

Addendum 6

**Area #2 – Local Workforce Plan
Medina County & Summit County**



**Summit and Medina
Workforce Area**
Council of Governments

Introduction

This document, Area 2 Local Plan (local plan), is presented as an addendum to the Northeast Regional Plan (regional plan) as required in Ohio Department of Job and Family Services (ODJFS) Workforce Innovation Opportunity Act (WIOA) Policy Letter 16-03. As stipulated in 16-03, this local plan will remain in effect until July 31, 2021, when a new local plan will be required.

Under WIOA, states may establish local plan contents pursuant to the Workforce Innovation and Opportunity Act of 2014 and its applicable final rules. This document adheres to the local plan contents described in 16-03, Attachment D, relative to the authority established in WIOA.

The ODJFS has recognized Area 2, comprised of Medina and Summit counties, as a workforce region eligible for WIOA funding pursuant to a sub-grant agreement.

Part I - Local Plan Descriptions as Required by ODJFS WIOA Policy Letter 16-03, Attachment D

1. Description of the Workforce Development System

A. Identification of the programs that are included in the system

Description of Local Workforce Area

Summit and Medina counties are located in northeast Ohio and are included in the Northeast Region as defined by the Ohio Department of Family Services – Office of Workforce Development.

In 2016, the combined population for the Area was 719,535 residents. The county seats for the two counties are: the City of Akron in Summit, ranked as the fifth largest city in Ohio with 197,542 residents; and the City of Medina, ranked as the 56th largest city in Ohio with 26,339 residents. The City of Cuyahoga Falls located in Summit is ranked in the top 20 cities in Ohio at number 16 with 49,146 residents. The most populous city in Medina, is Brunswick ranked as the 40th largest city in Ohio with 34,689 residents. Summit tends to be more urban densely populated with Medina more of a rural sparsely populated county. Medina is a “bedroom community” with its workforce serving both Summit and Cuyahoga counties.

The Area educational resources include: The University of Akron located in Summit County with a branch campus in Medina; Summit has branch campuses of both Kent State University and Stark State College. Both counties have career centers: Portage Lakes in Summit and the Medina County Career Center.

Area 2 Workforce Development Board

The local area is served by a Council of Governments (COG), a political subdivision recognized under chapter 167 of the Ohio Revised Code (ORC). The member representatives of the COG consist of one commissioner, appointed by his or her peers, from Medina County and the Summit County Executive.

The COG creates and appoints the Workforce Development Board (WDB) to assume and execute the responsibilities enumerated in WIOA and its attendant final rules and other binding regulations. The COG retains the responsibilities assigned to Chief Local Elected Officials (CLEOs). Responsibilities assigned to the CEO of WDB are assigned to the board's Executive Director, who serves such a role as described in WIOA. For responsibilities not specifically assigned by WIOA or its final rules, the Executive Director assumes responsibility as directed by WDB and COG bylaws.

The Area 2 WDB has 19 members of which 53% are from the business community. The Area 2 WDB was issued its initial composition certification as outlined in ODJFS' WIOA Policy Letter No. 15-17 which will remain in effect from July 1, 2016 – June 30, 2018.

The WDB for Area 2 is responsible for securing or provisioning the following services:

- The location and operation of a federally mandated one-stop employment center in Ohio known as OhioMeansJobs (OMJ) centers in each county;
- The provision of WIOA Youth services, in conjunction with Ohio's Comprehensive Case Management and Employment Program (CCMEP).
- The provision of Business Services to employers in Area 2 or those employers who request services and employ residents of Area 2;
- The provision of Career Service for Adult and Dislocated Workers; and
- The provision of training services for Area 2 residents.

B. Location of OMJ Centers in the local workforce development area

Area 2 has historically operated one OMJ Center in each county and will continue to do so throughout the effective period of the local plan, barring unforeseen financial or other impacts that may cause reconsideration. Additionally, competitive procurement processes may displace the current site management and service providers. However, at the time of this writing, the following OMJ Centers are operational in Area 2:

OhioMeansJobs | Summit County
1040 East Tallmadge Avenue
Akron, OH 44310
330-633-1050

OhioMeansJobs | Medina County
3721 Pearl Road
Medina, OH 44256
330-723-9675

2. The OhioMeansJobs delivery system within the Area 2

A. How will the local board ensure continuous improvement of service providers utilized by the Area and also ensure such providers meet the needs of local businesses and job seekers?

The board and/or its designated representatives will ensure quality services through a combination of the following:

- Measurement of provider performance established performance measures as negotiated between the Board, CLEOs and ODJFS;
- Measurement of provider performance against additional measurements detailed in the provider contract or subsequent contract amendments; and
- Requiring the one-stop operator(s) to meet or exceed established standards to obtain and retain certification.

B. How will the local board facilitate access to services provided through the OMJ service delivery system through the use of technology or other means?

Area 2 OMJ Centers encourage job seekers and business to utilize the OMJ website to facilitate their activities. This encouragement takes the form of, but is not limited to, the following:

- Job seekers entering our facilities for onsite services create and post their resume as standard procedure;
- Job seekers are taught how to use the system to maximize their job readiness and job seeking success;
- Staff post all incoming job order requests on OMJ.com as standard procedure; and
- Youth are instructed how to utilize the features of the website designed for them, including the K-12 section, to explore career pathways and increase job readiness.

C. How will OMJ Centers in the Area comply with section 188 of WIOA, if applicable, and applicable sections of the ADA regarding the programmatic and physical accessibility of facilities and programs?

Area 2 centers are dedicated to providing access, as directed by WIOA and the ADA, to all members of the public seeking service. As such, our centers provide access via:

- Computer devices for those with visual impairments;
- Handicap accessible doors, including powered doors;
- Sorenson Video Relay Service (VRS) for hearing impaired customers;
- 12 handicapped designated parking spaces with ADAAG compliant signage;
- All offices on accessible 1st floor;
- Signs posted to identify areas of available services/goods with raised letters, Grade II Braille;
- Doors adjusted to 5lbs or less to comply with ADAAG; and
- Handicap accessible doors, including powered doors.

Area 2 received written approval from ODJFS, Bureau of Civil Rights, dated July 11, 2016 for Phase 1 of the One-Stop Certification process. The Area 2 WDB accepted and ratified this on July 13, 2016. Therefore, the Area 2 Comprehensive Center located in Summit County is compliant with ADA requirements.

D. How will the local board coordinate with the respective JobsOhio entity, Team NEO?

The Board values its relationship with Team NEO and local economic development organizations.

Previously, Area 2 has partnered with Team NEO on presentations to relocation prospects about business services provided by OMJ Centers. Further the area has worked with Team NEO partners, such as local chambers, on presentations to member business, as grant seeking collaborators, and data gathering and dissemination.

These activities are welcome and reinforce the value of workforce system partnerships with economic development entities.

E. Describe the roles and resource contributions of the OMJ Center partners.

The roles and resource contribution of OMJ Center partners in the two centers are dictated by:

- The negotiated terms of the MOU governing partnerships in each center;
- The unique set of services that each partner organization including mandatory as well as non-mandatory provides.
- The integration of services including partner staff rotation in the resource room and workshop provision as well as service referrals.
- Cost sharing throughout the system including facility, management, resource room, equipment and supplies and outreach and marketing.
- Other legal and regulatory factors governing center required partners, including WIOA statute and regulations and ODJFS guidance in the form of the Ohio Combined Plan and policy letters, as applicable.

The Board's staff will determine if partner entities are meeting statutory and contractual obligations as outlined in the above guiding documents through the contract with the One-Stop Operator. Where a corrective action is determined necessary, the staff shall request the entity responsible (e.g., the center operator or the state) to take appropriate corrective action. Preference is given to mutual resolution through dispute mechanisms detailed in the MOU.

Having a partner structure, the OMJ centers benefits from a shared service model. Each partner brings a unique set of services which enhances the resources available to job seekers and employers. All partners contribute to the day-to-day operations of the One-Stop.

3. Description and assessment of Adult and Dislocated Work services in the Area.

A. Career Services

Area 2 anticipates a competitive bidding or award process for Adult and Dislocated Service for the next program year. The outline of routine services located below describes current services and those anticipated to be offered in the future. However, additional service or delivery methods may become routine in the future. Services will include:

- Determination of WIOA eligibility for Adult or Dislocated Services;
- Orientation processes that provide job seekers with information about services within the public workforce system;
- Skills assessment, which may include standardized testing enumerating literacy, numeracy, and other proficiencies;
- Job search and placement assistance;
- Provision of local labor market information, including in-demand industry sectors and occupations, and related information including expected job openings and typical wages;
- Provision of program cost and success measurements, if available, for eligible training providers;
- Provision of referrals to other services, including other workforce services, based on a job seeker's individual needs. These Supportive Services may include child care, TANF, SNAP, medical insurance, and others; and
- Group workshops, including: resume creation, interviewing, networking, and job searching.

- Comprehensive or specialized skills assessments, including WorkKeys, and in-depth interviewing to determine employment barriers and strategies for overcoming those barriers;
- Individual Employment Plans (IEP) to coordinate and delineate multiple services, including training, for a single individual;
- Individual or group counseling;
- Workforce preparation activities including career planning and internships or work experiences that are linked to in-demand occupations;
- Workplace success training including development of learning skills; communication skills; and professional conduct.

B. Training Services

Area 2 training services are provided under the guidance of applicable local policies, local board directives, and state workforce policies. Training will be utilized for those people who are unable to otherwise attain consistent, viable, and self-sustaining employment. Training may take one or more of the following forms:

- Occupational skills training, which may include upskilling or retraining;
- On-the-Job training, which may include classroom training;
- Incumbent working training, which may include classroom training;
- Adult basic and literacy education (ABLE); and/or
- Customized training in consultation with an area employer.

4. Comprehensive Case Management & Employment Program (CCMEP)

Medina and Summit counties have each submitted and receive approval from ODJFS for a CCMEP plan as directed by Ohio Administrative Code 5101:14-1-03. Currently, the respective CDJFS units serve as lead agencies for the implementation of the CCMEP. The Board has the oversight responsibility to ensure the WIOA negotiated youth performance is monitored within the confines of each of the local plans.

5. Local Board and OMJ Center Operator Coordination to Improve Service Delivery

The Area 2 Board will seek to avoid service duplication, maximize service coordination, and provide superior overall service delivery with its partners through the following means:

- Issuing a well-conceived RFP for center operations in each of the two local centers;
- Execution of a Memorandum of Understanding that addresses service delivery expectations, minimizes duplicative services, and identifies avenues for coordination;
- For each center, establishing and maintaining a partner meeting schedule and requiring partner attendance; and
- Engaging in continuous operational improvements in accordance with local policies and OMJ certification.

6. Describe the Executed Cooperative Agreements Defining Service Provider Requirements

The Area 2 Workforce Development Board is a party to the following agreements that determine the conditions requiring service integration and access to the suite of service available at each county's OMJ Center and provider sites, if applicable:

- Career services;
- Services determining WIOA adult and dislocated worker eligibility and the provision of case management services for eligible individuals; and
- Services determining WIOA youth eligibility and the provision of case management services for eligible individuals.

7. Identification of a the Area's Fiscal Agent

The WDB has identified the Area's COG as its Sub-recipient for WIOA funding. The County of Summit's Office of Finance and Budget, under the direction of the County Executive, has been appointed as the Fiscal Agent for the COG with purview for administrative funds and Board budget. The Summit County Department of Job and Family Services will act as a sub-fiscal agent for the programmatic funds.

8. Describe the Competitive Process Procuring Services Provisioned by WIOA Title I

The Area Board, or its designated representative(s), will design procurement solicitations adhering to all applicable WIOA and Code of Federal Regulations provisions, as set forth within the Area's procurement policy. The procurement process will include the following:

- Dissemination of an RFP or other document detailing items a bidder must address in order to be considered for selection. This document will also detail the WDB's criteria for selecting a service provider;
- A review process that considers all bids received in a timely manner that minimally address the qualifications stipulated in the RFP or related document and which scores each proposal based upon a set of consistent and fair evaluation criteria;
- The review committee may consist of individuals from the following:
 - WDB members;
 - COG board members;
 - Fiscal agent or designated staff;
 - WDB staff; and
 - Invitees of allied organizations as nominated by WDB or COG board members.
- Timely notification to bidders of who was and who was not selected for service provision; and
- Negotiation of a service contract governing provision of services, length of engagement, and other conditions as necessary.

9. Board Actions Taken to Become or Remain a High Performing Board

Area 2 used the passage of WIOA to focus on becoming a high functioning board. The resulting actions have included:

- The creation of a COG serving the area as one unit rather than two counties;
- Adoption of bylaws governing COG behavior;
- A defined permanent committee structure;
- Identification of the Area Fiscal Agent;
- Hiring board staff that falls directly under the supervision of board leadership and who oversees service delivery in both counties;
- Refocusing board membership upon required members, business leaders, nonprofit leaders, and economic development representatives who represent in-demand

industries, provide deep business knowledge, and display aptitude toward excellent and sustained board service; and

- Adoption of WDB bylaws and Area Policy Letters.

The Board will review their activities, policies, and other governing activities on a continually basis to ensure excellent performance and address deficiencies.

10. OMJ Center Commitment to Technology-enhanced systems under WIOA

During the effective period of this local plan, the OMJ Centers located within Area 2 are committed to implementation programmatic use of the intake and case management systems provided by ODJFS. These systems include the Ohio Workforce Case Management System (OWCMS) and the programmatic portion of the County Financial Information System (CFIS). These systems will be utilized even in the event of the Board or a contracted provider identifying a process enhancing technology that may be utilized in conjunction with OWCMS and CFIS.

Part II - Assurances

Area 2, through its Officers and designated Agents, makes the following assurances:

1. The Area has established and will continue to employ fiscal control and fund accounting procedures to ensure proper disbursement of and accounting for all funds received under WIOA.
2. The Area shall keep records sufficient to prepare reports required by the Act and shall maintain all records, including standard records for all individual participants, and submit such reports as the State may require.
3. The will collect and maintain data necessary to show compliance with the nondiscriminatory provisions of the Act.
4. The Area will expend funds in accordance with WIOA, regulations, Department of Labor guidance, written Ohio Department of Job and Family Services guidance, and all other applicable Federal and State laws.
5. The Area will assure veterans will be afforded employment and training activities authorized by the Jobs for Veterans Act and 20 CFR Part 1010.
6. The Area assures it will comply with any grant procedures for the use of WIOA funds, but not limited to the following:
7. General Administrative Requirements – Uniform Guidance at 2 CFR Part 200 and 2 CFR Part 2900.
8. Assurances and Certifications – SF 424B – Assurances for Non-Construction Programs; 29 CFR Part 31, 32 – Nondiscrimination and Equal Opportunity Assurance (and Regulation); 29 CFR Part 93 – Certification Regarding Lobbying (and Regulation); 29 CFR Parts 94 and 95 – Drug Free Workplace and Debarment and Suspension; Certifications (and Regulations).