



**Workforce Innovation & Opportunity Act (WIOA)  
Southwest Ohio Area 12 | Area 13  
2021-2025 Regional Strategic Plan**

**Public Comments Draft: May 20, 2021**

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# I. Southwest Ohio WIOA Regional Strategic Plan Overview

In response to the Workforce Innovation and Opportunity Act of 2014, states have been requested to submit a four-year (2021-2025) Combined or Unified Strategic Plan to the U.S. Department of Labor. The State of Ohio's Combined Plan included an analysis of the economic conditions and trends in the State, including sub-State regions and any specific economic areas identified by the State.

It would be impossible to proceed without a reference to the global health and economic pandemic of 2020 – and beyond. And the fallout is a mixed bag. As of this writing, 35% of Americans have received a COVID vaccine and cases are dropping here in the U.S. While only 10,000 Hamilton County residents are currently on unemployment insurance, employer sentiment holds that the labor force is being incentivized to stay home.

U.S. inflation in April soared to a 13-year high, the failing of many supply chains like lumber production, translate to a higher cost of goods and services – including an additional \$36,000 for the construction of a new home. U.S. consumer prices rose 4.2% in April over a year ago, and up from 2.6% in March. ([MarketWatch, May 12, 2021](#))

Whether this inflation is a blip or a more permanent blemish is moot. What is important is the realization that there's never been a more critical time in our history to partner with workforce entities and employers on behalf of our citizens and our employers.

The State identified planning regions that consist of two or more workforce areas, and this plan represents the revised 2021-2025 plan and work of the Southwest Ohio Region which includes workforce Area 12 (Butler, Clermont and Warren Counties) and workforce Area 13 (Cincinnati-Hamilton County). The counties, while contiguous, have several areas of differentiation including demographics, board structures and policy frameworks. Simultaneously, Area 12 and Area 13 are also major workforce and economic contributors to the Greater Cincinnati region consisting of workforce areas from Northern Kentucky and Southeast Indiana.

Workforce Innovation and Opportunity Act WIOA Policy 15-01: Local Workforce Area Designation notes that WIOA's vision of a workforce development system represents:

- A stronger alignment of the workforce, education, and economic development systems; and
- Improves the structure and delivery in the system to assist America's workers in achieving a family-sustaining wage while providing America's employers with the skilled workers they need to compete on a global level.

As the Southwest Ohio sub-State region, the following strategic plan outlines a comprehensive strategic plan for the combined Southwest Ohio four counties of the two local areas, Area 12 and Area 13 that emphasizes the areas of collaboration and those areas where demographics play a part in strategic direction. The following describes the SWORWIB and WIBBCW organizational structures, missions and visions.

## **Area 13 - SWORWIB – Southwest Ohio Region Workforce Investment Board**

The Southwest Ohio Region Workforce Investment Board (SWORWIB) is a 501c3 Ohio chartered nonprofit organization since 2004. The SWORWIB implements the Workforce Innovation and Opportunity Act – WIOA in the City of Cincinnati and Hamilton County. The board is responsible for developing strategies to engage employers, job seekers, government, education, organized labor and community-based organizations within the SWORWIB to strengthen and expand the workforce resources of the region for the benefit of all the participants and communities where we live, work and raise our families.

The SWORWIB’s vision is to lead the way in public workforce innovation, providing outstanding service to our diverse customer base, community and region. The SWORWIB mission is to provide our employers with a prepared workforce by connecting job-seeking customers to opportunities that build their career readiness, thereby contributing to the growth of our community and region.

The SWORWIB and its subcontracted service provider for OhioMeansJobs|Cincinnati-Hamilton County (A proud partner of the American Job Center Network) work diligently to provide effective workforce development services to adults, dislocated workers and youth with access to job readiness skills, industrialized training, on-the-job training, online/web/digital job searching resources, hiring events and job matches. Funding that supports these activities is drawn from multiple federal, state and private resources with leadership provided by the SWORWIB for unique grant development and implementation. The SWORWIB also partners with regional, county, city and community organizations to support initiatives that serve the citizens of Cincinnati and Hamilton County, and serves on the Community Partners group of the Regional Economic Development Initiative (REDI) covering 15 counties in a tristate region of Ohio, Kentucky and Indiana.

## **Area 12 – WIBBCW – Workforce Investment Board | Butler | Clermont | Warren**

The Workforce Investment Board – Butler-Clermont-Warren (WIBBCW) is a three-county regional organization comprised of Butler, Clermont and Warren County leaders from business, education & training and workforce organizations with the majority of its board members representing the private business sector.

The WIBBCW oversees the operations of three OhioMeansJobs Centers in Butler, Clermont and Warren Counties that: provide businesses with practical and easy solutions for their workforce needs; work with employers, educators and workforce partners to seamlessly bridge the skills gap; and develop proactive solutions to have tomorrow's workforce ready today. The goal of the WIBBCW is to deliver innovative strategies in workforce solutions.

The mission of the WIBBCW's mission is to serve the workforce needs of employers by connecting them with quality employees. The following principles have been identified to carry out this mission:

- Help support businesses to succeed
- Enable connections for a strong workforce
- Ensure quality training
- Conduct business with honesty and integrity
- Operate as a single, regional entity
- Assure clear communication among partners
- Implement innovation workforce solutions
- Educate and advocate on workforce issues
- Be a resourceful and responsive partner

Together, the WIBBCW and SWORWIB can provide services to approximately 36,000 employer establishments (U.S. Census Bureau Quick Facts) in the four-county area, some of which have multiple sites in Southwest Ohio. In addition, the four-county Southwest Ohio Region is responsible for providing services to a population of nearly two million residents.

Both workforce boards seek to meet the needs of employers and jobseekers, as noted in the goals of Ohio's Combined Plan, specifically to address the following:

- Help more Ohioans compete for quality jobs that pay a living wage and lead to career advancement;
- Help Ohio employers find the talent they need to succeed and grow; and
- Provide effective and efficient job training aligned to high-demand occupations & employer needs resulting in workplace-valued credentials.

To align with the goals of Ohio's Combined Plan, the SWORWIB and WIBBCW acknowledge the State's goals and recognizes the value of the following Core Characteristics of a "Skills-based Community." Both boards are committed to serving employers and job seekers with the services and tools necessary for employers to hire and retain qualified talent and job seekers to grow their workplace skills in order to secure employment that pay a living wage.

The following core characteristics align with the State of Ohio's workforce goals, promote the value of skills development to grow the talent pipeline for employers, and provide advancement opportunities for employees:

### **Business Engagement.**

*Businesses are encouraged to consider how they can integrate skills scores into their talent attraction strategies and businesses are asked to consider job-seekers based upon the appropriate skills scores (i.e. in lieu of simple education or experience requirements).*

Successful skills-based hiring and pipeline building strategies require engagement from the business community. In addition to using skills-based hiring to increase their applicant pool, businesses in Ohio's Skills-based Communities are encouraged to consider skill assessments to accelerate internal pipeline development by advancing entry-level workers based upon skills scores.

The SWORWIB has led the region in the utilization of the National Career Readiness Credential (NCRC), which has readily be adopted by employer consortiums in healthcare, manufacturing and construction and has been recognized by ACT WorkKeys® and MSSC for this leadership. Both Areas 12 and 13 have collaborated with United Way to work with employers interested in the National Career Readiness Credential (NCRC).

### **Focusing Upskilling on In-Demand Occupations.**

*Skills-based Communities in Ohio strive to make upskilling easily accessible and available throughout their community.*

Communities adopting a skills-based approach to talent development should assure that anyone taking skills assessments has access to resources to improve their skill scores. These resources are called upskilling resources and may include self-directed, online tools or classroom based instruction through adult education partners as well as use of the NCRC practice assessments for jobseekers through OhioMeansJobs.com. These resources are available at OhioMeansJobs.com for unemployed and underemployed individuals. Additionally, individuals can use Ohio's Top Jobs List, a customizable online tool to help guide career pathways for In-Demand Jobs. In-Demand jobs have a sustainable wage at 80% of the state median wage, or \$14.10 per hour or more, with annual growth in the number of jobs higher than the statewide average of 36 or annual job openings greater than 584. Learn more at: [Ohio's Top Jobs List | Ohio's Top Jobs](#)

### **Network of assessment sites.**

*Skills-based communities in Ohio work to have a network of assessment sites that are easily accessible and available to individuals.*

Skills-based approaches to talent acquisition and development require that skill assessments are easily available to job-seekers and incumbent workers through education and training institutions, community organizations, OhioMeansJobs centers, and other partners. Ideally, assessments are available to job-seekers at minimal cost.

## **Ohio Means Jobs.**

*Ohio's skills-based communities partner with their local Ohio Means Jobs Center and use the [ohiomeansjobs.com](http://ohiomeansjobs.com) platform for job-postings, job-searches, and matching job-seekers and businesses.*

In Ohio, the recommended scores for three skill assessments from ACT WorkKeys® assessments are automatically available on [ohiomeansjobs.com](http://ohiomeansjobs.com) and businesses can search thousands of resumes based upon ACT WorkKeys® skill scores. Likewise, any job-seeker, incumbent worker, or student can take practice tests and search for jobs based upon recommended scores.

Application of the key elements of a skills-based community to the service strategies in the Southwest Ohio region strengthens the alignment of Ohio's strategic goals with those of Area 12 and Area 13, and has been underway in Area 13 and parts of Area 12 since 2008.

In concurrence with State of Ohio's Combined Plan, SWORWIB and WIBBCW are aligned with the following WIOA Core Partners:

- Adult (WIOA Title I)
- Dislocated Worker (WIOA Title II)
- Youth (WIOA Title I)
- Aspire - Adult Education and Family Literacy Programs (WIOA Title II)
- Wagner-Peyser Employment Services
- Opportunities for Ohioans with Disabilities (OOD)
- Job Corps (Area 13 only)

Details on the alignment of the above WIOA Core Partners and the following additional programs are discussed further in the Southwest Ohio Region Combined Strategic Plan:

- Carl D. Perkins and Technical Programs
- Vantage Aging - Senior Community Service Employment Program (SCSEP)
- Jobs for Veterans State Grants Program
- TANF Employment Programming
- Unemployment Insurance Programs
- Employment and training activities carried out by the U.S. Department of Housing and Urban Development
- Community Services Block Grants
- Reintegration of Ex-Offenders Program
- Trade Act coordination with local Rapid Response activities
- Layoff aversion strategies, which include technical support in consideration of employer-owned/led business conversions as an alternative to layoffs or closure. Area 13, in particular, is activity engaged with the Ohio Employer Ownership Center and the Cincinnati Union Cooperative Initiative (CUCI).



Research on the key workforce and economic factors that impact Ohio are addressed in the following WIOA Southwest Ohio Region Strategic Plan representing a coordinated response to the required elements of the Plan requested by the State of Ohio.

## II. Results of the Planning Process (Combined Response)

### Establishment of regional service strategies and cooperative service agreements

SWORWIB and WIBBCW began collaborating on the development of the WIOA Southwest Ohio Region Strategic Plan during the first quarter of 2021.

Given the catastrophic impact of COVID on every facet of the region's workforce development network of organizations, partner entities, employers and individuals, SWORWIB felt it important to both conduct a "temperature check" with its constituents and collect qualitative feedback to help inform the revised strategic plan.

To help ensure data collection that was truly inclusive and representative of the variety of constituents served, SWORWIB created, led and facilitated **Affinity Groups** from within our region's workforce development network:

1. Disability, Recovery & Mental Health
2. Economic Development
3. Labor Market Intelligence
4. Philanthropic Community Leaders
5. Public Libraries
6. Industry, Business and Labor
7. Returning Citizens
8. Veterans
9. Youth & Community Organizations

Next, SWORWIB worked to ensure appropriate representation among these nine groups and used a variety of sources (LinkedIn, OhioMeansJobs, networking, etc.) to make sure that the most appropriate representatives from each organization were invited to share their views "looking through the lens of their organizations and programming." SWORWIB developed a series of open-ended questions to help identify action steps, trends and recurring themes; Affinity Group feedback sessions were held throughout March-May to elicit feedback on the following:

- Greatest needs and barriers for job seekers and employers;
- Gaps, challenges, or deficiencies exacerbated by COVID;
- Primary workforce resources shared;
- Views on the work of OhioMeansJobs;
- Ways to improve OhioMeansJobs;
- Views on the work of SWORWIB, other boards; and ways to improve.



Here's a schedule of the Affinity Group feedback sessions and participant list:

Date	Affinity Group	Participating Organizations
3/25/21	Public Libraries	Midpoint Library System, Butler County Clermont County Library System OhioMeansJobs Cincinnati-Hamilton Co. OhioMeansJobs Butler, Clermont, Warren The Public Library of Cincinnati & Hamilton County
4/20/21	Labor Market Intelligence	Manpower Group Northern Kentucky University- Center for Economic Analysis and Development Ohio Department of Job and Family Services, Office of Workforce Development
4/21/21	Economic Development	Butler County Economic Development Cincinnati USA Regional Chamber City of Cincinnati City of Forest Park Middletown and Trenton Chamber Regional Economic Development Initiative (REDI)
4/22/21	Philanthropic Community	Greater Cincinnati Foundation Green Light Foundation Haile Foundation
4/23/21	Disability, Recovery & Mental Health	Clermont County Mental Health and Recovery Board Crossroads OhioMeansJobs Easterseals Goodwill Industries Greater Cincinnati Behavioral Health Services
4/28/21	Veterans	Easterseals Ohio Department of Job & Family Services Equus Workforce Services Veterans Administration Navy Reserve OhioMeansJobs

4/29/21	Youth & Community Organizations	Cincinnati Youth Collaborative/Jobs for Cincinnati Graduates City Link Center Easterseals Equus Workforce Solutions Learning Grove/Navigo Lighthouse Youth Services Opportunities for Ohioans with Disabilities Talbert House
5/4/21	Returning Citizens	Center for Employment Opportunities (CEO) Cincinnati Works City Link Center Hamilton County Office of Reentry Ohio Department of Job & Family Services Pathway Home Talbert House
5/12/21	Industry, Business and Labor	Advanced Manufacturing Industry Partnership (AMIP) Allied Construction Industries (ACI) Greater Cincinnati Human Resource Association (GCHRA) / SHRM IBEW Local 212 IBEW/NECA INTERalliance Supply Chain OKI The Circuit The Health Collaborative

## **Key Takeaways from Affinity Group Feedback Sessions:**

The Affinity Group feedback sessions solidified targeted sectors and occupations, produced many common themes and helped inform strategies for the revised plan:

### **Perceived Lack of Talent, Workforce**

- Retail
- Hospitality
- Supply Chain/Logistics
- Entry-level across all sectors

### **Targeted Sectors & Occupations**

- Construction
- Healthcare
- Information Technology (spanning across all sectors)
- Manufacturing/Installation/Maintenance/Repair
- Office Admin./Support/Call Center (including virtual)
- Supply Chain/Transportation/Logistics

### **Technology Gaps**

- Access to high-speed internet, hardware/devices, current software
- Access to training

### **Childcare**

- Availability, assistance

### **Transportation Gaps**

- Availability AND access
- Driver's License (attainments, renewals, resolving suspensions, etc.)
- Resources for purchasing vehicle and insurance

### **Workforce Resources**

- Increased awareness of resource availability
- Enhanced navigational assistance and tools for online job search

### **Expanded Collaboration and Partnerships**

- Knowledgebase of resources

From the initial planning process, the following schedule was developed to drive the completion of the Southwest Ohio Region Strategic Plan, which reflects combined activities of the SWORWIB and WIBBCW throughout the planning phases.

Date	Previous Activities	Results
1/28/21	Received notification from State	
2/11/21	Reviewed Strategic Planning process with Area 13 Board	
March-May	Held Affinity Group feedback sessions	Identified needs, opportunities and gaps among key service providers
4/19/21	Held joint Area 12/Area 13 Meeting	Discussed Affinity Group process and next steps
4/26/21	Held joint Area 12/Area 13 Meeting	Reviewed timeline
5/4/21	Area 13 meeting	Discuss data needs, section updates
5/10/21	Held joint Area 12/Area 13 Meeting	Set deadlines for creation of a top-line summary and the Area 12 and Area 13 information merge
Week of 5/10/21	<b>Area 12 WIBBCW conducted 4 stakeholder meetings</b>	
5/4/21 – 5/13/21	Work and review period for each team's plan	Plan drafts/revisions made by each team
5/13/21	Area 13 SWORWIB Board Meeting	Plan revision plan shared with Board
5/14/21	Email Area 13 Strategic Plan e-survey	Capture top needs, gaps among top OMJ customer employers
5/17/21	Area 12 and Area 13 information merge deadline	
5/20/21	Post to SWORWIB Website for Public Comment – 30 days	
6/17/21	Collate Public Comments	
6/18/21	Final edits and formatting of the Plan	Made edits to the Plan from public comments
6/21/21	Submission of plan to State of Ohio	

Throughout the planning process, the SWORWIB and the WIBBCW met collectively with core partners, business partners, education partners, and community partners to discuss the development of the plan, challenges and differences among the two workforce boards. The SWORWIB and WIBBCW have differing strengths and challenges in board structures, demographics and politics. These constructs are keys to areas of agreement in Jobs Ohio Region 5's regional goals which are focused on minimal differences. (***Visit [www.jobsohio.com](http://www.jobsohio.com) for more information.***)

To provide external insight into the planning process, the SWORWIB kicked off the Strategic Planning process at its Board Meeting on February 11, 2021. Required elements of the WIOA Southwest Ohio Region Strategic Plan were discussed and an invitation was to board members and workforce, education and community partners from the SWORWIB and WIBBCW to participate in a strategy session to determine priority topics to be addressed in the Plan.

The challenges and differences shared in the 2017 Strategic Plan have been updated for 2021-2025 and are listed below:

### **1) Area 12 and Area 13 Differences in OMJ Center Operations and Assurances**

- Area 13 has one comprehensive one-stop in Hamilton County
- Area 12 has one comprehensive one-stop in Butler County
- Area 12 has two non-comprehensive one-stops: Clermont and Warren counties
- Area 12 and Area 13 county-specific workforce resources to be identified in Plan
- Area 12 and Area 13 local-specific workforce resources to be identified in Plan
- Assurances are required confirming that Youth and OMJ services are optimally utilizing other resources
- Area 13 has two out-of-school youth providers (Equus Workforce Services and Santa Maria Community Services/Literacy Center West) and one in-school youth provider (Jobs for Cincinnati Graduates underneath Cincinnati Youth Collaborative)
- Area 12 has one provider for both in-school and out-of-school youth which is Easterseals Tristate
- Area 13 will continue to provide funding for short-term education and training with a focus on recognized credentials for in-demand occupations at \$5,000
- Area 12 is reviewing funding long-term education and training with the three County Boards with an Individual Training Account cap of \$15,000

## **2) Area 12 and Area 13 Differences in WIOA Policies**

- WIOAPL 15-22 On-the-Job (OJT) Training Policy
  - Area 12 provides funding for up to \$15,000 per person
  - Area 12 may approve lower hourly wage parameters for use of On-The-Job Training funds depending on the industry
  - Area 13 provides funding of \$5,000 for a short-term OJTs requiring a company match of 50-75% and may increase to \$8,000 when serving employers in in-demand industry sector career pathway projects
- WIOAPL 15-23 Incumbent Worker Training (IWT) Policy
  - Area 12 depending on the project or customer, Incumbent Worker Training may be approved
  - Area 13 does not support IWT during periods of reduced federal funding allocation
- WIOAPL 15-24 Customized Training Guidelines
  - Area 12 depending on the project or customer, Customized Training may be approved
  - Area 13 does not provide funding for Customized Training during a period of reduced federal funding allocation
- WIOAPL 15-26 Individualized Training Account (ITA) Definitions
  - Area 12 maximum is \$6,500 for less than one year, or up to \$15,000 for up to two years of training
  - Area 13 maximum is \$5,000 for one time in a five-year period per WIOA customer

## **3) Area 12 and Area 13 Differences in labor market concentration**

- Area 12 Industry Sectors: Education, Healthcare, Recreation and Hospitality, Manufacturing, and Retail
- Area 13 Industry Sectors: Business and Administrative Professions, Advanced Manufacturing, Construction, Healthcare, Information Technology, Recreation and Hospitality, and Supply Chain/Transportation/Distribution & Logistics

Consideration was given to the challenges, differences and similarities and the strategies represented in the WIOA Southwest Ohio Region Strategic Plan which address the following:

- 1) Collaboration between Area 12 and Area 13 to serve the employers and job seekers in the Southwest Ohio Region
- 2) Acknowledgement of Customer Needs
  - a. OhioMeansJobs Center designations
  - b. OhioMeansJobs registration for employers/job seekers
  - c. Priority services to Veterans
  - d. Employer/jobseeker matching
  - e. Hiring Events/Job Fairs
- 3) Economic and workforce development collaboration
- 4) Labor market driven decision making

The WIOA Ohio State Plan was used as a template for the Area 12 and Area 13 Southwest Ohio Region Strategic Plan. The WIBBCW prepared updates for the Executive Committee and Board members to keep them apprised of the joint activities of the planning process.

In addition to regular slate of full board meetings, SWORWIB continues to operate the following committees:

- Executive Committee
- Business Engagement Committee
- WIOA Core Partners and OMJ Operations Council
- OhioMeansJobs for People with Disabilities (OMJ4PWD) Committee

These committees are chaired by SWORWIB board members and/or SWORWIB affiliates and meet quarterly to address current issues and projected service expansion efforts. Due to the size of the WIBBCW board, many of these same issues are addressed in OMJ staff meetings in all three counties and/or addressed by the board's Executive Committee or at full Board meetings.

With decisions affecting a closer alignment of workforce policies, the SWORWIB and the WIBBCW will no longer be at odds with funding of OJTs and ITAs; however, economic conditions and demographics are such that customers, both employers and jobseekers, will continue to require collaborative supports across counties in order to meet their needs.

The WIOA Southwest Ohio Regional Strategic Plan contained herein addresses the strategies that partners and stakeholders have identified to provide scalable, achievable workforce and economic development progress in Area 12 and Area 13, which are currently in place and moving forward.

HCDC, Inc., formerly Hamilton County Development Co. developed the 2015 Hamilton County Business Retention & Expansion Report to highlight the issues facing



businesses. Nearly 200 businesses were surveyed to explore Workforce; Business Outlook; Business Demographics; and Local Issues. 36% of the businesses responding expected to expand their operations within the near future (double 2014's projection). However, 33% of the companies surveyed indicated that they had issues recruiting employees for positions, the majority of which were in advanced manufacturing and information services and software. With these key issues in mind, the SWORWIB and the WIBBCW continued to be a proponent of the National Career Readiness Credential (NCRC), the Manufacturing Skills Standard Certification (MSSC), specialized training programs in administrative professions, customer service and IT.

The November 2020 executive summary of this report, now entitled Hamilton County Comprehensive Economic Development Strategy (CEDS) is in draft form with an anticipated publish date of June 2021.

The advance copy we reviewed shared the positive momentum that our region felt approaching the end of 2019 – historically low unemployment and a decade of steady growth. And then the pandemic hit. While the effects of the “Great Lockdown” are unknown at this point, the CEDS report offers some silver linings. Hamilton County is projected to create 50,000 jobs by 2024, population has stabilized and has seen a 3% increase since 2010.

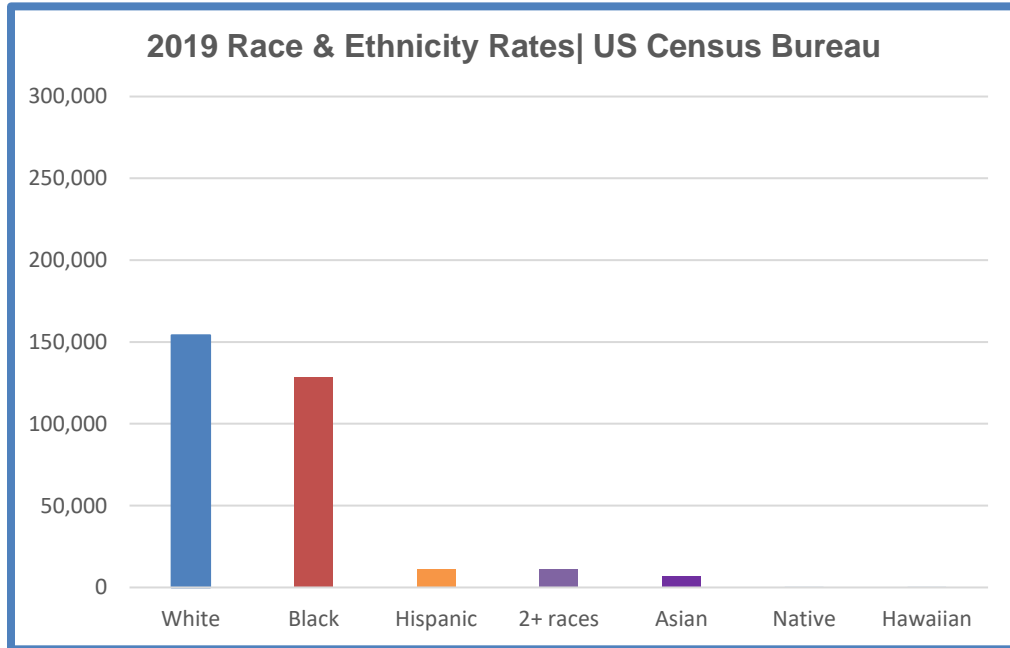
Many of the goals of the HCDC mirror the focus of our support to develop, train and retain workforce with attention to STEM employment (or, in our case, In-Demand Jobs), and to align education and training system to market needs. Understanding the importance of technology training, the SWORWIB continued to champion training by partnering with local training providers to expand/accelerate program development and scholarship offers to dislocated and under-employed workers.

SWORWIB partnered with Midwest Urban Strategies and won a regional TechHire grant to fund scholarships and tuition-free technology training opportunities, including IMAP, Tech Cred and Micro-certifications. The Compete Midwest H-1B TechHire Partnership focused on preparing a technically skilled workforce in the Midwestern region of the U.S. and assisted the University of Cincinnati in obtaining a significant grant to provide free IT training.

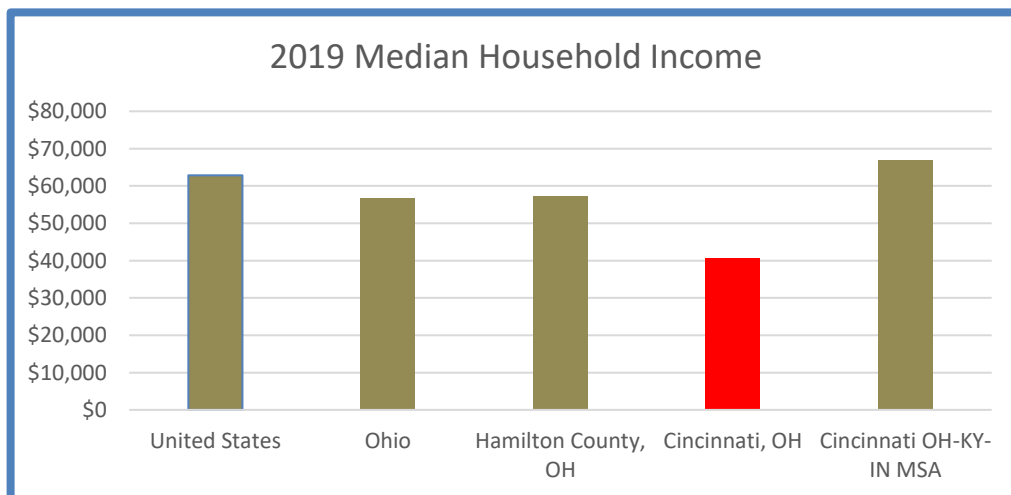
The data presented in this following section confirms the need for continued collaboration among workforce partners, business and education partners and community agencies. Partnering with training organizations, workforce service agencies and community partners, the goal of the SWORWIB is to continue serving the citizens of Cincinnati-Hamilton County with the most efficient and effective workforce services to support the needs of local employers.

### Challenges in Cincinnati's Urban Center

The four-county region covers primarily suburban areas with some smaller urban centers. Hamilton County is Cincinnati's urban center. Its diverse population has both educational, workforce and programmatic opportunities and challenges:



The chart below shows the median household income of Cincinnati residents compared to Hamilton County, Cincinnati MSA (Metropolitan Statistical Area), State of Ohio and National salaries. The disparity is obvious.



Source: [U.S. Census Bureau QuickFacts: United States](#); Cincinnati MSA [Cincinnati, OH-KY-IN Metro Area - Profile data - Census Reporter](#)

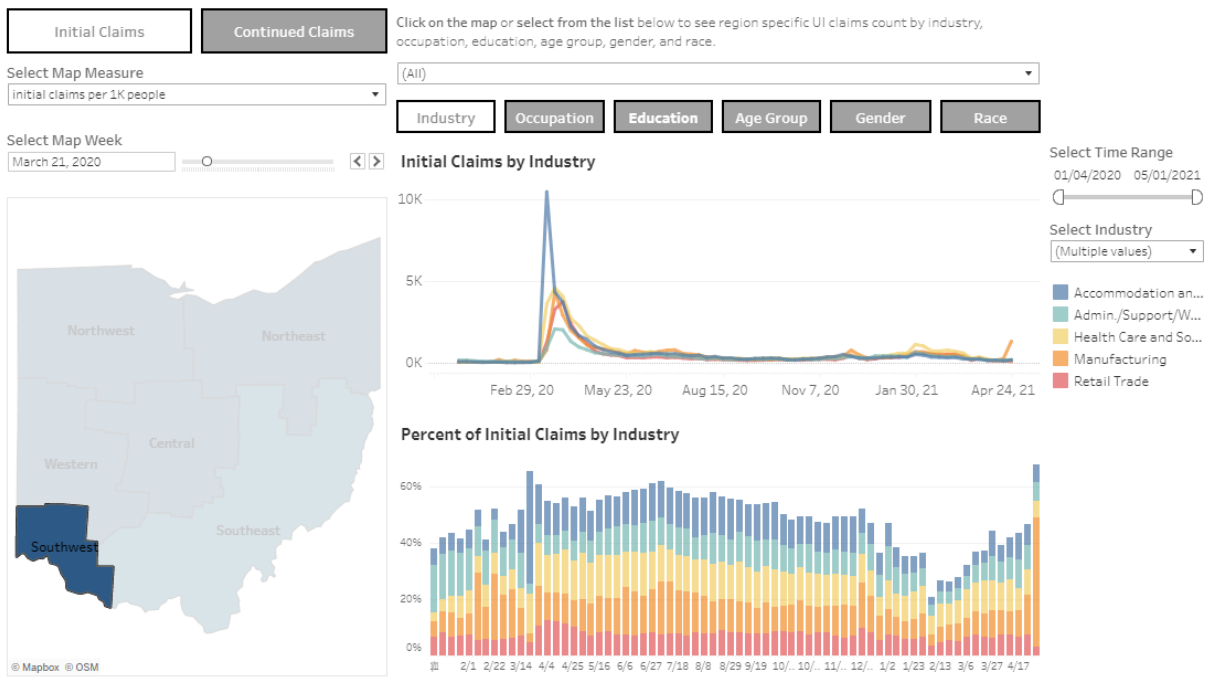
COVID had a significant impact on the region’s unemployment rate. In March 2021, Cincinnati’s unemployment rate was 4.7%, up from 4.2% from the prior year. Hamilton County’s posted rates of 5.0% and 4.4%, respectively – higher, but still under the nation’s rate of 6.2% in 2021 and 4.5% in March 2020.

Like cities across the country, we saw an unprecedented number of people who filed for unemployment. Many jobseekers continue to struggle to find employment that matches their education, experience and skills with a sustainable living wage. This is particularly difficult for Blacks and Youth in Cincinnati, who face multiple barriers, which may include the following:

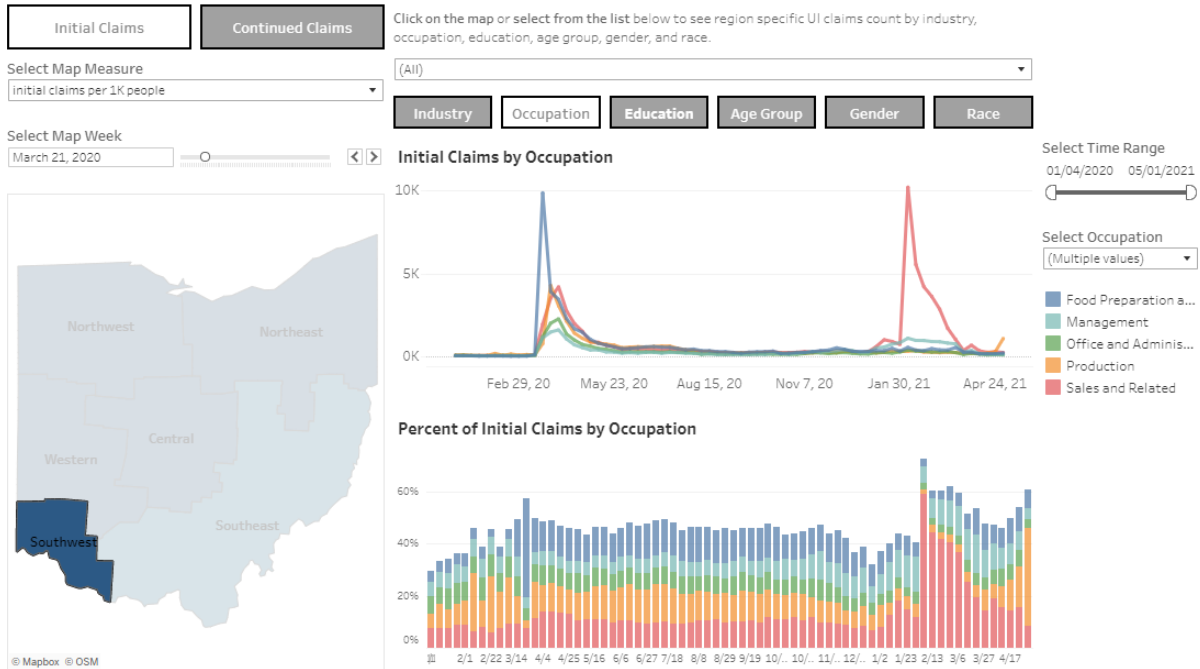
- Lack of education/training
- Medical/mental health issues
- Homelessness
- Living in a poor area
- Lack of citizenship
- Involvement with the justice system
- Financial hardship
- Lack of family support system
- Lack of transportation
- Lack of insurance

Unemployment Data Sources:  
[Cincinnati Area Economic Summary \(bls.gov\)](https://www.bls.gov/economic-summary/cincinnati)  
 U.S. Bureau of Labor Statistics, Local Area Unemployment Statistics

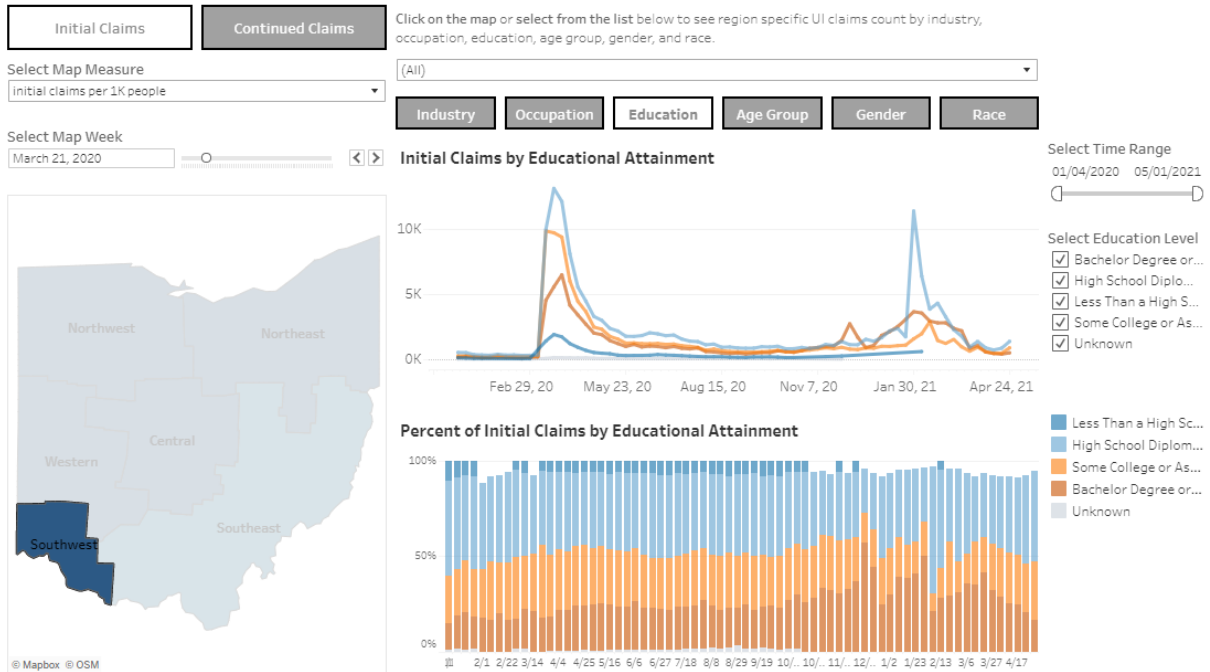
The following information from the unemployment claims dashboard at [Data Ohio](https://data.ohio.gov/) illustrates the impact of COVID on the unemployment system in Southwest Ohio:



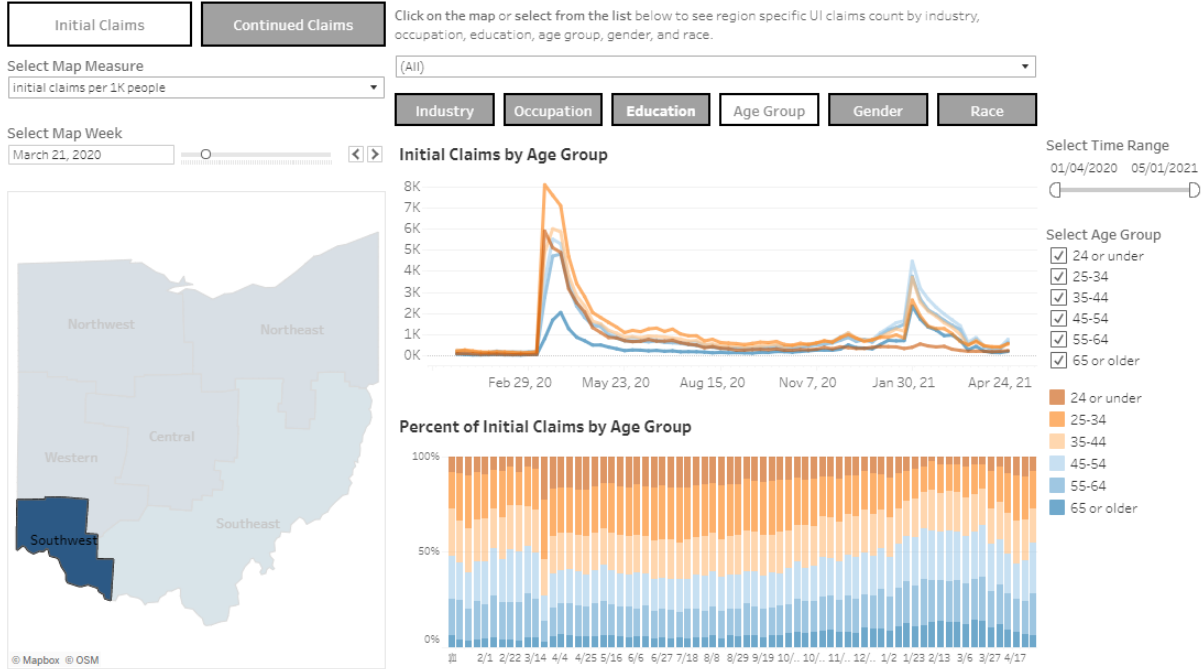
## Analysis by Occupation



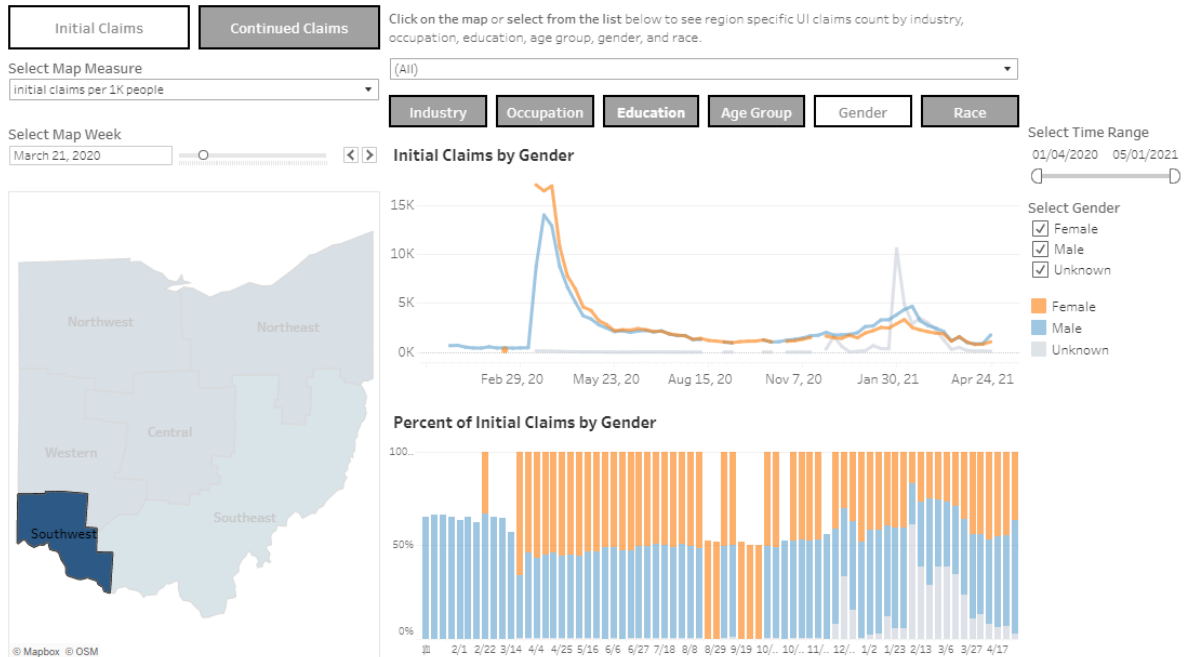
## Analysis by Education



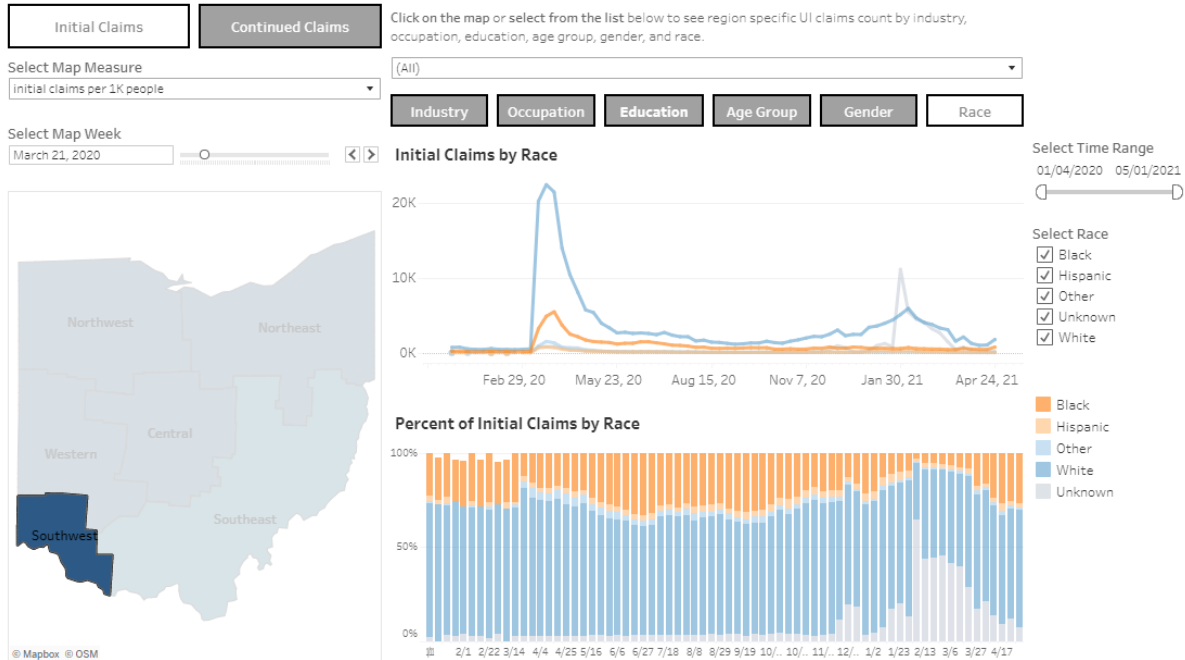
## Analysis by Age Group



## Analysis by Gender



## Analysis by Race



### Business owner/educator perspective on impact of COVID, Cares ACT

“There are so many available jobs, but people don’t want to work – it’s its own pandemic,” says Josh Guttman, CEO of Kable Academy, an IT training school that teaches full-stack web development and cybersecurity.

“How do you motivate someone to go to work when they’re receiving more money to stay home? They’ve just gotten vaccinated, they may have kids, are just able to take off their masks, the sun’s out – why go back to work?”

“We try to remind our students that the economy is going to change. Once the schools are back in session and in-person, there will be much great competition for jobs. So we tell people, ‘Get ahead of this. Get the training now to get the job you’ll need. Now.’”

Another challenge, according to Guttman, is getting firms, many of which are still operating remotely, to hire entry level IT staff. “We hear ‘... we’re not live yet, and until we go live, we can’t hire your students because we need to sitting next to entry level employees.’”

Maybe it’s time to re-think experience requirements – and incentive structures. “There’s a constant push from above to get managers to achieve stated performance and production goals. I think businesses could create even more successful environments by measuring and rewarding the success of entry level employees.”

“Our students are super motivated – most of them were doing some kind of physical, labor-based work before this, or were punched in the face by COVID. We run 12-week courses with 90% attendance requirements. There’s a rigor here that instills a great work ethic. And we provide a huge piece that’s missing in the lives of many young adults: the back-end support in terms of soft skills coaching and employment connections. We’re their bridge to success, and we need employers to understand this.”

## Areas of Analysis

**Research of economic conditions and emerging in-demand industry sectors for Area 13 Hamilton County provided the following data:**

### **Demographic Profile**

In 2019, the population in Hamilton County, Ohio was 817,473. Between 2005 and 2015, the region’s population declined at an annual average rate of 0.0%; average annual growth since 2009 is .2%

The region has a civilian labor force of 430,170 with a participation rate of 63.2%, down from 65.9% in 2015. Of individuals 25 to 64 in Hamilton County, Ohio, 24.6% have a bachelor’s degree or higher (down from 36.1% in 2015) which compares with 21.2% in the nation.

Source: Hamilton County, Ohio Vintage 2019 Population [Search Results \(census.gov\)](#)

The median household income in Hamilton County, Ohio is \$57,212 (up from \$48,927 in 2015) and the median house value is \$155,400 (up from 2015’s value of \$143,000.)

#### Summary<sup>1</sup>

	Percent			Value		
	Hamilton County, Ohio	Ohio	USA	Hamilton County, Ohio	Ohio	USA
<b>Demographics</b>						
Population (ACS)	—	—	—	813,589	11,655,397	324,697,795
Male	48.3%	49.0%	49.2%	392,738	5,711,765	159,886,919
Female	51.7%	51.0%	50.8%	420,851	5,943,632	164,810,876
Median Age <sup>2</sup>	—	—	—	36.8	39.4	38.1
Under 18 Years	23.1%	22.4%	22.6%	187,899	2,605,010	73,429,392
18 to 24 Years	9.4%	9.2%	9.4%	76,310	1,074,610	30,646,327
25 to 34 Years	15.1%	13.1%	13.9%	122,931	1,521,875	45,030,415
35 to 44 Years	11.8%	11.9%	12.6%	95,657	1,391,747	40,978,831
45 to 54 Years	12.3%	13.0%	13.0%	100,308	1,514,333	42,072,620
55 to 64 Years	13.3%	13.8%	12.9%	108,033	1,606,528	41,756,414
65 to 74 Years	8.6%	9.6%	9.1%	69,762	1,116,639	29,542,266



Summary<sup>1</sup>

	Percent			Value		
	Hamilton County, Ohio		USA	Hamilton County, Ohio		USA
	Hamilton County, Ohio	Ohio	USA	Hamilton County, Ohio	Ohio	USA
75 Years, and Over	6.5%	7.1%	6.5%	52,689	824,655	21,241,530
Race: White	67.4%	81.3%	72.5%	548,299	9,476,047	235,377,662
Race: Black or African American	25.5%	12.4%	12.7%	207,839	1,446,193	41,234,642
Race: American Indian and Alaska Native	0.1%	0.2%	0.8%	904	22,816	2,750,143
Race: Asian	2.6%	2.2%	5.5%	21,550	258,199	17,924,209
Race: Native Hawaiian and Other Pacific Islander	0.1%	0.0%	0.2%	516	3,880	599,868
Race: Some Other Race	1.0%	1.0%	4.9%	7,818	112,836	16,047,369
Race: Two or More Races	3.3%	2.9%	3.3%	26,663	335,426	10,763,902
Hispanic or Latino (of any race)	3.3%	3.8%	18.0%	26,867	443,415	58,479,370
<b>Population Growth</b>						
Population (Pop Estimates) <sup>4</sup>	—	—	—	817,473	11,689,100	328,239,523
Population Annual Average Growth <sup>4</sup>	0.2%	0.1%	0.7%	1,532	16,020	2,146,799
People per Square Mile	—	—	—	2,013.9	286.1	92.9
<b>Economic</b>						
Labor Force Participation Rate and Size (civilian population 16 years and over)	66.6%	63.2%	63.2%	430,170	5,909,927	163,555,585
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54)	85.4%	82.7%	82.1%	272,349	3,658,075	104,634,905
Armed Forces Labor Force	0.0%	0.1%	0.4%	194	8,544	1,073,907
Veterans, Age 18-64	3.7%	4.9%	4.6%	18,790	345,514	9,143,042
Veterans Labor Force Participation Rate and Size, Age 18-64	77.5%	76.7%	76.6%	14,563	264,978	7,003,778
Median Household Income <sup>2</sup>	—	—	—	\$57,212	\$56,602	\$62,843
Per Capita Income	—	—	—	\$35,570	\$31,552	\$34,103
Mean Commute Time (minutes)	—	—	—	23.6	23.7	26.9
Commute via Public Transportation	3.5%	1.6%	5.0%	13,950	86,636	7,641,160
<b>Educational Attainment, Age 25-64</b>						
No High School Diploma	7.4%	8.2%	10.9%	31,575	495,162	18,550,150
High School Graduate	24.7%	30.8%	25.7%	105,592	1,860,043	43,627,868
Some College, No Degree	18.8%	21.0%	20.7%	80,318	1,268,705	35,174,790
Associate's Degree	9.2%	9.7%	9.1%	39,237	586,502	15,526,064
Bachelor's Degree	24.6%	19.2%	21.2%	104,924	1,160,444	35,997,848
Postgraduate Degree	15.3%	11.0%	12.3%	65,283	663,627	20,961,560
<b>Housing</b>						
Total Housing Units	—	—	—	379,402	5,202,304	137,428,986
Median House Value (of owner-occupied units) <sup>2</sup>	—	—	—	\$155,400	\$145,700	\$217,500
Homeowner Vacancy	1.0%	1.4%	1.6%	2,054	45,332	1,257,737
Rental Vacancy	5.6%	5.3%	6.0%	8,701	90,857	2,793,023

Summary<sup>1</sup>

	Percent			Value		
	Hamilton			Hamilton		
	County, Ohio	Ohio	USA	County, Ohio	Ohio	USA
Renter-Occupied Housing Units (% of Occupied Units)	42.1%	33.9%	36.0%	143,889	1,587,312	43,481,667
Occupied Housing Units with No Vehicle Available (% of Occupied Units)	11.3%	7.9%	8.6%	38,712	371,575	10,395,713
<b>Social</b>						
Poverty Level (of all people)	15.8%	14.0%	13.4%	125,456	1,588,343	42,510,843
Households Receiving Food Stamps/SNAP	12.4%	13.1%	11.7%	42,492	612,607	14,171,567
Enrolled in Grade 12 (% of total population)	1.3%	1.3%	1.4%	10,364	155,523	4,422,344
Disconnected Youth <sup>3</sup>	2.6%	2.3%	2.5%	1,097	14,176	423,273
Children in Single Parent Families (% of all children)	43.6%	36.7%	34.1%	77,381	902,414	23,790,005
Uninsured	5.7%	6.1%	8.8%	45,625	702,499	28,248,613
With a Disability, Age 18-64	10.2%	11.9%	10.3%	50,975	834,506	20,187,604
With a Disability, Age 18-64, Labor Force Participation Rate and Size	43.5%	42.1%	42.2%	22,170	351,593	8,509,463
Foreign Born	5.7%	4.6%	13.6%	46,636	535,052	44,011,870
Speak English Less Than Very Well (population 5 yrs and over)	2.7%	2.5%	8.4%	20,284	277,197	25,615,365

Source: [JobsEQ®](#)

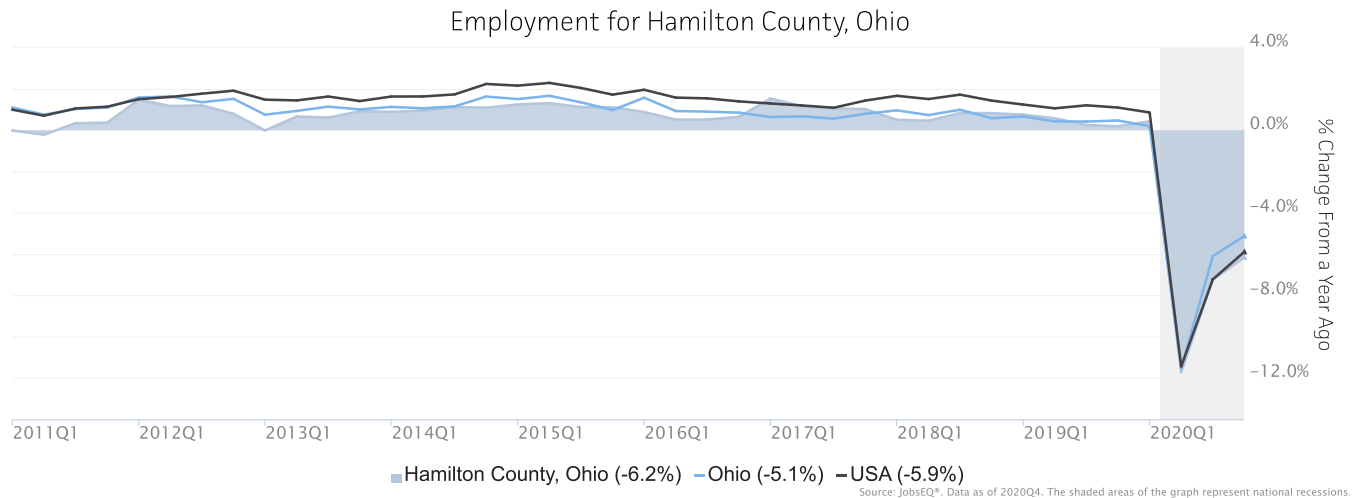
1. American Community Survey 2015-2019, unless noted otherwise

2. Median values for certain aggregate regions (such as MSAs) may be estimated as the weighted averages of the median values from the composing counties.

3. Disconnected Youth are 16-19 year olds who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force.

## Employment Trends

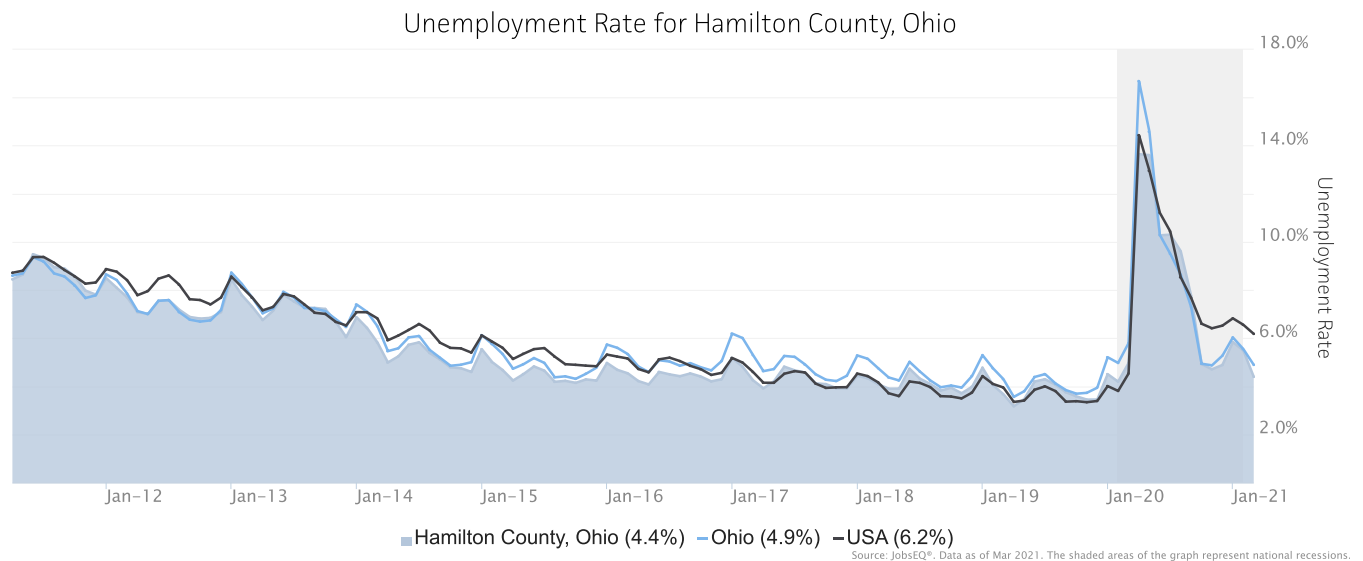
As of 2020Q4, total employment for Hamilton County, Ohio was 512,257 (based on a four-quarter moving average). Over the year ending 2020Q4, employment declined 6.2% in the region.



Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2020Q3 with preliminary estimates updated to 2020Q4.

## Unemployment Rate

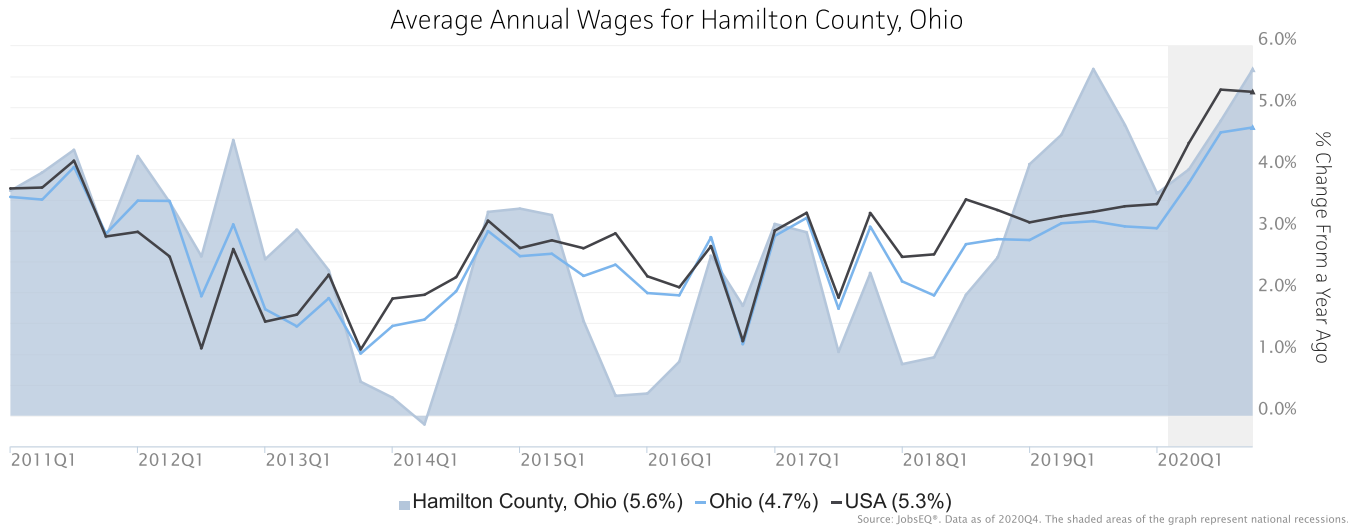
The unemployment rate for Hamilton County, Ohio was 4.4% as of March 2021. The regional unemployment rate was lower than the national rate of 6.2%. One year earlier, in March 2020, the unemployment rate in Hamilton County, Ohio was 5.0%.



Unemployment rate data are from the Local Area Unemployment Statistics, provided by the Bureau of Labor Statistics and updated through March 2021.

## Wage Trends

The average worker in Hamilton County, Ohio earned annual wages of \$65,536 as of 2020Q4. Average annual wages per worker increased 5.6% in the region over the preceding four quarters. For comparison purposes, annual average wages were \$60,761 in the nation as of 2020Q4.



Annual average wages per worker data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2020Q3 with preliminary estimates updated to 2020Q4.

## Cost of Living Index

The Cost of Living Index estimates the relative price levels for consumer goods and services. When applied to wages and salaries, the result is a measure of relative purchasing power. The cost of living is 8.2% lower in Hamilton County, Ohio than the U.S. average.

Cost of Living Information			
	Annual Average Salary	Cost of Living Index (Base US)	US Purchasing Power
Hamilton County, Ohio	\$65,536	91.8	\$71,355
Ohio	\$53,334	93.1	\$57,307
USA	\$60,761	100.0	\$60,761

Source: [JobsEQ®](#)

Data as of 2020Q4

The Cost of Living per C2ER, data as of 2020q4, imputed by Chmura where necessary.

## Occupation Snapshot

The largest major occupation group in Hamilton County, Ohio is Office and Administrative Support Occupations, employing 73,376 workers. The next-largest occupation groups in the region are Sales and Related Occupations (44,492 workers)

and Healthcare Practitioners and Technical Occupations (40,589). High location quotients (LQs) indicate occupation groups in which a region has high concentrations of employment compared to the national average. The major groups with the largest LQs in the region are Healthcare Practitioners and Technical Occupations (LQ = 1.35), Business and Financial Operations Occupations (1.22), and Architecture and Engineering Occupations (1.19).

Occupation groups in Hamilton County, Ohio with the highest average wages per worker are Management Occupations (\$118,400), Legal Occupations (\$109,100), and Computer and Mathematical Occupations (\$91,100). The unemployment rate in the region varied among the major groups from 2.3% among Legal Occupations to 17.9% among Food Preparation and Serving Related Occupations.

Over the next 10 years, the fastest growing occupation group in Hamilton County, Ohio is expected to be Healthcare Support Occupations with a +1.3% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Healthcare Support Occupations (+3,172 jobs) and Computer and Mathematical Occupations (+1,218). Over the same period, the highest separation demand (occupation demand due to retirements and workers moving from one occupation to another) is expected in Office and Administrative Support Occupations (81,016 jobs) and Food Preparation and Serving Related Occupations (67,614).

Hamilton County, Ohio, 2020Q4<sup>1</sup>

SOC	Occupation	Empl	Mean Ann Wages <sup>2</sup>	Current			5-Year History			10-Year Forecast				
				LQ	Unempl	Unempl Rate	Online Job Ads <sup>3</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
43-0000	Office and Administrative Support	73,376	\$41,900	1.11	3,714	6.4%	2,703	-5,777	-1.5%	74,125	33,829	47,187	-6,891	-1.0%
41-0000	Sales and Related	44,492	\$48,700	0.90	3,391	8.7%	3,655	-5,097	-2.1%	55,130	21,865	36,072	-2,807	-0.6%
29-0000	Healthcare Practitioners and Technical	40,589	\$83,400	1.35	826	2.6%	3,821	1,966	1.0%	23,894	10,732	12,268	894	0.2%
35-0000	Food Preparation and Serving Related	38,979	\$25,100	1.02	6,927	17.9%	2,723	-6,862	-3.2%	68,429	27,271	40,343	815	0.2%
53-0000	Transportation and Material Moving	36,253	\$36,800	0.84	3,235	10.1%	3,257	-996	-0.5%	44,923	16,828	28,802	-708	-0.2%
13-0000	Business and Financial Operations	35,198	\$76,800	1.22	1,004	3.6%	2,233	2,178	1.3%	33,485	9,535	23,715	235	0.1%
51-0000	Production	32,617	\$44,300	1.08	2,230	8.8%	1,123	-1,984	-1.2%	33,167	12,051	23,922	-2,807	-0.9%
11-0000	Management	29,473	\$118,400	0.87	852	3.5%	2,451	1,056	0.7%	24,895	6,989	17,272	634	0.2%
25-0000	Educational Instruction and Library	25,230	\$58,400	0.88	1,530	6.6%	949	-644	-0.5%	23,216	10,255	12,280	680	0.3%
31-0000	Healthcare Support	23,520	\$32,000	1.02	1,177	6.3%	1,455	885	0.8%	33,293	14,244	15,876	3,172	1.3%
49-0000	Installation, Maintenance, and Repair	18,932	\$50,900	0.97	917	6.6%	1,155	-139	-0.1%	17,902	5,846	12,448	-393	-0.2%
47-0000	Construction and Extraction	18,841	\$52,000	0.79	1,498	10.5%	433	-23	0.0%	20,357	5,954	14,649	-247	-0.1%

### Hamilton County, Ohio, 2020Q4<sup>1</sup>

SOC	Occupation	Current					5-Year History			10-Year Forecast				
		Empl	Mean Ann Wages <sup>2</sup>	LQ	Unempl	Unempl Rate	Online Job Ads <sup>3</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
15-0000	Computer and Mathematical	18,591	\$91,100	1.16	397	2.7%	2,662	923	1.0%	15,214	3,175	10,821	1,218	0.6%
37-0000	Building and Grounds Cleaning and Maintenance	15,309	\$31,300	0.91	1,385	10.7%	884	-1,434	-1.8%	20,196	8,725	11,351	120	0.1%
39-0000	Personal Care and Service	12,354	\$29,000	0.94	1,790	15.4%	405	-1,499	-2.3%	19,817	8,652	10,743	422	0.3%
17-0000	Architecture and Engineering	10,712	\$85,900	1.19	259	3.0%	657	-342	-0.6%	7,953	2,479	5,658	-184	-0.2%
27-0000	Arts, Design, Entertainment, Sports, and Media	9,796	\$57,000	1.09	817	9.6%	364	-852	-1.7%	10,306	3,821	6,791	-306	-0.3%
33-0000	Protective Service	9,315	\$44,500	0.83	488	6.8%	306	215	0.5%	10,478	4,440	6,145	-107	-0.1%
21-0000	Community and Social Service	8,970	\$52,100	0.99	190	2.5%	634	412	0.9%	11,009	3,370	6,677	962	1.0%
19-0000	Life, Physical, and Social Science	4,951	\$72,800	1.06	163	4.1%	571	31	0.1%	4,577	959	3,619	-1	0.0%
23-0000	Legal	4,153	\$109,100	0.95	75	2.3%	83	-250	-1.2%	2,834	1,055	1,727	52	0.1%
45-0000	Farming, Fishing, and Forestry	607	\$33,700	0.18	104	13.2%	8	81	2.9%	928	236	718	-25	-0.4%
	<b>Total - All Occupations</b>	<b>512,257</b>	<b>\$55,600</b>	<b>1.00</b>	<b>32,971</b>	<b>7.7%</b>	<b>32,532</b>	<b>-18,153</b>	<b>-0.7%</b>	<b>556,128</b>	<b>212,313</b>	<b>349,085</b>	<b>-5,270</b>	<b>-0.1%</b>

Source: [JobsEQ®](#)

Data as of 2020Q4 unless noted otherwise

Note: Figures may not sum due to rounding.

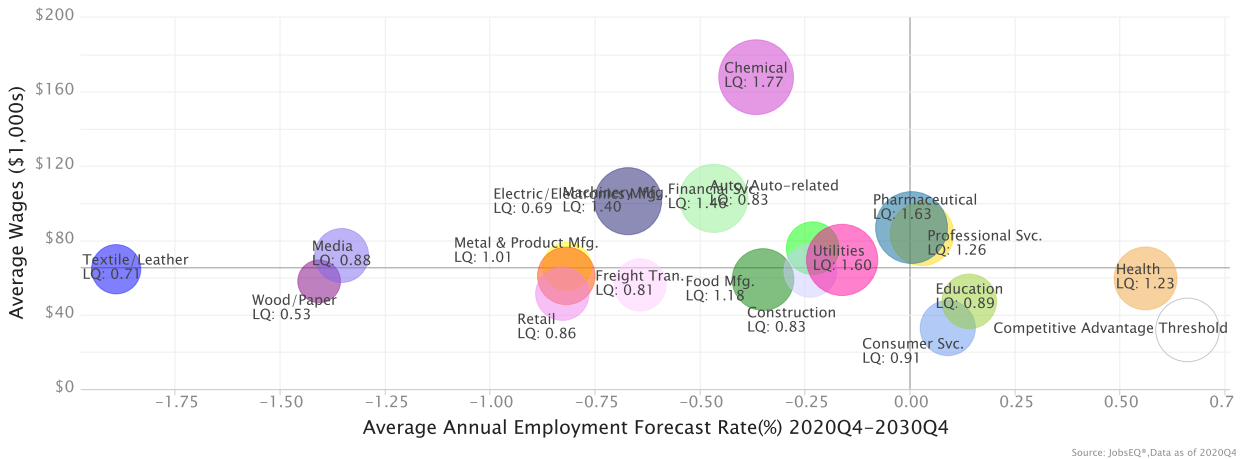
1. Data based on a four-quarter moving average unless noted otherwise.
2. Wage data are as of 2019 and represent the average for all Covered Employment
3. Data represent found online ads active within the last thirty days in the selected region; data represents a sampling rather than the complete universe of postings. Ads lacking zip code information but designating a place (city, town, etc.) may be assigned to the zip code with greatest employment in that place for queries in this analytic. Due to alternative county-assignment algorithms, ad counts in this analytic may not match that shown in RTI (nor in the popup window ad list).

Occupation employment data are estimated via industry employment data and the estimated industry/occupation mix. Industry employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and currently updated through 2020Q3, imputed where necessary with preliminary estimates updated to 2020Q4. Wages by occupation are as of 2019 provided by the BLS and imputed where necessary. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

### **Industry Clusters**

A cluster is a geographic concentration of interrelated industries or occupations. The industry cluster in Hamilton County, Ohio with the highest relative concentration is Chemical with a location quotient of 1.77. This cluster employs 8,483 workers in the region with an average wage of \$167,844. Employment in the Chemical cluster is projected to contract in the region about 0.4% per year over the next 10 years.

### Industry Clusters for Hamilton County, Ohio as of 2020Q4

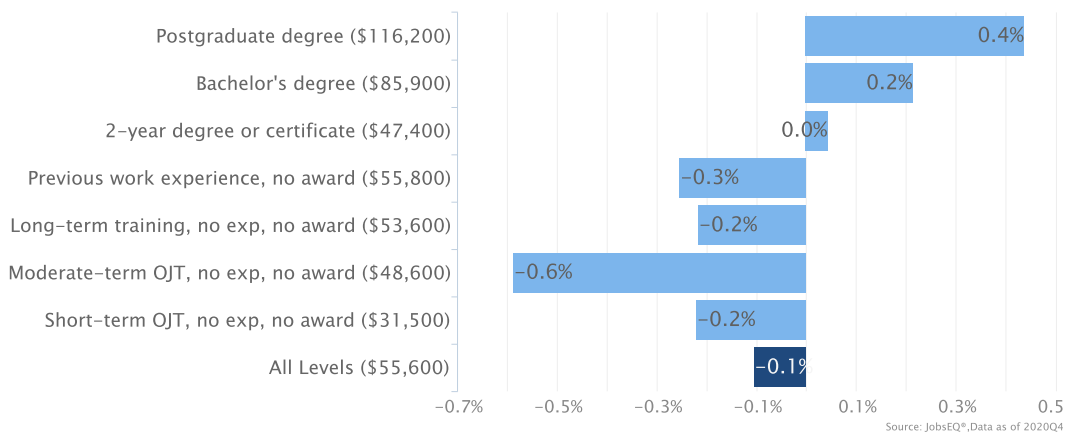


Location quotient and average wage data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, imputed where necessary, and updated through 2020Q3 with preliminary estimates updated to 2020Q4. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

### Education Levels

Expected growth rates for occupations vary by the education and training required. While all employment in Hamilton County, Ohio is projected to contract 0.1% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 0.4% per year, those requiring a bachelor’s degree are forecast to grow 0.2% per year, and occupations typically needing a 2-year degree or certificate are expected to grow 0.0% per year.

Annual Average Projected Job Growth by Training Required for Hamilton County, Ohio



Employment by occupation data are estimates as of 2020Q4. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.



Based on the feedback we received from the local Labor Market Intelligence and Economists Affinity Groups, the following sectors are poised for continued growth:

- Construction
- Healthcare
- Information Technology (spanning across all sectors)
- Manufacturing/Installation/Maintenance/Repair
- Office Admin./Support/Call Center (including virtual)
- Supply Chain/Transportation/Logistics

**Demographic and Economic Analysis of the four counties in Area 12 and Area 13 captured the following data:**

	Butler	Clermont	Hamilton	Warren
Population	383,134	206,428	817,473	234,602
Population Growth	4.1%	4.6%	1.9%	10.2%
Labor Force Participation	64.0%	66.0%	66.0%	66.6%
Unemployment Rate	4.1%	3.9%	4.4%	3.8%
Median HH Income	\$66,167	\$66,968	\$57,212	\$87,125
Poverty Rate	11.7%	8.2%	14.6%	4.5%

Population: US Census Bureau Vintage 2019 Population Estimates  
 Population Growth: [U.S. Census Bureau QuickFacts: Cincinnati city, Ohio](#)  
 \*Unemployment Data via Ohio LMI March 2021 <https://ohiolmi.com/portals/206/LAUS/ColorRateMap.pdf>

Although the above recap indicates many demographic and workforce similarities throughout the four counties, Hamilton County has at its urban core, the City of Cincinnati. Cincinnati is home to the highest areas poverty and unemployment for job seekers with multiple barriers in the Southwest Ohio Region.

In 2019, the U.S. Census Bureau reported the poverty rate for Hamilton County at 14.6%, 23.6% of those in Hamilton County under the age of 18 at or below the poverty line.

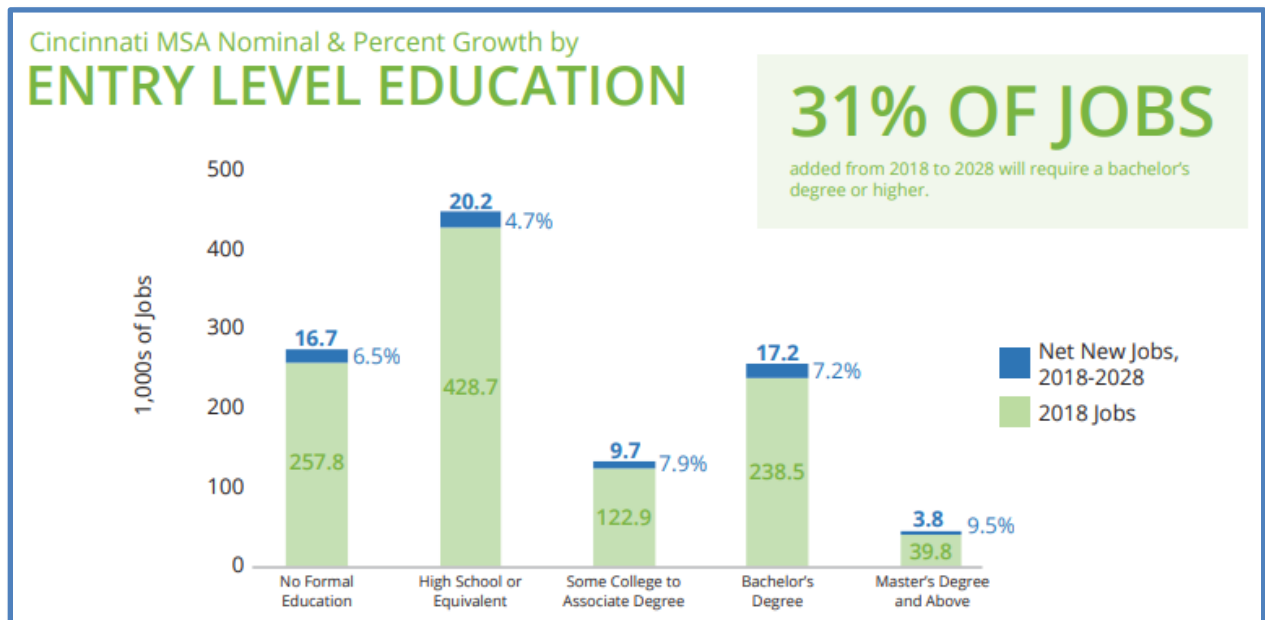
Source: American Community Survey

## Education Levels

Employment in the Cincinnati MSA is projected to increase by 6.2% from 2018 to 2028. National employment is projected to grow 9.3% over this period. This translates to 67,505 new jobs by 2028.

31% of these new jobs will require a bachelor's degree or higher. Nearly 70% of the 25 fastest-growing occupations here in terms of net new jobs will require a high school diploma or lower, while 20 will require an associate degree or lower.

Five of the fastest-growing occupations will require a bachelor's degree, and none will require a master's degree or higher.



Source: [Jobs Outlook 2028](#)

### III. Strategic Vision of the Planning Region (Combined Response)

This WIOA Southwest Ohio Region Strategic Plan supports the strategic framework for the workforce development activities and the goals and the reform principles outlined in the Combined State Plan.

The Southwest Ohio Region plan strategy for Area 12 and Area 13 has been shared with the WIOA core partners. The planning region has coordinated with other partners, including OhioMeansJobs Center partners, economic development, education, and private sector partners, to create a shared understanding of the planning region's workforce development needs, a shared vision of how the planning region can be designed to meet those needs and agreement on the key strategies to realize this vision.

Our combined plan recognizes that Area 12 and Area 13 comprise two geographic regions with distinct demographic differences: Area 12 is primarily suburban, rural, homogenous, and wealthy. Area 13 is predominantly urban, diverse and lower income. The plan seeks to illustrate and leverage the distinctions to capitalize on the common strengths of the Southwest Ohio region.

Based on regional data and stakeholder feedback received during our Affinity Group sessions, we envision executing the following key strategies as we work toward overcoming stated challenges illustrated below:

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
Populations and Businesses Hit Hardest by COVID's Economic Impact (e.g. women and small businesses)	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Facilitate targeted regional hiring events and/or job fairs (virtual, drive-thru or in-person) for this audience</li> <li>○ Expand outreach efforts to help connect targeted job seekers to targeted employers</li> <li>○ Partner with training providers and employers to support non-traditional career opportunities in Construction &amp; Trades, Advanced Manufacturing, IT and Bioscience</li> </ul>

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
<p>Populations and Businesses Hit Hardest by COVID's Economic Impact (e.g. women and small businesses)</p>	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Expand partnerships with regional and national organizations to generate additional solutions (examples below; not all-inclusive) <ul style="list-style-type: none"> <li>✓ Cincinnati USA Regional Chamber</li> <li>✓ City of Cincinnati</li> <li>✓ Dress for Success</li> <li>✓ HCDC, Inc.</li> <li>✓ Kellogg Foundation</li> <li>✓ League of Women Voters of Cincinnati Area (non-partisan group)</li> <li>✓ National Organization for Women, Cincinnati Chapter</li> <li>✓ National Skills Coalition</li> <li>✓ Patty Brisben Foundation for Women</li> <li>✓ People Working Cooperatively</li> <li>✓ REDI</li> <li>✓ Small Business Administration, Cincinnati Chapter</li> <li>✓ The Greater Cincinnati Foundation-Women's Fund</li> <li>✓ United Way of Greater Cincinnati</li> <li>✓ University of Cincinnati-Small Business Institute</li> <li>✓ YWCA</li> </ul> </li> <li>○ Facilitate local and regional hiring events and/or job fairs (virtual or in-person) targeting small businesses</li> </ul>

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
<p>Targeted Sectors and Occupations:</p> <ul style="list-style-type: none"> <li>• Construction and Skilled Trades</li> <li>• Healthcare</li> <li>• Information Technology (across all sectors)</li> <li>• Manufacturing/ Installation/ Maintenance/ Repair</li> <li>• Office Admin/ Support/ Call Center (including virtual)</li> <li>• Supply Chain/ Transportation/ Logistics</li> </ul>	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Expand and strengthen industry sector partnerships (examples below; not all-inclusive) <ul style="list-style-type: none"> <li>✓ ACI</li> <li>✓ AMIP</li> <li>✓ Cincinnati AFL-CIO Labor Council</li> <li>✓ Health Collaborative</li> <li>✓ IBEW</li> <li>✓ INTERAlliance</li> <li>✓ SCOKI</li> </ul> </li> <li>○ Analyze local Eligible Training Providers to ensure providers/programs support targeted sectors, occupations and career pathways; SWORWIB undergoes their annual ETP application process for 2021-2022</li> <li>○ Examine labor market intelligence/data on sector and occupational demands in partnership with local economists (UC, NKU, Economic Development entities, etc.) in light of COVID’s ongoing impact on the economy</li> <li>○ Strengthen partnership with the American Graduate/Center for Public Broadcasting on their regional career exploration tools and efforts</li> <li>○ Facilitate local and regional career exploration events (virtual, drive-thru or in-person)</li> </ul>

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
<p>Technology Gaps</p> <ul style="list-style-type: none"> <li>• Access to high-speed internet</li> <li>• Access to hardware, devices, current software</li> </ul>	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Connect individuals to information on broadband resources, such as the Emergency Broadband Benefit through the Federal Communications Commission (FCC)</li> <li>○ Adjust/update Supportive Services policies to support the purchase of devices, software and/or computers for customers</li> <li>○ Leverage local, regional and/or national resources</li> </ul>

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
<ul style="list-style-type: none"> <li>• Childcare</li> </ul>	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Expand partnerships with childcare organizations (e.g. 4C for Children, Learning Grove, etc.) to enhance collective impact</li> <li>○ Advocate with policy makers to increase momentum around childcare solutions</li> <li>○ Promote the increase usage of vouchers to support families while being a cost-effective measure</li> <li>○ Elevate best practices among regional employers who are helping to address this challenge within their workforce</li> </ul>

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
Transportation	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Develop a transportation taskforce, consisting of representatives from both local areas to identify, foster, and promote solutions such as: <ul style="list-style-type: none"> <li>✓ Lobbying the public transit authorities to provide more regional routes that cross county borders and stop at the region’s largest employers similar to the I-75 WorkLink route between Hamilton and Dayton created by the Butler County Regional Transit Authority</li> <li>✓ Supporting regional employers that have expressed challenges related to transportation access and availability</li> <li>✓ Partner with employers located in specific corridors to potentially help underwrite additional bus routes/schedules</li> <li>✓ Examine current support services policies to assist individuals with vehicle purchase/repair, insurance or driver’s license attainment, etc.</li> <li>✓ Elevate and scale-up best practices among employers and communities</li> </ul> </li> </ul>

<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
Awareness and Navigational Support of Regional Workforce Resources	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Utilize outreach resources to launch a campaign to help promote each area’s virtual and onsite services and tools</li> <li>○ Develop a regional workforce asset map to help youth, adults, and employers navigate the tools and resources available in our regional workforce system; make this asset map easily shareable online and mobile-app friendly</li> </ul>



<b>Area of Focus:</b>	<b>Regional Strategies to Address Challenges/Provide Solutions:</b>
Expanded Collaboration and Partnerships	<p>The local areas will work together to accomplish:</p> <ul style="list-style-type: none"> <li>○ Form a regional “Workforce Collective” Forum with key workforce stakeholders to enhance resource sharing, partnerships, innovation and collective impact in the workforce development ecosystem</li> <li>○ Develop and implement a <i>regional</i> Business Engagement Team to offer a “SWOT” approach to responding to employer needs</li> <li>○ Create and launch an employer’s speaker series to discuss the most pressing needs of employers and human resource professionals and using subject matter experts to inform and educate the employer community. Partner with local employer and HR organizations (Greater Cincinnati Human Resource Association/SHRM, Cincinnati HR Collaborative, Disrupt HR, etc.) to help identify the most relevant forum topics as well as appropriate subject matter experts available to provide information and answer questions at the forums. Both local areas in the region agree to host a fair share of the forums and to support this effort by dedicating business services staff who will help plan the forums.</li> </ul>

**Priority Services**

Area 12 and Area 13 are committed to providing priority service to:

- All Veterans
- Customers on public assistance
- Low-income individuals
- Customers who are basic skills deficient
- People with Disabilities
- Adults/Youth with a history in the Justice system, including returning former offenders
- Customers experiencing a dislocation from employer action
- Long-term unemployed
- Customers on or recently completing unemployment insurance benefits
- Employers seeking workers

## **Linkages between OMJ Delivery Systems and Unemployment Insurance**

Area 12 OhioMeansJobs Centers have developed a marketing approach to individuals receiving unemployment insurance benefits. Mailers regarding services available at the OMJ Centers are sent and outreach is also made with job postings, hiring events and job fairs. Area 13 takes a similar approach to marketing OhioMeansJobs services. Individuals are contacted once they enter the system and informed, when possible, of education and training opportunities, job fairs and hiring events.

## **Development and implementation of sector initiatives for in-demand industry sectors as identified on OhioMeansJobs.com In-demand List**

Included in the Southwest Ohio Region planning process is the collection of labor market information and industry sector data applicable to the service strategies of each workforce board. Labor market analysis indicates differences in regional demographics and economic conditions which result in the selection of industry sectors and subsequent career pathway development indigenous to each workforce area.

### **Area 12 Targeted Sectors**

- Healthcare
- Manufacturing
- Technology

### **Area 13 Targeted Sectors**

- Business and Administrative Professions
- Advanced Manufacturing
- Construction and Skilled Trades
- Healthcare and Healthcare Support
- Information Technology
- Supply Chain, Transportation, Distribution and Logistics

According to the [2028 Jobs Outlook](#) report, fast-growing occupations and industries with the highest replacement demand will dictate the need for specialized training and certifications in all of the designated industry sectors, and both workforce areas recognize the need to focus on the following sectors:

## Top 25 Fastest Growing Occupations in the Cincinnati MSA by NET NEW JOBS

	2018 Jobs	2028 Jobs	Net New Jobs	2018 Median Annual Earnings	Occupation Group
1. Food Prep & Serving Workers	31,957	35,924	3,967	\$19,307	Food Prep. & Serving
2. Laborers & Freight Movers, Hand	24,462	27,822	3,360	\$27,339	Transport./Material Moving
3. Registered Nurses	23,620	26,415	2,795	\$64,977	Healthcare Practitioners
4. Personal Care Aides	6,475	8,749	2,274	\$21,121	Personal Care & Svc.
5. Home Health Aides	7,199	9,110	1,911	\$23,201	Healthcare Support
6. Waiters & Waitresses	20,212	21,752	1,540	\$19,649	Food Prep. & Serving
7. Software Developers, Applications	6,880	8,165	1,285	\$91,410	Computer & Math.
8. Heavy Truck Drivers	13,068	14,307	1,239	\$44,234	Transport./Material Moving
9. General & Operations Managers	13,332	14,550	1,218	\$98,795	Management
10. Light Truck or Delivery Drivers	8,123	9,242	1,119	\$32,955	Transport./Material Moving
11. Cooks, Restaurant	8,724	9,742	1,018	\$22,277	Food Prep. & Serving
12. Medical Assistants	4,580	5,502	922	\$32,503	Healthcare Support
13. Retail Salespersons	28,943	29,836	893	\$21,972	Sales & Related
14. Nursing Assistants	12,000	12,874	874	\$28,205	Healthcare Support
15. Maintenance & Repair Workers	11,516	12,376	860	\$39,617	Install., Maint., & Repair
16. Janitors & Cleaners	16,916	17,748	832	\$23,900	Building & Grounds Maint.
17. Financial Managers	5,282	6,076	794	\$121,416	Management
18. Medical Secretaries	4,842	5,594	752	\$32,760	Office & Admin. Support
19. Tellers	3,022	3,763	741	\$27,445	Office & Admin. Support
20. Customer Service Reps	19,517	20,252	735	\$32,131	Office & Admin. Support
21. Market Research Analysts	5,741	6,453	712	\$61,964	Business & Fin. Op's
22. Stock Clerks & Order Fillers	17,585	18,250	665	\$24,400	Office & Admin. Support
23. Construction Laborers	6,536	7,185	649	\$38,210	Constr. & Extraction
24. Plumbers, Pipefitters, & Steamfitters	3,686	4,332	646	\$48,757	Constr. & Extraction
25. Industrial Truck & Tractor Operators	5,258	5,883	625	\$33,925	Transport./Material Moving

Collaborating with workforce and economic development organizations that support career pathways and trending occupations growth has brought additional funding and project staff to enhance programming. In addition, community colleges and career tech centers in Area 12 and Area 13 are responding to the needs of employers and jobseekers with new training and certificate programs that are shorter in term.

The table above shows the 25 fastest-growing occupations in terms of projected net new jobs from 2018 to 2028 and are heavily concentrated in the following occupation groups:

- Food Preparation/Serving
- Transportation/Material Moving
- Healthcare Support
- Office/Administrative Support

Other highlights from the Jobs 2028 report include:

- Transportation/Material Moving and Food Preparation/Serving occupation groups account for five of the 10 fastest-growing occupations.
- The two fastest-growing occupations—Food Preparation/Serving Workers and Laborers/Freight Movers (Hand)—are each projected to add more than 3,000 jobs.
- The next three fastest-growing occupations—Registered Nurses, Personal Care Aides, and Home Health Aides—reflect continued strong growth in healthcare-related jobs.
- Median annual earnings across the 25 fastest-growing occupations range from \$19,307 (in 2018) (Combined Food Preparation and Serving Workers) to \$121,416 (Financial Managers).
- Seven of the top 25 fastest-growing occupations pay at least a self-sufficient wage.\*

\* According to the University of Washington's Center for Women's Welfare, self-sufficiency refers to the amount of income required for working families to meet basic needs at a minimally adequate level without utilizing public assistance programs. The Self-Sufficiency Standard referenced in this analysis of \$41,198 is specific to a Cincinnati MSA household with one adult and one preschooler in 2018. The Economics Center calculated this Self-Sufficiency Standard using data from multiple sources.

## Needs of Employers

Employers in the Southwest Ohio Region are concerned about the talent pipeline. Data from the CincinnatiUSA Regional Chamber lists the following issues relative to retaining and attracting top talent:

- Minor population growth in Hamilton County and region
- Graduation rates are stagnant or reducing – some high schools; some colleges in the region
- Ohio has a high illiteracy rate - 5<sup>th</sup> highest in the tristate area
- According to the Department of Education, 73% of high school graduates who go to college, do not graduate from colleges
- Low unemployment – high job recruitment available but high mismatch of available labor with available positions
- Competition for lower-wage workers, particularly in customer contact centers, distribution and warehousing and entry-level manufacturing
- Higher wage employers in various fields able to attract experienced personnel from “feeder” companies resulting in poaching employees

In addition, employers still find it difficult to find employees with basic soft skills and entry-level hard skills. Entry-level and skilled employees are quick to move to other jobs to make additional income, which results in high turnover and costly training costs. Employers in manufacturing still face the stigma of the older vision of manufacturing “plants” and parents still do not promote these careers to their children.

## Job growth by gender, race

TOP 20

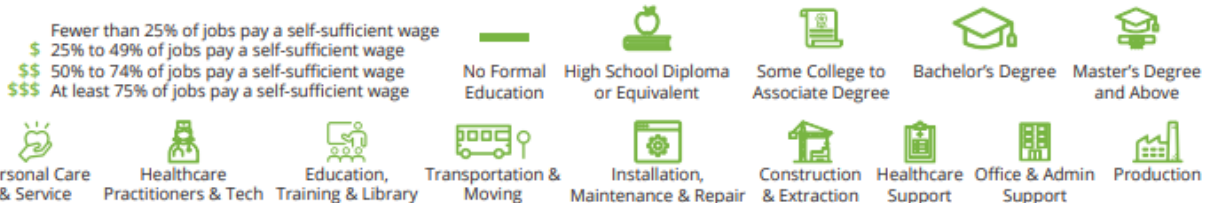
# OCCUPATIONS BY GENDER

### TOP 20 OCCUPATIONS ACCORDING TO WOMEN'S SHARE OF WORKFORCE

Occupation	2018 Jobs	2028 Jobs	2018 Median Annual Earnings	% of 2018 jobs Female	
Preschool Teachers, Not Special Ed.	3,222	3,395	\$30,642	98%	
Kindergarten Teachers, Not Special Ed.	847	883	\$53,863	97%	
Legal Secretaries	910	709	\$45,133	97%	
Medical Secretaries	4,842	5,594	\$32,760	96%	
Exec. Secretaries/Exec. Admin. Asst's	3,833	3,349	\$51,806	96%	
Dental Hygienists	1,863	2,084	\$70,290	96%	
Speech-Language Pathologists	1,029	1,164	\$74,683	95%	
Secretaries & Admin. Asst's	16,140	15,575	\$37,556	95%	
Dental Assistants	2,411	2,723	\$36,829	94%	
Skincare Specialists	220	235	\$38,590	93%	
Childcare Workers	5,766	5,898	\$21,639	93%	
Medical Transcriptionists	566	548	\$37,643	93%	
Medical Assistants	4,580	5,502	\$32,503	93%	
Receptionists & Information Clerks	6,763	7,235	\$26,515	93%	
Nurse Practitioners	1,296	1,629	\$99,818	93%	
Hairdressers & Cosmetologists	3,359	3,531	\$24,191	92%	
Dietitians & Nutritionists	6,910	7,329	\$43,471	92%	
Registered Nurses	509	559	\$56,649	92%	
Medical Records & Health Info. Techs	23,620	26,415	\$64,977	92%	
	2,940	3,125	\$40,552	90%	

### TOP 20 OCCUPATIONS ACCORDING TO MEN'S SHARE OF WORKFORCE

Occupation	2018 Jobs	2028 Jobs	2018 Median Annual Earnings	% of 2018 jobs Male	
Mobile Heavy Equip. Mechanics, Not Engines	789	885	\$49,811	99%	
Earth Drillers, Except Oil and Gas	108	115	\$37,180	99%	
Elevator Installers & Repairers	101	98	\$65,518	99%	
Brickmasons & Blockmasons	402	428	\$50,793	99%	
Heating, Air Cond., & Refrig. Mechanics	2,386	2,822	\$46,203	99%	
Excavating & Loading Machine Operators	188	209	\$43,893	99%	
Tire Repairers and Changers	724	722	\$27,024	99%	
Plumbers, Pipefitters, & Steamfitters	3,686	4,332	\$48,757	99%	
Cement Masons & Concrete Finishers	709	843	\$38,723	99%	
Automotive Svc. Tech.'s & Mechanics	4,183	4,553	\$41,021	99%	
Electrical Power-Line Installers and Repairers	581	691	\$72,796	99%	
Bus/Truck Mechanics & Diesel Engine Specialists	1,955	2,188	\$50,017	99%	
Forging Machine Setters, Operators, & Tenders	186	168	\$40,893	98%	
Roofers	1,017	1,098	\$41,830	98%	
Glaziers	179	188	\$35,204	98%	
Pipelayers	118	136	\$39,270	98%	
Farm Eqpt. Mechanics & Svc. Tech.'s	115	140	\$37,090	98%	
Automotive Body & Related Repairers	802	912	\$43,004	98%	
Outdoor Power Eqpt., Other Small Engine Mechanics	163	169	\$30,673	98%	
Carpenters	4,739	4,850	\$43,814	98%	





## Workforce Partnership Grants, Local Delivery with a Regional Impact

The following are active grants/programs recently awarded or implemented in Areas 12 and 13 as well as those grants being supported via collaboration/partnership:

- **America's Promise**, administered in SWORWIB Area 13/Cincinnati-Hamilton County, to help provide Industrial Manufacturing Technician certification and Manufacturing Skills Standard Certification (MSSC) to meet industry/employer needs
- **Business Resource Network**, featured/administered in both areas
- **CARES Act**, featured in both areas, provides resources for tuition, job readiness training, and rent/utility assistance
- **COVID-19 Business Team and Outreach Expansion** – administered in both Areas, Extended to December 2021
- **COVID-19-ER-NDWG** – administered in both areas , Expires June 2022
- **Ohio Works Incentive Program**, featured in SWORWIB Area 13/Cincinnati-Hamilton County
- **Opioid Emergency Response Grant** – administered in both Areas, Extended to March 2022
- **Pathway Home**, serving returning citizens by providing re-entry navigation and support, featured in SWORWIB Area 13/Cincinnati-Hamilton County – through December 2023
- **PRC funds**, featured in SWORWIB Area 13/Cincinnati-Hamilton County, provides rental assistance
- **Re-Employment Services and Eligibility Assessment (RESEA)** Program, featured/administered in both areas, providing Unemployment Insurance recipients with job marketability analysis/assessment, career guidance, job referrals and connection to job training opportunities.
- **Retraining Employment & Training After Injury/Illness Network (RETAIN)** – featured/administered in BCW|Workforce Area 12; expires March 2025
- **State of Ohio Opioid Response (SOR) funds access**, featured in both areas
- **Summer Youth Employment**, featured in SWORWIB Area 13/Cincinnati-Hamilton County, provides employment opportunities for young adults; funded by TANF
- **WIOA Title I Youth, Adult, and Dislocated Worker programs**, featured/administered in both areas
- **YouthBuild**, featured in SWORWIB Area 13/Cincinnati-Hamilton County, providing partnership and support to this construction and trades career pathway for individuals 16-24

Education and training options for individuals who are ready to graduate or who have dropped out of school are listed below:

## **GED**

**Preparation:**



<b>Aspire</b>	Adult Basic and Literacy Education
<b>GED</b>	General Educational Development (high school equivalency diploma)
<b>ESOL</b>	English for Speakers of Other Languages

**Who do we serve?** Adults age 18 and older who no longer are enrolled in K-12 educational programs and need to upgrade academic skills. (Children ages 16 and 17 may be served by Aspire, but they must be officially withdrawn from school.)

Aspire helps individuals:

- Prepare for the GED test
- Upgrade skills to prepare for college or other training programs
- Develop or enhance skills to succeed in the workplace
- Learn to speak English or improve English language skills

## **Alternative High School Diploma Options**

### **Adult 22+ Diploma Options (Great Oaks and Butler Technology)**

#### **Option 1:**

#### **Work Readiness Credential/WorkKeys® Assessment**

The assessment measures three sections: Reading, Applied Mathematics and Locating Information.

- Students in the Class of 2020 and beyond must earn a total of 14 points.
- Students must also earn at least three points on each section of the test.

#### **Industry-recognized Credentials**

- Students must earn a credential or credentials worth 12 points

There are several credentials available for this option in these career fields: Agriculture; Arts and Communication; Business and Finance; Construction; Education and Training; Engineering; Hospitality and Tourism; Human Services; Information Technology; Manufacturing; Law and Public Safety; and Transportation

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**College and Career Readiness Test**

- One of the options that students may use to meet the test requirement for graduation is a college and career readiness test.
- The two tests that meet this option are the ACT and SAT. Some colleges and universities use the ACT and SAT to determine student readiness for the rigors of higher education.
- These institutions generally expect that students who earn "remediation-free" scores will be able to succeed in their college courses.

**Option 2:**

<b>Adult Diploma Program Information</b>	
<b>AGE</b>	Open to adults 22+
<b>DIPLOMA TYPE</b>	State-issued High School Diploma awarded
<b>AVAILABILITY</b>	Available at approved educational institutions throughout the state. For more information, go to <a href="http://education.ohio.gov/Topics/Testing/Ohio-Options-for-Adult-Diploma/Adult-Diploma-Program">http://education.ohio.gov/Topics/Testing/Ohio-Options-for-Adult-Diploma/Adult-Diploma-Program</a>



<b>TESTING</b>	Students do not have to pass the OGT/Proficiency test; however, they are required to pass the ACT WorkKeys.
<b>DURATION</b>	Program duration depends on the length of the credential program.
<b>REQUIREMENTS</b>	No minimum number of High School credits required
<b>BEST FOR...</b>	Best for adults seeking to enter in-demand job fields such as STNA, EMT, Pharmacy Technician, Phlebotomy, CDL, IT support services.

## **Comprehensive Case Management and Employment Program (CCMEP)**

Goals:

- Improve education and employment opportunities for disconnected youth age 16-24 years old
- Focus on results rather than processes for TANF recipients

Adapting to Changes:

Complete transition from WIOA to CCMEP – a new assessment document requiring up to 3 hours for completion in private with customers.

When the State of Ohio eliminated Wage Pathways, SWORWIB devised Avenues to Success (ATS) to continue to engage and motivate CCMEP customers.

## **Collection and analysis of regional labor market data**

The timely collection of Labor Market data is paramount to the successful implementation of workforce and economic development strategies and initiatives. Labor market information in southwest Ohio confirms employer needs in the above industries as indicated by the 10-year jobs projection tables below:

**JobsOhio Regional Network - Southwest Region**  
**Occupational Employment Projections by Major Occupational Group, 2016-2026**  
**Breakdown of Annual Openings**

Code	Occupational Title	Employment		Change in Employment		Annual Openings			
		2016 Annual	2026 Projected	2016-2026	Percent	Growth	Exits	Transfers	Total
00-0000	Total, All Occupations	882,500	929,307	46,807	5.3%	4,681	41,426	55,826	101,933
11-0000	Management Occupations	53,373	57,638	4,265	8.0%	426	1,530	2,704	4,660
13-0000	Business and Financial Operations Occupations	53,965	58,595	4,630	8.6%	463	1,605	3,307	5,375
15-0000	Computer and Mathematical Occupations	27,974	32,208	4,234	15.1%	423	510	1,435	2,368
17-0000	Architecture and Engineering Occupations	17,038	18,260	1,222	7.2%	122	432	775	1,329
19-0000	Life, Physical, and Social Science Occupations	7,525	8,450	925	12.3%	92	205	494	791
21-0000	Community and Social Service Occupations	14,647	15,513	866	5.9%	87	616	992	1,695
23-0000	Legal Occupations	5,678	5,782	104	1.8%	10	135	187	332
25-0000	Education, Training, and Library Occupations	46,981	51,605	4,624	9.8%	462	2,039	2,018	4,519
27-0000	Arts, Design, Entertainment, Sports, and Media Occupations	14,362	14,986	624	4.3%	62	620	784	1,466
29-0000	Healthcare Practitioners and Technical Occupations	56,284	63,585	7,301	13.0%	730	1,600	1,528	3,858
31-0000	Healthcare Support Occupations	27,911	33,456	5,545	19.9%	554	1,748	1,671	3,973
33-0000	Protective Service Occupations	18,458	18,493	35	0.2%	4	956	1,071	2,031
35-0000	Food Preparation and Serving Related Occupations	79,445	80,898	1,453	1.8%	145	6,082	7,596	13,823
37-0000	Building and Grounds Cleaning and Maintenance Occupations	30,511	32,328	1,817	6.0%	182	1,907	2,000	4,089
39-0000	Personal Care and Service Occupations	28,979	33,234	4,255	14.7%	426	2,359	2,231	5,016
41-0000	Sales and Related Occupations	86,348	88,228	1,880	2.2%	188	4,867	6,595	11,650
43-0000	Office and Administrative Support Occupations	130,892	130,872	-20	0.0%	-2	6,648	7,882	14,528
45-0000	Farming, Fishing, and Forestry Occupations	795	779	-16	-2.0%	-2	29	88	115
47-0000	Construction and Extraction Occupations	34,286	37,400	3,114	9.1%	311	1,254	2,361	3,926
49-0000	Installation, Maintenance, and Repair Occupations	32,017	33,393	1,376	4.3%	138	1,135	1,924	3,197
51-0000	Production Occupations	60,310	56,960	-3,350	-5.6%	-335	2,356	4,190	6,211
53-0000	Transportation and Material Moving Occupations	54,721	56,644	1,923	3.5%	192	2,792	3,994	6,978

Source: Ohio Department of Job and Family Services, Bureau of Labor Market Information, July 2019.

**JobsOhio Regional Network - Southwest Region**  
**Industry Employment Projection Report, 2016-2026**

Industry Title	Employment*		Projected Change in Employment	
	2016 Annual	2026 Projected	2016-2026	Percent
TOTAL	882,500	929,307	46,807	5.3%
Goods Producing	132,134	130,708	-1,426	-1.1%
Construction	36,221	40,225	4,004	11.1%
Manufacturing	90,129	84,756	-5,373	-6.0%
Service Providing	701,799	746,035	44,236	6.3%
Wholesale Trade	41,009	41,664	655	1.6%
Retail Trade	83,954	86,424	2,470	2.9%
Information	11,773	11,342	-431	-3.7%
Finance and Insurance	43,309	46,611	3,302	7.6%
Administrative and Waste Services	50,152	53,121	2,969	5.9%
Education and Health Services	182,884	206,885	24,001	13.1%
Accommodation and Food Services	75,204	75,218	14	0.0%
Other Services	36,920	35,861	-1,059	-2.9%
Government	40,038	38,863	-1,175	-2.9%
Self Employed and Unpaid Family Workers	48,567	52,564	3,997	8.2%

\*Selected industries with 500 or more employees.

Source: Ohio Department of Job and Family Services, Bureau of Labor Market Information, July 2019.

## Top 10 Online Ad Job Certifications

<b>Top 10 certifications with percentage for each</b>		
Driver's License	16,871	9.9%
Certified Registered Nurse	8,654	5.1%
Commercial Driver's License	8,399	4.9%
Certification in Cardiopulmonary Resuscitation	7,411	4.3%
Class A Commercial Driver's License	6,193	3.6%
Federal legislation	4,607	2.7%
Security clearance	3,841	2.2%
HAZMAT	3,571	2.1%
Occupational Safety & Health Administration Certification	3,046	1.8%
Basic Life Support	2,938	1.7%

## Online Job Ads by Job Education Level

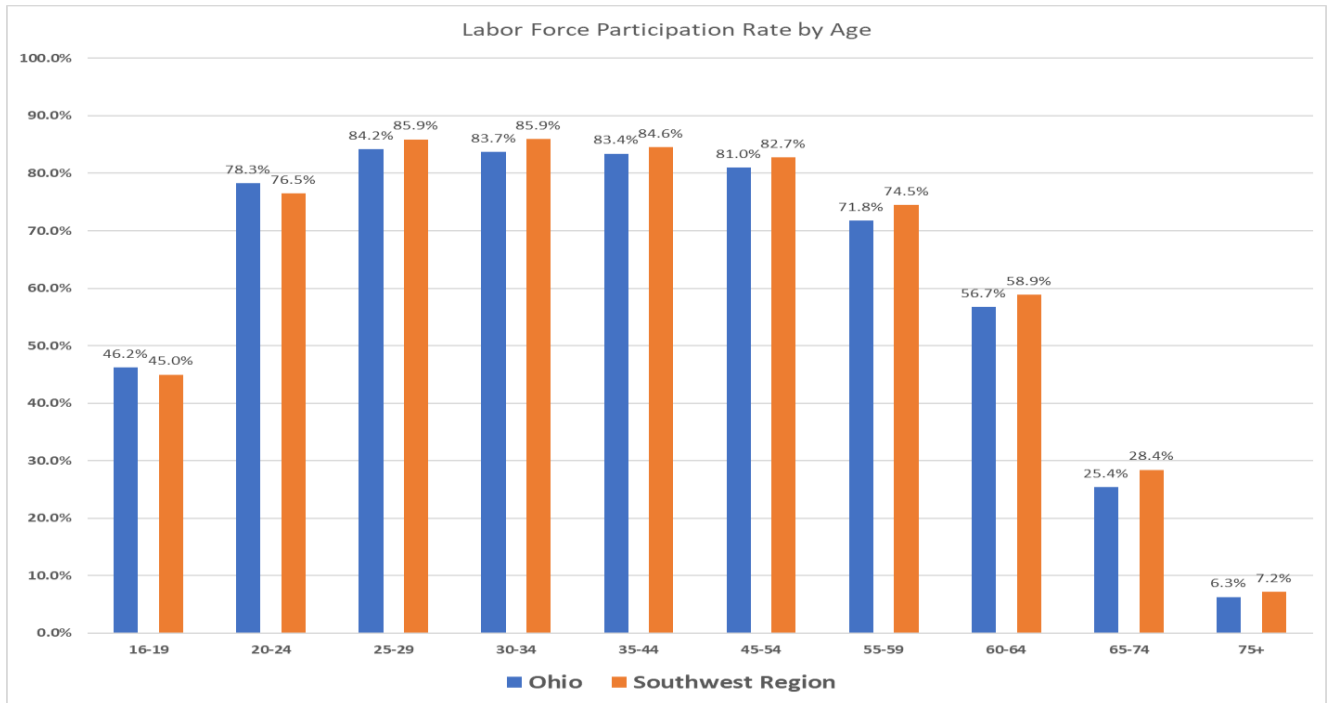
<b>Education Range for All Available Ads</b>			
GED/High School	42.5%	72,806	
Associate Level	13.5%	23,177	
Bachelor's Degree	39.6%	67,897	
Master's Degree	2.6%	4,380	
Doctoral Degree	1.8%	3,105	171,365

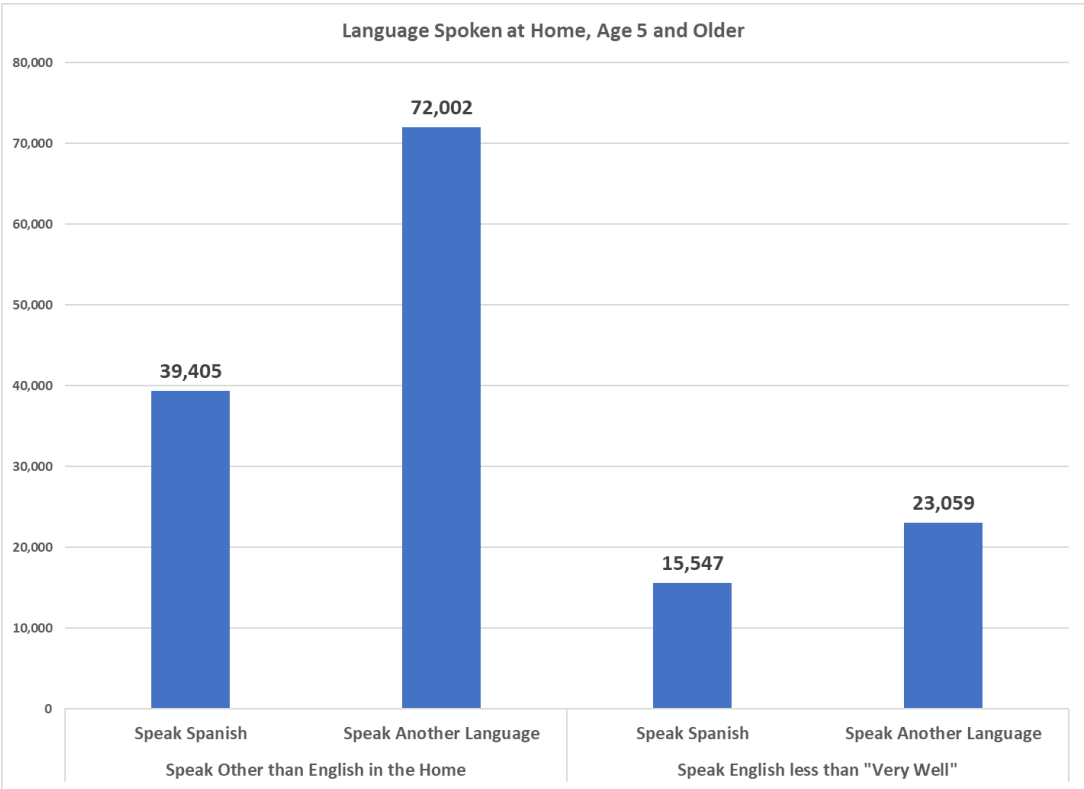
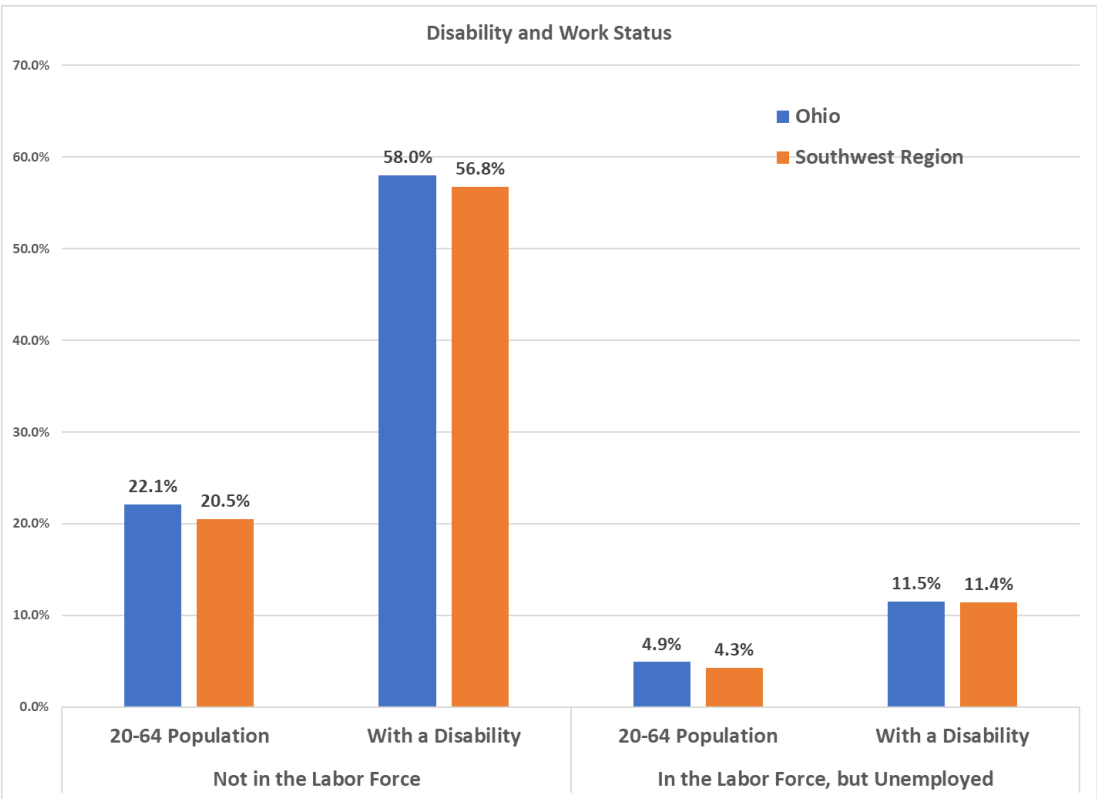
## Top 10 Online Ad Job Skills

<b>Top 10 skills with percentage for each</b>		
Skills	Number	Percentage
Operations	43,869	25.6%
Analysis	35,280	20.6%
Innovation	32,437	18.9%
Compliance	30,725	17.9%
Security	24,692	14.4%
Testing	19,728	11.5%
Nursing	19,140	11.2%
Implementing	16,497	9.6%
Health care	15,710	9.2%
Microsoft Office	14,855	8.7%

Source: [TalentNeuron Gartner™](#)  
Available Ads 1/1/20 – 11/30/20

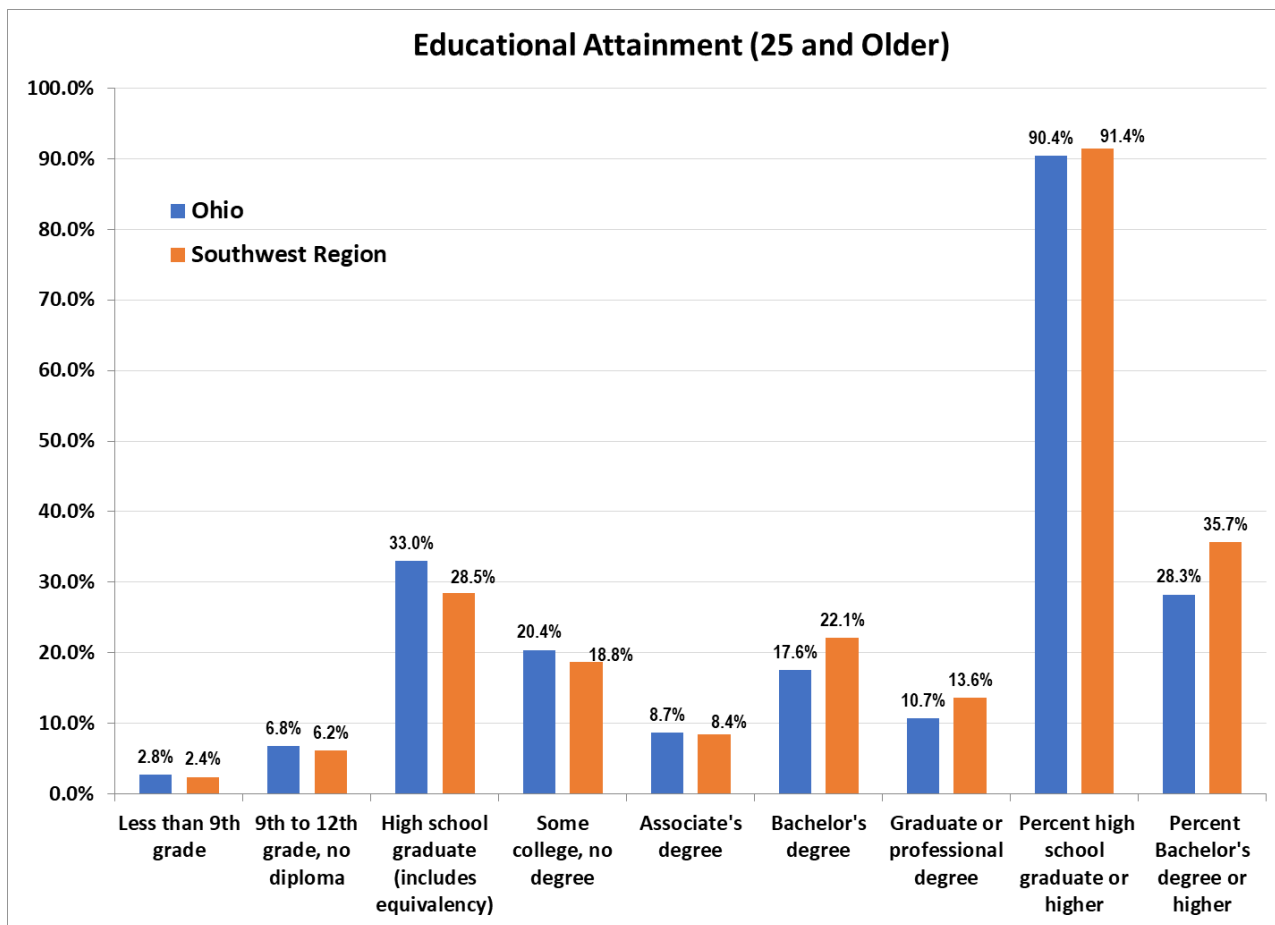
The following/subsequent charts and information, provided by the Ohio Office of Workforce Development, illustrate the labor force, employment, educational and other demographics relating to the regional labor market:

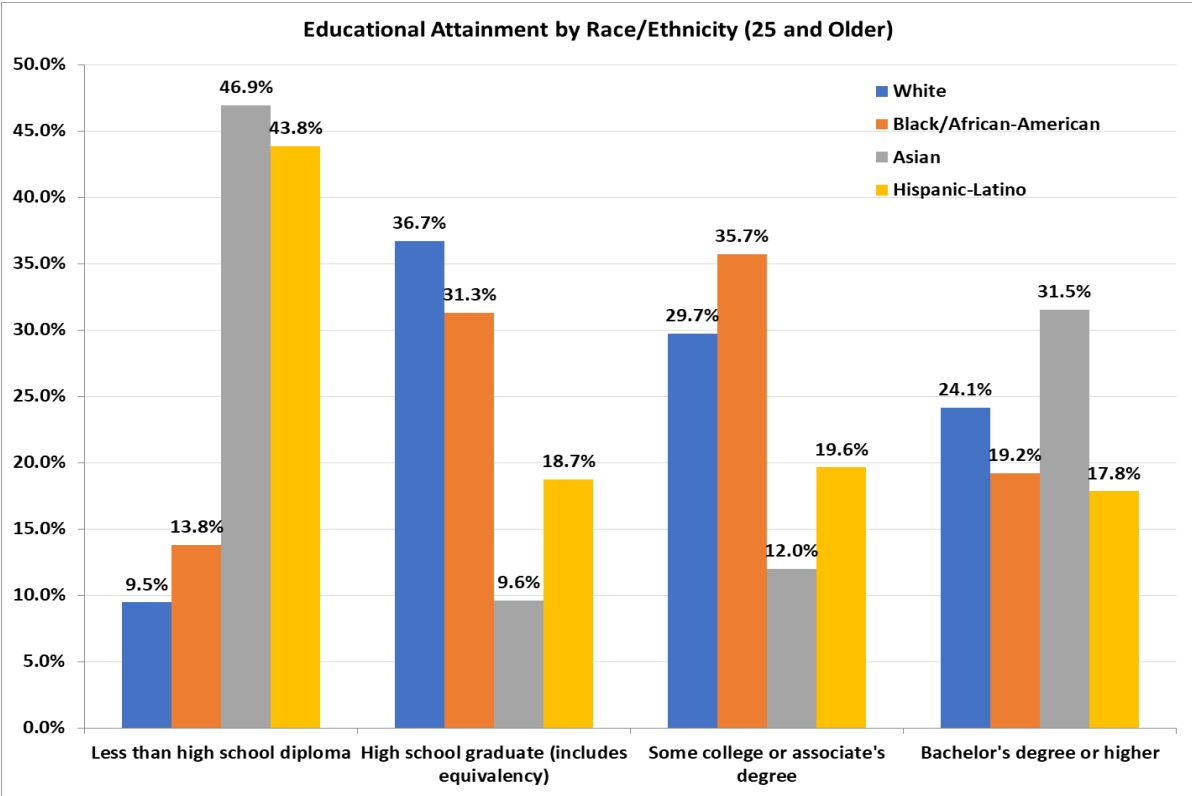
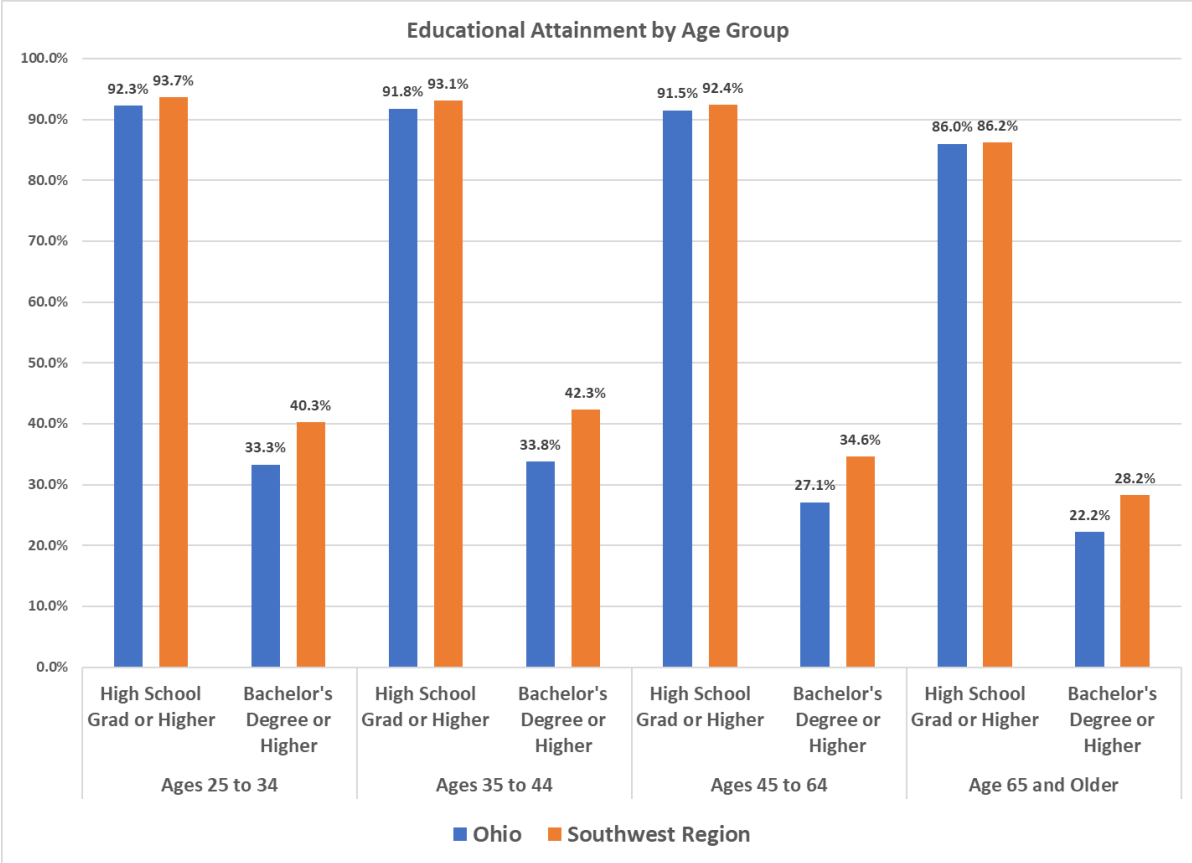


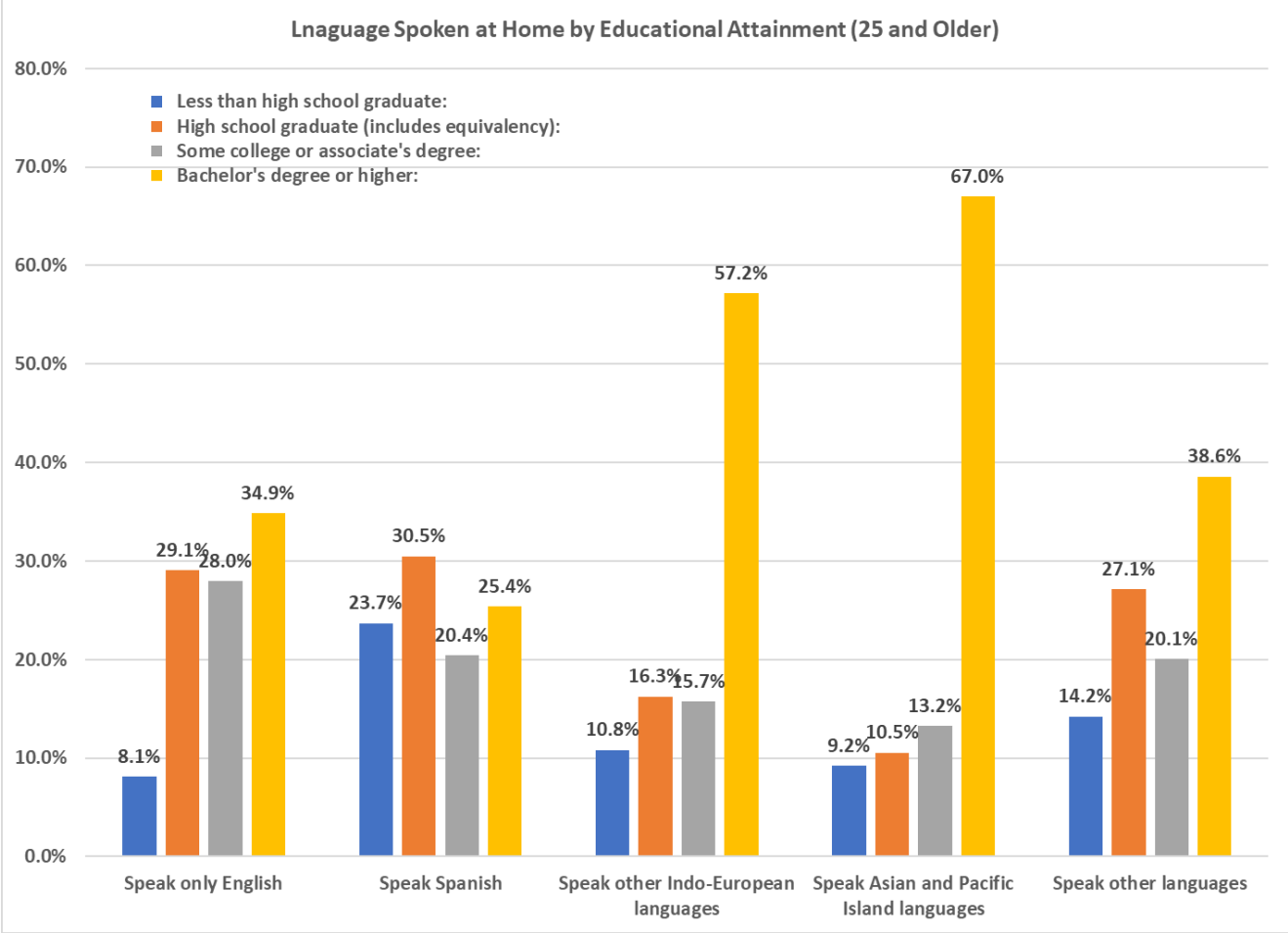


Southwest Ohio Region				
	Households	Family Households	Married Couple Households	Nonfamily Households
Total	641,952	408,975	298,645	232,977
Less than \$10,000	6.4%	3.5%	0.8%	12.4%
\$10,000 to \$14,999	4.1%	2.0%	0.8%	7.9%
\$15,000 to \$24,999	8.9%	5.4%	2.4%	15.6%
\$25,000 to \$34,999	8.5%	6.4%	3.9%	12.8%
\$35,000 to \$49,999	11.7%	10.0%	8.0%	15.0%
\$50,000 to \$74,999	17.3%	17.2%	16.2%	17.2%
\$75,000 to \$99,999	13.0%	15.1%	16.7%	8.5%
\$100,000 to \$149,999	15.6%	20.0%	24.8%	6.7%
\$150,000 to \$199,999	7.2%	9.9%	12.8%	1.9%
\$200,000 or more	7.5%	10.5%	13.6%	2.0%

Source: American Community Survey, 2015-2019 5-year data









## **Coordination of administrative costs arrangements, including the pooling of funds as appropriate**

Currently, there are no plans to pool funds unless there are overlapping services provided to employers with interests in multiple counties (such as co-location or subsidiary sites) in both Area 12 and Area 13. Should this occur, both Areas will discuss the funding of potential OJTs for that specific company.

## **State of Ohio Workforce Regions and Labor Markets**

Using the State criteria and associated guidelines, Ohio has identified the following regions.

1. **Northeast Region**, consisting of Areas 2, 3, 4, 5, and 19;
2. **East Region**, consisting of Areas 6, 17 and 18;
3. **Southeast Region**, consisting of Areas 14, 15, and 16;
4. **Southcentral Region**, consisting of Areas 11, and 20;
5. **South Region**, consisting of Area 1;
6. **Southwest Region**, consisting of Areas 12 and 13;
7. **West Region**, consisting of Area 8;
8. **Northwest Region**, consisting of Area 9;
9. **Northcentral Region**, consisting of Area 10; and
10. **Central Region**, consisting of Area 7.

The Jobs Outlook 2028 Report indicates that the Cincinnati region is projected to produce 67,505 new jobs in the next 10 years for a regional total of nearly 1.16 million jobs. While this report was produced pre-COVID, the data gives “us a window into the future. Through it, we see strong growth for the region.”

The report indicates that employment in the Cincinnati MSA is projected to increase by 6.2% from 2018-2028. Over the last decade, Cincinnati’s job growth out-performed many of the regions with whom we compete for business and talent, such as St. Louis, Cleveland and Pittsburgh. As indicated earlier in this plan, the growth in high-paying jobs that demand a bachelor’s degree or higher will exceed the growth we experienced from 2008-2018.

Most interesting from an upskilling standpoint, two sectors present immediate pathways to higher-paying jobs: Information Technology (IT) and Skilled Trades. Organizations including SWORWIB, WIBBCW, IBEW, AMIP, Allied Construction Industry, and Greater Cincinnati Foundation Women’s Fund who are committed to guiding more women and minorities into these sectors, where they have been historically underrepresented, will create opportunities.

## Coordination of services with regional economic development services and providers

The Workforce Innovation and Opportunity Act of 2014 (WIOA) states that the “economic growth of regions” (Section 2(5)) as one of the principal goals of the legislation. While there is a strong correlation between workforce development and economic prosperity in our communities, the stated objective of economic growth has not traditionally been associated with workforce development practice. WIOA adds to a growing body of policy and practice that suggests that greater interdependence between economic and workforce development practices is beneficial.

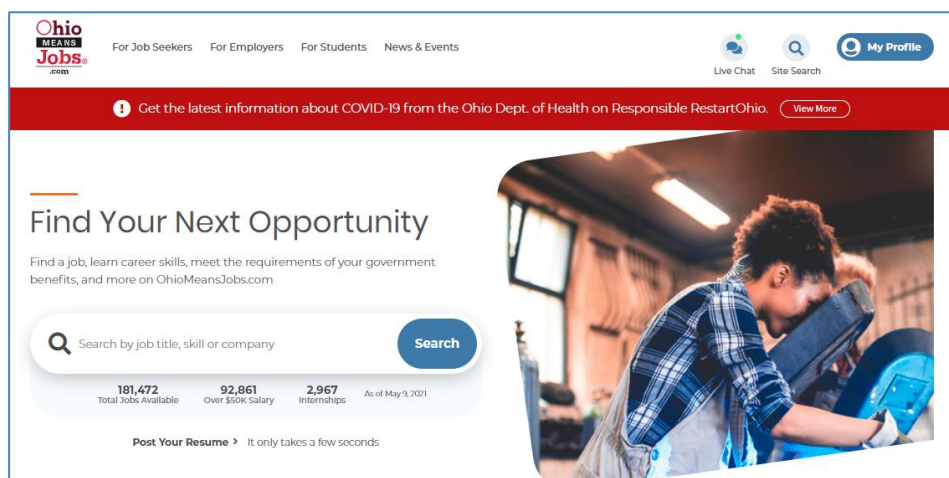
A core concept in both economic development and workforce development policy is regionalism. We are committed to ensuring diversity of input with many informed voices and insights as demonstrated by our Board representation from the City of Cincinnati, the Public Library of Cincinnati & Hamilton County, the Chinese Chamber, the Metropolitan Area Religious Coalition of Cincinnati, Greater Cincinnati Port Authority, Cincinnati Business Committee, Cincinnati AFL-CIO and the All-In Cincinnati Equity Coalition, among others.

Partnerships with these organizations as well as regional educational institutions will help us battle barriers and challenges to employment, like transportation, child care, technological access and training. While job-seekers and employees in the four-county region of Southwest Ohio have access to multiple transportation modes, transportation remains a core challenge.

## IV. Descriptions of Local Workforce Development Systems

### Provide a Description of the OMJ Centers for Area 12 and Area 13

The Southwest Ohio workforce region consists of Area 12 (Butler, Clermont and Warren counties) and Area 13 (Hamilton County) which provide job-seeker and employer services through their OMJ Center centers and [www.OhioMeansJob.com](http://www.OhioMeansJob.com), an expanded electronic resource developed by the State of Ohio in 2014 and updated in 2021.



Local Area 12 has a comprehensive OMJ Center in Butler County and two non-comprehensive OMJ Center centers: one in Clermont County and one in Warren County, which the WIBBCW has unofficially certified as “full-service” centers. Local Area 13 has a comprehensive OMJ Center in Cincinnati-Hamilton County. The local workforce development systems will be addressed separately in the following sections.

### **Provide information on how priority will be given to customers of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E)**

The most recent RFP for OMJ Center services in Area 13, states "WIOA and the Southwest Ohio Region Workforce Investment Board will give priority of service to several populations including adult customers of public assistance, other low-income individuals, individuals who are basic skills deficient, and veterans."

The SWORWIB has identified adults of public assistance, other low-income individuals, individuals who are basic skills deficient, and veterans as priority customers.

In PY2019-2020, 100% of OhioMeansJobs|Cincinnati-Hamilton County enrolled adults met the definition of low income (income under the 70% of the LLSIL for a family of 3 or more and not over 200% for a family of 1 or 2). 1.7% percent of customers were identified as basic skills deficient, much more common among WIOA youth. Public Assistance recipients represented 20.6% of WIOA adults served.

### **Describe how the local board will determine priority populations and how to best serve them, along with any other state requirements.**

The SWORWIB and OhioMeansJobs|Cincinnati-Hamilton County comply with all of the legislation and directives from the US Department of Labor and the Ohio Department of Job and Family Services regarding priority populations and reviews service strategies for those populations monthly.

### **How local areas will meet the requirement that a minimum of 60% of expenditures be for direct training costs;**

OhioMeansJobs|Cincinnati-Hamilton County budgets a minimum of 60% of WIOA funds for direct training costs. In the past three years, the SWORWIB has increased the utilization of on-the-job training funds.

However, COVID has significantly impacted training and service strategies. While we will spend 60% of funds on customers rather than staff, facilities or administration, it is unclear at this point whether there will be underspent funds or staff impact.

**Describe how local areas will encourage the use of work-based learning strategies including local area goals for specific work-based learning strategies and proposed outcomes relating to these activities**

The SWORWIB is expanding access to on-the-job training, individual training accounts and enhanced career readiness services through WIOA funds and grant funds. The SWORWIB works with its extensive network of partner agencies, workforce resources and employers to make available all types of WIOA training funds tailored to the specific needs of our job-seekers and employers.

OhioMeansJobs Business Services Unit which reaches out to employers and businesses to offer them the services of the WIOA public workforce system. On-the-job training and Individual Training accounts are the primary tools to help employers grow their businesses and enhance the skills of their employees.

**Describe how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for 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**

Training services are not usually provided directly by the OMJ Center, but, rather, the OMJ Center facilitates the ITA application and selection process with the jobseeker. Training conducted by an approved training provider listed on the Ohio Workforce Inventory of Education and Training (WIET) and is locally approved by SWORWIB as a eligible training provider. Approved training providers undergo an application process to verify their performance and outcomes data. OMJ Center career advisors are expected to assist job seekers with researching and selecting training programs that align with the job seeker's IEP. Customers are required to research different training providers and conduct site visits, as well as check outcomes for the training provider.

Career Pathways training programs present multiple options available for training programs and encourages WIOA participants to explore a variety of training providers insuring an "informed customer choice. "

**Performance Goals and Evaluation**

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA sec. 101(d)(6)).

## **SWORWIB**

The SWORWIB is a recognized leader, having many of the required workforce development strategies already in effect for Cincinnati and Hamilton County.

We were pleased to announce that on April 7, 2021, State of Ohio, through the Department of Job and Family Services, re-certified the Southwest Ohio Region Workforce Investment Board (SWORWIB). The Board leadership team completed a vigorous application process during March and April. The Workforce Innovation and Opportunity Act (WIOA) of 2014 established the certification criteria, which includes board membership and required functions of the board. SWORWIB met, and in most instances, exceeded all certification criteria in Board membership, Nomination process, Authority of board members, Sunshine Law/transparency provisions, By-laws, and Standing Committees. Highlights of the re-certification results include:

- **Business representation** - Boards should recruit at least 51% business representatives and at least two labor and one apprenticeship program leader. The SWORWIB has had 58% or more business representation and two labor reps on the board since 2007.
- **Workforce partners** - 22% of the Board is made-up of workforce and WIOA partners, supporting the OhioMeansJobs Center and system. Criteria requirement: 20%
- **Community/Disability and Veteran organizations** - 10% of membership is made up by representatives from disability, community, and veterans' organizations
- **Economic Development partners** - local economic development leaders make up 6% of membership
- **County/City Elected Officials** - local elected officials from Cincinnati and Hamilton County make up 4% of the Board's membership
- **Best practices** - SWORWIB's recertification also emphasized some of the Board's best practices. As the largest workforce development board in the tristate, and one of largest in the nation, SWORWIB executes an inclusive membership recruitment strategy. The Board's Nominating Committee (a standing committee of the Board) completes an annual analysis of the Board's diversity, equity, and inclusion based upon business and community representation, gender, ethnicity, and generations of board members. That strategy drives the nomination process for new board members, resulting in SWORWIB having one of the most diverse workforce boards in the nation, with a membership comprised of 50% women and 46% minorities, along with members spanning across multiple generations including Baby Boomers, Gen X, XX, and Millennials.
- **Grant Generation** - Workforce Boards may be established as 501c3s. Since 2004, the SWORWIB has been a 501c3 and will retain its legal name. As a 501c3, the SWORWIB is eligible to receive grants and awards and since June 30, 2005, we have partnered with other economic and workforce organizations to win nearly \$420 million in grants.



- **Executive Leadership** - Boards are required to hire executive leadership that has specific appropriate experience to direct the Board. The SWORWIB has had only two executives, both of whom were very appropriately experienced.
- **Career Pathways** - Boards are required under WIOA to engage in career pathways partnerships and industry sector initiatives. The SWORWIB has done this since 2001.
- **Regional Workforce Planning** - Boards are expected to lead in regional workforce planning and initiatives. The SWORWIB has been a leader since inception President Barack Obama signing the Workforce Innovation and Opportunity Act (WIOA), the first significant legislative reform of the nation's job-training system in a number of years.
- **Consistent, Accessible Communications** - Boards are expected to provide online information to the community about their performance and labor market information. Since 2004, the SWORWIB has produced a monthly Newsletter and since January 2016 a Labor Market newsletter providing city, county, state and national information on labor market trends, job postings, employer required certifications, companies hiring and in-demand industry sectors. Additionally, the SWORWIB has published an Annual Report since 2008.
- **Out-of-school Youth Focus** - Boards are required to focus more funds on out-of-school rather than in-school youth. WIOA requires 75% for out-of-school youth. Since 2011, after a year's worth of research on youth in Cincinnati and Hamilton County, the SWORWIB prioritized funding for out-of-school youth at 70% and went to 75% with the 2014 Request for Proposals for Youth Services.
- **Measuring Outcomes** - Eligible Training Providers (ETPs) have to submit their training results for completion, employment, wage and credentials. The SWORWIB adopted this very set of evaluation requirements over a staged process begun in 2008. Additionally, our "informed customer choice" requirement was also adopted in the new WIOA language. Also under WIOA, there will be a federally determined employer measure. The SWORWIB has historically included our own employer performance measures in local performance expectations
- **Standardizing MOU Processes** - Required partners in the OMJ Centers must develop an MOU with cost-sharing for the OMJ Center. Since 2008, the SWORWIB has led the MOU process which has always included a Cost Sharing Schedule.
- **Business Engagement Committee** - Boards are required to form a Business Engagement Committee with the OMJ Center. The SWORWIB already had formed a Business Engagement Committee which was recently expanded.
- **Emerging Workforce Committee** - The SWORWIB restructured into an Emerging Workforce Committee, recruited members and is continuing its Youth Providers Roundtable meetings.
- **Procurement Responsibilities** - OMJ Center and youth services procurement is the responsibility of the Workforce Board. During 2021-2012, the SWORWIB rebid for youth services and independently procured OMJ Center Services.
- **Technology Standards** - Boards are required to utilize technology to expand customer services and system improvements. Since 2006, the SWORWIB has

used G\*Stars to be able to provide more timely data for client tracking. The SWORWIB also utilizes the State's OMJ.com, WIA Dashboard, Ohio LMI and Wanted Analytics.

These practices to stay ahead of and in alignment with WIOA and State mandated changes are priority strategies for the SWORWIB.

## **WIBBCW**

In 2014, Workforce Investment Board of Butler Clermont Warren counties (WIBBCW) developed a long-range Strategic Plan to design more effective workforce development strategies for Area 12.

Listed below are the following Strategic Plan components adopted by the board on December 12, 2014, which align with the requirements of WIOA:

Effective workforce development strategies bring together the areas of economic development, the business community and educational institutions in order to achieve and enhance a region's economic competitiveness. Leveraging the strengths of our stakeholders, this strategic plan targets specific areas with recommendations for action devoted to growing the local economy, providing value-added services to employers, enhancing opportunities for disadvantaged Youth and strengthening our position in the Southwest Ohio region.

The WIBBCW strategic plan was developed with five specific categories for attention: Management, Innovation, Leadership, Performance and Programmatic. Through focusing on the following five strategic goals, the Area 12 Workforce Investment Board will create an opportunity to re-invent and establish itself as a model WIB for the region, state and country:

Management: Strengthen internal operations and decision making within the WIB.

Innovation: Position the WIB as a local workforce authority, and develop innovative service delivery strategies for the region.

Leadership: Strengthen the collaboration between local workforce development organizations, economic development, chambers of commerce and educational institutions.

Performance: Administer a high-performing workforce development system, and create legitimate performance management system.

Programmatic: Enhance Youth initiatives.

**Goal 1: Management** - Strengthen internal operations and decision making within the WIB.

- Objective 1: Define identity, mission, purpose and message. Project an image of confidence and strength. Ensure our mission and vision is accurate, relevant and

reflective of our strategic goals and focus. Measurement: Parameters developed, documented and approved by Board.

- Objective 2: Create a new brand for our Board that communicates our value, purpose and direction. Measurement: Develop new name, logo, website, tag line and elevator pitch.
- Objective 3: Review/implement a committee structure to complement our strategic goals.  
Measurement: Review completed, assessment and recommendation approved by Board, committees established, committee assignments made.
- Objective 4: Initiate annual internal audit of processes (i.e. By-Laws, contracts, planning and guiding documents, and the use of technology). Measurement: Annual discussion of process improvement at Board meeting. Develop meaningful documents.
- Objective 5: Ensure sound fiscal management through regular oversight and monitoring of fiscal process. Measurement: Twice-yearly report to Board of budget and use of funds.
- Objective 6: Maintain membership involvement and ownership of WIB activities/functions. Guide membership toward a unified vision. Measurement: Create and implement board member recruitment and vetting protocol, in cooperation with Chief Elected Officials.
- Objective 7: Have WIB member participation in efforts and networking opportunities to promote WIB activity, and build WIB connections with community and resource partners. Measurement: Activities reported through Board meetings.
- Objective 8: Create and implement high-quality board member orientation process. Measurement: All members (new and prior) have gone through orientation process. Orientations are scheduled as needed.

**Goal 2: Innovation** - Innovation Goal: Position the WIB as a local workforce authority, and develop innovative service delivery strategies for the region.

- Objective 1: Promote the role of the WIB to drive regional innovation. Develop unique, value-added program and service delivery vehicles. Measurement: Establishment of projects/programs submitted to Board for approval, implementation of strategies, routine progress review.
- Objective 2: Strengthen partnerships with workforce stakeholders (employers, economic development agencies, educational institutions, etc) in the region. Measurement: Tracking and reporting of partner engagement activities and outcomes from both a quantitative and qualitative standpoint.
- Objective 3: Create and influence policy as it relates to workforce development in the region, and/or through state-wide, uniform measures. Measurement: Policy developed and approved by Board at the local level, report on legislative and lobbying activities at the State level.
- Objective 4: Ensure emphasis of market-driven (employer-focused) services over supply-driven (jobseeker-focused) services. Measurement: Establishment of programs and services that assist employers in creating employment opportunities for the job seeker.



- Objective 5: Promote agile and flexible structure in order to identify and implement service delivery modifications to address evolving challenges of employers. Measurement: Deployment of innovative solutions in line with data/reports that support employer needs.

**Goal 3: Strategic Leadership** - Strengthen the collaboration between local workforce development organizations, economic development, chambers of commerce and educational institutions.

- Objective 1: Work in collaboration with economic development partners on workforce needs, occupational/skill demands and local business input. Measurement: WIB remains focused on and achieves Strategic Planning provisions related to economic development initiatives. Development of programs meeting employer needs.
- Objective 2: Work with partners in workforce development in identifying the needs and provision of specialized workforce training. Measurement: Industry-specific skill assessments performed and provided to OhioMeansJobs Centers.
- Objective 3: Develop and maintain a workforce system that utilizes the strengths of economic development, chamber and workforce resource partners (i.e. OMJ Centers) to attract and build partnerships, coordinate resources and provide value-added services. Measurement: Employer utilization of workforce development system. Results-based review of employment programs.
- Objective 4: Facilitate employer and training communities to develop and refine innovative service delivery strategies. Coordinate outcomes with workforce partners. Measurement: Convene employers and leaders from post-secondary education communities on a regular basis (at least once per quarter) to align training and workforce skill needs. Report results to OhioMeansJobs Centers for alignment of training opportunities.
- Objective 5: Convene industry sector summits that educate the workforce community. Measurement: Convene 2-3 industry sector summits per year.
- Objective 6: Develop a process and infrastructure to publicize WIB/workforce news; such as, new initiatives, business spotlight, outcomes/gains to relevant groups (academia, elected officials, foundations, legislators, public policy organizations, press, businesses, partners, potential customers, etc). Use as a medium for accepting applications for membership to the Board. Measurement: Share WIB news with stakeholders bi-yearly (in addition to ongoing communications).
- Objective 7: Identify regional, state and national workforce and economic development-focused policy organizations, and work to develop and strengthen partnerships and information sharing. Measurement: Updated status list provided to Board.
- Objective 8: Engage employers (through tours, surveys, etc.) to discuss needs, concerns.
- Objective: Measurement: Report on findings are issued to Board.

**Goal 4: Performance** - Administer a high-performing workforce development system, and create legitimate performance management system.

- Objective 1: Set WIA performance benchmarks (establish criteria beyond State metrics) for continuous improvement assessment. Performance criteria should be valuable and meaningful to Board membership. Measurement: Performance benchmarks are adopted by the Board, and updated regularly at Board meetings.
- Objective 2: Validate/illustrate worth/value of workforce development services/operations. Measurement: Analyze data to determine if benchmarks are fail/met/exceed.
- Objective 3: Use data to drive decision making; institute programs and services to respond to the needs of job seekers and employers. Measurement: Acquisition and report of data analysis, and resulting innovation strategies.
- Objective 4: Schedule regular opportunities for Board members and staff to grow knowledge and insight about WIA-mandated workforce system: enable site visits, meetings with providers, and jobseekers. Measurement: All Board members have visited with at least one service provider.
- Objective 5: Conduct studies of key industries and workforce issues that shape the design of workforce programs. Measurement: Acquisition and report of data analysis, and resulting innovation strategies.

**Goal 5: Programmatic** - Provide enhancements to our Youth programs.

Objective 1: Build strong relationships with employers to identify needs in improving placement opportunities for Youth. Measurement: Documentation of employer analysis.

- Objective 2: Engage educational partners in program/curriculum development to prepare Youth for industry needs. Measurement: Identification of and/or development of industry-required programs.
- Objective 3: Develop industry-focused job-readiness program – begin with Manufacturing. Measurement: Successful program implementation with identified milestones.
- Objective 4: Increase pipeline of Youth to our workforce development resources, engaging entities who work with hard-to-serve Youth (i.e. Children Services – Emancipated Youth divisions). Measurement: Increased Youth participation in workforce development programs established through these means.
- Objective 5: Align supportive services for disadvantaged Youth to help them successfully transition into the workforce and postsecondary education. Measurement: Supportive services offered through our OhioMeansJobs Centers meet the needs of the population as allowed by law.
- Objective 6: Identify strategies to engage youth organizations, local school districts, community colleges and vocational schools to encourage and provide supports for Youth to advance their education and skills beyond high school. Measurement: Coordinate outreach activities to these partners making them aware of the resources available to the Youth.
- Objective 7: Convene a Youth summit among Area 12 counties to share common challenges and best practices. Measurement: Convene 2-3 Youth summits per year.

**Identify the entity responsible for the disbursement of grant funds described in WIOA sec. 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under WIOA sec. 107(d)(12)(B)(i).**

Hamilton County Job and Family Services is the entity responsible for the disbursement of WIOA funds provided by the SWORWIB.

**Describe how entities within the OMJ Center delivery system, including OMJ Center operators and the OMJ Center partners, will comply with WIOA sec. 188, 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 the Workforce Innovative and Opportunity Act (WIOA) of 2014, Title 29 CFR Part 38, Nondiscrimination and Equal Opportunity Regulations is fulfilled through policies and procedures established by the United States Department of Labor (US DOL).

The Hamilton County Job and Family Services' designated Equal Employment Opportunity (EEO) Officer provides oversight for implementing, maintaining and monitoring WIOA Section 188 Non-discrimination and Equal Opportunity Regulations. The Workforce SWORWIB's Program Coordinators and Program Compliance Monitors work with the EEO Officer to help ensure that Area 13 and the customers (OMJ Center operator, OMJ Center partners and Partner agencies) comply with WIOA Section 188 regulations.

Systematic communication, collaboration, and cooperation between the SWORWIB and our customers (OMJ Center operators, OMJ Center partners, and Partner agencies) helps to establish a secure foundation that enable Area 13 to fulfill our obligations under WIOA Section 188 Regulations.

Through an established procedures and processes, customers receive the required equal opportunity material, information, resources, training and support (e. g. Complaint policy letter, grievance procedures for discrimination complaint and program complaint, complaint forms, incident reporting procedures and forms, request for reasonable accommodation procedures and form, Notice of Rights form, assistive technology resources, language services, local EEO poster, State EEO poster, Federal EEO poster and general guidance).

To verify that the partner agencies are complying with the WIOA EEO requirements, the SWORWIB conducts EEO monitoring for compliance with Desk and Facility review. In

addition, the SWORWIB ensures that during the course of a program year, the program monitors conduct observation reviews regarding facility EEO posting (e.g. Equal Opportunity is the Law Poster) and report on the availability of the Notice of Rights (required EEO paperwork) in the participant case-file.

WIOA Section 188 Regulations includes compliance with Section 504 of the rehabilitation Act of 1973 and American with Disabilities Act Amendment Act of 2008 (formerly ADA of 1990). The SWORWIB executes various activities to ensure that our customers (OMJ Center operators, OMJ Center partners and Partner agencies) comply with the EEO regulations. Each recipient is provided with a copy of the OMJ Center Workforce Center Accessibility Compliance Checklist (Facility Accessibility Survey) and Contractor/Service Provider (Self-Evaluation Tool) instruments to be completed and submitted for review.

The instruments are provided the Office of Equal Opportunity Monitoring and Compliance. The instruments address and answer the questions on whether the agencies facilities are physically and programmatically accessible for individuals with disabilities. It is used to determine if the agencies WIOA programs and services are accessible and whether there are policies and procedures in place that address areas such as accessible parking, doors and doorways, signage, request for reasonable accommodation and auxiliary aids, wheelchair accessibility, TTY services, EEO Posters, sign language interpreter services, staff acknowledgement of EEO/Non-discriminatory policies and procedures.

The instruments are used to address the availability of assistive technology and other resources for individuals with disabilities such as large screen monitors, trackball mouse, scanning/reading software, enlarged keyboards, web page reading software, adjustable keyboard trays, alternative formatted materials (Large print, Braille, Audio-tape).

HCJFS conducts inventory review to assess and review the availability of the required assistive technology and alternative sources. HCJFS developed a staff survey to ensure that OhioMeansJobs staff and co-located partner agencies have familiarity and knowledge of the services that are available for individual with disabilities, how staff assists individuals with disabilities, and understanding of the EEO program policies and procedures and non-discrimination policy. HCJFS also assesses the facility to ensure it is accessible regarding race, color, ethnicity, sex or gender, disability and religion.

HCJFS Office of Equal Opportunity Monitoring and Compliance, Equal Opportunity Compliance Officer and Investigator, along with HCJFS EO Officer, use these instruments and forms to conduct the EEO monitoring for compliance Desk and Facility Review.

HCJFS conducts training on WIOA Section 188 -Regulations (Provisions) which includes: EO policy and procedures, required EO postings, EO Officer role and responsibility, EO monitoring for compliance requirements, agency obligations regarding program accessibility and facilities accessibility, complaint processing

procedures (program and discrimination), compliance with Section 504 of the Rehabilitation Act of 1973 and American Disability Act Amendment Act (ADAAA) of 2008 (formerly ADA of 1990) requirements.

The SWORWIB's partner agencies have access to EEO material, equipment, software and other resources to assist in addressing the needs of individuals with disabilities that are seeking WIOA services and assistance at their facility. EEO policies and procedures are in place to help Cincinnati-Hamilton County customers to be knowledgeable and efficient with their delivery of services as they assist and address the needs of individuals with disabilities.

Area 13 is the only workforce area with a standing OMJ4WD Committee to better understand the challenges for persons with disabilities in an effort to provide the most inclusive service possible. We invested resources, including a dedicated room for ZRS to best serve hearing-impaired customers

**Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system with respect to efforts that will enhance the provision of services to individuals with disabilities. (This may include cross training of staff, technical assistant, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.)**

***See Attachment G SWORWIB Executed Cooperative (Partner) Agreement.***

The SWORWIB is in the final stages of extending our Fiscal Year (FY) 2022 Local Workforce Development Area Ohio #13 Memorandum of Understanding to include the following agreements.

“The Workforce Innovation and Opportunity Act (WIOA), which was enacted in July of 2014 and became effective in July of 2015, superseded the Workforce Investment Act of 1998 (WIA). As a result, substantial efforts have been undertaken at both the state and local levels to develop and implement new plans, performance standards, rules, policies, practices, and procedures for the transition to WIOA. Although much progress has been made, it is expected that transitional activities will continue through fiscal year (FY) 2022, ending 6/30/2022.

All parties mutually agree to forego negotiation of a new Local Workforce Development Area Memorandum of Understanding (MOU) for FY 2022 and to share services and resources as agreed upon. The agreed upon shared resources are in the budget document included as Attachment A to this agreement.

All parties agree that should any party find it necessary to modify the shared services or budget documents, that amendments may be completed in accordance with the procedure in the former MOU.

Area 13 recommended a one-year extension for the MOU which is in the process of being signed for June 2022.

Partner agencies include:

- Cincinnati-Hamilton County
- Community Action Agency
- Cincinnati Metropolitan Housing Authority
- Cincinnati Public Schools
- Cincinnati State Technical and Community College
- Great Oaks Institute of Technology and Career Development
- Job Corps
- Vantage Agency
- Ohio Department of Job and Family Services
- Ohio Department of Medicaid
- OhioMeansJobs OMJ Center Operator
- Opportunities for Ohioans with Disabilities
- TANF Program, Hamilton County Job and Family Services
- Talbert House
- University of Cincinnati, Education Opportunity Center
- Volunteers of Ohio of Greater Cincinnati

**Describe the process used by the Local Board, consistent with WIOA 108(d), to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education, and labor organizations.**

The SWORWIB posted the strategic plan at [www.sworwib.org](http://www.sworwib.org) (the website of the SWORWIB) where there will be instructions on how to comment on the plan's contents during a 30-day public comment period. The Plan was also sent via a link to the SWORWIB's Constant Contact listserv of more than 1,200 local employers, community agencies, workforce development and economic development organizations, and state, county and local politicians.

The WIBBCW has posted its Local Plan on their website for the 30 public comment period. After the public comment period has ended and the comments are collated, the Area 12 Local Plan will be submitted to ODJFS as an Addendum to the WIOA Southwest Ohio Region Strategic Plan.



## **Provide a summary of the public comments received and how this information was addressed (by the) CEO, partners and local board in the final plan.**

All public questions and comments will be addressed and the information will be posted on the Workforce SWORWIB web site after the 30 day comment period. Comments received via the website will be shared at the February 2017 board meeting. Replies to comments and questions will be posted on the web site during the 30 day comment period. **See Attachment G – Public Comments.**

## **Provide information regarding the local plan modification procedures**

The WIOA Southwest Ohio Region Strategic Plan will be reviewed by SWORWIB Board members for modifications as necessary.

## **Provide information regarding Local strategies that will be financed by the transfer of Title 1B workforce funds including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:**

- To transfer funds between the Adult and Dislocated Worker funding streams. The SWORWIB evaluates all funding streams during the Program Year and if available, funds are transferred between funding streams when necessary.
- To use funds for incumbent worker training as outlined in WIOA Section 134(d)(4)(A)(i). The SWORWIB evaluates funding at the beginning of the Program Year and due to funding cuts, will not support incumbent worker training unless special circumstances prevail.
- To use funds for transitional jobs as outlined in WIOA Section 134(d) (5). The SWORWIB will not fund transitional jobs at this time.
- To use funds for pay for performance contracts as outlined in WIOA Section 133(b) (2-3).

The SWORWIB will not fund pay for performance contracts at this time.

## **How the Local Board Will Work With Entities Carrying Out Core Programs for the OMJ Center Service Population**

### **Adults and Dislocated Workers**

As noted above, core partners provide services to job seekers and businesses, differing from OMJ Centers, in that they are smaller and may serve a smaller geographic area or special population. The SWORWIB has established a Core Partners Council that meets regularly to provide a forum for core partners to discuss collaboration and performance. These partners comprise a referral system that provides information to the job seeker or employer in need of specific services. The OMJ Center acts as a conduit for these referrals.

Here is a snapshot of services delivered to workforce development customers in 2020:

Customer Snapshot		
Workforce Development Customers	18,053	
Admissions to Community Link (TANF Partners)	4,591	
Customers in barrier-removal activities	1,552	
Learning, Earning & Parenting (LEAP) Services		
Youth enrollees	17	
Able Bodied Adults without Dependents (ABAWD) Services		
ABAWD customers receiving assessment, assignment or review	6,874	
Comprehensive Case Management & Employment Services (CCMEP)		
TANF Admissions	1,741	
WIOA Admissions	656	
CCMEP Supportive Services Summary		
Dollar value services provided	\$296,459	
Individuals receiving CCMEP Support Services (duplicative)	2,119*	<i>*Decrease due to COVID restrictions</i>
OhioMeansJobs (OMJ) Center		
Known employments among WIOA enrollees	606	
Average starting pay	\$22.19	
Volume of customers visiting OMJ Center	4,850*	<i>*2,318 decrease COVID restrictions</i>

## **Youth Services**

Youth Agencies provide services to assist youth ages 16-24 in achieving academic and employment success are business service hubs concentrating on business and job seeker services related to a specific industry sector and are responsible for educating the other WIOA partner agencies on aspects of the given sector. The SWORWIB has also established an Emerging Workforce Committee, which meets to discuss performance outcomes and collaborative efforts among youth providers. SWORWIB includes youth reports quarterly and youth success are featured in the NewsWIB.

Communication between the OMJ Center Director and SWORWIB President is ongoing. Budget updates, employer/jobseeker data, Rapid Response activities, CCMEP updates and best practices are formally shared monthly. Direct access by customers to the OMJ Center Director and/or SWORWIB Executive Director is welcomed. A communication/complaint log is maintained by the OMJ Center and responses are provided immediately to the customer OMJ or SWORWIB staff.



## Development of Career Pathways

### Healthcare, Construction and Advanced Manufacturing

The Health Careers Pathways stems from a key partnership with Cincinnati Children's Hospital Medical Center which began in 1998. The Health Career Collaborative is one of the most recognized successes in career pathway development throughout the U.S. The SWORWIB has also partnered with advanced manufacturing employers, construction and supply chain employers in various pathway efforts.

### Information Technology

The Information Technology career pathways have continued to expand in partnership among eligible training providers, federal funds and SWORWIB support and are featured in the GAO Report on Career Pathways. This career pathway continues to reflect a stellar effort on the part of IT training providers in our region by providing innovative training programs and job placement strategies bringing above average salaries to new hires, such as IT Bootcamps, IT scholarships and the recruitment of women and underrepresented minorities.

### Transportation, Distribution and Logistics

The SWORWIB also developed a Transportation, Distribution and Logistics career pathway in response to a two-year Industry Workforce Alliance Grant, one of six grants awarded in Ohio. OhioMeansJobs|Cincinnati-Hamilton County and the SWORWIB took the lead for recruitment, training and case management for grant participants. The training efforts for this career pathway focused on meeting the industry needs for heavy tractor trailer and truck drivers by supporting candidates to obtain their Commercial Driver's License (CDL) as well as related supply chain credentials beyond CDL.

Since 2008, the SWORWIB has received or participated in grants totaling more than \$77 million supporting career pathways, employers, veterans, education and economic development. In collaboration with core partners, workforce agencies and local economic development organizations, the SWORWIB will continue to search for opportunities that support the needs of our employers by recruiting, training and matching them the best talent.

## **Explain how the comprehensive OMJ Center provides on-demand access to the required career services in the most inclusive and appropriate setting and accommodations.**

OMJ|Cincinnati-Hamilton County staff work together to create and maintain a comprehensive workforce development system that effectively and efficiently serves job seekers and businesses throughout Area 13. This collaborative system includes multiple entry points for both businesses and job seekers to access the full range of workforce development services and benefits.

- Staff promotes services throughout the local community and ensures accessibility through a variety of means, including the following:

- While COVID limited this, it is our plan to return to face-to-face operations Monday thru Friday, 8:00 a.m. to 5 p.m. Operations may occur beyond the traditional hours when possible.
- Collaborate with community-based and faith-based organizations, libraries, other government services, and other entities throughout the area surrounding their site in order to recruit individuals and businesses that can benefit from WIOA services.
- Encourage job-seekers to attend orientation sessions that provide knowledge about the entire WIOA service delivery system.
- Conduct two orientations month that are open to the public.
- Conduct regular outreach activities and develop recruitment strategies to inform the community of services available and ensure a steady pipeline of participants coming to the center.
- Respond to special outreach and recruitment events specific to the needs of local businesses such as Veterans hiring events and Rapid Response services. These may include job fairs, large scale hiring events, employer consultation, presentations at conferences or other public events, and participating in other City/County-sponsored projects and activities.

The Business Services Unit provides business services and activities to Cincinnati-Hamilton County business customers and job seekers by working with the OMJ Center and partner agencies to enhance business services and develop training initiatives in response to current demand and growing trends to better meet employers' needs.

Career Pathway training programs have been designed to provide skills training programs for in-demand industry sectors in Hamilton County. The SWORWIB continues to research options for new Career Pathways that support the workforce development needs of employers and jobseekers through the following activities:

- Grants that Support In-demand Industry Sectors
- Collaboration with Local and National Workforce Agencies
- Innovative Regional Workforce Development Strategies
- Rapid Response Services
- Investment in OJTs and ITAs for In-demand Industry Sectors

### **Describe the methods for coordinated service delivery between operator and partners.**

The OMJ Center Operation Partner Agreement is fully executed and consists of the following scope of services.

**Area 13:** OMJ Center Operator: OhioMeansJobs|Cincinnati-Hamilton County (Hamilton County Job and Family Services)

Coordinated service delivery strategies include co-location of Wagner-Peyser staff in the OMJ Centers and coordination with Vocational Rehabilitation staff, Veterans staff,

and adult education staff. In addition, the OMJ Center has routine center-level meetings with the SWORWIB and all partners and work collaboratively to conduct joint activities, including job fairs, grants and workforce projects.

Co-located partners in the OMJ Center have entered into a Partner Agreement which outlines the following:

- List of roles and responsibilities
- Assets map that documents all resources
- Facilitated meetings with the objective of fully integrating core and required partners in the letter and spirit of WIOA
- Process and procedures manual.
- Holistic and customer-centered service delivery system map for providers and users alike.
- Determination of whether the individual is able to receive assistance from the adult, dislocated worker or youth programs;
- Outreach, intake and other individualized services, and orientation to the workforce delivery system;
- Initial assessment of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes, abilities (including skill gaps) and supportive service needs;
- Job search, placement assistance and individual career counseling as needed, including provision of information on in-demand job sectors and occupations and provision of information on non-traditional employment;
- Appropriate recruitment and other business services on behalf of employers including information and referrals to specialized business services.
- Provision of referrals to, and coordination of activities with, other programs and services including programs and services within the OMJ Center delivery system and when appropriate, other workforce development or human services programs;
- Provision of workforce and labor market information, including the provision of accurate data relating to local regional and national labor market areas including:
  - Job vacancy listings in labor market areas;
  - Information on job skills necessary to obtain vacant jobs listed;
  - Information related to local occupations in demand and the earnings, skill requirements and opportunities for advancement for those jobs;
  - Information on training provider performance outcomes;
  - information about how the local area performance accountability measures, as well as additional performance information relating to the entire WIOA workforce system and the OMJ Center;
  - Information on the availability of supportive services or assistance and appropriate referrals to those services including child care, child support, medical or child health assistance available through the State, SNAP benefits, assistance with earned income tax credits, and assistance from TANF including supportive services and transportation;

- Assistance in establishing eligibility for programs of financial aid assistance for training and or education programs not provided under WIOA; and
- Unemployment Claims filing assistance.

OhioMeansJobs|Cincinnati-Hamilton County maintains a publicly accessible resource area and designated Handicap Parking area directly in front of the one-stop as part of the required WIOA services. Resources available within it the resource room, specifically designated for people with disabilities, include computers with internet access, tutorials for career exploration, job searching and resume writing, job postings, periodicals, information on Unemployment Insurance eligibility, services and financial aid for local non-WIOA training, labor market reports, and information on education programs and partner programs. The resource areas are staffed with knowledgeable staff, partner employees and/or volunteers to assist with customer questions.

OhioMeansJobs|Cincinnati-Hamilton County partners provide a wide range of informational workshops to job seekers as part of their career services offerings. These workshops focus on job search and soft skills, such as interviewing techniques, resume preparation, networking, effective communications, conflict resolution, computer literacy and job readiness training.

OhioMeansJobs|Cincinnati-Hamilton County posts and follows a monthly schedule for all workshops. Individualized career services: in depth personalized support for job seekers. Individualized Career Services are more comprehensive and generally involve interaction with a career coach.

OhioMeansJobs|Cincinnati-Hamilton County has developed and implemented a WIOA eligibility process that is timely and meets State and SWORWIB policy requirements without unnecessary delays in providing access to career services. The OMJ Center determines WIOA eligibility and collect information to support the determination. WIOA provides for priority of service to several populations with Veterans as priority. Additional priority services are provided to adult customers of public assistance, low-income individuals, individuals who are basic skills deficient, and may have a disability barrier. Suitability for both Adult and Dislocated Worker services is determined by an assessment of the applicant's skill level, education, aptitudes, abilities, work and wage history, supportive service needs, goals and aspirations. If a customer is deemed inappropriate for WIOA services, he or she is referred to an appropriate educational entity or social service agency for assistance. Individualized career services include the following:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. The OMJ Center completes objective, comprehensive and specialized assessments of the customer. These assessments involve a more thorough examination than the initial assessment and are conducted or coordinated by a career coach. The role

of the Career Coach is to ensure access to the full array of services and activities required and available under WIOA, and to provide professional support to jobseekers as they decide on employment and education plans and seek to improve their skills;

- An individualized workforce development Plan is designed for each jobseeker in order to identify the employment goals, appropriate achievement objectives and the appropriate combination of services for the participant to achieve his or her employment goals. One key role of the career coach is working with the customer to develop the plan. The IEP is an agreement between the career coach and the customer of the plan of action they will take together to overcome any barriers to employment and secure employment leading to self-sufficiency. The IEP includes short and long term goals and the steps and supports necessary to achieve those goals. The IEP focuses on a career pathway that can provide a guide beyond initial employment, and is updated regularly as a customer progresses. All WIOA services provided to a customer are identified and the need justified in the IEP. A hard copy case file is maintained on each participant containing eligibility documents and pertinent case file information not recorded in the electronic case file. Customers are provided with a signed copy of the IEP. The IEP is updated as goals and milestones are met and routinely discussed with customers. In cases where needs and services change, the IEP is updated;
- Provision and coordination of Supportive Services: Supportive services address those life issues impacting the jobseeker's ability to get or retain adequate employment. Depending on funding availability funds, may be awarded to assist with basic supportive services such as transportation, work equipment and uniforms, and child care services. In cases where customers must be referred, all referrals of WIOA customers are tracked to ensure that the customer is receiving the service. If the service cannot be provided per that referral, it is the expectation that alternate plans for securing that service will be initiated;
- Provision of group counseling, individual counseling and career planning, including:
  - Workforce preparation activities;
  - Financial literacy services such as financial aid applications, income tax credits and counseling;
  - Job search assistance and relocation assistance;
  - Integrated education and training programs.
- Training Services are also included in individualized career services. Training may be made available to individuals if, after an interview, assessment or evaluation and career planning it is determined that the individual is unlikely or unable to obtain or retain employment that leads to self-sufficiency or to comparable or higher wages from previous employment.
- The selection of training services is conducted in a manner that maximizes customer choice and is linked to in-demand occupations. Career Coaches ensure that job seekers explore other funding options and research performance of relevant training providers. The following items explain the training options available to participants:

- Individual Training Accounts (ITAs): ITAs are tuition vouchers to be redeemed at an approved training provider. The OMJ Centers facilitates the ITA application and selection process with the jobseeker based on customer choice. OMJ Center career advisors assist job seekers with researching and selecting training programs that align with the job seeker's IEP;
- Work Experience: Work experience is a planned, structured learning experience that takes place in a work environment for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Fair Labor standards apply;
- Pre-Apprentice Training: Pre-apprenticeship programs provide training to increase math, literacy, and other vocational skills needed to gain entry into a registered apprenticeship program;
- On-the-Job Training: (OJT) services involve "hands on" training in occupational skills for a specific occupation. Training is provided by a private, nonprofit, or public sector employer for an individual who needs additional skill training for a specific job. The participant is an employee of the company and, in order to offset the cost of the training, the employer can be reimbursed up to 75% of wages.
- Customized Training: Customized training is industry and occupation specific skills training delivered through a curriculum designed collaboratively by a OMJ Center and (an) identified employer(s). The employer pays a significant share of the cost of the training.
- Career Pathways are defined as a combination of rigorous and high quality education, training and other services that align with the skill needs of industries in the state or regional economy, prepare an individual to be successful in any of a full range of secondary or postsecondary education options, and include counseling to support an individual in achieving the individual's education and career goals. OMJ Centers apply a Career Pathway approach throughout their service delivery.
- Follow-up Services are activities with individuals who have exited from the program for up to one year. Follow-up services are of two major types: (1) retention and advancement services for employed customers; and (2) reemployment services for customers who lose their jobs.
- Out-of-School Youth Services may or may not be part of a OMJ Center Workforce Center operation. OMJ Centers provide an objective assessment of the academic level, skill levels, and service needs of each participant, including a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and development needs of such participant. The OMJ Centers develop service strategies for each participant that identifies career pathways that lead to self-sufficiency. See Chapter 4D below for a description of youth service program models.
- Business Services
- Business Services are a critical component of WIOA service delivery, providing direct value to employers, business associations or other such organizations. Customized business services may include the following services and activities:



## **Customized Recruiting and Screening Services**

- **Advertise Job Openings:** Provide employers with the opportunity to post employment opportunities throughout the Workforce system. OMJ Center staff must post job orders through the Career Connect job order portal;
- **Provide Access to Space:** Provide or secure space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.;
- **Customized Recruitments:** Provide employers with an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization;
- **Customized Screening of Applicants:** Thoroughly screen job seekers (based on employer skill requirements) and prepare them for interviews, saving businesses time and increasing the likelihood that business will return for more candidates in the future;
- **Conduct Job Fairs:** Offer multiple employers the opportunity to meet WIOA enrolled and non-enrolled job seekers. The SWORWIB may assign OMJ Centers to participate in The SWORWIB-led job fairs and or hiring activities.
- **Provide Workforce Education:** Educate businesses about services available through workforce agencies, and how to access these services.
- **Advise on Workforce Issues:** Providing informational services to businesses on a variety of workforce topics, including workforce-related and economic development tax incentives; unemployment insurance; labor market statistics; and other workforce-related information identified as providing value to businesses;
- **Provide Layoff Aversion, Downsizing Services and Outplacement:** Work with employers making layoffs, and with employees being laid-off, to create re-employment plans. Dislocated Worker Partner agencies will provide these services directly. Rapid response services are coordinated and conducted by The SWORWIB, which may engage any Dislocated Worker agency to participate in employer onsite layoff workshops;
- **Assist with writing and/or reviewing job descriptions, orientations for new workers, analyzing employee turnover and customized labor market data.**
- **Employer Development Services**
- **Educate businesses on various training offerings available throughout Area 12 and Area 13;**
- **Provide retention services.**
- **Work with employers to design strategies and provide support that helps employees stay on the job or advance after placement.**

The Business Services Unit works on recruiting events and other special initiatives. The OMJ Center has a person designated to alert their business services staff of opportunities and to follow-up with the referring entity on those screened candidates who meet the employer's referral criteria.



### **Describe how the OMJ Center Operator was procured.**

The OMJ Center operator was procured through a Request-for-Proposals (RFP) process. The procurement process used by the SWORWIB to review all of the applications was devised to ensure fairness and transparency at every level. Each application was scored by multiple reviewers with significant WIOA and grants management experience and there were separate review panels for each funding stream.

Contracts are awarded for a three-year initial term with an option for renewal for two additional, one-year terms

As the Administrative Entity and Fiscal Agent, HCJFS would normally have been tasked with administering the procurement. However, because HCJFS was the incumbent provider and a potential offeror in response to this RFP, the SWORWIB administered the procurement. Monies funding this agreement are Federal funds provided to the local area and administered by the SWORWIB.

The SWORWIB developed a RFP Review Committee to review the proposals to ensure that special populations served, geographical need and past performance considerations to arrive at final recommendations to the local board. The OMJ Center operator selected to provide the services for OhioMeansJobs|Cincinnati Hamilton County is Hamilton County Job and Family Services (HCJFS).

### **Describe the local operator's role and responsibility for coordinating referral among required partners.**

OhioMeansJobs|Cincinnati-Hamilton County uses an integrated intake and referral processes for all customers. The management staff is highly familiar with the functions and eligibility requirements of each program, and they appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate. Partner agencies provide referrals to adult literacy programs funded through WIOA Title II in order to increase job-seeker employment prospects and to help with entering academic and/or vocational training.

They also directly refer job seekers to Wagner Peyser services (Title III) offered through the Ohio Department of Job and Family Services and provide referrals to Vocational Rehabilitation services (Title IV) offered by Opportunities for Ohioans with Disabilities (OOD).

### **Provide detailed information on CCMEP implementation strategies in addition to an in-depth view of labor market demographics by race, age, gender and barriers.**

Partner agencies use multiple data systems and spreadsheets to track participants and outcomes for each program. Upon implementation of the Comprehensive Case Management and Employment Program (CCMEP), all activities for WIOA customers will be tracked in through the CCMEP and entered into the Ohio Workforce Case

Management System (OWCMS) to ensure that the customer is receiving the appropriate services.

CCMEP strengthens accountability by establishing a single lead agency in each county responsible for meeting common performance goals for youth and young adults served through the program. The integrated intervention program combines Temporary Assistance for Needy Families (TANF) Program and WIOA to meet customers where they are and help them craft a path to self-sufficiency.

Here are the preliminary CCMEP Annual Performance Measures results as shared in the SWORWIB 2019-20 Annual Report. Overall, CCMEP continues to show improvement each quarter:

Performance Measure	Area Numerator	Area Denominator	Area Rate (%)	Statewide Rate (%)	Area Standard (%)	"Meets" Level (%)	"Exceeds" Level (%)	Area Results
Education, Training or Employment at Exit	377	708	53.2%	63.4%	Baseline	Baseline	Baseline	Baseline
Education, Training or Employment 2nd Quarter After Exit	653	906	72.1%	74.3%	69.0%	55.2%	72.5%	Meets
Education, Training, or Employment 4th Quarter After Exit	457	630	72.5%	69.7%	67.2%	53.8%	70.6%	Exceeds
Median Earnings 2nd Quarter After Exit	N/A	634	\$2,768	\$2,707	Baseline	Baseline	Baseline	Baseline
Credential Attainment	126	348	36.2%	33.1%	51.0%	40.8%	53.6%	Failed
Measurable Skill Gains	210	761	27.6%	37.2%	Baseline	Baseline	Baseline	Baseline

**Describe how the Local Board will facilitate access to services provided through the OMJ Center delivery system, including in remote areas, through the use of technology and other means.**

The OhioMeansJobs services are available at convenient locations throughout Butler, Clermont, Warren and Hamilton Counties and online at OhioMeansJobs.com, OMJ-CinHam.org, sworwib.org or bcworkforce.com or by telephone call to the individual OMJ Centers throughout Ohio.

All customers are given access to high-quality OMJ Center and affiliate sites that connect them with the full range of services available in their communities.

**Services for eligible individuals, particularly eligible individuals with barriers to employment;**

The goal of the SWORWIB is to facilitate co-enrollment, as appropriate, in core programming and improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable and stackable) through which adult education students (including

ESL, Adult Basic Education, and Adult Secondary Education) simultaneously receive basic skills instruction that is contextualized to a specific industry sector and credit-bearing, industry-recognized college coursework that leads to a credential for jobs with family-sustaining wages.

Each county in the Southwest Ohio Region has one or more Aspire locations where individuals can receive Adult Basic Education and ESL training leading to the completion of their GED or other stackable credentials in partnership with other core partners, education and community agencies.

### **Information regarding the local coordination strategies with State, Regional and Local partners to Enhance Services and avoid duplication of activities including a description of Adult, Dislocated Worker and Youth employment and training activities under WIOA Title**

The Southwest Ohio Region Workforce Investment Board was for regional WIOA coordination. This collaboration will expand under WIOA to include Title I Administrators from each local workforce investment area and provide a forum for coordinated planning with our 18 partners within our OMJ system. We use an integrated service model which helps us anticipate and mitigate any barriers as we return to face-to-face service in June.

### **Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOASecs. 107(d) (11) (A) and (B) (i) and WIOA Sec. 232.**

SWORWIB collaborates extensively with Aspire adult education partners. They have representation on the Board of SWORWIB, our offices are co-located and 13 of the SWORWIB's Title I Partner agencies have Title II funding as well, allowing for seamless referral of participants when needed.

In May 2021, we participated in the application review process with Aspire by providing feedback to the State about Title II services.

### **Wagner-Peyser Act (29 U.S.C. 49 et seq.) services**

The Business Services Unit coordinates business and employer outreach. Wagner-Peyser services are located in the comprehensive OMJ Center Workforce Centers and this physical co-location facilitates the collaboration and coordination of employer engagement.

The SWORWIB examines the customer service process and referral processes for the comprehensive OMJ Center Workforce Centers. The Business Services Unit team will work with SWORWIB on all aspects of business engagement including developing a streamlined referral process, identifying customers and businesses that are a good

match for employment, and jointly working on hiring events and specialized projects for the benefit of employers.

***Vocational rehabilitation service activities under WIOA Title IV***

OhioMeansJobs has a close historic relationship with Vocational Rehabilitation / Opportunities for Ohioans with Disabilities (OOD) staff as a mandated core partner. The OMJ Center Director coordinates integration of services and enhances coordination as new partners are added. At the center level, The OMJ staff works to ensure assistive technology and other accommodations to ensure ADA compliance. Under WIOA, policies and procedures enhance the coordination of career center services with those offered by Vocational Rehabilitation.

This innovative collaboration has already begun changing the nature and impact of transition services for students with disabilities in Ohio. We are helping students get a head start on becoming job ready and better prepared to enter the workforce with the skills necessary to be successful. After one year, there have been more than 1,900 applicants and 250 individuals employed through OTSP alone.

Ohio Department of Education (ODE) and OOD are working together to bring a stronger and a more focused career development presence to Ohio schools for students with disabilities with an increased presence in more than 90 career technical planning districts across the state. OOD staff are actively participating in Individualized Education Plan (IEP) meetings and working with school staff to support students as they explore and plan for post-secondary options.

***Relevant secondary and post-secondary education programs and activities with education and workforce investment activities.***

The SWORWIB activity engages education providers in the region through a variety of strategies – partner meeting, conferences, presentations and webinars. For example, SWORWIB leadership and Cincinnati Public Schools (CPS) Adult Basic and Literacy Education (Aspire) representatives discuss the high school dropout crisis in Cincinnati and Hamilton County and solutions through student recovery and engagement in the workforce on a regular basis.

Aspire partners include: The Great Oaks, Butler Tech-D Russell Lee Career Center, Warren County Career Center, Southern State Community College and Cincinnati Public Schools Aspire Collaborative. Other/Community Partners include: The Urban League of Greater Cincinnati, Hamilton County Community Action Agency, City Link Center, YWCA, Education Matters, Cincinnati State Technical College, Ohio Means Jobs, Hamilton County Job and Family Service, Mercy Neighborhood Ministries and Unite Way of Greater Cincinnati.

The SWORWIB President/CEO also collaborates with area career technical centers school, the universities and colleges to create an integrated service model consisting of services that will focus on assisting youth graduate from high school and preparing youth for employment and post-secondary education after successful attainment of their high school diplomas. These services will reflect a cohesive program that provides out-

of-school youth with support re-enrolling into high school, GED preparation/assessment and preparing for the workforce and post-secondary success.

***How the Local Board will support the strategy identified in the State Plan under 20 CFR 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.***

The SWORWIB is working to align Cincinnati State, the University of Cincinnati and private area colleges and universities that provide Title 2 services in Area 13. These colleges and universities have been requested to provide a combination of referral and customer service options which include onsite staff and technological access for customers.

This same plan will be used for Career and Technical Education (CTE) centers. Great Oaks Career Campus will continue to provide referral to the OMJ Center. As mentioned previously, Great Oaks Career Campus is co-located at OhioMeansJobs|Cincinnati-Hamilton County offering GED preparation services and healthcare programs.

***Other services provided in the one-stop delivery system, including but not limited to, the programs outlined in WIOA Sec. 121***

In order to maintain and strengthen partnership collaboration, the SWORWIB developed the following committees which bring one-stop partners and other agencies together. These committees meet quarterly to discuss collaborative initiatives that serve employers and jobseekers.

- ✓ The WIOA Partners and OMJ Operations Council, formerly the Required Partners Leadership Council, which the SWORWIB is the only WIB to have at a board level. Currently the operating level committee focuses less on program and alignment and more on problems and complaints. This committee may be continued to allow for problem solving and complaint resolution at the staffing level, while also having a leadership level committee to work on alignment and MOU activities.
- ✓ Eligible Training Provider (ETP) Evaluation Committee was developed to assist the SWORWIB staff and OMJ Center team to manage the dramatically increased expectations for evaluation of ETPs both for our own measurements expectations as well as comparatively with other funding sources to our WIOA customers, and lastly in the public disclosure methodology for the data to assist in the furtherance of “informed customer choice”.
- ✓ OMJ Business Engagement Committee is a standing committee of the SWORWIB as recommended by statute. The SWORWIB has had a Business Engagement Team for several years and undertaken a variety of efforts with the

current and former one-stop operator, but will plan on quarterly meetings of the Committee, which will provide opportunities to discuss different ways that business and employers can engage with the one-stop to assist with evaluation and direct services as volunteers.

- ✓ OMJ4PWD (OhioMeansJobs for People with Disabilities) is a committee that promotes the understanding and advocacy of individuals with disabilities and strives to build a workforce system that is optimal for all, regardless of ability.

**Provide a copy of the local supportive service policy and describe how the Local Board will coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area**

The SWORWIB and its affiliates coordinate services with CSBG, TANF and SNAP to provide comprehensive support services for clients. A portion of WIOA funds can be used for transportation and other support services and information about CSBG-funded programs is provided at orientation sessions.

**Describe the local referral process. Identify the entities between who the referrals occur**

The OMJ Center provides referrals to adult literacy programs funded through WIOA Title II in order to increase job-seeker employment prospects and to help with entering academic and/or vocational training. They also directly refer job seekers to Wagner Peyser services (Title III) offered under the Ohio Department of Job and Family Services (ODJFS) and provide referrals to vocational rehabilitation services (Title IV).

Partner agencies provide referrals to, and coordination of, activities with other programs and services including programs and services within the OMJ Center delivery system and when appropriate, other workforce development or human services programs. These referrals may include child care, child support, medical or child health assistance available through the State, SNAP benefits, assistance through earned income tax credits, and assistance under TANF including supportive services and transportation.

**Explain the method(s) that will be used to refer participants between programs**

As described in the OMJ Center scope of services, CCMEP will provide customers with a comprehensive plan identifying the full range of their workforce and supportive service needs. This will enable the system to track and follow-up with customers in order to improve the referral process with participation from all Core Partners.

All other referrals are tracked by OMJ staff when calls for services are received. Recently, OhioMeansJobs|Cincinnati-Hamilton County began rotating leadership staff at the front desk in order to review the types and customers, services and referrals are made at first point of contact.



**Define the roles related to referrals**

An MOU is in place between all core partners. All partners have agreed to use an inter-agency referral process between partners and other qualified service providers, as needed. This system mandates accountability between partners.

**Describe specific arrangements to assure that individuals with barriers to employment, including individuals with disabilities, can access available services.**

The publicly-funded workforce systems in Area 12 and Area 13 are designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. OMJ Center centers provide career services that motivate, support and empower customers, including individuals with disabilities and other barriers, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals.

A flyer for OhioMeansJobs|Cincinnati-Hamilton County customers was recently created which highlights the accommodations that are available for people with disabilities to develop and post resumes; search job postings; review interview questions and apply for positions online. These accommodations were expanded to provide the best resources available.

Under WIOA, the Department of Labor classifies Career Services into two categories: Basic Career Services and Individualized Career Services. All County residents are eligible to take advantage of WIOA Basic Career Services, which consist of general services assisting job-seekers in finding gainful employment, orienting customers to WIOA services and procedures, and providing information about the labor market and unemployment insurance. These services may be provided by one or a combination of staff from the mandated partners of WIOA.

All customers are given access to professional OMJ Center staff who connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices. Partner agencies provide in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Career coaches work with clients with barriers to create an IEP that is a plan of action for how they will together overcome any barriers to employment and secure employment leading to self-sufficiency.

OMJ Center, partner agencies and service providers work together to ensure access for people with disabilities can access services. Priority service is also given to veterans and veterans with disabilities. The SWORWIB reviews Veteran services provided by OMJ Center annually and reviews labor market data for veterans provided by the U. S. Department of Labor. The SWORWIB also requests a Jobs for Veterans State Grant (JVSG) Performance Measures Report to ensure compliance with JVSG's requirements for services to Disabled Veterans.



## Adult and dislocated worker employment and training activities

The workforce development system in Area 12 represents multiple programs/agencies that work together to provide employment and training including OMJ Center workforce staff, Partner Agencies, Youth Providers, Eligible Training Providers (ETP) and in-house training Programs. Training activities include Individual Training Accounts (ITAs), On-the-Job Training (OJT) and Business outreach. SWORWIB performs an annual evaluation of approved providers, key to analyzing quality and outcomes:

TRAINING PROVIDER	N=New P=Past R=Repeat	Performance Report	Certificate Credential	Completed	Employed	Wage
160 Driving Academy	R	Y	Y	5 100%	3 60%	\$22-35
Allied Construction Industries	R	Y	Y	4 100%	3 75%	\$15-15.50
Anderson Academy	R	Y	Y	6 100%	4 66.67%	2 - \$12 2 - \$14-15
Breakthrough Performance Group LLC	R	Y	Y	73 100%	49 67.12%	13 - \$12-29 21 - \$30-49 11 - \$50-74 4 - \$75-100
Cincinnati State Community & Technical College	P	Y	Y	0	0	————
Dohn Community High School	N	Y	Y	18 90%	18 90%	3 - \$12-13
Elite Welding Academy	N	Y	Y	2 100%	2 100%	\$14.25-20
Elucidate Technology	R	Y	Y	56 84.85%	56 84.85%	\$14.25-18
Flamingo Air	R	Y	Y	11 100%	11 100%	\$25-50
Great Oak Career Campuses	R	Y	Y	60 92.31%	45 69.23%	21 - \$4.13-14 24 - \$14.37-21
Great Oak Health Campuses	R	Y	Y	65 85.53%	45 78.95%	36 - \$10-13.50 9 - \$14.35-17.50
Making A Change	N	Y	Y	3 100%	3 100%	\$15-19.10
Max Technical Training	R	Y	Y	1 100%	1 100%	\$21.35
Mercy Neighborhood Ministries	R	Y	Y	66 84.62%	55 70.51%	52 - \$9-13 3 - \$15
Napier Truck Driver Training	R	Y	Y	76 83.52%	67 73.63%	8 - \$8.55-14 59 - \$15-26
New Horizons Computer Learning Center	R	Y	Y	16 80%	12 60%	1 - \$10 10 - \$15-23 1 - \$50
Tech Elevator	R	Y	Y	26 89.66%	23 79.31%	1 - \$16.80 17 - \$19-29 5 - \$30-45

## **A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.**

The Southwest Ohio Region Workforce Investment Board Rapid Response policy states the Rapid Response process and the services to be provided to dislocated workers and employers. The OMJ Center Business Services Unit supports rapid response services in conjunction with the State Office of Workforce Development.

The Business Services Unit is charged with assisting local rapid response teams, local government officials, employers and workers by providing resources such as funding, technical assistance, and labor market information. Generally, the State RRU is the first point of contact for employers for major dislocation events, including WARN and TAA petition notification.

Then, the State Rapid Response Unit (RRU) contacts the OhioMeansJobs Business Services Unit to respond to dislocation events by establishing communication with the SWORWIB and other rapid response partners including the Ohio Department of Job and Family Services and the US Department of Labor, initially by telephone or e-mail. From the initial information available, the State RRU works with Business Services Unit and other designated partners to determine the immediate needs of workers and employers to establish appropriate “first steps” in responding as a workforce system and then formulates strategies for planning and carrying out rapid response.

The Business Services Unit then invites the employer and labor organization, as appropriate. To ensure the effective delivery of rapid response services, Business Services Unit also provides rapid response workshops, preferably on site.

Rapid response assistance includes the following activities (coordinated with the State RRU):

- Consults with state and local economic development organizations, and other entities to avert potential layoffs;
- Determines proposed layoff schedule and what employer plans are to assist the dislocated workers, including the status of any collective bargaining negotiations affecting layoff benefits;
- Coordinates the delivery of rapid response layoff orientations for affected workers in conjunction with the State RRU;
- Arranges for participation by local service providers in these sessions;
- Assesses the needs of the impacted workers as quickly as possible through the use of surveys. A survey is an important tool to determine an affected worker’s skills and education and to identify potential assistance needs.
- Maintains an inventory of available workforce resources for onsite meetings to address the short and long-term assistance needs of the impacted workers;

- Consults and coordinates with appropriate labor representatives when planning rapid response activities for those impacted workers covered by a collective bargaining agreement;
- Ensures procedures are in place for the timely access and referral to workforce services and information offered by WIOA, UI, TAA, Wagner-Peyser and other programs.

In addition, when a local rapid response team or local partner becomes aware of a WARN-level layoff or closure event, the Business Services Unit contacts the State RRU coordinator to discuss the event to formulate strategies for carrying out rapid response activities. When rapid response activities are near completion, the local rapid response team notifies and coordinates with the OMJ Center operator.

**A description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.**

In July 2018, the WIOA youth providers' services contract began. These providers include: Cincinnati Youth Collaborative (operating Jobs for Cincinnati Graduates), Equus Workforce Solutions, and Santa Maria.

These contracts were awarded via a Request for Proposal process, managed jointly by SWORWIB and HCJFS. The RFP required funding at 75% for out-of-school youth and 25% for in-school youth, with additional requirements for selected providers to collectively provide comprehensive coverage of the entire county.

Youth Providers procured by the SWORWIB will provide the following 14 elements of services as outlined in WIOA.

- Tutoring
- Alternative secondary school services, or dropout recovery services
- Paid and unpaid work
- Occupational skill training
- Education as workforce preparation
- Leadership development opportunities.
- Supportive services.
- Adult mentoring
- Follow-up services for not less than 12 months after completion
- Comprehensive guidance & counseling
- Financial literacy education
- Entrepreneurial skills training
- Provide employment information about in-demand industry sectors in Area 13
- Youth preparation for and transition to postsecondary education and training

The SWORWIB funds a variety of successful workforce investment program models for youth.

- Recruitment of area employers eager to support year round and summer work experience programs in order to develop skills required to succeed;
- Identification of motivated youth who can meet with area businesses that provide introductory sessions at OMJ Center orientations to explain program and identify workforce readiness skills;
- Engagement of employers to provide volunteer services at the OMJ Center for adults, dislocated workers and youth;
- Development of year round work experience opportunities to prepare youth for successful internships and life skills through a combination of intensive job readiness training, on-line training and tours of training facilities;
- Annual Summer Youth Employment Program (SYEP) where employers and job candidates meet in a formal interview. The program establishes worksite agreements with companies to sponsor a work assignment lasting up to 240 hours. These agreements clearly specify hours, supervision, and the experiences to be achieved during the work experience;
- Recognition events hosted by youth providers and core partners to recognize student achievement including GED graduations, summer work programs, training program completion, etc.

**A description of how local areas will meet the requirement that a minimum of 75% of the youth expenditures be for out-of-school youth.**

Services and expenditures are monitored throughout the program year by Hamilton County Job and Family Services to ensure that a minimum of youth expenditures are for out-of-school youth services. In addition, the requirement for at least 25% of youth funds be spent on year-round work experience.

All 3 of the Area 13 youth providers submitted Year Round Work Experience Plans targeted for youth in order to address the need for work experience as early as 16 years old.



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## **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

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Attachments: Assurances and Certifications

## 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 12<sup>th</sup> 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)<sup>1</sup>.

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.

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<sup>1</sup> Per section 3(9) of WIOA



**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

## **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

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

BCWorkforce.com/[butler](http://bcworkforce.com/butler)

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

**OhioMeansJobs -- Clermont County**

2400 Clermont Center Dr.

Batavia, OH 45103

BCWorkforce.com/[clermont](http://bcworkforce.com/clermont)

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

**OhioMeansJobs -- Warren County**

300 E Silver St # 5

Lebanon, OH 45036

BCWorkforce.com/[warren](http://bcworkforce.com/warren)

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

The BCW|Workforce is also developing its website, BCWorkforce.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.

## **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).

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. BCWWorkforce.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 [BCWWorkforce.com](http://BCWWorkforce.com) and [ohiomeansjobs.com](http://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 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, BCWWorkforce.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).

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
<p>OMJ   BCW Consortium of Counties</p>	<p><b>Adult Resident</b> (WIOA title I)</p>	<p>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 <b>Workforce Innovation and Opportunity Act (WIOA)</b> 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.</p>
	<p><b>Dislocated Worker</b> (WIOA title I)</p>	
<p><b>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</b></p>	<p><b>Ticket-to-Work (TTW)</b></p>	<p><b>Ticket-to-Work (TTW)</b> 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.</p>
<p><b>Easter Seals</b></p>	<p><b>Youth</b> (WIOA Title I)</p>	<p><b>Comprehensive Case Management Employment Program (CCMEP)</b> helps the “emerging workforce” prepare for and connect with retainable employment opportunities for Ohio’s economic development and resident stability and self-sufficiency.</p>



Partner	Programs/Roles	Services/Contributions
<b>Cincinnati JobCorps Center</b>	<b>Youth Build.</b> 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.	<b>Temporary Assistance for Needy Families (TANF)</b> provides families with financial assistance and related support services, including childcare assistance, job preparation, and work assistance. <b>Job Corps</b> is a residential career training program helps eligible residents, aged 16-24, complete high school training for credentialed, stable, and self-sufficient career paths.
<b>YouthBuild</b>		YouthBuild
<b>Ohio's Office of Workforce Development (OWD)</b>  Wagner-Peyser Veteran Representatives	<b>Wagner-Peyser Act Employment Services</b> (WIOA title III)  TAA Veterans Employment UC	<b>Wagner-Peyser (W-P)</b> 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.
<b>Trade Adjustment Assistance</b>	<b>Trade Adjustment Assistance</b> (Trade Act of 1974, as amended)	<b>TAA</b> 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.
<b>Veterans Employment and Training Services (VETS)</b>	<b>Jobs for Veterans State Grants</b> (JVSG) (TEGL 19-13, TEGL 19-13 Change 1 and Change 2)	<b>Veterans Employment and Training Services (VETS)</b> to help veterans, reservists, and National Guard members secure employment.  JVSG provides Disabled Veterans' Outreach Program (DVOP) specialists who provide key services to veterans with significant barriers to employment, and Local Veterans Employment Representatives (LVERs), who provide outreach to employers to help veterans achieve employment.

Partner	Programs/Roles	Services/Contributions
		JVSG participants must be co-enrolled with Wagner-Peyser Act Employment Services.
<b>Ohio Unemployment Insurance Operations (OUIO)</b>	<b>Unemployment Insurance</b>	<b>OUIO</b> 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.
<b>Warren County Career Center</b>  <b>Clermont County ABLE</b>	AEFLA program (called <b>ASPIRE</b> in Ohio) administered by Education Department (ED) under WIOA title II	<b>ASPIRE</b> 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.  ASPIRE services include General Equivalency Diploma (GED) and English as a Second Language (ESL).
<b>Hamilton City School District</b>  <b>Middletown City School District</b>  <b>Butler Technology &amp; Career Development Schools</b>  <b>Great Oaks Vocational School</b>  <b>UC Clermont</b>  <b>US Grant Career Center</b>	<b>Carl D. Perkins Career and Technical Education Act of 2006</b> Career and technical education programs at the postsecondary level	

Partner	Programs/Roles	Services/Contributions
<b>Opportunities for Ohioans with Disabilities (OOD)</b>	<b>Ohio Vocational Rehabilitation (VR)</b> program, under the Vocational Rehabilitation Act	<b>Vocational Rehabilitation (VR)</b> 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.
Mature Services Goodwill Easter Seals	<b>Senior Community Service Employment Program (SCSEP)</b> (title V of the Older Americans Act of 1965)	SCSEP assists low-income senior citizens, so they can earn and learn while working in local programs that serve their communities.
Jobs Plus Initiative Program (JPI)  Supports to Encourage Low-income Families (SELF)	<b>Department of Housing and Urban Development (HUD)</b> Employment and Training Programs	<p><b>Jobs Plus Initiative program</b> develops locally-based, job-driven approaches to increase employment earnings and outcomes for residents of public housing.</p> <p><b>Supports to Encourage Low-Income Families (SELF)</b> helps connect Butler County residents to employment and career pathways to 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>
<b>Home Choice</b>	<b>Community Services Block Grant (CSBG)</b>	<p><b>Home Choice</b> uses a portion of Medicaid funding to assist residents in locating and maintaining safe, decent, affordable and accessible housing.</p> <p><b>Community Services Block Grant (CSBG).</b> Programs offer supportive</p>

Partner	Programs/Roles	Services/Contributions
		services and activities for low-income individuals, including employment and training opportunities to alleviate the causes and conditions of poverty in communities.
Common Pleas Probation Legal Aid Lifepoint Solutions YWCA Pathways to Independence	<b>Reentry Employment Opportunities (REO)</b> (Section 212 of the Second Chance Act of 2007 and WIOA sec. 169)	<b>Second Chance Act</b> 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	<b>Migrant and seasonal farmworkers (MSFWs)</b> (20 CFR 653) <b>National Farmworker Jobs Program (NFJP)</b> (20 CFR 685.110)	Career Services for eligible Adult and Youth (14-24) residents and agricultural employers Occupation Skills Training Supportive Services <ul style="list-style-type: none"> <li>• Housing Assistance</li> <li>• Barrier mitigation</li> </ul>
	<b>Supplemental Nutrition Assistance Program (SNAP) Employment &amp; Training (E&amp;T) Program.</b>	<b>Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&amp;T) Program</b> 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.

**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

**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).

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.

**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.

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.

**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.

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.

### **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 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.

## AREA 12 ASSURANCES AND CERTIFICATIONS

### ASSURANCES

**Accessibility** - [Section 508 of the Rehabilitation Act of 1973, as amended](#) - Requires

that federally funded program providers make their electronic information and technology accessible to people with disabilities;

**Audits** – [2 CFR 200.501](#) and [Single Audit Act Amendments of 1996](#) – organization-wide or program-specific audits shall be performed;

**Disability** - that there will be compliance with the [Architectural Barriers Act of 1968](#), [Sections 503 and 504 of the Rehabilitation Act of 1973](#), as amended, and the [Americans with Disabilities Act of 1990](#);

**Drug-Free Workplace** – [Drug-Free Workplace Act of 1988](#) – requires all organizations to maintain a drug-free workplace;

**Fire Safety** – [15 USC 2225a](#) – ensure that all space for conferences, meetings, conventions or training seminars funded in whole or in part complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act ([Public Law 101-391](#));

**Nondiscrimination** - [Section 188 of the Workforce Innovation and Opportunity Act](#)

(WIOA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;

**Nondiscrimination** - [Section 188 of the Workforce Investment Act of 1998](#) (WIA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;

**Nondiscrimination** - [Title VI of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;

**Nondiscrimination** - [Title VII of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;

**Nondiscrimination** - [Title II of the Genetic Information Nondiscrimination Act of 2008](#) - Prohibits discrimination in employment on the basis of genetic information;

**Nondiscrimination** - [Title V of the Older Americans Act of 1965](#) – Prohibits discrimination based on race, color, religion, sex, national original, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;

**Nondiscrimination** - [Title IX of the Education Amendments of 1972, as amended](#) - Requires applying nondiscrimination provisions, based on sex, in educational programs;

**Nondiscrimination** - [Title I \(Employment\) Americans with Disabilities Act \(ADA\)](#) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;

**Nondiscrimination** - [Title II \(State and Local Governments\) Americans with Disabilities Act \(ADA\)](#) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;

**Nondiscrimination** - [Section 504 of the Rehabilitation Act of 1973, as amended](#) - Prohibits discrimination against qualified individuals with disabilities;

**Nondiscrimination** - [Age Discrimination Act of 1975, as amended](#) – Prohibits discrimination on the basis of age;

**Nondiscrimination** - [Title 29 CFR Part 31](#) Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964;

**Nondiscrimination** - [Title 29 CFR Part 32](#) Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;

**Nondiscrimination** - [Title 29 CFR Part 33](#) Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;

**Nondiscrimination** - [Title 29 CFR Part 35](#) Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;

**Nondiscrimination** - [Title 29 CFR Part 37](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;

**Nondiscrimination** - [Title 29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;

**Nondiscrimination** - [Executive Order 13160](#) Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;

**Nondiscrimination** - [Executive Order 13279](#) - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;



**Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and [WIOA Section 188](#), as provided in the regulations implementing that section, will be completed;

**Personally Identifiable Information (PII)** – [Training and Guidance Letter 39-11](#) – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;

**Procurement** – Uniform Administrative Requirements – [2 CFR 200-317-36](#) – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;

**Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state legislature or local legislature body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes within the executive branch of that government;

**Salary/Bonus** – [Public Law 113-235, Division G, Title I, Section 105](#) – none of the funds appropriated under the heading “Employment and Training” shall be used by a recipient or sub-recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of [Executive Level II](#). Further clarification can be found in [TEGL 5-06](#);

**Veteran Priority of Service** - [Public Law 107-288: Jobs for Veterans Act](#) – Priority of service for veterans (including veterans, eligible spouses, widows and widowers of service members) in qualified job training programs;

**Veterans** - [Public Law 112-56: Vow to Hire Heroes Act of 2011](#) – Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans;

**Veterans** - that veterans will be afforded employment and training activities authorized in WIA and WIOA Section 134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. ([38 USC 4215](#)), U.S. Department of Labor, [Training and Employment Guidance Letter 5-03](#) and Minnesota's Executive Order 06-02;



## **CERTIFICATIONS**

By signing and submitting this plan, the local area board is certifying on behalf of itself and the subgrantee, where applicable:

- A. That this ***WIOA Southwest Ohio Region Strategic Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Ohio state statutes and that it is consistent with Ohio's current and future state plans;
- B. That it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including persons with disabilities) and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested and that any comments representing disagreement with the plan are included with the local plan forwarded to the Ohio Department of Job and Family Services (as the Governor's representative);
- C. That the public (including individuals with disabilities) have access to all of the local area boards' and its components' meetings and information regarding the local area boards' and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the contract/master agreement issued by the Ohio Department of Job and Family Services have been established;
- E. That it is, and will maintain certified status as local area boards (Area 12 and Area 13);
- F. That it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3);
- G. That the respective contract/master agreement and all assurances will be followed;
- H. That it will ensure that no funds covered under the contract/master agreement are used to assist, promote, or deter union organizing;
- I. That this plan was developed in by and with the members and staff of the local area boards for Area 12 and Area 13;
- J. That it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- K. That the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he

represents and any matter that would provide a financial benefit to that member or to his or her immediate family;

- L. That local area board and staff are aware of OhioMeansJobs services in Butler, Clermont, Hamilton and Warren counties, and are working with and referring to the OMJ Centers those services as appropriate;
- M. That all staff are provided the opportunity to participate in appropriate staff training; and that, if applicable, the local area boards must maintain the currency of its information in the appropriate fiscal management system(s) until submission of the final financial report or receipt of the final payment, whichever is later.

## AREA 12 SIGNATURE PAGE

The signatures below attest that all assurances have been met and that the PY 2021-24 Southwest Ohio Region Strategic Plan and Area 12 and Area 13 Local Plan Addenda represent the local boards' efforts to maximize resources available under Title I of the Workforce Innovation and Opportunity Act (WIOA) and to coordinate these resources with other state and local programs in the planning region. Furthermore, the following signatures certify that the local boards in the Southwest Ohio Region will operate the WIOA program in accordance with the PY 2021-24 Southwest Ohio Regional Plan as well as all applicable federal and state laws, regulations, policies, and rules.

<b>Names and Contact Information for the Chief Elected Officials (CEO), Workforce Development Board (WDB) Chair and Executive Director of Ohio's 12<sup>th</sup> Workforce Development Area (WDA), BCW Workforce Development for Butler, Clermont and Warren Counties</b>
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<b>Name:</b> Justin Conger	<b>Title:</b> WIBBCW Chair
<b>Organization:</b> Workforce Investment Board of Butler Clermont Warren (WIBBCW)	
<b>Address, City, State, ZIP:</b> 406 Justice Drive, Suite 301, Lebanon, OH 45036	
<b>E-mail:</b> BoardChair@BCWorkforce.com	<b>Phone:</b>

<b>Name:</b> Stacy Sheffield	<b>Title:</b> WIBBCW Director
<b>Organization:</b> Workforce Investment Board of Butler Clermont Warren (WIBBCW)	
<b>Address, City, State, ZIP:</b> 406 Justice Drive, Suite 301, Lebanon, OH 45036	
<b>E-mail:</b> Director@BCWorkforce.com	<b>Phone:</b> 513-409-1769

<b>Name:</b> Donald Dixon	<b>Title:</b> Commissioner
<b>Organization:</b> Butler County	
<b>Address, City, State, ZIP:</b>	
<b>E-mail:</b>	<b>Phone:</b>

<b>Name:</b> David Painter	<b>Title:</b> Commissioner
<b>Organization:</b> Clermont County	
<b>Address, City, State, ZIP:</b>	
<b>E-mail:</b>	<b>Phone:</b>

<b>Name:</b> Shannon Jones	<b>Title:</b> Commissioner
<b>Organization:</b> Warren County	
<b>Address, City, State, ZIP:</b>	
<b>E-mail:</b>	<b>Phone:</b>

**Signatures of the Chief Elected Officials (CEO), Workforce Development Board (WDB) Chair and Executive Director of Ohio's 12<sup>th</sup> Workforce Development Area (WDA), BCW|Workforce Development for Butler, Clermont and Warren Counties**

We the undersigned, attest that this submittal is for the PY 2021-24 WIOA-required Southwest Regional Strategic Plan for Workforce Development Area 12 and Area 13, which is effective July 1, 2021 through June 30, 2025, and, hereby, certify that this Plan was prepared as required and is in accordance with all applicable state and federal, laws, rules and regulations.

<b>WIBBCW/Local Area 12 Board Chair</b>
<b>Name:</b> Justin Conger
<b>Signature:</b>
<b>Date:</b>

<b>WIBBCW/Local Area 12 Board Director</b>
<b>Name:</b> Stacy Sheffield
<b>Signature:</b>
<b>Date:</b>

<b>President of Butler County Board of Commissioners</b>
<b>Name:</b> Donald Dixon
<b>Signature:</b>
<b>Date:</b>

<b>President of Clermont County Board of Commissioners</b>
<b>Name:</b> Clermont County
<b>Signature:</b>
<b>Date:</b>

<b>President of Warren County Board of Commissioners</b>
<b>Name:</b> Shannon Jones
<b>Signature:</b>
<b>Date:</b>



**The Southwest Ohio Region**  
WORKFORCE INVESTMENT BOARD



**Cincinnati -  
Hamilton County**

A proud partner of the  
American Job Center Network

## **VI. Local Plan Addendum for Area 13 Workforce Development System**

**Area 13 includes: the City of Cincinnati and  
Hamilton County**

**2021-2025**

## **What we have accomplished, in spite of COVID.**

The COVID-19 pandemic caused a seismic shift in the national and local workforce development systems, as millions of individuals experienced sudden unemployment and many businesses experienced catastrophic revenue losses or closures. Despite COVID's impact, the SWORWIB achieved strong results.

The recent program fiscal year (July 2019–June 2020), began strong with successes for employers and apprentices in manufacturing. The Board partnered with manufacturers Richards, Monti, Givaudan, Thermo Fischer and Kroger. Additionally, the Board worked with Senator Portman on the JOBS Act and Dohn School in the OMJ Center for the 22+ diploma and CDCA credential program. Construction, healthcare information technology and supply chain remain key industry focus sectors for Cincinnati and Hamilton County." Our partnership with CET and Corporation for Public Broadcasting supported the integral messaging of career exploration and documentaries *The Career Path Less Taken* and *A Mom's Story* earned regional awards by the broadcast community.

To remove barriers for out-of-school youth, the SWORWIB obtained private funds to deliver "Valiant Living" training, worked with HCJFS to continue a program abandoned by DOL and funded locally as "Avenues to Success" for youth and young people. Santa Maria and Equus served out-of-school young people admirably and Jobs for Cincinnati's Graduates continued their decades of stellar service to in-school students focused on Jobs for America's Graduates moniker – "enrollment, enlistment or employment".

The Board's efforts galvanized other workforce leaders, too. The Board leadership was visited by other regional Board members, worked on Scholarship Training Accounts with New Horizons and deepened our partnership with the public library. The Board demonstrated our commitment to job-readiness by extending even greater support to technological training and information delivery. The New Legacy Foundation explored our model for program delivery while we supported the Ohio Cyber Range implementation and brought on board Flamingo Air for Drone training. The Board also encouraged Pay IT Forward and funded Kable Academy in their efforts to help un- and underemployed residents in Hamilton County for cybersecurity and software development programs.

The SWORWIB also worked hard to be a good neighbor this year by supporting movie filming in the OMJ Career Center parking areas, helping the Census job fairs, producing specific Podcast topics as well as partnering with the Chinese Chamber, MARCC, Easterseals, Belcan's employment initiative, homeless veterans training, Director Hall's visit and many more special efforts and successes. The Board also helped promote and participate with the Junior Achievement Inspire, which harkened the COVID-19 pandemic as the Governor called Ohioans to return from the event because of needing action on COVID. Quickly with the spread of COVID, came massive unemployment, confusion for employers and schools and churches and restaurants and stores and unsettled all of us. So the team persevered. With a firm footing in the tech world, The Board and local OMJ continued to deliver services in this new "remote" world, we

participated in online research panels, we produced research and a skilled construction labor report to help connect more residents with in-demand jobs. And still, the SWORWIB leadership team, board members, youth service providers, OMJ Center team and all of our many partners adjusted and maintain a laser focus on employers and jobseekers.

## **1. Description of the Local Workforce Development System. Local Area 13 – The workforce development system in the local area that identifies:**

- **Programs and partners in this workforce system**

The SWORWIB's vision is to lead the way in public workforce innovation, providing outstanding service to our diverse customer base, community and region. The SWORWIB mission is to provide our employers with a prepared workforce by connecting job-seeking customers to opportunities that build their career readiness, thereby contributing to the growth of our community and region.

Working to support the SWORWIB's mission in collaboration with core partners and support organizations, OhioMeansJobs|Cincinnati-Hamilton County provides the services required under WIOA, which will be outlined in a separate section of the Plan.

The following WIOA core partners are integral to the services provided to jobseekers and employers in Area 13:

**Aspire (Adult Basic Literacy and Education)**. Helps adults get the basic skills they need including reading, writing, math, English language proficiency, and problem-solving to be productive workers, family members, and citizens.

**Carl D. Perkins Act**. Provides an increased focus on the academic achievement of Career and technical education students, strengthen the connections between secondary and postsecondary education, and improve state and local accountability.

**Community Services Block Grant (CSBG)**. Offers supportive services and activities for low-income individuals, including employment and training opportunities to alleviate the causes and conditions of poverty in communities.

**Comprehensive Case Management Employment Program (CCMEP)**. Utilizes the funding from Temporary Assistance for Needy Families and Workforce Innovation and Opportunity Act to help the emerging workforce prepare for and find meaningful employment and become the key to Ohio's economic success, and to breaking the cycle of poverty for thousands of Ohioans.

**Occupational Skills Training**. Provides cost-effective, worker training programs through vetted providers to help individuals learn marketable skills.



**Supplemental Nutrition Assistance Program (SNAP).** Supplies nutrition assistance to eligible, low-income individuals and families and provides economic benefits to communities by serving as a domestic hunger safety net.

**Supportive Services.** Offers direct assistance for items such as transportation, childcare, housing, and work-related clothing and tools, well as referrals for help with substance abuse counseling, mental health issues, legal problems, and other barriers to employment.

**Temporary Assistance for Needy Families (TANF).** Provides families with financial assistance and related support services, including childcare assistance, job preparation, and work assistance.

**Title V Older Workers.** Assists mature workers through the Senior Community Service Employment Program (SCSEP) that enables low-income senior citizens to earn and learn while working in local programs that serve their communities.

**Trade Adjustment Assistance (TAA).** Provides workers, who have lost their jobs due to foreign trade, opportunities to obtain the skills, resources, and support needed to become successfully reemployed.

**Unemployment Compensation.** Gives workers, whose jobs have been terminated through no fault of their own, monetary payments for a given period of time, or until they find new jobs.

**Veterans Employment and Training.** Helps veterans, reservists, and National Guard members in securing employment and the rights and benefits associated with such.

**Vocational Rehabilitation Act.** Assists in minimizing functional, psychological, developmental, cognitive, and emotional impairments or health disabilities so individuals can overcome barriers to accessing, maintaining or returning to employment or other useful occupation.

**Wagner-Peyser Act.** Provides a variety of employment-related labor exchange services such as job search, job referral, job attainment, re-employment assistance to unemployment compensation claimants, labor market information, and recruitment help to employers with job openings.

### **Location of OMJ Center in the local workforce development area**

WIOA requires each Local Workforce Area to establish a physical and online OMJ Center delivery system that enables job seekers and employers to easily access the broad array of workforce development programs and resources outlined above.

**OhioMeansJobs|Cincinnati-Hamilton County** (shown below) serves the Cincinnati metropolitan area and surrounding outskirts of Hamilton County. The Center is located at 1916 Central Parkway, Cincinnati, OH 45241, (513) 946-7200.

The OMJ Career Center has complementary high-speed Internet and Wi-Fi access for customer use. Partner programs are also accessible online and numerous online training programs are promoted by OMJ Center staff such as <https://www.linkedin.com/learning/>, in partnership with the Public Library of Cincinnati-Hamilton County.



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

- **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**

Historically under WIA, variances existed throughout the Ohio Workforce Development Areas regarding the review of Training Providers for eligibility or simply relied upon state registration systems. However, under WIOA, each state is required to develop comparative analysis of training, provide performance results and publically publish the performance results to better inform customers.

The Southwest Ohio Region Workforce Investment Board (SWORWIB), covering Ohio WIOA Area 13, is committed to supporting the technical training and upgrading of skills for as many of Hamilton County citizens as possible with limited funds. The goal of the Individual Training Accounts (ITA) training support is to improve work-based occupational skills in order to obtain employment.

Since March 2016, the State of Ohio has utilized the state's system Workforce Inventory of Education and Training (WIET) for Eligible Training Providers. All training providers in the state of Ohio are required to register in WIET. However, in addition to the WIET registration requirement, Area 13 utilizes a locally administered eligibility process for training providers. New provider applicants must provide evidence of meeting performance criteria for at least two years with customers of similar demographics as WIOA customers. Current providers are required to provide customer-by-customer outcomes related to our criteria on an annual basis as part of their re-evaluation.

This process accepts new applications for Training Providers and re-certification of current Training Providers only once a year, typically during the month of July. Training providers are required to submit data on the following elements in order to receive consideration or approval as an eligible training provider for the local area: program completion rate, credential rate, job attainment rate and job retention rate. The SWORWIB has conducted such evaluations in order to encourage "informed customer choice" with our training investments and looks forward to the state's WIET system providing the data in the future.

As the federal government determines public spending for workforce development funds available for training funding, Individual Training Accounts, and thus Eligible Training Providers, may be impacted by decreasing WIOA funding allocations.

### **Eligible Training Provider Registration and Local Approval Process**

To avoid perceptions of conflicted interest or preferential treatment, the process of training provider eligibility is managed by the SWORWIB which confirms the approved providers for Area 13. Although reverse referrals from employers and trainers are not prohibited, historically, there have been issues raised about favoritism and inappropriate deployment of limited resources away from our service area, so the SWORWIB will also evaluate volume of business with results for City of Cincinnati-Hamilton County residents and employers. The SWORWIB has been a leader and collaborator in Career Pathway and Industry Sector Partners since 1998. Training selections based on these initiatives are designed to serve employers and jobseekers and not particular training institutions unless required by foundation or state or federal governmental grant resources. In these cases this is not favoritism by the SWORWIB but the result of funder expectation or selection. The OMJ Center is responsible for career coaching, assisting eligible training customers, contracting and paying for training as well as obtaining and evaluating ETP data, resolving customer issues with training providers and receiving refunds from ETPs.

**Step 1.** To register as a training provider in Ohio, you must register with the State of Ohio at the state's WIET website at <https://owcms.ohio.gov/WIET/> and complete the registration process. Please note the WIET registration is a two-step process. First, the learning institution must be approved as an eligible training provider by meeting all the required State of Ohio information. Second, once approved as a training

provider, the contact or authorized staff must login to add the program offerings. Please note that when adding programs, the provider cannot cut and paste a link to the course catalog. Each program must be entered separately as they are approved individually.

**Step 2.** Following your registration with WIET, notify the SWORWIB of your status. Registering and being listed as registered by the State of Ohio as a training provider does not mean you are approved to obtain training funds in Area # 13.

**Step 3.** Once the programs have been entered and confirmation of entry completion obtained, contact the SWORWIB for additional information. Please remember that being approved at the state system level does not mean you are approved to provide services in Area #13. The Training Provider will be expected to provide documentation of meeting the performance criteria listed below for the past two years if a new provider to Area #13 and the last program funding year (ending June 30) for all existing training providers previously approved by the SWORWIB

### **Prioritized Industry Sector List:**

WIOA requires Workforce Boards to prioritize training dollars to align with in-demand occupations and industries for economic development activities in the service area. This requirement is inherently aligned with our area focus on industry credentials recognized and desired by employers over distribution requirements for 2-year associate's degree colleges and 4-year bachelor degree colleges evaluated by faculty instead of industry-recognized earned competency credentials. After careful research into the employment conditions and growth careers in WIOA Area #13, the Southwest Ohio Region Workforce Investment Board (SWORWIB) has approved the following prioritized Industry Sectors, all of which were also listed in our Southwest Ohio Regional WIOA Strategic Plan for 2017- 2021 that is posted on our website, [www.SWORWIB.org](http://www.SWORWIB.org). Those with an asterisk are sectors for which the SWORWIB partners with career pathway collaborative partners.

- Business and Administrative Support Professions
- Advanced Manufacturing\*
- Construction and Skilled Trades\*
- Healthcare and Healthcare Support\*
- Information Technology\*
- Recreation and Hospitality
- Transportation, Distribution and Logistics\*

With additional funding from Department of Labor Opioid Crisis grants to the State of Ohio, the SWORWIB formed an Opioid Grant Council and identified training needed to assist addiction agencies with their hiring challenges during the Opioid Crisis. We therefore have approved a series of addiction services occupations and trainers for these credentials as a grant unique set of other in-demand occupations. This extension of another "industry sector" priority is unique to the DOL grant funds and

time frame, and will not continue once opioid grant funds are no longer available to Area #13.

## **Outcome Performance Criteria Required of Training Providers**

The goal of the Individual Training Accounts (ITA) training support is to improve work-based occupational skills in order to obtain employment via short term training. The Southwest Ohio Region Workforce Investment Board (SWORWIB) has established the following performance criteria for approval of new and re-approval of established successful Eligible Training Providers (ETPs):

1. The SWORWIB will accept **annual applications for Training Providers (new or renewal) only once a year.** This inclusion of addiction related training is off-cycle to our standard in-demand occupational determinations but is also in a single time frame and then evaluated in accordance with this policy. This open eligibility application time frame is posted on [www.SWORWIB.org](http://www.SWORWIB.org) under “Training Criteria”
2. The Training Programs approved must be within the SWORWIB established Priority Industry Sectors posted in the Regional Plan on the website and in alignment with state in-demand industries and occupations data and/or special grant focused occupations.
3. The Training Provider must provide documentation that **60% of our WIOA customers have completed training; have received an industry recognized credential, are employed and with specific wages.**
4. The Training Provider **must provide documentation of the wages of those working customers.** The SWORWIB aims for \$15.00 minimum starting wage after training, individually and by annual wage averages in part due to leading employers announcing higher wages. However, the SWORWIB recognizes, for some of our funding sources, such as TANF, starting rates of pay vary from \$9.00 - \$14.00.
5. The Training Provider must provide **proof of transferability of credits or recognition within the state stackable credentialing under the University System of Ohio or industry recognized certificates/credentials.**
6. The Training Provider must justify their charges as legitimate public value received based on a price analysis for training costs.
7. The Training Provider must have had a minimum number of complaints and resolved these complaints to the satisfaction of the SWORWIB and OMJ Center.
8. The Training Provider must participate willingly and in a timely manner in data resolution, verifications, problem resolution, contracting and other documentation necessary to evaluate satisfactory performance for the use of public workforce training investments.
9. The Training Provider must be conveniently located to serve our customers.



### **Annual ETP Forum and Contracts**

The contract for ETPs will be with the OMJ/One-Stop Operator and is required to obtain funding. An annual ETP forum will be jointly sponsored by the OMJ One-Stop Operator and the SWORWIB to review the policies, expectations, contract and payment procedures, as well as any updates related to the WIET system. ETP's approved for the coming year will receive an invitation to the annual ETP Forum.

### **Data Confirmation with the OMJ Center for Area #13/Other Policy Details for Data Submission**

For evaluation outcomes, the SWORWIB uses data provided by the training provider and reviewed by the OMJ Center from information in the OMJ case management system recorded in the state database. ETPs are required to review their customer list with the OMJ Center in advance of submittal to the SWORWIB to ensure that **only Area #13 funded individuals** are listed for evaluation purposes. ETPs must be careful to be correct in their data provided for the evaluation process as the OMJ Center is expected to confirm the customers noted in the Area #13 data submission. Any errors or repeated customers already counted in prior year data evaluation that are subsequently submitted to the SWORWIB will be determined to reflect inadequate professionalism in customer management and record keeping related to the public's investments in Area #13 training activity. The SWORWIB also follows media stories and posted concerns about training institution practices and results of ongoing accreditations or closures.

### **ETPs without Area #13 ITA Customers in a Given Program Year**

If a previously approved ETP is not selected by any customer of Area #13 in the program year, the ETP Evaluation Committee will consider the ETP to be unapproved for the next program year. Should that ETP wish to reapply to Area #13 for approved eligible training provider status, the training provider will need to provide data on success with other Ohio WIOA areas or with similar customers and provide this information for their re-evaluation for consideration of being an Area #13 ETP.

### **Free Training Policy**

Training providers who provide free training for customers similar to WIOA customers will not be approved for fee-based training at cost to the SWORWIB, but rather customers seeking such training will be referred to the free providers.

### **New Training Provider to the Area #13 Market**

In the event that a new training provider, or a provider that has not previously applied to become an Eligible Training Provider (ETP), is interested in serving Area

#13, the provider can submit performance data and curriculum information to the SWORWIB for preliminary review and consideration. The training must be relevant to the identified industry sectors and not otherwise available by the currently approved ETPs.

### **Refund Policy**

The SWORWIB requires approved ETP's to adhere to our refund policy, not their individual practices. Our policy is to pay the ETP 50% of the total cost at enrollment and 50% at completion. Requests for exception with cause must be presented to the SWORWIB. Requests by the SWORWIB for ETP re-examination of refunds must also be considered.

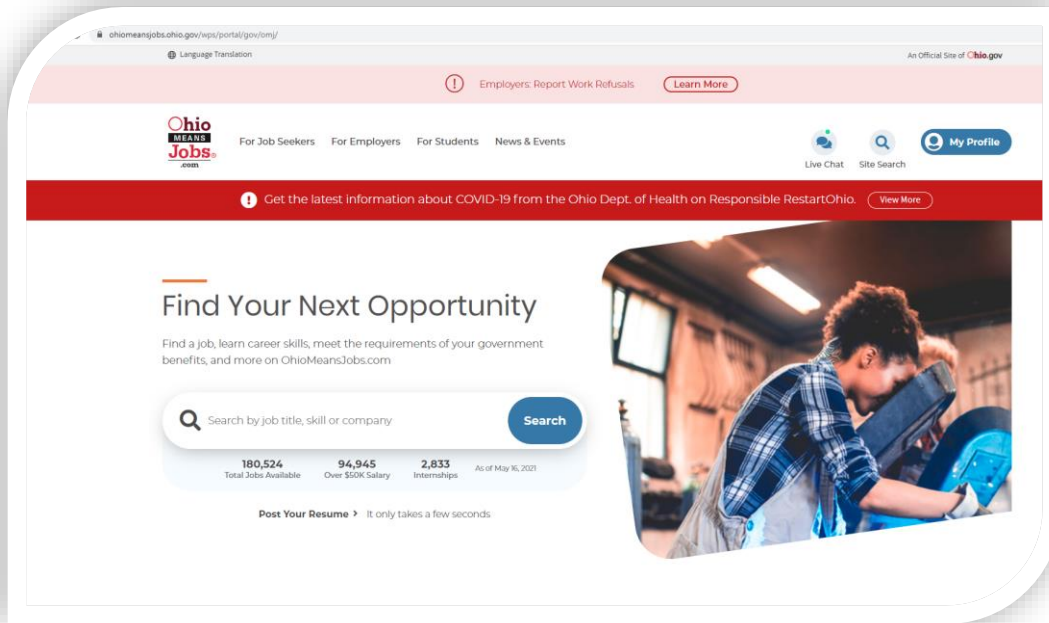
- **How the local board will facilitate access to services provided through the OMJ Center delivery system through the use of technology and other means**

### **Online, Virtual and Social Media**

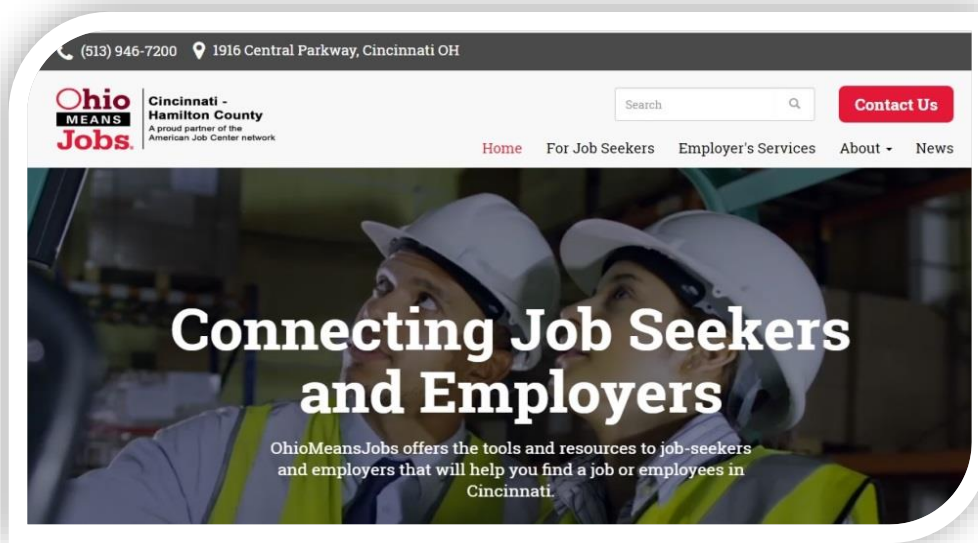
The COVID-19 pandemic, and subsequent federal/state directives of closing career centers to in-person services, caused significant challenges to the OhioMeansJobs workforce system. However, the SWORWIB and OMJ Team quickly shifted to a virtual services format. Virtual/online services were enhanced as OMJ team members interfaced with individuals and employers remotely. The OMJ Center later reopened to in-person services by appointment, with temperature checks, face coverings, social distancing and enhanced cleaning/sanitation protocols in place. The OMJ Center will re-open to walk-in traffic in June 2021. Virtual services will continue to be available.



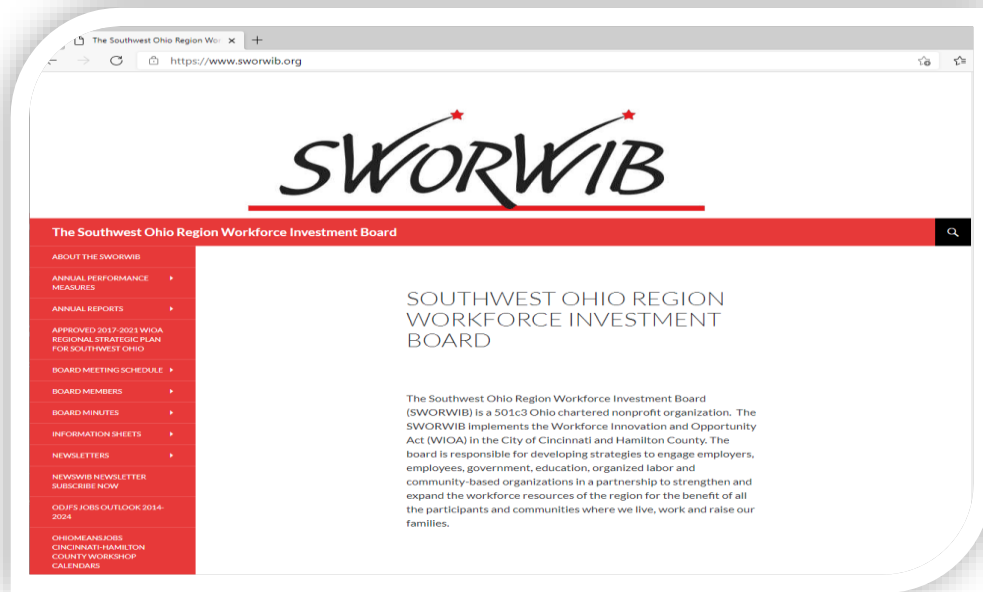
[OhioMeansJobs.com](http://OhioMeansJobs.com) (recently redesigned/updated) is a significant contributor to the ability to reach out to employers and job seekers and provide them with an online platform for posting jobs and resumes, respectively.



The local [omj-cinham.org](http://omj-cinham.org) website also provides a plethora of information including the online calendar posting of hiring events as well as training and enrollment sessions. Communication with OMJ staff and partners is readily accessible via website, social media and telephone.



Information regarding the SWORWIB, including Board Meeting Schedule, member information, RFPs, Eligible Training Provider Criteria, contact information, and much more is accessible @ [SWORWIB.org](https://www.sworwib.org)



The use of Facebook, Twitter and other social media outlets provide customers with an opportunity to capture up-to-date information on resources available at the OMJ Center. The following are the Twitter handles and Facebook pages for the OMJ Cincinnati-Hamilton County and SWORWIB.



@OMJ\_CinHam

@CincyWorkforce



@Ohiomeansjob.cinham

@sworwib

**How entities within the OMJ Center system, including OhioMeansJobs center operators and partners, will comply with section 188, 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**

In July 2015, the SWORWIB developed a committee to address the barriers for Ohioans with disabilities (OMJ4PWD). Areas of concern addressed by the committee are listed below:

- Lack of connections to the disability community
- Lack of connections to special education programs at local schools
- Lack of OMJ Center staff awareness and preparedness to service people with disabilities
- Lack of effective strategies for co-enrollment and referrals

Proposals to address barriers for both customers and staff include:

- Strategic outreach to the disability community
- Networking services with Opportunities for Ohioans with Disabilities
- Web based training and assistive technology
- Public parking at the OMJ Center front entrance with signage

Efforts underway include:

- The OMJ4PWD committee which meets quarterly to review issues and concerns for the population of people with disabilities.
- A Windmills training overview was presented at the Quarterly Board Meeting in May 2016.
- A full range of assistive technology to serve people disabilities is available in a private area of the OMJ Resource Center.
- The Comprehensive Case Management and Employment Program (CCMEP) is providing more accurate tracking of people served who report a disability.

Results of the above efforts:

OMJ|Cincinnati-Hamilton County has made the following modifications to the location/building:

- Multiple handicapped parking spaces
- Designated street access for disability accessible vans
- ADA-compliant entry way concrete and doors

The OMJ Resources Center is equipped with the following assistive technologies:

- Devoted PCs with the following capabilities for job seekers with disabilities and veterans with disabilities:
  - Zoom
  - Dragon Naturally Speaking
  - Big Keys LX Keyboard
  - Accessible Mouse
  - VideoPhone

- A flyer/handout specifically designed for individuals with disabilities:



- **How the Board will coordinate with the regional JobsOhio efforts**  
Designed to incorporate Ohio's major metropolitan areas, the state designated six primary geographic regions - each with specific industry strengths and resources. They form the JobsOhio Network, a network of economic development professionals with the local contacts and expertise you need to locate or expand your business. The Regional Economic Development Initiative (REDI-Cincinnati) is the regional economic development partner for the 15-county region at the intersection of Ohio, Kentucky and Indiana.

As the JobsOhio Southwest Ohio network partner, REDI Cincinnati helps companies explore expansion or relocation options while connecting them with available funding and regional business leaders. Both the SWORWIB and WIBBCW are integral contributors to the mission of REDI and work collaboratively to support talent management initiatives and economic development projects that impact the Southwest Ohio Region.

REDI realizes the impact of the regional business environment represented by Fortune® 500 and 1000 companies, a talented workforce, a central location and

energetic urban cores, and works diligently to collaborate with workforce agencies, current and future employers and education and training partners.

Economic development projects currently underway or projected short-term that will affect Southwest Ohio workforce strategies and align with the goals of JobsOhio are listed below:

- **The roles and resource contributions of the OMJ Center partners**

The following programs are onsite or available through community partners to provide services to customers of OhioMeansJobs|Cincinnati-Hamilton County through formal and/or informal agreements. Infrastructure resource contributions (for partners onsite at the OMJ Center) are outlined in the area's MOU (separate attachment). Additional/community partners also provide support to the OMJ network. Examples of these additional/community partners are listed below.

#### **Urban League of Greater Cincinnati**

The mission of the Greater Cincinnati Urban League is to “transform generations by promoting personal empowerment and economic self-sufficiency.” The vision of the Greater Cincinnati Urban League is to have vibrant communities with thriving individuals, families, and businesses.”

The Urban League of Greater Cincinnati's (ULGC) carries out its mission in three primary ways: 1) promoting an inclusive community; 2) workforce development; and 3) business development & entrepreneurship.

Promoting an Inclusive Community: A challenge for many companies is recruiting and retaining minority talent at their organizations. For over 20 years the Urban League has offered its African American Leadership Development Program (AALDP). Modeled after the Leadership Cincinnati program, the AALDP trains African American leaders of the future over a 10-month program.

Workforce Development: Helping a person to obtain meaningful employment is a basic tenant of economic self-sufficiency. The Urban League operates five workforce development programs including its flagship Solid Opportunities for Advancement and Retention (SOAR). Program components include self-exploration, financial literacy, understanding employer expectations, resume writing skills and online applications. Through workshops and trainings, the program also encompasses labor market information, job search strategies, interviewing techniques and basic computer literacy as well as professional job placement and retention assistance.

Business Development & Entrepreneurship (BD&E): While the creation of jobs is critical to an individual, being economically self-sufficient through the owning your own business can often lead to the creation of wealth that allows a person to

financially take care of their family long into the future. Entrepreneurship is a cornerstone of the American free market system. The Urban League's BD&E area is comprised of four different initiatives: Economic Empowerment Center, Small Business Development Center (SBDC), Women's Business Council~Ohio River Valley and the Customer Contact Center (CCC). Whether it is underwriting a conference for women business owners, sponsoring a free educational series at the SBDC, growing the African American Business Development Program, or helping the CCC to grow and prosper, BD&E at the Urban League provides both quantitative and qualitative results in communities throughout Greater Cincinnati area. It provides technical assistance, mentoring, encouragement and hope for individuals and families as they pursue their own path in the American Dream.

### **Aspire (Adult Education)**

Aspire programs, offered by Cincinnati Public Schools and Great Oaks Career Campuses, provide no-cost day and evening classes for adult learners. Aspire's mission is to provide adults with educational opportunities to acquire the academic skills necessary to become more self-sufficient and participate more effectively as workers, family members and citizens. Aspire serves adults age 18 and older who are no longer enrolled in K-12 educational programs and need to upgrade academic skills. (Children ages 16 and 17 may be served by Aspire, but they must be officially withdrawn from school.)

Aspire services include:

- Upgrade skills to prepare for college or other training programs
- Preparation for the GED exam
- Develop or enhance skills to succeed in the workplace
- Learn to speak English or improve English language skills
- Classes are free and available year-round during the day and evening. Some sites offer free childcare during classes.

Aspire class sites include:

- CityLink Center
- Community Action Agency
- East End Learning Center
- Education Matters Center, East Price Hill
- Great Oaks Career Campuses
- Jewish Family Service (ESOL only)
- Mercy Neighborhood Ministries
- Queen City Vocational Center
- St. Vincent de Paul, Winton Terrace
- Urban League
- YWCA
- And more.



## **Cincinnati Metropolitan Housing Authority**

The Cincinnati Metropolitan Housing Authority was established in December of 1933 under the provisions of the Ohio Housing Authority Law and is an asset to Hamilton County. For more than 80 years the agency has provided quality, affordable rental housing opportunities for individuals and families throughout the county.

The agency operates or administers three separate programs. Asset Management consists of 5,309 units owned and managed by CMHA. The Housing Choice Voucher can administer Housing Assistance Payments for 11,338 households. The agency also operates 274 units of other affordable rental housing. CMHA has established a Gold Performance Standard to ensure that the resources CMHA provides are meeting the needs of the residents of Hamilton County.

The M.O.V.E. program is designed to assist the residents, Section 3 and HCV participants to reduce barriers so they can achieve economic self-sufficiency. Currently there are three opportunities that fall under the M.O.V.E. program which are available. These include:

Employment Opportunity Program: Provides an opportunity to visit with area companies who are interested in hiring individuals to fill vacant and future positions. CMHA has dedicated an office so that individuals can come in and meet with potential employers, fill out applications, and sometimes on-site drug screening. These positions include:

- Warehouse
- Manufacturing (Food Preparation)
- Health Care Long-Term Care
- Rehabilitation Care
- General Manufacturing
- Janitorial
- General Maintenance

Sherwin-Williams Painting Class: Sherwin-Williams is the sponsor of a week long program that includes two days of classroom instructions and on the job training. Upon completion of the class, each participant will receive their “EPA Lead-Safe Certification, Sherwin-Williams Painter Training Certification, and tools/materials to get started in their new career. Each class size is 20 participants which may include Asset Management residents, HCV participants, and Section 3 individuals.

First Learning Initiative: CMHA’s First Learning Initiative is being developed to support successful early child education for children. This program is primarily for CMHA families with children between 18 months and five years of age. “First Learning” fits well with the “Opportunity”, “Empowerment”, and “Building SWORWIBs” goals of M.O.V.E. This initiative works with various daycare centers, pre-school programs and Head Start Programs and will promote the following core educational components:



- Teaching parents the learning stages of development;
- Fostering intense parent engagement in their child's learning;
- Utilization of early learning games and education tools for families;
- Providing Alpha Phonics training for parents and children;
- Providing family support services to help-ensure educational success for our children;
- Commitment to frequently evaluate and assess our children;
- Commitment to establish common measures that are reported and shared by all service providers

## **CityLink**

CityLink is a citywide initiative started by a group of social service agencies who recognized the need for integrated services. The founding partners reached out to the faith-based community for support in realizing their vision. CityLink leverages the strengths of various social service agencies in Cincinnati and continues to build support from a broad base of faith-based, corporate, foundation and individual supporters.

CityLink opened its doors in October of 2012 and officially launched in January of 2013, serving adults and their families from throughout the Greater Cincinnati region. This is a true collaboration where the sum of our efforts is great than the total of our individual parts. The collaboration brings together the city's top social services, volunteers from throughout the community, and community and church partners all focused on working together to impact lives.

CityLink partners with over 15 different area agencies to bring best in class services to our clients under one roof. Core Service Partners include Cincinnati Public Schools Adult Education, Cincinnati Works, Per Scholas and SmartMoney Community Services all of which are resident partners at the center. ChangingGears, Catholic Charities of Southwest Ohio, and Cincinnati Health Department are also resident partners providing Supporting Services along with visiting partners that include BeechAcres, FreeStore Foodbank (Ohio Benefits Bank), 4C for Children, PREP, and St Vincent DePaul.

City Link partners with churches to connect clients, volunteers, and support to the center. Churches comprising our Spiritual Advisory Council make the commitment annually to support CityLink through investing their church's time, talent, and treasure. Additionally these members support the center with on-going prayer for our mission and provide guidance to our operations. Members of the 2016 Spiritual Advisory Council include Bright Star Community Church, Christ Emmanuel Christian Fellowship, Church of the Living God, College Hill Presbyterian, Compass Community Church, Consolation Baptist Church, Corinthian Baptist Church, Crossroads, Horizon Community Church, House of Hope, Landmark Baptist, Mariemont Community Church, Peoples Church, Southern Baptist Church, Tried

Stone New Beginning, and The Rock Church. Many more churches support CityLink through connecting clients to our services (over 242 churches) and volunteers to engage in our mission (over 78 churches).

### **Community Action Agency (CAA)**

The Community Action Agency (CAA) acts as an advocate, provider and facilitator for the full range of public and private resources, programs and policies which give low- to moderate-income individuals the opportunity to improve the quality of life for themselves, their families and their communities.

CAA is a private, non-profit organization that has served as a lifeline for low-income children, adults and families throughout Hamilton County for more than four decades. The agency provides a safety net for those who have fallen and a ladder for those who are climbing. Delivering a seamless system of services, CAA and its 300 employees provide assistance with employment, supportive services, home energy efficiency, early childhood education, housing and youth programs. CAA is proud to be a part of the Cincinnati community devoted to ending poverty and empowering people to better their lives.

### **Great Oaks Career Campuses**

Great Oaks, one of the largest career and technical education districts in the United States, has been providing career development, workforce development and economic development services to individuals, business, industry, labor, communities and other organizations in southwest Ohio since 1970. The educational programs and services available through Great Oaks enhance the lives of tens of thousands of people each year.

Great Oaks provides a very broad spectrum of services. They range from the coordination of career development services to students in grades K-12 in our thirty-six affiliated school districts; to technical foundations courses, co-op programs and other classes that we offer in many of our affiliated high schools; to the career technical programs for high school juniors and seniors that are available at our four campuses. Many people are aware of the part-time programs that are offered to adults, and much more is offered through their Adult Workforce Development Division. Career changers and those who are entering or re-entering the workforce have access to assessment and counseling services. Full-time programs leading to careers in such high demand fields as practical nursing, automotive technology, aviation maintenance, IT, construction and heating, ventilating and air-conditioning are available.

Employers in the community tap into Great Oaks assessment, testing and customized training services to maximize the effectiveness of their workforce.

## **Job Corps**

Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training. The Job Corps program is authorized by Title I-C of the Workforce Innovation and Opportunity Act of 2014 (supersedes WIA 1998).

The Job Corps program's mission is to teach eligible young people the skills they need to become employable and independent and placing them in meaningful jobs or further education. Cincinnati Job Corps Center is overseen by the Chicago Regional Office of Job Corps and is operated by Management and Training Corporation.

## **The Public Library of Cincinnati-Hamilton County**

The Public Library, SWORWIB and OMJ Center have a strong history of partnership. This partnership was further strengthened with the addition of the Library's on the Board membership roster in 2019. With over 40 library branches across Hamilton County, this partnership expands access to both OMJ and Library resources for job seekers, while enhancing the overall collective impact of the workforce system.

Key Resources Available Through the Library Partnership:

- [Peterson's Career Prep](#). Get help writing resumes, writing cover letters, and applying for jobs. Options and guidance for those seeking new career paths is also available.
- [Job Now](#). Work with live, expert job coaches on every part of the job search process--from career coaching to resume help to interview tips.
- [Lynda.com](#) (LinkedIn Learning). Video tutorials support learners who want to gain specific software, technology, creative, or business skills. Tutorials include 3D and animation, CAD training, and programming.
- [Treehouse](#). Online courses on a variety of advanced technology related topics--including coding, web design, and app creation.
- [Kanopy](#). Learn something new with Kanopy's streaming "Great Courses" videos.
- [Universal Class](#). Over 500 self-paced, non-credit continuing education classes on subjects such as financial management, office skills, computer training, and writing.

## **Vantage Aging**

The mission of Vantage Aging is to provide high-quality programs to empower the economic, social, physical, and mental well-being of adults as they age. Vantage Aging's diverse programming includes:

Avenues to Recovery is committed to eliminating barriers to recovery for middle age and older adults, striving to provide professional, specialized, high quality integrated mental health and addiction services that encourage, empower and support adults with these treatable conditions. Vantage Aging advocates that older adults be valued and treated with respect and dignity, without stigma and discrimination due to age and/or the presence of addiction or mental health disorders. In addition, classes to increase awareness of general health and wellness issues, such as smoking cessation or diabetes, are sometimes offered in conjunction with our local partners.

Employment & Training Solutions are designed to train, inspire and empower mature job seekers whose many talents may otherwise be lost to the marketplace. An individual living in any of the several counties served need only make a phone call or visit one of our locations to discover that many employment opportunities are available. Thanks to the active collaboration maintained with employers and community-based agencies, Vantage Aging is able to provide a variety of work experience, training, and employment opportunities.

Home care & Supportive Services provide support to older adults and adults with disabilities to assist them in remaining independent in their own homes. Home care staff members visit client's homes according to a plan initiated by a nurse or social worker to perform tasks that the individual is unable to do, such as routine housekeeping, personal care, trash removal, and more. The division also assists older adults in identifying benefits and programs for which they may qualify. Home visits may be made and assistance provided with applying for utility programs, health benefits, food stamps, home repair programs, and various other services.

Vantage Aging was developed to place mature workers in temporary, temp-to-hire, long-term and direct placements. Many companies also need assistance in developing step down retirement programs to not only retain their mature workers, but keep their skills and institutional knowledge that is critical to maintaining a competitive edge in today's business environment. Serving Counties all over Ohio, Vantage Aging is ready to assist them, as well as answering the need for experienced workers who can act as mentors to younger employees, demonstrating the commitment and strong work ethic that is such an integral part of the older worker's philosophy.

### **3. A description of the type and available of adult and dislocated worker training activities in the local area**

OMJ Cincinnati-Hamilton County is a comprehensive OMJ Center Workforce Center providing the following services, free of charge to businesses and jobseekers.

- On-Site Consultation - Employer Services Representatives can come to your company, assess your needs and develop a customized plan to assist your company with sourcing new talent, as well as further developing the skills of incumbent workers.
- Job Posting - OhioMeansJobs.com is a powerful tool for employers. Employers can post positions, search resumes and find labor market information. Job postings can be made through a business services representative.
- Hiring Events - Hiring events provide customized activities for individual employers including:
  - Advertising
  - Access to conference rooms to accommodate various needs and capacities
  - Candidate screening
  - On-site interview rooms
  - These are not job fairs, but opportunities to interview candidates for open, current positions.
- Recruiting - The Employer Services Team will screen, assess and recruit candidates to meet your hiring needs. Employers are encouraged to use our facilities to conduct on-site interviews of pre-screened candidates.
- On-the-Job Training – On-the-Job Training (OJT) accounts are federally-funded helping businesses hire and train job seekers for long-term employment. Working with OhioMeansJobs Cincinnati – Hamilton County, employers can recruit, pre-screen, and hire new employees, training them in the specific skills needed to help a business thrive. Businesses are reimbursed for training wages and the decision to expand employment will boost the economy. Benefits include:
  - Increased productivity
  - Higher worker retention rates
  - Reimbursement of training wages
  - Training tailored to your business needs
- Rapid Response (Employer Layoff) Activities - Rapid Response is a pro-active, flexible, business-focused strategy designed primarily to respond to layoffs and plant closures by quickly coordinating and providing immediate aid and services to businesses and their impacted employees.
- The Rapid Response Team will assess the impacted worker's needs and provide the appropriate services, either at a place of business or another convenient location. Impacted workers receive individual career counseling, skills assessments, basic skills training, occupational skills training, job search and job placement assistance.
- Employers and employees receive the following services:
  - Coordinated unemployment information

- Priority access to Workforce Innovation and Opportunities Act (WIOA) funded training and On-the-job training.
- On-site workshops
- Connections to local employers who are hiring candidates with the impacted employees' skill sets

Basic career services provided by OhioMeansJobs|Cincinnati-Hamilton County to job seekers include the following:

- Intake and assessment of workforce development needs
- If eligible, development of an Individualized Employment Plan (IEP)
- Referral to onsite and/or off site services
- Initial staff-assisted online job search strategies
- Work readiness workshops
- Information on labor market; education and training programs; available supportive services; unemployment insurance; and financial aid services
- Comprehensive assessment
- Career coaching
- Internships
- Financial literacy workshops

OJTs, ITAs and training programs available through grants (such as the National Emergency Grant for Administrative Professionals) are in alignment with the career pathways established by the SWORWIB. In addition to apprenticeship program options, a sample of training programs offered during PY2015-2016 includes:

- NCRC
- MSSC
- Business Software Specialist
- Commercial Driver's License (CDL)
- Customer Service
- Lean Office Management
- .NET Computer Programming
- ORACLE Database
- Project Management
- Medical Front Office
- Medical Coding and Billing
- STNA
- Certified Production Technician
- Cisco Certified Network Associate

OMJ Center's performance outcomes and day-to-day outreach efforts to employers and job seekers. Working with core partners and support agencies, training and education opportunities continue to expand to meet the skill development needs of individuals and the quality of talent available to employers.



*Find more detailed information, including workforce outreach and best practices implemented to meet the needs of local job seekers and employers, view the [SWORWIB 2019-2020 Annual Report](#)*

**4. A reference to the Comprehensive Case Management Program (CCMEP) plan for each county within the local area.**

*See Section III of the Plan for detailed information on Cincinnati-Hamilton County's CCMEP Plan.*

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

*See Section III of the Plan for detailed information on Cincinnati-Hamilton County's coordination strategies with the OMJ Center operator to maximize coordination of the service delivery system.*

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

The SWORWIB has a fully executed MOU with the partners that are housed in the OhioMeansJobs|Cincinnati-Hamilton workforce center. The roles and responsibilities for each partner are outlined in the MOU as well as the cost sharing and service delineations of each partner. This MOU is in effect until June 30, 2021, at which time the MOU will be extended until June 30, 2022 due to COVID.

**7. An Identification of the fiscal agent.**

Per the Intergovernmental Services Agreement, the Hamilton County Job and Family Services ("HCJFS") as the Administrative Entity and the Fiscal Agent for Local Area 13 under the law.

**8. The competitive process that will be used to award the subgrants and contracts for Title 1 activities.**

The Procurement Policy approved by the SWORWIB (Local Area 13) is attached as Attachment B.

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



On April 7, 2021, the State of Ohio, through the Department of Job and Family Services, re-certified the Southwest Ohio Region Workforce Investment Board (SWORWIB). The Board leadership team completed a vigorous application process during March and April. The Workforce Innovation and Opportunity Act (WIOA) of 2014 established the certification criteria, which includes board membership and required functions of the board. SWORWIB met, and in most instances, exceeded all certification criteria in Board membership, Nomination process, Authority of board members, Sunshine Law/transparency provisions, By-laws, and Standing Committees. Highlights of the re-certification results are as follows:

- **Business representation** - over 58% of SWORWIB members are comprised of leaders from the private sector as well as from local small businesses. Criteria requirement: 51%
- **Workforce partners** - 22% of the Board is made-up of workforce and WIOA partners, supporting the OhioMeansJobs Center and system. Criteria requirement: 20%
- **Community/Disability and Veteran organizations** - 10% of membership is made up by representatives from disability, community, and veterans' organizations
- **Economic Development partners** - local economic development leaders make up 6% of membership
- **County/City Elected Officials** - local elected officials from Cincinnati and Hamilton County make up 4% of the Board's membership

### **Diversity, Equity and Inclusion**

SWORWIB's recertification also emphasized some of the Board's best practices. As the largest workforce development board in the tristate, and one of largest in the nation, SWORWIB executes an inclusive membership recruitment strategy. The Board's Nominating Committee (a standing committee of the Board) completes an annual analysis of the Board's diversity, equity, and inclusion based upon business and community representation, gender, ethnicity, and generations of board members. That strategy drives the nomination process for new board members, resulting in SWORWIB having one of the most diverse workforce boards in the nation, with a membership comprised of 50% women and 46% minorities, along with members spanning across multiple generations including Baby Boomers, Gen X, XX, and Millennials. While many organizations are touting their intentions in the areas of diversity, equity, and inclusion, SWORWIB lives out this practice.

### **10. How the OMJ Center is implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.**

CFIS is the County Finance and Information System that Hamilton County uses to track real-time data and determine the status of Area 13 workforce development programs. CFIS and the Ohio Workforce Case Management System (OWCMS) share data that is imperative for the OMJ Center operator to analyze client tracking and spending.

Under contract with the SWORWIB, the OMJ Center operator, Youth and CCMEP service providers will utilize the technical attributes of both systems to perform accurate and reliable decision making that supports the needs of both internal and external customers.

## AREA 13 ASSURANCES

**Accessibility** - [Section 508 of the Rehabilitation Act of 1973, as amended](#) - Requires that federally funded program providers make their electronic information and technology accessible to people with disabilities;

**Audits** – [2 CFR 200.501](#) and [Single Audit Act Amendments of 1996](#) - organization-wide or program-specific audits shall be performed;

**Disability** - that there will be compliance with the [Architectural Barriers Act of 1968](#), [Sections 503 and 504 of the Rehabilitation Act of 1973](#), as amended, and the [Americans with Disabilities Act of 1990](#);

**Drug-Free Workplace** – [Drug-Free Workplace Act of 1988](#) – requires all organizations to maintain a drug-free workplace;

**Fire Safety** – [15 USC 2225a](#) – ensure that all space for conferences, meetings, conventions or training seminars funded in whole or in part complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act ([Public Law 101-391](#));

**Nondiscrimination** - [Section 188 of the Workforce Innovation and Opportunity Act](#) (WIOA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;

**Nondiscrimination** - [Section 188 of the Workforce Investment Act of 1998](#) (WIA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;

**Nondiscrimination** - [Title VI of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;

**Nondiscrimination** - [Title VII of the Civil Rights Act of 1964, as amended](#) - Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;

**Nondiscrimination** - [Title II of the Genetic Information Nondiscrimination Act of 2008](#) - Prohibits discrimination in employment on the basis of genetic information;

**Nondiscrimination** - [Title V of the Older Americans Act of 1965](#) - Prohibits discrimination based on race, color, religion, sex, national origin, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;

**Nondiscrimination** - [Title IX of the Education Amendments of 1972, as amended](#) - Requires applying nondiscrimination provisions, based on sex, in educational programs;

**Nondiscrimination** - [Title I \(Employment\) Americans with Disabilities Act \(ADA\)](#) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;

**Nondiscrimination** - [Title II \(State and Local Governments\) Americans with Disabilities Act \(ADA\)](#) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;

**Nondiscrimination** - [Section 504 of the Rehabilitation Act of 1973, as amended](#)

- Prohibits discrimination against qualified individuals with disabilities;

**Nondiscrimination** - [Age Discrimination Act of 1975, as amended](#) - Prohibits discrimination on the basis of age;

**Nondiscrimination** - [Title 29 CFR Part 31](#) Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964

**Nondiscrimination** - [Title 29 CFR Part 32](#) Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;

**Nondiscrimination** - [Title 29 CFR Part 33](#) Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;

**Nondiscrimination** - [Title 29 CFR Part 35](#) Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;

**Nondiscrimination** - [Title 29 CFR Part 37](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;

**Nondiscrimination** - [Title 29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;

**Nondiscrimination** - [Executive Order 13160](#) Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;

**Nondiscrimination** - [Executive Order 13279](#) - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;

**Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and [WIOA Section 188](#), as provided in the regulations implementing that section, will be completed;

**Personally Identifiable Information (PII)** – [Training and Guidance Letter 39-11](#) – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;

**Procurement** – Uniform Administrative Requirements – [2 CFR 200-317-36](#) – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;

**Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state

## AREA 13 - SIGNATURE PAGE

The signatures below attest that, in accordance with the State’s requirements for the submission of the Regional/Local Plans:

- SWORWIB/Area 13 will operate the WIOA program in accordance with the Regional/Local Plan and applicable federal and state laws, regulations, policies and rules.
- All assurances have been met and this Plan represents SWORWIB’s efforts to maximize resources available under Title I of the Workforce Innovation and Opportunity Act (WIOA) and to coordinate these resources with other state and local programs.

Chief Elected Official – Mayor, City of Cincinnati	
<b>Name:</b> John Cranley	<b>Title:</b> Mayor
<b>Signature:</b>	<b>Date:</b>

Chief Elected Official – Commissioner, Hamilton County	
<b>Name:</b> Stephanie Summerow Dumas ( <b>President</b> )	<b>Title:</b> Commissioner
<b>Signature:</b>	<b>Date:</b>

SWORWIB Board Chair	
<b>Name:</b> Laurence Jones	<b>Title:</b> SWORWIB Chair
<b>Signature:</b>	<b>Date:</b>

SWORWIB Executive Staff	
<b>Name:</b> Sherry Kelley Marshall	<b>Title:</b> SWORWIB President & CEO
<b>Signature:</b>	<b>Date:</b>
<b>Name:</b> Jason Ashbrook	<b>Title:</b> SWORWIB Executive Director
<b>Signature:</b>	<b>Date:</b>



## REGIONAL PLAN CONTACT INFO

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Workforce Investment Board of Butler, Clermont, and Warren (WIBBCW) – Area 12

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513.409.1769

### **Sherry Kelley Marshall**, President/CEO (through June 30, 2021)

### **Jason Ashbrook**, Executive Director

Southwest Ohio Region Workforce Investment Board (SWORWIB) – Area 13

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