

# Oklahoma Employment Security Commission



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## Representing the Public

Rev. W. B. Parker, Chairman

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Rev. Mike Wester, Commissioner  
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## Oklahoma Employment and Training Issuance # 08-2011

**TO:** WIA Board Staff  
Workforce Quality  
Workforce Services Management  
Local Office Managers

**FROM:** Lisa Graven, Director  
Workforce Services Division

**DATE:** April 20, 2011

**SUBJECT:** Guidance for the Modification of Local One-Year Plan Extensions

**PURPOSE:** To provide Local Workforce Investment Boards (LWIBs) with guidance regarding modification of Local One-Year Plan Extensions for Program Year (PY) 2011.

**BACKGROUND:** The Workforce Investment Act five-year planning cycle beginning July 1, 2005, ended June 30, 2010. For PY 2009, LWIBs were given the option to modify and extend their local two-year plans from PY 2007 and 2008 and answer additional questions about future plans. Again, for PY 2010, LWIBs were given the opportunity to modify or extend their existing local plans from PY 2009 one additional program year without engaging in the full five-year planning process.

**MESSAGE:** All local plan extensions currently in place will expire on June 30, 2011. Given the continued potential for reauthorization of WIA within the next year and the Department of Labor's Employment & Training Administration (ETA)'s intention to revise planning guidance for PY 2012 and beyond, the Oklahoma Employment Security Commission (OESC) has determined that LWIBs may request a modification of their existing Local One-Year Plan Extension for upcoming PY 2011. Modifications will be based on the local area's originally approved Local Two-Year Plan for PY 2007 and PY 2008. The questions listed in this OETI come from the guidance issued for constructing the Local Two-Year Plan for PY 2007 and PY 2008 (OETI 04-2007). Local areas may submit their original answers to the Local Two-Year Plan for PY 2007 and PY 2008 and make modifications to only those items to which changes have been made. In addition, local areas **must** complete a new section (Section IV: Analysis of Existing Local Plan Extension) to detail how effective the extensions of their local plans in PY 2009 and PY 2010 have been in enhancing the local workforce system and to outline future plans for improvement. When modifying local plans, LWIBs **must** maintain all information submitted in the original approved plan. Deletion of plan information **must** be identified by striking through the intended text. Addition of plan information **must** be identified by underlining text.

**ACTION REQUIRED:** LWIBs **must** have approved local plans in place to receive formula allotments under the Workforce Investment Act. OESC has determined that local areas may comply with this requirement by submitting a modified Local One-Year Plan Extension as outlined by this OETI no later than May 31, 2011.

**RECISSIONS:** This issuance rescinds Oklahoma and Employment Training Issuances (OETIs) #18-2009 and #12-2010.

**REQUIRED FORMS:**

- 08-2011/01 – Signature of Local Board Chair
- 08-2011/02 – Signature of Chief Elected Official

**INQUIRIES:** If you have any questions pertaining to this issuance, please contact either Kylie Smith at (405) 557-7257, [kylie.smith@oesc.state.ok.us](mailto:kylie.smith@oesc.state.ok.us), or Jackie Younge at (405) 557-5314, [jackie.younge@oesc.state.ok.us](mailto:jackie.younge@oesc.state.ok.us).

## Guidance for the Modification of Local Plan Extensions

Each Local Workforce Investment Board (LWIB), in partnership with its Chief Local Elected Official, is required to submit a request to modify the existing plan for one additional year. Requests for modifications **must** be submitted in the form of answers to the questions listed in this OETI.

### I. General Instructions

The modified Local One-Year Plan **must** be submitted with the specific content and in the format identified in this document.

### II. Publication

The LWIB **must** make copies of the proposed Local One-Year Plan available for public comment through such methods as public hearings, local news media, or local websites. The general public **must** have access to the proposed plan and have 30 days to from the date of publication to comment on the proposed plan. The Local Plan, with LWIB approval, may be submitted to OESC for approval at the same time it is made available for public comment. Any comments received in disagreement with the plan **must** be submitted to OESC in the form of an amendment to the plan.

### III. Submission

The modified Local One-Year Plan **must** be received by the Workforce Services Division of OESC by 5:00 p.m. on May 31, 2011. LWIBs **must** submit the original plan with original signatures and one additional copy. Mail proposed plans to:

Oklahoma Employment Security Commission  
ATTN: Tami Decker, Room 502-2  
PO Box 52003  
Oklahoma City, OK 73152

In addition, LWIBs **must** submit an electronic version of the Local One-Year Plan and the accompanying signatures of the Local Board Chair and the Chief Elected Official to Tami Decker at [tdecker@oesc.state.ok.us](mailto:tdecker@oesc.state.ok.us) no later than 5:00 p.m. on May 31, 2011.

### IV. Local Plan Format

Local plans **must** follow the outline proposed below to ensure completeness and ease of evaluations. Please note that Oklahoma is no longer operating as a Work-Flex state and therefore LWIBs **must not** include in their modified plans any local waiver requests. In addition, LWIBS should keep in mind that American Recovery and Reinvestment Act (ARRA) funds expired June 30, 2010, and that they **must not** make reference to the use of ARRA funds in the modified plan.

When modifying local plans, LWIBs **must** work maintain all information submitted in the original approved plan. Deletion of plan information **must** be identified by striking through the intended text. Addition of plan information **must** be identified by underlining text.

- Section I: Local Workforce Investment Area Profile
- Section II: Local Area Strategic Planning Process
- Section III: Integration of WIA Compliance with Strategic Planning
- Section IV: Analysis of Existing Local Plan Extension
- Section V: Required Certifications and Documents

## **Section I: Local Workforce Investment Area Profile**

1. Provide an overview of the current population in your workforce investment area including:
  - Total Population (all ages);
  - Population of labor force age 15-64;
  - Population age 15-24 (Emerging labor force); and
  - Population age 0-14 (Children).
2. Comment on the challenges that have emerged as a result of population shifts and trends and the changing demographics and characteristics of the local workforce.
  - Describe how the Workforce Development System will respond to these challenges.
3. The local Workforce Development System is currently composed of:
  - Number and location of Full-Service Workforce Centers;
  - Number of Affiliate sites; and
  - Number of other access points to the system (e.g., through means such as electronic access, partners, libraries, etc.).
4. Describe the criteria used to identify Affiliate Sites.
5. Describe how the scope of the Workforce Development System has evolved over the duration of the previous plan and identify how the system's ability to sustain and grow services has been impacted by available federal resources and the board's ability to leverage resources.
6. What are the Board's plans to adjust services available through its Workforce Development System based on their projection of available resources?
7. Has the board developed affiliate relationships with existing public and private sector providers to ensure that core services, appropriate to their populations are made available at one comprehensive center and/or affiliate sites?

## Section II: Local Area Strategic Planning Process

### 1. Economic Environment and Key Workforce Issues

Describe the current and projected future economic outlook for your local area and the larger region. Within the response, the LWIB **must** address the following points:

- What are the key existing and emerging industries; what industries are in decline?
- How is the Board identifying targeted industries within its local workforce area and how will adjustments in service delivery be accomplished as changes occur in those industries?
- Where is local economic development occurring in the local area? In the region?
- How will the local service strategy for jobseeker customers change as a result of preparing them for employment in targeted industries in the local area?
- What are the current and projected future employment opportunities in the local area, and in which occupational fields will they occur?
- What are the job skills necessary to obtain such employment opportunities?
- Where is significant new job growth expected to occur?
- Identify data resources that were utilized and which substantiate these projections and outlooks.

Identify key workforce issues impacting on the above-described economic outlook and the steps taken by the local board and other key stakeholders in the community to arrive at these issues. Within the response, the LWIB **must** address the following points:

- Discuss the research and analysis being done by the local board to identify trends, emerging issues and available assets. What data resources are being utilized by the local board to analyze the needs of its businesses and workers and the capacity of the education community?
- Summarize the current state of the workforce. Describe the current business demand for workers and skills, current worker skills and characteristics, current capacity of training and education entities to meet demands and resources and programs currently available to meet workforce needs.
- What are the key workforce issues that have emerged thus far and how have they been prioritized? Where are there gaps in information between labor supply and demand, skill gaps, and training capacity and resource gaps?

### 2. Engaging Community Partners in Workforce Solutions

Discuss the role of the local board in engaging community partners and promoting the benefits of new partnerships and alliances for workforce issues. Within the response, the LWIB **must** address the following points:

- Having identified the key workforce issues, how is the local board determining its need to engage additional partners and who those specific partners should be? What contributions can those partners make toward resolving the key workforce issues?

- How is the board ensuring the business community's needs, particularly those needs of targeted industries, are fully represented in these discussions?
- How is the local board engaging additional partners and bringing them to the table?
- What short and long-term goals are being jointly established to address workforce issues and close identified gaps? Discuss how the local board is identifying the shared benefits to the partners and communicating the impact their activities will have on key workforce issues.
- What is the role of the local board (either leading or supporting another entity) in achieving the stated goals? Which organizations will be given priority responsibility for each of these goals?
- What is the process for collecting and evaluating information on the progress toward these goals? How will this progress be monitored and reported?

### 3. Local and Regional Collaboration

Describe how the local board plans to:

- More closely align board activities with economic development efforts.
- Facilitate local board partnerships with local business communities, including targeted industries.
- Work in conjunction with the local elected officials to ensure that board membership represents the key decision makers in the regional area, particularly individuals representing Targeted Industries in the local area.
- Ensure that employment programs, education and economic development within a regional area are working together toward common goals.
- Facilitate local partners in the development and execution of the local memorandum of understanding.
- Establish and maintain key relationships with economic development entities in the region. Engage economic development professionals and ensure that the workforce system is supporting regional economic development.
- Work in partnership with the rural economic development specialists, manufacturing alliance staff, Department of Commerce Community Development staff, regional managers of partnering organizations and potential stakeholders to leverage resources and create a more efficient and effective system.

### 4. Aligning Service Delivery

Comment on how the local area planning process is enabling this alignment of service delivery around the issues and goals previously set forth in this plan. Within the response, the LWIB **must** address the following points:

- Comment on how the planning process is enabling the local Workforce Development System to go beyond compliance and address the economic development needs and key workforce issues of the local workforce area and region.
- Describe the Workforce Development System and how its structure facilitates achieving the stated goals while addressing gaps.

- Describe how your local area’s service delivery to businesses has been aligned to respond to local market demand and the stated goals set forth from your strategic planning efforts.
- Provide a brief explanation on how Core, Intensive and Training services are aligned around identified workforce issues and stated goals.

## 5. Strategic Plan Implementation

Describe how the local board plans to:

- Implement your local Strategic Plan.
- Support the state’s vision of developing a workforce system that supports economic development by facilitating cooperative efforts.
- Represent and facilitate their work as a neutral entity to all of the partners and stakeholders within the regional area.
- Ensure all jobseekers are served regardless of WIA eligibility.
- Assure that WIA adult and dislocated worker training funds are spent on those eligible individuals seeking training in demand occupations in Targeted Industries in the workforce area.
- Develop meeting agendas that are strategic in nature and work to address issues relevant to business needs.
- Work in conjunction with local elected officials to ensure that board membership represents the key decision makers in the regional area.

## 6. Measuring Achievement

Describe how the local board is implementing system measures that relate to the goals established around key workforce issues identified in its strategic plan. Within the response, the LWIB **must** address the following points:

- What data was considered and what entities were involved in helping develop the measures? Identify the measures and the desired outcomes.
- If measures have not been developed, what process will you utilize to develop them? What is the board’s timeline for development?
- How will the local board benchmark progress toward desired outcomes or definitions of success for these measures?
- How are these outcomes identified, communicated and utilized to gain additional support or realign services for continuous improvement?

## **Section III: Integration of WIA Compliance with Strategic Planning**

### 1. Open Meetings

In accordance with the Workforce Investment Act, The Oklahoma Open Meeting Act, and the Oklahoma Open Records Act, the local board is required to conduct business in an open manner and make information regarding the Workforce Development System available to the

public. Within the discussion of the local board's efforts to openly conduct business, the LWIB **must** address the following points:

- What is the central location where all policies and working definitions are published?
- How does the board assure that local policies and working definitions, including updates and changes, are readily accessible to Workforce staff, the general public and the State?
- Is there a local board website? If yes, please provide the website address.
- By what means does the board assure that the accessible copies are current?

## 2. Governance and Board Composition

When a local area includes more than one unit of government, the Chief Elected Officials of the individual governmental units must execute an agreement that describes their roles and responsibilities in administering the Act, conducting fiscal and program oversight, and assuring that performance standards are met. All local areas **must** address the following:

- Attach a copy of the Local Elected Official's Consortium Agreement that defines a multijurisdictional area and describes their interaction in the administration of the Act (if applicable).
- Attach a copy of the Local Board By-Laws.

Additionally, please address the following points:

- Describe the subcommittee structure for the board and identify the role and responsibilities assigned to each subcommittee.
- What is the plan in place for board member recruitment to reflect current and emerging trends (e.g., representatives from Targeted Industries) and how is that plan being communicated to local area elected officials?
- What is the process for providing staff to the local board?

The Workforce Investment Act establishes limitations on roles of the local board (including Board Staff) in § 117(f)(1) and §117(f)(2). The final rules discuss these limitations in 20 CFR 661.310.

- If the local board wishes to pursue relief from the restrictions on the provision of core services, or intensive services, or be designated or certified as the One-Stop Operator; provide your full rationale and justification here. The signature of the CLEO on Form 08-2011/02 will serve as agreement with the request for waiver.
- If the local board wishes to pursue relief from the limitation to provide training services, provide your full rationale and justification here. The signature of the CLEO on Form 08-2011/02 will serve as agreement with the request for waiver.

## 3. Fiscal Agent

- Identify the fiscal agent or entity responsible for disbursement of funds. The grant recipient **must** possess the capacity to fulfill all responsibilities regarding liabilities of funds received as stipulated in 20 CFR 667.705.

#### 4. Direct Services and Infrastructure Plan

- Discuss how the local board or one of its subcommittees anticipates further coordination of services and elimination of duplication in service delivery to maximize resources available to support training and other business services.

#### 5. Selecting and Certifying Operators

The local board, with the agreement of the CLEO, is responsible for selecting and certifying the One-Stop Operator (20 CFR 662.410).

- Attach a current copy of the local area's One-Stop Operator Agreement. Ensure that the agreement is clear and concise and describe how this One-Stop Operator agreement is shared with all staff within the local area.

#### 6. Contracting for Service Providers

- How does the local board determine which WIA Title I services should be contracted out? Explain how your decision leverages funding and services already provided by Workforce Development System partner staff (e.g., Wagner-Peyser funded staff) to maximize available resources without duplication of services.
- Provide the process by which the board awards contracts to entities other than the One-Stop Operator for the provision of Workforce Development Services.
- For which services does the local board currently contract?
- Based on current and future key workforce issues and goals, what changes does the board anticipate with regard to the number and type of services for which it will be contracting?
- Has the local board determined that there is a training services program of demonstrated effectiveness offered in the area by a community based organization to serve special participant populations that face multiple barriers to employment? How does the specific program relate to the workforce investment needs identified in the Local Plan?
- How does the local board assure that the WIA Title I services that are contracted are delivered in an integrated model?

#### 7. Grievances and Complaints

The local board **must** establish and maintain a procedure for grievances and complaints which provides a process for handling complaints, an opportunity for informal resolution or a hearing, a process that allows a labor standards grievance to be submitted for binding arbitration, and an opportunity for local level appeal to the State (20 CFR 667.600).

- What is the board’s process for collecting, analyzing and utilizing grievance and complaint information? How often is the information analyzed and who is responsible for the analysis?
- Has the analysis of data regarding to complaints resulted in policy changes in the local area? How were those changes communicated to the public, the staff and the State?

8. Youth Services

Service Levels

For the most recent program year for which there is finalized data, record the number of in-school and out-of-school youth served by your LWIA and the planned service level for PY 2010 and PY 2011.

Funding	Total Number Served		
	PY 2009	PY 2010 Planned	PY 2011 Planned
<i>In-School Youth</i>			
<i>Out-of-School Youth</i>			

Performance

Based on exit data of the program year, provide a summary of the local area’s performance with respect to the required WIA measures. For PY 2009, enter the outcome for each performance measure.

Performance Measure	Funding	PY 2009
		Outcome
<b>Placement in Employment or Education Rate</b>	<i>Youth (14-21)</i>	
<b>Attainment of a Degree or Certificate Rate</b>	<i>Youth (14-21)</i>	
<b>Literacy and Numeracy Gains Rate</b>	<i>Youth (14-21)</i>	

*Note: The performance percentages for Youth are found in the Oklahoma Service Link Annual Reports.*

Based on the LWIA’s performance, answer the following:

- If the LWIA has failed any of the performance measures in the past, what actions has the board taken with its youth providers to identify service delivery weaknesses?

- What changes have been made to policy, service delivery, providers, engagement of partners, memberships on board and councils, etc., to provide improved program performance?
- How have those changes been incorporated or aligned with key workforce challenges and planning strategies?
- What strategies are being devised to exceed standards, improve services and increase market penetration?

### Supportive Services

Local boards, in consultation with Workforce Development Partners and other community service providers, **must** develop a policy on supportive services that ensures resource and service coordination in the local area. The policy should address procedures for referrals to such services, including how the services will be funded when they are not otherwise available from other sources. Local boards may establish limits on the provision of supportive services or provide the One-Stop Operator with the authority to establish such limits.

- What is the board policy on the delivery of supportive services for youth participants defined at 20 CFR 664.410(a)(7)?

### Framework and Program Elements

The Workforce Investment Act requires that the local plan define the design framework for youth programs in the local area and define how the ten program elements are provided within that framework. With regard to the design framework and program elements, the following questions **must** be addressed:

- Describe the local board's process and frequency for reviewing the design framework and how it evaluates whether the framework is equipped to successfully support emerging trends, current and future workforce goals and workforce strategies as they relate to youth.
- If a multi-county area, describe how youth program design is coordinated among the counties.
- Describe the LWIB's strategy for providing comprehensive, integrated services to eligible youth, including the neediest youth populations identified in the Shared Vision for Youth (out-of-school youth, children of incarcerated parents, court-involved youth, youth at risk of court involvement, homeless and runaway youth, Indian and Native American youth, migrant youth, youth most at risk of dropping out, youth in or aging out of foster care, and youth with disabilities) that was developed by the U.S. Department of Labor (TEGLs 3-04 and 28-05). Include any local requirements and activities to assist youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities.
- Describe how the LWIB will coordinate across the local agencies responsible for workforce system, foster care, education, human services, juvenile justice, housing, transportation, and other relevant resources as part of the strategy.

- What efforts, if any, are being made to connect both WIA and non-WIA youth to the Workforce Development System? How are youth being exposed to career awareness, work readiness and the Workforce Development System?
- Relate the strategy for exposing youth to the area’s targeted industries and the necessary skills and training needed to work in those industries. Detail the efforts to be undertaken to build a “pipeline” of future workers for those industries.
- Describe how the Youth Council will incorporate literacy and numeracy elements into the design framework in accordance with USDOL Common Measures Policy.
- Describe how the Youth Council will incorporate certificates into the design framework in accordance with USDOL Common Measures Policy.

### Follow-Up

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred for unsubsidized employment. Follow-up services **must** be made available for a minimum of 12 months following the date of exit.

- What is the local policy regarding follow-up services?
- Which follow-up services are provided?

### Youth Council

WIA requires that a Youth Council be established as a subgroup of the local board (20 CFR 661.335).

- Describe the current and future goals of the Youth Council as aligned with the overall strategic goals of the local area. Include in your response how representatives from targeted industries will contribute to the makeup and activities of the Youth Council.
- What outreach and connections to other youth services and providers will be collaboratively planned to ensure the provision of integrated youth services?

### Selecting Youth Providers

The local board is responsible for selecting eligible youth service providers based on recommendations of the Youth Council and for maintaining a list of providers with performance and cost information (20 CFR 661.305).

- Identify the local area’s youth providers, the services they provide and the steps that will be taken to leverage additional resources to deliver integrated youth services in a broader youth development context.
- Describe the local board’s Youth RFP process, including the frequency of release, review criteria and who reviews the proposals.
- For which services has the board entered into a contract? Are local workforce centers providing any services to youth?

### Youth Eligibility

Regulations require that, as part of the process for determining who is eligible for youth services, the local board **must** provide a definition of “deficient in basic literacy skills” and “requires additional assistance to complete an educational program, or to hold and secure employment” (20 CFR 664.205 and 664.210).

- Provide current definitions and describe how these definitions will support the goals the board has identified in addressing its key workforce issues and what effect they have on eligibility for youth services, including the five percent of youth participants served by youth programs in the local area who do not meet the criterion for eligible youth yet face “serious barriers to employment.”

9. WIA Adult and Dislocated Work Services and Wagner-Peyser Services

Service Levels

Record the number of WIA Adults, WIA Dislocated Workers and Wagner-Peyser customers served by the LWIA or the most recent program year for which there is finalized data and the planned service levels for PY 2010 and PY 2011.

Funding	Total Number Served		
	PY 2009	PY 2010 Planned	PY 2011 Planned
<i>WIA Adults</i>			
<i>WIA Dislocated Workers</i>			
<i>Wagner-Peyser Participants</i>			

*Note: The total numbers served for WIA Title IB and Wagner-Peyser are found in the Oklahoma Service Link Annual Reports.*

Program Performance

Based on the exit data, provide a summary of the local area’s performance with respect to the required performance measures. For the program year, enter the standard and outcome for each performance measure.

Performance Measure	Funding	PY 2009	
		Standard	Outcome
Entered Employment Rate	<i>WIA Adults</i>		
	<i>WIA Dislocated Workers</i>		
	<i>Wagner-Peyser</i>		
Employment Retention Rate	<i>WIA Adults</i>		
	<i>WIA Dislocated Workers</i>		

	<i>Wagner-Peyser</i>		
<b>Average Earnings</b>	<i>WIA Adults</i>		
	<i>WIA Dislocated Workers</i>		
	<i>Wagner-Peyser</i>		

**Note:** The performance percentages for WIA Title IB and Wagner-Peyser are found in the Oklahoma Service Link Annual Reports.

Based on the local area’s performance, answer the following:

- If the LWIA has failed any of the performance measures in the past, what actions has the board taken with its program operators and One-Stop Operator to identify service delivery weakness?
- What changes will be made to policy, service delivery, training providers, engagement of partners, memberships on boards and councils, etc., to achieve all performance standards? How will demand occupations in targeted industries play a role in these changes?
- What strategies are being devised to exceed met standards, improve services and increase market penetration?

Self-Sufficiency

Local boards must set criteria for determining whether employment leads to self-sufficiency (20 CFR 663.230).

- Provide the current definition of self-sufficiency as established by the local board.
- Describe how the local definition of self-sufficiency will align with the strategic objectives set forth in the strategic planning portion of this plan.

Supportive Services

Local boards, in consultation with Workforce Development Partners and other community service providers, **must** develop a policy on supportive services that ensures resource and service coordination in the local area. The policy should address procedures for referrals to such services, including how the services will be funded when they are not otherwise available from other sources. Local boards may establish limits on the provision of supportive services or provide the One-Stop Operator with the authority to establish such limits.

- What is the board policy on the delivery of supportive services for adult and dislocated workers defined at WIA Section 134(e)(2) and (3)?
- Have limits been established on the provision of supportive services? What is the basis for any limitations?
- Does the board policy allow the One-Stop Operator to establish such limitations or to grant exceptions to local board supportive service policy?

### Needs-Related Payments

Consistent with other regulations, the local board **must** establish the level of needs-related payments for adults (20 CFR 663.800).

- Does the local area make needs-related payments and if so, how and how often is the policy or payment level reviewed?

### Adult and Dislocated Worker Eligibility

Local boards are given responsibility to establish policies and procedures for One-Stop Operators to use in determining an individual's eligibility as a dislocated worker, including the definition of what constitutes a "general announcement" of a plant closing and, for determining eligibility of self-employed individuals, plus what constitutes "unemployed as a result of general economic conditions in the community in which the individual resides because of natural disasters" (20 CFR 663.115).

- How is the definition of a "general announcement" of a plant closing shared with staff to determine dislocated worker eligibility (including partner staff needing to determine dislocated worker "target group" eligibility for Work Opportunity Tax Credit applications)?
- Describe how the local board's policies and procedures adequately address the needs of self employed individuals who become unemployed as a result of general economic conditions in their community because of natural disasters.

### Priority of Service

The local plan **must** describe the criteria used to determine whether funds allocated for employment and training activities are limited, and the process by which any priority of service will be applied (20 CFR 663.600 - 663.640).

- What is the board's policy for determining priority of service and its relationship to residency requirements?
- How will the priority of service plan align with planned operating policies and procedures?

### Adult/DLW Services

- Describe services available to displaced homemakers, disadvantaged individuals and to other groups.
- Describe nontraditional training and employment activities.
- Discuss your process to determine the specific types of intensive services to be provided.

### Adult/DLW Training

- Identify training services available through the Workforce Development System. Identify any that are beyond the requirements of the Act.
- Discuss your training eligibility policy. Include in the discussion which core and intensive services must be provided before a recommendation for training is made.

### Rapid Response

Provide a description of the local board strategies to integrate strategies into the Workforce Development System.

- How are local workforce system Rapid Response services coordinated with the State?
- Describe how laid-off workers will be informed of the Board’s targeted industries and the assistance available to displaced workers desiring employment in those industries.

### Business Services

Provide a description of the local board’s strategies to improve services to employers.

- What is the plan to:
  - Determine the needs of employers in your local area?
  - Integrate business services, including Wagner-Peyser Act services, to employers through the Workforce Development System?
  - Maximize awareness and employer use of available Federal tax credit programs through the system?
- How does the local board plan to:
  - Assist with the coordination of Business Service Teams.
  - Become a convener within the local area to conduct focus groups, coordinate activities such as resource mapping, gap analysis, community audits and other related projects designed to ensure a comprehensive, integrated workforce system is in place and is working to support regional economic development.

### Coordination and Integration of Services

The State’s goal is to provide quality access to quality services through service integration. Service integration unifies purposes, goals, metrics, and policies. It makes programs invisible to customers where customer flow is organized by service, not program. Service integration provides unified staffing for customer flow with leadership and supervision arranged by function.

An integrated customer flow model, organized by service rather than program, shifts the paradigm of focusing on “work first” to “skills first”. Increased customer needs and the demand for skilled workers prompts this shift. Workforce centers must become more demand-driven and skills-focused by offering more integrated and responsive services. The goals of service integration are:

- Demand-driven responsiveness;

- Efficient use of limited resources;
- Better customer service;
- Increased number of customers;
- Expansion of services;
- Improved service access;
- Simplicity of design;
- Reduced program requirements; and
- Equalization of work across staff.

Provide a description of how the LWIB fosters coordination and integration of Workforce Development services with particular emphasis on WIA and Wagner Peyser Services within your local area.

Describe how your LWIB's integration process has evolved in the LWIA's designated center(s) during the past year.

Explain your LWIB's plan for the integration process in the LWIA's designated center(s) throughout the next program year.

Describe the LWIB's service delivery strategy and design and any future enhancements that will enable the workforce staff to better meet the needs of the local customers.

How will the LWIB assist the One-Stop Operator or the System Coordinator in convening partners for the purpose of developing an integrated service delivery strategy for each Workforce Center?

Describe how the LWIB utilized virtual services opportunities and anticipated future ES and WIA funding levels in the decision making process when designating the integrated workforce center(s) in the local area. What measures did the LWIB take in order to ensure that adequate WIA and ES staff are available in these designated centers? How did the LWIB procure not just WIA services, but integrated services where WIA staff may be functionally supervised by staff other than WIA staff?

Include a copy of the LWIB's Workforce Integration Policy per OETI 03-2007.

#### Demand Occupations, Eligible Training Providers, Individual Training Accounts

The local board has responsibility for determining policies regarding identifying demand occupations, instituting eligible training providers and implementing individual training accounts (20 CFR 663.300 - 663.595) plus OETIs 09-2005, 04-2005 and 19-2005.

- Describe how the local area assures that local training providers meet minimum requirements for placement on the State ETP.
- Based on current and future key workforce issues and goals, what changes are being considered to the demand occupations in targeted industries, eligible training provider and individual training account review process and how will they be implemented?

- If a multi-county area, how is the review process for demand occupations in targeted industries, eligible training providers and individual training accounts coordinated among the counties?
- How are demand occupations in targeted industries, eligible training providers and individual training account policy decisions and changes communicated to staff? How are they shared with customers?
- Discuss limitations established by the local board regarding the duration and/or dollar amount of Individual Training Accounts.

#### Customized Training/On-the-Job Training (OJT)

Local boards are encouraged to establish policy regarding appropriate cost matches for On-the-Job Training (OJT) or other customized training.

- Describe the process and frequency for reviewing local policies with regard to OJT, skills upgrading or other customized training. Describe the process for receiving, reviewing and approving requests for OJT, skills upgrading or other customized training; who is the point of contact? Identify any subcommittee responsible for this function.

#### Trade Act Strategy

Local boards are encouraged to establish local policy for a Trade Act service strategy to ensure that a dislocated worker eligible for trade benefits is co-enrolled in WIA Title I Dislocated Worker services for referral to WIA-funded intensive services and Trade-funded training services.

- Describe the impact, if any, Trade Act petition certifications have had on your local workforce system and how the board's Trade Act policies will be aligned with the Dislocated Worker policies to benefit the customer in terms of an integrated service delivery model.

### 10. WIA Title IB and Title III PY 2011 Performance and System Indicators

The local board is responsible for the negotiation and accountability for the WIA Title IB performance measures of the local Workforce Development System (20 CFR 661.305, 661.310, and 661.420).

#### Performance Level Impact

Describe how the established WIA Performance levels impact services and strategies and how levels are monitored. Within the response, the LWIB **must** address the following points:

- How are the WIA local performance levels communicated to staff, partners, providers and stakeholders so that their role in helping to achieve those performance levels is understood?

- How do newly negotiated performance levels affect current policies, procedures and/or local Workforce Development System initiatives?
- How are performance issues identified and corrected when they arise?

Within this plan, the local board has provided past performance outcomes, current performance standards, population data and trends, and numbers of individuals served. Based on your analysis of this information and a consideration of its inter-relatedness:

- Describe any adjustments the local board will make to improve performance over the next program year.

### System Indicators

Describe any system indicators and standards that have been put in place and how they will be used to continuously improve. Within the response, the LWIB **must** address the following points:

- Are partner performance measures known and how does the system’s design support their achievement and any over all standards for the system?
- Does the board currently have, or planning to have, any additional performance measures as they relate to Business Services Teams and service provision to targeted industries? If so, please provide a synopsis of those measures.

### Local Monitoring

It is the role of the local board in partnership with the Chief Local Elected Official (CLEO) to conduct program and performance oversight and monitoring in local workforce areas (WIA § 117(d)(4)). Performance and accountability are key elements of a local board’s effective oversight and monitoring plan.

- How frequently will financial, program and performance monitoring be conducted?
- How does the board ensure consistency and quality in how monitoring is conducted and results reported?
- How will monitoring reports be used to improve services, identify systemic problems and initiate corrective action?
- Under what circumstances will an issue arising from a monitoring report be brought before the full board? What role will the board play in requiring corrective action and what challenges does the board anticipate in taking action on the monitoring reports?

## **Section IV: Analysis of Existing Local Plan Progress**

In answering the following questions, please include any results that the LWIB has experienced during the past year based on implementation of their existing plan modification and any changes that are being made in an effort to better meet performance measures.

1. What best practices does the LWIB have to share as a result of their existing local plan?

In responding to this question, the LWIB **must** describe any programmatic best practices experienced. If the LWIB has no best practices to share, the LWIB **must** describe what changes it plans to implement in order to enhance performance.

2. What changes, if any have been made to the WIB structure during this program year?

In responding to this question, the LWIB **must** describe any changes that have been made to Board structure. In addition, the LWIB **must** describe how they have used the online Board orientation modules and their subsequent opinion of the modules (i.e. what was helpful, suggestions for changes, etc).

3. What has the LWIB accomplished with its sector strategies?

In responding to this question, the LWIB **must** describe what it has done to build partnerships with employers, training providers, community organizations, and other key stakeholders around specific industries to address the workforce needs of employers and the training, employment, and career advancement needs of workers.

4. What progress is being made by the LWIB's Youth Council?

In responding to this question, the LWIB **must** describe the initiatives, projects, or changes being undertaken by the Youth Council and the results experienced.

5. What, if any, changes in the LWIB's local plan have been made in order to better meet performance measures?

In responding to this question, the LWIB **must** summarize all modifications that have been made to the existing plan in order to meet performance measures. The LWIB **must** include in its description the rationale behind each modification made and the anticipated result.

## **Section V: Required Certifications and Documents**

The LWIB **must** submit the following documents in order for the plan submission to be considered complete:

- Signature of Local Board Chair (Form 08-2011/01);
- Signature of Chief Elected Official (Form 08-2011/02);
- A copy of the Local Elected Official's Consortium Agreement that defines a multi-jurisdictional area and describes their interaction in the administration of the Act (if applicable);
- A copy of the One-Stop Operator Agreement(s); and
- A copy of each (signed) Memorandum of Understanding.

## SIGNATURE OF LOCAL BOARD CHAIR

### WIA Comprehensive One-Year Local Plan Submittal July 1, 2011 – June 30, 2012

In compliance with the provisions of the Workforce Investment Act of 1998 and the planning guidance and instructions developed by the Governor, this WIA Comprehensive One-Year Local Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my initials by the applicable sections and my signature below, I:

\_\_\_\_\_ Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations, and polices;

\_\_\_\_\_ Affirm that the composition of the Local Board is in compliance with the law, rules, and regulations, and is approved by the State;

\_\_\_\_\_ Affirm that this WIA Comprehensive One-Year Local Plan was developed in collaboration with the Local Board and is jointly submitted with the Chief Elected Official(s) on behalf of the Local Board; and

\_\_\_\_\_ Agree to comply with § 661.310 by ensuring a firewall exists between the Local Board and the provision of core services, intensive services, training services, and the One-Stop Operator, unless waiver of this provision is subsequently granted by the Governor.

Date:		Signature of Local Board Chair:	
Mr. Ms. Other		Typed Name of Local Board Chair:	
Name of Board:			
Address 1:			
Address 2:			
City:			
State:		Zip:	
Phone:		E-mail:	

**Submittal directions:** Complete this form as part of the Local Plan development process. Submit this form with original signatures.

## SIGNATURE OF CHIEF ELECTED OFFICIAL

### WIA Comprehensive One-Year Local Plan Submittal July 1, 2011 – June 30, 2012

In compliance with the provisions of the Workforce Investment Act of 1998 and the planning guidance and instructions developed by the Governor, this WIA Comprehensive One-Year Local Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my initials by the applicable sections and my signature below, I:

- \_\_\_\_\_ Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations, and polices;
- \_\_\_\_\_ Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities for funds received, as stipulated in § 667.705 of the rules and regulations;
- \_\_\_\_\_ Affirm that the composition of the Local Board is in compliance with the law, rules, and regulations approved by the State;
- \_\_\_\_\_ Affirm that the Chair of the Local Board was duly elected by that Board; and
- \_\_\_\_\_ Agree to comply with § 661.310 by ensuring a firewall exists between the Local Board and the provision of core services, intensive services, training services, and the One-Stop Operator, unless waiver of this provision is subsequently granted by the Governor.

Date:		Signature of Local Chief Elected Official (CEO):
Mr. Ms. Other		Typed Name of Local CEO:
Title of Local CEO:		
Address 1:		
Address 2:		
City:		
State:		Zip:
Phone:		E-mail:

**Submittal directions:** Complete this form as part of the Local Plan development process. Submit this form with original signatures.