



WORKFORCE INNOVATION AND OPPORTUNITY ACT

LOCAL PLAN ADDENDUM

FOR AREA 12

A PART OF THE SOUTHWEST OHIO REGION

Area 12 includes: Butler, Clermont, and Warren Counties

Program Years 2021-2024
July 1, 2021 – June 30, 2025

May 17, 2021

SOUTHWEST OHIO WIOA REGION – LOCAL PLAN ADDENDUM – AREA 12

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A. Introduction and Overview

In accordance with the requirements of the Workforce Innovation and Opportunity Act (WIOA) of 2014 and guidance published by Ohio Department of Jobs and Family Services, the Workforce Development Board of Butler|Clermont|Warren (WIBBCW) has developed this four-year Local Plan Addendum to the Southern Ohio Region Strategic Plan, which covers program years 2021-24. Upon approval by state officials representing the Governor, this Local Plan Addendum to the Region Strategic plan will be effective from July 1, 2021 through June 30, 2025. This plan replaces the WIBBCW PY 2017-20 Local Plan Addendum. While this PY 2021-24 Plan Addendum carries forward some of the strategies that have made local services effective and programs successful, it expresses the intention of WIBBCW to examine and embrace opportunities for improvement over the four-year life of the plan.

Local Area: The BCW|Workforce is Ohio's 12th Local Workforce Development Area (LWDA 12) and includes Butler, Clermont, and Warren Counties. BCW|Workforce is the administrative and operations entity of the Workforce Investment Board of Butler|Clermont|Warren (WIBBCW).

Local Board: The Workforce Development Board of Butler|Clermont|Warren (WIBBCW) is a tri-county regional organization that provides strategic and operational oversight of its local workforce development area. The WIBBCW sets the vision, policy direction, and performance expectations for the area's workforce development system.

The 17-member workforce development board include leaders from business, workforce organizations, labor, community-based organizations, government, economic development, youth, and education and training. Members are selected by, and work in partnership with the designated Commissioners from Butler, Clermont and Warren counties, who serve as the workforce area's Chief Elected Officials (CEO)¹.

Through its governance of the BCW|Workforce Area's programs, partners and providers, with direct services delivered through its *OhioMeansJobs* (OMJ) One-Stop Centers for Employment & Career Solutions, the Workforce Investment Board of Butler|Clermont|Warren helps the State of Ohio achieve its strategic and operational vision and goals, and maximizes and continuously improves the quality of services, customer satisfaction, and effectiveness of the services provided.

¹ Per section 3(9) of WIOA

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Commitment and Focus: To communicate its commitment to meeting the diverse workforce needs of the three-county area, the board developed the following statements of purpose:

- ❖ The mission of the BCW|Workforce is to serve the workforce needs of employers by connecting them with quality employees.
- ❖ The vision of the BCW|Workforce is to be a valued and respected leader in the provision of workforce resources and solutions.
- ❖ The role of the BCW|Workforce is to set the vision, policy direction, and performance expectations for the OhioMeansJobs workforce development system in Butler, Clermont, and Warren County.

In addition, the WIBBCW board of directors has adopted the following guiding principles to support the achievement of its goals and to carry out its mission:

- Meet the workforce needs of the area's businesses and employers
- Operate as a single area, within a regional entity
- Implement innovative workforce solutions
- Align partners proven to build a strong workforce
- Continuously improve resident's education and training options
- Deliver services with professionalism, honesty, solutions and integrity
- Ensure the continuous engagement and cross-communication of partners
- Regularly advocate, inform and update the area about workforce issues
- Earn and maintain the reputation of being a resourceful and responsive partner

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B. Description of the Local Workforce Development System

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

a. The programs that are included in the system.

The OMJ One-Stop Centers are the hub of activities and services for the businesses, employers, workforce residents, and job seekers in the local area. The BCW|Workforce Area's OMJ One-Stops provide access to the following programs and services as a part of the area's comprehensive workforce development delivery system:

Department of Labor Programs

- Adult (WIOA title I)
- Dislocated Worker (WIOA title I)
- Youth (WIOA title I)
- Indian and Native American Programs (WIOA title I)
- Migrant and Seasonal Farmworker Programs (WIOA title I)
- Job Corps (WIOA title I)
- Senior Community Service Employment Program (title V of the Older Americans Act of 1965)
- Trade Adjustment Assistance activities (Trade Act of 1974, as amended)
- Jobs for Veterans State Grants (Chapter 41 of title 38)
- Unemployment Compensation programs
- Wagner-Peyser Act Employment Services, as authorized under the Wagner-Peyser Act, as amended by WIOA title III
- Reentry Employment Opportunities (REO) program (formerly referred to as the Reintegration of Ex-Offenders (ReXO) program) (Section 212 of the Second Chance Act of 2007 and WIOA sec. 169)

Department of Education Programs

- Adult Education and Family Literacy Act (AEFLA) program administered by Education Department (ED) under WIOA title II
- Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006
- State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV

Department of Health and Human Services Programs

- Programs authorized under the Social Security Act title IV, part A (TANF)
- Community Services Block Grant Employment and Training activities (Community Services Block Grant Act)

Department of Housing and Urban Development (HUD) Employment and Training Programs

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Also:

- Supplemental Nutrition Assistance Program (SNAP) Employment and Training Programs
- Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 USC 2015(o))

As described under item 2.e, below, these programs are provided by a variety of organizations that operate out of the OhioMeansJobs (OMJ) Centers located in Butler, Clermont, and Warren Counties.

b. Location of the OhioMeansJobs One-Stop centers in the local workforce development area.

The three-county BCW|Workforce area is served by three OMJ One-Stop Centers and partner locations. Of the three centers, there is a comprehensive one-stop (OMJ|Butler) and two affiliate centers (OMJ|Clermont and OMJ|Warren).

OhioMeansJobs – Butler County

4631 Dixie Highway (Route 4)

Fairfield, OH 45014

BCWWorkforce.com/butler

Hours of operation: 8:00AM – 4:30PM Monday-Friday

OhioMeansJobs – Clermont County

2400 Clermont Center Dr,

Batavia, OH 45103

BCWWorkforce.com/clermont

Hours of operation: 8:00AM – 4:30PM Monday-Friday

OhioMeansJobs – Warren County

300 E Silver St # 5

Lebanon, OH 45036

BCWWorkforce.com/warren

Hours of operation: 8:00AM – 4:30PM Monday-Friday

The BCW|Workforce is also developing its website, BCWWorkforce.com as a virtual hub for comprehensive and affiliate employment and career services.

Additionally, the area's One-Stop system continues to expand its alliance with the area's network of libraries (SWON: Southwest Ohio Network), as access points for OMJ employment and career services. These sites make one or more of the one-stop partners' programs, services, and activities available to job seekers and employers. SWON serves all library staff in southwest Ohio, with supporting members in northern Kentucky.

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

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

The BCW|Workforce Area's One-Stop system of programs, partners and service providers is coordinated by the OMJ One-Stop System Operators, the OMJ | BCW Consortium of Counties, led by Butler County Department of Children and Families. The Operator is the entity selected and certified by the BCW|Workforce to operate OhioMeansJobs Centers and coordinate the activities of the local program partners and service providers.

The Operator is selected to coordinate the service delivery of the area's partners and service providers, to ensure that critical work functions are covered and that resource rooms are adequately staffed and responsive to the needs of the area's employers, workers, and job seekers. The Operator manages the interface among partners and resolves inter-partner and administrative issues that may arise within the OMJ One-Stop Centers, thereby maintaining an efficient, customer-focused, and productive work environment.

BCW|Workforce governance ensures the continuous improvement of its services and providers through annual performance requirements for its competitively procured OMJ One-Stop System Operator and Career Service Providers. It monitors these standards on an ongoing basis throughout each program year and takes corrective actions, including providing guidance and technical assistance and/or terminating contracts to ensure that requirements are met.

Each One-Stop Center's Career Advisors (or Career Service Providers) are responsible for direct customer services including, but not limited to, job readiness workshops, career exploration, skills assessment, occupational skills training programs, case management, job referrals, job placement, and follow-up services. Additionally, they address customers' supportive service needs, including referrals to mitigate a host of barriers that may impact a resident's ability to become (or remain) employed.

The area's OMJ One-Stops are certified every three years by the BCW|Workforce area's Board of Directors, to ensure that they meet established and additional criteria and standards, with bi-annual reviews and updates to assess how the One-Stops meet the expectations for seamless, customer-focused employment, training, and related services that help individuals overcome barriers to employment and job retention.

OMJ One-Stop Career Advisors can also enhance their knowledge and skills through the State's recently created OhioMeansJobs University (OMJCU). OMJCU provides high-quality, accessible training and professional development opportunities to support Ohio's vision of developing its workforce, providing diverse training tracks based on staff levels of responsibility (i.e.: front line, management and executive staff).

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BCW|Workforce governance will ensure the continuous improvement of its services through annual performance requirements for its competitively procured OMJ One-Stop System Operator and Career Service Providers. It monitors these standards on an ongoing basis throughout each program year and takes corrective actions, including providing guidance and technical assistance and/or terminating contracts to ensure that requirements are met.

The BCW|Workforce Area's OMJ One-Stops are certified every three years by its Board of Directors, the Workforce Investment Board of Butler|Clermont|Warren (WIBBCW), to ensure that they meet established and additional criteria and standards, with bi-annual reviews and updates to assess how the One-Stops meet the expectations for seamless, customer-focused employment, training, and related services that help individuals overcome barriers to employment and job retention.

As part of its workforce strategies, the BCW|Workforce regularly explores how it can better monitor the outcomes of its education and training providers. For example, on an annual basis, the Board's Education & Training Ad Hoc Committee will check the results of each provider to determine its: (1) completion rates; (2) placement rates; and (3) retention rates. The board may consider implementing performance standards for education and training providers as well as establish policies to remove organizations from the approved eligible training provider list if performance requirements are not consistently met.

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

Through the Workforce Investment Board of Butler|Clermont|Warren (WIBBCW), the BCW|Workforce continues to improve employer and workforce resident's engagement and experience through branding, graphics, and analytics, including:

Social Media. Especially during the 2020-2021 height of the COVID-19 pandemic, the BCW|Workforce has seen how social media helped the OMJ One-Stop's Career Advisors, partners, and service providers stay connected with existing customers, and inform, engage and serve workforce residents and new customers. BCWorkforce.com, LinkedIn, Twitter, and Facebook have kept job seekers and businesses up-to-date about workshops, hiring events, success stories, "hot jobs", and labor market trends.

On-line Access. The BCW|Workforce is encouraging its partners and providers to use the robust array of on-line tools and services that are continuously being developed, updated and/or customized by BCWorkforce.com and ohiomeansjobs.com, which help job seekers find work and businesses hire employees. Additionally, the BCW|Workforce is aligning with the state's Office of Workforce Development (OWD) as it implements a new case management tool to further integrate the way partners, service providers, businesses, employers, workforce residents, and job seekers are registered and oriented

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for OMJ One-Stop Employment and Career Services, whether they occur in a physical location or virtually.

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

The board's new Workforce & Wellness Committee oversees the area's three OMJ One-Stop Centers to ensure that workforce residents and businesses can conveniently access services that accommodate their unique circumstances. This includes ensuring that our website, BCWorkforce.com, allows end-users to access employment and training services that accommodate various abilities.

Annually, the BCW|Workforce completes an Americans with Disabilities Act (ADA) checklist, as a part of its One-Stop System Certification process. The BCW|Workforce will ensure the ongoing training of OMJ staff members and partner personnel regarding services that accommodate individuals with various abilities. It provides assistive technology and regularly monitors activities and facilities to ensure accessibility. Any procured providers, including the OMJ One-Stop System Operator, the physical One-Stop Centers, the One-Stop Career Service Providers, and/or CCMEP (Youth) activities must comply with all ADA requirements.

- d. How the local board will coordinate with the regional JobsOhio.**

The BCW|Workforce actively collaborates with its JobsOhio Regional Partner, REDI Cincinnati, who represents the counties of Southwest Ohio. The BCW|Workforce and REDI Cincinnati collaborate on talent management initiatives, as well as more comprehensive approaches to meet the workforce development needs of our region's businesses, such as identifying emerging occupations, new certification requirements, and/or alternative training methodologies.

The BCW|Workforce Executive Director participates in regional JobsOhio meetings and events, and a representative from REDI Cincinnati is invited to BCW|Workforce Board committees and meetings.

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

Section 121(b) of WIOA identifies the required and additional one stop partner programs,

A program becomes a one-stop partner when it begins carrying out the program or activity in a local area. If a partner is not carrying out its program or activities in the local area, one-stop partner requirements are not applicable. A critical requirement that a one-stop partner must satisfy is signing the local Memorandum of Understanding (MOU).

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The MOU describes the services provided to employer and workforce residents, infrastructure and additional costs and contributions, the duration of the agreement, and other elements described in WIOA.

The chart below identifies the required one-stop partners, the WIOA program(s) they deliver and the services available through that program.

Partner	Programs/Roles	Services/Contributions
OMJ BCW Consortium of Counties	Adult Resident (WIOA title I)	The Butler County Dept. of Job and Family Services, Clermont County Dept. of Job and Family Services, and Warren County Economic Development (WCED) align as the OMJ One-Stop Operator in each of their respective counties to deliver Workforce Innovation and Opportunity Act (WIOA) services. WIOA establishes a physical and virtual one-stop delivery system that enables employers and job seekers to easily access the broad array of workforce development programs and services from system partners. It also offers career exploration and counseling, skills and aptitude assessments, as well as work-based training opportunities through on-the-job training, internships, and paid and unpaid work experiences.
	Dislocated Worker (WIOA title I)	
The Butler County Dept. of Job and Family Services (BDJFS), Clermont County Dept. of Job and Family Services (CDJFS), and Warren County Dept. of Job and Family Services	Ticket-to-Work (TTW)	Ticket-to-Work (TTW) is a free and voluntary program that helps Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, while they keep their Medicare or Medicaid.
Easter Seals	Youth (WIOA Title I)	Comprehensive Case Management Employment Program (CCMEP) helps the “emerging workforce” prepare for and connect with retainable

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Partner	Programs/Roles	Services/Contributions
		employment opportunities for Ohio's economic development and resident stability and self-sufficiency.
<p>Cincinnati JobCorps Center</p>	<p>Youth Build. This community-based pre-apprenticeship program provides job training and educational opportunities for at-risk youth ages 16-24 who have previously dropped out of high school.</p>	<p>Temporary Assistance for Needy Families (TANF) provides families with financial assistance and related support services, including childcare assistance, job preparation, and work assistance.</p> <p>Job Corps is a residential career training program helps eligible residents, aged 16-24, complete high school training for credentialed, stable, and self-sufficient career paths.</p>
<p>YouthBuild</p>		<p>YouthBuild</p>
<p>Ohio's Office of Workforce Development (OWD)</p> <p>Wagner-Peyser Veteran Representatives</p>	<p>Wagner-Peyser Act Employment Services (WIOA title III)</p> <p>TAA Veterans Employment UC</p>	<p>Wagner-Peyser (W-P) provides a variety of universal employment-related labor exchange services such as job search, job referral, job placement, labor market information, and re-employment assistance to unemployment compensation claimants and others.</p>
<p>Trade Adjustment Assistance</p>	<p>Trade Adjustment Assistance (Trade Act of 1974, as amended)</p>	<p>TAA provides services to workers who lost their jobs due to foreign trade opportunities, to obtain the skills, resources, and support they need to become reemployed.</p>
<p>Veterans Employment and Training Services (VETS)</p>	<p>Jobs for Veterans State Grants (JVSG) (TEGL 19-13, TEGL 19-13 Change 1 and Change 2)</p>	<p>Veterans Employment and Training Services (VETS) to help veterans, reservists, and National Guard members secure employment.</p> <p>JVSG provides Disabled Veterans' Outreach Program (DVOP) specialists who provide key services to veterans with significant barriers to employment, and Local Veterans Employment</p>

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Partner	Programs/Roles	Services/Contributions
		<p>Representatives (LVERs), who provide outreach to employers to help veterans achieve employment.</p> <p>JVSG participants must be co-enrolled with Wagner-Peyser Act Employment Services.</p>
<p>Ohio Unemployment Insurance Operations (OUIO)</p>	<p>Unemployment Insurance</p>	<p>OUIO serves individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits for Unemployment Insurance (UI). The OMJ One-Stops provide reemployment services to UI claimants.</p>
<p>Warren County Career Center</p> <p>Clermont County ABLE</p>	<p>AEFLA program (called ASPIRE in Ohio) administered by Education Department (ED) under WIOA title II</p>	<p>ASPIRE helps adults develop the basic skills they need to be productive workers, family members, and citizens, including reading, writing, math, English language proficiency, and problem-solving.</p> <p>ASPIRE services include General Equivalency Diploma (GED) and English as a Second Language (ESL).</p>
<p>Hamilton City School District</p> <p>Middletown City School District</p> <p>Butler Technology & Career Development Schools</p> <p>Great Oaks Vocational School</p> <p>UC Clermont</p>	<p>Carl D. Perkins Career and Technical Education Act of 2006</p> <p>Career and technical education programs at the postsecondary level</p>	

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Partner	Programs/Roles	Services/Contributions
<p>US Grant Career Center</p>		
<p>Opportunities for Ohioans with Disabilities (OOD)</p>	<p>Ohio Vocational Rehabilitation (VR) program, under the Vocational Rehabilitation Act</p>	<p>Vocational Rehabilitation (VR) services assist residents to minimize functional, psychological, developmental, cognitive, and emotional impairments or health-related barriers, so residents can access, maintain or return to employment.</p>
<p>Mature Services Goodwill Easter Seals</p>	<p>Senior Community Service Employment Program (SCSEP) (title V of the Older Americans Act of 1965)</p>	<p>SCSEP assists low-income senior citizens, so they can earn and learn while working in local programs that serve their communities.</p>
<p>Jobs Plus Initiative Program (JPI)</p> <p>Supports to Encourage Low-income Families (SELF)</p>	<p>Department of Housing and Urban Development (HUD) Employment and Training Programs</p>	<p>Jobs Plus Initiative program develops locally-based, job-driven approaches to increase employment earnings and outcomes for residents of public housing.</p> <p>Supports to Encourage Low-Income Families (SELF) helps connect Butler County residents to employment and career pathways. find a path to live their dreams and better support their families in the future.</p> <p>SELF’s Mission: to enhance the quality of life for Butler County residents by impacting the causes of poverty and empowering individuals to achieve, sustain and advocate self-sufficiency. Provides housing solutions and delivers programs to help customers achieve self-sufficiency and economic independence.</p>

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Partner	Programs/Roles	Services/Contributions
Home Choice	Community Services Block Grant (CSBG)	<p>Home Choice uses a portion of Medicaid funding to assist residents in locating and maintaining safe, decent, affordable and accessible housing.</p> <p>Community Services Block Grant (CSBG). Programs offer supportive services and activities for low-income individuals, including employment and training opportunities to alleviate the causes and conditions of poverty in communities.</p>
Common Pleas Probation Legal Aid Lifepoint Solutions YWCA Pathways to Independence	Reentry Employment Opportunities (REO) (Section 212 of the Second Chance Act of 2007 and WIOA sec. 169)	Second Chance Act provides employment training and assistance, substance use treatment, education, housing, family programming, mentoring, victims support, and other services that make a person’s transition from prison or jail safer and more successful.
PathStone	<p>Migrant and seasonal farmworkers (MSFWs) (20 CFR 653)</p> <p>National Farmworker Jobs Program (NFJP) (20 CFR 685.110)</p>	<p>Career Services for eligible Adult and Youth (14-24) residents and agricultural employers</p> <p>Occupation Skills Training</p> <p>Supportive Services</p> <ul style="list-style-type: none"> • Housing Assistance • Barrier mitigation
	Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) Program.	Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Program helps eligible participants gain skills and find work that moves them forward to self-sufficiency. Through SNAP E&T, SNAP participants have access to training and support services to help them enter or move up in the workforce.

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

The BCW|Workforce provides a robust array of Adult and Dislocated Worker employment and training activities at each OMJ One-Stop, as well as through its virtual, partner, and service provider locations. Each individual is connected to the specific services that best meet their particular needs.

Overall, BCW|Workforce area Adult and Dislocated Worker workforce activities are provided under the broad categories of Basic Workforce Solutions, Employment & Career Development Assistance, Emerging Workforce (Youth) Solutions, and Business & Employer Solutions. Basic Workforce Solutions are available to any resident, while Employment & Career Development Assistance is available to residents who meet WIOA eligibility requirements.

The OMJ Centers offer a wide variety of services to assist customers with job preparation and job search. Resource rooms provide computers with Internet access, as well as printing, mailing, phone, and fax services during regular business hours. Further assistance is available through resume and cover letter development, mock interviewing, job postings, and job search tip sheets. Job seekers can meet with employers conducting on site interviews and also sign up for job readiness workshops. Specialized information is available on GED attainment, unemployment compensation, CCMEP youth programs, and career services for veterans, individuals 55 and over, and persons with disabilities.

Basic Workforce Solutions, or services available in the BCW|Workforce Development Area include:

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

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Individualized Career Services available in Area 12 include:

- Eligibility determination
- Comprehensive assessment
- Development of an Individual Employment Plan (IEP) that identifies barriers and defines a customer's specific goals and pathway for their achievement
- Career counseling and planning
- Short-term prevocational services
- Internships and work experience
- Workforce preparation activities
- Financial literacy services
- Supportive services

Training Services available in Area 12 include:

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

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

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

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

The maximum expenditure for a short-term ITA (12 months or less) is \$6,500 and the maximum for a long-term ITA (greater than 12 months) is \$15,000. The maximum reimbursement rate to employers for a trainee's wages during on-the-job training is 50%. Depending on the circumstances, the BCW|Workforce will review One-Stop requests for policy and/or procedural exceptions.

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

The CCMEP plans for Butler, Clermont, and Warren Counties are submitted as required in rule 5101:14-1-03. The Lead Agencies for CCMEP in Butler County and Clermont County are the two CDJFS organizations. The Lead Agency for CCMEP in Warren County is OhioMeansJobs Warren County. Complete copies of each plan are available upon request.

The BCW|Workforce continues to contract with Easter Seals to provide WIOA-funded CCMEP services for the BCW|Workforce Area.

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

As discussed in the response to item 1.b, above, the BCW|Workforce has OMJ Centers in each of its three counties.

Under WIOA, the BCW|Workforce is continuously working to improve upon its silo structure. Specifically, the Board competitively procures a single OMJ One-Stop Center Operator, responsible for leading and coordinating workforce services on an area-wide basis. It will be responsible for ensuring that all the Centers use the same processes, procedures, and forms; promoting consistency and enhancing customer satisfaction. It will also coordinate staff and systems to avoid duplication of services.

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Under this model, Wagner-Peyser staff provides universal employment services for all job seekers who are legally entitled to work in the United States. Such assistance includes, but will not be limited to job search, labor market information, and job referral activities. Personnel will be co-located in the OMJ Centers to improve access to services for customers and provide greater economies of scale for the Board.

The OMJ Center Operator utilize Wagner-Peyser staff along with other partner personnel to provide job readiness workshops on topics such as completing job applications, preparing resumes, and interviewing for jobs. The Operator engages Wagner-Peyser employees as a part of a Business Services Team that helps employers in filling job openings as well as with Rapid Response and layoff aversion.

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

The BCW|Workforce uses the State's MOU template for Area 12 workforce activities. It outlines the roles and responsibilities of the OMJ Center parties and describes how the partners will share services and costs in the operation of the local workforce development system.

7. Identification of the fiscal agent.

Per the current Intergovernmental Agreement for Area 12, the Warren County Board of Commissioners serves as the fiscal agent and BCW|Workforce Board employer of record. As Fiscal Agent, the Warren County Board of Commissioners has sub-contracted its Fiscal Agent roles and responsibilities to Salvatore Consiglio, CPA, LLC.

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

The BCW|Workforce utilizes the procurement policies of its fiscal agent/employer of record, the Warren County Board of Commissioners, to competitively award subgrants and contracts for WIOA Title I activities. These policies are compliant with state and federal regulations.

Overall, the BCW|Workforce board competitively procures its OMJ One-Stop System Operator, Career Service Providers, and Youth (CCMEP) Provider. The board utilizes a request for proposals (RFP) process to solicit, evaluate, and select providers, based on both the relative quality and pricing of the services offered as well as the capacity of the responding organization.

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

The Workforce Investment Board of Butler|Clermont|Butler (WIBBCW) continuously improves upon its ability to operate as a high-performing workforce board. For example, in 2021, the WIBBCW engaged a series of Board Facilitators to better align, strengthen the capacity of the board and, as a whole, expect higher than average goals and results for the area's employers and residents. The WIBBCW also continues to develop its service delivery method from one that is county-specific to one that effectively utilizes area-wide approaches with consistent policies, processes, and procedures so all customers receive the same high-quality services at each facility. If fully and successfully adopted, this area-wide approach will continue to enhance customer satisfaction as well as provide improved economies of scale for the Board.

Annually, the board re-evaluates the top business types and industry clusters that meet the area's in-demand, high-growth and critical occupation needs. Industries currently identified are healthcare, advanced manufacturing, and information technology. It is expected that these will grow to include industries such as retail, construction, administrative support, and technical and professional services. WIBBCW engages its Business & Education Solutions Team and Education & Training Committees to ensure the workforce system is appropriately preparing a pipeline of qualified workers for these jobs. As part of this process, it also identifies the career pathways that lead to long-term employment growth and retention.

With respect to fiscal operations, the timely investment of funds in the local area is of key importance to the WIBBCW. Therefore, the BCW|Workforce requires that its providers meet the following resource expenditure standards:

- 80% of funds must be obligated or spent within 12 months of receipt;
- 100% of funds must be obligated or spent within 18 months of receipt; and
- 100% of funds must be expended within 21 months of receipt.

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Additionally, the BCW|Workforce employs a fiscal measure that requires providers to develop an annual budget demonstrating how the WIOA funds will be spent. Every month, the providers submit a budget-to-actual report to the board.

The Board continues to explore supplemental standards that measure the performance of its workforce system and providers. For example, it may explore items such as the number of persons placed into training in the targeted industries, the number of enrolled customers who are from priority populations, or the number of job openings filled in the targeted industries. Once the specific measures are identified, the BCW|Workforce will capture data during the first year to establish benchmarks that will be used to create long-term goals. Currently, it is establishing a baseline to measure employer satisfaction.

Finally, as part of its high-performing initiatives, the BCW|Workforce will continue to research innovative ways to use technology to increase access and improve services, as described in the response to item 9 above. It will also continue to participate in state and national conferences along with capacity building sessions to learn about best practices that may be replicated in the workforce development area.

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

The ability to successfully implement an integrated, technology-enabled intake and case management information system for programs under WIOA is important to the BCW|Workforce. In fact, the use of technology to better serve customers is one of the key components that will be considered when it competitively procures and evaluates its OMJ Center Operator and the Adult, Dislocated Worker, and CCMEP service providers in 2022.

BCW|Workforce uses the County Finance and Information Systems (CFIS) to access real-time data that supports tracking, analysis, and decision-making for workforce programs.

CFIS' Client Tracking function will share data between the workforce financial system and the Ohio Workforce Case Management System (OWCMS), providing a greater capability to comply with state and federal reporting requirements.

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C. Considerations for Program Years 2021- 24

Based on discussions held with policymakers, partners, and stakeholders during the planning process, the following matters have been identified as priorities for further exploration, development, and/or enhancement as the BCW|Workforce Development Area implements its Local Strategic Plan.

1. Improve the delivery of incumbent worker training (IWT) services, as allowed under WIOA. As part of this review, examine the potential benefits of combining “upskill and backfill” models, where current employees are trained to qualify for promotional opportunities while residents are recruited to fill the positions vacated by those promoted employees.
2. Document procedures, flow and action steps that recognize the unique needs of the BCW|Workforce Area’s employers and workforce residents, which challenge the flexibility of existing language in WIOA-related laws, policies and procedures.
3. Continuously develop and improve upon the board’s knowledge of the workforce system’s programs, partners, services and providers, and the priorities of the region’s in-demand, growing and critical businesses and employers, workforce residents, and job seekers to broaden members’ base of knowledge for decisions and goal-setting.
4. Identify opportunities to more effectively leverage partner resources and deploy these resources through the local area’s network of OMJ One-Stop Centers.
5. Identify mechanisms that more quickly and efficiently match eligible job seekers to employer vacancies, while ensuring that job seekers have the baseline skills, abilities, and supportive services that enable them to succeed in and retain employment.
6. Examine opportunities to make greater use of work-based learning models so that job seekers can be deployed to business and acquire skills while working and being paid.
7. Study models being used by other local and regional workforce systems to unify and align messaging to key customers about career development, training, job placement assistance, and related workforce services.
8. Collaborate with business and industry partners to address job candidates’ barriers to employment, such as transportation and childcare.
9. Engage system stakeholders in discussions about the features and benefits of virtual/online services for workforce system customers and utilize information obtained through such dialog to build a plan for development, maintenance, and

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or expansion of a fully hybrid (i.e., both in-person and online) workforce development delivery system.

10. Consider opportunities to strengthen the local board's advocacy strategy, including development of processes for gathering, organizing, and communicating data and information that represent the board's and the local workforce system's recommendations for policy-related or legislative action.
11. Develop a plan to continue to cross-train partner and stakeholder staff so that each program can better leverage resources of partners, strategically co-enroll participants across two or more fund sources (as appropriate), and make effective referrals.