs delivery system through the use of technology and other means;**

Currently, Area 20's primary application of technology is through the use of OhioMeansJobs.com, Ohio's innovative virtual system for delivering workforce services to individuals and businesses.

Additional uses of technology to support service delivery that will be explored for possible implementation include the following:

- Informational email blasts to employers
- Collaboration with economic development agencies to use social media to reach out to businesses
- Further development of a consistent, coordinated internet presence
- Digital billboards to promote events and services
- Online calendar for workshops and hiring events.

The WDB expects to establish a local policy addressing website and Facebook development, with a goal of having a standardized online presence within the local area. Area 20 plans to expand its use of social media to improve communications with customers; a Twitter account will be established, as well as a LinkedIn account for reaching out to the business community.

Finally, the use of technology will be a critical component that the Board will consider when procuring and evaluating potential OMJ Center Operators and service providers. The overall goal is to better use technology to increase accessibility and responsiveness to customer needs.

- **How entities within the OhioMeansJobs delivery system, including OhioMeansJobs center operators and partners, will comply with section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities;**

Through online OMJ.com services and service coordination agreements, customers will receive most basic services in their own immediate area and have access to all services within less than an hour's drive.

Area 20 has completed, and will continue to maintain its Americans with Disabilities Act (ADA) checklist, as documented in its August 2016 OhioMeansJobs "One-Stop System Certification" for the Area's comprehensive OMJ Center located in Fairfield County. Furthermore, the Fairfield OMJ Center operator has completed "Windmills" training. The local area will conduct ongoing training of staff members and partner personnel

regarding services to individuals with disabilities, provide assistive technology, and regularly monitor services to ensure accessibility.

OMJ Center Operators are also working closely with County Boards of Developmental Disabilities. Fairfield County, for example, is collaborating with JobFusion, a service that provides job training and planning to assist individuals in successful employment. It serves local businesses with full-time, part-time, and seasonal staffing, and assists individuals with disabilities in finding and keeping jobs to fit their needs and abilities.

- **How the local board will coordinate with the regional JobsOhio; and**

The WDB will work in collaboration with the two JobsOhio Regional Partners (Appalachian Partnership for Economic Growth (APEG) and Columbus 2020) that represent the counties of Area 20. The Board and the JobsOhio partners will work together on specific activities such as job fairs and hiring events, as well as more comprehensive approaches to the workforce development needs of area businesses. The WDB Executive Director will participate in regional JobsOhio meetings and events, and a representative from APEG will join the regional planning committee.

- **The roles and resource contributions of the OhioMeansJobs center partners.**

Through the required MOU, Area 20 defines the roles and responsibilities as mutually agreed by the partners for the operation of the local OMJ Center system. In the early months of 2017 the WDB will hold partner meetings and conduct negotiations for a new agreement. Once finalized and signed, the new MOU will serve as the blueprint for how the local OMJ Centers will provide services to individuals and businesses beginning July 1, 2017.

<b>Partner Name</b>	<b>Program</b>	<b>Roles/Resource Contributions</b>
Eastland Fairfield CTS Pickaway Ross CTC Fairfield County Community Action Agency	ABLE	Provides adult education and literacy services, including GED preparation
Hocking Athens Perry County Community Action	Community Services Block Grant	Provides services to those most in need and creates jobs through the expansion and retention of businesses

Partner Name	Program	Roles/Resource Contributions
Eastland Fairfield CTS Pickaway Ross CTC Tri-County CTC	Post Secondary Vocational Education	Provides training services to increase the skills of the area's workforce
Opportunities for Ohioans with Disabilities (OOD)	Rehabilitation Services	Assists individuals in finding and securing employment
Mature Services	Senior Employment	Provides employment assistance, including work experiences, for mature workers
Ohio Department of Job and Family Services (ODJFS)	Trade Act/TAA Programs Unemployment Compensation Wagner Peyser Veteran's Services	Provides universal labor exchange services, trade adjustment activities, employment services to veterans, and access to information and filing of UI claims
County Department of Job and Family Services	Temporary Assistance for Needy Families (TANF)	Serves as a resource for serving individuals receiving TANF
Area 20 OMJ Centers	WIOA	Provides WIOA Adult, Dislocated Worker and Business services
Integrated Services	Vocational Rehabilitation	Assists individuals in finding and securing employment

**3. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.**

Area 20 provides services in its OMJ Centers through on-site staff, telephone, internet-based services, print materials, and contracted services (a competitive process is used to award contracts; see description of procurement process in the response to **item 8 below**). Upon entry, an individual is directly referred to the specific services that best meet his/her particular needs.

Adult and Dislocated Worker workforce activities are provided under the broad categories of Basic Career Services, Individualized Career Services, and Training Services. Basic Career Services are available to any customer, while Individualized Career Services and Training Services are reserved for individuals who meet WIOA eligibility requirements.

**Basic Career Services provided in Area 20 include:**

- Information about services available through the OMJ Center and System
- Initial assessment of needs
- Referral to appropriate services
- Self-directed or staff-assisted job search
- Workshops, including resume writing, interviewing skills, and job search
- Information:
  - Labor market
  - Training provider
  - Supportive service
  - Unemployment
  - Financial aid
  - Relocation assistance

**Specialized Career Services provided in Area 20 include:**

- Eligibility determination
- Comprehensive assessment
- Individual Employment Plan (IEP) defining the customer's specific goals and pathway for achievement
- Career counseling and planning
- Short-term prevocational services
- Internships and work experience
- Workforce preparation activities
- Financial literacy services

The OMJ Centers offer a wide variety of services to assist customers with job preparation and job search. Resource rooms offer computers with Internet access, as well as printing, mailing, phone and fax services during regular business hours. Further assistance is available through resume and cover letter development, mock interviewing, job postings and job search tip sheets. Job seekers can meet with employers conducting on site interviews and also sign up for job readiness workshops. Specialized information is available on GED attainment, unemployment compensation,

Youth programs, and career services for Veterans, individuals 55 and over, and individuals with disabilities.

### Training Services

- Occupational skills training using an Individual Training Account (ITA)
- On-the-job training (OJT)
- Customized training
- Job readiness training
- Workplace training/co-op programs
- Skills upgrading and retraining
- Pre-apprenticeship / Apprenticeship
- Transitional jobs
- Incumbent worker training

The implementation of WIOA eliminated the sequence of services that was previously required under the Workforce Investment Act (core-intensive-training). Therefore, an individual who is determined eligible and suitable for Adult or Dislocated Worker services does not have to participate in any type of career service activity prior to being enrolled into training services.

Regarding training eligibility, the individual must meet programmatic eligibility requirements and must also be identified as unlikely to obtain or retain self-sufficient employment or higher wages, need training to obtain or retain self-sufficient employment or higher wages, and have the skills and qualifications to participate in training (i.e., appropriateness for training).

Training must be directly linked to an in-demand industry sector or occupation, or a sector that has a high potential for sustained demand or growth. Such training may be delivered via an ITA, training contract, or a combination of both. Training providers will be found through Ohio's Workforce Inventory of Education and Training (WIET), which establishes eligibility and provides information about training institutions and their programs.

**4. A reference to the Comprehensive Case Management Program (CCMEP) plan for each county within the local area. (This requirement is fulfilled if each county within the local workforce development area submitted the CCMEP county plan as required in rule 5101:14-1-03 of the Administrative Code.)**

Each county in Area 20 is included in a Comprehensive Case Management and Employment Program (CCMEP) Plan. Fairfield and Pickaway counties submitted individual county plans to ODJFS; Ross, Vinton and Hocking counties submitted a combined plan to the state. Lead Agencies were selected as follows: Fairfield County Job and Family Services, Pickaway County Job and Family Services, and South Central Ohio Job and Family Services (for Ross, Vinton and Hocking Counties), respectively.



CCMEP Plans addressed coordination with partners, population served, co-location of services, referral and eligibility, comprehensive assessment, individual opportunity plans, program services, case management and performance measures.

**5. How the local board, in coordination with the OhioMeansJobs center operator, maximizes coordination, improves service delivery, and avoids duplication of Wagner-Peyser Act services and other services provided through the OhioMeansJobs delivery system.**

The Area 20 Workforce Development Board will engage in a competitive procurement process during the first quarter of 2017 to select its OMJ Center Operator(s) and its system's service providers. The board plans to issue one Request for Proposals (RFP) for both OMJ Center Operator and WIOA Career Services; respondents will be able to propose serving specific counties or the entire workforce area. The RFP will reinforce the need for program coordination and high quality service delivery.

Wagner-Peyser services in Area 20 are delivered by ODJFS staff. Services include a universal public labor exchange system (i.e., employment services) for all job seekers who are legally entitled to work in the United States as well as for employers who are attempting to fill job openings.

Wagner-Peyser staff are co-located and deliver services in the OMJ Centers. Co-location provides for improved services, greater economies of scale, and elimination of duplicative efforts.

The Executive Director of the WDB meets monthly with OMJ Center directors to share information, address issues, and strategize ways to improve service delivery. The WDB and partners will develop an MOU to address infrastructure cost sharing and strategies for providing services among the partner network system.

**6. The executed cooperative agreements which define how service providers will carry out the requirements for integration of and access to the entire set of services available in the local OhioMeansJobs system.**

As provided by Section 121 of the WIOA, the MOU forms an agreement among the WDB, LEOs, and OMJ Center partners in Area 20. The MOU outlines the roles and responsibilities of the parties and describes how the partners will share services and costs in the operation of the local workforce development system.

A new MOU template is under development at the state-level through a collaboration among ODJFS and a committee of local Workforce Development Board Directors. Once a consensus is reached, the final approved template will be published for use by Area 20 and all Ohio WDBs.

Area 20 plans to reinforce robust collaboration among partners and integration of services by function wherever possible, supported by consistent policies, performance goals and service delivery processes. All job seeker/worker customers, regardless of skill level or experience, will be welcomed at the OMJ Centers and assisted in accessing an appropriate array of services. Business will find not only basic labor

exchange services, but also strategic talent development to address their industry requirements.

### **7. An identification of the fiscal agent.**

As provided in the local governance agreement, Fairfield County Board of County Commissioners - Economic Development Department has been designated as the Fiscal Agent for Area 20 to perform accounting and funds management on behalf of the Chief Elected Officials.

### **8. The competitive process that will be used to award the subgrants and contracts for WIOA Title I activities;**

The Area 20 WDB has established a procurement policy to guide the award of subgrants and contracts. The policy includes a code of conduct addressing board and staff conflict of interest. Key provisions of the process include:

#### *1. Free and Open Competition*

To promote free and open competition, the WDB shall ensure that all transactions will be free and open and shall not:

- a. Place unreasonable requirements on firms and organizations in order for them to qualify to do business and/or provide services;
- b. Require unnecessary experience and excessive bonding;
- c. Engage in noncompetitive pricing practices between firms or organizations or between affiliated companies or organizations;
- d. Engage in noncompetitive awards to consultants that are on retainer contracts;
- e. Participate in organizational conflicts of interest;
- f. Specify only a “brand name” product instead of allowing “an equal” product to be offered;
- g. Create overly restrictive specifications;
- h. Include any arbitrary action in the procurement process.
- i. All contracts must be performance based fixed unit or cost reimbursement contracts.

#### *2. Solicitations*

The WDB will:

- a. Solicit offers by disseminating a Request for Proposal (RFP) or Request For Quote (RFQ) to an adequate number of qualified sources to ensure competition (generally, sources included on the sub grantees RFP/RFQ mailing list), and advertising in one or more newspapers designed to reach service providers;

- b. Ensure that each RFP/RFQ includes a Statement of Work or Specifications, including a description of the requirements for time, place, and methods for the performance of the service;
  - c. Ensure that each RFP/RFQ includes the deadline date and time the proposal must be submitted and that all proposals received are stamped with the date and time the original proposal was received;
  - d. Ensure that each RFP/RFQ requires a line item budget; Ensure that each RFP/RFQ describes the solicitation process, including provisions for protest or appeal of the final award;
  - e. Ensure that changing the service provider cannot effect the current active clients from participating in the program, by ensuring the new service provider factors in this additional cost when submitting their proposal based on current client data;
  - f. Ensure that each RFP/RFQ identifies all significant evaluation or rating factors and the relative importance of each factor;
  - g. Ensure that the evaluation factors include minimum thresholds that, if not met, require disqualification;
  - h. Negotiate with any or all bidders determined through the rating process to be responsive and advantageous to the program, and to notify unsuccessful bidders in a reasonable amount of time; and
  - i. Award a contract to the bidder(s) who is (are) successful.
3. *RFP/RFQ Mailing List(s)*

The WDB shall ensure that all qualified lists of persons, firms, or other organizations used in acquiring services are current and include sufficient numbers of qualified sources to ensure maximum open and free competition.

## **9. The actions the local board will take toward becoming or remaining a high-performing board.**

In support of becoming a high-performing board, the Area 20 WDB has developed the following initial strategies:

- Refresh the membership to retain involved members and recruit new members to dynamically participate in board meetings and activities;
- Adopt a meeting process that requires members to review briefing materials and reports in advance, allowing meetings to focus on active discussion and decision-making;
- Conduct board orientations for both new and experienced members;
- Implement an active committee structure, with more ad hoc work groups and fewer standing committees;

- Build the capacity of WDB members through engagement in economic development events and activities; and
- Develop a scorecard/dashboard to assist the WDB in tracking outcomes and holding OMJ Centers accountable. The dashboard will be created in collaboration with APEG in order to maximize coordination between workforce development and economic development strategies.

Board members will be empowered to lead and drive governance decision-making with the support of the WDB staff. The Board anticipates crafting committee charters so there will be a clear and concrete role and responsibility assigned to each committee of the Board. Additionally, the Board plans to continue building on the Regional Plan to further refine the key initiatives and explore what Area 20 and Area 11 can do better together to serve their communities.

#### **10. How OhioMeansJobs centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.**

Area 20 will utilize the County Finance and Information Systems (CFIS) for access to real-time data that supports tracking, analysis and decision-making for workforce programs.

The state's new CFIS Client Tracking function will share data between the workforce financial system (CFIS) and the Ohio Workforce Case Management System (OWCMS), providing a greater capability to comply with state and federal reporting requirements. Fairfield and Pickaway Counties are currently entering all data in the CFIS Client Tracking module; Hocking, Ross and Vinton will do so in the near future. Area 20 will ensure that staff remain up to date on all procedures and participate in any available training sessions.