



Workforce

DEVELOPMENT

BOARD OF KANAWHA COUNTY



Local Strategic Plan
July 01, 2022 – June 30, 2024

426 Leon Sullivan Way
Charleston, WV 25301
304-344-5760

www.wdbkc.org

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WORKFORCE INNOVATION AND OPPORTUNITY ACT WIOA

A few facts about the ACT ...

The Workforce Innovation and Opportunity Act was enacted by the Senate and House of Representatives of the United States of America in Congress, by the One Hundred Thirteen Congress of the United States of America, at the Second Session, on Friday, January 03, 2014, by wide bipartisan majority.

The Workforce Innovation and Opportunity Act amends the Workforce Investment Act of 1998 to strengthen the United States workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs in the United states, and to promote individual and national economic growth, and for other purposes.

The overall GOAL of WIOA...

- Increase access to workforce opportunities
- Alignment of workforce investment, education, and economic development systems
- Improve the quality and labor market relevance of workforce investment, education and economic development efforts
- Promote improvement in the structure and delivery of services
- Increase the prosperity of workers and employers

The desired RESULTS of WIOA...

- Improve the quality of the workforce
- Reduce welfare dependency
- Increase economic self-sufficiency
- Meet the skill requirements of employers
- Enhance the productivity and competitiveness of the Nation

Foster Innovation...

- Department of Labor (DOL) and West Virginia will work together to:
 - Share promising and proven practices
 - Evaluate and disseminate information regarding such practices
 - Identify and commission research to address knowledge gaps

Workforce Development Boards

- Business maintains leadership role and forms majority of workforce board members – 51%
- State and local board membership is streamlined

Improve Service to Veterans

- Priority of Service
- DOL continues to implement recent refocus of the Jobs for Veterans State Grants (JVSG) program
- WIOA has several provisions which help support veteran related services:
 - Expanded National Dislocated Worker Grants
 - Definition of Dislocated Workers and Displaced Homemakers

American Job Center system (AJCs) formerly and commonly called “One-Stops”

- Certification every four years
- Key programs and services available Required/Mandated Partners
 - Wagner-Peyser is required to co-locate at AJCs
 - Adult Career and Technical Education
 - Rehabilitation Services
 - TANF (Temporary Assistance for Needy Families) new, *required partner*
- Integration of services require memorandum of understanding
- Requires analysis of funding and other shared costs, including direct costs and in-kind costs
- Common identifier
- Dedicated funding for capacity building
 - Technical assistance, including policy guidance
 - Share promising practices

Improve Services to Employers by utilizing Business Services Team(s) model

Industry Sector Partnerships / Career Pathways

Registered Apprenticeships and pre-apprenticeships

Enhance Workforce Services Access

High Quality Training

Key Investments for Disconnected Youth

- Must use 75% of youth funding to serve “out of school” youth (16 to age 24)
Must spend at least 20% of youth funds on *work experience* activities Summer, pre-apprenticeship, Job shadowing, Internships, OJT
- *Age criteria* changed the youth formula program (14 – 24)
- New program elements added to the youth formula program (14 required elements)

Region III Workforce Development Board of Kanawha County (“WDB-KC”) – Local Overview

The Region III Workforce Development Board of Kanawha County Overview provides important contact information that is used throughout the Workforce WV Division.

1. Local Region Name

Region III Workforce Development Board of Kanawha County, Inc. (“WDB-KC”)

2. Organization Information

Julie Norman Executive

Director

Region III Workforce Development Board of Kanawha County

405 Capitol Street, Suite 907

Charleston, WV 25301

304-344-5760

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3. Local Government affiliation, Chief Local Elected Official

The Honorable W. Kent Carper

President, Kanawha County Commission

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Charleston, WV 25301

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4. Chief Fiscal Agent

Michele Painter

Interim Finance

Manager

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5. Bookkeeper/Administrative Assistant

Juanita Shafer nshafer@wdbkc.org

6. Program Manager/Youth Coordinator/EO Officer

Tamara Lee Tlee@wdbkc.org

7. Organization Chart of Region II Workforce Development Board of Kanawha County, Inc.

- See Attachment Section II – Organization Chart

8. Provide WDBKC Data Universal Numbering System (DUNS)

047950915

9. System for Award Management (SAM)

DUNS + CAGE 074996117

Required to receive Federal funding ((required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7)

10. Region III WDBKC Service Population, Kanawha County – 180,454 (2018)

- 11. Charleston: County Seat of Kanawha: Largest population of County Governments**
- 12. Geographic Influence: 903 square miles**
- 13. Local Region III Workforce Development Board Governance**
See Attachment – Section II – Board Membership
- 14. Region III Workforce Development Board of Kanawha County By-Laws**
See Attachment – Section II – By-Laws
- 15. Sunshine Provision** – Region III shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the local board, including information regarding the Region III WDBKC Plan.
- 16. Region III Workforce Development Board of Kanawha County is a proud member of the American Job Center Network.**

TABLE OF CONTENTS

SECTION I:	LOCAL PLAN REQUIREMENTS	7
SECTION II:	ATTACHMENTS – MISCELLANEOUS LOCAL POLICIES	87
SECTION III:	ATTACHMENTS – POLICIES	139
SECTION IV:	ATTACHMENTS – MEMORANDUMS OF UNDERSTANDING	176
SECTION V:	ATTACHMENTS – MISCELLANEOUS DOCUMENTS AND POLICES	271

SECTION I: STRATEGIC PLANNING – LOCAL PLAN REQUIREMENTS

Note Regarding Regional Planning

Section 106 of WIOA provides for the identification of Workforce Development Regions. Workforce regions are intended to provide an opportunity for local areas to collaborate more formally to serve regional economies where they exist. Workforce regions recognize that while there are strong and effective programs in workforce areas, industries recruit and people commute for work across local area boundaries. In some cases, industry sectors or special initiatives can be more effectively served when several workforce areas leverage their strengths and coordinate appropriate services.

WIOA requires the state to identify workforce regions consisting of one or more local workforce areas. Local Workforce Development Boards (LWDBs) are required to develop plans that detail policies, procedures, and activities they will carry out to implement the law. As set forth in the State Plan, West Virginia has initially designated all seven (7) Local Areas as Regions in compliance with the federal Act.

Because all LWDBs are part of workforce regions, whether these are single local area or multi-area regions, all LWDBs must address both regional and local planning requirements described in the law. All plans must support the strategy described in the State Plan developed per WIOA Sections 102 and 103 and otherwise be consistent with the State Plan.

Region III WDBKC shall develop and submit to the Governor a 4-year local plan in partnership with the CEO. *The Region III WDBKC plan shall support the strategy described in the State plan* in accordance with section 102(b)(1)(E), and otherwise be consistent with the State plan. If the local area is part of a planning region, the local board shall comply with section 106(c) in the preparation and submission of a regional plan. Annually, Region III WDBKC shall review the local plan with their local board, and in partnership with the CEO, shall prepare and submit a narrative report outlining accomplishment of goals, objectives and strategies.

Region III WDBKC is committed to Kanawha County industry sectors and occupations. We will seek out training providers who offer those choices for participants which can offer long-term, viable, sustainable job training and skill attainment. By reviewing local labor market trends, we can evaluate and anticipate potential employment opportunities and assist with determining local workforce needs.

Region III WDBKC is committed to a One-Stop workforce system that is designed to enhance access to services and improve long-term employment outcomes for individuals of Kanawha County seeking assistance.

Region III WDBKC will make this plan, and other services, available to individuals who are hearing or visually impaired. We will provide effective communication Suitable for the individual with a disability. It is the policy of the Region III Workforce Development System to provide reasonable accommodations to an individual with any impairment or disability, unless providing such accommodations would cause undue hardships. Staff members are trained and regularly reminded by their supervisors to comply with relevant regulations, and treat all customers with respect, dignity, and courtesy. We will gladly work with our partner agencies and community resources to assist those individuals who identify a need.

Through joint planning, leveraging collaboration (public and private), at all levels and among all stakeholders that build system capacity, we can optimize resources and sustain measurable high performance throughout the West Virginia workforce system.

(A) An analysis of the regional economic conditions including existing and emerging in-demand industry sectors and occupations and the employment needs of businesses in those industry sectors and occupations. The analysis should identify local priority industries based on employer (and WIOA partner) input.

TOP 10 EMPLOYERS IN KANAWHA COUNTY- March 2021	TOP 10 EMPLOYERS IN WV March 2021
Charleston Area Medical Center	WVU Medicine
Kanawha County Board of Education	Walmart
WV Dept. of Health & Human Resources	Charleston Area Medical Center
Thomas Health	Mountain Health Network
Walmart	Kroger
WV Dept. of Highways	Lowe’s
US Postal Service	Mon Health
Kroger	Mylan Pharmaceuticals
City of Charleston	Cantura Energy
WV Department of Administration	Macy’s Corp service

Total Workforce for Kanawha County: 81,780 / 81,800 (Region 3) (Apr 2022), Population: 171,266
 Working: 46.2% Kanawha County Unemployment rate: 3.6% through Apr 2022
 U.S. Unemployment rate: 3.6% State Overall: 3.6% (Apr 2022)
 Nearby Putnam:2.9% Nearby Boone: 4.4% Nearby Clay: 5.9% Nearby Lincoln: 5.0% Source:
lmi.worforcewv.org/table2.html

Region III WDBKC is in the unique position of representing only a single county. It is the largest single county in the state, with the largest population and concentration of employers. Healthcare in Kanawha County is a top priority, with multiple hospitals, specialists, urgent care facilities, nursing homes, assisted living facilities and a host of other medically related industries including pharmacies.

Charleston, the State’s Capitol, and thus the vast majority of federal, state, county, and largest city government administration, is located in Region III WDBKC. A significant number of business headquarters and administrative offices are located in Kanawha County.

Region III Workforce Development Board of Kanawha County is uniquely situated as we have three interstate systems (I-64, I-77, I-79) running directly through downtown Charleston. Additionally, Corridor G ends at the intersection of I-64, making travel to and from our Southern most parts of the state quick and easy, and direct route East and West, and North and South. We have seen a significant increase of vehicle sales, service & parts, gasoline stations, warehousing and storage increase over the last several years along these routes. Retail sales units have also been built around these roadways. Additionally, with the easy access to interstate systems in Kanawha County, more remote areas are transporting critically ill patients to the region’s many superior medical facilities.

Kanawha County is split nearly in the middle by the Kanawha River which does handle river transportation of products, mostly coal. There is a decline in that industry as well. Along both the north and south of the Kanawha River, there are two main rail lines which have been in the past major transport means for WV Coal. Extractive industries are experiencing a decline.

Industry sectors with the most anticipated job losses are Broadcasting (except internet) and Miscellaneous Manufacturing.

The “demand” industries that we work *mostly* with in Region III are: Ambulatory Health Care Services and associated fields, Government workers, Administrative and Supportive Services, and Information Technology.

Region III also trains a large number of CDL Drivers. Many of those trained drivers are able to secure employment with companies like United Parcel Service and Federal Express as they have hubs in Kanawha County. Other companies that are most likely to employ CDL drivers are Cola companies that have hubs on the fringe of Kanawha/Putnam county lines. Many seek companies that offer local freight day deliveries.

Region III Industry Employment Projections 2018-2028

KANAWHA COUNTY	ESTIMATED 2018 EMPLOYMENT	PROJECTED 2028 EMPLOYMENT	ANNUAL GROWTH RATE	NUMERIC CHANGE
Growing Industries				
Ambulatory Health Care Services	6,264	7,215	1.4	951
Food Services and Drinking Places	7,142	7,974	1.1	832
Professional, Scientific, and Technical Services	5,034	5,421	0.7	387
Social Assistance	2,030	2,371	1.6	341
Management of Companies and Enterprises	1,533	1,780	1.5	247
Declining Industries				
Merchant Wholesalers, Durable Goods	1,723	1,562	-1.0	-161
Clothing and Clothing Accessories Stores	875	731	-1.8	-144
Health and Personal Care Stores	957	856	-1.1	-101
Telecommunications	735	680	-0.8	-55
Gasoline Stations	802	756	-0.6	-46

Source: Workforce West Virginia LMI

Over the next ten years, the Health Care and Food Services will be growing rapidly, with a huge demand throughout West Virginia. The highest growing industry in Ambulatory Health Care services. The major factors for the growth of the ambulatory healthcare service market are the increasing geriatric population and rising prevalence of chronic diseases, rising demand for minimally-invasive surgeries, and technological advancements.

Healthcare and support services industry will be growing rapidly, with a huge demand throughout West Virginia. Six out of 10 of the highest demand occupations are healthcare-related, such as Personal Care Aides, Registered Nurses, Home Health Aides, Licensed Practical Nurses, Nursing Assistants, and Medical Assistants, with more than 1,200 opening jobs every year.

Healthcare and residual industries growth is predictably high due to the increase in senior population and associated health care needs associated with geriatrics.

West Virginia's economy can be divided into 11 major sectors: mining and logging; construction; manufacturing; trade, transportation, and utilities; information; financial activities; professional and business services; educational and health services; leisure and hospitality; other services; and total government. Between 2018 and 2028, many of these sectors will see strong employment declines, while others will experience intense growth. Region III's economy supports all these except logging. Mining has experienced the largest downturn.

The long-term trend in employment for coal mining in Kanawha County is for a continued overall decline, as well as advances in extraction equipment lessen the need for more miners. Also, many areas of Kanawha County have seen mines close down as a result lessening demand for coal. One type of mining, however, oil and gas extraction, is expecting modest employment growth, as exploration of the Marcellus Shale gas field continues. However, Kanawha County can support this industry through related support industries such as pipe fitting, welding, truck drivers and manufacturing of parts.

Region III's industries within the financial services sector anticipating employment growth include Securities, Commodity Contracts, and Other Financial Investments; Real Estate; Rental and Leasing services. Employment declines are expected in Credit Intermediation and Related Activities, while little employment change is expected in Insurance Carriers and Related Activities.

Employment in nearly all manufacturing industries in West Virginia is expected to show growth through 2028, with considerable losses in Beverage and Tobacco Product manufacturing, Textile Product Mills, Primary Metal manufacturing, and Electrical Equipment, Appliance, and Component manufacturing. However, four industries: Wood Product manufacturing, Transportation Equipment manufacturing, Plastic and Rubber Products manufacturing, and Furniture and Related Product manufacturing, are actually anticipating employment growth through 2028, albeit slight in some cases. Kanawha County does anticipate expected growth in these areas with the expansion of US Methanol in Nitro.

The major sector of trade, transportation, and utilities appears a mixed bag of employment growth and decline. Growth is anticipated in Health and Personal Care Stores, General Merchandise Stores, Gasoline Stations, Building Material and Garden Equipment and Supplies Dealers, Motor Vehicles and Parts Dealers, Warehousing and Storage, Couriers and Messengers, Transit and Ground Passenger Transportation, and Truck Transportation. However, employment declines are expected in both Merchant Wholesalers, Durable and Nondurable Goods, Furniture and Home Furnishing Stores, Clothing and Clothing Accessories stores, Air Transportation, and Rail Transportation.

There has been a slight increase of retail telecommunication stores and kiosks as the wireless industry continues to flourish in Region III WDBKC (cellular mobile devices, laptops, tablets). The greatest employment growth in the construction industry will be found in construction of buildings. Heavy & civil engineering construction is expecting only slight growth, while the specialty trade contractors' sector is showing growth in 2026.

The professional and business services sector should see slow, steady growth throughout the next few years. Industries within this sector expecting growth include Professional, Scientific, and Technical services; Administrative and Support Services; Management of Companies and Enterprises, and Waste Management and Remediation services.

(B) An analysis of the knowledge and skills needed to meet the employment needs of the businesses in the Local Area, including employment needs in in-demand industry sectors and occupations.

In general, employers assess employees based on three categories: *Knowledge, Skills, and Abilities*. An employer in Region III who has the expectation of hiring a *Medical Records and Health Information Technician*, may expect that person to possess the following knowledge, skills and abilities:

Knowledge	Skills	Abilities
<ul style="list-style-type: none"> • Clerical • English Language • Computers & Electronics • Customer Service 	<ul style="list-style-type: none"> • Reading Comprehension • Active Listening • Critical Thinking • Speaking • Writing 	<ul style="list-style-type: none"> • Near Vision • Oral Comprehension • Written Comprehension • Oral Expression • Category Flexibility
<p>O*Net generates 33 requirements related to <u>knowledge</u> for all occupations in the United States as shown in Table 21, refer to State Workforce Plan</p>	<p><u>Skills</u>, like knowledge, can be learned and developed with experience. More than that, through study, a skill represents a person’s ability to develop knowledge, enhancing his or her capacity to perform the work. Each occupation requires different skills with different levels of importance. Generally, employers evaluate their employees’ skills based on 6 groups: Basic, Social, Resource, management, System, Technical, and Complex Problem Solving.</p>	<p><u>Ability</u> is what someone is capable of doing. Employers assess their employees’ ability based on 52 elements in 4 groups. Reference to Table 23, Ability Assessment of the State Workforce Plan *Competence in doing the skill</p>

O*Net OnLine WorkforceWV

With the intensive growth of Healthcare and Social Assistance industries through 2026, the need for education and higher-skill workers are anticipated. Fluent English is necessary to understand medical terminology and communicate with patients and medical staff. Customer and Personal Services knowledge is also important for Registered Nurses and LPNs (86 of 100) and Physical Therapists (87 of 100) because of the close relationships formed between nurse and patient.

(C) An analysis of the workforce in the Local Area, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the Local Area, including individuals with barriers to employment.

WDR III Skills Gap Occupational Projections 2018-2028		
1		
2	Skills	WIA 3
3	Active Listening	4,322
4	Speaking	4,330
5	Monitoring	3,817
6	Critical Thinking	4,047
7	Coordination	3,362
8	Social Perceptiveness	2,995
9	Reading Comprehension	3,486
10	Service Orientation	2,516
11	Active Learning	2,610
12	Writing	2,475
13	Judgment and Decision Making	2,418
14	Time Management	1,470
15	Learning Strategies	759
16	Instructing	682
17	Operation and Control	533
18	Complex Problem Solving	1,063
19	Operation Monitoring	453
20	Persuasion	244
21	Management of Personnel Resources	224
22	Quality Control Analysis	320
23	Troubleshooting	348
24	Equipment Maintenance	222
25	Repairing	252
26	Systems Analysis	294
27	Science	159
28	Operations Analysis	142
29	Negotiation	0
30	Systems Evaluation	243
31	Installation	63
32	Management of Financial Resources	54
33	Programming	71
34	Mathematics	78
35	Equipment Selection	8

Skills-Based Projections (PreDefined)					
Geography	WIA 3				
Timeframe	2018-2028				
Data Series	Occ Base Year Employment	Occ Proj Year Employment	Exits	Transfers	Projected Employment Growth
Skills					
Active Learning	28544	31154	11748	17434	2610
Active Listening	81657	85979	37033	57834	4322
Complex Problem Solving	14789	15852	4486	8850	1063
Coordination	56988	60350	28407	43117	3362
Critical Thinking	83617	87664	35914	58275	4047
Equipment Maintenance	4836	5058	1606	3406	222
Equipment Selection	74	82	27	62	8
Installation	707	770	216	601	63
Instructing	7650	8332	4487	6008	682
Judgment and Decision Making	34289	36707	14820	22995	2418
Learning Strategies	6794	7553	4556	5820	759
Management of Financial Resources	474	528	114	301	54
Management of Personnel Resources	7185	7409	2727	5569	224
Mathematics	8275	8353	4109	6023	78
Monitoring	67838	71655	31910	48768	3817
Negotiation	8614	8614	3799	6337	0
Operation and Control	11302	11835	4570	9001	533
Operation Monitoring	12502	12955	4876	9855	453
Operations Analysis	1103	1245	305	673	142
Persuasion	16600	16844	7867	13325	244
Programming	678	749	115	386	71
Quality Control Analysis	6574	6894	2542	5310	320
Reading Comprehension	73393	76879	31200	49471	3486
Repairing	5595	5847	1841	4064	252
Science	1020	1179	212	545	159
Service Orientation	48311	50827	25878	35431	2516
Social Perceptiveness	59917	62912	30023	42938	2995
Speaking	80489	84819	36638	56770	4330
Systems Analysis	2755	3049	637	1656	294
Systems Evaluation	1799	2042	475	1132	243
Time Management	36656	38126	18523	25935	1470
Troubleshooting	6372	6720	2026	4624	348
Writing	44937	47412	18229	27886	2475

DEMOGRAPHICS: KANAWHA COUNTY AS COMPARED TO UNITED STATES
(U.S. Bureau of Labor Statistics)

PEOPLE			
	Population	Kanawha County	U.S.
Population estimates, July 1, 2019, (V2019)		NA	328,239,523
Population estimates, July 1, 2018, (V2018)		180,454	327,167,434
Population estimates base, April 1, 2010, (V2019)		NA	308,758,105
Population estimates base, April 1, 2010, (V2018)		193,051	308,758,105
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)		NA	6.3%
Population, percent change - April 1, 2010 (estimates base) to July 1, 2018, (V2018)		-6.5%	6.0%
Population, Census, April 1, 2010		193,063	308,745,538
Age and Sex			
Persons under 5 years, percent		5.2%	6%
Persons under 18 years, percent		20.0%	22.3%
Persons 65 years and over, percent		21.2%	16.5%
Female persons, percent		51.8%	50.8%
Race and Hispanic Origin			
White alone, percent		88.7%	76.3%
Black or African American alone, percent(a)		7.6%	13.4%
American Indian and Alaska Native alone, percent(a)		0.2%	1.3%
Asian alone, percent(a)		1.1%	5.9%
Native Hawaiian and Other Pacific Islander alone, percent(a)		Z	0.2%
Two or More Races, percent		2.5%	2.8%
Hispanic or Latino, percent(b)		1.2%	18.5%
White alone, not Hispanic or Latino, percent		87.7%	60.1%
Population Characteristics			
Veterans, 2016-2020		11,240	17,835,456
Foreign born persons, percent, 2016-2020		1.8%	13.5%
Housing			
Housing units, July 1, 2021, (V2021)		90,398	142,153,010
Owner-occupied housing unit rate, 2016-2020		70.3%	64.0%
Median value of owner-occupied housing units, 2016-2020		\$115,300	\$229,800

Median selected monthly owner costs -with a mortgage, 2016-2020	\$1,053	\$1,621
Median selected monthly owner costs -without a mortgage, 2016-2020	\$370	\$509
Median gross rent, 2016-2020	\$749	\$1,096
Building permits, 2021	221	1,736,982

Families & Living Arrangements

Households, 2016-2020	78,137	122,354,219
Persons per household, 2016-2020	2.28	2.60
Living in same house 1 year ago, percent of persons age 1 year+, 2016-2020	89.7%	86.2%
Language other than English spoken at home, percent of persons age 5 years+, 2016-2020	2.3%	21.5%

Computer and Internet Use

Households with a computer, percent, 2016-2020	87.7%	91.9%
Households with a broadband Internet subscription, percent, 2016-2020	80.7%	85.2%

Education

High school graduate or higher, percent of persons age 25 years+, 2016-2020	89.3%	88.5%
Bachelor's degree or higher, percent of persons age 25 years+, 2016-2020	26.4%	32.9%

Health

With a disability, under age 65 years, percent, 2016-2020	13.3%	8.7%
Persons without health insurance, under age 65 years, percent	8.1%	10.2%

Economy

In civilian labor force, total, percent of population age 16 years+, 2016-2020	55.3%	63.0%
In civilian labor force, female, percent of population age 16 years+, 2016-2020	52.5	58.4%
Total accommodation and food services sales, 2012 (\$1,000)(c)	552,892	708,138,598
Total health care and social assistance receipts/revenue, 2012 (\$1,000)(c)	2,083,332	2,040,441,203
Total manufacturers' shipments, 2012 (\$1,000)(c)		2,196,648
Total merchant wholesaler sales, 2012 (\$1,000)(c)		2,518,947
Total retail sales, 2012 (\$1,000)(c)		3,186,551
Total retail sales per capita, 2012(c)		\$16,581

Transportation

Mean travel time to work (minutes), workers age 16 years+, 2016-2020		21.4
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Income & Poverty

Median household income (in 2020 dollars), 2016-2020		\$47,122
Per capita income in past 12 months (in 2018 dollars), 2014-2018		\$29,981
Persons in poverty, percent		15.7%

Table A. Occupational employment and wages by major occupational group, United States and the Mobile metropolitan area, and measures of statistical significance, May 2021

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Mobile	United States	Mobile	Percent difference (1)
Total, all occupations	100.0	100.0	\$28.01	\$22.98*	-18
Management	6.3	4.9*	59.31	50.74*	-14
Business and financial operations	6.4	4.0*	39.72	33.54*	-16
Computer and mathematical	3.3	1.8*	48.01	38.92*	-19
Architecture and engineering	1.7	1.8	44.10	42.11*	-5
Life, physical, and social science	0.9	0.6*	38.81	31.92*	-18
Community and social service	1.6	1.1*	25.94	22.01*	-15
Legal	0.8	0.6*	54.38	48.00*	-12
Educational instruction and library	5.8	4.4*	29.88	24.58*	-18
Arts, design, entertainment, sports, and media	1.3	0.8*	31.78	22.79*	-28
Healthcare practitioners and technical	6.2	7.2*	43.80	35.75*	-18
Healthcare support	4.7	3.7*	16.02	13.56*	-15
Protective service	2.4	2.3*	25.68	20.12*	-22
Food preparation and serving related	8.0	8.5*	14.16	11.18*	-21
Building and grounds cleaning and maintenance	2.9	3.0*	16.23	12.58*	-22
Personal care and service	1.8	1.6*	16.17	13.40*	-17
Sales and related	9.4	10.7*	22.15	17.96*	-19
Office and administrative support	13.0	13.0	20.88	17.61*	-16
Farming, fishing, and forestry	0.3	0.2*	16.70	15.08*	-10
Construction and extraction	4.2	5.8*	26.87	21.52*	-20
Installation, maintenance, and repair	4.0	5.3*	25.66	25.08*	-2

Table A. Occupational employment and wages by major occupational group, United States and the Mobile metropolitan area, and measures of statistical significance, May 2021

Major occupational group	Percent of total employment		Mean hourly wage		
	United States	Mobile	United States	Mobile	Percent difference (1)
Production	6.0	7.7*	20.71	23.57*	14
Transportation and material moving	9.0	10.9*	19.88	17.97*	-10

Footnotes:

(1) A positive percent difference measures how much the mean wage in the Mobile, AL Metropolitan Statistical Area is above the national mean wage, while a negative difference reflects a lower wage.

* The mean hourly wage or percent share of employment is significantly different from the national average of all areas at the 90-percent confidence level.

One occupational group—construction and extraction—was chosen to illustrate the diversity of data available for any of the 22 major occupational categories. Charleston had 6,520 jobs in the construction and extraction group, accounting for 5.6 percent of local area employment, significantly above the 4.0-percent share nationally. The average hourly wage for this occupational group locally was \$22.80, not significantly different from the national average of \$22.88.

With employment of 940, construction laborers were the largest detailed occupation within the construction and extraction group, followed by operating engineers and other construction equipment operators (750). Among the higher-paying jobs were first-line supervisors of construction trades and extraction workers with a mean hourly wage of \$30.99 and electricians with a wage of \$28.29. At the lower end of the wage scale were highway maintenance workers (\$12.77) and construction laborers (\$16.89). (For a complete listing of detailed occupations available go to www.bls.gov/oes/current/oes_16620.htm.)

Location quotients allow us to explore the occupational make-up of a metropolitan area by comparing the composition of jobs in an area relative to the national average. (See [table 1](#).) For example, a location quotient of 2.0 indicates that an occupation accounts for twice the share of employment in the area as it does nationally. In the Charleston area, above-average concentrations of employment were found in many of the occupations within the construction and extraction group. For instance, highway maintenance workers were employed at 3.4 times the national rate in Charleston, and continuous mining machine operators at 27.4 times the U.S. average. On the other hand, carpenters had a location quotient of 0.9 in Charleston, indicating that this particular occupation's local and national employment shares were similar.

These statistics are from the Occupational Employment Statistics (OES) survey, a federal-state cooperative program between BLS and State Workforce Agencies, in this case, WorkForce West Virginia.

Notes on Occupational Employment Statistics Data

With the issuance of data for May 2015, the OES program has incorporated redefined metropolitan area definitions as designated by the Office of Management and Budget. OES data are available for Region III 94 metropolitan areas, 38 metropolitan divisions, and 167 OES-defined nonmetropolitan areas. A listing of the areas and their definitions can be found at www.bls.gov/oes/current/msa_def.htm.

A value that is statistically different from another does not necessarily mean that the difference has economic or practical significance. Statistical significance is concerned with the ability to make confident statements about a universe based on a sample. It is entirely possible that a large difference between two values is not significantly different statistically, while a small difference is, since both the size and heterogeneity of the sample affect the relative error of the data being tested.

Table 1. Employment and wage data from the Occupational Employment Statistics survey, by occupation, Charleston Metropolitan Statistical Area, May 2018

Occupation (1)	Employment (2)		Mean wage	
	Level	Location quotient (3)	Hourly	Annual (4)
Construction and extraction occupations	5,590	1.2	\$23.29	\$48,450
First-line supervisors of construction trades and extraction workers	720	1.6	33.91	70,530
Carpenters	310	0.6	20.62	42,900
Cement masons and concrete finishers	(5)	(5)	19.02	39,570
Construction laborers	1,070	1.4	17.78	36,990
Operating engineers and other construction equipment operators	970	3.3	21.53	44,790
Electricians	550	1.1	24.27	50,490
Painters, construction and maintenance	150	0.8	18.76	39,010
Plumbers, pipefitters, and steamfitters	280	0.8	26.58	55,280
Roofers	(5)	(5)	22.26	46,300
Helpers--electricians	(5)	(5)	16.55	34,430
Helpers--pipelayers, plumbers, pipefitters, and steamfitters	70	1.7	15.40	32,030
Construction and building inspectors	90	1.1	21.06	43,800
Elevator installers and repairers	90	4.2	35.45	73,740
Highway maintenance workers	130	1.1	16.85	35,040
Service unit operators, oil, gas, and mining	120	3.3	20.11	41,820
Earth drillers, except oil and gas	(5)	(5)	16.77	34,890
Continuous mining machine operators	120	10.8	29.06	60,440
Roof bolters, mining	180	72.5	29.19	60,710

Table 1. Employment and wage data for office and administrative support occupations, Charleston area, May 2020

Occupation (1)	Employment		Mean wages	
	Level (2)	Location quotient (3)	Hourly	Annual (4)
Office and administrative support occupations	17,340	1.3	\$18.13	\$37,710
First-line supervisors of office and administrative support workers	1,470	1.4	24.66	51,290
Switchboard operators, including answering service	100	2.2	13.47	28,020
Telephone operators	40	10.5	15.00	31,200
Bill and account collectors	350	2.2	17.60	36,600
Billing and posting clerks	300	0.9	17.99	37,410
Bookkeeping, accounting, and auditing clerks	1,420	1.3	18.17	37,790
Payroll and timekeeping clerks	80	0.8	19.48	40,520
Procurement clerks	100	2.3	19.10	39,720
Tellers	360	1.2	14.46	30,080
Financial clerks, all other	140	6.2	15.36	31,960
Court, municipal, and license clerks	220	1.9	19.21	39,960
Customer service representatives	2,780	1.3	17.55	36,510
Eligibility interviewers, government programs	80	0.7	19.60	40,770
File clerks	110	1.6	16.36	34,030
Hotel, motel, and resort desk clerks	120	0.7	11.10	23,090
Interviewers, except eligibility and loan	320	2.5	15.05	31,300
Library assistants, clerical	40	0.6	15.04	31,290
Loan interviewers and clerks	100	0.7	16.83	35,010
New accounts clerks	(5)	(5)	17.40	36,190
Human resources assistants, except payroll and timekeeping	150	1.9	17.91	37,250
Receptionists and information clerks	850	1.2	13.92	28,960

Reservation and transportation ticket agents and travel clerks	(5)	(5)	20.16	41,940
Information and record clerks, all other	(5)	(5)	21.03	43,750
Couriers and messengers	120	2.3	13.54	28,160
Public safety telecommunicators	80	1.2	18.14	37,730
Dispatchers, except police, fire, and ambulance	150	1.1	16.50	34,310
Meter readers, utilities	40	2.0	25.50	53,040
Postal service clerks	100	1.6	22.55	46,910
Postal service mail carriers	230	0.9	25.31	52,650
Postal service mail sorters, processors, and processing machine operators	430	5.5	22.76	47,340
Production, planning, and expediting clerks	90	0.3	24.01	49,940
Shipping, receiving, and inventory clerks	310	0.6	15.80	32,860
Executive secretaries and executive administrative assistants	240	0.7	25.92	53,910
Legal secretaries and administrative assistants	400	3.4	20.68	43,010
Medical secretaries and administrative assistants	200	0.5	18.35	38,160
Secretaries and administrative assistants, except legal, medical, and executive	1,730	1.3	19.36	40,280
Data entry keyers	180	1.6	13.76	28,620
Insurance claims and policy processing clerks	340	1.9	17.50	36,400
Mail clerks and mail machine operators, except postal service	90	1.5	13.96	29,040
Office clerks, general	2,920	1.4	15.19	31,600
Office machine operators, except computer	40	1.2	15.21	31,640

Footnotes:

(1) For a complete listing of all detailed occupations in the Charleston, WV Metropolitan Statistical Area, see www.bls.gov/oes/current/oes_16620.htm.

(2) Estimates for detailed occupations may not sum to the totals due to rounding, and because the totals may include occupations that are not shown separately. Estimates do not include self-employed workers.

(3) The location quotient is the ratio of the area concentration of occupational employment to the national average concentration. A location quotient greater than one indicates the occupation has a higher share of employment than average, and a location quotient less than one indicates the occupation is less prevalent in the area than average.

(4) Annual wages have been calculated by multiplying the hourly mean wage by a "year-round, full-time" hours figure of 2,080 hours; for those occupations where there is not an hourly mean wage published, the annual wage has been directly calculated from the reported survey data.

(5) Estimate not released.

Individuals with barriers to employment may include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who have English as a second language individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14); individuals within 2 years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families program; single parents (including single pregnant women); and long-term unemployed individuals. Customers with diverse cultural backgrounds also at times experience barriers to finding meaningful, sustainable employment.

*May also include Veterans, unemployed workers, and youth, and others that the State may identify.

Region III, with the assistance of our agency partners, will work in tandem through referrals to identify those individuals who likely have barriers to enriched employment. By accessing appropriate resources, persons with multiple barriers to employment, especially those with disabilities, will have opportunities to identify needs and work toward employment goals.

(D) An analysis of the workforce development activities (including education and training) in the Local Area, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the Local Area

Age, Sex, Race

The U.S. Census Bureau's 2020 American Community Survey estimates Kanawha County's population at 180,454, - 6.5% since 2010. The tally is approximately 88,422 male and 92,032 females. There are approximately 101,054 workers in the civilian labor force of Kanawha County (over 16 years).

The population is separated by age group into seven categories. Kanawha County aged 15 to 19 are estimated to number 10,901, with 32.9 percent in the labor force and 26.6 percent employed. Many teenagers have difficulty finding employment because of lack of experience, and because some employers are unable or unwilling to hire teens due to strict labor laws and the inconvenience of scheduling around school functions and extracurricular activities.

Those age 16 years of age and over at 101,054. Approximately 58.2 percent of this total is in the labor force. The unemployment rate for this population is 5.9 percent.

The group of 20 to 24 year olds in Kanawha County in 2015 contains an estimated number of 10,990. This number represents approximately 5.8% of the county population.

The group of 25 to 34 year olds contains 23,435, or approximately 12.3% of the county population.

Kanawha County's population of 35 to 44 year olds total approximately 23,465 or about 12.3% of the county population, running about the same as the 25 to 34 year olds.

The Kanawha County population aged 20 to 64 years broken out by sex is 57,782 males, and 60,179 females. It is estimated that 58.3% of age 16 + of the population is in the Kanawha County Labor Force.

Of Kanawha County's population through the end of 2015, 88.8% are white, 7.5 % African American. And 3.7% combined number for Asian, American Indians and Native Alaskans, Hispanic or Latino, or being of one or more races.

Table: ACSDP5Y2020.DP05

	Kanawha County, West Virginia			
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
SEX AND AGE				
Total population	181,014	*****	181,014	(X)
Male	87,173	±103	48.2%	±0.1
Female	93,841	±103	51.8%	±0.1
Sex ratio (males per 100 females)	92.9	±0.2	(X)	(X)
Under 5 years	9,622	±11	5.3%	±0.1
5 to 9 years	10,575	±524	5.8%	±0.3
10 to 14 years	9,687	±518	5.4%	±0.3
15 to 19 years	9,996	±179	5.5%	±0.1
20 to 24 years	9,858	±134	5.4%	±0.1
25 to 34 years	22,356	±167	12.4%	±0.1
35 to 44 years	21,722	±135	12.0%	±0.1
45 to 54 years	22,950	±161	12.7%	±0.1
55 to 59 years	13,966	±716	7.7%	±0.4
60 to 64 years	13,123	±702	7.2%	±0.4
65 to 74 years	21,791	±102	12.0%	±0.1
75 to 84 years	10,568	±484	5.8%	±0.3
85 years and over	4,800	±470	2.7%	±0.3
Median age (years)	43.6	±0.3	(X)	(X)
Under 18 years	36,205	±58	20.0%	±0.1
16 years and over	149,200	±282	82.4%	±0.2
18 years and over	144,809	±58	80.0%	±0.1
21 years and over	139,455	±331	77.0%	±0.2
62 years and over	45,372	±669	25.1%	±0.4
65 years and over	37,159	±109	20.5%	±0.1
18 years and over	144,809	±58	144,809	(X)
Male	68,963	±55	47.6%	±0.1
Female	75,846	*****	52.4%	±0.1

Kanawha County, West Virginia				
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
Sex ratio (males per 100 females)	90.9	±0.1	(X)	(X)
65 years and over	37,159	±109	37,159	(X)
Male	16,142	±70	43.4%	±0.1
Female	21,017	±82	56.6%	±0.1
Sex ratio (males per 100 females)	76.8	±0.4	(X)	(X)
RACE				
Total population	181,014	*****	181,014	(X)
One race	174,882	±781	96.6%	±0.4
Two or more races	6,132	±781	3.4%	±0.4
One race	174,882	±781	96.6%	±0.4
White	159,197	±403	87.9%	±0.2
Black or African American	12,520	±625	6.9%	±0.3
American Indian and Alaska Native	335	±132	0.2%	±0.1
Cherokee tribal grouping	160	±125	0.1%	±0.1
Chippewa tribal grouping	26	±31	0.0%	±0.1
Navajo tribal grouping	0	±29	0.0%	±0.1
Sioux tribal grouping	4	±5	0.0%	±0.1
Asian	2,209	±255	1.2%	±0.1
Asian Indian	781	±267	0.4%	±0.1
Chinese	227	±130	0.1%	±0.1
Filipino	364	±212	0.2%	±0.1
Japanese	136	±120	0.1%	±0.1
Korean	80	±91	0.0%	±0.1
Vietnamese	32	±35	0.0%	±0.1
Other Asian	589	±221	0.3%	±0.1
Native Hawaiian and Other Pacific Islander	225	±230	0.1%	±0.1

Kanawha County, West Virginia				
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
Native Hawaiian	0	±29	0.0%	±0.1
Chamorro	0	±29	0.0%	±0.1
Samoan	0	±29	0.0%	±0.1
Other Pacific Islander	225	±230	0.1%	±0.1
Some other race	396	±165	0.2%	±0.1
Two or more races	6,132	±781	3.4%	±0.4
White and Black or African American	3,060	±513	1.7%	±0.3
White and American Indian and Alaska Native	781	±140	0.4%	±0.1
White and Asian	471	±191	0.3%	±0.1
Black or African American and American Indian and Alaska Native	193	±137	0.1%	±0.1
Race alone or in combination with one or more other races				
Total population	181,014	*****	181,014	(X)
White	164,803	±639	91.0%	±0.4
Black or African American	16,727	±342	9.2%	±0.2
American Indian and Alaska Native	1,650	±281	0.9%	±0.2
Asian	2,997	±286	1.7%	±0.2
Native Hawaiian and Other Pacific Islander	271	±232	0.1%	±0.1
Some other race	1,399	±412	0.8%	±0.2
HISPANIC OR LATINO AND RACE				
Total population	181,014	*****	181,014	(X)
Hispanic or Latino (of any race)	2,060	*****	1.1%	*****
Mexican	756	±244	0.4%	±0.1

Kanawha County, West Virginia				
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
Puerto Rican	469	±213	0.3%	±0.1
Cuban	231	±178	0.1%	±0.1
Other Hispanic or Latino	604	±182	0.3%	±0.1
Not Hispanic or Latino	178,954	*****	98.9%	*****
White alone	158,047	±360	87.3%	±0.2
Black or African American alone	12,419	±611	6.9%	±0.3
American Indian and Alaska Native alone	327	±133	0.2%	±0.1
Asian alone	2,091	±198	1.2%	±0.1
Native Hawaiian and Other Pacific Islander alone	225	±230	0.1%	±0.1
Some other race alone	134	±68	0.1%	±0.1
Two or more races	5,711	±756	3.2%	±0.4
Two races including Some other race	610	±350	0.3%	±0.2
Two races excluding Some other race, and Three or more races	5,101	±646	2.8%	±0.4
Total housing units	92,339	±232	(X)	(X)
CITIZEN, VOTING AGE POPULATION				
Citizen, 18 and over population	143,553	±224	143,553	(X)
Male	68,278	±159	47.6%	±0.1
Female	75,275	±149	52.4%	±0.1

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to non-sampling error (for a discussion of non-sampling variability, see Accuracy of the Data). The effect of non-sampling error is not represented in these tables.

For more information on understanding race and Hispanic origin data, please see the Census 2010 Brief entitled, Overview of Race and Hispanic Origin: 2010, issued March 2011. (pdf format)

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Training and Education

Within Region III Workforce Development Board of Kanawha County local area, we have numerous training and educational facilities. Region III will support participants seeking training and education through our WIOA funding sources and those yet to come.

Region III supports those training providers who have credible courses and registered with the State Workforce Division. Within Region III, we have numerous bricks and mortar facilities such as West Virginia State University, The University of Charleston, BridgeValley Community and Technical College which has two campuses, one in South Charleston and one in Montgomery serving the eastern end of the county; Ben Franklin Career, Carver Career, and Garnet Career and Technical Schools are also conveniently located within Kanawha County. Numerous other training facilities are also supported. Region III has most recently been highly supportive of the States' Community and Technical College System's "on-Line" median and others supporting learning through technology. We are always looking for more diverse ways to support our Kanawha County participants. WDBKC also supports students seeking credentialing in adjacent counties as long as they meet eligibility requirements for Kanawha County.

Working with our training partners, Region III has been a supporter of our local "Learn & Earn" programs, "Simulated Workplace" for the Technical Education schools, and "On-the-Job Training" programs with local participating employers. These programs are a direct attempt to place the right student with the right skills with the right employer for a hands-on learning experience. Feedback on students participating has been positive to date.

Region III supports efforts to increase the number of individuals entering into occupational areas supporting the prevention and recovery effort to address our substance use disorder epidemic. We will encourage career pathways for peer support specialist, recovery coaches and more advanced occupations requiring associate's and/or bachelor's degrees. Region III has successfully worked with BridgeValley Community and Technical College, to respond for the need of utility line workers and process training unit, developed by the workforce and economic development unit.

(E) A description of the Local Board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to the performance accountability measures based on primary indicators of performance described in Section 116(b)(2)(A) of WIOA in order to support Local Area economic growth and economic self-sufficiency

The Workforce West Virginia Strategic Planning Elements section includes analyses of the State's economic conditions, workforce characteristics, and workforce development activities. These analyses drive the required vision and goals for the State's workforce development system and alignment strategies for workforce development programs to support economic growth.

Region III Workforce Development Board of Kanawha County will fully support and provide services to customers in Region III in alignment with the state vision for the workforce development system. That vision recognizes the vital importance of West Virginia's employers having a well-trained drug-free workforce. Region III WDBKC will actively work to increase the labor force participation rate providing more individuals with the opportunity to be productive members of our county and community. This vision will be accomplished through the implementation of strategies and services by Region III WDBKC which mirror the state level strategies and goals. The following goals will be supported by Region III WDBKC:

Goal #1: Maximize Efficiency of the Workforce Development System (WDS)
For WIOA to continue to be successful the workforce development system must be seamless, comprehensive, and accessible. Partners in the workforce development system will work together in order to maximize benefits to our customers and improve WV's labor force participation rate.
Strategy 1.1: Core partners will collaborate to align program initiatives and processes.

- Annually update memorandums of understanding (MOU) with all partners.
- Region III WDBKC have 22_partners providing services at the Charleston One Stop Workforce WV Center; new partners include Goodwill Industries
- Conduct regularly scheduled meetings to discuss workforce development. The meetings consist of members from each agency subject to the reporting provisions of WIOA. Meetings with partners will promote program integration to eliminate duplication of efforts.
- Attend ICT (monthly)
- Attend WVWFDB (quarterly)
- Region III WDB conducts bi-monthly Board of Directors meetings and quarterly One Stop, Training Providers and Youth Program committee meetings to learn more about services and schedules, eligibility requirements of the workforce partners and ways to maximize resources that are available for employers and/or job seekers.
- Region III utilizes a referral form shared among the partners to meet program participants' needs.

Strategy 1.2: Ensure cross-training of all workforce development system partners.

- Region III WDB shares a power point presentation with all partners that includes information on services and partners at Charleston One Stop
- Informational Power Point shared via continuous loop on television in the lobby for participants
- Region III One Stop Operator, HRDF, trains workforce partners and regularly shares information with engaged partners.
- Engage in team-based system management for the customers at our American Job Centers of West Virginia (AJCWV).
- Train staff to serve individuals with barriers to employment, including individuals with disabilities and individuals who are basic skills deficient, including lacking high school diploma
- Technical assistance and training will be provided on the state management information system to all workforce development staff, both regionally and locally.
- Region III WDB participates in all available training on the state management information system (MACC)
- Deploy a comprehensive on-line training program to provide exposure to WDS services.
- DRS will train partner staff regarding service to individuals with disabilities, including etiquette, accessibility, accommodations, resources, and other relevant topics, as appropriate.

Strategy 1.3: Communicate with all partners within the workforce development system.

- Workforce development news and notices are updated on the WorkForce West Virginia website www.workforcewv.org.
- Region III posts information on the website and face book page, including upcoming events, job and resource fairs, and operational policies. Important news, policies and information are shared via Email list serves for board members, staff, partners and/or employers
- Attend monthly meetings with local workforce development board directors
- Region III WDB holds monthly staff meetings, bi-monthly board meetings and quarterly partner meetings (training providers, one stop partners and youth partners)

Strategy 1.4: Use of the integrated state management information system utilized for core partners

- Provide user training on the integrated state management information system to workforce development staff and partners during monthly meetings
- Use of the integrated state management information system for co-enrollment of individuals receiving services from the core partners, allowing for coordination among workforce services/programs.
- Review automated reports regularly in the integrated state management information system to monitor and evaluate performance of core partner programs in relation to the five state goals.

Goal #2: Strengthen Relationships with Employers

- Collaborate with employers utilizing a variety of methods to develop solutions to their workforce needs.

Strategy 2.1: Partner with employers to identify workforce needs.

- Solicit employer feedback to identify the skills and competencies necessary for employment.
- Developed employer customer satisfaction survey for employers accessing services provided by Region III WDB
- Promote and develop sector strategies based on labor market information and employer needs.
- Analyze various employment related surveys conducted by employer groups and partners, such as, Charleston Area Alliance, Governor’s Guaranteed Workforce, City of Charleston etc. to guide business services initiatives.
- Region III will adhere to WVWFDB policies for providing services to employers and enhanced agency coordination. State agencies will act as intermediaries for organizing outreach to employers on a wider geographical basis than local regions.
- Connect employers to participate in business-education partnerships. These partnerships connect schools, employers, and community organizations with individuals to provide career- related experiences and employment opportunities such as soft skills development, internships, On-The-Job Training, workplace shadowing, and career mentoring.
- Region III WDB attends events targeting employers, such as, business after hours, Rotary Club, Economic Development agency meetings and others.
- West Virginia also places great importance on helping individuals over the age of 55 to enter or remain in the workforce. Authorized through the Older Americans Act, the Senior Community Services Employment Program (SCSEP) works with non-profit community service companies and small governmental units to provide specially tailored job preparation for unemployed Page 78 persons aged 55 and older. SCSEP training positions within the non-profit sector and small governmental units enhance the service capacity of those organizations.
- DRS has an in–house Employer Services Section that specializes in providing employers with disability–related information, services, and pre–screened job seekers. The DRS Employer Services Section has nine employment specialists that cover all 55 counties in West Virginia
- DRS’ team of employment specialists provide business owners and employers with critical business options and assistance in staffing, employee retention strategies, education on disability–related issues, job accommodations, and information about financial incentives for employers who hire individuals with disabilities

Strategy 2.2: Provide access to training programs that meet the needs of employers

- Maintain partnerships with employers, community colleges, secondary and post-secondary certificate granting schools, and LWDBs to continue micro-credentials that demonstrate skill development. This allows for the attainment of employability skills and measurable skill gains to align career pathways for individuals with barriers to employment, especially those with disabilities.
- Region III WDB offers OJT, Transitional Jobs, Incumbent Worker Training and is open to developing customized training opportunities for employers
- Promote the development of Registered Apprenticeship programs focusing on non-traditional industries and occupations.
- Maintain relationships with the secondary, postsecondary, and adult education systems to ensure that programs of study reflect employer needs.
- Encourage employers that receive state funds from economic development and similar programs to utilize the public workforce development system.
- Requires employers to post job vacancies (job orders) before initiating contracts for employer services (i.e. On the Job Training, Transitional Jobs).

Goal #3: Overcome Employment Barriers of Individuals

- Identify employment barriers of individuals and develop solutions. The removal of barriers is a key component to improving WV's labor force participation rate.

Strategy 3.1: Assess needs of individuals seeking employment and/or training.

- Provide counseling to ascertain service needs of individuals to determine skills necessary for desired employment.
- Job Seekers are given Tests of Basic Education (TABE), and an Individual Service Strategy is undertaken to ascertain education levels, skills, knowledge and interest prior to offering training and/or employment options.
- Monthly follow up is conducted to ensure successful completion of program services.
- Through SCSEP, West Virginia's WDS provides specially tailored job preparation for unemployed persons aged 55 and older. Assessment of the individual's knowledge, skills, and work history and identification of his/her barriers to gainful employment provide the base upon which to guide the participant's development of an Individual Employment Plan (IEP). Participants are provided opportunities to upgrade job skills, expand work experience, engage in community services, improve reliable work practices, and pursue new vocations. Additionally, participants engage in activities to master their job-seeking skills, preparation for applications and presentation of their skills and knowledge

- Coordinate cross-program services for job preparation activities to develop employability skills, adult basic education, and occupational training. When appropriate, individuals will be co-enrolled between two or more core programs to accomplish this goal.
- Individuals with no or limited work history take 5 career readiness modules before being referred to intensive services.
- Conducts comprehensive case management to ensure individual receives necessary supports to be successful in chosen workforce development service (job, training, career readiness).

Strategy 3.2 Use the Employment First framework to ensure competitive, integrated employment as the priority option for individuals with significant disabilities.

- Engage individuals with disabilities by offering realistic entry points into career pathways.
- Through integrated efforts, the core partners will increase awareness and access to services to individuals with disabilities. These efforts include maximizing resources, co-enrollment, cross referrals, outreach, and service delivery which will allow for successful employment outcomes.
- Utilize transitional jobs for individuals with disabilities, providing employers wage subsidy incentives

Strategy 3.3: Provide access to training programs that meet the needs of individuals.

- Maintain partnerships with employers, community colleges, secondary and post-secondary certificate granting schools, and LWDBs to continue micro-credentials that demonstrate skill development. This allows for the attainment of employability skills and measurable skill gains to align career pathways for individuals with barriers to employment, especially those with disabilities.
- Promote access to Registered Apprenticeship programs focusing on non-traditional industries and occupations.
- Refer individuals to training programs that lead to self-sufficiency in demand occupations for Region III

Goal #4: Promote Career Pathways

- Emphasize career pathways to assist individuals entering and moving within the labor force and to educate employers on the advantages of career pathways.

Strategy 4.1: Adhere to WIOA career pathways development.

- West Virginia Adult Education, Career and Technical Education, and the Community and Technical College System of West Virginia will continue strategies to integrate career pathway programs. This integrated system will permit individuals to enter the pathway at any level.
- Outline the career pathways in Region III WDB Case Management policies and guidance manual.
- In accordance with the recommendations of Governor Justice's Blue-Ribbon Commission, the WVWFDB will be forming a committee around the creation and implementation of career pathways. CTCS and WVDE will be represented on this committee and work with the State Workforce Board to implement these changes.

Strategy 4.2: Enhance current career pathways system.

- Maintain a comprehensive career pathway system that combines education, training, counseling, and support services from multiple programs, including secondary and postsecondary Career and Technical Education (CTE), Adult and Literacy Education (WVAdultEd), Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) Employment and Training, the Community and Technical College System (CTCS) of West Virginia and higher education.
- Ensure career pathways are aligned to in-demand occupations likely to pay sustaining wages.
- Region III WDB will engage employers and use labor market research to determine growth occupations and sustaining wage jobs.
- Place individuals with barriers to employment, especially those with disabilities, into quality entry-level jobs that provide the work experience and non-technical skills necessary to lead to employment in high-demand jobs.
- Utilize wage subsidies to encourage employers to hire WIOA eligible individuals. Focus on jobs paying at least \$12 per hour.

- Require On-The-Job Training (OJT) and incumbent worker training be tied to a career pathway.

Strategy 4.3: Educate individuals and employers to encourage career pathways in training and employment environments.

- Promote and support the creation of pre-apprenticeship and Registered Apprenticeship programs in non-traditional occupations as part of a relevant career pathway model. Apprenticeship opportunities within the workforce development system will be promoted as job training options to individuals.
- Region III WDB will operate an in-and out of school pre-apprenticeship pilot program and evaluate effectiveness.
- Provide career guidance to individuals with barriers, especially those with disabilities, about programs and services that provides an effective pathway to their career goals.
- The WV WDS will keep information on the workforce development website up to date regarding career pathways and information provided by the Department of Education around initiatives such as Simulated Workplace.
 - The West Virginia Department of Education staff worked with numerous businesses and industries throughout the state to design Simulated Workplace. This educational initiative was created to assist schools in integrating workplace environment protocols into the CTE programs that align with West Virginia workforce requirements. These protocols focus on transitioning the classroom to a student-driven “company” environment, random drug testing, professionalism, attendance, 5-S quality and safety. Simulated Workplace has enhanced instructional delivery of CTE and created a more engaged student. The Simulated Workplace environment provides students with the opportunity to take ownership of their individual performance as it impacts the overall success of their education while thriving in an authentic workplace culture. Simulated Workplace also encourages local business and industry experts to join onsite review teams to assist schools in meeting their workforce needs and expectations.
- West Virginia’s workforce development system (WDS) provides a wealth of information regarding career pathways to both individuals and employers primarily through websites maintained by WorkForce West Virginia, the seven regional Workforce Development Boards, and partner-agency websites such as DRS’s PathwaysWV.org.

Goal #5: Identify and Maximize Postsecondary and Employment Opportunities for Youth

- Identify employment challenges faced by youth and provide access to postsecondary training/education and employment opportunities to improve WV’s labor force participation rate.

Strategy 5.1: Execution of WIOA regulations regarding youth.

- Identify models and effective practices for youth, including recruitment and flexible enrollment, to help local area staff successfully meet the needs of those individuals.
- Partner with the U.S. Departments of Labor and Education and LWDBs ensuring statistical models and negotiated performance levels are established and calibrated to accurately reflect the profiles of youth being served within the State and in each local area.
- Recognizing the new priority on OSY, the State will identify models and effective practices, including for recruitment, flexible enrollment (e.g. self-attestation, coenrollment, career pathways and retention) to help local area staff successfully meet the needs of those individuals.

Strategy 5.2: Coordination of youth services within the workforce development system

- Develop transitional jobs, social enterprises, and other work experience strategies to help OSY with limited work histories develop the skills needed for workplace success.
- Co-enroll high-risk individuals, ages 18 to 24, as both WIOA Adult and WIOA Youth participants to leverage funds and provide necessary services. Co-enrollment can occur in Title II adult basic education services, EARN, TANF, or other partner programs. Continue the use of Individual Training Accounts (ITAs) for 18 to 24-year old's in combination with work-based learning opportunities.
- The State will expand opportunities for youth to acquire post-secondary skills and credentials needed for high wage jobs through increased access to career and technical education programs and work-based learning experiences. The Department of Education and the Community Technical College System will work cooperatively to explore and develop appropriate connections between WIOA youth activities and Perkins postsecondary and state- funded programming.

- The Department of Education will support the transformation and modernization of career and technical education (CTE) and align CTE with the career pathways recognized by the State.
- LWDB will collaborate with YouthBuild, JobCorps, and AmeriCorps sites, identifying partnerships in local plans.
- Empower WV is a program that will provide assistance for graduating high school seniors who do not have a plan after graduation. WorkForce West Virginia (WFWV) will work with local schools to identify those youth who will be served by Empower WV. Individuals participating in the program will be assessed for skills, interests, and work values. Using these assessments, WFWV staff will work with participants to determine their goals and provide a pathway to training or employment. Participants may be referred to partners to assist with overcoming barriers to education or employment. Empower WV will begin as a pilot program in Workforce Development Region III, and then expand statewide.

Strategy 5.3: Provide youth a clear pathway to success.

- Collaborate with LWDBs to identify access points which enable individuals to complete training and enter a successful career pathway.
- The WV Division of Rehabilitation Services (WVDRS) has re-aligned its resources to increase and improve services to youth with disabilities, especially high school students with disabilities. West Virginia Division of Rehabilitation Services has memorandums of understanding with all 55 county boards of education and has a vocational rehabilitation counselor assigned to each high school in the state. These counselors provide pre-employment transition services to students with disabilities to ensure students, and their parents, and school personnel are aware of available services, training, education, and employment options. Through the Positive Outcomes Within Education and Rehabilitation (POWER) program, students with disabilities have opportunities for job shadowing experiences. Through the Student Transition to Employment Program (STEP), students may receive services from teachers outside of the classroom, including job coaching and job placement. Youth may also continue to receive services from West Virginia Division of Rehabilitation Services after exiting high school. This often includes additional training and education required to achieve their chosen employment goal.
- Leverage resources providing effective and efficient services to youth. This includes cross referrals and co-enrollment of individuals in addition to joint projects and activities at the state and regional level.
- Utilize the Office of Apprenticeship to promote apprenticeship and pre-apprenticeship opportunities for youth.
- Region III WDB operating a pilot pre-apprenticeship model for in and out of school youth, building upon vocational training credentials and providing work experience opportunities.
- Transcribed EDGE credit can be earned by students to matriculate from secondary career technical education to the Community and Technical College System. The West Virginia EDGE was established in 2001 in Senate Bill 436. EDGE is an acronym for Earn a Degree-Graduate Early and is a result of the seamless curriculum initiative that focuses on curriculum alignment between educational levels. The alignment process identifies curriculum gaps, eliminates curriculum duplication and sets curriculum mastery levels to pre-determined standards while saving tuition money for students.

Goal #6: Closer Align WV's Labor Force Participation Rate with the National Labor Force Participation Rate

- WV continues to have the lowest Labor Force Participation Rate (LFPR) in the United States. Increasing labor force participation rates and reducing unemployment rate disparities for people with disabilities, both younger and older workers, and people with lower educational attainment would lead to measurable increases in the size of the state's available labor force. Helping minorities and other groups with barriers to employment is critical to ensuring that West Virginia's employers can find workers and our economy can expand.

Strategy 6.1: Match individuals to basic education.

- Of West Virginians without a high school diploma, a mere 38 percent are actively participating in the workforce, while 63.5 percent of those with only a high-school diploma are actively participating.
- Provide job and resource fairs to educate individuals about options for employment, training and support services within Kanawha County, Region III WDB service area.

Strategy 6.2: Match individuals to postsecondary training or education.

- The labor force participation of those with just some college increases to 72.2 percent. Most jobs that lead to long-term self-sufficiency require some form of training or education beyond high school.
- Conduct case management that encourages post-secondary education that provides credentials leading to higher paying employment leading to self-sufficiency.
- Combined partners will refer individuals to postsecondary training or education leading to employment.
- Capture data match with WFWV and Higher Education Policy Commission on individuals who enter postsecondary education or employment.

Strategy 6.3: Utilize career pathways when working with the population age 16-24.

- This age group is the future workforce and improving their career preparation and job-readiness will go a long way to improve the State’s LFPR over the long-term. West Virginia suffered a net outbound migration deficit of approximately 23,000 between 2010 and 2018. It is therefore imperative to focus efforts on the 16-24 age group.
- Partners will provide youth opportunities for academic enrichment and employment.

Strategy 6.4: Improve the job matching rate.

- Making better job matches between individuals and employers reduces an individual’s time between jobs and minimizes delays to entering the workforce.
- Improve accuracy of occupational classification among employer postings, training program, and participant work histories.
- Placement of individuals into training and education programs that reduce or eliminate skill gaps.
- Conduct rigorous assessments, career readiness and mentoring to provide employers job ready candidates.
- Utilize Transitional Jobs and/or Empowered Employment to give employers wage subsidy incentives in hiring.
- DRS employment specialists continuously collect employment information from their business contacts. This information, including job orders for open positions, is immediately input into the WFWV’s online MACC system and shared within the WDS.
- DRS will continue to serve on Business Service Teams (BSTs) with WFWV, Adult Education, LWDBs, and other related entities. Through training and standardizing informational materials, when possible, these teams provide a full range of WDS information when making visits to employers. This will allow the WDS to maximize the impact of employer visits and ensure that businesses are aware of all resources available through the WDS.
- Enhance State MIS to ensure information gathered is complete and accurate.

Strategy 6.5: State will expand opportunities for youth

- The State will expand opportunities for youth to acquire post-secondary skills and credentials needed for high wage jobs through increased access to career and technical education programs and work-based learning experiences. The WVDE and CTCS will work cooperatively to explore and develop appropriate connections between WIOA youth activities and Strengthening Career and Technical Education Act for the 21st Century (Perkins V) postsecondary and state funded programming.

Strategy 6.6: Department of Education will explore transformation and modernization

- The Department of Education will explore the transformation and modernization of CTE and evaluate the opportunity to align CTE with the career pathways recognized by the State.

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Strategy 6.7: Explore Opportunities to establish Career Development

- Explore opportunities to establish Career Development in K-12 education curriculum starting with eight (8th) grade to include career orientation, workforce development information and promote career pathway for youth.

Strategy 6.8: Increase focus on development

LWDBs will explore opportunities to increase their focus on developing and establishing summer youth programs providing work experience and soft skills to youth.

(F) Taking into account analysis described in subparagraphs (A) through (D), a strategy to work with the entities that carry out the core programs to align resources available to the Local Area, to achieve the strategic vision and goals described in subparagraph E.

Region III WDBKC will work with our core partners in order to provide a consistent delivery system in Kanawha County. We will work with the integrated IT system, MACC, and encourage an atmosphere of open and frequent dialogue among partners for continuous improvement. WDBKC organizes quarterly One Stop Partners, Training Providers, and Youth Committee meetings to learn more about programs, process and ways to improve operations. Local Executive Director attends monthly ICT meetings where partners participate in open and informative meetings, with opportunities to present their organizations’ highlights. Meeting participants are encouraged to engage members to ask questions and offer feedback.

To maximize Region III Workforce Development Board’s ability to provide a skilled workforce, we will look at Impact of Services and Partnership and Collaboration amongst partners.

Strategy 1: IMPACT. Key objectives include:

- Prioritizing training services for in-demand occupations
- Increase capacity to assess and screen individuals based on employer criteria
- Facilitate the development of training programs for in-demand occupations
- Accountability steps that reflects economic conditions and job growth
- Customer satisfaction for employers and job seekers

Strategy 2 – Partnership and Collaboration

- Recognize industry demand fields
- Prioritize Region III’s initiatives to incorporate demand industries job requirements
- Work with industries that cross regions to ensure integrated processes are engaged
- Convene training providers and core partners with business entities in Region III to establish baseline of needs and trends

- Work with core partners toward a common technology system that houses participant information
- Engage communication and outreach strategies that target individuals most at need for services including basic skills deficient individual individuals, offenders, and those with special needs or disabilities

Region III Workforce Development Board of Kanawha County will remain abreast of those strategies being implemented at the state level and will incorporate guidance notices, policies and other important memorandums into the workplace and the American Job Center.

- Region III attends monthly workforce development board director meetings.
- Region III attends quarterly state workforce development board meetings.
- Region III has developed MOU's on file with all partners.
- Workforce development news and notices are maintained and updated frequently on the Workforce West Virginia website. www.workforcewv.org and www.WDBKC.org

SECTION II: ALIGNMENT OF THE LOCAL WORKFORCE DEVELOPMENT SYSTEM

This section should include –

(A) A description of the workforce development system in the Local Area that identifies the programs that are included in that system and how the Local Board will work with the entities carrying out workforce development programs identified in the State Plan. The description should also include how the Local Board and the programs identified plan to align and integrate to provide services to customers. The description should also include programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.);

Region III WDBKC One-Stop Partners are the entities that carry out:

1. Programs authorized under Title I of the Workforce Innovation and Opportunity Act, serving:
 - a. Adults
 - b. Dislocated Workers
 - c. Youth
 - d. Job Corps
 - e. Youth Build
 - f. Native American programs
 - g. Migrant and Seasonal farm worker programs
2. Programs authorized under the Wagner-Peyser Act. (29 U.S.C. 49 et seq.)
3. Adult Education & Literacy (Under Title II of WIOA)
4. Vocational Rehabilitation programs authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)
5. Senior Community Service Employment Program (SCSEP) Under Title V of the Older Americans Act of 1965) (42 U.S.C. 3056 et seq.)
6. Career and Technical Education Programs at the post- secondary level. Authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)
7. Trade Adjustment Assistance (TAA) Activities authorized under Chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)
8. Jobs for Veterans State Grants Programs Authorized under Chapter 41 of Title 38, U.S.C. Community Services Block Grant Employment and Training Activities carried out under the (42 U.S.C. 9901 et seq.) (CSBG)
9. Department of Housing and Urban Development (HUD) Employment and Training Activities carried out

10. State Unemployment Compensation Laws Programs authorized (in accordance with applicable Federal Law) (UI)
11. Second Chance Act of 2007 Programs authorized under section 212 (42 U.S.C. 17532)
12. Temporary Assistance for Needy Families (TANF) Authorized under Part A of Title IV of the Social
13. Security Act (42 U.S.C. 601 *et seq.*) unless exempted by the Governor under § 463.405 (b)

Core program partners are participating either by physical presence in the local American Job Centers (One-Stops) or share electronic referral systems.

The **Carl D. Perkins Vocational and Technical Education Act** was first authorized by the federal government in 1984 and reauthorized in 1998. Named for Carl D. Perkins, the act aims to increase the quality of technical education within the United States in order to help the economy.

On August 12, 2006 President George W Bush signed into law the reauthorization of the Act of 1998. The new law, the **Carl D. Perkins Career and Technical Education Improvement Act of 2006**, was passed almost unanimously by Congress in late July 2006.

The new law includes three major areas of revision:

- 1) Using the term "career and technical education" instead of "vocational education"
- 2) Maintaining the Tech Prep program as a separate federal funding stream within the legislation
- 3) Maintaining state administrative funding at 5 percent of a state's allocation

The new law also includes new requirements for "programs of study" that link academic and technical content across secondary and postsecondary education and strengthened local accountability provisions that will ensure continuous program improvement.

Region III is a member of the State Interagency Collaborative Team (ICT) and attends monthly meetings with the state representatives. Members share presentations monthly, which extends our resource capacity.

SPOKES (Strategic Planning in Occupational Knowledge for Employment and Success) is a robust partnership between Adult Education and West Virginia Department of Health and Human Resources. SPOKES was created by WV Adult Education under a contract between the West Virginia Department of Education, Office of Adult Education and Workforce Development and West Virginia Department of Health and Human Resources, and in collaboration with the WDBs. The West Virginia Division of Rehabilitation Services works within this partnership to increase efforts to reach potential VR consumers being served by Adult Education and the SPOKES program.

(B) A description of how the Local Board, working with the entities identified in A, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable);

The Region III partners with the One Stop workforce system have all signed MOU agreements indicating areas of expertise and contribution to the One Stop system. Additionally, core partners have dedicated days to be on premise at the comprehensive center in Charleston. The local DHHR SNAP workers have been trained by the assigned career managers on available training and credentialing. The career planners have worked extensively with the partners for many years and have a very good working, referral partnership. The MACC system is

utilized by many partners of the workforce development system, with various levels of access approved by the state office.

Coordinated efforts to integrate existing career pathways within West Virginia Adult Education, Career and Technical Education and the Community and Technical College Systems of WV will be in place to ensure job seekers with barriers to employment, especially those with disabilities, can successfully access and navigate the career pathways. The vision of the integrated system allows participants to enter and exit at various points, allowing participants with varying capabilities to have realistic access to the career pathways system.

Career credentialing and job attainment will be the focus of Region III workforce system. Region III will recognize established statewide and regional lists of industry-recognized credentials plus other credentials alluding to academic and job readiness. Other initiatives are listed in goal 1. Additionally, WDBKC will work with registered apprenticeship programs seeking opportunities for participants who have shown an interest. Region III will seek specific guidance from our partner, the West Virginia Division of Rehabilitation Services, when working with those participants with disabilities, including those with barriers to employment. We make appropriate referrals and are cross trained by WVDRS

Region III welcomes community partners to be a part of the one-stop delivery system, such as Jobs and Hope, Catholic Charities, Communities that Care, KISRA, New Connections, Goodwill and others who share common goals of serving Kanawha County by enriching the lives of our citizens.

Region III I offers supportive service and needs-related payments for Adults and Dislocated Workers who qualify and need the services to ensure they successfully complete employment and training services leading to self-sufficiency. Support Service may include books, fees, licenses, work related clothing, tools, transportation, child care, dependent care, housing and other services that are necessary to enable an individual who is unable to obtain the services from other programs to participate in intensive services authorized under WIOA.

(C) A description of the steps taken by the Local Board to engage entities identified in A in the formulation of its Local Plan.

The Region III WIOA core partners work, in tandem, on many workforce development activities. The partners all have memorandums of understanding at the state and regional levels and also collaborate on specific projects at local levels. For example, West Virginia Division of Rehabilitation Services and Adult Education are collaborating with a university to assist adult education students in transitioning to post-secondary education through a curriculum that teaches time management, a basic math refresher, and any other identified needs for individuals with disabilities returning to post-secondary education. West Virginia Division of Rehabilitation Services, WorkForce West Virginia, and Adult Education.

Education also collaborate in all workforce development regions as part of WIOA One-Stop Management Partner meetings with local development groups to better identify and facilitate needed services for the local area. Again, attending and participating in the monthly ICT core meetings strengthens relationships amongst partners. Region III will work to align and strengthen the goals and strategies of the workforce system partners, seek to meet the needs of both small and large business in Kanawha County, continue to work with our area challenge of serving dislocated workers, particularly the employees of the coal industry, work with other regions to stay abreast of developments for other opportunities which could have an impact on Region III.

We will continue to work with our Community and Technical College System partners to design and re-design courses that are identified as being in-demand in our community.

Region III staff have attended the WV Workforce Development Board meetings and heard presentations from the Department of Education and Division of Rehabilitation Services, who participated in workgroups developing the State Plan. A review of core web sites, studies, and other published materials presented at ICT and engagement in other meetings occurs regularly. Region III meets with partner reps to identify ways to collaborate and/or avoid duplication. Based on objectives that are common to each and those presented on the individual memorandums of understanding, this plan was developed. Additionally, core members are represented on the local board and speak frequently of programs and goals.

(D) A description of the strategies and services that will be used in the Local Area—

- ***To facilitate engagement of businesses, including small businesses and businesses in in-demand industry sectors and occupations, in workforce development programs***
- ***To support a local workforce development system that meets the needs of businesses in the Local Area***
- ***To better coordinate workforce development programs and economic development***
- ***To strengthen linkages between the American Job Center delivery system and Unemployment Insurance programs.***

Region III WDBKC will emphasize the state's goals with additions pertinent to our region. The Charleston Comprehensive Career Center is co-located with Unemployment Insurance which makes linkage and coordination of services readily accessible to those seeking WIOA services. The American Job Center partners have MOUs which indicate a cooperative investment in the workforce system. WDBKC promotes industry standards, in-demand training opportunities and services to customers.

(E) A description regarding the implementation of apprenticeship, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, integrated education and training, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of businesses in support of the strategy described in Section 1.

Region III workforce system works with individuals to create career pathways based on the participant's interests, skills, knowledge and abilities. Local policies have been developed in alignment with the WIOA and with Workforce WV's Policies and Guidance Notices to support individuals in their educational goals.

Region III WDBKC will incorporate Registered Apprenticeships into its strategies and services by requiring the Charleston Career Center to seek out and assist Registered Apprenticeship Programs with referrals to their individual training programs. The posting and advertisement of Registered Apprenticeship statewide announcements, job orders, phone notifications of apprenticeship openings, veteran priority of service, pre-application testing, initial screening of eligibility requirements are encouraged. Referral not only includes referral to the job order but to our partners for orientation and eligibility determination for WIOA funding for training and/or job placement.

Region III WDBKC will increase training opportunities to individuals via alternative training models such as Transitional Jobs and OJT. We are encouraged to leverage current and develop new local partnerships with community businesses and industry to support economic development in their areas. Additionally, we offer

Incumbent worker opportunities, and are willing to develop customized training, if and when the need is determined.

Transitional Jobs

The Transitional Jobs program will have at a minimum the following 3 components:

1. Paid work experience (i.e. 3 days per week)
2. Classroom training (i.e. soft skills, occupational skills, etc.)
3. Supportive services.

Region III WDBKC may use up to 10 percent of their combined total of adult and dislocated worker allotments for transitional jobs. Transitional jobs must be combined with comprehensive career services (\$680.150) and supportive services (\$680.900).

Incumbent Worker

To qualify as an incumbent worker, the incumbent worker needs to be employed, meet the Fair Labor Standards Act requirements for an employer-employee relationship, and have an established employment history with the employer for 6 months or more. The training must satisfy the requirements in Workforce Innovation and Opportunity Act (WIOA) Section 134(d)(4) and §680.790 and increase the competitiveness of the employee or employer or assist the employer in avoiding layoffs or reductions. An incumbent worker does not have to meet the eligibility requirements for career and training services for Adults and Dislocated Workers under this Act. Local workforce development boards may reserve and expend up to 20 percent of their combined Adult and Dislocated Worker formula allotments for incumbent worker training.

Customized Training

Training that is:

- Designed to meet the special requirements of an employer (including a group of employers).
- Conducted with a commitment by the employer to employ an individual upon successful completion of the training; **and**
- For which the employer pays for a significant cost of the training, taking into account the size of the employer, the number of employees participating in training, wage and benefit levels of those employees in training, increase of competitiveness of the participant, and other employer-provided training and advancement opportunities.

Additional strategies and services will include making space available to the apprenticeship programs for onsite recruitment, onsite interviews and assist, as needed, with testing applicants.

Additionally, at the Kanawha Area One-Stop staff use written materials such as brochures and factsheets about core, intensive, training and career services available to customers at no charge. Additionally, assistance is available to those who need special services such as language assistance or meeting the needs of individuals with a disability.

(F) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with economic development activities carried out in the Local Area in which the Local Area (or planning region) is located and promote entrepreneurial skills training and microenterprise services.

The Region III WDBKC hired a Business Services Representative (BSR) in March 2019. The BSR works closely with the business representatives that are a part of our workforce development system. Services to businesses are coordinated through ongoing open communication between these business representatives and the local staff in order to provide the most comprehensive services to the local businesses, without duplication. Both the local WDB staff and the business representatives provide information to employers about a wide range of programs and services, including entrepreneurial skills training and microenterprise services. Funding provided by the local and state programs is coordinated in order to provide the most comprehensive coverage of training costs for the employer.

The Charleston Area Alliance offers an entrepreneurial environment to entrepreneurs and aids them by creating flexible office space for small business owners to use. An Alliance officer sits on our board as the economic development representative. Region III is also in contact with the Governor's Guaranteed Work Force Program to assist us in strengthening our commitment and linkage to the businesses of Kanawha County. WorkforceWV is under the umbrella of the WV Department of Commerce, which includes the WV Development Office.

The Upper Kanawha Valley Economic Development Agency is working with the community to build up their entrepreneurship participation. There has been a loss of business and services due to the relocation of the West Virginia University Tech School and severe flooding in the area. The BSR serves on a committee commissioned by the chief LEO of Kanawha County to work with the local and federal Economic Development commissions and other agencies involved in the UKV communities, such as the Upper Kanawha Valley Industrial Council.

** A micro-enterprise (or microenterprise) is generally defined as a [small business](#) employing nine people or fewer, and having a balance sheet or turnover less than a certain amount. The terms microenterprise and microbusiness have the same meaning, though traditionally when referring to a small business financed by [microcredit](#) the term microenterprise is often used.

(G) A description of how the Local Board will leverage and coordinate supportive services in the delivery of workforce development activities carried out in the Local Area. Specifically, the Local Plan should address how the Local Board will work with Local Management Boards and other providers to deliver supportive services to jobseekers.

Region III WDBKC is committed to serving participants eligible for Workforce Innovation and Opportunities Act funding through an assessment of the needs of the individual who will be participating in training. Local career planners will then refer participant to either supportive services provided for under a particular grant which will be paying for the training, or through a referral to one of our partner agencies or providers who may be able to expend the necessary supportive services needs to the customer. Region III WDBKC will use the State Guidance Letter as our baseline policy.

Region III revised the Supportive Service policy to allow participants enrolled in WIOA training and/or jobs (intensive services) to receive the support needed to successfully participate in. Case Managers refer and coordinate efforts with other local agencies to provide additional services as needed to avoid duplication of services. Every effort is made to identify other workforce partners that may provide support services needed by WIOA participants.

(H) A description of how the Local Board intend to provide a greater business voice in the delivery of workforce development activities carried out in the Local Area. The description should include how the Local Board will engage businesses on decisions regarding the type and content of training activities.

Region III WDBKC is business driven and will work to solve the training issues of our local businesses. We are committed to meeting the in-demand jobs of our local employers. The BSR supplies reports to board members at our regular board meetings. Our BSR and the workforce teams at our local career and technical facilities and our Career and Technical Education College systems have personnel that work exclusively with our local leaders of industry to maintain a high-level of training leading to degrees, certifications, and other pertinent credentials. Our customers are counseled about strategies to increase long-term employability and wage-earning capability.

Region III will continue to encourage employers to participate in business-education partnerships and assist with the changing demands of industry. We will encourage our employers that are using federal program funding to utilize the public workforce development systems for Kanawha County.

(I) A description of how the Local Board will promote and cultivate industry-led partnerships in the delivery of workforce training opportunities.

It is critical that partners and business maintain ongoing dialog to ensure awareness of the activities of programs being offered in Kanawha County. Communication of partners will ensure the alignment of activities across programs, and will ensure that individuals with barriers to employment, especially those with disabilities, have increased access to education, training, support, and of course, employment.

Region III participates in the monthly ICT meetings hosted by the state workforce team. Information is readily shared across the participating agencies. Region III holds quarterly training provider, one stop partner and youth committee meetings. A Business Services team has been meeting to collaborate and coordinate services to employers provided by our workforce partners.

(J) A description of the role (if any) of local faith or community-based organizations in the local workforce development system.

Region III engages a diverse Youth Committee of which faith-based representatives are members. Region III WDBKC currently have community-based entities serving on the WDBKC Board, with an overall membership of 21 board members. Region III also meets several times a year with faith based-organizations, entities providing housing, organizations serving offenders and etc. in our local area Region III organizes and participates in local Job Fairs, meet and greet sessions, and attends various meetings with local entrepreneurs. Region III WDBKC shares information with community members, including employers, educational partners, government, and a host of other community action individuals notifying of events and general information via an Email list serve containing over 85 members.

Local community and faith-based organizations assist to provide vital services which may include utility assistance, mentoring and coaching, food banks, clothing, and often subsidized childcare. Region III WDBKC provides referrals when necessary to assist job seekers of Kanawha County.

Job Corps provides a member to our local Board and is a full participant. EnAct is a community service block grant partner. Region III interacts with community partners such as Human Resource Development Foundation, Charleston-Kanawha Housing, Employment First, Kanawha Communities that Care, Catholic Charities, KISRA, First Choice, Kanawha Senior Services, Big Brothers Big Sisters, New Connections, Veterans Affairs. Region III Career

Planners are familiar with other agencies in our area that support and assist individuals in need and make referrals. Conversely, our staff receives referrals from agencies.

SECTION III: AMERICAN JOB CENTER DELIVERY SYSTEM

This Section should include a description of the American Job Center delivery system in the Local Area, including—

(A) List the American Job Centers in your Local Area, including address and phone numbers. Indicate the One-Stop Operator for each site and whether it is a comprehensive or satellite center.

The Workforce Innovation and Opportunity Act (WIOA) establishes a one-stop workforce delivery system and requires there be at least one One-Stop location (Workforce West Virginias Career Center) in each local workforce development area. The Region III WDBKCs Career Center provides workforce development services as well as access to other programs and activities carried out by One-Stop partners identified in the WIOA. The American Job Center is publicly funded and is designed to create a more integrated, job-driven service delivery system which links Kanawha County’s diverse talent with employers and businesses.

**Region III Workforce Development Board of Kanawha County
American Job Center (Kanawha Area One Stop)
405 Capitol Street, Suite 907
Charleston, WV 25301
304-344-5760**

Full time staff on premise:

A Comprehensive Career Center is a physical location, open full-time as defined by the local Workforce Development Board, at which integrated services delivery is fully implemented and where services on-site include at least Trade Adjustment Act, Veterans Employment Services, Wagner- Peyser, Title I WIOA Adult and Title I WIOA Dislocated Worker, and offers ready access to o the many workforce development resources available with Region III. Our services are available to both job seekers and employers.

Region III WDBKC has one comprehensive center and does not operate a satellite full time, nor part- time Career Center (classified as a physical location, open to the public at least 16 hours a week, at which paid, trained staff are available to serve customers during all hours of operation). Region III operates bi-weekly one-stop events at various satellite locations throughout Kanawha County.

(B) Customer Flow System - Describe the customer flow process used in the Local Area. This description should include eligibility assessment, individualized training plans and case management.

One Stop services are available to claimants, job seekers, and employers using the largest online database of job seekers and job opening in West Virginia and recognizes the need for partners to work together in order to provide maximum benefits to customers.

The workforce system service is conveniently located on the ninth floor, 405 Capitol Street- Suite 907, Charleston. Region III has plans to relocate with several organizational partners in the coming months where free parking is available, and easily accessed by customers with disabilities. Staff is present to inquire as to the service the customer needs and is then appropriately directed.

Once a customer visits with the career planner, further services may be identified as needed by the customer and thus, and he/she may be redirected for more intensive services.

Career planners are available at the Kanawha Area One-Stop to provide customers with information about program services and activities that are available through partner programs and how to access those services.

(C) Describe how the Local Board will ensure meaningful access to all customers.

An essential element of the workforce development system is its accessibility to everyone. The Department of Labor’s Civil Rights Center (CRC) is tasked with ensuring that all people can access the programs, services, and benefits that the system provides, equally and free from unlawful discrimination. These principles are vital to a successful workforce development system.

The Workforce Innovation and Opportunity Act, Section 188 maintains the entire workforce system is aware of current equal opportunity rights and responsibilities of beneficiaries and recipients of WIOA Title I financial assistance. This rule increases CRC has updated the regulations implementing the equal opportunity provisions of the bipartisan Workforce Innovation and Opportunity Act (WIOA), which was signed into law in July 2014, to protect participants and other beneficiaries in the workforce development system. Beneficiaries are those whom WIOA Title I—financially assisted programs and activities are targeted, including those participating in and seeking to participate in covered programs. Participants are those receiving any aid, benefit, service, or training under a program or activity financially assisted in whole or in part under Title I of WIOA. Recipients are those who receive financial assistance under Title I of WIOA, directly from the Department or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient). Entities connected to the workforce development system may be recipients for purposes of WIOA Section 188 and the Final Rule even if they do not receive assistance in the form of money. The Final Rule provides examples and further explanation. Section 188 enhances access to the workforce system, in particular, to those people with disabilities, individuals with limited English proficiency, transgender individuals who may face various forms of discrimination, and individuals who are pregnant, have a child, or have related medical conditions.

The Workforce Innovation and Opportunity Act is a publicly funded workforce development system that is a national network of federal, state, regional, and local agencies. These organizations that provide a range of employment, education, training, and related services and support to help job-seekers secure jobs while providing businesses with skilled workers that need to compete not only in our local economy, but globally.

WIOA Nondiscrimination and Equal Opportunity

The Department of Labor Civil Rights Center (CRC) has revised its regulations to implement the nondiscrimination and equal opportunity obligations under WIOA Section 188. Section 188 prohibits discrimination against individuals in any WIOA Title I—financially assisted program or activity, which includes job training for adults and youth and programs or activities provided by recipients at American Job Centers (one-stop centers). These programs or activities may not refuse to offer or provide services to individuals because of their race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Beneficiaries, applicants, and participants – as defined by the Final Rule – cannot be denied covered services because of their citizenship status and cannot be denied their rights because of participation in a WIOA Title I—financially assisted program or activity. The rule applies to recipients of WIOA Title I financial assistance and to programs and activities that are operated by American Job Center partners (one-stop partners) as part of the American Job Center system (one-stop delivery system), such as Unemployment Insurance, Temporary Assistance for Needy Families, adult education, Trade Adjustment Assistance, and others. The Final Rule:

- **Updates the nondiscrimination and equal opportunity provisions to align them with current law and legal principles.** The rule captures developments since 1999 under the following laws, reflected in case law and in regulations issued by other Federal agencies, including the Departments of Justice and Education and the Equal Employment Opportunity Commission:
 - Title VI and Title VII of the Civil Rights Act of 1964;
 - Title IX of the Education Amendments of 1972;
 - The Americans with Disabilities Act of 1990 and the ADA Amendments Act of 2008; and
 - Section 504 of the Rehabilitation Act of 1973.¶
- **Ensures protection from discrimination based on pregnancy.** The rule makes clear that sex discrimination includes discrimination based on pregnancy, childbirth, and related medical conditions, in accord with the Pregnancy Discrimination Act of 1978, which amended Title VII of the Civil Rights Act of 1964, and in accord with Title IX of the Education Amendments of 1972.
- **Safeguards meaningful access to the workforce system for persons with limited English proficiency (LEP).** The regulations clarify that discrimination based on national origin includes failing to provide language services to someone with limited English proficiency. As such, under the rule, recipients must take reasonable steps to ensure that individuals with LEP have meaningful access to aid, benefits, services, and training. These steps may include oral interpretation and written translation of both hard-copy and electronic materials in non- English languages. This ensures that individuals with LEP are informed about or able to participate in covered programs or activities. In addition, the rule clarifies which documents are “vital” and thus must be translated into languages spoken by a significant number or portion of the population eligible to be served or likely to be encountered. The rule requires recipients to record the limited English proficiency and preferred language of applicants who seek to participate in the workforce development system to help ensure they have the necessary information to serve individuals with LEP effectively. Finally, an appendix to the LEP section of the rule describes promising practices to help recipients comply with their legal obligations and includes the components of a plan to facilitate meaningful access for individuals with limited English proficiency.
- **Ensures access to the workforce system for people with disabilities by bringing the regulations in line with updated disability civil rights law.** The rule brings the CRC regulations in accord with the Americans with Disabilities Act Amendments Act of 2008 and the implementing regulations and guidance issued by the Department of Justice, as well as the implementing regulations and guidance issued by the Equal Employment Opportunity Commission. The rule’s updated language ensures that the definition of “disability” will be interpreted broadly, which will enable more individuals with disabilities to be effectively served within the workforce development system. The rule also addresses accessibility requirements (such as for information and electronic technologies) and service animals.
- **Ensures that recipients and beneficiaries are aware of the full scope of their responsibilities and rights.** CRC revised the equal opportunity notice or poster that is required of recipients in order to ensure that they, and individuals participating in their programs and activities, are aware of the scope of the nondiscrimination and equal opportunity responsibilities and recent developments in law. For example, the changes reflect that “sex,” as a prohibited basis for discrimination, includes pregnancy, childbirth, and related medical conditions, and transgender status, gender identity, and sex stereotyping. Similarly, the

changes make clear that discrimination against persons with limited English proficiency is a form of national origin discrimination.

- **Outlines protections against sex discrimination.** The rule states that discrimination on the basis of transgender status, gender identity, or sex stereotyping are forms of sex discrimination, in accord with similar developments under other civil rights laws. In addition, the rule acknowledges that interpretations flowing from this area of the law, particularly with regard to discrimination based on sexual orientation, will continue to evolve. The rule specifically states that Section 188’s prohibition of discrimination on the basis of sex includes, at a minimum, sex discrimination related to an individual’s sexual orientation where the evidence establishes that the discrimination is based on gender stereotypes. CRC also anticipates that the law regarding sex discrimination will continue to evolve, and CRC will monitor legal developments in this area.
- **Improves the effectiveness of the Department’s enforcement program to support compliance.** The rule increases compliance through clearer descriptions of recipient responsibilities, including recipient responsibilities regarding their Equal Opportunity Officers, and enhanced data collection. CRC is available to provide technical assistance in this regard. Recipients may submit technical assistance requests to CRC at civilrightscenter@dol.gov. The rule strengthens recipient recordkeeping and other actions designed to increase compliance. For example, the role of Equal Opportunity Officers is clarified to help ensure that such individuals have the support, authority, and resources necessary to carry out their responsibilities. The rule increases the monitoring responsibilities of Governors to improve Governors’ ability to identify and address systemic discrimination by requiring annual monitoring, instead of the current “periodic” monitoring.

Region III WDBKC customers are those who either work and/or live in Kanawha County. They have access to the largest online system available to both job seekers and employers (MACC). The office is staffed Monday through Friday with normal customer hours, exception being closed on legally observed federal or state closings.

WIOA authorizes career services for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of the customer.

In addition to providing career and training services to individuals who are unemployed, there remains a significant population of job seekers who are underemployed. Individuals who are underemployed may include:

- Individuals employed less than full-time who are seeking full-time employment.
- Individuals who are employed in a position that is inadequate with respect to their skills and training.
- Individuals who are employed who meet the definition of a low-income individual in WIOA Section 3(36);and
- Individuals who are employed, but whose current job earnings are not comparable to their previous job’s earnings from their previous employment.

Individuals who are underemployed and meet the definition of low-income individual may receive career and training services under the Adult program on a priority basis:

Priority of Service Policy for Region III was updated on July 18, 2019 and states:

First Priority: Veterans and eligible spouses (covered persons) who are low-income or recipients of public assistance or who are basic skills deficient.

Second Priority: Individuals (non-covered persons) who are low-income or recipients of public assistance or individuals who are basic skills deficient.

Third Priority: Veterans and eligible spouses who are not low-income and are not recipients of public assistance or basic skills deficient. **If there is not a waiting list of individuals within priority levels 1 – 3:**

Fourth Priority: Adults who (during the past six months) have income at or below 200% of the federal poverty guidelines (see referenced chart.)

Fifth Priority: Adults who (during the past six months) have income at or below 250% of the federal poverty guidelines and face substantial barriers to employment, such as:

- a. An Incumbent Worker
- b. Long Term Welfare Dependency
- c. Ex- Offender
- d. Single Parent
- e. Low Income
- f. English Language Learner
- g. Basic Skills Deficiency
- h. Individual with a Disability
- i. Public Assistance Recipient
- j. Homeless Individual
- k. Secondary School Dropout
- l. Substance Use Disorder/ Recovery
- m. Individual Impacted by Substance Use Disorder or Incarceration of a Family Member

Basic career services are available to all individuals seeking services at Americas Job Centers (the one- stop delivery system), and includes initial assessment of skill levels including literacy, numeracy, English language proficiency, as well as aptitudes, abilities (including skills gap), supportive service needs, and more.

If one-stop center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual.

Individualized Career Services include outreach, intake and orientation, initial assessment of skills levels, labor exchange services (job search and placement, in-demand occupation information); business services for employers; and appropriate referrals to partners and workforce programs. Additional services include specialized assessment, in-depth interviewing, development of an individual employment plan, career planning; internships and work experiences; financial literacy services; English language acquisition and follow-up services for not less than 12 months after the first day of employment.

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the workplace is an appropriate type of follow-up service.

After receiving an interview and evaluation, adults and dislocated workers who are determined unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than

wages from previous employment, ; and have the skills and qualifications to successfully participate in selected program of training services; and who select programs of training services that are directly linked to employment opportunities in the local area or the planning region, or in another area to which the adults or dislocated workers are willing to commute or relocate; and who are determined to be eligible in accordance with the priority system may be enrolled for Training Services.

Training Services may include occupational skills training, on-the-job training, skill upgrading and retraining, entrepreneurial training; transitional jobs or job readiness training, adult education and literacy activities, including activities of English language acquisition, and more.

Region III WDBKC will monitor the memorandums of understanding that are on file describing the provisions and services provided in support of our customers participating at the Workforce WV (American Job Center) office in Charleston.

Region III has policies in place to meet the needs of a very diverse base of job seekers within Kanawha County. Region III will ensure that customers have meaningful access to our local American Job Center services by implementing the provisions of the partner MOU's which detail how participants will be provided services by each entity. The One Stop Operator monitors participant access, provides cross training and monitors to develop continuous improvements.

Region III Workforce Development Board of Kanawha County will provide reasonable accommodations for individuals with disabilities to ensure equal access and opportunity for those with disabilities. Taking into account the "Americans with Disabilities Act" (ADA) and Section 188 of WIOA, modifications will be made to the application/registration process which will enable a qualified applicant with a disability to be considered for the same aid, benefits, services, and training or employment that is offered to a qualified applicant without a disability.

(D) A description on the process the Local Board intends to provide for the solicitation and selection of a One-Stop Operator as identified in Section 107 of WIOA.

Region III WDBKC will continue to operate the local Career Center in Charleston through the end of PY 2023 (June 30, 2024.)

Region III WDBKC will follow the State of West Virginia Workforce Policy titled Procurement and Selection of the One-Stop Operators and will reflect compliance with that guideline.

(E) A description of how the Local Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local businesses, and workers and jobseekers.

Workforce West Virginia is the initial approval authority over eligible providers in the West Virginia workforce development system. Once approved by the state system, Region III will review the content for relevancy and demand occupations in Kanawha County.

The continuous improvement of eligible provider of services is a shared responsibility of Region III and Workforce West Virginia. Region III meets quarterly with training providers and reaches out for those programs that meet the needs of the employers in Kanawha County. Successful meetings have produced shortened coursework that produces incremental certifications vs. full degree programs. Our outreach was in effect, to attract older, laid-off workers who have said over and over again that they can't afford to spend two years in school. With shorter programs, customers can find meaningful work sooner in demand occupations.

Region III has worked to step-up the On-the-Job training opportunities. Our Community and Technical Education partner, BridgeValley, has worked to implement Learn and Earn programs and was instrumental in finding an employer to trial one of the shortened certificate programs that we requested.

(F) A description of how the Local Board will facilitate access to services provided through the American Job Center delivery system, including in remote areas, through the use of technology and through other means.

Region III has Memorandum of Understanding's on file with career center partners which describes the services provided. Most customers of Kanawha County can access the Workforce West Virginia website at home or where there is internet connectivity. (www.workforcewv.org). On-site career planners have business cards which identify telephone numbers and email addresses, making access easy during normal customer service hours.

Kanawha County is considered urban rather than rural, however, there are pockets in the area that do not have full-service internet access. However, there are many locations within the county that free "Wi-Fi" services that are utilized by those customers consider "remote". Additionally, many customers receiving government assistance now have some "smart phone" capabilities that will allow for internet services to those that do not have home computers, laptop computers, I-pads or tablets.

The Region III meets monthly with the "Upper Kanawha Valley Industrial Council" which includes local mayors, fire chiefs, police, large business plant managers, small business, banks, faith-based organizations and interested citizens. Region III gives a monthly update of services available, training programs, new grants and contents of each and holds a Q & A. This is especially important as the east end of the county is under fire currently with massive layoffs in the mining industry and residual industries that support mining. The Business Service Representative meets with various community organizations. There are eight mayors in that area. The Business Services Representative has met with the Regional Interagency Council to review WIOA programs and Summer Youth Programs. Five county mayors attend that meeting, as well as county commissioners and other representatives of Kanawha County.

(G) A description of how entities within the American Job Center delivery system, including American Job Center operators and the American Job Center partners, will comply with Section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) 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.

Section 188 of Workforce Innovation and Opportunity Act ensures nondiscrimination and equal opportunity for various categories of persons, including persons with disabilities, who apply for and participate in programs and activities operated by recipients of WIOA Title I financial assistance. WorkForce West Virginia (WFWV) will use the "Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide" as a boilerplate in assuring compliance with Section 188 of WIOA. The Guide is designed to ensure meaningful participation of people with disabilities in programs and activities operated by recipients of financial assistance under the Workforce Innovation and Opportunity Act (WIOA), including those that are part of the One-Stop Center Network.

For non-English speaking customers, Region III will coordinate with the state to garner assistance for the individual. Additionally, internet technology is widely available, such as Google Translate and Babel fish, and a host of others.

(H) An acknowledgment that the Local Board understands that, while Section 188 of WIOA ensure equal opportunity for individuals with disabilities, sub-recipients may also be subject to the requirements of:

- *Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance;*
- *Title I of the ADA, which prohibits discrimination in employment based on disability;*
- *Title II of the ADA, which prohibits State and local governments from discriminating on the basis of disability;*
- *Section 427 of the General Education Provisions Act; and*
- *West Virginia Anti-Discrimination laws;*

The Charleston American Job Center and partners comply with all provisions included Acts named above. Materials are provided to individuals who self-identify and disclose a need. Appropriate referrals are made as well to additional service providers that may provide services to accommodate a customer.

Region III has a MOU on file with the West Virginia State Rehabilitation Services, as well as the One Stop Partners as identified in WIOA.

Region III has an Equal Opportunity Non-Discrimination Assurance on file with state representatives. WDBKC has an Equal Opportunity Office whose responsibility consists of the handling of grievances and complaints filed. A log of such is kept by the EO Officer. The EO Officer Designation is provided through outreach material and on the "Equal Opportunity is the Law" posters provided by the state office. These posters are displayed in the Region III American Jobs Center located at 1321 Plaza East, Charleston, WV, as well as the administration office at 405 Capitol Street, Charleston, WV. These materials are also provided to training providers for display. Company letterheads, recruitment materials, brochures, publications, and any public announcements published by WDBKC, such as radio, contain the required tagline "The Region III Workforce Development Board of Kanawha County is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities."

Individuals with limited English proficiency (LEP) will be provided with written translation or oral interpretation when needed in order to allow the individual to be considered for the same aid, benefits, services, and training or employment that is offered to English speaking customers. Advanced technologies, such as computerized "Google Translator, Yahoo Babel fish, Microsoft Translator, King Translate" are just a few computer assisted translation programs.

These accommodations will allow all qualified applicants with disabilities to be served effectively within the workforce development system.

Region III will also ensure that all customers have meaningful access to American Job Center services by monitoring and implementing the provisions of the partner MOU's, which detail how participants will be provided services by each partner. In this way, there will be a continuous process of oversight of the access customers have to partner services. Customers moving through our WIOA processes will receive and sign an EEO statement with a copy provided for themselves. The application process for our customers includes numerous forms with captures statistical data.

(I) A description of the roles and resource contributions of the American Job Center partners.

Region III has current MOUs on file with American Job Center partners with assurances.

(J) A description of how the Local Board will use Individualized Training Accounts based on high- demand, difficult to fill positions identified within local priority industries identified in Section 1(A); and,

WDBKC will utilize ITA's to fund demand occupations in accordance with WIOA's Priority of Service policy and Region III Workforce Development Board of Kanawha County Individual Training Account Policy contained in the Financial Procedures Handbook. Additionally, Region III WDBKC will utilize our local Policy 13-16 to prioritize filling training slots with those identified as meeting demand of industry.

Region III Workforce Development Board of Kanawha County utilizes Local Labor Market Information (LMI) to determine the "In Demand" occupations relevant to our area. Occupations must show a minimum of 1% growth in long-term projections, either statewide or on a local level, to be considered "in-Demand".

(K) A description of how the Local Board will provide priority of service that conforms with the State Plan. This should include a description of additional local requirements or discretionary priorities including data to support the need and how the local requirement and/or priority will be documented and implemented for the Adult program.

Priority of Service policy was updated in July 2019 (see attachment) will be as follows:

- **First Priority:** Veterans and eligible spouses (covered persons) who are low-income or recipients of public assistance or who are basic skills deficient.
- **Second Priority:** Individuals (non-covered persons) who are low-income or recipients of public assistance or individuals who are basic skills deficient.
- **Third Priority:** Veterans and eligible spouses who are not low-income and are not recipients of public assistance or basic skills deficient.
- **Fourth Priority:** Adults who (during the past six months) have income at or below 200% of the federal poverty guidelines (see referenced chart.)
- **Fifth Priority:** Adults who (during the past six months) have income at or below 250% of the federal poverty guidelines and face substantial barriers to employment, such as:
 - a. An Incumbent Worker
 - b. Long Term Welfare Dependency
 - c. Ex- Offender
 - d. Single Parent
 - e. Low Income
 - f. English Language Learner
 - g. Basic Skills Deficiency
 - h. Individual with a Disability
 - i. Public Assistance Recipient
 - j. Homeless Individual
 - k. Secondary School Dropout
 - l. Substance Use Disorder/ Recovery
 - m. Individual Impacted by Substance Use Disorder or Incarceration of a Family Member

(L) A description of how the Local Board will utilize funding to create incumbent worker training opportunities.

To qualify as an incumbent worker, the incumbent worker needs to be employed, meet the Fair Labor Standards Act requirements for an employer-employee relationship, and have an established employment history with the employer for 6 months or more. The training must satisfy the requirements in WIOA Section 134(d)(4) and §680.790 and increase the competitiveness of the employee or employer. An incumbent worker does not

necessarily have to meet the eligibility requirements for career and training services for adults and dislocated workers under this Act. LWDBs may reserve and expend up to 20 percent of their combined adult and dislocated worker formula allotments for incumbent worker training. States may use state Rapid Response funds [WIOA Section 134(a)(3)(A)(i))] for layoff aversion and WIOA Governor's discretionary funds for statewide incumbent worker training activities.

Region III will work with local employers to assist in determining needs and work with them to establish a plan established under our policy. Region III uses an Employer Certification checklist to ensure compliance.

Region III WDBKC follows state guidance on the development of our incumbent worker guidelines.

(M) A description of how the Local Board will train and equip staff to provide excellent, WIOA- compliant customer service.

Region III WDBKC staff subscribes to the USDOL WorkforceGPS. It is a workforce system of strategies made available as a tool to workforce professionals by providing emerging practices administered by the USDOL, Employment and Training Administration. They have a very comprehensive database which contains over 1000 profiles that summarize a wide range of reports, studies, and papers that focus on career pathways, post-secondary education, job search assistance, registered apprenticeships, case management, employer engagement, partnerships, system building, and many more workforce development topics. They also provide technical assistance sites and offer tools and guides that support program management.

Region III receives email notices of upcoming live webinars and newsletters from WorkforceGPS. The notice is circulated amongst staff as well as pertinent community asset representatives. We attend as many as practical based on daily workforce schedules and duties.

Additionally, Region III staff attends training provided by Workforce West Virginia when made available and other community resource training as pertinent.

SECTION IV: TITLE I – ADULT, YOUTH AND DISLOCATED WORKER FUNCTIONS

This Section should include –

(A) A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area.

Region III training services are provided through the use of WIOA funded Individual Training Accounts (ITAs) to eligible customers through the West Virginia Workforce Career Center system. Eligible customers may choose from eligible training providers approved on the state or regional list. Supplemental financial aid may be extended to participants.

The West Virginia Division of Rehabilitation Services provides training services to their clients with disabilities to assist in meeting their employment goals, and include vocational training, college or other academic training, personal and vocational adjustment training, job coaching, on-the-job training, job-seeking skills training, as well as books, tools, and other training materials.

Region III hired a Business Services Representative in March 2019 and actively market and develop the On-the-Job training opportunities Transitional Jobs and Incumbent Worker Training programs. We also work directly with the Department of Labor Local Apprenticeship Representative to encourage our local apprenticeship programs to utilize our local workforce system and WIOA programs, and conduct recruitment and/or assessments for apprenticeships.

Region III WDBKC continues to work with BridgeValley Community and Technical College and promote their “Learn and Earn” initiatives, as well as, other programs developed to meet employer needs. We regularly participate in Job and Resource Fairs.

(B) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with statewide rapid response activities, as described in Section 134(a)(2)(A).

Region III WDBKC participates in all Rapid Response activities in Kanawha County and coordinates all Rapid Response Informational Meetings with the State Rapid Response staff as a part of the State Rapid Response Team linking dislocated workers to the full array of retraining/reemployment services as soon as possible. The State Rapid Response Team is comprised of state and local team partners for providing critical information to the impacted

workers who are often in a crisis situation as they transition to next steps following layoffs due to reduction in force plans/plant closures.

As the Region III WDBKC does not have a local Rapid Response Coordinator, it relies on the State Dislocated Worker Services Unit/State Rapid Response Coordinators to take the lead in coordinating and conducting all Rapid Response Informational Meetings and related Rapid Response activities for dislocations of 50 or more as well as the State's assistance with the provision of Rapid Response services to dislocations below 50. In their integral partner role on the State Rapid Response Team, the Regional III WDBKC assists in finding and securing locations for the Rapid Response Informational Meetings sites that are near to facilities that have been affected by closures or downsizing. As a part of the comprehensive Rapid Response Team approach, the Region III WDBKC utilizes career planners on site and have provided at times in conjunction with Rapid Response Meetings, mini job fairs to supplement Rapid Response activities to assist dislocated workers in their search for job opportunities.

The Region III WDBKC has also assisted the State Dislocated Worker Services Unit on occasion with outreach efforts by making telephone calls to impacted workers who have been affected by dislocations by advising them of Rapid Response Meetings and requesting them to attend.

(C) A description and assessment of the type and availability of youth workforce development activities in the Local Area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce investment activities.

Coordinating efforts with:

- Region III WIOA Youth Provider (HRDF)
- Dual-enrollment for Youth in WIOA-Adult funding as applicable
- DRS with both In-School and Out-of-School youth (youth transitioning from high school)
- Capitol Youth Build
- Various other agencies serving the 14-24 population in regard to housing, TANF, SNAP, juvenile justice system...etc.to provide an array of services based on individual needs and to avoid duplication of services. By coordinating efforts, eligible youth, including those with barriers to employment, will have access to numerous opportunities and services, including:
 - Tutoring
 - Alternative School Offerings
 - Work Experiences
 - Occupational Skills Training
 - Leadership Development Opportunities
 - Supportive Services
 - Adult Mentoring
 - Comprehensive Guidance and Counseling
 - Financial Literacy
 - Entrepreneurial Skills Training
 - Services that provide Labor Market information in the local area
 - Activities that assist Youth transition to postsecondary education and training
 - Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
 - Follow-Up services

(D) A description of how the Local Board will coordinate education and workforce development activities carried out in the Local Area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

Region III WDBKC Workforce Development Board coordinates education and workforce development activities carried out in the local area by providing training services to those who meet the eligibility requirements for program acceptance. Career Planners are required to interview the job seeker to determine what other services they are currently receiving. Our Career Planners will conduct outreach to those agencies, such as secondary and postsecondary education providers, to coordinate services and avoid any duplication.

Region III WDBKC provides preparation for post-secondary educational opportunities and has solid linkages between academic and occupational learning, preparation for unsubsidized employment opportunities, and effective connections to local and regional employers.

Region III WDBKC strives to provide career pathways to individuals through coordinated efforts with the Core Partners. Dependent upon the individual's goals and skill-needs, Career Planners will work with the job seeker to determine what, if any, other services they are currently receiving. Region III WDBKC may contract for services in lieu of issuing an ITA if it is determined that there are an insufficient number of eligible providers in Kanawha County.

Training services may also be provided in lieu of the ITA by contract for services if such services are On-the-Job Training (OJT) or customized training provided by an employer, community-based organization, or other private organizations that offer specialized services to targeted groups that face multiple barriers to employment, as determined by the local board. Additionally, Trade Adjustment Assistance (TAA) funding for training is also accessed through ITAs, while state guidelines are followed regarding the distribution of those funds.

Supportive Service and Needs-Related Payments for Adults and Dislocated Workers are available to support the employment and training needs of priority populations. Support Service may include transportation, childcare, dependent care, housing and other services, such as work-related materials and supplies, that are necessary to enable an individual who is unable to obtain the services from other programs to participate in activities authorized under WIOA. The Region III Workforce Development Board of Kanawha County (WDBKC) has included the following elements to be considered when determining whether a youth needs additional assistance:

Youth at risk of dropping out of school, Youth who has barriers to securing and holding sustainable employment, immigrant Youth, Youth with limited English proficiency, Youth deficient in occupational skills, Youth who reside in areas with high rates of poverty, crime and/or unemployment, or Youth who have other serious barriers to employment as they may be identified by the WDBKC, including, but not limited to, stated current or past substance abuse, truancy, absence of positive adult role models, and diagnosed emotional disorders.

By expanding the definition of "needs assistance" WDBKC will be able to serve at-risk youth in a more equitable manner. An enhanced MACC system will assist career planners to investigate services being offered by partner agencies.

(E) A description of how the Local Board will coordinate workforce development activities carried out under this title in the Local Area with the provision of transportation, including public transportation, and other appropriate supportive services in the Local Area.

Supportive Service and Needs-Related Payments for Adults and Dislocated Workers are available to support the employment and training needs of priority populations. Support Service may include transportation, childcare, dependent care, housing and other services that are necessary to enable an individual who is unable to obtain the services from other programs to participate in activities authorized under WIOA.

Region III will assist eligible participants with transportation through supportive services. It is a requirement for the WIOA Youth program that bus passes are provided as needed. For WIOA-Adult and Dislocated Workers, the support services/needs related policy should be followed.

(F) A description of how the Local Board will utilize Local Adult Funding, based on adult priority groups as specified in the State Plan.

Eligibility for services relates to local determinations about the individual's need for and ability to benefit from services. A WIOA participant is an individual determined to be eligible to participate and who receives one or more WIOA-funded service(s). Individuals can receive basic career and informational services without registration as a WIOA participant. Basic services include assessment, intake, job search assistance, resume, career readiness, labor market information, pre-employment services and testing. Registration is the process for collecting information to support a determination of eligibility. Participation occurs after the registration process of collecting information to support an eligibility determination and begins when the individual receives a staff assisted WIOA service or individualized career service. Adults and Dislocated Workers who receive services funded under Title I other than self-service or informational activities should be registered as a participant. Region III has a Career Planner Policies and Procedures Manual giving guidance.

Region III WDB will adhere to the following eligibility criteria as determined by DOL as follows:

Eligibility for Career Services:

Adults:

- Must be a U.S. citizen or otherwise legally entitled to work in the U.S.,
- Must be 18 years of age or older, and
- Must be registered with Selective Service (if applicable)
- Veterans and eligible spouses-veterans will have priority of services in all WorkForce Programs administered under the Federal Workforce Innovation and Opportunity Act of 2014

Adult Funds: Policy 01-16, Change 1 effective July 01, 2019

First Priority: Veterans and eligible spouses (covered persons) who are low-income or recipients of public assistance or who are basic skills deficient.

Second Priority: Individuals (non-covered persons) who are low-income or recipients of public assistance or individuals who are basic skills deficient.

Third Priority: Veterans and eligible spouses who are not low-income and are not recipients of public assistance or basic skills deficient.

If there is not a waiting list of individuals within priority levels 1 – 3:

Fourth Priority: Adults who (during the past six months) have income at or below 150% of the federal poverty guidelines (see referenced chart.)

Fifth Priority: Adults who (during the past six months) have income at or below 200% of the federal poverty guidelines **and** face substantial barriers to employment, such as,

- Substantial language or cultural barriers; English as second language
- Offender status
- Homeless
- Substance use disorder
- Single parent
- Underemployed

Dislocated Workers:

First Priority: A dislocated worker who lives in Kanawha County and is needs assistance to obtain employment at a sustainable wage

Second Priority: Dislocated workers who were laid off from an employer located in Kanawha County and needs assistance in obtaining employment at a sustainable wage

Third Priority: Dislocated workers who needs assistance to obtain a job at a sustainable wage and had a bone-fide offer of employment in Kanawha County

Fourth Priority: Dislocated workers who are underemployed, making less than 80% of their former wages

(G) A description of how the Local Board will utilize Local Dislocated Worker Funding.

Dislocated Worker:

Dislocated workers are defined as individuals who are unemployed through no fault of their own or who have received a layoff notice and are unlikely to return to their previous occupation or industry. Eligible dislocated workers may receive intensive counseling, skill-development and professional or technical training through local Region III WDBKC. in addition to basic employment services such as skill assessments, labor-market information, information about training programs and job-search assistance. Funds will be distributed based on the Dislocated Worker federal formula funding.

Dislocated Workers:

- Must be a U.S. citizen or otherwise legally entitled to work in the U.S., and
- Must be 18 years of age or older, and
- Must be registered with Selective Service (if applicable), and
- Must meet the Dislocated Worker definition under WIOA Sec. 134(c)(3)(A):

Displaced Homemaker:

A person who has been providing unpaid services to family members in the home and who

- has been dependent on the income of another family member but is no longer supported by that income; or
- is the dependent spouse of a member of the Armed Forces on active duty (as defined in Section 101 (d)(1) of Title 10, United States Code) and whose family income is significantly reduced because of deployment (as defined in Section 991 (b) of Title 10, United States Code, or pursuant to paragraph 4 of such section) a call or order to ACTIVE DUTY PURSUANT TO A PROVISION OF LAW REERRED TO IN Section 101 (a)(13)(B)

of Title 10, United States Code, a permanent change of station, or the service –connected (as defined in Section 101(16) of Title 38, United States Code) death or disability of the member; and

- is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

An Individual Training Account (ITA) may be established on behalf of the participant once eligibility is determined. WIOA Title I, Adult, Dislocated Worker, and Youth, may purchase training services from eligible providers they select in consultation with the WorkforceWV American Job Center Career Planners. For clarification purposes Individuals age 18 or above, who are not enrolled in the year-round youth program, are eligible for ITAs under the adult and dislocated worker programs Payment for ITAs will be done in accordance with the approved Payment Policy.

(H) A description of how the Local Board will define “self-sufficiency” for employed Adult and employed Dislocated Worker participants.

In addition to providing career and training services to individuals who are unemployed, there remains a significant population of job seekers who are underemployed in Kanawha County. These individuals may include: those working less than full time who are seeking full-time employment; individuals who are employed in a position that is inadequate with respect to their skills and training; individuals who are employed who meet the definition of a low income individual; and, individuals who are working but whose current job’s earnings are not sufficient compared to their previous job’s earnings and are not sufficient compared to their previous jobs earnings from their previous employment.

Eligibility for Training Services for Adults and Dislocated Workers:

Under WIOA Sec. 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers whom a one-stop operator or one-stop partner determines, after an interview, evaluation, or assessment, and career planning are:

- Unlikely or unable to obtain or retain employment that leads to economic *self- sufficiency or wages comparable to or higher than wages from previous employment through career services;*
- In need of training services to obtain or retain employment leading to economic sufficiency or wages comparable to or higher than wages from previous employment; and
- Have the skills and qualifications to participate successfully in training services;
- Have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate;
- Are unable to obtain grant assistance from other sources to pay the costs of training; and
- If training services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system
- Under the Workforce Innovation and Opportunities Act, basic services are offered:
 - Title I Services – low-income adults, dislocated workers, and youth
 - Title II Services – main source of adult education and literacy funding including English language (and with focus on Career Pathways)
 - Title III Services – funds Wagner-Peyser Employment Services, provides for labor exchange services that match employers with qualified job seekers
 - Title IV Services – West Virginia Division of Vocational Rehabilitation - Supports a wide range of services designed to assist individuals with disabilities prepare for and engage in gainful employment, and secure financial and personal independence through rehabilitative services.

By utilizing one or more of the opportunities available, participants can

- Increase access to education, training, and employment ... particularly for people with barriers to employment;
- change in participant characteristics;
- Low income adults and youth with limited skills, limited work experience, and facing other barriers
- Allows different for types of training;
- Promotes achieving self-sufficiency.
- Credential attainment is inked to in-demand occupations.

Region III has adopted the WIOA and WFWV policies regarding self-sufficiency.

For the purpose of determining dislocated worker eligibility under the Layoff/Unlikely to Return to Work category, reasoning for “unlikely to return to work” may include, but not be limited to, the following:

- Skill Oversupply- State or local supply of persons with the specific skills of the applicant exceeds current demand for those skills; or
- Obsolete Skills- Applicants can no longer meet the minimum requirements of jobs available in their occupation (e.g. clerical worker without word processing skills, carpenter without updated safety training, etc.):
- Only Stop-Gap Available- Jobs available to applicant would be temporary or substantially below applicant’s accustomed skill, hour, or wage level or
- Local Layoff Impact- A local plant or business closing or layoff has had significant negative impact on the availability of jobs in the applicant’s primary occupation and accustomed wage/hour/skill level; or
- No Job Offers Received- Applicant has been available and looking for work for a number of weeks, and has not received an offer to work: “number of weeks” might range from 6 to 12 weeks, depending upon the occupation, economy, and/or applicant’s verified job search efforts; or
- Physical Limitations or Disabilities- Newly acquired physical limitations or injuries occurring away from the job may make an individual unlikely to return to the previous occupation; such individuals are dislocated workers if they meet the dislocated worker definition and fit one of the categories.
- Other Factors- Factors that can be recorded in the participant’s file from written or verbal sources, including counselor judgment.

(J) A description of how the Local Board will interpret and document eligibility criteria for “requires additional assistance to complete an educational program or to secure or hold employment” as set forth in the State’s Guidance and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII);

In order for a Kanawha County youth to qualify for services using the criteria “Is an individual (including youth with a disability) who requires additional assistance to complete an education program, or to secure and hold employment,” the following conditions must be met per state guidance:

- Verification obtained from a professional source
- And must include the following:
 - Must be between the ages of 16 and 24
 - Not attending school
 - Requires additional assistance to complete and educational program or secure and hold employment.
 - Meets one or more of the following conditions:
 - School dropout

- A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year
- calendar quarter
- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner
- An offender
- Homeless / Runaway
- Foster care or Aged-Out of Foster Care
- Eligible for assistance under section 477 of the Social Security Act
- An individual who is in an Out-of-Home placement
- Pregnant or parenting
- Individual with a disability
- Low-income individual who requires additional assistance

Region III WDBKC offers supportive service and needs-related payments for Adults and Dislocated Workers to support the employment and training needs of priority populations. Support Service may include transportation, childcare, dependent care, housing and other services that are necessary to enable an individual who is unable to obtain the services from other programs to participate in activities authorized under WIOA.

(K) A description of the documentation required to demonstrate a “need for training.”

The Region III career planner will review case records and determine the following: Eligibility and the need for training services is supported by and documented in the case record and meets the following criteria:

- Is in a “priority of service” category, if any, as established by Region III WDBKC
- Participant has been determined to be unable to obtain or retain employment through basic services (documented in case notes)
- Participant has been determined to need training services (through interview, case management, evaluation or assessment and as documented in case notes)
- Participant has been determined to have the skills and qualifications to successfully complete the training program services (through interview, case management, evaluation or assessment and as documented in case notes)
- Participant has selected a program of training directly linked to the employment opportunities (demand occupations) in the local area or another area in which the individual is willing to relocate (case file documents process of determining link to employment opportunities)

Region III uses TABE to determine initial skill levels in reading and math. Career Planners will review the individual’s work history and current skills and abilities to determine a need for training.

(L) A description of how the Local Board will provide the fourteen required program elements for the WIOA Youth program design.

The Region III WDBKC WIOA-Youth program is under contract through the RFP process. The Youth provider is required to provide the 14 program elements. Monitoring reviews are held bi-annually for fiscal and performance management. The Youth proposal is out for bid every 3 years.

Elements are described in (O) below.

(M) A description of the steps the Local Board will take to ensure at least 20% of Youth Funds are used for work-based training activities.

Region III WDBKC receives a monthly financial and programmatic report from the youth provider. Through consistent monitoring, WDBKC ensures a minimum of 20% of Youth Funds are utilized for work-based activities. Additionally, we have intensive monitoring activities scheduled with the service provider twice a year, or more if there is a need.

(N) A description of the Local Board's plan to serve 75%+ out of school youth and identify specific steps that have been taken to meet this new goal; and

Due to the shift of funding for Youth to 25% In-School and 75% Out-of-School, WDBKC is focusing 100% of funding on the Out-of-School Youth program while coordinating efforts with DRS and Dept. of Education to assist youth who are still in secondary school and transitioning out of secondary school.

(O) If the Local Area has contracted with youth service providers, provide a list and description of services:

Region III WDBKC contracts Youth Services every three years, with the contract being renewed annually, providing services are satisfactory. The Youth Provider is required to provide the 14 elements under the WIOA. The elements are as follows:

Element #1: Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential

Tutoring and Study Skills instruction will be provided to combat the low basic skill levels experienced throughout the region by many Out-of-School Youth. Tutoring and/or Study Skills Instruction will be provided through Peer Tutors, Mentors and local Literacy Volunteer Programs. Youth functioning below an 8.9 basic skills grade level will be required to attend ABE or tutoring prior to exiting the program. Standardized Pre-Tests and Post-Tests utilizing the TABE will be provided to determine initial basic skill levels and subsequent increases in basic skill levels.

Completion of secondary educational requirements, for Out-of-School Youth between the ages of 16-18 who drop out of school will be a priority. Tutoring and ABE classroom instruction will be used for Out-of-School Youth who are not able or willing to return to the regular classroom. Dropout prevention will be available through group/individual counseling and mentoring.

English for non-English speaking participants will be provided through individual or group sessions. Garnet Career Center offers English as second language training Monday through Friday. Local ethnic groups/organizations and/or schoolteachers will provide another resource for this service.

Instruction for Basic Skills Remediation and Attainment will also be provided, through the program, to combat high dropout rates and low basic skill levels experienced throughout the region by many Out-of-School Youth.

ABE/TASC instruction will be provided through agreements with Mountain State Educational Services Cooperative (MSESC) to offer Adult Basic Education Programs.

Element #2: Alternative secondary school services, or dropout recovery services, as appropriate

Alternative school services will be provided by accessing existing resources in Region III. Out-of-School Youth are expected to have a limited need for alternative schooling; however, where appropriate, youth will be encouraged to return to a traditional school setting, such as, an alternative learning center to complete their high school diploma. Alternative services, for participants with disabilities, will be provided by the local WV Division of Rehabilitation Services and will consist of TASC preparation, Adult Basic Education, and remedial educational services, when appropriate.

Element #3: Paid and unpaid work experiences that have academic and occupational education as a component of the work experience

Studies indicate that many "at-risk" youth are willing to work, but they lack the knowledge or experience of the "World of Work". Exposure to different occupations and work environments in graduated stress environments, will better prepare participants for full-time, unsubsidized employment by reducing their employment anxiety, assisting in obtaining an interesting job, providing meaningful skills development, and providing a monetary transition incentive to move to self-sufficiency. Activities will be customized to the needs of each participant and ensure work activities are also tied to the needs of employers.

Participants will be offered paid/unpaid real work activities to develop skills which enable successful transition to the workplace. These work activities will be customized to each participant's assessed career interest and employment goals.

HRDF will work with local resources to expand opportunities for youth to learn about various careers and options in their local area. Expos, Transition, and Resource fairs will be attended on an individual and group basis, and partnerships with the local Boards of Education will ensure that all youth, in or out-of-school, have access to activities. HRDF will engage in the planning and implementation of two major youth events, such as a local job fair throughout the program year. One of these events will specifically target transition services for individuals with disabilities, and by partnering with the West Virginia Division of Rehabilitation Services in order to offer a seamless career pathway for those that may experience barriers. Activities may include summer/year-round employment opportunities, pre-apprenticeship programs, internships and job shadows, and on-the-job training opportunities. Joint partnerships will be sought with agencies and employers to strengthen job seeking efforts.

Work opportunities will be provided through one or more of the following paid/unpaid work activities:

Occupational Exploration Toward Employment (OETE)

OETE is designed to provide an opportunity to acquire a meaningful work activity and develop skills that enable a successful transition into the workplace. They will occur in the public/private nonprofit sectors for up to 120 hours per occupation. Placement at a site will be determined by the participant's assessment results and employment goals. A competency-based training outline will be developed for each contract and will describe the method in which the participant will learn skills related to the experience. Since customers will often participate in other activities on a part-time basis while participating in work experiences, scheduling will be flexible.

Staff will monitor each contract to assure the training outline and appropriate training methodology is followed. Additionally, a Monthly Evaluation/Progress Report will be conducted with the participant to gauge their progress and attainment of learning objectives. HRDF is responsible for paying all stipends and wages for youth work experiences. All required liability and worker's compensation measures are in place, as HRDF has a longstanding history of expediting successful payroll to staff and participants.

Through participation in work activities, youth will develop sound and acceptable work habits and ethics; foster positive attitudes and a high level of motivation toward employment; develop occupational skills; gain self-confidence regarding employment; develop proper employee behavior; time management; interpersonal relationship skills; and, enhanced academic skills (i.e., math, language, grammar, etc.). To compliment worksite activities, Occupational Skill Training and/or ABE/TASC will be offered to enable the participant to overcome personal development and occupational skill deficiencies that preclude their ability to obtain employment, sustain employment, and advance in their chosen career choice.

On-the-Job Training

Employers may opt to participate through On-the-Job-Training (OJT) contracts where they hire the youth and are responsible for paying all wages and retaining the employee upon completion of the contract. Employers are then reimbursed a portion of the wages on a monthly basis, as an incentive for hiring the youth. These contracts can also be paired with successful completion of an OETE contract, described above. HRDF will also utilize On-the-Job-Training funded through the Region III Workforce, Employment for Independent Living Program (EFILP) or any other OJT program for which the youth would be eligible for in Region III, if and when appropriate.

Job Placement

Full-time, unsubsidized employment in a participant's goal-related occupation is one of the primary objectives of the youth program; and job placement and eventual follow-up services will be provided.

This activity is designed to not only link program participants with employment opportunities but provide a supportive environment in which transition from training to "real work" will occur. Staff will work in concert with the participant to focus on employment opportunities that are suitable and realistic to pursue. Staff will also establish rapport with employers in an attempt to dispel any stereotypical fears or apprehensions they may have in terms of hiring young "at-risk" adults. Staff will educate participants and employers regarding subsidies, tax credits, and the various training programs available locally; as well as, ongoing support and monitoring activities. Additional support will be offered through Job Retention Counseling Services. Historically, youth have difficulty gaining employment; in addition, retaining employment and advancing on-the-job is hard due to a variety of reasons (insufficient supportive services, unreliable transportation, poor work ethics, weak personal skills, family problems, negative peer pressure, etc.). This realization has prompted the overall design of the program and related activities.

Job Retention and Advancement

Retention and Advancement will also be accomplished with ongoing counseling and support provided by program staff. Staff will closely monitor and evaluate the participants' progress during transition into subsidized, unsubsidized, or self-employment, along with assisting in the identification and remediation of problems and issues which jeopardize employment status. With assistance from the employer, staff will identify

and address the skill, experience, and proficiency levels necessary for advancement within the organization. Staff will provide encouragement and counseling, which will enable the participant to reach their advancement goals. It is anticipated this ongoing support will greatly increase job retention levels for all participants. Job Retention and Advancement will be reinforced as a post-employment activity.

Element #4: Occupational Skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123

Occupational Skill Training will provide the skills necessary to successfully perform work-related functions within an industry sector. Occupational Skill Training will be provided through external resources; local Vocational Technical Schools; community-based service providers; as well as internal resources. Other options may be apprenticeship trade schools. Staff will assist youth with exploring training options, completing applications for training and identifying/applying for financial aid. In any case, a strong emphasis on work will be present, regardless of the training experience.

Element #5: Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupation cluster

Linking Occupational Skill Training to education activities will provide a seamless flow of activities once an industry sector of interest is identified. Utilization of several online resources will help guide these activities. These resources include West Virginia's Strategic Compass, O*NET, and My Next Move. Linking with local Vocational Technical Schools; community-based service providers; and, internal resources will ensure that each individual interest will be considered, and referrals made to seek available opportunities. Training may be accessed through Individual Training Accounts and On-the-Job Training activities. Other options may be apprenticeship trade schools. Staff will assist youth with exploring training options, completing applications for training, and identifying/applying for financial aid. HRDF will link participants with WV Partnerships to Assure Student Success (WVPASS) to assist in the financial aid component of post-secondary education. WVPASS is a state initiative of national and state partners, funded in part by the Department of Education and the Arts, who support WV communities by providing training, technical support, and resources for youth and community development.

Element #6: Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors

Leadership Development will be one of the most important and unique services offered. This principle-centered Leadership Program will provide participants with the knowledge, skills, and ability to develop solid work ethics, values, and character to make effective and appropriate decisions. Leadership Development and related activities will, in essence, be the glue which holds participants and staff together to create a strong foundation. Participants will develop personal and group goals, create and develop personal vision, foster group and supervisory leadership skills, as well as, develop problem-solving and analytical skills. All of the personal leadership skill areas are designed to enhance the participants' academic and vocational skills in order to become mature, responsible, and career-oriented employees. Specific Leadership Training in such areas as: citizenship, parenting skills, work behavior, and budgeting will be offered throughout the program.

The goal is to develop participants who have made a commitment to excellence and are determined to achieve it. An additional outcome of Leadership Development will be the opportunity for each participant to develop

and provide community service in his/her communities. Leadership development will provide participants with the knowledge, skills, and ability to develop solid work ethics, values, and character to make effective and appropriate decisions. Participants will develop personal and group goals, create and develop personal vision, foster group and supervisory leadership skills, as well as, develop problem-solving and analytical skills.

Leadership Workshops

Youth Leadership Projects will be developed and made available to youth as part of year-round activities. Projects may include summer camps, community improvement/service-learning activities, participation in fieldtrips, and/or instructional workshops. HRDF will also enlist the assistance of educators from local colleges, civic organizations, and businesses to provide Leadership Skills Training. Youth who are exceeding academically will be encouraged to tutor their program peers. This will be accomplished in structured environments provided either directly through the program or through program partners.

Community Service/Character Development

HRDF will initiate a new approach for community service and character development by assisting youth in becoming involved partners within their communities throughout the region.

This community and economic service movement will provide youth with a wealth of leadership and practical experience related to supporting their communities through personal giving. These experiences will prove essential to empowering rural youth by giving them the skills and tools they need to strengthen and sustain their communities. Community service/economic development opportunities will be developed through collaborative efforts between the Career Pathways Program and local agencies and businesses. This collaboration will lead to the charge for positive youth development tailored to the unique needs of the communities and program youth.

It is envisioned that participation in these initiatives will also improve the ability of youth and adults to collaborate with diverse community members to identify local issues and develop strategies for addressing them. It is also anticipated that youth and adults alike will develop positive attitudes toward the role of youth in communities and that youth will feel that they have a vested stake in their community.

HRDF will coordinate with the community to assure recognition of the youth when projects are completed. This will be accomplished through kick-off events developed with the sponsoring entity to establish community awareness. Recognition banquets or other celebratory events to publicized and tout individual/program accomplishments, will be held. All community service and/or service-learning events and outcomes will be publicized to the advantage of the program and the respective sponsoring agencies. HRDF will utilize its Facebook page and HRDF's Website to promote the program and the positive effects it has on the community.

Element #7: Supportive Services

Transportation –Transportation for youth to engage in education and employment activities is an ongoing issue across the state. If not addressed as part of the orientation process and incorporated into goals and objectives, this barrier may decrease the ability of a youth to be successful. HRDF will offer support pertaining to transportation that is customized to the needs of each individual. When initiating services and activities, staff will provide transportation to youth, in order to reach their employment or community service locations. This will allow youth to understand the importance of securing transportation and let them see what they are capable of when they are offered an opportunity. This will only be offered at the initiation of activities, as

their ISS should include steps that increase self-sufficiency. HRDF company vans will be available for these purposes.

HRDF will work with transportation providers in Region III WDB area to coordinate and/or develop additional transit resources for program participants, such as purchasing a monthly bus pass so that a youth can go to and from their worksite.

Training-Related Needs-Based Payments- Participants will be eligible for a \$3.00 per hour needs-based payment for each hour spent in classroom training or unpaid work activities, such as: internships, and community services.

Certificate Acquisition Incentive -Youth will receive a \$100 incentive for completing their TASC, or another recognized industry certificate.

Employment Placement Bonus - Youth will receive a \$1 00 incentive for retaining unsubsidized employment for 90 days.

Measurable Gains Incentive -Youth will be eligible for a \$50 incentive based on their ability to achieve measurable gains, as evidenced by the criteria described in the new WIOA performance measures.

Support agencies will be asked to offer assistance where applicable. For example, local Red Cross groups offer CPR/First Aid at a reduced rate; local Christian organizations traditionally provide clothing and emergency financial assistance; local clinics provide medical screening and physical examinations to participants at no cost; and, local homeless shelters provide emergency housing assistance, if necessary.

Element #8: Adult Mentoring

Mentoring will be mandatory throughout the course of a participant 's program experience. The Elements of Effective Practice for Mentoring model will be followed in order to develop the highest quality outcomes. Mentoring activities will address issues such as: goal setting, career exploration, motivation, methods to enhance academic performance, and social skills. In addition to adult mentoring provided by staff and educators, volunteers from local businesses, fraternal organizations, such as Jaycees, Rotary, Lions, etc. will be identified and linked with individual participants through an ongoing one-to-one mentoring relationship, when deemed necessary and appropriate. Mentors will be carefully screened to ensure quality matches are made, with consideration of diverse backgrounds. As part of the screening process, Mentors will be required to engage in a comprehensive criminal background check. This includes searching a criminal records database along with the sex offender and child abuse registries. Mentoring will also be provided through the program's Occupational Exploration activities. Personal, professional, and social guidance and support will take place in this important ongoing program component. Retention of suitable Mentors will improve overall outcomes for youth. Mentors will participate in a variety of training opportunities in order to prepare them. Mentors will engage in training which includes orientation regarding company and program policies; goals and expectations; appropriate obligations; ethical issues and diversity; effective closure strategies, including exit interview measures; and, additional resources for assistance, which are available for Mentors. Studies show the longevity of a mentoring relationship is directly correlated to the overall positive impact. Relations which do not last can have a detrimental effect on the self-worth of the participant. All participants will be provided mentoring services for not less than 12 months.

Element #9: Follow-up services for not less than 12 months after the completion of participation

Ongoing Follow-Up and related services will be essential to each individual's success, as well as, the overall success of the youth program. These services will be similar to a case management approach and will entail periodic contacts that may include reassessments, information and referral to needed community services, additional training opportunities, supportive services, life skills training, or other advocacy-related services designed to support continued success for each participant. Follow-Up activities will be provided for a minimum of 12 months following program completion. Based on each individual's needs, Follow-Up may include liaison with a participant's employer, job advancement services, continued adult mentoring, support groups, and additional supportive measures. The frequency of Follow-Up will be determined on an individual basis. Both telephone and face-to-face contacts will be used to provide Follow-Up services. Program staff will document Follow-up contacts on a monthly basis.

Element #10: Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth

Comprehensive Counseling and Guidance Services will be offered internally through program staff and externally through collaborators in the community to afford each participant day-to-day assistance with personal and career issues. When necessary, referrals will be made to external organizations with expertise in specific areas of need. Initial and ongoing assessments will allow staff an opportunity to identify specific counseling needs, including counseling for drug and alcohol abuse. Resources will be available through area mental health agencies, Division of Rehabilitation Services, and Family Service agencies to ensure that issues are addressed.

Element #11: Financial Literacy Education

HRDF recently gained access to Financial Literacy technical assistance through the Consumer Financial Protection Bureau (CFPB), to integrate financial capability services into youth employment programs. MVB Bank will be providing trainings related to Financial Literacy Education and offer a unique aspect of being a local bank that is currently expanding services across the state. In the event their services are not yet available locally, HRDF will enlist additional partners for specific needs, however, MVB will still offer the educational opportunities agreed upon. MVB is ranked among top banks in the country and will add value to the work readiness and career services offered throughout the program. Activities supported by this initiative include: support, tools, and technical assistance to integrate age-appropriate financial education, and build partnerships to improve access to affordable financial services for youth jobseekers; provide trainings on youth specific financial capability strategies to staff; sharing promising practices and lessons learned; and, the distribution of CFPB financial decision-making tips and tools. This service will be integral to the success of youth in the program, allowing them to become as self-sufficient as possible. Services pertaining to Financial Literacy will be multi-faceted. Activities will support the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals. Youth will gain knowledge regarding the ability to manage spending, credit, and debt effectively, and will increase youth awareness regarding the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy and their effect on credit terms.

Financial Literacy will include supporting the ability to understand, evaluate, and compare financial products, services, and opportunities. All Financial Literacy activities will include built-in support for non-English speakers through the development and distribution of multilingual educational materials. HRDF has developed an in-

house curriculum to meet this need. It includes activities that assess the levels of knowledge surrounding Financial Literacy upon entrance to the program and upon completion of activities; hands-on group and individualized lessons specific to skills required for self-sufficiency; guest speakers; and other workshops that will enhance their ability to handle finances and make informed decisions as youth enter the world of work.

Counseling on Social Security Administration Benefits, Waivers, and Work Incentives will be available for those that receive benefits from SSA. Access to a Community Work Incentives Coordinator/Benefits Counselor will be available throughout the course of youth participation, so they understand how work and school affect benefit eligibility and have the support and knowledge to navigate through various benefit systems. Counseling will be provided on, but not be limited to: Student Earned Income Exclusions (SEIE)'s, General Earned Income Exclusions (GEIE)'s; Plans for Achieving Self-Support (PASS), Continuing Disability Reviews (CDR), or Age 18.

Medical Redeterminations, and Individual Development Accounts (IDAs), provided they are available. Benefits counseling will be an on-going service available to youth and their families at their request; or, on an as needed basis during participation through a referral process and intensified when the youth is prepared to transition to work.

Element #12: Entrepreneurial Skills Training

Entrepreneurship will be a focus of the program for youth who aspire to start their own business or organization. Entrepreneurship offers a career pathway that: enhances creativity and innovation, builds self confidence in people, serves as a tool for nation building, and serves as the engine of growth for the nation's economy. Providing exposure and awareness pertaining to the possibility of entrepreneurship will allow staff to identify interested participants and make the necessary linkages for the participant to move forward as a small business owner. Entrepreneurs are leaders willing to take risks and exercise initiative. They take advantage of market opportunities by planning, organizing, and employing resources, often by innovating new or improving existing products. By exploring this opportunity through activities with the Career Pathways Program, youth may form bonds amongst their cohorts which could turn into long term business relationships. Many high value entrepreneurial ventures seek funding in order to raise capital for building their own business. There are organizations that exist to support would-be entrepreneurs, including specialized government agencies and formal business incubators. Training activities may include activities such as: discussion of entrepreneurship importance; brainstorming group sessions; visits to local small businesses and organizations; role playing; discussing advantages and disadvantages; and, linking activities with financial education regarding wage reporting and taxes. Career Pathways staff will strive to provide information and referrals for interested participants, as this would add a great deal of value to the program and the community, as a whole. HRDF has developed an in-house curriculum to meet this need. It includes activities that gauge interest in Entrepreneurism, exposure to successful small businesses in the local area, and skills-based activities to foster success as a small business owner.

Element #13: Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services

The West Virginia Strategic Compass online resource will help create a knowledge base of awareness pertaining to career pathways and the feasibility of working in certain industries. Matching career interests with industries that have a bright outlook moving forward will be integral in the long-term sustainability of chosen work activities. Career guidance will begin with the identification of a primary career interest. Youth often think they know what career path they wish to follow; but, will frequently change their mind. Consequently, other resources must be

used to determine a direction to take. Such resources often include: Career Interest Inventories, Career Exploration Videos, Internet Research, Guest Speaker Workshops, and Business/Industry Site Tours. Using the US DOL's O*NET Interest Profiler, youth identify their personal interests and the occupations and careers that are closely related. The My Next Move online resource, provided in conjunction with the O*NET website, will be an activity each participant will engage in on their path to work readiness. The O*NET resource brings all elements together, as you can identify specific open positions and training opportunities directly from the job description. These resources, when used in conjunction with each other, provide comprehensive guidance on moving forward in any industry.

National initiatives surrounding exposure to work will allow youth to engage in a multitude of activities, as well as, garner publicity through social and print media that recognize participation in these national efforts. These activities include National Groundhog Job Shadow Day (NGJSD), and National Disability Mentoring Day (DMD).

NGJSD is a national campaign that gives youth a new perspective on their studies through hands-on learning and a one-day mentoring experience. Participating youth are paired with a mentor who they will "shadow" throughout the day to experience how the skills they learn in the classroom can be applied to the real world. This event also provides an opportunity to introduce future employees to the vast array of careers available in the lodging industry, as well as supports our industry's community efforts. NGJSD is a joint effort of America's Promise - Alliance for Youth, Junior Achievement, and the U.S. Department of Labor. Nationwide, more than one million students and 100,000 businesses participate, and last year, more than 2,000 restaurants and hotels hosted nearly 20,000 students. Activities can be coordinated with a number of businesses or housed at one local employer that may offer a variety of positions and career options, such as a hospital.

DMD is an international event hosted by the American Association of People with Disabilities (AAPD), in collaboration with the Office of Disability Employment Policy (ODEP). Disability Mentoring Day is held on the third Wednesday of the month of October, which is National Disability Employment Awareness Month (NDEAM). Disability Mentoring Day is an international event hosted by the American Association of People with Disabilities (AAPD) in collaboration with the Office of Disability Employment Policy (ODEP) to promote career development for students and jobseekers and make employers aware of an available pool of qualified candidates.

This program started as National Disability Mentoring Day in 1999 in the White House, as a program to increase the profile of National Disability Employment Awareness Month, which is celebrated every October. The program began with just three dozen participants. In 2001, National Disability Mentoring Day was passed to AAPD to administer and build; that year, participation included more than 1,500 students and jobseekers, hundreds of public and private employers, and more than 70 Local Coordinators in 32 states plus Washington, D.C. 2004 had 9,000 mentees participating in every state plus Washington, DC, Puerto Rico, the U.S. Virgin Islands and 14 other countries, 250 Local Coordinators, and more than 2,500 employer mentors. Having a positive role model often allows an individual to pursue their full potential. Engaging in this opportunity for mentorship offers the chance for youth with disabilities to expand their horizons, solidify career goals and learn what life is like on the job.

The national activities described above offer materials such as sample press releases, memos to staff, and event certificates to assist in promoting the event and ensuring a meaningful, well organized event.

Element #14: Activities that help youth prepare for/transition to post-secondary education and training

Each component outlined throughout the Key Elements outlines a framework of activities which lead to post-secondary and training activities, which then lead to gainful employment. Worksite tours, Vocational and Community College tours, and general awareness of industries will assist each participant in determining which

career path they will excel in. Staff will assist youth with exploring training options, completing applications for training and identifying/applying for financial aid. HRDF will link participants with WV Partnerships to Assure Student Success (WVPASS) to assist in the financial aid component of post-secondary education.

WVPASS is a state initiative of national and state partners, funded in part by the Department of Education and the Arts, who support WV communities by providing training, technical support, and resources for youth and community development.

(P) A description of how the Local Board will provide basic and individualized career services to customers. The description should explain how individualized career services will be coordinated across program/partners in the American Job Centers, including Vocational Rehabilitation, TANF, and Adult Education and Literacy activities. This description should specify how the Local Area will coordinate with these programs to prevent duplication and improve services to customers.

Region III WDBKC provides basic and individualized career services to customers at our American Job Center located at 1321 Plaza East, Charleston, through a number of partners.

WDBKC will determine the needs of each customer based upon their application, testing and interview. Career planners will coordinate with WIOA partners as well as other community organizations to assist customers in meeting their personal and educational goals.

All current partners have management information systems that are customized to meet the needs of their programs. WorkForce West Virginia, West Virginia Division of Rehabilitation Services, and Adult Education will each make the necessary changes to their systems to collect the required data elements. These three partners have already come to a general agreement on aligning technologies and data systems as per the state plan.

Initially, common data elements will be shared among the partners through a regular file exchange; ultimately linkages will be put in place to allow partners to access the information in real time. Employment and wage data will be shared with partners to the extent allowed by the WRIS/WRIS2 agreement per the state plan.

The newly developed IT system, one developed and on-line, will allow our partners a more user-friendly, accessible way to follow and track customers.

Currently, the MACC is WorkForce West Virginia's management information system that covers all US DOL programs that are managed by WorkForce WV, except for Unemployment Compensation systems where an interface allows for the immediate transfer of registration data from the UC benefits payment system to the MACC. Going forward, all partners will add interfaces to their information system that will allow real time exchange of participant tracking among all systems partners. Currently, our career planners are using a paper referral to those partners not using the MACC.

Once systems interfaces are established, the system will allow career planners or case managers to streamline the intake process by eliminating the need to duplicate data that is already available in the partner systems. The goal of the new system is to allow the tracking of an individual's participation in all programs, including services received or scheduled, individual development plans, outcomes, and other pertinent information.

With integration of service delivery, it is anticipated that more WIOA customers will access core partner services. Core partners have gathered data about the current strategies and resources devoted to basic skills development;

researched the current and projected need; learned about promising practices for system redesign; and engaged diverse stakeholders in conversations about improving adult learning opportunities and results.

(Q) Describe the Local Board’s follow-up services policy. This should include follow-up requirements, frequency of contact, and required documentation.

Follow-up services must be made available, as appropriate—including counseling regarding the workplace—for participants in adult or dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

SECTION V: WAGNER-PEYSER FUNCTIONS

This Section should include --

(A) A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.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.

Wagner-Peyser Employment Services are physically located at 1321 Plaza East, Charleston. The following services may be identified and determined by either partner staff member: determination of participant eligibility to receive assistance under Subtitle B of Title 1 of WIOA; outreach, intake, and orientation to One-Stop; initial assessment of skill levels, aptitudes, abilities, and supportive service needs; labor market information; performance information on local area and One-Stop delivery system; provision of information about and referral to supportive services such as child care and transportation; assistance in establishing eligibility for financial aid assistance not funded under WIOA, but potentially available in the county from other resources; career counseling, job search/ placement assistance; and provider performance and program cost information.

(B) A description of how the Local Board will utilize the Wagner-Peyser program to provide access to local workforce development services for Unemployment Insurance claimants.

Unemployment Insurance services are co-located in the Charleston Career Center located at Plaza East. Wagner-Peyser staff provide assistance to customers in unemployment claims when needed and will provide information on and referral to training and education opportunities where appropriate. Since WIOA staff and Wagner -Peyser staff are just 2 blocks away, it is convenient to make referrals between UI, Employment Services, and WIOA programs.

(C) If applicable, a description of how the Local Board will ensure that migrant and seasonal farm workers in its Local Area will be provided employment services.

WorkForce West Virginia has a data collection and performance system, the MACC, that collects data on Migrant and Seasonal Farm Workers.

Initially, common data elements will be shared among the partners through a regular file exchange; ultimately linkages will be put in place to allow partners to access the information in real time. Employment and wage data will be shared with partners to the extent allowed by the WRIS/WRIS2 agreement per the state plan.

During the farm workers’ registration/orientation process the full array of services which a MSFW may choose to utilize are explained to him/her, as well as written materials regarding community services are distributed to everyone.

Farmworkers are unique because they have chosen to perform labor intensive work to help put food on the family table for themselves and others. Today, with the big corporate farms dominating specific food markets; independent farmers cannot compete with big farms in automation, marketing and distribution.

Therefore, family farm owners generally pay minimum wage which may not be a “livable” wage for a person responsible for meeting the needs of his/her family members.

The majority of the WV farms are family farms and family members and friends generally, are able to complete required tasks related to farming activities. However, the medium to large farm owners depend upon securing local workers as well as foreign workers to ensure they have sufficient labor to meet their respective needs. In 2014 WV agricultural employers received certification for (37) H2–A workers and the state ranked 37th out of 50 states for certification of H2–A workers. Upon reviewing the state’s last four (4) years of foreign labor certification data, the number of H2–A agricultural employers in the state has more than doubled with a corresponding increase in foreign laborers working in the fields and orchards.

The agricultural employers in this state are experiencing serious problems locating, hiring and keeping local agricultural workers who are willing, able and available for work. The work is labor intensive, and many farms are located in rural areas some distance away from public transportation. Many U. S. workers in WV have refused these farm jobs and informed employers they cannot work for the following reasons:

- a. the physically demanding work requires a worker to be outside in extreme temperatures
- b. the pay is too low
- c. they do not have transportation to the job site d) they do not have a valid driver’s license

SECTION VI: TITLE II – ADULT EDUCATION AND FAMILY LITERACY FUNCTIONS

This Section should include --

(A) A description of how the Local Board will coordinate workforce development activities in the Local Area integrating the provision of adult education and literacy activities under Title II of WIOA, including, but not limited to, the implementation of the career pathways model.

West Virginia adult learning system is comprised of a network of service providers. Together these organizations operate the state's toll-free Adult Education Hotline, 1-800-642-2670, which connects potential adult learners with appropriate programs in their area.

Basic Skills Deficient – An individual unable to compute or solve problems, read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

West Virginia’s overall adult education and literacy programs assist adults in becoming literate and obtaining the knowledge and skills necessary for employment and self-sufficiency, assists adults who are parents in obtaining the educational skills necessary to become full partners in the educational development of their children, and assists adults in completing a secondary school education.

For WIOA purposes, the State further defines Basic Skills Deficient as an individual who:

- Lacks a high school diploma or high school equivalency and is not enrolled in secondary education.
- Enrolled in a Title II Adult Education/Literacy program.

- Reading and/or Math assessment at an 8.9 or below grade level. (TABE Testing)
- Determined to be Limited English Skills proficient through staff-documented observations.
- Other objective criteria determined to be appropriate by the local area and documented in its required policy.

There has always been a strong history of coordination and referral between the Region III WDBKC, the Career Center system, and adult education entities in the region and that relationship continues under WIOA. Orientation sessions and other joint activities are shared between partner locations to maximize services. Referrals are routinely made between the organizations in cases where customers served initially by one organization are deemed to be able to benefit from services provided by the other.

Adult Education Programs are expanding to include career pathway programming, either as a stand-alone program, or in collaboration with CTE and CTC programs. Career pathway programs provide contextualized instruction in basic academic skills (Reading, Writing, Listening, Speaking Applied Math, and Digital Literacy) including industry-specific vocabulary, critical thinking, and work readiness skills. Many programs are available in Region III and career counselors check routinely for updated and enhanced classes.

The West Virginia Department of Education will support the transformation and modernization of career and technical education (CTE) and align CTE with the career pathways recognized by the State. Region III has three Career and Technical Centers within the area: Carver CTC, Garnet CTC, and Ben Franklin CTC.

(B) A description of how the Local Board will coordinate efforts with Title II providers to align basic skills and English language assessments. The description should include:

- ***An outline of the agreed upon steps that will be taken to align basic education skills and English language assessments within the local area, including, but not limited to, any Memoranda of Understanding entered into by the workforce development and adult learning partners;***
- ***An identification of how assessment scores will be shared among WIOA Title I areas and Title II providers (Consideration must be given to the Federal Education Rights and Privacy Act (FERPA));***
- ***An identification of who will conduct which of the approved assessments (including for Trade Participants) and when such assessments will be conducted, consistent with this policy;***
- ***An outline of how the local area will coordinate testing between workforce development and adult education providers; and,***
- ***An outline of how the local area will ensure that test administrators are to be trained in accordance with this policy and applicable testing guidelines as set forth by the applicable test publisher.***

The Adult Basic Education (ABE) Unit of the Division of Technical and Adult Education Services offers basic education services to individuals 16 years of age and older who are not officially enrolled in public schools.

Region III Workforce Development Board of Kanawha County has a Memorandum of Understanding on file with Executive Director of DOE/AE.

The uniformity of the MOU states that AE will provide basic academic skills, job readiness skills, English Language Acquisition (ELA), distance learning, and academic assessments for adults enrolled in AE.

Adult Education will provide instructors, instructional materials, and classroom supplies to enrollees. WDBKC will make referrals based on initial assessments.

Adult Education staff is charged with support and implementation of the new common performance measures; conducting rigorous research and evaluations; and carrying out an independent evaluation of adult education and literacy activities every four year.

The Adult Education Programs will be designed to: (1) to prepare adults who are English language learners for, and place them in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency; and (2) to integrate with the local workforce development system and its functions to carry out the program.

Assessments for participants in Adult Education programs must be suitable for use in the National Reporting System for Adult Education. West Virginia Adult Education programs currently utilize three academic assessments:

1. Basic English Skills Test (BEST)
2. Test of Adult Basic Education (TABE)
3. Comprehensive Adult Student Assessment Survey.

Region III TABE testing is done by certified WIOA and/or Wagner-Peyser staff test administrators in the Charleston Career Center for WIOA participants as well as Trade or apprenticeship participants. TABE test results may be shared with the adult education centers, as the test given at the adult education centers may be shared with the Charleston Career Center staffs. Per the Family Education Rights and Privacy Act, test information may be shared with permission by the participants.

TABE test administrators have been trained and certified to administer the TABE test and have on hand the test administration handbook when administering the tests.

C) A description of how the Local Board will ensure that the individual appointed to represent Title II services on the Board will coordinate with all Title II Grant Administrators in the Local Area in a uniform, regular and consistent manner.

Region III WDBKC has Marsha Mullins representing MDESC on our local board, attending bi-monthly meetings and also chairs Region III WDBKC Youth Committee. The Youth Committee meets quarterly with training providers and one stop career center partners. The Region III Board also has Laura McCullough, VP-Workforce, representing the West Virginia Community and Technical College System. She also is on the WDBKC Youth Committee. Additionally, WDBKC routinely meets either in person or by phone, with BridgeValley's Workforce team to freely discuss employment and training matters, and to review new and/or proposed programs, including those that are revised.

(D) A description of how adult education services will be provided in the American Job Center system within the Local Area.

Adult Education Services will be provided in the American Job Center system within the Charleston Career Center and is an integral service offered.

Adult Education will provide their core services such as Basic Academic Skills, Job Readiness, Literacy Services, English Language Acquisition (ELA), Distance Learning, Academic Assessments for adults enrolled in AE.

The WIOA core partners work, in tandem, on many workforce development activities. The partners all have memorandums of understanding on file with Region III WDBKC and also collaborate on specific projects at local levels. For example, West Virginia Division of Rehabilitation Services and Adult Education are collaborating with a university to assist adult education students in transitioning to post-secondary education through a curriculum that teaches time management, a basic math refresher, and any other identified needs for individuals with disabilities returning to post-secondary education. West Virginia Division of Rehabilitation Services, WorkForce West Virginia, and Adult Education also collaborate in all workforce development regions as part of WIOA One-Stop Management Partner meetings with local development groups to better identify and facilitate needed services for the local area.

Continuing collaboration with American Job Center partners is a major focus with the intent to provide job seekers and employers alike with the best possible outcomes to strengthen and boost the local area's economy and offer a participant a chance of sustainable, viable employment opportunities.

Section VII: VOCATIONAL REHABILITATION FUNCTIONS

This Section should include --

(A) A description of the cooperative agreements (as defined in section 107(d)(11)) between the Local Board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (West Virginia Division of Rehabilitation Services) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

West Virginia Division of Rehabilitation Services (WVDRS) provide an array of high-quality services to the individuals of Kanawha County. WVDRS emphasizes the provisions of pre-employment transition services to students with disabilities, both statewide and at the local level. As with workforce, WVDRS makes routine referrals to their participants to our other service partner agencies including Workforce WV, Adult Education, Veterans Services and others. West Virginia Division of Rehabilitation Services is committed to aiding customers to reach their employment goals.

Region III Workforce Development Board of Kanawha County has an active partnership with our local WVDRS and has in place a current MOU signed by our local District Manager. Additionally, Region III has as a past practice, routinely signed MOUs directly with West Virginia Division of Rehabilitation Services leadership.

Region III has a very good relationship with WVDRS through the participation of the District Manager as a local board member and through his service as a core partner of the Region III Career Center. The District Manager or another member from WVDRS regularly attend special functions with Region III such as job fairs and Rapid Response sessions and bimonthly board meetings.

The local Region facility for West Virginia Division of Rehabilitation Services is conveniently located at 4701 MacCorkle Avenue, SE, Charleston, WV 25304. They can be reached locally on 304-356-2371 or toll free, 1-800-642-8207.

Additionally, local services are available at the Kanawha Area One-Stop, 405 Capitol Street, Suite 907 Charleston, WV one day per week (Friday) and as needed by appointment.

West Virginia Division of Rehabilitation Services provides businesses and employers with solutions to disability related issues. WVDRS provides critical business options in the areas of staffing, education, accommodations, and financial incentives associated with hiring individuals with disabilities, making a deliberate follow-up effort to check career pathway progress of individuals.

(B) A description of how individuals with disabilities will be served through the American Job Center system in the Local Area.

The West Virginia Division of Rehabilitation Services (WVDRS) provides one on one effective personal service to its clients, carefully evaluating their clients' skills and interests. Regular and consistent coordination is achieved by activities including (but not limited to):

- evaluation and diagnostic services may be provided to determine eligibility and services needed by the individual.
- vocational counseling and guidance.
- training services.
- rehabilitation technology services to address barriers to employment.
- physical and mental therapeutic services.
- specialized services for individuals who are blind, deaf, and deaf-blind.
- placement services to assist in finding employment.
- support services.
- post-employment services needed to maintain or regain employment.

West Virginia Division of Rehabilitation Services is dedicated and committed to providing technical assistance to the American Job Center regarding matters related to the individual with a disability. They support the individual through advocacy, rights, information, assistive technology, and other significant issues.

West Virginia Division of Rehabilitation Services protects the confidentiality of all clients and will only release information if the client signs a release form that identifies what is being released, to whom, and the intended purpose.

West Virginia Rehabilitation Services may refer customers to a full range of workforce services if found job ready and after receiving intense WVDRS services.

SECTION VIII: JOBS FOR VETERANS STATE GRANTS FUNCTIONS

This Section should include –

(A) A description of how the Local Board will provide priority of service to veterans and their eligible spouses.

According to statistics through 2015, there are 15,327 Veterans living in West Virginia. Kanawha County Veterans number 2,958 or nearly 20% of WV Veteran county population. Veterans and qualifying spouses (as defined in the "Jobs for Veterans Act") will receive priority of service over non-veterans but still must meet WIOA eligibility criteria to receive services under the respective employment or training program.

Region III utilizes State Guidance Notice WIOA POLICY 2-16 as Veterans receiving "Priority of Service"

and has steps in place to serve:

- First priority will be given to veterans or eligible spouses (covered persons) who are low-income or recipients of public assistance or are basic skills deficient.
- Second priority will be given to individuals (non-covered persons) who are low-income or recipients of public assistance, or individuals who are basic skills deficient.
- Third Priority will be given to veterans and eligible spouses who are not low-income and are not recipients of public assistance or basic skills deficient, and who are not covered in WIOA adult formula funds
- Fourth Priority will be given to individuals who do not meet the above priorities covered under WIOA.

Eligibility for Priority of Service

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the Final Rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of "active service" does not include full-time duty performed strictly for training purposes (i.e. that which often is referred to as "weekend" or "annual" training), not does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizers usually occur in response to events such as natural disasters).

"Eligible spouse" as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:

- a. Any veteran who died of a service-connected disability.
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action.
 - Captured in the line of duty by a hostile force; or
 - Forcibly detained or interned in the line of duty by a foreign government or power.
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

The priority of service regulations refers to those veterans and spouses who are eligible for priority of service as "covered persons" and refer to those not eligible for priority of service as "non-covered persons." In the interest of specificity, this guidance refers to those eligible as "veterans and eligible spouses." However, in the interest of brevity, this guidance also adopts the regulatory terminology by referring to those who are not eligible as "non-covered persons." (Reference DOL-TEGL 10-09, (6))

The Jobs for Veterans Act is explicit in citing the two categories of widows or widowers who are considered to be “eligible spouses;” they are persons who were spouses of veterans who succumbed due to a service-connected disability or who succumbed while a total service-connected disability (meaning 100% disabled as rated by the Department of Veterans Affairs) was in existence whether or not that disability was the cause of death. (referencing TEG-10-09)

Potential barriers to veterans include scarcity of jobs, identifying transferrable skills, and various health issues.

Additional resources for veterans:

West Virginia: <http://workforcewv.org/job-seekers/veterans/additional-services.html>

West Virginia Department of Veteran Assistance: <http://www.veterans.wv.gov/Pages>

United States Department of Labor Veterans Employment and Training Service (VETS): <http://www.dol.gov/vets>

Veterans Employment Center: <https://www.ebenefitsva.gov/ebenefits/jobs>

eBenefits: <https://ebenefits.va.gov/ebenefits/homepage>

Military Skills Translator – My Next Move: <http://mynextmove.org/vets>

Community Support Programs: <http://www.veterans.wv.gov/resources/Pages/Community-Support-Programs.aspx>

Donel C. Kinnard Memorial State Veterans Cemetery:

<http://www.veterans.wv.gov/offices-facilities/Pages/Donel-C.-Kinnard-Memorial-State-Veterans-Cemetery-.aspx>

(B) A description of how the Local Board will engage Local Veterans Employment Representatives in engaging and providing services to local businesses.

To ensure that veterans receive the maximum assistance in employment and training opportunities, The Region III WDBKC will support Local Veterans Employment Representative (LVER) with outreach and coordination with community partners. Region III will also participate in local veteran job fairs and other community outreach events. Region III will work with our local Business Services team serving businesses in Kanawha County and will provide employers with information on the benefits of hiring veterans. Veterans make up just about 20% of Kanawha County citizens. The unemployment rate for veterans in West Virginia overall has dropped as of April 2017, 5.0% compared to April 2016 of 6.1% (-1.1).

Local Veteran Employment Representatives are responsible for compliance of priority of all veteran services provided by Career Center staff and work with employers to promote the hiring of veterans.

Career planners in Region III refer veterans to our local LVER and offer any assistance with coaching on how to utilize free assessments available within the workforce system. They are also familiar with O*Net which can assist in identifying transferrable skills. Additionally, career planners are familiar with partner programs which offer other types of assistance.

Veteran Affairs
700 Technology Dr.
South Charleston, WV 25309
304-746-4497

Employment – Putting West Virginia Veterans to Work:

<http://www.veterans.wv.gov/resources/Pages/VeteransTrainingWorkOpportunities.aspx>

SECTION IX: FISCAL, PERFORMANCE AND OTHER FUNCTIONS

This Section should include --

(A) An identification of the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under section 107(d)(12)(B)(i)

For many sections of Section 9: Fiscal, Performance and Other Functions, Region III Workforce Development Board of Kanawha County has on file for use: “Cost Allocation Plan” and “Financial Procedures”. The Region III WDBKC Finance Manager has the day-to-day responsibility for the management of the stewardship of grant funding. Region III Workforce Development Board of Kanawha County, Inc. is the organization responsible for disbursement of WIOA Grant funds with Local Elected Official.

The Finance Manager has a degree in accounting and is located at the Region III WDBKC administrative office oversees financial management.

All individuals who are MACC users are granted access are registered by a third party. Passwords are private and not shared.

(B) A description of financial sustainability of the American Job Center services with current funding levels, and a description of the ability to make adjustments should funding levels change.

Region III receives Workforce Innovation and Opportunity Act (WIOA) Formula funding for Adult, Dislocated Worker, and Youth Programs.

Any adjustment to the Region III WDBKC operation budget as a result of any changes of WIOA funding levels will be acknowledged and acted upon as quickly and with as much transparency as possible upon consultation with staff, Board and CLEO. Should funding levels fall below what our grant activity was awarded, we would adjust personnel, if possible, to other funding streams.

Costs of career center program delivery with WIOA funds is subject to the program’s limitations with respect to the portion of the funds under each program that may be used for such.

Currently Region III WDBKC’s costs associated with the American Job Center services is the payroll and associated costs of employing two career planners working at the American Job Center. Costs of bricks and mortar upkeep is the responsibility of the state workforce team.

Other funds supporting the cost of the Career Center delivery system and infrastructure expenditures are the funds provided by each career partner operating within the system and are basically limited to the portion of funds under each program that may be used for program service delivery and administration.

(C) A description of the competitive process to be used to award the sub-grants and contracts in the Local Area for activities carried out under this title, including risk assessment of potential sub-grantees and contractors.

Region III WDBKC uses a “Request for Proposal” competitive process by soliciting bids by public notice to award sub-grants and contracts for activities carried out under this title in Kanawha County. The Region III WDBKC Board Committee reviews each bid, determines and approves the winning bid. During the review process a risk - analysis is performed to determine the ability of each bidder to carry out the terms of the proposal and needed WIOA activities within the allotted time and costs restraints.

The Region III WDBKC complies with Federal regulations (2 CFR Part 200), as well as state and local requirements, and the competitive bid process is outlined in the Region III WDBKC’s Financial Procedures Handbook and local policy, Policy 16-16, Request for Proposal Process.

Region III WDBKC will establish a “Rating Committee” who will assess each bidder’s ability to meet required elements of the request, including fiscal data. Region III may also request performance data and funding sources from other jurisdictions regarding the bidder’s ability to meet planned goals and funding requirements of the proposal. Other details are available in attached local Policy 16-16.

A risk assessment of potential sub-grantees and contractors is a necessary and performed function within the RFP Process. All proposers submitting bids are required to complete a Checklist for Service Providers provided in the RFP. The checklist provides agency information relative to the applicant’s status, experience, and qualifications, as well as requesting proof of General Liability Insurance, good standing with Unemployment Insurance, and a copy of the bidder’s last audit. Additionally, the checklist provides for a check of any outstanding audit deficiencies with any Federal, State, or local policies. The process is more clearly defined in the Region III Workforce Development Board of Kanawha County Request for Proposal. Refer to local Policy 16-16 Request for Proposal.

(D) A description of the local levels of performance negotiated with the Governor and chief elected official pursuant to section 116(c), to be used to measure the performance of the Local Area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under subtitle B, and the American Job Center delivery system, in the Local Area;

Below are the negotiated performance standards:

WIOA	Employment Rate 2 nd Qtr. after Exit	Employment Rate 4 th Qtr. after Exit	Median Earnings	Credential Attainment	Measurable Skill Gains
Adult	75%	73%	\$5,890	73%	Baseline
Dislocated Worker	78%	78%	\$8,320	74%	Baseline
Youth	65%	50%	N/A	69%	Baseline
Wagner-Peyser	52%	65%	\$4,500		

Region III will review MACC reports as they are available.

(E) A description of the actions the Local Board will take toward becoming or remaining a high-performing board; This should include a description of the process used by the Local Board to review and evaluate performance of the local American Job Center(s) and the One-Stop Operator.

A staff person is dedicated to monitoring the performance areas (WIOA Adult, Dislocated Worker, and Youth participants enrolled) to identify areas of performance that need to be improved and maintained in order to meet

and/or exceed the negotiated levels of performance. Reports are provided to Board members at regular bi-monthly board meetings.

Region III will continue to monitor contractors to ensure quality services are being delivered. Monthly fiscal reports are delivered and reviewed by both the fiscal manager and the executive director and the Board Treasurer

Training providers are constantly reviewing their training programs and meeting with employers to determine the value-add to gaining sustainable employment. BridgeValley, Kanawha County's premiere local Community and Technical College, was the first, at Region III's suggestion, to par down lengthy courses into incremental certificate programs. This action enabled long term employed customers who have recently found themselves laid off, to gain employment substantially quicker.

Region III WDBKC undergoes annual audits by both state audit personnel and an independent auditing firm. A review is conducted for all WIOA programmatic and fiscal requirements.

(F) A description, including a copy of, of the Local Area's Individual Training Account policy. The description should include information such as selection process, dollar limits, duration, etc.

Region III Workforce Development Board of Kanawha County (WDBKC) utilizes *Individual Training Accounts (ITAs)* as the primary vehicle for participants to obtain WIOA funded training.

Briefly, ITAs can be utilized for a period of up to 24 months and are available to customers meeting WIOA guidelines, such as those that fall under WIOA definitions. Spending is limited to \$4,000 per participant. Further information is found in Region III "Individual Training Account" Policy

For more detailed information on Region III's ITA Policy, see the ITA Policy embedded in Financial Procedures, Section 18.

(G) A description of how training services under Region III will be provided in accordance with Section 134(c)(3)(G), including, if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided; The Region III WDBKC Workforce Development Board of Kanawha County, in accordance with WIOA Section 134 (c)(3)(G), provides services and selects contracts for training services (such as customized training, work experience, incumbent worker training, Transitional Jobs or On-the-Job Training (OJT) programs) may be used in lieu of or in conjunction with Individual Training Accounts (ITAs). The client, with the assistance of Region III WDBKC Career Planner will determine the best career path to self- sufficiency/re-employment and document this in the Individual Employment Plan (IEP). WIOA customers engage in an active case management process that is customized to meet their unique needs and life situations. Documenting transferable skills and career interests are just as important as assessing basic skill or other potential barriers to employment, such as transportation needs, childcare, housing, etc. Career planners are in contact monthly with individuals enrolled in training and/or the employment programs.

Career Counselors provide our customers with a list of demand occupations that have been identified as showing growth or career opportunities for Kanawha County. They are informed of training providers that have been approved in Region III and the courses or career paths that are offered. Participants are also given an opportunity to review potential earnings for job titles and descriptions that they have shown an interest in.

Customers have an opportunity to make informed career choices by completing an assignment, aimed particularly at the targeted job they may have pre-selected. The assignment assists the individual by having him/her visit an actual employer. By completing this very important part of the research, a customer should be able to make a more informed, concise selection.

For customers seeking to re-enter the workforce more quickly, other options may be more viable for their career selection. Career Planners are available to discuss additional options, such as an On-the-Job training experience and advise them of what local employers may be interested in with an OJT work relationship. They are also informed of general information on how an OJT work opportunity benefits the employer, the customer and of course, the community by getting a worker back into the employment arena more quickly. Additional options may be to research possibilities for a registered apprenticeship position. For individuals without a work history or a spotty work history, they may take advantage of work experience using the Transitional Jobs program. Region III WDBKC is committed to working with industries, labor, and private enterprise in order to provide the best training and employment solution for Kanawha County participants and businesses.

(H) A description of the process used by the Local Board, consistent with subsection (d), to provide an opportunity for public comment, including comment by representatives of businesses and comment by representatives of labor organizations, and input into the development of the Local Plan, prior to submission of the plan;

Region III advertised the local plan for comment in the Charleston Gazette-Mail, Legal section for review and comment on Monday, March 2nd, and allowed for comments up through Friday, March 13th. The plan is available for review for public comment on the Region III Workforce Development Board of Kanawha County website: www.wdbkc.org found under the Latest News tab. Public comments received will be reviewed and any changes necessary to the function of WDBKC will be incorporated into the final plan.

(I) A description of how the American Job Centers are utilizing the MACC as the integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by American Job Center partners.

Region III WDBKC utilizes the MACC as an integrated data platform that links human service, workforce and wage record data to measure the outcomes of workforce development programs and identifies the supply of skilled workers in relation to employer demand in West Virginia.

The core partners will develop an integrated IT system that will allow co-enrollment of individuals under Region III core partners. This will allow case management services throughout the entire process and will also allow for follow up, performance and additional needs. The core partners will share common data elements with other core partners through the IT system. All partners will have one goal and that is to ensure individuals have received needed training and obtain employment.

The West Virginia Workforce Development System will utilize its integrated data system to monitor and evaluate the performance of the WIOA core partner programs in relation to the six state goals the data collected for the common performance measures and the WIOA Participant Individual Record Layout (PIRL) will provide all of the data elements needed to monitor and evaluate performance on the state goals. Because these data are required to be collected by all WIOA core programs, there will be no additional burden posed on the programs.

Career Planners, Program Manager and Financial Manager are trained on the MACC. Staff are aware of the sensitive confidential nature of personal data and privacy required when accessing.

(J) A description of the Local Board's procedures for conducting oversight and monitoring of its WIOA activities and those of its sub-grantee and contractors. The monitoring plan shall address the monitoring scope and frequency and shall include the following:

- The roles and responsibility of staff in facilitating this procedure.
- A requirement that all sub-grantee agreements and contracts be monitored at least annually.
- Procedures for determining that expenditures have been made against the cost categories and within the cost limitations specified in the Act and WIOA regulations.
- Procedures for determining compliance with other provisions of the Act and regulations and other applicable laws and regulations, including the method of monitoring to be used for sub-grantees and contractors.
- Provisions for the recording of findings made by the recipients' monitor(s), the forwarding of such findings to the sub-grantee or contractor for response and the recording of all corrective actions.
- Provisions of technical assistance as necessary and appropriate; and
- Specific local policies developed by the Local Board for oversight of the American Job Center system, youth activities and employment and training activities under Title I of WIOA.

Region III WDBKC will monitor sub-sponsors and represents the office in all areas concerning compliance with policies and regulation, governing Adult and Dislocated Worker, Youth programs, Compliance in EO regulations Service Providers, etc. Staff will follow the same process and will make subsequent reports concerning performance, fiscal management, or other areas.

This process is the same for monitoring any of the contracts awarded by the Region III WDBKC. A fiscal monitoring is conducted separately from the programmatic monitoring, but follows the same process using different forms.

- A monitoring date is set with the program to be monitored and a letter sent to the contractor advising of the process and aspects of the program to be monitored and includes a copy of the monitoring tool to be used and a list of files and other documentation to be available the day of the monitoring. 2 weeks is usually given the contractor to gather the materials together for the monitoring.
- Region III staff conducting the monitoring meet with the contractor staff on the day of the monitoring to address any questions and make sure all documentation is available.
- Region III staff monitor the files and documentation in order to determine compliance with WIOA and Region III WDBKC policies and procedures
- Upon completion of the monitoring, an exit interview is conducted with pertinent contractor staff to go over any issues and allow for resolutions of any dispute of issues found.
- A letter outlining the results of the monitoring visit is sent to the contractor within 30 days of the monitoring date. The letter details issues found and corrective action to be done.
- The contractor has 30 days to respond with a corrective plan of action if required.
- Follow up and technical assistance will be given by WDBKC staff to the contractor if needed in order to bring them into compliance with WIOA and Region III policies.
- All of this process is documented and kept in the Master contractor notebook in the Region III WDBKC administrative offices.

A fiscal monitoring is conducted separately from the programmatic monitoring, but follows the same process using different forms and evaluation elements

The on-site fiscal monitoring includes comparing financial reports submitted by the sub grantee/contractor and amounts paid by the Region III WDBKC to the amounts in the sub grantee/contractor's accounting records. These amounts are compared to the budget submitted by the sub grantee/contractor to the Region III WDBKC. A random sample of invoices is also reviewed during the monitoring visit to test against cost limitations as specified in the Act and WIOA regulations.

Additionally, youth sub-grantee submits monthly reports identifying financial expenditures. These are reviewed by Executive Director, Program Manager/Youth Coordinator and Finance Manager, reviewed and discussed as needed, and kept on file.

Any program that would be called with questions will be notified immediately and an appointment made to discuss any issues that may have arisen. Any Region III WDBKC staff will conduct any audit or monitor any program in a professional manner and operate with acceptable office protocol while on sub-grantee premise.

Any dispute will be investigated, and solutions sought for resolution.

(K) A description of the Local Board's policy and procedures regarding the handling of personally identifiable and confidential information.

The confidentiality of records of employers and participants, and others, will be shared to the extent permitted by federal and state laws requiring confidentiality of employers and job seekers information. Information may be shared only with customer consent.

The MACC is a secure pass-coded integrated data platform that links human service, workforce and wage record data to measure the outcomes of workforce development programs and identifies the supply of skilled workers in relation to employer demand. It is currently shared by Region III WDBKC and Workforce West Virginia staff. The intention is to have secure core partner access within 2017 in a new, integrated workforce system. Confidentiality statements are on numerous WDBKC policies.

Region III WDBKC has a Confidentiality Agreement form that is a signed agreement.

(L) A description of the Local Board's procedures for handling grievances and complaints from participants and other interested parties affected by the local American Job Center system, including partners and service providers. Provide a separate description for the:

- ***Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I – financially assisted program or activity.***

Section 188 of the Workforce Innovation and Opportunity Act (WIOA), and the implementing regulations at 29 CFR Part 37, prohibits discrimination because of race, color, religion, sex, national origin, age, disability or political affiliation or belief, in both participation and employment. The WIOA nondiscrimination regulations prohibit discrimination in all aspects of the administration, management, and operation of WIOA programs and activities. Region III Workforce Development Board of Kanawha County has adopted procedures for processing complaints alleging violations of the nondiscrimination and equal opportunity provisions in a WIOA Title I-financially assisted program or activity.

- *Complaints and grievances not alleging illegal forms of discrimination. This includes grievances from individuals alleging labor standards violations.*

All WIOA program participants, WorkForce WV American Job Center Partners, Service Providers, and other interested parties have the right to file a grievance. Such parties may file a complaint concerning any aspect of the implementation of the Workforce Innovation Opportunity Act when they feel the provisions of the Act have not been followed. A “grievance” is an actual or supposed circumstance regarded as just cause for protest or complaint.

- *Remedies that may be imposed for a violation of any requirement under WIOA Title I, limited to, suspension or termination of payments under the title; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment (where applicable); and other equitable relief as appropriate.*

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

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

Nothing in the paragraph above shall be construed to prohibit a complainant from pursuing a remedy authorized under another federal, State, or local law for a violation of WIOA Title I.

(M) A description of the Local Board’s policy and procedures with regard to aid, benefits, services, training, and employment, include a statement of assurance that you will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.

Region III Workforce Development Board of Kanawha County is a recipient of federal financial assistance and will take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, Region III WDBKC is required to provide appropriate auxiliary aids and services to qualified individuals with disabilities, including those with barriers to employment unless doing so would bring undue hardship.

Region III WDBKC is an Equal Opportunity Program/Employer. The following policies regarding aid, benefits, services, training, and employment are on file with Region III WDBKC office and are available at www.wdbkc.org.

- 1-16: Priority of Service for Adult Funding, Change 1
- 1-17: Registered Apprenticeships
- 2-16: Eligibility Determination and Registration
- 3-16: Supportive Services and Needs Related Payments, Change 2
- 4-16: Incumbent Worker
- 5-16: Transitional Jobs, Change 1
- 7-16: Waivers for WIOA Participants with Degrees
- 8-16: Basic Skills Deficiency

- 9-16: Participant Drug Screening
- 10-16: Customized Training
- 11-16: Remedial Training and Supportive Services
- 12-16: WIOA On-the-Job Training
- 13-16: Demand Occupations
- 14-16: Case Management and Follow Up Services
- 15-16: Youth Additional Assistance
- 17-16: Accessibility for Individuals with Disabilities
- 18-01: Federal Award Terms and Conditions
- 18-02: Record Retention and Disposal
- WDBKC Grievance and Complaint Procedures
- Equal Opportunity is the Law/Civil Rights

It is the policy of the Region III Workforce Development System to provide reasonable accommodations and services to any individual with any impairment or disability, unless providing such services would cause undue hardships. Staff members are trained and communicate frequently with West Virginia Division of Rehabilitation Services staff and understand compliance with relevant regulations is required and to also treat all customers with respect, dignity, and courtesy.

(N) A description of how the Local Board will ensure compliance with the Americans with Disabilities Act. The description should include how the Local Board will provide reasonable accommodations regarding materials, technology, and physical and programmatic accessibility of facilities. The description should also include how the Local Board will provide staff training and support for addressing the needs of individuals with disabilities.

The Americans with Disabilities Act, known locally as “ADA”, became law in 1990 and is a signature achievement of the disability rights movement. It is designed to ensure a more inclusive America, where every person has the right to participate in all aspects of society, including employment.

Region III WDBKC acknowledges that 2017 is the 27th year of this groundbreaking law and acknowledges that many advances the law has brought about while still recognizing that much work remains to be done.

Region III WDBKC is a partner with the West Virginia Division of Rehabilitation Services (WVDRS). Our current Memorandum of Understanding permits us to refer participants utilizing WIOA programs. WDBKC and case managers also know to contact our partners in the event we have a direct hire, or a potential employment opportunity with an employer for a participant.

The Job Accommodation Network (JAN) provides free, expert and confidential guidance on workplace accommodations to employers as well as to employees, job seekers, family members and service providers. Beyond accommodations, JAN provides information and assistance to individuals with disabilities who may find that self-employment is their best career choice. It also provides easy-to-understand technical assistance and training to employers on the Americans with Disabilities Act (ADA) and other disability employment-related laws and regulations. JAN annually responds to more than 50,000 individual requests for assistance via phone, email and/or chat services. Sixty percent of the requests are from employers. JAN also conducts nearly 100 trainings per year for employers, employer organizations, Federal, State and local governments, and service providers in person, via webinar, and/or by teleconference. More than 8 million visitors use JAN’s comprehensive website, www.AskJAN.org, to access publications, tools, and online training on job accommodations and the ADA. JAN conducts the ongoing study, [Workplace Accommodations: Low Cost, High Impact](#), to demonstrate that the

benefits employers receive from making workplace accommodations far outweigh the low costs of the accommodations. Finally, JAN continues to share information on best practices on accommodations and the ADA through its outreach campaigns.

Many web tools are available for technical assistance:

www.AskEARN.org (assists employers, recruit, hire, retain and promote persons with disabilities)

www.AskJAN.org (assists with workplace accommodations)

www.leadcenter.org (state specific data – helps with cross agency collaboration, customize training for ADA, financial tools)

www.ncwd-youth.info (youth)

www.PEATworks.org (central hub of online resources, including technology updates)

WDBKC's local policies include the term, "including those with disabilities". Priority of Service, On- the-Job Training, Supportive Services, Eligibility, Service Delivery, Self-sufficiency, and on printed forms, "Auxiliary aids and services are available upon request to individuals with disabilities.". "An Equal Opportunity Program/Employer".

(O) A description of the Local Board's policy and procedures in place to ensure that communications with individuals with disabilities, including individuals with visual or hearing impairments, are as effective as communications with others.

Region III Workforce Development Board of Kanawha County strives to provide excellence in serving all customers, including people with disabilities. We are committed to eliminating barriers and improving accessibility for persons with disabilities and to providing assistive services in a way that respects the dignity and independence of people with disabilities.

Communication: When communicating with a person who has a disability, we will communicate in a manner that considers the person's disability. We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services: We are committed to providing fully accessible telephone services to our customers. We will train employees to communicate with customers over the telephone in clear and plain language. We will offer to communicate with customers by email if telephone communication is not suitable for their needs or is not available.

West Virginia Relay 7-1-1 R e g i o n I I I 04-558-4136 Region III 04-344-9694

Assistive Devices: We are committed to serving persons with disabilities who use assistive devices to obtain our services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services. We may consult and/or refer to the West Virginia Division of Rehabilitation Services for specific guidance on providing reasonable accommodations.

Service Animals: We welcome persons with disabilities who are accompanied by service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons: Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption in Service: We will provide employees with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The American Job Center facilities are maintained in a manner that allows access to those customers with disabilities in compliance with the Americans with Disabilities Act of 1990.

Individuals who are hearing or visually impaired are provided effective communication by whatever method their impaired conditions may require. It is the policy of the Region III WDBKC to provide services to an individual with any impairment or disability, unless providing such services would cause undue hardships. Staff members are trained and regularly reminded by their supervisors to not only comply with relevant regulations, but also treat all customers with respect, dignity, and courtesy.

Access to a computer will allow the career planner and customer to instantly access translation sites such as Google Translator and Babble Fish which will accommodate numerous languages. Should a communication issue arise that cannot be solved immediately, a West Virginia Division of Rehabilitation Services Representative will be contacted immediately.

The funding of participants is carefully monitored to ensure those with disabilities are served accordingly.

It is the policy of the Region III Workforce Development System and Region III WDBKC to provide reasonable accommodations and services to any individual with any impairment or disability, unless providing such services would cause undue hardships. Staff members are trained and communicate frequently with West Virginia Division of Rehabilitation Services staff and understand compliance with relevant regulations is required and to also treat all customers with respect, dignity, and courtesy.

(P) A description of the steps the Local Board will take to meet the language needs of limited English-speaking individuals who seek services or information. The description should include how the Local Board proposes that information will be disseminated to limited-English speaking individuals.

The State Workforce system will coordinate with Region III partners to meet the needs of non-English speaking customers. If an interpreter is not readily available, career planners have access to automated language translation websites, such as Babel fish Translator, Google Translate, Word Magic, Ginger Translate and a host of others.

(Q) A description of the Local Board's procurement system, including a statement of assurance that the procedures conform to the standards in DOL regulations set forth in 29 CFR Part 95, Part 97 and 2 CFR 200.

Region III Workforce Development Board of Kanawha County 's "Financial Policy" Procurement section. The policy complies with the DOL regulations set forth in 2 CFR Part 200. 29 CFR part 95 and part 97 are now obsolete.

(R) A description of any documentation to demonstrate that the acquisition, management, and disposition of property adhere to the Property Management Procedures taken from DOL regulations 2 CFR 200

Region III WDBKC has a Financial Procedures manual that contains a property policy to ensure the acquisition, management, and disposition of property adheres to the Property Management Procedures taken from DOL regulations 2 CFR 200.

(S) A description of any policies or procedures the Local Board adopted to avoid conflicts of interest or the appearance of such conflicts in the exercise of their responsibilities, particularly those related to the awarding of contracts.

Region III Workforce Development Board of Kanawha County has a “Conflict of Interest” Policy on file for Board members. It is signed with board members and/or others who may do direct business with Region III. Region III staff members are also required to read and sign the “Conflict of Interest” policy. Both signed documents are retained in house.

(T) A description of the Local Board or fiscal agent’s accounting procedures, including the procedures used in preparing reports to the State. In addition to the requirement that all financial transactions be conducted in compliance with Generally Accepted Accounting Principles (GAAP), the fiscal management system must include the following in the accounting procedures. This description must address how the fiscal system tracks funding types, funding amounts. Also, all are in the accounting procedures. This description must address how the fiscal system:

- ***tracks funding types, funding amounts, obligations, expenditures and assets.***
Funding types and amounts are tracked in QuickBooks accounting software and Excel spreadsheets. All obligations, expenditures, and assets are tracked in Excel spreadsheets according to funding type. These spreadsheets are updated monthly by the Finance Manager.
- ***permits the tracking of program income, stand-in costs, and leveraged funds.***
Stand-in costs can be substituted for otherwise unallowable costs charged to WIOA. These costs must be otherwise allowable under WIOA but not charged due to funding limitations or other acceptable reasoning. Stand-in costs must be adequately documented and properly accounted for the same as all other WIOA expenses.

Region III WDBKC will leverage funds as allowable to maximize the resources available to participants. All funds must be properly tracked and accounted for in accordance with WIOA and any federal or state regulations.

All income and expenses are tracked in QuickBooks accounting software and Excel spreadsheets and are updated by the Bookkeeper and Finance Manager.

- ***is adequate to prepare financial reports required by the State.***
Region III WDBKC’s Financial Procedures describe in detail how the fiscal system meets these requirements. All costs charged to WIOA funding must be reasonable, necessary, allocable, and allowable. Also, all costs must be traceable to source, documentation must be consistent with Generally Accepted Accounting Principles, (GAAP) and conform to limitations contained in the applicable CFR.

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

- Julie Norman, Executive Director
- Michele Painter Interim Finance
- Nita Shafer. Bookkeeper, assigns and prints checks
- Executive Board members authorized to sign checks
 - Lucinda Curry, Board Chair
 - Anita Ferguson, Board Vice-Chair
 - Bob Gray, Board Treasurer
 - Brett Matthews, Board Secretary

Daily mail is retrieved at the post office by the Executive Assistant and opened and dated by the Executive Director and forwarded to the Office Manager. Checks are prepared, printed and mailed/distributed by Office Manager.

Career Planners, and Program Managers prepare and document Individual Training Accounts, verify input from training facility, and the Finance Manager verifies the cost is correct and determines funding source is available. The Executive Director has final approval.

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

Bank reconciliations are performed monthly by the Office Manager and reviewed and approved by both the Executive Director and Finance Manager. Reconciliations between the MACC system, QuickBooks, and accounting spreadsheets are performed monthly by the Finance Manager. All checks over \$500 must be signed by the Executive Director and one Board Member with signature authority. Financial reports are reviewed with Board Treasurer and presented at each Board meeting.

The Executive Director opens, dates, and initials bank statement for reconciliation. The Finance Manager meets with the Board Treasurer to cover all phases of a prepared, ailed cost analysis of WDBKC actuals, approves for board distribution. MACC reports are prepared and verified.

WDBKC has an outside independent auditing company to conduct a thorough annual review. It is prepared and distributed to the Board of Directors when completed. WDBKC staff participates in yearly audits when performed by both the State and an independent CPA firm.

(W) Provide a brief description of the following:

- ***Fiscal reporting system***
QuickBooks Accounting Software, used for fiscal reporting, chart of accounts, and payroll.
- ***Obligation control system***
Monthly MACC Fiscal Report, Monthly accounting spreadsheets to track obligation. Obligated ITA amounts are added to participant spreadsheets as ITAs are written and compared to the budget to ensure no funds are over obligated. All other obligations are compared to budget as incurred and tracked to ensure obligations do not exceed funding levels.
- ***ITA payment system***

Career Planner prepares and reviews Individual Training Account, Program Manager reviews, Finance Manager reviews to determine funding source, final approval by Executive Director. Monthly accounting spreadsheets are used to track obligation and payment of ITA's.

- ***Chart of account system***

A list of all appropriate line items that make up the Chart of Accounts is maintained in the QuickBooks Accounting Software. The Chart of Accounts adequately describes income and expenses and allows proper tracking of all funds. Line items are added to the Chart of Accounts as needed.

- ***Accounts payable system***

QuickBooks Accounting used for accounts payable. As invoices are received, they are reviewed, approved, and entered into QuickBooks. Finance Manager allocates expenditures as needed to ensure proper funding streams are charged. Invoices are paid by paper check mailed to the vendor.

- ***Staff payroll system***

QuickBooks Accounting Software, Time sheets verified by Executive Director, Direct deposit by most, paper check

- ***Participant payroll system***

Youth participant payroll/stipends are currently paid through our Youth contractor and are reviewed through reports generated and provided to WDBKC on a monthly basis

- ***Participant Stipend payment system***

Invoice prepared and signed by training provider, verified by Career Planner, dual final approval by Program Manager/Finance Manager and final approval by Executive Director, paper check issued to participant.

(X) A description of the Local Board's (or fiscal agent's) cash management system, providing assurance that no excess cash will be kept on hand, and that procedures are in place to monitor cash.

Region III utilizes a bank account where resource funds are drawn down after expenses are identified and incurred. The Financial Procedures manual addresses cash management procedures in Section 3 (Cash Receipts) and Section 4 (Cash Disbursements).

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

The Cost Allocation Plan (CAP) utilized by the Region III Workforce Development Board of Kanawha County (WDBKC), will define the procedure to ensure that costs are properly and equitably distributed to the benefiting cost objective. The CAP will identify and distribute allowable direct and indirect costs to the program receiving the benefit. Each cost incurred by the WDBKC will be documented by complete and accurate accounting records. The "Cost Pool" is the process of accumulating costs into "pools" pending allocation to funding awards. Similar costs, which may be combined to simplify the allocation process, will be "pooled".

- ***Identification of different cost pools***

Allowable, Unallowable, Allowable with conditions, Allowable with prior approval

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

The costs of administration are the costs associated with performing the following functions:

1. Performing the following overall general administrative functions and coordination of those functions under WIOA Title I:

- a. Accounting, budgeting, financial and cash management functions;
 - b. Procurement and purchasing functions;
 - c. Property management functions;
 - d. Personnel management functions;
 - e. Payroll functions;
 - f. Coordinating the resolution of findings arising from the audits, reviews, investigations, and incident reports;
 - g. Audit functions;
 - h. General legal services functions;
 - i. Developing systems and procedures, including information systems, required for these administrative functions.
2. Indirect Costs do not have a direct relationship to a particular funding award and will be treated as such. These costs will be “pooled” on a monthly basis. Indirect Costs will be consistent and measurable and be supported by appropriate backup documentation.
 3. Program costs are usually associated with base WIOA funding, such as:

Adult Funding - Formula funding received on an annual basis (July 01 through June 30) that is used to provide workforce services and programs to eligible adults in the region (ages 18 and up).

Youth Funding - Formula funding received on an annual basis (July 01 through June 30) that is used to provide workforce services and programs to eligible youth in Region III (ages 14 – 24). After the indirect costs have been allocated to youth funds, the percentage of direct youth charges to in-school and out-of-school youth will be used to allocate the indirect charges to in-school and out-of-school youth.

Dislocated Worker Funding - Formula funding received on an annual basis (July 01 through June 30) that is used to provide workforce services and programs to eligible laid off workers in the region.

- ***Procedures used for distribution of funds from each cost pool.***
This Cost Allocation Plan details how costs will be allocable to particular cost objectives, and how costs are treated consistently with any other same/similar costs in like circumstances, and for the same purposes. All costs must be necessary and reasonable for the proper and efficient administration and delivery of local WIOA programs. The WDBKC’s indirect cost pool will include costs associated with a number of functions/activities that are not administrative costs under WIOA definitions.

The following procedure will be utilized in determining the portion of indirect costs chargeable to administration and program cost categories for WIOA programs:

- a. Review all the costs included in the indirect pool and label them as administrative or program costs based on the definitions of WIOA,
- b. Calculate the percentage (proportion) of total costs for each of the categories,
- c. Calculate the total dollar amount of indirect costs attributable to the particular WIOA program,
- d. Apply the percentages (refer to item B above) to the total dollar amount of indirect costs to establish the dollar amount that is reported as administrative and program costs for that particular program.

- ***Description of funds included in each cost pool.***

In cost pooling, the time and expense to isolate a cost and allocate it by usage may cost more than the benefit derived from the process itself (i.e.: Telephone Costs). In such cases, the costs will be combined and allocated with other same/similar costs in the cost pool. Cost items may be allocated individually or all cost items in the pool can be totaled and the total allocated. The level of cost allocation within the pool will be decided on a monthly basis.

The cost pool will contain a group of common costs that will be allocated by using an indirect or approximate measure of benefit, service, etc. The approximate/estimated measure of benefit, service, etc. will be the allocation base. Costs will be distributed as fairly and equitably as possible, without distortion.

For a cost to be considered “reasonable”, it will not exceed that which would be incurred by a prudent person under the same/similar circumstances. Consideration will be given to whether the cost is of a type that is generally recognized as ordinary and necessary for the operation of the organization, or the performance of local WIOA funding awards. Consideration will also be given to the restraints or requirements imposed by generally- accepted accounting and business practices, Federal and State laws and terms/conditions of our contractual agreements. Formal accounting records will be maintained by the finance manager and subcontracting accountant to support and substantiate all costs and charges made among all funding awards.

The four main cost principles (OMB circulars) were replaced with 2 CFR 200.400-475

- (A) OMB-21 Educational Institutions
- (B) OMB-A-87 State/Local Governments and Indian Tribes
- (C) OMB-A-122 Non-Profit Organizations
- (D) 48 CFREGION III1 Commercial Organizations

- *Description of cost allocation plans for American Job Centers.*

Region III WDBKC cost allocation will be the same as for all cost allocation procedures. This statement is in the introduction to the CAP.

Region III Cost Allocation Plan documents the process and will include the following elements:

1. Organization chart
2. Types of services provided
3. Staff functions and job descriptions
4. Revenue sources
5. Copy of approved budgets
6. Certification by authorized official(s)

(Z) A description of the Local Board’s (or fiscal agent’s) procedure for collecting debts involving WIOA funds

DEBT COLLECTION POLICY

I. PURPOSE

To provide policy guidance on how Region III WDBKC collects debt from its debtors

II. BACKGROUND

Due to the nature of WDBKC’s business and our payment policies, it is unlikely that it will be necessary to collect on debt, however, in remote circumstances this could happen. In that case this policy will be followed.

III. POLICY

a. The Finance Manager will by phone notify the debtor of the outstanding debt. The debtor will be told that payment is required within the next 30 days to avoid further collection efforts. The name, title, and address of the person contacted along with a summary of the conversation will be documented at the time of the call.

b. If payment is not received within 30 days of the telephone contact. The Finance Manager will by email and by certified mail again notify the debtor of the outstanding debt. The debtor will be informed that they have 15 days within which to pay this debt or it will be reported to the Attorney General’s office. The executive director will be carbon copied on that letter and email.

c. If payment is not received within this 45-day period, the debtor will be reported to the Attorney General’s office via certified mail. And the Attorney General will take the appropriate action depending on the amount of the debt.

REGIONAL PLAN GUIDANCE

Region III Workforce Development Board of Kanawha County does not at present have a Regional Plan in place.

However, staff routinely discusses matters and regional issues and WDB Directors meet monthly to collaborate about items of concern to all.