

ACTION PLAN

For Partnership Between:

***WORKFORCE WV, REGION I WORKFORCE DEVELOPMENT BOARD,
CONNECTIONS PROGRAM (ROSS, IES), ADULT EDUCATION PROGRAMS,
DIVISION OF REHABILITATION SERVICES,
CAREER AND TECHNICAL CENTERS, DEPARTMENT
OF HEALTH AND HUMAN RESOURCES***

I. Background

The Workforce Innovation and Opportunity Act (WIOA) 2014 supercedes the Workforce Investment Act of 1998. The goal of WIOA is:

- To increase, for individuals in the U.S., particularly those with barriers to employment, access to and opportunities for employment, education, training, and support services
- To support the alignment of workforce investment and education in support of a high-quality workforce development system in the United States
- To promote improvement in the structure and delivery of services through the workforce development system
- To increase the prosperity of workers and employers and the economic growth of our community

It is the purpose of this Action Plan to establish a cooperative and mutually beneficial relationship among its partners in order to provide our customers/clients opportunities to obtain training, achieve postsecondary credentials, and develop lifelong learning goals and workforce skills.

II. Mission Statement

Our mission is to build community partnerships that will work together to provide our clients/customers with the academic, occupational, and life skills needed for them to thrive as employees, family members, and residents of their communities.

III. Goals of Each Partner

1. Workforce WV

To link jobseekers to a network of work force development services designed to provide West Virginia's citizens and employers the opportunity to compete in a global economy. WorkForce West Virginia helps to make education and training available in order to ensure citizens have the skills needed to meet the needs of current and future employers.

2. Region I Workforce Development Board

To promote effective economic and workforce development partnerships that develop and sustain productive workers for business and create prosperous communities for our citizens

3. Adult Education Center

To enable adult workers to be literate, productive, and successful in the workplace, home, and community by delivering responsive adult education programs and services.

4. Division of Rehabilitation Services

The mission of DRS is to enable and empower individuals with disabilities to work and to live independently.

5. Career and Technical Centers

The mission of McDowell County Career and Technical Center is to challenge and support students within various career fields so they are able to exceed academic and industrial standards, which will provide employment opportunities.

6. Department of Health and Human Resources

The Department of Health and Human Resources' mission is to promote and provide appropriate health and human services for the people of West Virginia in order to improve their quality of life. Programs will be conducted in an effective, efficient and accountable manner, with respect for the rights and dignity of the employees and the public served.

IV. Purpose and Scope

Accordingly, the partners, operating under this Action Plan, agree to coordinate the delivery of our services in order to provide:

- Expanded access to education, training and employment in order to increase the economic self-sufficiency of our customers/clients
- Identification and reduction of barriers to success
- A high quality workforce development system that recognizes and aligns our systems, including a seamless referral system between partners
- Improvement in the structure and delivery of services, including reducing duplication of services
- A skilled and educated workforce for employers

V. Responsibilities

The organizations agree to the following tasks for this Action Plan:

Workforce WV will:

1. One-Stop Field Operations will provide in-person services to job seekers and employers.
2. One-Stop Field Operations will provide job seekers with career counseling, resume services, job referrals, unemployment compensation services and training/education resources as needed.
3. One-Stop Field Operations will help recruit and screen job applicants to find the right workers for a business, saving employers time and money.
4. Veteran services ensures that qualified veterans have priority consideration in job opportunities.
5. Provide labor market information for business planning, including information on occupational and industry wages, employment statistics, worker availability, employment trends, economic indicators, unemployment insurance and labor markets.
6. The Dislocated Worker Services Unit provides on-site assistance to workers and employers who experience mass dislocations. The Rapid Response Team can provide information on re-employment, transition services and group unemployment claims information.
7. The Work Opportunity Tax Credit provides tax savings for employers who hire individuals from target populations. The Military Incentive Program includes tax benefits for employers who hire qualified veterans. The Employment Services division oversees our online work force database.
8. UC services include benefit payments, eligibility decisions, appeal decisions, new-employer accounts and tax operations. The division also tracks unemployment trends and funding levels for the Unemployment Compensation Trust Fund.

Region 1 Workforce Development Board will:

1. Provide career counseling before, during and after training
2. Provide tuition assistance for training
3. Provide assistance with seeking employment
4. Provide information on area resources
5. Provide information on area resources to employers
6. Provide support to our partners

Adult Education Centers will:

1. Outreach, intake and orientation to the information, services, programs, tools and resources available through the Adult Education System, including programs, developed with community partners.
2. Initial assessment of skill level(s), aptitudes, abilities and supportive service needs; TABE testing services.
3. On-site Classes that may include: academic support for adults at the Adult Secondary Education level who are preparing for the HSE exam (TASC); academic support for adults at the Adult Secondary Education level who are preparing for post-secondary transition; academic support for adults at the Adult Secondary Education level who are preparing for other secondary level credential options; English for Speakers and Other Languages (ESOL) instructional services.
4. Customized Training conducted in cooperation with an employer or group of employers to admit an individual to an employee training/post-secondary program upon successful completion of the training.
5. Customized Training conducted in cooperation with an employer or group of employers to upgrade skills of employees, including preparation for HSE.
6. Technology training programs that combine workplace training with related technology instruction which may include cooperative education and result in eligibility for an industry standard credential.
7. Data collection and progress reporting to partners.

Division of Rehabilitation Services will:

1. Provide Work-related counseling and guidance to clients.
2. Provide evaluation services, which may include vocational, medical, psychological or educational evaluations
3. Provide Information and referral service for both clients and businesses.
4. Provide accessibility and worksite evaluations and accommodations for clients.
5. Provide assistive technology to clients

6. Provide, restoration services, which may include treatment of medical or psychological conditions; orthotic and prosthetic devices; or physical, occupational, speech, or hearing therapy
7. Provide vocational training, which may include vocational school, college, technical or business school or on-the-job or supported employment training
8. Provide employment services, which may include resume writing and interview skills development, job search and placement
9. Provide business owners and employers with free DRS business solutions, including: Pre-screen candidates who have the appropriate skills, abilities, training and qualifications to perform essential job duties. Consultation services to help retain current employees. Provide employers incentives for hiring. Provide accommodation solutions to allow new or current employees to achieve productive employment.

Career and Technical Centers will:

N/A

Department of Health and Human Resources will:

1. Work with partner agencies to assist individuals and families with SNAP, Medicaid, TANF, as they prepare to transition to employment or post-secondary education.
2. Provide short term support services for individuals who qualify for TANF that will help them as they transition into employment to become self-sufficient

VI. Referral Process

Referrals have been informal to this point.

Current process is informal, with the exception of DHHR. Core partner agencies will create a form for use.

VII. Allocation of Costs

The partners of this Action Plan assume full responsibility for their respective costs associated with their performance under the terms of this agreement. No partner is obligated to pay or reimburse any expense incurred by another partner under this agreement except as may be provided in a Supplemental Agreement.

VIII. Terms of Understanding

The term of this Action Plan is for a period of January 1, 2016 through September 30, 2017 and may be extended upon written mutual agreement. It shall be reviewed at least annually to ensure that it is fulfilling its purpose and to make necessary revisions.

Any partner may terminate this Action Plan upon thirty (30) days written notice without penalties or liabilities.

IX. Authorization

The signing of this Action Plan is not a formal undertaking. It implies that the signatories will strive to reach to the best of their ability, the objectives stated in the Action Plan.

CONTACTS:

Angela Henson, Executive Director
Region 1 Workforce Development Board
200 New River Town Center, Suite
Beckley, WV 25801
ahenson@r1workforcewv.org

Shawn Cook, Adult Education Coordinator
RESA I and RESE IV
400 Neville St.
Beckley, WV 25801
shcook@k12.wv.us

Jeanette Ratcliffe, District Manager
Division of Rehabilitation Services, District 4
549 Mall Rd.
Oak Hill, WV 25901
Jeanette.m.ratcliffe@wv.gov

Tammie Lilly, Connections Program Manager
ROSS, IES
200 New River Town Center, Suite 900
Beckley, WV 25801
tlilly@rossprov.com

Lisa Lilly, Office Manager
Beckley Workforce WV
300 New River Town Center
Lisa.m.lilly@wv.gov

Joanna Bare, Program Coordinator
Region 1 Workforce Development Board
200 New River Town Center, Suite 200
Beckley, WV 25801
jbare@r1workforcewv.org

Kevin Bolen, Adult Education Coordinator
390 Stanaford Rd.
Beckley, WV 25801
kebolen@k12.wv.us

Joe Bullington, Regional Director
WV DHHR, Region 4
Joe.w.bullington@wv.gov

WHERE THERE'S A WILL, THERE'S A WAY

Many women in McDowell County have children at a young age, which oftentimes results in disadvantage and long-term struggles. McDowell Case Management client, Amanda Cowgill, found herself in this situation. Although Amanda lived in Maryland, where there are more opportunities, she dropped out of high school, married, and started a family. However, Amanda refused to be defined by her situation. While others move out of McDowell County because of the lack of opportunities, she moved there and created her own opportunities. Amanda's husband, Robert, commented "Amanda excels at whatever she attempts". Through the support of Sr. Binh Nguyen, the CCWVa McDowell County Case Manager, Amanda was able to pass her High School Equivalency exam. She was then able to secure a part-time job at the local Wal-Mart Pharmacy, and was encouraged to pursue obtaining her certification as a Pharmacy Technician. Amanda is now a Certified Pharmacy Technician, and works full-time in the pharmacy department at Wal-Mart. Always striving to reach higher, her next goal is to become a Pharmacist. When asked about her self-motivation, Amanda responded "At the lowest point in my life, I asked myself if I wanted to be like this for the rest of my life, and the answer was no. I then decided I had to take the steps to make positive changes". She does not let the past hold her hostage, but motivates herself toward the future. She firmly sets realistic goals, and makes great efforts to accomplish them. Her success inspires her own teenagers, who are very proud of their mother. Her accomplishments under difficult situations prove the old saying "Where there's a will, there's a way".



The Success Story for Teresa

Teresa is a longtime McDowell County resident. She is a wife of a coal miner and a mother of a daughter and stepson. Teresa also works as a billing clerk for Tug River Health Association in Gary, West Virginia.

Teresa started thinking about their family's financial future due to the layoffs in the mining industry,. Teresa wasn't working full-time, and her husband's job as a coal miner wasn't secure. She thought it would be best to explore her training options while she was financially able to do so. Teresa decided that she wanted to train as a Practical Nurse. She liked the medical field, and this would give her an opportunity to build on her education at a later time.

In early 2015, Teresa began the pre-registration process for the Practical Nursing Program at the McDowell County Vocational Center. She was accepted into the program in May 2015. At that point, Teresa began searching for programs to assist her with the tuition and books.

Teresa was referred to the Workforce Development Board (WDB) by the Division of Rehabilitation Services (DRS), Employment Services and the McDowell County Vocational Center for tuition assistance for training. Teresa met with a WDB Advisor, and she was determined eligible for tuition assistance. Teresa received assistance for tuition and books from the WDB, and she is also currently receiving support payments from WDB. Teresa was also eligible to receive assistance from DRS.

Teresa is over halfway completed with training. She has maintained perfect attendance record and a "B" average. Teresa says the training is demanding. However, Teresa is proving to herself and her family that you can accomplish your goals at any age. She is also proving that implementing a plan can prepare you to work through a life changing event. Thankfully, Teresa's husband is still working as a coal miner. She is glad she pursued the training. She is eager to completed the training and become a Licensed Practical Nurse.