



# LOCAL PLAN (MOD)

## PYS 2022-2023

Submitted by:

WORK4WV-Region 1 Inc.  
Region 1 Workforce Development Board  
200 New River Town Center, Suite 200, Beckley, West Virginia 25801

Counties Served:

Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas,  
Raleigh, Summers, Webster and Wyoming

Bill Archer, Chief, Region 1 Local Elected Officials

Karen Lobban, Chair, Region 1 Workforce Development Board

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[www.r1WIB.org](http://www.r1WIB.org)

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#### Attachments – Region 1 WDB Procedures

- Attachment 1 - Accounting and Financial Policies & Procedures Manual
- Attachment 2 - Cost Allocation Plan and Methodology
- Attachment 3 - EO Discrimination Complaint Policy and Procedures
- Attachment 4 - Grievance Procedure
- Attachment 5 - WV Workforce Development System Partner MOU 2022
- Attachment 6 - MOU Signature Pages
- Attachment 7 - MOU Update Procedure
- Attachment 8 - Confidentiality Agreement (4.28.22)
- Attachment 9 - Full Service American Job Center Procedure
- Attachment 10 - Inventory Procedure
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#### Attachments – WV WIOA Policies and Guidance Notices

- Attachment 1 - WIOA Policy No. 2-16
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- Attachment 3 - WIOA Policy No. 3-17 – Change 1
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#### Attachments – Additional

- Attachment 1 - HIVE MOU
- Attachment 2 - Draft – Action Plan – Opportunities in Action Partners
- Attachment 3 - WIOA Partner Referral Form
- Attachment 4 - R1WDB By-Laws
- Attachment 5 - R1WDB Membership List PY 2021-2022
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## Background

The Workforce Innovation and Opportunity Act (WIOA) signed into law on July 22, 2014 became effective July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help both job seekers and businesses by establishing a workforce system that helps them access employment, education and training, and support services to succeed in the labor force. WIOA addresses employer needs by matching them to the trained workers they require to compete in the worldwide economy.

WIOA Region 1 is committed to making sure WIOA is highly receptive to the needs of both the job seekers and businesses. Region 1's method to the design of the Local Plan is based upon collaboration and support with representation from the West Virginia Division of Rehabilitation Services, West Virginia Department of Education—Adult Education and Family Literacy Program, and WorkForce West Virginia.

*Local Plans, pursuant to WIOA, must align with the State's vision as set forth in the Unified State Plan.* The Local Plan must also address certain specific provisions as set forth in Section 108 of WIOA. The State provides guidance to the Local Boards in the formulation of its Local Plans through the *WorkForce West Virginia WIOA Guidance Notice No. 9-16, Change 2* dated March 24, 2022. At minimum, Local Plans must include the provisions in this guidance.

Section 108 of WIOA requires that each Local Board develop and submit to the Governor a comprehensive 4-year Local Plan. All Local Plans must be submitted to WorkForce West Virginia. Once reviewed, a recommendation will be made to the Governor regarding the approval of each Local Plan.

The Region 1 Workforce Development Board (R1WDB) is pleased to present the Local Plan Modification for PYS 2022-2023. This plan describes how local workforce development activities (through WIOA and other funding sources) will be focused to stimulate effective economic, education and workforce development collaborations that will improve and sustain productive workers for business and thereby create successful communities for our residents.

The Local Plan recognizes and evaluates anticipated employment opportunities, expected workforce needs, and the services required to grow a skilled workforce to meet local employers' needs. Examination of workforce trends includes skills gap analysis, as well as strategic goals, objectives and action strategies established to deal with identified concerns. Labor market information was provided through the WorkForce West Virginia State Office, the U.S. Department of Labor, the U.S. Census, West Virginia University's College of Business and Economics, and regional research.

Additionally, the Local Plan delivers a review of the present position of the workforce, including current business needs for employees and their aptitudes, current worker skills inventories and characteristics, as well as the education and training capability accessible in the local area to meet present and future workforce requirements. Local area governance information is provided, including information on the Local Elected Officials, the Workforce Development Board, the Youth Committee, and the fiscal functions of the Board. Alignment of the local workforce development system is discussed, including services provided by partners, and services available for specific populations.

The Local Plan also defines the process used for delivery of workforce services, including access points to services for the general population, adults, youth, dislocated workers, and employers.

It is the commitment of the Board to endorse efficient and effective streamlined services to all residents and to develop methods that make resources accessible through technology as well as through the West Virginia American Job Centers.

## Timeframes

Important Dates regarding Local/Regional Planning

<b>Modification of 2020-2024 WIOA Local Plans</b>	
<b>February 24, 2022</b>	Notification of Combined State Plan planning process-Director meeting
<b>March 4-18, 2022</b>	Proposed Combined State Plan available for public comment
<b>March 24, 2022</b>	WIOA Guidance Notice No. 9-16, Change 2 issued/Local Plan presentation-Director meeting
<b>March 29, 2022</b>	Proposed Combined State Plan due (extension from March 15, 2022)
<b>May 1, 2022</b>	Local Plans due to WorkForce West Virginia for review
<b>June 1, 2022</b>	Local Plans returned to LWDBs for possible changes/additions
<b>June 15, 2022</b>	Local Plans due to WorkForce West Virginia for final approval
<b>June 30, 2022</b>	Local Plans approved

## Local Plan Requirements

### Section 1: Strategic Planning

#### PROJECTED EMPLOYMENT OPPORTUNITIES

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

Recognizing and following new and high growth industries and declining industries supports better local preparation through a more direct organization of economic and workforce development resources.

Based on annual growth rate, two of the top five growing industries in Workforce Development Region 1 (WDR 1) are found within health care and social assistance. The health services sector contains the greatest numeric growth of the industries on the list and includes ambulatory health care services, hospitals, and social assistance. The food services and drinking places industry is expected to add employment through 2028 as employers struggle to fill positions created by workers who left their jobs during the COVID pandemic. The greatest decline by growth rate in WDR 1 are found in clothing and clothing accessory stores, health and personal care stores, and merchant wholesalers of durable goods.

## Industry Projections 2018-2028

**Table 1 – Workforce Development Region1 Industry Employment Projections**

Industry Title	Estimated 2018 Employment	Projected 2028 Employment	Annual Growth Rate	Numeric Change
<b>Growing Industries</b>				
Ambulatory Health Care Services	7,842	9,032	1.4	1,190
Food Services and Drinking Places	8,178	9,131	1.1	953
Hospitals	5,999	6,725	1.1	726
Administrative and Support Services	3,922	4,512	1.4	590
Social Assistance	2,986	3,488	1.6	502
<b>Declining Industries</b>				
Mining (except Oil and Gas)	4,232	4,059	-0.4	-173
Merchant Wholesalers, Durable Goods	1,558	1,413	-1.0	-145
Health and Personal Care Stores	1,218	1,090	-1.1	-128
Gasoline Stations	1,822	1,718	-0.6	-104
Clothing and Clothing Accessories Stores	546	456	-1.8	-90

*(LMI Data WorkForce WV)*

The Local Plan also defines the process used for delivery of workforce services, including access points to services of the general population, adults, youth dislocated workers, and employers.

### Occupational Projections 2018-2028

The Region 1 local area typically follows the pattern of the state in relevance to the development of Occupational Groups and does not vary in any statistically substantial way. Based upon information obtained from the West Virginia State Combined Plan, occupation groups with the greatest growth rate for 2018-2028 include: (1) Office and Administration Support occupations; (2) Transportation and Material Moving occupations; (3) Construction and Extraction occupations; (Production occupations); (5) Building and Grounds Cleaning and Maintenance occupations.

Three of the top five occupations with the greatest projected annual growth rate within WDR 1 are healthcare related. These include Personal Care Aides, Psychiatric Aides, and Phlebotomist. Other medical occupations making the list include Registered Nurses, Medical Assistants, and Medical Secretaries. {West Virginia PYS 2022-2023 (MOD)}

Healthcare connected industries are predicted to have the most job development through 2028. This is largely due to West Virginia's increase in the senior population, which then necessitates the demand for health and social service workers in the local labor market.

Occupations with the greatest rate of annual decline in the region include Photographers, Mine Shuttle Car Operators, Cutters and Trimmers, Hand.

**Table 2 - Occupational Projections for Region 1 with a positive growth rate greater than 2.5% and a negative growth rate of -2.21% or greater.**

Occupational Title	Base Employment 2018	Projected 2028	Annual Openings	Annual Exits	Annual Change	Growth Rate
<b>Growing Occupations: 2.5% or Higher</b>						
Software Developers, Applications	31	43	38	0	1	3.33%
Occupational Therapy Assistants	47	65	8	2	2	3.30%
Speech-Language Pathologists	138	179	12	3	4	2.64%
Personal Care Aides	2513	3259	476	213	74	2.63%
Respiratory Therapists	152	195	13	5	4	2.52%
Taxi Drivers and Chauffeurs	446	559	66	27	11	2.28%
Nurse Practitioners	192	236	15	4	4	2.08%
Home Health Aides	320	393	47	19	7	2.08%
Psychiatric Aides	679	833	100	41	15	2.07%
<b>Declining Occupations: 2.2% or greater</b>						
Photographers	68	47				-3.63%
Mine Shuttle Car Operators	270	196	22	11	-7	-3.15%
Cutters and Trimmers, Hand	27	20	2	1	-1	-2.96%
Pharmacy Aides	60	45	4	2	-2	-2.84%
Switchboard Operators, Including Answering Service	83	64	7	4	-2	-2.57%
Communications Equipment Operators	92	71	8	4	-2	-2.56%
Executive Secretaries and Executive Administrative Assistants	116	93	9	5	-2	-2.19%
Data Entry Keyers	66	53	6	3	-1	-2.17%
Medical Transcriptionists	82	66	87	4	-2	-2.15%
Legal Secretaries	211	170	18	10	-4	-2.14%

(LMI Data WorkForce WV)

**Table 3-** Total Employment by Industry – Workforce Development Region 1

<b>Industry</b>	<b>Total Employment</b>
Construction	3%
Education and Health Services	19%
Financial Activities	3%
Government	25%
Information	1%
Leisure and Hospitality	11%
Manufacturing	4%
Mining and Logging	4%
Other Services	3%
Professional and Business Services	8%
Trade, Transportation, and Utilities	19%

*(WorkForce WV Economic Review 2020)*

## **CURRENT EMPLOYER NEEDS**

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

The R1 LWDS has an obligation to monitor the needs of local businesses so suitable adjustments to programs and services offered within the American Job Center system can supply a workforce that is skilled, trained, and well-informed. The R1WDB and its staff work closely with Region 1 employers and partners to recognize collective barriers being encountered by businesses in the Region 1 area. These findings are:

- Businesses constantly face the challenges of developing technologies, strong competitors, and shifting consumer preferences. The results of technology and the universal make-up of today’s economic system reinforce an attitude of progression and a continual style of expansion. Employers need a labor force that is knowledgeable of current technologies; has the ability to maintain knowledge as technologies progress; and has the capacity to be innovative and participate in continual development plans.
- Labor Market shifts in the local area have increased the degree of skills and qualifications required for many private sector jobs.
- The population in WDR 1 is reasonably small and continues to decrease. WDR 1 had a population loss of 23,867 from 2010 to 2020. This was the greatest population loss among the seven workforce development regions in West Virginia during this time.
- Much of WDR 1 experiences low labor force involvement. Reasons for this include a significant retiree population and excessive rates of disability among adults.
- The high unemployment rates of the workforce development regions reflect the ravages made by the Coronavirus pandemic on the state’s economy. Among the state’s seven workforce development regions, WDR 1 recorded the third highest unemployment rate at 9.3%: WDR 7 recorded the lowest unemployment rate at 6.2%.

Region 1 local area businesses need immediate access to a skilled labor force and to resources essential to successful business practices. Though the importance of various work skills change

across industries, the basic skills of reading, math, listening, customer relations, teamwork, and observation appear to be important employee skills needed across the local area. Technical skills, involving the use of computers, appear to carry great importance as well.

## CURRENT WORKER SKILLS AND CHARACTERISTICS

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

The R1 LWDS has an obligation to evaluate the regional workforce population, including age, labor force participation rates, unemployment rates, educational attainment and levels of basic skills, per capita personal income and median income levels. It is essential to recognize the characteristics of the local population that will supply the existing and upcoming labor force to the local business community. Strategies used by the WDR 1 to identify current worker skills and characteristics included regional reports, such as the West Virginia Economic Outlook, the U.S. Census Report, and labor market information available through WorkForce West Virginia.

According to the *WorkForce West Virginia Annual Averages 2020* the population decline in West Virginia of 59,278 (-3.2%) to 1,793,716 between 2010 and 2020 was the greatest population loss among the 50 states and District of Columbia. Research conducted and published by West Virginia University’s College of Business and Economics, *West Virginia Economic Outlook 2022-2026*, indicated the region will continue to struggle with net out-migration and high mortality rates that stem from a host of underlying causes. The research also concluded that raising the overall skill and education levels of the population, along with reducing the array of negative health outcomes many residents cope with, would provide a significant boost to the areas attractiveness to businesses seeking to locate or expand within the region’s geographic footprint.

**TABLE 4 – WDR 1 Population Estimates (US Census)**

WDR 1	2015					
	2015	2016	2017	2018	2019	2020
Fayette	44,706	44,167	43,577	43,018	43,576	43,087
Greenbrier	35,585	35,539	35,243	34,786	34,893	35,155
McDowell	19,763	19,192	18,521	18,223	18,083	18,661
Mercer	61,124	60,613	59,801	59,131	59,919	59,370
Monroe	13,578	13,492	13,373	13,280	13,401	13,344
Nicholas	25,550	25,378	25,134	24,842	25,078	24,857
Pocahontas	8,574	8,528	8,487	8,414	8,450	8,382
Raleigh	77,371	76,290	75,062	74,254	73,361	74,452
Summers	13,134	12,975	12,891	12,760	12,848	12,710
Webster	8,636	8,557	8,363	8,285	8,386	8,289
Wyoming	22,173	21,770	21,248	20,786	21,281	20,890
<b>TOTALS</b>	<b>330,194</b>	<b>326,501</b>	<b>321,700</b>	<b>317,779</b>	<b>319,276</b>	<b>319,197</b>

(US Census Bureau American Community Survey 5- year estimates)

Less than one-half (41.8%) of West Virginia counties recorded a labor force participation rate less than 50.0 percent during the 2015-2019 period. Several of these counties are located in the southern coalfields of West Virginia (Workforce Development Regions 1 & 2). McDowell County recorded a labor force participation rate of 28.2 percent, the lowest in the state. Other southern counties with a labor force participation rate less than 50 percent included Wyoming (39.9%), Boone (40.3%), Logan (42.1%), Mingo (42.3%), Wayne (43.1%), Summers (44.1%), Lincoln (45.3%), Fayette (46.8%), and Mercer (48.6%).

Several factors, including population decline, uncertainty around population migration patterns in the coming decade, and an aging workforce continue to affect West Virginia’s projected labor force as well. Workforce-related factors include the discouraged worker effect health-related limitations, and retirement.

**TABLE 5 – WDR 1 Labor Force Comparisons 2019-2021**

County	Labor Force			Employed			Unemployed		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Fayette	16,246	16,014	15,981	15,322	14,449	14,987	924	1,565	994
Greenbrier	16,000	15,538	15,744	15,255	14,316	15,043	745	1,222	701
McDowell	4,461	4,408	4,289	4,052	3,869	3,936	409	539	353
Mercer	20,982	20,745	20,622	19,784	18,854	19,377	1,198	1,891	1,245
Monroe	6,001	5,994	6,090	5,738	5,578	5,869	263	416	221
Nicholas	9,510	9,281	9,085	8,960	8,328	8,541	550	953	544
Pocahontas	3,901	3,797	3,920	3,680	3,455	3,724	221	342	196
Raleigh	30,513	30,123	30,080	29,080	27,493	28,502	1,433	2,630	1,578
Summers	4,350	4,337	4,471	4,110	4,007	4,261	240	330	210
Webster	3,316	3,265	3,241	3,107	2,965	3,041	209	300	200
Wyoming	6,667	6,829	7,183	6,200	6,164	6,767	467	665	416
<b>Totals</b>	<b>121,947</b>	<b>120,331</b>	<b>120,706</b>	<b>115,288</b>	<b>109,478</b>	<b>114,048</b>	<b>6,659</b>	<b>10,853</b>	<b>6,658</b>

(LMI Data WorkForce WV Local Area Unemployment Statistics)

The WDR 1 unemployment rates are typically higher than the state and the national standards. In 2020 Region 1 experienced the third highest average unemployment rate (9.3%) among the seven workforce development areas. McDowell county had the highest unemployment rate in WDR 1 at (12.2%). However, it should be remembered that unemployment rates do not account for “discouraged workers,” i.e., individuals who are not working, and because of discouragement, are not looking for a job.

**TABLE 6 - Unemployment Rate Comparison by % 2019-2021**

Area	2019	2020	2021
United States	3.7	8.1	5.3
West Virginia	4.9	8.2	5.0
Fayette	5.7	9.8	6.2
Greenbrier	4.7	7.9	4.5
McDowell	9.2	12.2	8.2
Mercer	5.7	9.1	6.0
Monroe	4.4	6.9	3.6
Nicholas	6.3	10.3	6.0
Pocahontas	5.7	9.0	5.0
Raleigh	4.7	8.7	5.2
Summers	5.5	7.6	4.7
Webster	6.3	9.2	6.2
Wyoming	7.0	9.7	5.8

(U.S. Bureau of Labor Statistics Current Population Survey)

The Region 1 educational attainment of the workforce is improving but remains below the national average. Lack of educational attainment has direct implications on worker productivity and earnings and may deter potential employers with higher paying jobs from locating to the region.

Low levels of basic skills in the region are a leading barrier to employment, resulting in a relatively lower labor force participation rate and a higher unemployment rate, as well as relatively lower paying jobs.

The region’s relatively low per capita personal income and median income levels may be due to lack of job opportunities and / or lack of higher paying jobs, both direct consequences of low educational attainment and basic skills. The income measures are likely to be biased downward due to the region’s relatively high proportion of retirees and high percentage of adult population with work disabilities. The average annual wage for Region 1 local area in 2020 was \$38,312, which was an increase of 18% from 2018.

**TABLE 7 - 2020 Per Capita Personal Income by County– WDR 1**

County	Per Capita Personal Income
Fayette	38,680
Greenbrier	40,759
McDowell	34,918
Mercer	41,372
Monroe	35,005
Nicholas	37,492
Pocahontas	43,810
Raleigh	45,356
Summers	37,181
Webster	33,320
Wyoming	33,534
<b>Region 1 Average</b>	<b>38,312</b>

(WorkForce WV LMI Data)

**GAP ANALYSIS**

**Population by Age**

One of the significant demographic features of the state’s population is its age composition. The population’s age can have effects on the entry, exit, and involvement of the labor force. It can show important fluctuations in the workforce such as estimated retirements, changes in occupational paths, and new entrants.

West Virginia’s median age declined somewhat in 2020 and now stands at 41.9 years.

The median age in the Region 1 local area (45.5 years) is higher than the United States (38 years) and the state of West Virginia as a whole (41.9 years). Every county in the region has a median age higher than that of the nation and the state.

In addition to having a greater than average number of mature residents, West Virginia’s population also inclines to be less healthy than other states in the nation. According to the Centers for Disease Control, in 2020 West Virginia is one of the states with the highest death rates in the country. The leading cause is heart disease followed by cancer, accidents, chronic lower respiratory disease, COVID-19, diabetes and stroke. West Virginia has the highest rate of death to drug overdose (81.4% per 100,000).

**TABLE 8- WDR 1 Median Age by County**

COUNTY	Year 2020
Fayette	44.5
Greenbrier	45.9
McDowell	45.5
Mercer	43.4
Monroe	46.7
Nicholas	45.3
Pocahontas	49.5
Raleigh	42.3
Summers	49.6
Webster	47.4
Wyoming	45.5
<b>Region 1 Average</b>	<b>45.5</b>

(US Census Bureau 2020 ACS 5-Year Est.)

Several areas of employment may encounter shortages in the immediate future due to limited choices resulting from a reduced pool of accessible workers. A smaller pool of accessible workers might cause competition among employers for capable workers, which in turn could cause inflated earnings that may adversely affect employers.

### Adults with Disabilities

Established on data found in the Census 2019, 20.12% of the labor force in the Region 1 area has a work disability. These individuals need detailed attention and specialized training in order to return to the workplace, and thereby assist the region in meeting the labor force needs based on the projected growth discussed earlier.

**TABLE 9 -Percent of Adults with Work Disability in Labor Force**

County	Percentage
Fayette	22.5%
Greenbrier	34.0%
McDowell	15.6%
Mercer	22.5%
Monroe	27.2%
Nicholas	23.5%
Pocahontas	26.1%
Raleigh	27.8%
Summers	23.6%
Webster	17.2%
Wyoming	22.6%

(U.S. Census Bureau, 2015-2019 American Community Survey 5-year estimates)

### Educational Attainment of Population 25 Years and Over

The educational attainment of the 25 years and older population is a significant measure of the quality, and therefore productivity and earnings of the workforce. There is substantial evidence that educational level and income are highly connected.

Although improving, according to the U.S. Census, the overall educational attainment rates of the 25 years and older population in Region 1 are below the state and national averages.

**TABLE 10-** Educational Attainment Percent of High School Graduate or Higher 25 Years and Over

<b>United States</b>	88.5%
<b>West Virginia</b>	87.6%
<b>Fayette</b>	84.5%
<b>Greenbrier</b>	85.7%
<b>McDowell</b>	72.2%
<b>Mercer</b>	84.3%
<b>Monroe</b>	87.4%
<b>Nicholas</b>	88.3%
<b>Pocahontas</b>	84.6%
<b>Raleigh</b>	87.5%
<b>Summers</b>	85.6%
<b>Webster</b>	76.4%
<b>Wyoming</b>	78.1%

*(U.S. Census Bureau 2020 ACS 5-Year Est.)*

Moderately lower levels of education in the Region 1 local area translates directly to lower earnings and discourages prospective businesses from coming to the area. It is meaningful to emphasize that while it is encouraging that the educational attainment of the state’s 25 years and older population has increased, it must grow faster than the nation for the state to reduce and close the gap with the rest of the country. The same holds true for the local area.

Given the low level of formal education in West Virginia, including the local area, Region 1 will concentrate on training for “middle skills” occupations that require additional training beyond high school, but not a four year college degree. This approach will target certifications and 12 – 24 month programs in highly transferable technical skills.

The Region 1 WDB will continue to engage in partnerships with local educational entities, businesses, community-based organizations, etc. in order to communicate the benefits of technical training and the development of robust and comprehensive career pathways models.

### **Percent of County Population without High School Diploma by Age Group**

Information about the age distribution of the population lacking a high school education highlights the age groups which may be most affected by low educational levels.

Across Region 1 those 65 years and older form the biggest group without a high school diploma. The 45-64 age group is the next largest without a high school diploma, followed by the 35-44 age group and the 18-24 age group. The 18-24 age group is the smallest without a high school diploma in the region. To the extent that a large proportion of those who currently lack a high school education is generally older, the regions and state’s problem with relatively low educational attainment at the high school level will decrease with time.

**TABLE 11-** % of Population by County without a High School Diploma Broken Out by Age Group

County	All Groups with a HS Diploma or Above 18-65+	Without a High School Diploma 18-24	Without a High School Diploma 25-34	Without a High School Diploma 35-44	Without a High School Diploma 45-64	Without a High School Diploma 65+
Fayette	84.6%	0.8%	1.4%	1.9%	6.3%	5.0%
Greenbrier	86.3%	0.9%	1.3%	1.3%	4.4%	5.7%
McDowell	68.2%	2.3%	2.9%	2.6%	12.7%	11.2%
Mercer	84.8%	1.6%	1.4%	1.9%	5.1%	5.1%
Monroe	85.3%	0.5%	1.5%	2.2%	4.9%	5.5%
Nicholas	87.8%	0.8%	0.8%	0.8%	4.6%	5.2%
Pocahontas	84.8%	1.5%	0.9%	1.7%	6.0%	5.1%
Raleigh	87.9%	0.8%	1.4%	1.5%	3.8%	4.6%
Summers	86.0%	1.4%	1.6%	2.0%	3.3%	5.7%
Webster	81.2%	1.3%	0.6%	2.4%	6.0%	8.4%
Wyoming	80.7%	2.3%	1.6%	1.4%	7.0%	6.9%

(2020 American Community Survey - Educational Attainment - US Census Bureau)

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

The highest employment growth in WDR 1 is in the healthcare services, administrative and support services, and social assistance. Region 1 staff work with a large number of training providers throughout the state and beyond who are eligible for funding through the use of Individual Training Accounts (ITAs). These training providers offer courses in training relevant to demand industries. Customer interests in WDR 1 demand industry training will continue to grow as information is circulated to participants through the case management process in the American Job Centers, as well as through other activities, such as job fairs, career fairs, high school presentations, and informational meetings.

## THE LATEST RESEARCH OF ASSESSING THE WORKFORCE

The R1WDB will work with Adult Ed, Career and Technical Education Centers and Community and Technical Colleges to improve and encourage efficient training programs for individuals who already have certain transferable skills. These streamlined courses will have several entry points and lead to nationally recognized credentials in technical occupations which will allow job seekers to enter the workforce more swiftly.

The R1WDB will support technical training through the use of our website and also through activities such as informational sessions, workshops, rapid response activities, youth programs, job fairs, and social media outlets, etc. Region 1 will support efforts focused on technology-based economic development and education and skills development for existing workers.

The Region 1 local area understands the need of demand sectors and focuses on preparing its workers for jobs that are projected to grow and are self-sustaining. Region 1 local area will focus on the following sectors during the course of this local plan:

1. Healthcare Services
2. Administrative and Support Services
3. Social Assistance

## LOCAL AREA STRATEGIC VISION AND GOALS

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

The R1WDB will continue to be a collaborative partner in the progress and development of the workforce in the local area. Our vision is “*To promote effective economic, education, and workforce development partnerships that will develop and sustain productive workers for business and thereby create prosperous communities for our citizens.*” The Region 1 local area goals and strategies are aligned with those of the State of West Virginia to prepare and educate a skilled workforce (including youth and individuals with barriers to employment). These goals will maximize efficiency of the Workforce Development System (WDS); Strengthen Relationships With Employers; Overcome Employment Barriers Of Individuals; Promote Career Pathways; Identify and Maximize Postsecondary and Employment Opportunities for Youth and align WV’s Labor Force Participation Rate With the National Labor Force Participation Rate (LFPR); and performance accountability measures based on primary indicators of performance in order to support local area economic growth and self-sufficiency.

The R1WDB supports a style of leadership and partnership building that increases the quality of life for the residents of southern West Virginia. Our mission for the Region 1 workforce development area is to provide residents the opportunities to obtain good paying jobs; for employers to locate to the local area, bringing with them employment opportunities; and for individuals to move to, or return to, the local area because of these opportunities. The success of the local workforce development system will be measured and evaluated every two (2) years to guarantee progress is being made within our local area.

The R1WDB believes in building collaborations and conversations to discover resolutions to workforce, education, and economic issues within the local area. The R1WDB will work collectively to; better understand the needs of businesses and job seekers; connect business and education in an effective manner; promote a workforce system that provides seamless service delivery; support open and truthful communication; stimulate creative and innovative solutions; and always endeavor to improve upon what has already been established.

**TABLE 12 - PY 20 - PY 21 Performance Measures**

WIOA Performance Measures	West Virginia Goals	Region 1 Goals	West Virginia Goals	Region 1 Goals
	2020	2020	2021	2021
<b>WIOA Adults</b>				
Employment (Second Quarter after Exit)	69.3%	67.0%	69.3%	67.0%
Employment (Fourth Quarter after Exit)	69.6%	67.0%	69.6%	67.0%
Median Earnings	\$6,251.00	\$5,800.00	\$6,251.00	\$5,800.00
Credential Attainment Rate	78.0%	74.0%	78.0%	74.0%
Measurable Skill Gains	28.0%	25.2%	33.0%	29.7%
<b>WIOA Dislocated Workers</b>				
Employment (Second Quarter after Exit)	81.2%	78.0%	81.2%	78.0%
Employment (Fourth Quarter after Exit)	83.2%	77.0%	83.2%	77.0%
Median Earnings	\$9,719.00	\$9,100.00	\$9,719.00	\$9,100.00
Credential Attainment Rate	83.0%	77.0%	83.0%	77.0%
Measurable Skill Gains	27.5%	26.0%	35.0%	31.5%
<b>WIOA Youth</b>				
Employment (Second Quarter after Exit)	63.3%	60.0%	63.3%	60.0%
Employment (Fourth Quarter after Exit)	69.7%	67.0%	69.7%	67.0%
Median Earnings	\$3,182.00	\$2,950.00	\$3,182.00	\$2,950.00
Credential Attainment Rate	73.3%	70.0%	73.3%	70.0%
Measurable Skill Gains	34.4%	31.0%	34.4%	31.0%

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

**Goal #1: Maximize Efficiency of the Workforce Development System (WDS)**

For WIOA to continue to be successful the workforce development system must be seamless, comprehensive, and accessible. Partners in the workforce development system will work together in order to maximize benefits to our customers and improve WV’s labor force participation rate.

The R1 LWDS has recognized several approaches to form an integrated workforce development system which requires: (1) creating an integrated workforce system by working with partners; (2) active participation of all workforce development staff in workforce system cross training; (3) consistent communication with all partners with the workforce development system; and, (4) uniform use of the IT system that is to be developed and used by core partners.

**Strategy 1.1: Core partners will collaborate to align program initiatives and processes.**

- The Region 1 Workforce Development Board will further develop Memorandums of Understanding with coordination and cooperation of all partners.
- The Region 1 Workforce Development Board will share goals locally with partnering agencies through quarterly Region 1 partner meetings, and Opportunities in Action County meetings.
- Program interaction and integration will be promoted to achieve unified goals.

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

- The R1 LWDS will participate in and promote the state's comprehensive on-line training program for all workforce development staff.
- The Region 1 WIOA Partner Referral form will assist in customer service and case management in the American Job Centers (AJC's) in Region 1. Training for partnering agencies and resource tools will be provided at Opportunities in Action County Partner meetings, which are scheduled on a quarterly basis throughout the program year.
- The R1 LWDS will continue to work with the WV Division of Rehabilitation Services (WVDRS) with staff training in serving individuals with barriers to employment, especially those with disabilities.
- The R1WDB will actively participate in technical training that will be provided on the data-sharing IT system.

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

- The R1WDB will continue to participate in the monthly Interagency Collaborative Team and Workforce Development Board Meetings and the quarterly State Workforce Development Board meetings to discuss workforce issues.
- The R1WDB will provide local area information as requested to be posted on the WorkForce West Virginia website [www.workforcewv.org](http://www.workforcewv.org). The R1WDB has a website and Facebook page that provides information on workforce related services and activities. Resource Specialists send weekly email updates to partners regarding career and community focused events taking place throughout the region and local job listings.

**Strategy 1.4: Utilize integrated state management information system used by core partners.**

- The R1WDB will utilize the IT system developed through the state that will allow co-enrollment of individuals receiving services from core partners.
- The R1WDB staff will participate in user training on the integrated state management information system provided by the state.

## **Goal #2: Strengthen Relationships with Employers**

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

### ***Strategy 2.1: Partner with employers to identify workforce needs.***

The Region 1 local area has an obligation to monitor the needs of local businesses so suitable adjustments to programs and services offered within the American Job Center system can supply a workforce that is skilled, trained, and well-informed. This Customer-Driven Design model will build on requirements needed by both the employer and job seeker. The local workforce development system will evaluate the need of employers by assessing not just the skills, but also the skills gap of the labor force and then construct solutions to guarantee maximum value for both customer groups.

The R1WDB Business Services team uses a broad approach to identify workforce needs. This includes collaborating with economic development authorities, local chambers of commerce, community and technical education centers, community and technical colleges and conducting comprehensive business visits.

The R1WDB Business Services team promotes and develops sector strategies by participating in roundtable events that are industry specific. The Business Services team participates in events to identify workforce needs through business and industry roundtables, business after hours, forums, sector strategy meetings, community, career fairs, and opportunity summits. In addition, R1WDB Business Services staff members participate in advisory councils and participate with county and city economic development committees to identify and address the needs of employers. The R1WDB Business Services team works closely with WorkForce West Virginia's Business Services Representative coordinating joint business visits to ensure employers receive appropriate information regarding programs and services without duplication.

In 2021, the R1WDB began utilizing the Premier Virtual job fair platform as an enhanced service for employers to conduct virtual job fairs. This allows employers to recruit, interview, and potentially hire employees virtually. To date seven virtual job fairs have been conducted.

The R1WDB, in collaboration with the Economic Development Office of the City of Bluefield, created a survey monkey to send out to Bluefield area businesses to identify labor challenges and needs.

The R1WDB worked with RCBI/AEP through a grant to create a West Virginia Regional Workforce Assessment and Skills Analysis that was sent to employers within the region to identify needs.

In Region 1, several new employers opened their doors during and after the COVID pandemic. The R1WDB has reached out to many of these new employers including two new agriculture businesses, Mountain Steer and Greenbrier Dairy, Lucky Rivers Catering, MRB Beverage, and RMB Racing to offer and provide services.

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

The R1WDB will continue to promote business and education collaborations. These partnerships join businesses, schools, and youth serving community based establishments with students and young adults to offer occupational related experiences and opportunities that expose youth and

young adults to soft skills development, internships, workplace job shadowing, paid work experience, and career mentoring.

R1WDB continues to work with WV Laborer's Training Trust Fund to assist WIOA customers with funding to enter their apprenticeship programs. R1WDB is currently working with WV Rural Water Association Apprenticeship Program. WV Rural Water Association Apprenticeship has a two-year nationally recognized apprenticeship program for water and wastewater professionals. On-the-Job Training (OJT) contracts can be established with WV Rural Water Association Apprenticeship to support the OJT component of the program.

The R1WDB is a partner with Communities of Healing, a recovery-to-work ecosystem project designed to spur small business growth of social entrepreneurship. Communities of Healing is a cohort program that encourages businesses to hire those in recovery on how to provide a recover friendly environment for employees. Employers are provided weekly business coaching opportunities throughout the cohort. The R1WDB has provided work-based learning funding through the Empowered Employment Program to four Communities of Healing cohort employers.

In April 2022, the R1WDB entered discussions with the Economic Development Director of the City of Bluefield and Omnis Building Technologies regarding the planned December 2022 opening of Omnis Manufacturing plant in Bluefield. The plant plans to hire 150-200 employees and the strategy is being reviewed on assisting with screening and hiring employees through job postings, referrals, and job fairs. Additional conversations are taking place regarding programmatic assistance and how partner agencies, including Adult Ed and the Governor's Guaranteed Work Force Program, can also serve the training needs of Omnis.

Through participation with employer advisory boards at local community and technical colleges and working with the USDOL Apprenticeship and Training Representative and other organizations, the R1WDB assists with the development of training programs that offer certifications and employability skills as identified by employers.

The R1WDB will promote and offer training assistance through programs such as On-the-Job (OJT) Training and Incumbent Worker Training (IWT). Employers in Region 1 can access OJT to train individuals to meet specific needs and IWT to upgrade skills of current employees to increase the competitiveness of the business. During the COVID pandemic, the R1WDB increased OJT contracts ending the 2021 grant year with an increase of six from the previous year. The 2021-2022 grant year is showing an increase of five.

The R1WDB will assess employer workforce needs and connect them to Adult Ed if training is available to meet their needs.

Governor Justice dedicated \$48 million for the West Virginia Nursing Workforce Expansion Program to support new and expanded initiatives that will train new nurses and recruit nurses into West Virginia. R1WDB works closely with the recipients of these awards.

The R1WDB will partner with New River Gorge Regional Development Authority on aerospace training opportunities to serve communities certified as AEROREady.

The R1WDB Business Services Team will provide information on multiple training programs to businesses through comprehensive business visits and follow-up communication.

### **Goal #3: Overcome Employment Barriers of Individuals**

Identify employment barriers of individuals and develop solutions. The removal of barriers is a key component to improving WV's Labor Force Participation Rate (LFPR).

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

Through comprehensive interviewing, educational/career assessment and counseling, the R1WDB will identify barriers and utilize support services so individuals will be successful in obtaining training and employment goals. To ensure support services needed are being met, individuals may be co-enrolled in partner programs such as Jobs and Hope WV, Job Jump Start, and the Digital Inclusion Program. An Individual Employment Plan (IEP) is developed to update strategies and activities as they occur. The IEP is also used to document referral and contact information for services obtained from partner organizations.

The R1WDB maintains close contact with participants in programs such as Empowered Employment and needs are identified both prior to enrollment and throughout the program. Needs are addressed through counseling, supportive services offered by the R1WDB, or through referral to a partner agency. These needs can cover travel, work attire, training and education needs, driver's license assistance, physical and mental health assistance, housing assistance, child and dependent care assistance, and more.

During the COVID pandemic R1WDB continued to deliver services by implementing strategies such as, drive-up services and utilizing technology to meet the training and career service needs of customers. R1WDB was able to increase the amount of ITA's awarded by the implementation of these strategies. Additionally, the WDR 1 experienced increases in development of On-the-Job training and Empowered Employment agreements.

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

The R1WDB Opportunities in Action team works to increase awareness and access to services to individuals with challenges to employment, specifically those who have disabilities. Team effort includes the maximum amount of resources, cross referrals, co-enrollment in programs, and outreach in the service delivery area of R1WDB.

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

The R1WDB works closely with Adult Ed, secondary and post-secondary schools, the community college system and employers to promote micro-credentials that establish job readiness, the achievement of employability skills and measurable skills gains which align to career pathways for individuals with challenges to employment.

The R1WDB will assist individuals who have created an Individual Employment Plan (IEP) in reaching their training and employment goals through connection to approved training programs that lead to high demand occupations, and self-sufficiency, such as Individual Training Accounts (ITAs), Registered Apprenticeships and On-the-Job Training (OJT).

Paid time-limited work experiences, such as Empowered Employment, along with supportive services, allow individuals to earn money to cover living expenses while developing relevant skills that prepare them to be successful in meeting their goals.

The R1WDB shares program information with the Pinehaven Homeless Shelter and Beckley Correctional Center in an effort to provide outreach and services to underserved populations.

#### **Goal #4: Promote Career Pathways**

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

##### ***Strategy 4.1 Adhere to WIOA career pathways development.***

Career pathway programs being developed within Adult Ed, career and technical education centers, and community and technical colleges will be utilized to assist individuals in achieving their educational and employment goals. This integrated system will allow participants to enter their career pathway at any level in addition to entering at the postsecondary level.

Adherence to WIOA in the development of career pathway programs is assured by

- Ensuring programs are developed for one of the sixteen nationally recognized industry clusters.
- Reviewing the occupational skills standards that support mastery of the training content.
- Aligning instruction to the College and Career Readiness Standards.
- Identifying the specific knowledge, skills, and competencies needed to accomplish program goals and ensuring they are all incorporated into the program.
- Identifying workforce training skills and competencies needed to successfully complete the training and obtain industry-recognized credentials.
- Analyzing the occupational training curriculum that will address skills gaps related to the technical skills training and activities and support mastery of the occupational training content.
- Determining the adult education academic literacy skills and competencies that align with the identified state standards and that are needed for course completion and transition to employment and ongoing educational opportunities.
- Identifying workforce preparation skills and competencies per the Employability Skills Framework and ensuring they are built into the instruction delivery.
- Including any skills related to required credentials and/or licensures are built into the instruction delivery.
- Comparing the occupational training learning objectives to workforce needs.
- When applicable, collaborating with a training partner to develop a set of measurable integrated learning objectives needed to achieve the program goals.

##### ***Strategy 4.2: Enhance current career pathways system***

The R1WDB partners with local community and technical colleges and economic development authorities to engage employers to identify employer workforce needs and ensure career pathways are aligned to those occupations that are high-demand, have higher skill needs and self-sustaining wages.

The R1WDB will engage employers to identify the skills needed for career pathways for quality entry-level jobs that lead to high-demand jobs. Those with barriers to employment, especially those with disabilities, could utilize programs such as Empowered Employment. Strategies to integrate and enhance existing career pathway programs within West Virginia Adult Ed, Career and Technical Education and the Community and Technical College System of West

Virginia will be created to meet the pathway programs requirements of WIOA. This integrated system will allow participants to enter the pathway at any of these levels in addition to entering at the postsecondary level. Existing career pathway programs will expand to include adult education offerings and high school equivalency instruction.

Current Career Pathways developed within Adult Ed include:

- Medical Assisting
- Certified Nurse Assisting
- Hospitality and Tourism
- Customer Service
- Small Business Administration
- Cosmetology Prep
- LPN Prep
- Food Service and Food Manager
- Health Science
- Lumber Grading
- Transportation and Distribution
- Retail & Entrepreneurship
- Call Center and Customer Support

The number of pathway offerings through Adult Ed will continue to grow.

R1WDB will also collaborate with Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), SNAP E&T and higher education financial assistance to bring together education, training, counseling, and support services.

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

The R1WDB, in collaboration with Adult Ed, developed a Registered Apprenticeship CNA program as a career pathway in healthcare.

The R1WDB will utilize career/educational assessments and counseling to assist individuals in navigating career pathway programs that lead to higher skills, better jobs, and higher pay.

The R1WDB will engage employers to identify the career pathways for quality entry-level jobs that can serve as pre-bridge and bridge models that lead to high-demand jobs and promote placement of individuals with barriers to employment, especially those with disabilities, into those jobs.

The R1WDB will link Career Pathway programs to On-the-Job Training (OJT) and Incumbent Worker Training (IWT), whether provided through WIOA core programs or the industry partnerships.

The R1WDB will continue to support Simulated Workplace, which encourages local business and industry experts to join onsite review teams to assist schools in meeting their workforce needs and expectations.

The R1WDB will continue to provide access to training and employment information through its website. The website will offer information on programmatic options, training providers and employment opportunities. Additionally, the R1WDB is assessing the viability of using the Premier Virtual Platform to provide a virtual One-Stop experience to job seekers.

The R1WDB will support the WV INVESTS program to assist students with tuition who are not WIOA eligible.

## **GOAL #5: Identify and Maximize Postsecondary and Employment Opportunities for Youth**

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

### ***Strategy 5.1: Execution of WIOA regulations regarding youth.***

The R1 LWDS recognizes the employment barriers encountered by youth/young adults, specifically those lacking postsecondary credentials, and will collaborate to improve educational opportunities for this population group within our local area. Unemployment rates for this group continue to remain noticeably higher than the population as a whole. Research shows the probability of being employed is highly associated with educational levels. Individuals who have a secondary education or less have a harder time obtaining employment.

The R1 LWDS has identified ways to enhance opportunities for youth/young adults, which includes; (1) implementation of new WIOA regulations regarding youth/young adults; (2) providing high quality services to youth/young adults; and (3) assisting at-risk youth/young adults access education, training, and support services.

- R1WDB continues to recognize the priority on Out-of-School youth/young adults (OSY) and will continue to identify and implement models and effective practices that will assist local area staff in successfully meeting the needs of individuals while also meeting the new WIOA regulation that 75% of all funds must be spent on (OSY) Youth and 25% of all funds must be spent on In-School Youth (ISY).
- R1WDB's Youth Program will remain in compliance with WIOA regulation; tracking the 20% expenditure rate on paid work experiences for In-School and Out-of-School youth/young adults. Region 1 provides paid and unpaid work experiences with academic and occupational education components that include (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training opportunities. Region 1 has partnered with agencies such as WV Realty Pros, City of War, Powerhouse Youth Center, Big Creek People in Action, FRN (Teen Court), Twin Timbers Forestry Products LLC, Burns Service Center, Jackie's Bookkeeping and Tax Services and many others in order to provide participants with relevant work experience and training. Many of these positions have led to regular employment.
- Region 1 works to ensure that statistical models and negotiated performance levels are established and calibrated to accurately reflect the profiles of OSY/young adults being served within the local area.

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

Youth Services are a priority and Region 1 is committed to providing high-quality services for all youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, such as pre-apprenticeships or internships, and culminating with a jump start to their career pathway.

- R1WDB will support the development of transitional jobs, social enterprises, and other work experience strategies to help OSY/young adults with limited work histories to develop the skills needed for workplace success. Paid work experience sites have been established throughout the region at various types of employers, including but not limited to, local Sheriff's Departments, libraries, and health clinics. Entrepreneurial opportunities are also being developed through collaboration with the WV HIVE Network. Region 1 continuously looks for ways to provide opportunities for participants.
- R1WDB supports and encourages an integrated service delivery system and the co-enrollment of high risk OSY, ages 16-24, as both WIOA Adult and WIOA youth/young adult participants to allow for the leveraging of funds and provision of necessary services when applicable. Co-enrollment in Title II Adult Education Services, TANF and other partner programs will also be encouraged. Region 1 will offer technical assistance when needed. R1WDB will also continue to encourage the use of Individual Training Accounts (ITAs) for 18-24 year old youth/young adults, potentially combined with, either sequential or concurrent, work-based learning opportunities. Temporary Assistance for Needy Families (TANF), SNAP, and other partner programs will refer clients for ITAs, as appropriate.
- R1WDB will continue to provide opportunities for youth/young adults to acquire post-secondary skills and credentials needed for high wage jobs through increased access to career and technical education programs and work-based learning experiences. R1WDB will work closely with the Department of Education and the Community Technical College System to explore and develop appropriate connections between WIOA youth activities and Carl D. Perkins postsecondary and state-funded programming.
- R1WDB will continue to support career and technical education (CTE) and work to align CTE with career pathways recognized by the State. Collaborative trainings have been conducted between CTE staff and all WorkForce mandated partners. CTE throughout the region also participate in the "Opportunities in Action" Core Partner meetings which are held in each county and also include staff from Division of Rehabilitation Services, DHHR, Adult Ed, Employment Services, and SPOKES.
- Region 1 will continue to encourage collaboration with Youth Build, Job Corps, and AmeriCorps sites.

### **Strategy 5.3: Provide youth a clear pathway to success**

Recognizing the need to assist at-risk youth/young adults access to education, training, and support services. Region 1 Career Connections Program offers them a clear path to help them succeed in the labor market and match employers with the skilled workers they need thus enabling them to compete in the global economy.

- R1WDB will ensure that OSY have access to career pathways and will work with the State as well as partnering agencies to identify on-ramps, access points, and supports which enable participants to enter and successfully complete training and enter employment.
- R1WDB will continue to support the WV Division of Rehabilitation Services as they realign their resources to increase and improve services to youth/young adults with disabilities, with special focus on high school students with disabilities. This often includes additional training and education required to achieve their chosen employment goal. As of April 2022, the R1WDB Career Connections Program has 202 students co-enrolled in their programs. Participants receive and participate in workshops/community services activities that cultivate and enhance their employability skills.
- R1WDB will continue to seek out resources to provide more effective and efficient services to youth/young adults. This includes cross referrals and co-enrollment of individuals in addition to joint projects and activities with initiatives such as WV Department of Rehabilitative Services 00 program (WVDRS), Adult Ed/SPOKES, Job Corps and Mountaineer Challenge Academy. Information regarding training opportunities for displaced coal miners and their spouses, as well as the long term unemployed, is also disseminated.
- R1WDB will promote apprenticeships and pre-apprenticeship opportunities to all youth/young adults.
- R1WDB will continue to work with core partners such as R1WDB Opportunities in Action. A unified referral form has been developed and is being used by core partners in the R1WDB local area.
- R1WDB connected with Jobs for West Virginia Graduates in 2022 and will collaborate on their pilot program in Region 1.

## **GOAL #6: Align WV’s Labor Force Participation Rate with the National Labor Force Participation Rate (LFPR)**

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

### ***Strategy 6.1: Match individuals to adult basic education.***

The R1WDB will continue to offer assessments and comprehensive counseling to determine the needs of individuals seeking services. Individuals without a high school equivalency, or identified with a basic skill deficiency, will be referred through an existing referral system to Adult Ed to provide options for high school equivalency and basic skills testing and training.

***Strategy 6.2: Match individuals to postsecondary training or education.***

The R1WDB will continue to assist individuals to identify career pathways that provide skills needed for high demand occupations that lead to higher wages.

The R1WDB will use comprehensive career services and counseling offered in programs such as Empowered Employment to direct those interested in continued education or training whether through WIOA or using the services of partner agencies.

***Strategy 6.3: Utilize career pathways when working with youth.***

The R1WDB Career Connections program will continue to work with Adult Ed and Division of Rehabilitation Services to identify and eliminate barriers and create career pathways for Out-of-School Youth (OSY). Paid work experiences will provide youth with relevant experience and training to help them achieve their employment goals.

***Strategy 6.4: Improve the ability of core partners to match individuals with employers.***

The R1WDB will continue to provide career assessment and evaluation of individual skills, education and training levels. Individual and employer assessments will be reviewed to make sure a good fit is made. One of the goals of the Empowered Employment program, which targets individuals with multiple barriers and who may be in recovery or re-entry, is to increase the labor force participation rate. Individuals, who are long-term unemployed or who have limited or no work experience, have the opportunity to attend training, participate in paid-work experience or OJT. Individuals receive career counseling, services and support throughout the duration of the program to help them grow in confidence, learn new skills and move forward in their training and employment goals.

The R1WDB works closely with established employers utilizing programs such as OJT, Incumbent Worker Training (IWT) and Empowered Employment to overcome identified skill gaps. Career coaching and employability training are provided to ensure success for both the employer and the individual.

***Strategy 6.5: The State will expand opportunities for youth to acquire post-secondary skills and credentials needed for high wage jobs through increased access to career and technical education programs and work-based learning experiences. The WVDE and CTCS will work cooperatively to explore and develop appropriate connections between WIOA youth activities and Strengthening Career and Technical Education Act for the 21<sup>st</sup> Century (Perkins V) postsecondary and state funded programming.***

The R1WDB Career Connections Program will continue to work closely with CTE programs and local Boards of Education to ensure participants receive credentials for higher wage jobs.

***Strategy 6.6: The Department of Education will explore the transformation and modernization of CTE and evaluate the opportunity to align CTE with the career pathways recognized by the state.***

The R1WDB will promote opportunities to align CTE with the career pathways recognized by the State.

**Strategy 6.7: Explore opportunities to establish Career Development in K-12 education curriculum starting with eighth (8<sup>th</sup>) grade to include career orientation, workforce development information and promote career pathway for youth.**

The R1WDB will promote and support opportunities to include career orientation, workforce development information, and promote career pathways in youth in K-12.

**Strategy 6.8: LWDBs will explore opportunities to increase their focus on developing and establishing summer youth programs providing work experience and soft skills to youths.**

The R1WDB Career Connections Program will continue to offer and expand summer youth programs that provide work experiences, adult mentoring, and soft skills to youth.

## **Section 2: Alignment of the Local Workforce Development System**

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

The R1WDB, through partnerships, will improve the quality of life for the citizens throughout the local area. The workforce development system in R1WDB is designed to help job seekers, focusing on those with barriers to employment, access to high quality career services, employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Our vision is for the region and its citizens to have opportunities for higher wage jobs; for existing businesses to expand and for new businesses to move into the region creating higher wage jobs; and for people to move to (or back to) the region because of the opportunities.

WIOA programs designed to meet workforce development needs available through the R1WDB workforce system are outlined below:

1. Programs authorized under title I of WIOA, including:

- (i) Adults;
- (ii) Dislocated Workers;
- (iii) Youth;
- (iv) Job Corps;
- (v) YouthBuild;
- (vi) Native American programs; and
- (vii) Migrant and Seasonal farm worker programs;

2. The Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA title III;

3. The Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA;

4. The Vocational Rehabilitation (VR) program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 *et seq.*) as amended by WIOA title IV;
5. The Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*);
6. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*);
7. Trade Adjustment Assistance (TAA) activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*);
8. Jobs for Veterans State Grants programs authorized under Chapter 41 of Title 38, U.S.C.;
9. Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 *et seq.*);
10. Employment and training activities carried out by the Department of Housing and Urban Development (HUD);
11. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal Law);
12. Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and
13. Temporary Assistance for Needy Families (TANF) authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), unless exempted by the Governor under §678.405 (b).

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

R1WDB utilizes Memorandums of Understanding with coordination of all partners. These were developed with a clear purpose of cooperation and service to all customers of the workforce system. Goals will be shared through quarterly partner meetings and Opportunities in Action County meetings.

Training opportunities in Region 1 focus on high-demand occupations and are centered on Industry Certificate Programs of Study under the Carl D. Perkins Career and Technical Education Act of 2006 that include Health Care Services, Administrative and Support Services, and Social Services.

The R1 WIOA Partner Referral form is a tool that will assist with integrating services. This form allows agencies to make and track appropriate referrals of customers to partnering agencies for additional resources. Training for partnering agencies and resource tools will be provided at quarterly partner meetings and Opportunities in Action (OIA) county meetings, as developed,

which are scheduled throughout the program year. Serving individuals with barriers to employment, especially those with disabilities, is a main focus of the R1WDB. We will continue to work with Division of Rehabilitation Services (WVDRS) for cross-training of staff in serving individuals with disabilities.

The R1WDB shall promote the development of a career pathways model that will provide instruction and training that leads to a skilled labor force, thereby meeting the needs of in-demand jobs or entry level professions that advance to in-demand jobs.

Coordinated efforts to integrate existing career pathway programs within West Virginia Adult Ed, Career and Technical Education and the Community and Technical College System of West Virginia will be in place to ensure job seekers with barriers to employment, especially those with disabilities, can successfully access and navigate the career pathways. Job seekers will be co-enrolled, when appropriate, between core and other partner programs in order to provide the most comprehensive services possible. The career pathways system will be diverse, with various points of entry and exit, allowing individuals of varying capabilities to have realistic access to the pathways system. This integrated system will allow participants to enter the pathway at any of these levels. Existing career pathway programs will expand to include basic adult education offerings such as: literacy and numeracy, English Language Acquisition (ELA), and high school equivalency instruction as well as contextualized instruction in bridge and pre-bridge programs, pre-apprentice programs and integrated education and training programs supporting next steps in the career pathways models.

R1WDB will focus on identifying credentials along established career pathways, including badges, micro-credentials and entry level credentials appropriate for individuals with barriers to employment. The established statewide and regional lists of industry-recognized credentials will include academic credentials as well as credentials demonstrating job readiness and the attainment of employability skills through workforce preparation activities. R1WDB will consult with engaged employers, including Registered Apprenticeship programs and industry partnerships, to ensure that the credential lists reflect skills that are in demand.

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

The R1WDB collaborated with the WIOA core partners, to develop the Region 1 Local Plan. Working together, the core partners will promote alignment and integration of programs and coordinated service delivery. This will be achieved by developing a clear purpose of cooperation and by delivering comprehensive high-quality customer centered services to individuals and employers.

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

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

The R1WDB is business-driven and provides much needed input into the direction of workforce programs. The R1WDB Business Services team will coordinate needs and provide contacts to

local employers. Businesses will be engaged through sector strategy meetings, collaborating with local economic development authorities and chambers of commerce and one-on-one comprehensive business visits to identify needs and share resources to train individuals. Local career and technical education centers and community and technical colleges benefit by having employers as members of their program advisory councils to identify labor market demand, program curriculum, certification needs and guide program improvements. Simulated Workplace, which was designed to integrate workplace environment protocols into the career and technical education classrooms, provides another opportunity for business and industry representatives to inspect classrooms to ensure alignment with industry needs.

The R1WDB will utilize Labor Market Information, results from the state-designed business survey, sector strategy partner meetings and information collected through local business visits to assess/identify true workforce needs to align training with needed skills and match employers with qualified workers.

Workforce and economic development go hand-in-hand. R1WDB will continue to work closely with the local economic development authorities to assess/identify needs of existing and new businesses, attend board meetings, participate in joint business visits and support each agencies effort in meeting employers' current and future workforce needs. R1WDB is also a partner with the WV Hive in Beckley. The WV Hive is the result of regional partners who collaborated to bring southern West Virginia a network of local office spaces and a regional incubator/accelerator to help foster entrepreneurs. Their vision is to aid the diversification of our entrepreneurial environment to create local jobs and economies that build and accelerate local industry growth of sustainable firms retained in the community. We also partner with the Governor's Guaranteed WorkForce Program to provide and combine, when appropriate, training resources for businesses.

Quarterly core partner meetings are a catalyst for strengthening linkages between the American Job Center delivery system and Unemployment Insurance Programs. Cross-training for core partners will be used to upgrade skills so jobseekers and employers are provided a high quality of service.

Adult Ed, CTEs, and CTCs will develop and promote streamlined training courses for individuals who already possess some transferrable skills. These streamlined programs will have multiple points of entry and lead to nationally recognized credentials in technical occupations and will allow job seekers to enter the workforce more quickly. R1WDB will promote technical training through our website, workshops, job fairs, rapid response, youth programs, social media and informational meetings. Alternative training opportunities for businesses include work-based training models that are an established method of providing businesses with the opportunity to train individuals into high-demand occupation to support economic development. These training models can be delivered through paid work experiences such as On-the-Job Training (OJT), Incumbent Worker Training, Empowered Employment, Customized Training and Earn and Learn.

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

Training services are provided through the use of Individual Training Accounts (ITAs) to eligible individuals through the AJCs. The ITA gives eligible customers financial power to use

allotted funds at eligible training facilities that appear on the region/state list. These ITAs supplement financial aid already available through other sources or they may pay for all the costs of training and support. Support payments may be provided to customers based upon round trip mileage to and from training/work site. Length of training shall be based on the time needed to adequately learn occupational skills as well as cost effectiveness. Training must be completed within a two (2) year timeframe.

The local board may contract for services in lieu of ITAs if it is determined that there are an insufficient number of eligible providers in the local area. Training services may also be provided in lieu of the ITA by contract for services if such services are On-the-Job Training (OJT) provided by an employer, community-based organization, or other private organizations that offer specialized services to targeted groups that face multiple barriers to employment, as determined by the local board. Additionally, Trade Adjustment Assistance (TAA) funding for training is also accessed through ITAs, while state guidelines are followed regarding the distribution of those funds. Refer to Region 1 Workforce Development Board Policy Letter PL #04 – Change 2 - Individual Training Accounts attached to this document for further information.

The Region 1 local workforce system will improve upon the expansion of sector strategies determined by labor market data and employer need. This includes supporting the growth and development of industry collaborations through local investment.

The Region 1 local workforce system will continue to promote business and education collaborations. These partnerships join businesses, schools, and youth serving community based establishments with students and young adults to offer occupational related experiences and opportunities that expose youth and young adults to soft skills development, internships, workplace job shadowing, and career mentoring.

The Region 1 local workforce system will depend on business partnerships to authenticate credentials established as part of state and regional lists of recognized credentials, career pathways, and other local and statewide efforts.

The Region 1 local workforce system will assist job seekers with barriers to employment, particularly those who have disabilities, to the greatest level possible. This will be accomplished by offering realistic access points into career pathways, as well as ensuring supportive services are in place and coordinated across agencies. This will allow individuals with the greatest challenges to employment more success in gaining access to and navigating career pathways.

The Region 1 WDB will work closely with employers, the community college system, adult education, and secondary and post-secondary schools to promote micro-credentials that establish job readiness, the achievement of employability skills and measurable skills gains which align to career pathways for individuals with challenges to employment, specifically those who have disabilities. This effort will also include the sharing of best practices with others throughout the state.

The Region 1 local workforce area shall promote the development of a career pathways model that will provide instruction and training that leads to a skilled labor force, thereby meeting the needs of in-demand jobs or entry level professions that advance to in-demand jobs. The Career Pathways system will be diverse with various points of entry and exit, allowing individuals of varying capabilities, including those with multiple barriers to employment, to have realistic access to the pathways system.

The Region 1 local workforce system has developed strategies to implement an effective Career Pathways model, which will; (1) ensure and enhance career pathways development as set forth in WIOA; and, (2) inform and encourage career pathways in training and employment for both jobseekers and employers.

Strategies to integrate and enhance existing career pathway programs within West Virginia Adult Ed, Career and Technical Education, and the Community and Technical College System of West Virginia will be created to meet the pathway programs requirements of WIOA. This integrated system will allow participants to enter the pathway at any of these levels in addition to entering at the postsecondary level. Existing career pathway programs will expand to include adult education offerings and high school equivalency instruction. RIWDB will also collaborate with Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) and higher education financial assistance to bring together education, training, counseling, and support services.

RIWDB will continue the partnership with local community and technical colleges and economic development authorities to engage employers to identify employer workforce needs and ensure career pathways are aligned to those occupations that are high-demand, have higher skill needs and are likely to pay family-sustaining wages.

RIWDB will engage employers to identify the career pathways for quality entry-level jobs that can serve as pre-bridge and bridge models that lead to high-demand jobs and promote placement of individuals with barriers to employment, especially those with disabilities, into those jobs.

RIWDB will link Career Pathway programs to On-the-Job Training (OJT) and Incumbent Worker Training (IWT), whether provided through WIOA core programs or the industry partnerships.

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

RIWDB works closely with and supports the local economic development authorities to promote workforce and economic development through attending board meetings, making joint business visits of existing businesses, as well as prospect businesses, and general sharing of information. Regional partners collaborated to bring southern West Virginia, the WV Hive, a network of local office spaces and a regional incubator/accelerator to help foster entrepreneurs. The Hive is based in Beckley, with touchdown locations in Summersville, Hinton, Montgomery, and Lewisburg. The Hive works in partnership with the WVU LaunchLab-Beckley and the Community Transformation Project to provide entrepreneurship learning and support to students from kindergarten through college. The Region 1 Executive Director serves on the board of the West Virginia HIVE and collaborates on entrepreneurship activities, such as the Pitch Southern West Virginia business idea competitions, where entrepreneurs have the opportunity to “pitch” a business idea and receive funding to assist in a start-up or expansion of a business.

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

The R1WDB, in consultation with the American Job Center partners, and other community service providers will work together to ensure resource and service coordination for AJC customers. Supportive services will be designed to provide a participant with the resources necessary to enable their participation in career and training services. AJC customers will be assessed to identify their individual needs. A team-based case management approach will be utilized to connect one-stop customers with the appropriate resources and services. The R1 WIOA Partner Referral Form will continue to be used to make and track such referrals.

R1WDB developed policies and procedures that ensure supportive services are WIOA-funded only when the services are not available through other agencies and that the services are necessary for the individual to participate in title I activities. These policies will include establishing limits in the provision of supportive services and any exceptions to those limits, as described in 20 CFR 680.920.

Supportive services may be made available to any adult or dislocated worker participating in title I career services or training activities that are unable to obtain supportive services through other programs providing such services. The supportive services must be necessary to enable the individual to participate in career services or training activities. Follow-up career services are not a qualifying service for the receipt of supportive services. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Supportive services, like follow-up services, do not make an individual a participant or extend participation.

Supportive services that may be available through the local workforce area may include but are not limited to the following:

- Assistance with transportation;
- Referrals for assistance with child care and dependent care;
- Linkages to community services;
- Referrals for assistance with housing;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and
- Referrals for legal aid services.

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

The R1WDB is comprised of more than 51% business representation. The R1WDB will continue to engage businesses through one-on-one business services team visits, sector strategy partner meetings, local workforce board meetings and through the local economic development authorities and chambers of commerce.

The R1WDB will work to continue the growth of the sector strategy partnerships through meetings, surveys and visits to identify the needs of the employers, assess the skills and skills gaps of the workforce and then work together with the local career and technical educational centers and the local community and technical colleges to create solutions that will benefit both customer groups.

Local businesses will also be encouraged to participate in business-education partnerships, e.g., serve on Program Advisory Councils at local educational institutions as well as participate as Inspectors for the Simulated Workplace Program. This participation benefits the employer by providing them the opportunity to offer feedback and recommendations for improving programs to better meet employer needs.

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

The R1WDB works closely with employers within the region to design training opportunities appropriate to their needs and businesses. These opportunities arise through various businesses after hours events, sector partnership meetings, industry roundtables and one-on-one meetings. Tailored training, such as On-the-Job (OJT) or Incumbent Worker Training (IWT) are created by working closely with employers and addressing their desires in training a skilled workforce.

The R1WDB has participated in sector strategy meetings focused on the advanced manufacturing and utilities and wood product industries. Additionally, the R1WDB, in collaboration with Adult Ed, developed a Registered Apprenticeship CNA program to aid in meeting job demand and is actively exploring additional apprenticeship opportunities.

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

Local faith and community based organizations provide vital services including, but not limited to: subsidized childcare, utility assistance, mentoring, food banks and clothing closets.

The R1WDB will continue to work with these agencies, providing referrals when necessary, to assist in the support of the job seekers we serve.

### **Section 3: American Job Center Delivery System**

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

- |  |   |
|--|---|
| 1) Raleigh County Career Center<br>200 New River Town Center, Suite 200<br>Beckley, WV 25801<br>(304) 253-1214-phone<br>(304) 253-0176-fax | 4) Mercer County Career Center<br>195 Davis St.<br>Princeton, WV 24739<br>(304) 425-9362-phone<br>(304) 487-3203-fax          |
| 2) Greenbrier County Career Center<br>330 Red Oaks Shopping Center<br>Roncheverte, WV 24970<br>(304) 645-9099-phone<br>(304) 647-7412-fax  | 5) Pocahontas County Career Center<br>193 Duncan Rd.<br>Buckeye, WV 24924<br>(304) 799-2509-phone<br>(304) 799-2596-fax       |
| 3) McDowell County Career Center<br>110 Park Ave.<br>Welch, WV 24801<br>(304) 436-3131-phone<br>(304) 436-6310-fax                         | 6) Nicholas County Career Center<br>830 Northside Dr.<br>Summersville, WV 26651<br>(304) 872-0068-phone<br>(304) 872-0448-fax |

ROSS, IES currently serves as the contracted One Stop Operator for the local area. Mercer and Raleigh are Comprehensive centers while Greenbrier, McDowell, Nicholas, and Pocahontas serve as affiliate sites. Following is contact information for the One-Stop Operators:

ROSS, IES  
900 New River Town Center  
Beckley, WV 25801 (P) 304-253-5500 (F)304-253-5332

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

The workforce development system in the R1WDB local area recognizes the need for partners within the workforce development system to work together in order to provide maximum benefits to customers.

R1WDB will continue to strive to make WorkForce AJCs the primary vehicle for creating innovative opportunities that are organized around customer needs. Region 1 currently has centers in six (6) of the eleven (11) counties contained within the region. All centers offer a core set of services to all customers; some without eligibility requirements.

R1WDB will continue to encourage utilization of the R1 WIOA Partner Referral form that was developed in cooperation with the local area Division of Rehabilitation Services, DHHR, Adult Ed, and WorkForce WV. This referral form provides comprehensive and targeted referrals to mandated, core, and other relevant partners within the local workforce system.

Customers are provided career services (previously core and intensive services) through core partners at the AJC sites. If a customer is believed to be prepared for gainful employment after receiving career services, American Job Center staff assists the customer with job search and placement. If the customer is deemed to need training services, then American Job Center staff refers the customer to the other core partners based on the needs of the customer. Funds for training services are provided to customers through means such as, but not limited to, the RIWDB, WorkForce West Virginia, Department of Health and Human Resources, Division of Rehabilitation Services, and/or Adult Ed Services.

R1WDB is committed to providing high quality services for youth and adults through career exploration, guidance, support for educational attainment and On-the-Job training. Programs, services, and activities provided by the required partners are accessible in six centers; two of these are comprehensive centers. R1WDB has developed Memorandums of Understanding (MOUs) with all required partners.

Resource Specialists are available at each comprehensive site to provide customers with information about programs, services, and activities that are available through partners programs and how to access those services. A pilot project is currently in place at the Greenbrier satellite center. This collaboration between R1WDB and WVDHHR SPOKES program allows the Resource Specialist position to be utilized as a training site for job ready participants in need of work experience.

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

The R1WDB's goal is to provide easy and meaningful access to services while being customer friendly to both individual citizens and employers. The publicly funded workforce development system is a national network of federal, state, regional, and local agencies. These organizations provide a range of employment, education, training, and related services and supports to help job-seekers secure jobs while providing businesses with the skilled workers they need to compete in the global economy. R1WDB promotes a shared understanding of the workforce needs within the state and fosters development of more comprehensive and integrated approaches, such as career pathways and sector strategies, for addressing the needs of businesses and workers. The WorkForce AJCs in Region 1 have been established and are maintained as high quality service entities that are continuously improving and meeting customer expectations.

In addition, the R1WDB will provide reasonable accommodations for individuals with disabilities to ensure equal access and opportunity for those with disabilities. Taking into account the ADA and Section 188 of WIOA, modifications will be made to the application/registration process which will enable a qualified applicant with a disability to be considered for the same aid, benefits, services, and training or employment that is offered to a qualified applicant without a disability.

The R1WDB has a designated Equal Opportunity Officer whose responsibility consists of handling of grievances and complaints filed. A log of such is kept by the EO Officer. The EO Officer designation is provided through outreach material and on the "Equal Opportunity is the Law" posters provided by the state office. These posters are displayed throughout the R1WDB offices as well as in the One-Stop Centers for viewing. These materials are also provided to training providers for display. Recruitment materials, brochures, publications, and any public announcements published by the R1WDB, i.e., television, radio, contain the required tagline "*The Region 1 Workforce Development Board is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.*"

Individuals with limited English proficiency (LEP) will be provided with written translation or oral interpretation when needed in order to allow the individual to be considered for the same aid, benefits, services, and training or employment that is offered to English speaking customers. These accommodations will allow all qualified applicants with disabilities to be served effectively within the workforce development system.

The R1WDB will also ensure that all customers have meaningful access to American Job Center services by monitoring and implementing the provisions of the partner MOUs, which detail how participants will be provided services by each partner. In this way, there will be a continuous process of oversight of the access customers have to partner services.

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

The R1WDB utilized a competitive Request for Proposal (RFP) process to provide for the solicitation and selection of a One-Stop Operator. R1WDB will maintain written standards of conduct covering individual and organizational conflict of interest. Supporting documentation will be retained to sufficiently record the procurement process. This information will be available to auditors, state, and federal reviewers/monitors. See R1WDB Procurement and Selection of One-Stop Operator Policy Letter #16. R1WDB contracted with ROSS, IES as the One-Stop Operator.

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

Under current WIOA regulations, R1WDB will maintain a state approved comprehensive Eligible Training Provider List (ETPL). Participants in need of services to enhance their job readiness or career pathway may access career training through a list of state-approved training providers. WIOA Title 1-B builds upon and modifies the system in place under WIA Title I.

The workforce development system established under WIOA emphasizes informed consumer choice, job-driven training, provider performance, and continuous improvement. The quality and selection of providers and programs of training services, including Registered Apprenticeship Programs and others, is vital to achieving success for participants. Eligible training providers are qualified to receive WIOA Title I-B funds to train adults and dislocated workers, including those with disabilities. The list of eligible training providers is kept in the Mid Atlantic Career Consortium (MACC) database and are accompanied by relevant performance and cost information. This list must be made widely available, including in electronic formats, and presented in a way that is easily understood, in order to maximize informed consumer choice and serve all significant population.

Training providers are required to offer courses, classes, or a structured regime that leads to a recognized post-secondary credential or employment. These training services may be delivered in person, online, or in a blended approach.

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

Through the use of technology and other means, R1WDB will provide services that are beyond what customers can achieve on their own, such as public websites and telephone services. Each of the six centers located within Region 1 is equipped with a computer lab and printer capabilities. Resource Specialists provide informational assistance to customers through the on-line process, whether registering for services or filling out applications for employment. A comprehensive website is in place which allows individuals in remote areas who have Internet access the opportunity to register with WorkForce WV and view current job listings.

***(G) A description of how entities within the American Job Center delivery system, including American Job Center operators and the American Job Center partners, will comply with Section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities;***

Section 188 of Workforce Innovation and Opportunity Act ensures nondiscrimination and equal opportunity for various categories of persons, including persons with disabilities, who apply for and participate in programs and activities operated by recipients of WIOA Title I financial assistance. The Region 1 AJCs will utilize the "Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide" in assuring compliance with Section 188 of WIOA. The Guide is designed to ensure meaningful participation of people with disabilities in programs and activities operated by recipients of financial assistance under the Workforce Innovation and Opportunity Act (WIOA), including those that are part of the AJCs Network.

Methods in which the Region 1 AJCs ensure reasonable accommodations to people with disabilities include, but are not limited to the following: (1) Utilizing electronic technology to assist with opening and closing doors and assuring that entry ways provide easy access. (2) Auxiliary aids and services are available upon request. (3) Programs are administered in the most integrated setting appropriate for the customer's needs. (4) ADA Self-Evaluation forms are completed on a yearly basis to ensure all centers are in compliance with these standards, and (4) Working directly with WVDRS in providing staff training and support for addressing the needs of individuals with disabilities.

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

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

The R1WDB, in accordance with the Rehabilitation Act, Title I of the Americans with Disabilities Act (ADA), Title II of the ADA, the General Education Provisions Act, and all WV Anti-Discrimination Laws, understands and abides by the provisions as set forth by the State of WV. Eligible training providers and sub-recipients and/or contractors are subject to the equal opportunity and nondiscrimination requirements contained in Section 188 of WIOA. The R1WDB also works closely with the WVDRS to provide training to workforce staff to assist individuals with disabilities.

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

Required AJC partners enter into MOUs with Region 1 and work collaboratively with the local area to establish and maintain the AJCs system consistent with the laws, federal principles, and all other applicable requirements. These partners provide representation on the state and local workforce development boards and participate on other committees as needed. They provide access to its programs and activities as well as applicable career services.

The AJCs infrastructure system is funded through a reasonable cost allocation methodology by which cash or in-kind costs are contributed by each partner in proportion to the relative benefits of their participation.

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

The R1WDB utilizes Individual Training Accounts (ITAs) as the primary method for procuring training services. Training services are linked to in-demand employment opportunities in the local area or an area in which the participant is willing to relocate. Growing industries within Region 1 include both health and professional services with healthcare occupations predicted to have the most job development through 2028.

Other growing industries are food services and drinking places. These jobs are considered “middle skills” jobs and require less formal education than health or professional services jobs. Given the

low level of formal education in West Virginia, Region 1 will concentrate on training for these occupations that require training beyond high school, but not a four year college degree.

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

R1WDB provides WIOA Basic Career Services to all individuals seeking assistance without regard to specific eligibility criteria.

WIOA Individualized Career and Training services that require significant staff time or assistance are provided to individuals as outlined below:

#### ADULT FUNDS

- First Priority – Veterans and eligible spouses (covered persons) who are low-income or recipients of public assistance or who are basic skills deficient.
- Second Priority – Individuals (non-covered persons) who are low-income or recipients of public assistance or individuals who are basic skills deficient.
- Third Priority – Veterans and eligible spouses who are not low-income and are not recipients of public assistance or basic skills deficient.
- Fourth Priority – Individuals who do not meet the above priorities.

How Priority of Service is defined and applied-Priority of Service does not mean that only those individuals who meet the criteria listed above will be served. It means that if there are individuals who meet those criteria who are registered for service and deemed in need of career and training services, they will be enrolled before other individuals are considered. R1WDB staff conduct intake and case management services as well as make decisions on who will be enrolled, essentially using the rule that if individuals who meet the priority of service definition are available, they will receive consideration for training services and work-based experience programs over others.

If training services are provided to individuals from another region within West Virginia or from another state, a valid Memorandum of Understanding between the Workforce Development Boards must be in place before training begins.

Individuals who meet the definition of an individual with a barrier to employment who are underemployed may also be served in the Adult Program. Individuals who are determined eligible for the Dislocated Worker Program who are determined by state and/or local policies to be underemployed, may still be considered eligible for career and training services under this program.

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

The R1WDB may utilize funding for incumbent worker training opportunities and may use not more than 20% of funds allocated by the governor to do so. In order to receive funding, the local board takes into account the following:

- The characteristics of the participants in the program;

- The relationship of the training to the competitiveness of a participant and the employer;
- Other factors as determined appropriate by the local board. These may include the number of employees participating in the training, the wage and benefit levels of those employees (both pre-and post-participation earnings), and the existence of other training and advancement opportunities provided by the employer.

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

The R1WDB provides staff training in a number of ways. Training is provided monthly with specialized training being provided quarterly or as needed. Outside training opportunities may be provided to staff such as those offered by WorkForce WV, other state agencies, federal agencies, conferences/workshop attendance, or training offered through other organizations with programs related to workforce development. Webinar trainings are attended by staff and will continue to be encouraged as a means to keep relevant on work-related issues.

#### **Section 4: Title 1- Adult, Youth, and Dislocated Worker Functions**

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

Training services are provided through the use of Individual Training Accounts (ITAs) to eligible individuals through American Job Centers. The ITA gives eligible customers financial power to use allotted funds at eligible training facilities that appear on the region/state list. These ITAs supplement financial aid already available through other sources or they may pay for all the costs of training and support. Support payments may be provided to customers based upon round trip mileage to and from training/work sites. Length of training is based on the time needed to adequately learn occupational skills as well as cost effectiveness. Training must be completed within a two (2) year timeframe.

The local board may contract for services in lieu of ITAs if it is determined that there are an insufficient number of eligible providers in the local area. Training services may also be provided in lieu of the ITA by contract for services if such services are customized training provided by an employer, community-based organization, or other private organizations that offer specialized services to targeted groups that face multiple barriers to employment, as determined by the local board. Additionally, Trade Adjustment Assistance (TAA) funding for training is also accessed through ITAs, while state guidelines are followed regarding the distribution of those funds. Refer to R1 LWDB Workforce Development Board Policy Letter PL #04 – Change 2 - Individual Training Accounts attached to this document for further information.

On-the-Job Training (OJT), considered a Business Service, is a program for adults and dislocated workers. The OJT program is designed in such a way to benefit both the customer and the employer. This program will match employer needs with customer’s qualifications. The OJT Program will provide reimbursement for up to 75 percent of the customer’s wages to the employer to allow for the extraordinary costs associated with training the customer and any additional supervision that may be needed during this period. The employer will be responsible for designing the training program for the customer at the work site. The customer is to be compensated the same wage rate, including periodic increases, as other trainees or employees who are in similar occupations and who have similar training, experience, and skills. Payments for reimbursement of customer’s wages will be made directly to the employer.

Empowered Employment is a time-limited work experience that seeks to overcome employment barriers and transition people with labor market barriers into work using wage paid, short-term employment that combines work, skill development and supportive services. These jobs are designed to enable an individual to establish a work history, demonstrate work success and develop the skills that lead to unsubsidized employment. Comprehensive career services and counseling are provided throughout the program and assistance is provided to help participants overcome potential employment barriers such as transportation. Collaborative efforts with partner agencies aid in providing the necessary services for individuals to fully engage back into employment.

Customized training is designed to meet the special needs and requirements of an employer or a group of employers. This training is conducted with a commitment by the employer(s) to employ the customer(s), or in the case of incumbent workers, continue to employ an individual, upon the successful completion of the training period. The employer pays for no less than 50% for the cost of the training. Customized training for eligible, employed individuals may be provided for an employer, or a group of employers, when the employee is not earning a self-sufficient wage as determined by WIOA policy. Please refer to Region 1 Workforce Development Board Policy Letter PL #10-Customized Training for further guidance on customized training requirements.

The Registered Apprenticeship system has been utilized to meet the needs of America's skilled workforce for over 75 years. It is a unique, flexible training system that combines job related technical instruction with structured on-the-job learning experiences. Registered Apprenticeship is a leader in preparing American workers to compete in a global 21st Century economy because the system keeps pace with advancing technologies and innovations in training and human resource development.

The Registered Apprenticeship system provides the opportunity for workers seeking high-skilled, high paying jobs and for employers seeking to build a qualified workforce. In this regard, the Registered Apprenticeship system effectively meets the needs of both employers and workers.

Registered Apprenticeship is highly active in traditional industries such as construction and manufacturing, but it is also instrumental in the training and development of emerging industries such as healthcare, energy, and homeland security.

Incumbent Worker Training (IWT) is designed to meet the special requirements of an employer (including a group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment and conducted with a commitment by the employer to retain or avert the layoff of the incumbent worker. An ideal Incumbent Worker Training would be one where a participant acquires new skills allowing him or her to move into a higher skilled and higher paid job within the company, thus allowing the company to hire a job seeker to backfill the incumbent worker's position. Incumbent Worker Training must increase both a participant's and a company's competitiveness. Under Section 134(d)(4) of WIOA, local boards can use up to 20 percent of their adult and dislocated worker funds to provide for the federal share of the cost of providing Incumbent Worker Training.

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

The R1 LWDB has a Rapid Response system that helps to stabilize a productive work environment during layoff warning periods by immediately linking community services to

dislocated workers. Workers are able to take positive steps toward new jobs while working out their notification period. The Rapid Response program provides comprehensive rapid response services to both businesses and job seekers. An emphasis is placed on early intervention with transitional services to employees, companies, and communities. Employment, re-employment and lay-off aversion, customized services, information regarding Unemployment Insurance, labor market information, strategies for re-employment, dislocated worker center resource services, labor/management committees, and other available services, such as Trade Adjustment Assistance, Children's Health Insurance Program (CHIP), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Temporary Assistance for Needy Families (TANF), credit counseling and skills attainment opportunities are key components of the program. Key partner agencies are invited to Rapid Response meetings to provide information on their services and assist the needs of workers being dislocated.

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

Region 1 Career Connections Program coordinates effective and comprehensive services to eligible youth participants by improving educational and skill competencies while providing effective connections to employers. Strategies are developed once basic assessments of academic levels, skill levels, and service needs of participants are complete. These include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitude and developmental needs. Region 1 utilizes the TABE 11-12 as one means of assessment. Service strategies are then developed for each youth participant that identifies an employment goal and outlines strategies to help them reach that goal.

Region 1 works with a multitude of partners to provide effective youth workforce investment activities within the local area. Coordinated efforts include, but are not limited to:

- Dual-enrollment of Youth in WIOA-Adult funding as applicable
- Collaboration with WVDRS with both In-School and Out-of-School youth (youth transitioning from high school)
- Coordinating/Referring youth to Youth Build Programs
- Utilizing other partner agencies that serve the 16-24 year old population in regards to housing, TANF, SNAP, juvenile justice system, and etc. to provide an array of services based on individual needs and to avoid duplication of services

By coordinating efforts, eligible youth, including those who are individuals with disabilities, will have access to numerous opportunities and services, including:

- Tutoring
- Alternative School Offerings
- Work Experiences
- Occupational Skills Training
- Leadership Development Opportunities
- Supportive Services
- Adult Mentoring
- Comprehensive Guidance and Counseling
- Financial Literacy
- Entrepreneurial Skills Training
- Services that provide Labor Market information in the local area

- Activities that assist Youth transition to postsecondary education, training and military
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
- Follow-Up services

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

The R1WDB also provides preparation for post-secondary educational opportunities, strong linkages between academic and occupational learning, preparation for unsubsidized employment opportunities, and effective connections to local and regional employers.

The R1WDB coordinates education and workforce development activities carried out in the local area by providing training services to those who meet the eligibility requirements for program acceptance. Workforce Advisors are required to interview the job seeker to determine what other services they are currently receiving. Outreach is then conducted with those agencies to coordinate strategies and services to avoid duplication.

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

The vast geographic area of the region and the lack of public transit complicate the ability to meet the needs of the industry and jobseekers alike. Modes of public transportation, once in play, have been cut compounding the already significant barrier of transportation.

Supportive services that may be available through the local workforce area, may include, but are not limited to the following:

- Transportation assistance
- Referral to child care and dependent care costs
- Referral to housing and utility assistance
- Interview clothing, uniforms, and other appropriate work attire
- Tools or other work or training-related materials
- Work and training-related licenses, permits, and fees

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

The R1WDB has established priority of service as follows:

Adult Funds:

- First Priority – Veterans and eligible spouses (covered persons) who are low-income or recipients of public assistance or who are basic skills deficient.
- Second Priority – Individuals (non-covered persons) who are low-income or recipients of public assistance or individuals who are basic skills deficient.
- Third Priority – Veterans and eligible spouses who are not low-income and are not recipients of public assistance or basic skills deficient.

- Fourth Priority – Individuals who do not meet the above priorities.

How Priority of Service is defined and applied- Priority of Service does not mean that only those individuals who meet the criteria listed above will be served. It means that if there are individuals who meet those criteria who are registered for service and deemed in need of career and training services, they will be enrolled before other individuals are considered. Local WorkForce West Virginia intake and case management staff will make decisions on who will be enrolled, essentially using the rule that if individuals who meet the priority of service definition are available, they will receive consideration for training services over others.

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

Eligible dislocated workers may receive intensive counseling, skill-development and professional-technical training through local R1WDB, in addition to basic employment services such as skill assessments, labor-market information, information about training programs and job-search assistance. Funds will be distributed based on the Dislocated Worker federal formula funding.

1. A dislocated worker is an individual who meets one of the five definitions required for certification as a Dislocated Worker:
  - a) Has been terminated or laid off, or has received a notice of termination or layoff from employment; AND
  - b) Is eligible for or has exhausted unemployment insurance; OR has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment insurance due to insufficient earnings or having performed services for an employer that were not covered under State unemployment compensation law; AND
  - c) Is unlikely to return to a previous industry or occupation.
2. Has been terminated or laid off, or received notification of termination or layoff, from employment as a result of a permanent closure of, or substantial layoff at, a plant, facility, or enterprise; OR Is employed at a facility, where the employer has made the general announcement that the facility will close within 180 days.
3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster.
4. Is a displaced homemaker. The term “displaced homemaker” means an individual who has been providing unpaid services to a family member in the home and who has been dependent on the income of another family member but is no longer supported by that income OR is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, call or order to active duty, a permanent change of station, or the service-connected death or disability of the member AND is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
5. Is the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member OR is the spouse of a member of the Armed Forces on active duty and

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

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

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

***(I) A description of the Local Board’s definition of “unlikely to return to previous industry or occupation” when required for eligibility for Dislocated Worker Services.***

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

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

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

The Region 1 WDB provides employment and training programs for young people ages 16-21 who meet the criteria for In-School Youth and 16-24 who meet the criteria for Out-of-School Youth. They must meet income guidelines and have at least one mandated barrier to employment. In order for a youth to qualify for services using the criterion “*Is an individual (including youth with a disability) who requires additional assistance to complete an education program, or to secure and hold employment,*” the following conditions must be met:

1. Verification obtained from a professional source (school official, physician, drug or alcohol rehab agency, psychologist, literacy center, AEL coordinator, AE instructor, employer, current or past, Veteran’s Administration, Division of Rehabilitation Services, DHHR, documentation such as school records, attendance records, medical records, SSD records, social service records, worker’s compensation records, case records, or applicant statement) may also be used.
2. This criterion includes the following:
  - Participant possesses a disability, including a learning disability or has an IEP
  - Youth has poor school attendance (as defined by school)
  - Youth has limited English proficiency
  - Youth that is attending an alternative school
  - Child of incarcerated parent(s)
  - Migrant youth
  - Youth that has aged out of foster care
  - Youth with behavioral problems at school
  - Youth from a family with illiteracy problem(s)
  - Youth in a situation of domestic violence
  - Youth with a substance abuse problem
  - Youth with chronic health conditions
  - Youth that lacks occupational goals/skills
  - Youth that has a poor work history (been fired from one or more jobs within the last six months, OR has a history of sporadic employment, such as “has held three (3) or more jobs within the last twelve (12) months, and is no longer employed”), or
  - Youth that has been actively seeking employment for at least two (2) months, but remains unemployed or underemployed, This includes a youth with no employment history, a youth with limited part-time experience (those working on an as-needed or seasonal basis), and youth actively seeking full-time employment, but have only achieved part-time employment.
  - Youth with other extenuating circumstance that requires additional assistance to obtain education or employment.

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

Eligibility and the need for training services is supported by and documented in the case record and meets the following criteria:

- Is in a “priority of service” category, if any, as established by R1WDB
- Participant has been determined to be unable to obtain or retain employment through basic services (documented in case notes)
- Participant has been determined to be in need of training services (through interview, case management, evaluation or assessment and as documented in case notes)
- Participant has been determined to have the skills and qualifications to successfully complete the training program services (through interview, case management, evaluation or assessment and as documented in case notes)
- Participant has selected a program of training directly linked to the employment opportunities (demand occupations) in the local area or another area in which the individual is willing to relocate (case file documents process of determining link to employment opportunities)

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

The R1WDB Youth Services Program (Career Connections) will make available the following fourteen elements and will offer them to eligible youth in accordance with each youth’s Individual Service Strategy. It is not required that each youth receive services provided under all fourteen elements, but it is expected that each youth will receive services under at least two of the fourteen elements as part of their comprehensive plan. The fourteen service elements are:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a high school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. Region 1 partners closely with local high schools, homeschoolers, Adult Ed and SPOKES Programs as well as programs such as Job Corps to ensure that participants receive the skills necessary to complete their high school diploma or recognized equivalent.
2. Alternative secondary school services, or dropout recovery services, as appropriate.
3. Paid and unpaid work experiences that have as a component academic and occupational education, which may include (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training opportunities. Region 1 has partnered with agencies such as the Town of Bradshaw, WV Realty Pros, City of War, Powerhouse Youth Center, Big Creek People in Action, FRN (Teen Court), Twin Timbers Forestry Products LLC, Burns Service Center, Jackie’s Bookkeeping and Tax Services, and many others in order to provide participants with relevant work experience and training. Many of these positions have led to regular employment.
4. Occupational skills training which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.

5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupation cluster such as career pathways.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate. Region 1 has provided opportunities for youth participants along with Career Connections staff to participate in numerous community service and peer-centered activities including but not limited to the following: distributing turkeys in McDowell County; food drives in various counties, Cover Appalachia-blanket and food distribution, hygiene products for the homeless shelters, distributing toys during the holidays to Clearfork and Marsh Fork elementary schools, McDowell TEAM Center, and McDowell Volunteer Fire Departments. Beatification projects include Women's Resource Center, Collin's Park in Oak Hill, litter pick up at James Monroe High School, and Union Library. School supplies were distributed to Western Greenbrier Middle School and Fayetteville Pre-K – 8. Increased food insecurity due to the COVID-19 was addressed in our areas by distributing food boxes to participants in need. Local grocery stores offered discounts and volunteers helped to pick up food and pack boxes.
7. Supportive Services in Region 1 assists participants in purchasing clothes, shoes, fuel assistance, and required equipment for work experiences as well as training and interviews. Clothing assistance may be given to active youth participants who are employed or attend college or training. Assistance in purchasing books and supplies for school or training is also available.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months. Each participant is paired with a Career Specialist who offers supportive counselling and mentoring for all participants. Workshops on topics such as hygiene; maintaining good credit; banking and budgeting; resume writing; how to dress for job interviews; and many more are provided monthly.
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate. Region 1 partners with local mental health agencies such as FMRS, Southern Highlands, and Seneca Mental Health to ensure that appropriate referrals are made for participants in need of such of services.
11. Financial literacy education. Workshops are held that will cover Financial Literacy topics such as: how to record transactions, assess spending, create a budget, and pay bills.
12. Entrepreneurial skills training. Region 1 will be offering workshops to increase youth participants knowledge base and entrepreneurial opportunities; these workshops are held in collaboration with the WV HIVE Network that helps aspiring and existing business owners launch and grow successful businesses throughout southern West Virginia.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
14. Postsecondary Preparation and Transition Activities that help youth prepare for and transition to postsecondary education, military and employment training include but not limited to workshops on: FAFSA, Social Media, Financial Literacy College Prep, Military exams, ACT prep, Career Assessment, Occupational Exploration, and short and long term goal setting.

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

The Region 1 Workforce Development Board's Youth Program will remain in compliance with WIOA regulations; tracking the 20% expenditure rate on paid work experiences for In-School and Out-of-School youth/young adults. Every month The R1WDB receives a financial report from the youth service provider documenting work experience expenditures that is then reported in the MACC system. Through consistent monitoring, Region 1 ensures a minimum of 20% of Youth Funds are utilized for work-based activities. Additionally, we have intensive monitoring activities scheduled with the service provider at least twice per year.

The Region 1 Career Connections program emphasizes paid and unpaid work experiences with academic and occupational education components that include (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training opportunities. The Career Connections Program has partnered with agencies such as WV Realty Pros, City of War, Powerhouse Youth Center, Big Creek People in Action, FRN (Teen Court), Twin Timbers Forestry Products LLC, Burns Service Center, Jackie's Bookkeeping and Tax Services and many others in order to provide participants with relevant work experience and training. Many of these positions have led to regular employment.

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

Region 1 has recognized the priority on OSY/young adults and continues to identify models and effective practices to assist local area staff in successfully meeting the needs of individuals while also meeting the WIOA regulations that 75% of all youth funds must be spent on Out-of-School Youth. The R1WDB ensures at least 75% of all youth funding is spent on Out-of-School Youth through consistent monitoring, monthly reports from the youth service provider and MACC monitoring.

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

The Region 1 Workforce Development Board's youth program is currently operated through a contract with ROSS, IES for both the In-School and Out-of-School population. The Connections Program serves participants by providing comprehensive, individualized services which enable youth to become successful, productive citizens. The fourteen key elements (listed and described in L) will be offered to eligible youth in accordance with each youth's Individual Service Strategy. It is not required that each youth receive services provided under all fourteen elements, but it is expected that each youth will receive services under at least two of the fourteen elements as part of their comprehensive plan.

The Region 1 Career Connections program focuses on three key components:

**A) Character Building**

- Mentoring
- Leadership Development
- Community Service

**B) Employability**

- Job Readiness
- Work Experience
- Job Shadowing

- Summer Employment
- Job Placement
- Job Retention
- Entrepreneurial Training
- Pre-Apprenticeship Programs

### **C) Skill Enhancement**

- Skill Attainment/Certificate
- Tutoring
- Numeracy/Literacy
- TASC Preparation (Test Assessing Secondary Completion)
- Post-Secondary Education
- Financial Literacy

ROSS, IES continues to recruit and enroll new youth throughout the program year, as well as plan and implement services to these youth on a regular/consistent basis. Performance on these standards will be financially tied to their contract. The following targets have been established for the current program year:

#### **Recruitment/Enrollment Activities:**

- At minimum two (2) recruitment events will take place throughout the Region during the program year to enlist new In-School and Out-of-School youth into the Career Connections Program as necessary.
- At minimum, the total youth enrollment for the In-School Youth Program will be an average of 66 youth (excluding youth in follow-up), throughout the program year.
- At minimum, the total youth enrollment for the Out-of-School Youth Program will be an average of 133 youth (excluding youth in follow-up), throughout the program year.

#### **Employability/Character Building Activities:**

- 20% at minimum of the In-School and the Out-of-School Budgets must be expended on work experiences and monthly expended amounts reported to the R1WDB for reporting purposes.
- 80% of In-School youth and 80% of Out-of-School youth served in the program year will participate and successfully complete at least two (2) of the following employment activities: Job Readiness Workshops, Career Exploration Workshops, Paid/Unpaid Work Experience, Job Shadowing, Summer Employment, Job Fairs, Internships, Pre-apprenticeship Programs, On the Job Training Opportunities, and Job Retention/Advancement Workshops.
- 40% of In-School youth and 40% of Out-of-School youth served in the program year will participate and successfully complete at least two (2) of the following Character Building Activities: Mentoring, Leadership Development, Community Service, Cultural Event, Financial Literacy, and Life Skills Training.

#### **Workshops/Activities Standards and Reporting:**

- A minimum of one planned Workshop/Event per county per month.
- Submit a schedule of planned activities as part of the Monthly Reporting process.

- Report activities as per the original planned schedule detailing how many students participated per county in the Monthly Reports.

Program monitoring for the Region 1 Workforce Development Expected Youth Outcomes will be conducted on a semi-annual basis. However, the Region 1 Workforce Development Board reserves the right to monitor and observe, making recommendations, and commendations at any time during the grant period. If Employability/Character Building/Skill Enhancement activities are not being met the Service Provider may be required to submit a Corrective Action Plan addressing the relevant performance issues. Technical Assistance will also be provided by the R1WDB. If the Service Provider continues to not meet outcomes as identified funding may be reduced or the Youth Service Contract may be rescinded.

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

The Region 1 Workforce Development Board provides basic and individualized career services to customers at each American Job Center through various partners, including but not limited to: The Department of Health and Human Services (DHHR), WorkForce West Virginia, West Virginia Department of Education, Department of Rehabilitation Service, and WV Adult Ed.

Electronic partner referral forms will continue to be utilized to assist with integrating services. The Region 1 Partner Referral form allows agencies to make and track appropriate referrals of customers to partnering agencies for additional resources.

Partner referral services are assigned in the MACC system. The IT system will allow our partners a more user-friendly, accessible way to follow and track customers.

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

Follow-up services must be made available, as appropriate—including counseling regarding the workplace—for participants in adult or dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. Required documentation for follow-up is primarily case notes entered into the MACC system by staff performing the follow-up contact. (See Attachment Policy Letter #14)

The Youth Service Provider will make follow-up services available to all youth participants for not less than 12 months after the completion of participation. Follow-up services are those services necessary to assist a youth who has exited from the program to help ensure the youth is successful in employment and/or post-secondary education and training. A list of potential follow-up services for youth can be found at 20 CFR § 681.580(b).

## **Section 5: Wagner-Peyser Functions**

***(A) A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.***

Region 1 will utilize Opportunities in Action Core Partner meetings to share information and

plan cross-training activities for partner staff to ensure jobseekers and employers are provided high quality, seamless service at the local one-stop centers. Partner referral forms provide a mechanism to track referrals to partner agencies/resources, as well as results. This will help avoid duplication of services, provide joint case management opportunities and connect customers with the resources that can best meet their needs.

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

The R1 Partner Referral form is a tool that will assist with integrating services. This form allows agencies to make and track appropriate referrals of customers to partnering agencies for additional resources. Training for partnering agencies and resource tools will be provided at Opportunities in Action Core Partner meetings which are scheduled as needed.

The local area will support the certificate system based training that WorkForce West Virginia will initiate. This training will strengthen staff knowledge of Employment Services and partner services allowing for a well trained staff to assist customers in obtaining the proper services needed for employment. It will also provide insight to staff into industry and business needs in the local and surrounding areas. Proposed team-based management will be used to share information of co-enrolled individuals and to avoid duplication of services.

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

The R1WDB will ensure that a full range of employment and training services is provided to the agricultural community, both farmworkers and agricultural employers. If applicable, the R1WDB would partner with the National Farmworker Jobs Program (NFJP) as well as other community and state organizations and State Monitor Advocates to provide appropriate career and training services, youth services, housing assistance services, and related assistance services to eligible migrant and seasonal farmworkers (MSFW) (including MSFW youth) and eligible seasonal farmworkers (including eligible MSFW youth) and their dependents.

The R1WDB and the American Job Centers within Region 1 may partner with National Farmworker Jobs Program to:

- Leverage the American Education and Family Literacy Act (AEFLA) as part of a career pathway strategy for program participants co-enrolled in NFJP.
- Refer NFJP participants to WIOA adult and youth formula programs if they need more intensive support around specific program elements.
- Leverage and refer NFJP participants to the Vocational and Rehabilitation program to assist farmworkers with disabilities.
- Refer NFJP participants to the Senior Community Service Employment program for aging farmworkers.
- Refer NFJP participants to Veterans for State Grant operators for farmworkers identified as Veterans.
- Refer NFJP participants to Temporary Assistance for Needy Families programs for continued support for farmworker family nutrition.
- Coordinate resources to ensure customer-centered service delivery for all customers, including individuals who are English language learners and individuals who are facing substantial cultural barriers.

- Leverage and refer NFJP participants to Health and Human Services Head Start programs to promote school readiness for farmworker children by supporting their educational development.

## **Section 6: Title II – Adult Education and Family Literacy Functions**

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

The R1WDB has an active collaboration with the Adult Education (Adult Ed) system in the local area. Their mission: *To enable adult learners to be literate, productive, and successful in the workplace, home, and community by delivering responsive adult education programs and services.* Adult Ed assists in satisfying the continuing education needs of adults in the current labor force, as well as those entering the labor force for the first time. The Adult Ed Program can assist individuals who: (1) do not have a high school diploma; (2) are considering college, the military, or post-secondary training; (3) are looking for work, or looking to change jobs; and (4) want to learn how to use a computer.

Currently Adult Ed Programs operate in all counties in the Region 1 local area providing individuals with an array of academic services. Programs reside in three of the five Region 1 American Job Centers (Pocahontas, McDowell, and Mercer), and are convenient to the other two centers (Raleigh and Nicholas). Adult Ed staff maintain an office in Nicholas. The Summers County Library houses the Adult Ed program and hosts pop-up services for WorkForce. Adult Ed programs also operate within Career and Technical Education Centers (Fayette, Mercer, McDowell, Raleigh, and Wyoming), and within Community and Technical Colleges (Raleigh and Nicholas).

Adult Education Programs provide academic instruction and education services below the postsecondary level that increase an individual’s ability to do the following:

1. Read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a high school equivalency diploma
2. Transition to postsecondary education and training, and
3. Obtain employment

Adult Education Programs are expanding to include career pathway programming, either as stand-alone programs, or in collaboration with CTE and CTC programs. All career pathways programs provide contextualized instruction in basic academic skills (Reading, Writing, Listening, Speaking, Applied Math, and Digital Literacy), including industry-specific vocabulary, critical thinking, and work-readiness skills.

Current Adult Ed and Career Pathways Programs available through the Region 1 local area include but are not limited to:

Business Information Technology	College Entrance	College Transition
Computer Literacy	Cosmetology Prep	Electricity
Pre-Electrical Technology	Health Care	Medical Terminology
HSE Prep	Life and Employment Skills	Masonry
Prep for Entrance and other Exams	Practical Nursing	Hospitality & Tourism
Retail & Entrepreneurship	Certified Nursing Assistants	
Call Center and Customer Support	Medical Assisting	Customer Service
	Small Business Administration	
	Lumber Grading	
	Transportation and Distribution	

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

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

Moving forward, Adult Education programs will provide further integration of programming by collaborating with WIOA partners to align new activities with next steps of existing pathways. These activities will reflect current labor market information and align with post-secondary and other training opportunities.

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

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

Assessment protocols will reflect vendor guidelines for assessment administration (see below). Assessments will be administered and shared among partners (with referral and release in place). Adult Education Programs are prepared to administer assessments on behalf of all partners. Test Administrators must complete appropriate pre-service prior to test administration. This training will be available to all partners. A Memorandum of Understanding will be developed to incorporate these guidelines.

TEST	RECOMMENDED PRE- and POST-TESTING TIMEFRAMES
<p><b>BEST</b></p> <p><b>Literacy</b></p> <p><b>BEST Plus 2.0</b></p>	<ul style="list-style-type: none"> <li>• 60 hour minimum; 80-100 hours recommended</li> <li>• If the hours for the course of instruction exceed the recommended number of hours, post-testing may most appropriately take place at the end of the instructional session.</li> <li>• Because program-related factors such as intensity of instruction, class size, teacher training, and experience, and use of appropriate curricula and materials will affect language learning proficiency gains, programs should consider these factors when determining timing for pre- and post-testing.</li> </ul>
<p><b>CASAS</b></p>	<ul style="list-style-type: none"> <li>• 40 hours minimum; 70-100 hours recommended</li> <li>• Allow exceptions for courses with different schedules and intensity, e.g., allow more time for courses that meet infrequently or not intensively and for very intense courses wait longer than the recommended number of hours to post-test.</li> <li>• Programs offering high intensity courses (e.g., class meets more than 15 hours per week) may choose to test at the end of the semester, term, quarter, or other substantial block of instruction, even though the instructional intervention is more than 100 hours of instruction</li> <li>• Programs offering low intensity courses with less than 70 hours in a semester, quarter, term, or other block of instruction, may choose to post-test at the end of the instructional period</li> <li>• Programs may choose to assess students who indicate they are leaving the program before the scheduled post-test time, to maximize collection of paired test results.</li> </ul>
<p><b>TABE</b></p>	<ul style="list-style-type: none"> <li>• If the pre- and post-test are for the same level but using different form (e.g., (TABE 11 Level M to TABE 12 level M): <ul style="list-style-type: none"> <li>• 40 hours minimum and 50-60 hours recommended for students testing into NRS Levels 1-4;</li> <li>• 30-59 recommended for students testing into NRS Levels 5 and 9 (ASE Low and High)</li> </ul> </li> <li>• If the pre- and post-test are for the same level and use the same form (e.g., TABE10 level M to TABE 10 level M): 120 hours. Note: AEMIS will not allow you to use the same form, so in WV you must always use alternate forms.</li> <li>• CTB/McGraw-Hill suggests the pre- and post-test guidelines as Best Practices recommendations based upon practitioner feedback. The purpose for assessing with the TABE will also have an impact on the implementation of these recommendations. CTB discourages random and frequent testing as it will not present valid gain scores and could create a practice effect, thus producing questionable or spurious scores. Instructional intervention between testing periods is strongly recommended to maximize gain. Proper use of the Locator Test as a determinant of appropriate content level testing is also strongly recommended and is an integral part of the testing process.</li> <li>• If a test is to be administered as a retest because the initial test session was invalid, there is not a prescribed length of time that needs to occur. However, CTB strongly encourages some instructional time in order to avoid practice effect.</li> </ul>

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

The Regional Director of Adult Education in Local Area 1 currently represents Title II service on the local Workforce Development Board. Regular and consistent coordination (and reporting) is achieved by activities including, but not limited to:

- Providing for participation of Adult Education Providers in each county work group.
- Support of local initiatives (job fairs, information fairs for dislocated workers).
- Inclusion of partners in Adult Education Programming, Professional Development, Recognition Ceremonies, and other activities.
- Collaboration with Public Awareness Initiatives.
- Provision of monthly reporting on WIOA related activities to all partners and Adult Education Grant Administrators.
- Encouragement of input in all partnership agreements and activities by Adult Education Providers and Practitioners.

County Adult Education	Contact Number
Fayette	304-469-2911
Greenbrier	304-392-6209
Mercer	304-425-7953 or 304-323-2841
McDowell	304-436-4796 or 304-436-6580
Monroe	304-772-3038 or 304-772-4067
Nicholas	304-872-7060
Pocahontas	304-799-2509
Raleigh	304-256-3964
Summers	304-466-4490
Webster	304-847-2550
Wyoming	304-732-8050 ext. 141

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

Adult Education Services will continue to be provided in the American Job Center system within the local area as described in the beginning of this section. Based upon need programs will be provided in workplace and other settings. Continuing collaboration with American Job Center partners is a major focus with the intent to provide job seekers and employers alike with the best possible outcomes to strengthen and boost the local area’s economy and way of life.

## **Section 7: Vocational Rehabilitation Functions**

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

*training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.*

The R1WDB has an active partnership with the West Virginia Division of Rehabilitation Services (WVDRS) system in the local area. Their mission: *Together, we enable and empower individuals with disabilities to work and live independently by providing individualized services to consumers and employers.* WVDRS provides one-on-one effective personal services to its consumers, carefully evaluating their consumers' skills and interests. To help people with disabilities achieve their employment goals, WVDRS is available to provide a variety of services to eligible consumers, such as: (1) Evaluation and Diagnostic Services; (2) Vocational Counseling and Guidance; (3) Training Services; (4) Rehabilitation Technology Services; (5) Physical and Mental Restoration Services; (6) Specialized Services; (7) Job Placement Services; and (8) Support Services.

Additionally, WVDRS provides businesses and employers with solutions to disability-related barriers. WVDRS provides critical business options in the areas of staffing, education, accommodations, and awareness of financial incentives associated with hiring individuals with disabilities. WVDRS also works with businesses statewide to assess their current and future employment needs. WVDRS makes a deliberate effort to provide for the needs of businesses by enabling individuals with disabilities to progress through the employment pathways necessary to successfully enter the job market indicated by the needs of those employers.

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

Currently, WVDRS operates in all eleven counties in the Region 1 local area providing an array of services to eligible individuals. WVDRS Field offices are located in four of the Region 1 American Job Centers (McDowell, Mercer, Nicholas, and Raleigh). Field offices also exist outside of the AJCs in Greenbrier and Wyoming Counties. Satellite offices are located in Fayette, Pocahontas, and Summers Counties.

WVDRS provides high quality vocational rehabilitation services to individuals with disabilities to aid them in their goals of competitive, integrated employment. Additionally, WVDRS emphasizes the provisions of pre-employment transition services to students with disabilities (ages 14-21), both statewide and at the local level. WVDRS counselors will refer consumers as needed for other services provided by Community Rehabilitation Programs (CRPs), WorkForce WV, WV Adult Education, or other service providers.

The WDR 1 has a strong commitment to providing the best possible services to job seekers and businesses alike. This being said, each agency supports the development of cross-agency training for awareness regarding its programs and services within the AJC Centers. Each American Job Center is well-equipped to provide a multitude of services to West Virginia job seekers, including those with disabilities.

All applicable staff at each American Job Center are expected to:

- Identify and have a clear understanding of industry skill needs
- Identify appropriate strategies for assisting employers and coordinating business service activities across one-stop center partner programs, as appropriate

- Offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers, including those with disabilities, to compete successfully in today’s global economy
- Provide customers, including those with disabilities, as much labor market, job-driven information and informed choice as possible related to education and training, careers, and service delivery options
- Provide career services that motivate, support, and empower customers, including individuals with disabilities, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and educational goals
- Value skill development by assessing and improving each individual’s basic, occupational, and employability skills

WVDRS is dedicated to providing technical assistance to the American Job Centers regarding matters related to individuals with disabilities, including accessibility to facilities and information, assistive technology, rights, advocacy, and other pertinent issues.

WVDRS is guided by numerous federal and state laws in reference to confidentiality. These include, but are not limited to, confidentiality provisions under the Federal Rehabilitation Act, the Federal Privacy Act, and West Virginia Code 18-10A-10. WVDRS protects the confidentiality of all consumers and will only release information if the client signs a release form that identifies what is being released, to whom and the intended purpose. WVDRS also upholds the WVDRS consumer’s choice whether to disclose to an employer if he/she has received services from the WVDRS.

As appropriate, job-ready individuals are required to register with the WorkForce West Virginia AJCs to aid in their job seeking efforts. WVDRS Employment Specialists participate in Business Services Teams in all WV workforce development regions to enhance the services to employers, eliminate duplication of services, and better serve the state’s employers.

WVDRS provides services through an eligibility-based program. Eligibility criteria are established by the Rehabilitation Act as amended and its federal regulations. To be eligible for rehabilitation services, an individual must have a physical or mental impairment which constitutes or results in a substantial impediment to employment AND the applicant must require rehabilitation services to prepare for, enter into, engage in, and retain employment consistent with the individual’s strengths, resources, priorities, concerns, abilities, capabilities, and informed choice.

If an individual applies for rehabilitation services and is found eligible, job ready individuals may choose to apply for other workforce services after receiving intensive services received from WVDRS. WVDRS will encourage consumers to access the full range of workforce services.

WVDRS LOCATIONS – REGION 1	
Beckley* 800 New River Town Center Beckley WV 25801 304-356-2060	Lewisburg** 3293 Jefferson St. N., Suite 105 Lewisburg WV 24901 304-647-7515
Mullens** 316 Howard Avenue Mullens WV 25882 304-294-5653	Summersville* 830 Northside Drive Suite 113 Summersville WV 26651 304-872-0813
Princeton* 195 Davis Street Princeton WV 24739 304-425-1256	Summers County DHHR*** 320 Summers St. A Hinton, WV 25951 304-466-2807
Southern Appalachian Labor School (SALS)*** 100 N Court Street Fayetteville WV 25840 304-465-4246	Pocahontas County FRN*** 926 5 <sup>th</sup> Ave. Marlinton, WV 24954 304-799-6657
Welch* 110 Park Avenue, Suite 200 Welch WV 24801 304-436-3175	<b>Office located in the American Job Center*</b> <b>Field Offices**</b> <b>Satellite Offices***</b>

**Section 8: Jobs for Veterans State Grants Functions**

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

Veterans and certain qualifying spouses (as defined in the ‘Jobs for Veterans Act’) will receive priority of service over non-veterans but must still meet eligibility criteria to receive services under the respective employment and training program.

Assistance will be provided to veterans and their eligible spouses as outlined below:

- First, to veterans and eligible spouses who also are included in the groups given statutory priority for WIOA adult formula funds. Veterans and eligible spouses who also are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
- Second, to non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
- Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.
- Fourth, to any other population identified by the Governor of Local Board for priority.
- Last, to non-covered persons outside the groups given priority under WIOA.

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

To ensure that veterans receive the maximum assistance in employment and training opportunities, The WDB 1 will support the efforts of Local Veterans Employment Representatives by sharing and disseminating information regarding programs and services, as well as making appropriate referrals. The LVER serving Region 1 is a needed partner on the Region 1 Business Services team and information they provide will inform employers on the benefits of hiring veterans as well.

## **Section 9: Fiscal, Performance, and Other Functions**

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

WORK4WV Region 1 Inc., dba the Region 1 Workforce Development Board is the organization responsible for the disbursement of grant funds. The R1WDB has an in-house staff position (Fiscal and Grants Manager) that is responsible for oversight of grant funds.

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

Total WIOA Formula funding for PY 2020/ FY 2021 is \$4,226,256. Changes in funding levels will be dealt with as smoothly as possible as determined by the board and key staff should the need arise. Specific decisions will be based upon situationally specific facts and any negotiations, which may be obtained with partner agencies (Refer to attachment – Region 1 WDB Procedures WV Workforce Development System Partner MOU 2022 Attachment 5).

***(C) A description of the competitive process to be used to award the subgrants and contracts in the Local Area for activities carried out under this title, including risk assessment of potential subgrantees and contractors;***

The awarding of sub grants and contracts is accomplished through a competitive process where a Request for Proposal (RFP) is published in area newspapers, advertised on-line and through a bidders list. Interested bidders then submit their respective bids by a printed deadline. The board then subsequently reviews and approves the winning bid.

Risk assessment of potential subgrantees and contractors is a necessary and performed function within the RFP Process. All proposers submitting bids are required to complete a Checklist for Service Providers provided in the RFP. This checklist provides agency information relative to the applicant's status, experience, and qualifications. As well as requesting proof of General Liability Insurance, good standing with UI, and a copy of the bidder's last audit, as well as any outstanding audit deficiencies with any Federal, State, or Local Policies. The process is more clearly defined in the Region 1 Workforce Development Board Policy Letter #6 and Additional Attachments #14 – R1WDB RFP Example.

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

There are various measures negotiated. For representation, see below:

**PY 20 - PY 21 Performance Measures**

WIOA Performance Measures	West Virginia Goals	Region 1 Goals	West Virginia Goals	Region 1 Goals
	2020	2020	2021	2021
<b>WIOA Adults</b>				
Employment (Second Quarter after Exit)	69.3%	67.0%	69.3%	67.0%
Employment (Fourth Quarter after Exit)	69.6%	67.0%	69.6%	67.0%
Median Earnings	\$6,251.00	\$5,800.00	\$6,251.00	\$5,800.00
Credential Attainment Rate	78.0%	74.0%	78.0%	74.0%
Measurable Skill Gains	28.0%	25.2%	33.0%	29.7%
<b>WIOA Dislocated Workers</b>				
Employment (Second Quarter after Exit)	81.2%	78.0%	81.2%	78.0%
Employment (Fourth Quarter after Exit)	83.2%	77.0%	83.2%	77.0%
Median Earnings	\$9,719.00	\$9,100.00	\$9,719.00	\$9,100.00
Credential Attainment Rate	83.0%	77.0%	83.0%	77.0%
Measurable Skill Gains	27.5%	26.0%	35.0%	31.5%
<b>WIOA Youth</b>				
Employment (Second Quarter after Exit)	63.3%	60.0%	63.3%	60.0%
Employment (Fourth Quarter after Exit)	69.7%	67.0%	69.7%	67.0%
Median Earnings	\$3,182.00	\$2,950.00	\$3,182.00	\$2,950.00
Credential Attainment Rate	73.3%	70.0%	73.3%	70.0%
Measurable Skill Gains	34.4%	31.0%	34.4%	31.0%

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

The Region 1 Workforce Development Board of Directors, the Region 1 Local Elected Officials Board, and the Region 1 Workforce Development Board Executive Committee oversee the operation, direction, and spending of WIOA funds. At their respective meetings, each board examines the work performed, services provided, and services needed and permitted to ensure Region 1 provides top quality services. The Region 1 WDB Youth Committee is an oversight committee made up of board members and other individuals who work in youth oriented jobs.

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

The R1WDB utilized Individual Training Accounts (ITAs) as the primary vehicle for participants to obtain training. An ITA can be utilized for a period of up to 24 months and are available to participants meeting WIOA guidelines such as those with barriers to employment. Spending is limited to \$5,000 per participant. If it is determined an individual requires additional support services those exceptions will be reviewed and an award of up to an additional \$2,000 may be possible. For more information on ITAs, please refer to Region 1 Workforce Development Board Policy Letter #04 - Change 2 Individual Training Accounts.

***(G) A description of how training services under chapter 3 of subtitle B will be provided in accordance with Section 134(c)(3)(G), including, if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided;***

The R1WDB provides services and selects contracts in accordance with Section 134(c)(3)(G) by carefully considering how each potential contract service provider is positioned with the unique skills, staff, and knowledge required to provide our customers with services needed. For example, please refer to Workforce Development Board Policy Letter #04 - Change 2.

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

Pursuant to the Sunshine Law, all Board meetings are open to the public. Meetings are publicized on the R1WDB website. The R1WDB strives to achieve transparency and welcomes public comments as we search for methods to improve our services. This matter is handled with the utmost regard and professionalism throughout our Request for Proposal guidelines and our Priority of Service documents (Workforce Development Board Policy Letters 06 and 01 respectively) as well as our daily actions and job duties.

The Region 1 Local Plan Modification was posted on the Region 1 Workforce Development Board website at [r1wib.org](http://r1wib.org) on May 3, 2022. On May 3, 2022 email notifications were sent to Local Elected Officials, Region 1 Workforce Development Board Members, Youth Committee Members and One-Stop Partners. Any public comments received will be forwarded to WorkForce WV prior to May 30, 2022

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

All staff, who are MACC users, are registered and granted MACC clearance by a third party controller. Staff members are subsequently assigned the proper permissions to fulfill their job requirements. This includes training and acknowledgement of proper methods and acceptable techniques to handle personal identification information.

The R1WDB utilize the MACC as an integrated data platform that links human service, workforce and wage record data to measure the outcomes of workforce development programs and identifies the supply of skilled workers in relation to employer demand in West Virginia.

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

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

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

The R1WDB has a Monitoring Process Guidelines Policy R1WDB Policy Letter #22 for oversight and monitoring of its WIOA activities and those of its subgrantee and contractors.

The R1WDB Program Manager is responsible for conducting on-site Title 1 WIOA compliance monitoring. The monitoring process also includes insuring compliance with Federal and State regulations. The Programs Manager also identifies areas where providers need technical assistance and follows up to see that any errors and action items have been properly rectified. Monitoring is conducted at least annually. Preliminary reports are issued within 30 days of monitoring completion and are issued to all necessary parties. Also the accounting department verifies from grant agreements, supporting documentation, and employees that expenses are allowable, appropriate, and actually incurred as a result of the program for which they are being charged. This includes but is not limited to, applying charges to the correct accounts and classifying them accurately.

The Region 1 monitoring plan has been put into place to ensure compliance with WIOA and federal regulations while at the same time, providing guidance for continuous improvement and technical assistance. R1WDB Monitoring Plan:

**Staff Responsibility** The R1WDB Program Manager has the responsibility of conducting on-site WIOA monitoring.

**Scope of Work** R1WDB monitors WIOA funded programs to ensure compliance with WIOA Title I; federal and state requirements, applicable laws and regulations; identify technical assistance needs; follow up on previous findings; and ensure the sub recipients is meeting performance goals and objectives. In addition our monitoring efforts identify applicable operational changes and ensure that internal controls over financial management and accounting systems are adequate to accounting for program funds in accordance with state and federal programs.

**Approach** R1WDB monitors its WIOA service providers by conducting yearly on-site fiscal and participant file review. A monitoring date is set with the program to be monitored and an email sent to the contractor advising of the process. A R1 WIOA Checklist is attached and a list of files to be available the day of the monitoring. The contractor has two weeks to gather materials for the monitoring. The Program Manager meets with the contractor the day of the monitoring to address any questions and make sure all documentation is available. Program Manager reviews the file documentation in order to determine compliance with the WIOA and R1WDB policies and procedures.

Upon completion, recipients are recognized if performing well and notified if areas of concern have been identified. Providers are notified in writing of the specific timeframes and instruction for addressing the concerns and if needed R1WDB will conduct a follow up review to ensure the corrections have been implemented.

A letter and preliminary monitoring reports are issued 30 days of the completion of on-site monitoring visits. All of this process is documented and kept in a binder in the R1WDB administrative office.

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

All staff members are trained on the operations of the MACC system and its usage of personally identifiable and confidential information. The handling of confidential information is also addressed in our Accounting Procedures and Processes manual and our employee handbook. Communications to all employees are utilized regularly both in writing and meeting format making reference to the security measures surrounding confidential information. Such references include the following:

- Making sure all personal information is stored in locked cabinets and containers (fireproof when necessary)
- Locking doors when offices are unattended
- Passwords on all staff computers

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

- ***Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I – financially assisted program or activity;***
- ***Complaints and grievances not alleging illegal forms of discrimination. This includes grievances from individuals alleging labor standards violations.***
- ***Remedies that may be imposed for a violation of any requirement under WIOA Title I, limited to, suspension or termination of payments under the title; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment (where applicable); and other equitable relief as appropriate.***

The R1WDS has an established policy that addresses grievances and complaints of participants and other stakeholders. (Region 1 Workforce Development Board Policy Letter #08) In that policy, steps are given in detail instructing any complainant or aggrieved party of the process necessary to file a grievance/complaint.

The R1WDS maintains a system consisting of facilities, personnel, equipment, procedures, and programs that do not discriminate or place individuals with disabilities at a disadvantage as it relates to obtaining information, services, training, and career advancement. However, an established policy addressing Equal Opportunity Discrimination Complaints (Region 1 Workforce Development Board Policy Letter #13 Change - 1) describes in detail the process for individuals to file complaints if the need occurs.

The American Job Center facilities are maintained in a manner that allows access to those with disabilities in compliance with the Americans with Disabilities Act of 1990. Also, the funding of participants is carefully monitored to ensure those with disabilities are served accordingly. Remedies may be imposed for a violation of any requirements under WIOA Title I, which could include suspension or termination of payments under the title; prohibition of placement of a participant with an employer that has violated any requirements under WIOA Title I; reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment (where applicable); and other equitable relief as appropriate

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

It is the policy of the R1WDS to maintain a system consisting of facilities, personnel, equipment, procedures, and programs that do not discriminate or place individuals with disabilities at a disadvantage as it relates to obtaining information, services, training, and career advancement. Further information surrounding this matter can be found in WIOA Policy No. 5-16 of WorkForce West Virginia.

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

The Region 1 AJCs are maintained in a manner that allows access to those with disabilities in compliance with the Americans with Disabilities Act of 1990. Also, the funding of participants is carefully monitored to ensure those with disabilities are served accordingly. Staff is regularly reminded in monthly meetings to be aware of relevant rules and regulations, making sure to treat customers with dignity, respect, and professional prudence, especially in cases involving disabilities. Region 1 also utilizes the experts who service individuals with disabilities, WVDRS, to assist in staff training and encourage open communication within the organizations to determine best services available to participants.

Region 1 also conveys their practices in all printed forms, which states “*Auxiliary aids and services are available upon request to individuals with disabilities.*” and that the R1WDB is “*An Equal Opportunity Program/Employer.*”

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

Individuals who are hearing or visually impaired are provided effective communication by whatever method their impaired conditions may require. It is the policy of the R1WDB to always provide services to an individual with any impairment or disability, unless providing such services would cause undue hardships. Staff members are trained and regularly reminded by their supervisors to not only comply with relevant regulations, but also treat all customers with respect, dignity, and courtesy.

Access to a computer will allow the Workforce Advisor and customer instant access to translation sites such as Google Translator and Babble Fish which will accommodate numerous languages. Should a communication issue arise that cannot be solved immediately, a WVDRS Representative will be contacted for advice.

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

In the event a customer has limited English Language speaking abilities, the R1WDB will strive to meet the specific needs of each individual. This includes utilizing a translator when necessary to facilitate effective, courteous communication or utilizing automated language translation websites, such as Babelfish Translator, Google Translate, Ginger Translate and others. The R1WDB will also utilize the USDOL LEP ToolKit made available at <https://www.dol.gov/oasam/programs/crc/lepcent.htm>.

***(Q) A description of the Local Board’s procurement system, including a statement of assurance that the procedures conform to the standards in DOL regulations set forth in 2 CFR 200.***

The R1WDB has a procurement policy detailed in Workforce Development Board Policy Letter #05. Purchases less than \$5,000.00 can be completed after competitive price shopping has

occurred. Purchases between \$5,000.00 and \$100,000.00 must happen after solicitation of price quotes from three qualified vendors. Purchases of goods and services exceeding \$100,000.00 must be completed using a competitive sealed bid process. 2 CFR 200.318 states that non-federal entities will reflect applicable state laws and regulations “which... conform to applicable federal law.” All purchases must also follow West Virginia Code Section 5A-3-1 et seq., and the Code of State Rules Section 148-1-1 et. seq. The Purchasing Division Procedure Handbook can be found at: <http://www.state.wv.us/admin/purchase/Handbook/default.html>, which Region 1 assures it is following.

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

The R1WDB keeps records and tags each piece of equipment purchased with federal money. Inventory records are reconciled to physical inventory at least annually. Also, disposition of property must be brought to the attention of numerous parties before being completed. For in depth, detailed information, compare the records of R1WDB to financial records, minutes of board meetings, and inventory records to the applicable standards found in 29 CFR Parts 95 & 97. See Attached – R1WDB Procedures #10 - Inventory Procedure and #11 - Salvaging Capital Assets

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

Any member, agent, representative, or staff person of the R1WDS must perform their duties while keeping public interests at the forefront of duties and decisions. This includes, but is not limited to, notifying the Workforce Development Board of any conflicts of interests, whether real or potential, as soon as they become known. Any person found to have a conflict of interest shall not vote or participate in a decision making process surrounding the issue giving rise to said conflict. For detailed explanations, please refer to Workforce Development Board Policy Letter #02.

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

- ***tracks funding types, funding amounts, obligations, expenditures and assets.***
- ***permits the tracking of program income, stand-in costs, and leveraged funds.***
- ***is adequate to prepare financial reports required by the State.***

The R1WDB utilizes numerous processes to ensure that all WIOA funds are handled properly. These processes begin with our accounting system and software package. Said software package is QuickBooks Premier Plus Nonprofit 2022 Edition.

This software package is designed to track multiple funding streams and systematically generate financial statements in accordance with accounting principles generally accepted in the United States (GAAP). From these statements, proper accurate information can be obtained to complete required state reports. The accuracy of reported financial information can be traced, vouched, and evidenced by the systematic audit trail created and maintained by the QuickBooks software. Also, transaction origination is supported by source documentation such as purchase orders, invoices, packing slips and various proofs of service.

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

The following is a list of key staff who work with WIOA funds:

Robin A. Morgan - Executive Director  
Barbara Dawes - HR/Office Manager/One Stop Liaison  
Bridgit Arnold - Programs Manager/Youth Liaison  
Garlin Ethan Fox - Fiscal and Grants Manager  
Lesley Ashford - Fiscal and Grants Assistant  
Amanda Dawson - Business Services Manager

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

The staff of Region 1 works together as a team to ensure information pertaining to WIOA and DOL standards is communicated in an efficient manner and prevent violations of said standards. This practice is part of our obligation control system which consists of the Fiscal department reviewing grant agreements and budgets while contemporaneously communicating spending limits to the Programs Manager, monitoring spending and alerting the Programs Manager again once a spending limit is near. Also, all spending is subject to the approval of the Executive Director. Invoices are reviewed to ensure compliance with WIOA standards both before payment is issued and with monthly bank reconciliations.

***(W) Provide a brief description of the following:***

- ***Fiscal reporting system***
- ***Obligation control system***
- ***ITA payment system***
- ***Chart of account system***
- ***Accounts payable system***
- ***Staff payroll system***
- ***Participant payroll system***
- ***Participant stipend payment system***

Intuit QuickBooks is utilized as the fiscal reporting system. This system allows tracking and classification of funds necessary to track compliance with WIOA standards.

Obligation control is accomplished by monitoring budget vs actual performance reports, communicating relevant spending limits to our Programs Manager and Executive Director. At the end of each month, obligations are reviewed to insure all boundaries are obeyed and maximum utility of each dollar is being achieved.

ITAs are paid only upon submission of required invoices and/or timesheets to the Programs Manager who forwards them electronically to the Fiscal department which in turn enters the information into the Accounts Payable system and notifies the Executive Director to review and approve the newly entered bills. Upon approval, payments are distributed to the proper parties.

The Accounts Payable system functions within our QuickBooks software. In this software, the Fiscal department enters bills received from vendors. Each bill is then reviewed and approved or rejected by the Executive Director. Upon approval of the Executive Director, payments are distributed to the proper vendor(s).

QuickBooks systematically creates a chart of all accounts created in our accounting files. This chart tracks all accounts created in the system whether new or old.

For payroll purposes, R1WDB utilizes QuickBooks online payroll system. In this system the Fiscal department enters payroll information received from timecards collected by the HR department. Once hours worked, vacation, and sick leave information is entered, it is reviewed for accuracy both by the Fiscal department and Executive Director. Upon approval, payroll is submitted and the Intuit service handles the rest of the process.

The Participant Payroll System operates contemporaneously with the Staff Payroll System. Timecards are collected by our Business Services Department and submitted to the Fiscal Department for entry and review. However, participants are not eligible for vacation, sick, or holiday leave. From this point, each step completed for Staff Payroll is also completed for the Participant Payroll.

The participant stipend payment system functions exactly like the ITA payment system.

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

Cash management occurs through QuickBooks. Keeping excess cash on hand is avoided by obligating funds before requesting them from the state level.

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

- ***Identification of different cost pools***
- ***Procedures for distribution of staff costs between cost categories (Administrative cost, program cost and indirect cost).***
- ***Procedures used for distribution of funds from each cost pool.***
- ***Description of funds included in each cost pool.***
- ***Description of cost allocation plans for American Job Centers.***

Staff costs are distributed based upon the nature of the work of each employee throughout the course of any given month. Certain employees' time is determined to be administrative in nature and thus charged to the administration of the grant said work benefits. For example, the work of the Fiscal department is often administrative as it affects each grant being utilized in multiple ways. Conversely, the work of the Executive Director often relates to each program independently. Thus, most of the time worked by the Executive Director is charged to each relevant program as reported in the Cost Allocation of Time monthly by said director. A Workforce Development System Partner's MOU was developed and signed by each American Job Center mandated partner. The Partner's MOU outlines the responsibility of each partner in the operation and management of the six American Job Centers. (Refer to attachment – Region 1 WDB Procedures WV Workforce Development System Partner MOU 2022 Attachment 5).

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

1. Invoices are issued on an "as needed" basis.
2. Payments of invoices must be made in full or arrangements for a standing order must be made within 30 days.

3. If full payment of the invoice or a payment arrangement is not made before the issuance of the next month's invoice, the next month's invoice will indicate a past due amount.
4. If full payment of the past due amount or a payment arrangement is not received within 60 days; the first notice is made by telephone and/or email to the partnering agency or invoice recipient's Accounts Payable Department to determine reason for non-payment.
5. If full payment of the past due amount or a payment arrangement is not received within 90 days; the final notice is made and a letter documenting the past due amount will be mailed to the head of the department or company to make arrangements for past due amount.

## 2020-2024 Local Plan Assurances

Check the following boxes to accept the assurances listed below.

		Assurance	References
<input checked="" type="checkbox"/>	1.	The Local Board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the general public for a period that is no less than 30 days.	WIOA Sections 108(d); 20 CFR 679.550(b) <i>Local Plan made available within timeframes established by electronic copy on website, hardcopy in office, and notification to interested parties by email. See page 63</i>
<input type="checkbox"/>	2.	The final Local Plan is available and accessible to the general public.	20 CFR 679.550(b)(5) <i>Hard copy in office and website. Pg 63</i>
<input checked="" type="checkbox"/>	3.	The Local Board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); 20 CFR 679.390 and 679.550 – <i>Refer to WV WIOA Guidance Notice 02-16</i>
<input checked="" type="checkbox"/>	4.	The Local Board makes publicly-available any local requirements for the Local Area, such as policies, including policies for the use of WIOA Title I funds.	20 CFR 679.390 <i>Local policies are available on website and in hard copy format at WDB office.</i>
<input checked="" type="checkbox"/>	5.	The Local Board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts.	WIOA Section 107(h) <i>Region 1 WDB Policy #2 Conflict of Interest</i>
<input checked="" type="checkbox"/>	6.	The Local Board has copies of memoranda of understanding between the Local Board and each American Job Center partner concerning the operation of the American Job Center delivery system in the Local Area, and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); 20 CFR 678.500-510 <i>Partner MOU 2022 w/signature pages</i>
<input checked="" type="checkbox"/>	7.	The Local Board has written policy or procedures that ensure American Job Center operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v) <i>Region 1 WDB MOU Update Procedure</i>
<input checked="" type="checkbox"/>	8.	The Local Board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400 <i>Region 1 WDB Policy #16 Procurement of One Stop Operator and Service Providers</i>
<input checked="" type="checkbox"/>	9.	The Local Board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts.	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR 679.370(l)-(m) and 680.410-430 <i>Utilize State Process - Region 1 ITA Policy #4 Change 2</i>

X	10. The Local Board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); 20 CFR 683.600 Region 1 WDB Policy #8
X	11. The Local Board has established at least one comprehensive, full-service American Job Center and has a written process for the local Chief Elected Official and Local Board to determine that the center conforms to the definition therein.	WIOA Section 121(e)(2)(A); 20 CFR 678.305 R1WDB Full Service AJC .Procedure
X	12. All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in the Local Area’s American Job Centers for individuals with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j) WV WIOA Guidance No 3-16 EO Assurance 188 R1WDB EO Discrimination Complaint Policy #13
X	13. The Local Board ensures that outreach is provided to populations and sub-populations who can benefit from American Job Center services.	WIOA Section 188; 29 CFR 37.42 Local Plan Section 2
X	14. The Local Board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42 Local Plan Section 3
X	15. The Local Board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1) WV Guidance Notice 3-16; 188, and Local Plan Section 3 and Section 9
X	16. The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA.	WIOA Section 185; 29 CFR 37.37 WV Guidance No-3-16 / WIOA Sect. 188 EO Non Discrimination Assurance Local Plan Page 36
X	17. The Local Board complies with restrictions governing the use of federal funds for political activities, the use of the American Job Center environment for political activities, and the Local Board complies with the applicable certification and disclosure requirements	CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12; 29 CFR Part 93.100 2021 Cost Allocation Plan – Allocation of Costs - Section Q
X	18. The Local Board ensures that American Job Center staff, along with the Migrant and Seasonal Farmworker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven and consistent with ESD’s mission.	WIOA Section 167 Local Plan Section 2

X	19.	The Local Board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603 <a href="#">R1WDB Confidentiality Agreement</a>
X	20.	The Local Board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	WIOA Section 108(b)(16); 20 CFR 679.560(a)(15); WIOA Title I Policy 5601; WIOA Section 134(c)(3)(G); 20 CFR 680.300-310 <a href="#">R1WDB RFP RFP Guidelines Policy #6</a>
X	21.	The Local Board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds.	WIOA Section 108(b)(15), WIOA Title I Policy 5230; WIOA Title I Policy 5250 <a href="#">Local Plan Section 9 pg 68-71</a>
X	22.	The Local Board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410 <a href="#">Local Plan Section 9</a>
X	23.	The Local Board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750 <a href="#">Local Plan Section 9 Page 71 Accounting &amp; Financial Policies and Procedures Manual</a>
X	24.	The Local Board has a written policy and procedures for ensuring management and inventory of all properties obtained using WIOA funds, including property purchased with JTPA or WIA funds and transferred to WIOA, and that comply with WIOA, and, in the cases of local government, Local Government Property Acquisition policies.	WIOA Section 184(a)(2)(A); 20 CFR 683.200 and 683.220; OMB Uniform Administrative Guidance; (GAAP) <a href="#">Inventory Procedure and Salvaging Capital Assets Procedure</a>
X	25.	The Local Board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); 20 CFR 680.850 <a href="#">Accounting &amp; Financial Policies and Procedures Manual</a>
X	26.	The Local Board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A <a href="#">WV Guidance Notice No 6-16 Change 2: R1WDB Operational Procedure Eligibility Under Development</a>
X	27.	The Local Board has a written policy and procedures for awarding ITAs to eligible adults, dislocated workers, and youth receiving WIOA Title I training	WIOA Section 134(c)(3)(G); 20 CFR 680.300-320

		services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	R1WDB Policy #4 Change 2
X	28.	The Local Board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.	WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970; 20 CFR 681.570 Local Plan Sec 9; R1WDB Cost Allocation Plan and Accounting and Financial Management Plan
X	29.	The Local Board has a written policy for priority of service at its American Job Centers and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services.	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09; Veterans Program Letter 07-09 WV WIOA Policy No 2-16; WIOA Guidance No. 4-16; R1WDB Policy #1
X	30.	The Local Board has developed plans and strategies for maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.	Local Plan Sec: 2, 3, 5
X	31.	The Local Board will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.	Local Plan Sec 2 and 9 WIOA 188 WV Guidance Notice 3-16

The Local Workforce Development Board for Region 1 certifies that it complies with all required components and assurances of the Workforce Innovation and Opportunity Act plan development guidelines issued by the State of West Virginia. The Local Board also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act, Wagner-Peyser Act, and their regulations, written U.S. Department of Labor guidance implementing these laws, Office of Management and Budget circulars, and all other applicable federal and state laws, regulations, and policies.

\_\_\_\_\_  
Local Chief Elected Official(s)

5.2.2022  
Date

\_\_\_\_\_  
Local Workforce Development Board Chair

5.2.2022  
Date

## EQUAL OPPORTUNITY NON-DISCRIMINATION ASSURANCE

**WORK4WV-Region 1 Inc., dba The Region 1 Workforce Development Board**, as a recipient of Workforce Innovation and Opportunity Act (WIOA) financial assistance, shall provide initial and continuing notice that it does not discriminate on any prohibited ground, to: registrants, applicants, eligible applicants/recipients, participants, applicants for employment, employees and members of the public, including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the recipients.

### ASSURANCE

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws, and will remain in compliance for the duration of the award of federal financial assistance:

Section 188 of the Workforce Innovation and Opportunity Act, (WIOA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

**TYPED NAME OF AGENCY OFFICIAL:** Robin A. Morgan

**TITLE:** Executive Director

**SIGNATURE:** 

**DATE:** 5.2.22