



120 South 3rd Street, Suite 200-A, Yakima, WA 98901

SOUTH CENTRAL WORKFORCE DEVELOPMENT COUNCIL

OPERATIONS PLAN

PY 2010 - PY 2011

Addendum November 2, 2010

SECTION I PLAN MODIFICATION PROCESS

- A. Describe the processes used in developing this plan modification as required in WIA Section 118(c) (Local Plan process) and state WIA policy 3625, Revision 1, Local Operations Plan Modification for WIA Title 1B and Wagner-Peyser.

The Operations Plan was developed by members of the South Central Workforce Development Council (SCWDC hereafter) in collaboration with our One Stop partners represented within the SCWDC and Employment Security Department. In carrying out this modification, attention was paid to those planning process requirements specified in WIA Section 118(c). This included opportunities for comment taken during special and advertised forum in the North (Kittitas County), Central (Yakima County) and Southern (Klickitat and Skamania) region of the Workforce Development Area. To ensure both business and labor were provided opportunity to comment the plan was presented for review to business and labor representatives of the board through a special planning committee session and at the regular scheduled full board meeting. Further, notice was put in the local newspaper notifying the public about of the availability of the plan for a 30 day review period. A description of specific process and activities undertaken are identified below

SEPTEMBER 28, 2010 - Issue instructions to Operators and partners for local modification plan.

OCTOBER 14, 2010 - Community Forum – Kittitas, 2:00 – 4:00 p.m. at Hope Source Office, Ellensburg (700 E. Mountain View Ave. Ste 5, Ellensburg, 509-925-1448)

OCTOBER 19, 2010 - Operations Modification parts DUE to WDC. Community Forum Skamania, 1:00 – 4:00 p.m. at Pioneer Community Center, White Salmon (White Salmon Room #112, 501 NE Washington, White Salmon)

OCTOBER 19, 2010 – NOVEMBER 8, 2010 - WDC will review the submitted parts and prepare the final draft.

OCTOBER 28, 2010 - Community Forum – Yakima, 1:00 – 3:00 p.m. at WorkSource Yakima (Room #1, 306 Division Ave., Yakima)

NOVEMBER – 5, 2010 – SCWDC Planning Committee Review

NOVEMBER 8, 2010 - Public Notification of plan available for 30 review.

DECEMBER 8, 2010 - Final Operations Plan Modification completed and prepared for State submission.

DECEMBER 27-31, 2010 - Signatures are acquired and the Final Plan is issued to the State.

SECTION II ADMINISTRATION

A. Workforce Development Area and Council

1. Briefly describe the roles and authorizing relationships between the council, the Local Elected Officials, and the administrative entities.

South Central Consortium (Boards of Kittitas, Yakima, Klickitat and Skamania County Commissioners) Roles and Authorization

- A. Approve the bylaws of the corporation;**
- B. Appoint the board of directors of the SCWDC pursuant to nomination and appointment processes established under WIA, State of Washington and in accordance with the nomination process prescribed by the SCWDC bylaws;**
- C. Approve the SCWDC's five year strategic and operational plan;**
- D. Make recommendations on and approve the SCWDC's selection of workforce service providers;**
- E. Concur and/or jointly approve other matters deemed necessary by the Council or the Consortium;**
- F. The council will work to provide leadership and oversight to the local area WorkSource offices based on the new state policies and system.**

South Central Workforce Council Roles and Authorization

- A. Develop the five year strategic and operational plan for the review and concurrence by the Consortium.**
- B. Develop annual budgets for itself and for the programs.**
- C. SCWDC shall provide policy guidance and direction on all matters pertaining to the provision of services under the WIA.**
- D. Monitor and evaluate the training programs operated within the Workforce Development Area.**
- E. Provide oversight to the activities of staff, and the Annual Budget.**
- F. Select workforce service providers and training providers as appropriate to carry out the purposes of the WIA.**
- G. Solicit the input and participation of the local business community in the provision of program services to eligible residents of the Workforce Development Area.**
- H. Solicit and accept grants and donations from sources other than Federal funds.**
- I. Assist the Governor in developing statewide employment statistics.**
- J. Collect and dispose of program income generated by program activities.**
- K. Procure audits of funds as required under the WIA and shall resolve any questions arising from these audits.**

- L. Develop and manage a system to hear and resolve grievances brought by participants, vendors, and other interested parties as required by the WIA.**

South Central Workforce Council Roles and Authorization as the Administrative Entity

- A. Receive and disburse funds in accordance with grant agreements and contracts with the State of Washington, the U.S. Department of Labor or other funding authorities.**
- B. Carry out all necessary functions for operation of the WIA program including executing contracts, sub-grants, and other necessary agreements authorized by the Board and the SCWDC.**
- C. Employing administrative positions to assist in administering the programs authorized by the Grant Recipient.**
- D. Developing an organization and staffing as authorized by the Grant Recipient.**
- E. Developing procedures for program planning, operating, assessment and fiscal management; evaluating program performance; initiating necessary corrective action for sub-grantees and subcontractors; determining whether there is a need to reallocate resources; and modifying grants. Such procedures shall be consistent with goals and policies developed by the Board and the SCWC.**
- F. Carrying out other administrative requirements on behalf of the SCWDC as prescribed by regulations and bylaws**
 - a) WIA Sec. 117(b)(2)(A)(i)(II) certification criteria for a local council requires that council membership include representatives of businesses in the local area who represent businesses with employment opportunities that reflect the employment opportunities of the local area.” Washington State’s Council certification criteria further states: “Additionally, Chief Local Elected Officials are encouraged to select representatives from key economic sectors in the area and employers with highly regarded human resource practices.”*

List the key economic sectors currently represented on your local area council. In the process of nominating business members in 2010-2011, describe the steps that will be taken to recruit business leaders from unrepresented key economic sectors. Describe how your council includes representatives of businesses that reflect the employment opportunities of the local area.

The South Central Workforce Council has adopted a sector approach as an over arching strategy to the delivery of workforce programs in the region. This means that deployment of resources and development of opportunities are prioritized to those industries that are major contributors to the local economy; provide employment opportunities and jobs that provide livable wages and opportunity for professional growth. The Council also recognizes that the local economy is comprised of many industries large and small and that these business must also be represented to ensure services are provided in the most fair and equitable manner as possible and feasible.

As such, the council seeks representatives from a broad range of industries but will maintain the targeted sectors Ag-Food Processing, Health Care, Construction, Manufacturing and Energy as a high priority for new members. Present sectors represented on the board include Business Services (financial, real estate development, legal and education); Manufacturing (aerospace and metals), Food Processing; Health Care; Hospitality and Energy.

3. Workforce Development Council Member Diversity [Required by WTECB]

- a) In July 1999, former Governor Gary Locke encouraged Workforce Development and invited nominations of women, minorities, and individuals with disabilities. In 2006 and 2008, Governor Gregoire asked Chief Local Elected Officials to make council appointments that “reflect the community at large in terms of gender, race, ethnicity, and disability.” On May 10, 2010, State Workforce Board members challenged the councils to make further progress in increasing council member diversity. Workforce Board members also expressed interest in helping the councils increase council member diversity by contributing names of potential nominees.*

Describe specific steps your local Workforce Development Council will take to retain and increase council member diversity in 2010-2011.

The South Central Workforce Council takes pride in the membership of their board. Special effort has been taken to ensure board members meet federal and state requirements and at the same time strives to recruit members of color and from special populations. Further, because the South Central Workforce Area is a multijurisdictional area and makes every effort to provide representation from each county of the consortium. Whenever possible, business representation shall include minority and women owned business.

To ensure that business appointments meet the regulatory requirements and transparency in board selection is maintained, the following procedures have been established.

- 1. Names of prospective Board members will be submitted to the Board Development Committee by Board members and/or County Commissioners.**

2. **The Board Development Committee will prioritize the names based upon established and recommended criteria, qualifications, industry categories, and location.**
 3. **The Board Development Committee will submit the prospective prioritized list to the Executive Committee for input and for their approval. Where timeline conflicts exist, the Executive Committee may provide input and approval of the prospective names via e-mail.**
 4. **Once prospective applicants have been approved by the Executive Committee, a member of the Board Development Committee will contact the prospective Board member to discuss his/her interest in membership. If willing to serve, the Committee member will let the prospective applicant know they will be contacted by WDC staff.**
 5. **The Committee member will provide names and contact information to the CEO. The Director and/or his designee will schedule a meeting with the prospective member to review recruitment information and answer questions. Recruitment information consists of an introductory letter, information about the South Central Workforce Council, Member Roles and Responsibilities.**
 6. **Upon receipt of application, the Director and/or his designee will solicit a nomination letter from the appropriate Chamber of Commerce, economic development organization or other required organization.**
 7. **The Director will bring the completed application and required nomination letter to the Executive Committee and/or the Board Directors for final approval to be submitted to the South Central Consortium for appointment.**
- b) *It is valuable for all WDCs to build and sustain ongoing processes so that community members and community advocates, including women, people of color and individuals with disabilities, have opportunities to provide input to the council.*

Describe the ways your Workforce Development Council will engage community members, including women, people of color, and individuals with disabilities in the work of your Council in 2010-2011. Examples could include holding regularly scheduled community consultations and forums, establishing one or more community advisory committees who report to the Council, or other steps.

Given the diversity of the area, the Council has always been cognitive and conducted meetings to provide the greatest opportunities for participation from special groups represented in the community. This includes mass notifications of meeting and forum announcements to Community-based organizations that serve special populations (e.g. migrant and seasonal farm worker programs); organizations that serve people with disabilities (e.g. Division of Vocational Rehabilitation and other organizations serving people

with disabilities; organizations serving veterans (e.g. ESD Veteran Programs); and other organizations serving minority groups, (e.g. South East Community Center, Yakima Nation Employment Rights, OIC of Washington and Yakima Valley Farm Workers.

B. One-Stop System Oversight

1. Discuss local integration efforts in your area as they relate to the new WorkSource Service Delivery System policies.

The joint efforts of the SCWDC and its One-Stop Operators and partners have been increased in 2009 under the Framework Integration Project. Initiatives such as collaboratively designing, developing, implementing and delivering services to WorkSource customers have been upgraded to acknowledge the strengths that each partner brings to the table. This integrated design maximizes the benefits to customers and those local areas, in all stages of delivering integrated services to WorkSource customers. Integrated services include shared responsibility for customers, a standardized customer flow through which customers receive services and are continuously engaged, and service delivery functions with staff working together to address customers' needs, regardless of program.

Within the South Central area, the State of Washington Employment Security Department has been designated as the One-Stop Operator for Career Development Centers in Sunnyside, White Salmon, and Yakima with affiliate sites in Goldendale and Stevenson. People for People, a local WIA I-B Operator, is the Operator for the Kittitas County Career Development Center in Ellensburg and Yakima Valley Farm Workers Clinic/Northwest Community Action Center is the certified Operator for Toppenish.

Additionally, the South Central area partners formed a Business Service Team (BST) dedicated to serving employers and clients in a more strategic and goal oriented manner. The BST provides guidance and resources by a targeted group of employee's trained in identifying and matching the needs of a business owner, to the skills of our job seekers.

With the hiring of the Employment Security Department Business Service Manager and the South Central Project Coordinator in 2009, the South Central Business Service Team (BST) has been the ground breaking business group in Washington State, coordinating such events as Sales and Communications Training, and developing area wide business outreach practices.

Through the training and instruction from a Workforce Expert, the BST focuses on business outreach strategies, selling One Stop services, and business management. The BST utilizes a team approach to outreach and coordination while selling the value of Workforce Solutions to insure One Stop sustainability for local businesses and clients. By

developing and implementing the protocol for members to outreach with area employers, the team is able to circumvent the multiple contacts by organization representatives that had once been a repeated complaint from employers.

Upon development of the team, the BST was collectively trained in SKIES, the system used to track business outreach, employer data, job postings, job seeker data and State employment and training data. BST members that are from partner agencies have an ESD employee contact to forward and document any information into SKIES that they themselves cannot input. It is through this tracking system and partner relationship, that the BST efficiently maintains and tracks their business outreach activities.

Through using the SKIES system, not only is outreach tracked more effectively, but the team is able to report to one another which businesses they have contacted and the service or follow up requested from the employer. This procedure has been successful in creating positive relationships with previous Worksource clients and cultivating new ways of selling the WorkSource services that each area uniquely offers.

To insure this structure endures changes in employment needs and demands, the SCBST maintains a schedule of weekly meetings in which members are able to network with other agencies and update one another on;

- Area hiring events;**
- Business openings and/or closures;**
- Announcing social networking opportunities;**
- Providing current updates on industry specific activities; and**
- Scheduling local business leaders, community development agencies and key job market figures to present to the BST.**

- 2. Describe how the WDC is providing oversight of the implementation of local system integration policies.**

The SCWDC drafts local policy based on state guidance, and partners will be convened to review and comment as local policy is developed. Policies will be vetted for 30 days and posted on the WDC's Website and drafts will be forwarded to the state. Procedures will be put into place to accept partner comments and questions; and all issues will be addressed during the policy development process. Policies will be approved by the SCWDC once they are completed; agreed to by system partners, and meet the expectations of the SCWDC. Additionally, the WDC will be developing a training aid to further the progress and understanding of the new policies as it pertains to our local area.

The SCWDC has used pertinent and applicable data to assess the level of achievement for the varying performance targets. The process we will use to review data and set performance targets will consist of meetings with stakeholders to develop a local strategy and develop objectives, set targets, and agree on a plan for achieving goals. Once the targets are established, they will be included in the policy, contingent on the approval of the SCWDC.

Due to the varying measures included in each policy, the SCWDC will use a review process that is effective for each particular policy outcome. The processes will include but is not limited to; onsite observation, data reports, use of SKIES, WorkSource Operator's quantitative and/or qualitative reports, periodic consultations, checking records, etc. The frequency of review is intended to be quarterly for those areas that are process in nature as well as the data reporting/documentation verification. An annual review of the standards and measures will also be included in the review process.

Information regarding the implementation or attainment of the Framework policies is being shared in at least two venues. The foremost method is through the South Central WorkSource Oversight Committee which is comprised of SCWDC members, partners, operators, staff and others. In this setting the one-stop operators and or partners report objectives, progress, and challenges. Based on the information shared, and if it is deemed beneficial, this committee is responsible to evaluate and amend process and procedures should the current strategy be ineffective. Reports and updates are additionally scheduled for SCWDC meeting, as determined by the Council.

3. What tools can the state WorkSource Standards and Integration Division provide to assist you with the oversight process?
N/A
4. Per TEGL 10-09, Page 3, Item 5, attach local policy and procedure implementing priority of service for the local One-Stop career centers.
Please see the attached Priority of Service Policy.

SECTION III LOCAL WORKSOURCE SYSTEM

A. Provision of Core Services

Describe how core services are provided to job seekers and employers in your area. Discuss how One-Stop Centers, affiliates and service providers identify and meet the current and future employment needs of local employers and job seekers, particularly in high growth industries and demand occupations.

As described in WIA 134 (d), core services such as outreach, intake, profiling, skill level and aptitude testing are provided to job seekers in the South Central area One Stop Centers. At full Career Development Centers and where possible and feasible the full range of core services will be provided that includes initial assessment; job counseling; job referral and placement; employer services (labor market information; recruitment, screening, and referral of qualified applicants); worker information and referral services such as housing, food, and medical assistance; training and re-training information such as information about basic skills, literacy, occupational skills training services and apprenticeship opportunities; labor market information; computer and internet access for online job search activities, career exploration and resume development; unemployment insurance access through telecenter kiosk.

As the workforce-economic development partnership has evolved; strategies have been developed to assist business in finding qualified workers and in providing training that upgrades the skills of incumbent workers to help companies stay competitive. Through participation with local economic development boards, local ESD Economists, Chambers of Commerce, and dialogue with local industry groups, the Council has gained a clear understanding of skill requirements needed in the workplace. To ensure business and worker needs are met through the provisions of core services,

- WorkSource Centers will deliver employer outreach services that are flexible, able to be modified and tailored to meet the unique needs of industries.
- Wagner-Peyser services such as Front-End Intake, Skills Development, Employer Outreach, and business services are strategically and continuously executed throughout the year in collaboration with other support services offered by partners.
- Job referrals be based on quality matches and workers will be screened to ensure they possess specified work maturity and job specific skills needed for employment. Services will be structured so that screening, recruiting, and hiring can respond to a few or many positions.
- To address worker skill shortages and to address worker needs of the area, emphasis through training programs will stress basic educational skills and English speaking proficiency. Training programs will be focused on developing workers with skills for current jobs in the labor market, yet be forward thinking to develop workers for the jobs of tomorrow.
- Training resources will be maximized by wisely using funds from all sources to provide the greatest opportunity to those that need training.
- Services will be delivered in integrated in a fashion that reduces unnecessary duplication and simplifies the process for business customers seeking workforce services and support.
- Business services will be flexible and innovative as business expansions, start-ups, or closures can occur quickly with little advanced warning.

In addition to the services that are offered within the WorkSource centers, the Business Service Team (BST) also identifies the needs of employers through business outreach and area networking

events. BST members not only have weekly contact with business owners, but hold an annual Job Fair, trainings, tax seminars and economic forums to identify the needs and skills sets of our local area. By reaching out to employers, the BST is able to gather information, plan and coordinate events that cater to the growth and demand of occupations in South Central Washington.

B. Partner Program Participation Matrix

Complete the Partner Program Participation matrix (Refer to matrix and instructions in Attachment C). (Section 121(b)(1)(A)(i)).

See Attachment D

C. Intensive and Training Services for Adults and Dislocated Workers

1. Describe the coordinated approaches used by local partners in providing WIA intensive services, other than training, to adults and dislocated workers.

The partnership coordinates services to customers who have been identified as in need of intensive services through the Initial Assessment. WorkSource partner staff refer clients to the WIA IB Adult and Dislocated Worker providers for intensive and training services. Customers enrolled in WIA services are reviewed to determine their eligibility and personal or professional barriers in order to build training plan which promotes future employment stability.

In many cases a multi-faceted approach to services is required in order to ensure the customers have a service plan which will give them the best opportunity to be successful in training. These plans utilize programs housed in the WorkSource offices as well as services and resources off site. Participants are co-enroll whenever possible to maximize funding and services delivery through program such as; Veterans, TAA, Community Jobs and DVR. Since many of our customers are on public assistance program staff work with Work First Case Workers at the Department of Social and Health services to approve the training plan, track participation and records progress to completion of their training objective.

2. Describe how ITAs are awarded to WIA eligible Adults and Dislocated Workers.

See Attachment D

3. Describe how ITA resources are leveraged with other resources, e.g. 5809, Pell Grants, Governor's 10 percent.

Providers of adult and dislocated worker programs make every effort to maximize the use of Individual Training Account resources. As a policy, individuals enrolled in programs are required to make application for Pell Grants, other financial aid programs, and scholarships available within local training institutions. Where Trade Act and Worker Retraining Programs exist, co-enrollment is mandatory for all individuals participating in local I-B dislocated

worker programs. To ensure resources are used to the greatest extent possible, cost sharing arrangements are sought where eligibility exists with other programs such as Department of Vocational Rehabilitation, Migrant and Seasonal Farm Worker Programs, Governor's 10% funds, and 5809 funds to supplement ITAs.

4. Describe the use of On-the-Job Training (OJT) in your area.

On the Job (OJT) Training is frequently used in our rural area to meet the occupational skill training needs of the WIA participants and local business. OJTs are the ideal training component for clients who need a supported training and for employers who have occupational specific training needs met through on the job training. Training is targeted to high skill, local demand occupations, providing a career ladder and a living wage. Our local integrated Business Services team is promoting OJT opportunities to employers.

See Attachment F

SECTION IV IMPACT OF PY10 ALLOCATIONS AND FULL EXPENDITURE OF ARRA RESOURCES

Describe the anticipated impact the full expenditure of ARRA resources will have on your local Workforce Development area, and options being explored to lessen the impact on local programs and services to job seekers and employers?

Over 500 summer jobs were created for young people in and out of school and for most this represented their first opportunity to experience the world of work first hand. With high rates of unemployment brought on by the recession, close to 700 adult and dislocated workers took advantage of ARRA funds entering training programs in record numbers.

While the one time award of these funds brought opportunities for adults to up-skill for employment and laid off workers to retrain for new and future jobs it also put extreme financial pressure to the local workforce system. The overall impact meant fewer new unemployed would be served in PY10 given the commitment and support needed for those individuals entering the program under regular and ARRA funds in PY09 and carried over PY10.

With ARRA resources mostly expended and little carry-over, WDA IX as a priority will remain committed to those currently in training and in the program. To increase opportunities for new participants, the SCWDC will seek competitive grants; participate in state application such as the successful OJT grant award from the U.S. Department of Labor receive in 2010; request non-and expended ARRA Carry-in Funds. As a strategy, the both dislocated worker and adult programs will place a high focus on job placement

services and work with existing and new partners to maximize and leverage local resources through NEG grants, re-training services with community colleges and other state agencies, community jobs through Department of Commerce, Work First assistance, and available college financial aid.

In 2010 the South Central area Adult program enrollments from PY09 with ARRA compared to PY10 with a small amount of ARRA dropped close to 25%. Our DW enrollments from PY09 (with ARRA) compared to PY10 (without ARRA) dropped about 30%. Assuming the same funding levels for PY11 less special funding from 5809, ARRA 5%, OJT/ NEG, enrollments could drop by 40-45%.

SECTION V MANAGING PERFORMANCE

Measures and Reporting

A. Describe plans to achieve the goals of the common and core measures. Include planned approaches or Strategies to implement common measures through individual programs and integrated activities leading to enhanced performance.

The SCWDC in collaboration with ESD and partner staff will monitor performance on a monthly basis using the common measures as identified with the State of Washington. Where measures are short or failing, the SCWDC will hold discussions on issues and strategies with providers to enhance the delivery of common measures within our area. Through diverse activities and services such as Business Outreach, On-the-Job training, Economic Development partnerships, and training, the SCWDC will correlate monthly progress reports and actions to best meet those targets.

Efforts to insure enhanced performance on common and core measures will be provided to our programs through clear definition and illustration. Additionally, South Central would follow-up with the individual programs via technical assistance and then continued by quarterly review and evaluation. Committed to partnership the WDC will coordinate and facilitate meetings, provide detailed reports, and be available for one on one discussion for performance improvement on a quarterly basis.

B. Describe how the One-Stop performance measures will be used to enhance and monitor progress towards achieving local performance goals.

One Stop performance measures will be determined by the Board, but may be used for Business services, area policy implementation, and menu of services as a tool for tracking progress to the overall program goals.

Due to the length of time that performance measures have been implemented under the current system wide adjustments, and the diversity between federal and state measures, the

SCWDC will work to enfold all policies, strategies and area targets to meet the goals of the South Central programs.

C. Describe the role of the local Board in performance oversight and review.

The SCWDC will provide policy guidance and direction on all matters pertaining to the provision of services under the WIA through quarterly meetings to track and update on program performance. Meetings will be conducted not only with performance panels designated toward the industry and program, but the general council will also receive notice of these meetings. The council will monitor and evaluate the training programs operated within the Workforce Development area, and will review these performance reports with contract awards being based on prior performance. As the whole Workforce system becomes more integrated, the SCWDC, elected officials and community partners will in return become more involved in the performance and review of all programs offered within the One Stop system. As a strong and collaborative group, the processes and procedures for performance and oversight will continually evolve to best serve our clients and local area businesses.



LOCAL OPERATIONS PLAN MODIFICATION PROGRAM YEAR 2010

SEPTEMBER 28, 2010

Issue instructions to Operators and partners for local modification plan.

OCTOBER 14, 2010

Community Forum – Kittitas, 2:00 – 4:00 p.m. at **Hope Source Office**, Ellensburg
(700 E. Mountain View Ave. Ste 5, Ellensburg, 509-925-1448)

OCTOBER 19, 2010

Operations Modification parts DUE to WDC.
Community Forum – Skamania, 1:00 – 4:00 p.m. at **Pioneer Community Center**, White
Salmon (White Salmon Room #112, 501 NE Washington, White Salmon)

OCTOBER 19, 2010 – NOVEMBER 8, 2010

WDC will review the submitted parts and prepare the final draft.

OCTOBER 28, 2010

Community Forum – Yakima, 1:00 – 3:00 p.m. at **WorkSource Yakima**
(Room #1, 306 Division Ave., Yakima)

NOVEMBER 8, 2010

Public Notification;
WDC Final Draft goes out for preliminary state and public review, for a period of thirty days;
During this time, we will also schedule time with the WDC Planning Committee to review the
Operations Plan Draft.

DECEMBER 8, 2010

Final Operations Plan Modification completed and prepared for State submission.

DECEMBER 27-31, 2010

Signatures are acquired and the Final Plan is issued to the State.

DECEMBER 14, 2010

WDC Board Meeting and Consortium Meeting

JANUARY 1, 2011

Implementation of the Final Operations Plan.

Attachment C

The South Central Workforce Council takes pride in the membership of their board. Special effort has been taken to ensure board members meet federal and state requirements and at the same time strives to recruit members of color and from special populations. Further, because the South Central Workforce Area is a multijurisdictional area and makes every effort to provide representation from each county of the consortium. As required by WIA, a nomination is required to become a SCWDC consortium member.

To ensure that business appointments meet the regulatory requirements and transparency in board selection is maintained, the following procedures have been established.

8. Names of prospective Board members will be submitted to the Board Development Committee by Board members and/or County Commissioners.
9. The Board Development Committee will prioritize the names based upon established and recommended criteria, qualifications, industry categories, and location.
10. The Board Development Committee will submit the prospective prioritized list to the Executive Committee for input and for their approval. Where timeline conflicts exist, the Executive Committee may provide input and approval of the prospective names via e-mail.
11. Once prospective applicants have been approved by the Executive Committee, a member of the Board Development Committee will contact the prospective Board member to discuss his/her interest in membership. If willing to serve, the Committee member will let the prospective applicant know they will be contacted by WDC staff.
12. The Committee member will provide names and contact information to the CEO. The Director and/or his designee will schedule a meeting with the prospective member to review recruitment information and answer questions. Recruitment information consists of the following documents:
 - a. Introductory Letter
 - b. Information about the South Central Workforce Council
 - c. Member Roles and Responsibilities
 - d. Application for Appointment, & Sample Nomination Letter)
13. Upon receipt of application, the Director and/or his designee will solicit a nomination letter from the appropriate Chamber of Commerce, economic development organization or other required organization.
14. The Director will bring the completed application and required nomination letter to the Executive Committee and/or the Board Directors for final approval to be submitted to the South Central Consortium for appointment.

Local Operations Plan Assurances and Plan Signatures

Signatory officials assure that:

The Local Operations Plan will be consistent with the visions, goals, objectives and strategies of the High Skills, High Wages 2004, Washington's Strategic Plan for Workforce Development, and those described in the Local Strategic Plan for Workforce Development.

There is an ongoing role for organizations and providers listed in WIA Section 117(h)(2) in the Youth Council's local strategic and local operations planning activities. (20 CFR 661.340)

The One-Stop operator is designated consistent with Section 121(d)(2)(A)& (B) and Section 118 (d)(2).

The WDC has procurement policies and procedures that meet applicable federal, state, and local laws, rules, and regulations. In accordance with Section 123 and 664.405 (4), a competitive process will be used to award youth formula funded grants and contracts.

The ten program elements required in Sec. 664.410 will be provided within the framework for youth program design as required in CFR Section 664.400.

There is adherence to the requirements at 29 CFR 95.42 or 29 CFR 97.36(b)(3), as appropriate, which address codes of conduct and conflict of interest issues as well as state and local conflict of interest requirements.

Exceptions to the use of Individual Training Accounts are justified pursuant to 20 CFR 663.430.

Performance measures will be negotiated with the state as required by WIA Section 136(c)(2) and will be incorporated by reference, into this plan.

Continuous improvement of eligible provider services takes place and such providers meet the employment needs of local employers and participants. (WIA Section 118(b)(2)(A))

The veterans services provided with Wagner- Peyser funds will comply with 38 USC Chapter 41 and 20 CFR part 1001.

WIA Title-I programs and Wagner- Peyser Programs will comply with the Jobs for Veterans Act and applicable DOL regulations and guidance.

Labor exchange activities provided with Wagner-Peyser Act funds will be provided by merit-based public employees in accordance with DOL regulations.

WIA activities required in Sections 129 (c) et al and 134 (b) et al will be available in the local area.

Local activities will be provided in accordance with State Policy and coordinated in conjunction with State Rapid Response activities. (20 CFR 661.350 and State Policy No. 3935 Revision 1)

Funds will be spent in accordance with the Workforce Investment Act and the Wagner-Peyser Act and their regulations, written Department of Labor Guidance implementing these laws, and all other applicable Federal and State laws and regulations.

Plan Signatures

This Local Operations Plan is for the period of January 1, 2011 through June 30, 2011 in accordance with the provisions of the Workforce Investment Act Title-I-B and the Wagner-Peyser Act (as amended by Title-III of WIA).

We certify that the agencies and officials below have been designated to represent the Workforce Development Area and the Employment Security Department in the capacities indicated for the Workforce Investment Act, Title-I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of these officials will be provided to the WIA Administrative Section of the Employment Security Department when they occur.

We further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan, the assurances herein, and applicable federal, state and local laws, regulations, and policies.

Workforce Development Council Chair

Chief Elected Official(s)

Signature

Signature

Name (printed or typed)

Name (printed or typed)

Title (Council Chair)

Title (Chief Local Elected Official)

Date

Date

Local Wagner-Peyser Representative

State Wagner-Peyser Representative

Signature

Signature

Name (printed or typed)

Name (printed or typed)

Title: (WorkSource Area Administrator)

*Title: (Assistant Commissioner)
WorkSource Operations Division*

Date

Date

TO: ALL INTERESTED PARTIES

SUBJECT: Priority of Services for Veterans and Eligible Spouses

SCWDC-WS 06-09 Change 2

EFFECTIVE: JULY 1, 2010

SCOPE

This policy applies to “qualified” programs administered by Workforce Development Councils (WDCs) and by the Employment Security Department (ESD) that receive funding from the Department of Labor. They include, but are not limited to, Wagner-Peyser, Trade Act, and the Workforce Investment Act.

BACKGROUND

On December 19, 2008, the Department of Labor (DOL) issued new regulations (20 CFR 1010) implementing the Jobs for Veterans Act (JVA 2002) and the Veterans’ Benefits, Health Care, and Information Technology Act (2006). The regulations went into effect on January 19, 2009 and do three basic things:

1. Set forth requirements for each “qualified” program to provide priority of service for veterans and eligible spouses and require all grantees to have policies providing priority of service whether provided on-line or in-person;
2. Require that, for purposes of implementing priority of service, the broad definition of “veteran” meaning **a person who served at least one day** in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable be used (38 U.S.C. 101(2)0); and
3. Add new requirements related to persons who physically access service delivery points or who access virtual service delivery programs on websites (See 20 CFR 1010.300):
 - Applicants to any “qualified” DOL programs and services must be able to learn about priority of service and to indicate whether they are veterans etc.;
 - Applicants who are veterans *or an eligible spouse of a veteran* must be given the menu of programs and services to which the priority applies, and any additional program eligibility requirements.
 - Program staff must initiate data collection for any person claiming priority at point of entry; and

(The Department of Labor has not yet published its policy guidance on final data field and reporting requirements. The intent is for qualified programs to follow DOL reporting instructions when available.)

POLICY

As the priority of service policy for veterans *and eligible spouses*, all “qualified” programs come under its jurisdiction. It provides policy and standards to:

- WDCs and WIA *Program Operators* and One-Stop Operators; and ESD as the operator of Wagner-Peyser and Trade Act programs in the South Central Workforce Development area.

- A. **Compliance:** WDCs, *WIA Program Operators*, ESD and One-Stop Operators must comply with federal law, regulations, and guidance on priority of service, using the broad definition for veterans and eligible spouses (20 CFR 1010.110).

Priority of service entitles veterans *and eligible* spouses to precedence over eligible non-covered persons in accessing service. The veteran or spouse is given enrollment or services earlier in time than others who are waiting for the same assistance. If program and service resources are limited, then the veteran or spouse is given access instead of others. NOTE: This does not mean that the veteran or spouse is given “bumping rights” over others who are already enrolled and/or receiving services.

Priority of service guidelines can appear inconsistent given the Jobs for Veterans Act and local program requirements. When multiple priorities for a given program or service arise giving the appearance of conflicting priorities, local policy and procedure must respond by defining a hierarchy of priorities that resolves the conflicts. For example, if the United States Congress has established eligibility for a program, the veteran must be given priority over all non-veterans who also meet the requirement. Priorities set by federal statute are at the top of the hierarchy. Federal law sometimes allows targeting at the state or local level, but in these cases, priority of service for veterans takes precedence over state and local level of targeting.

- B. **Program Operational Requirements:** WDCs, *Local Workforce Providers*, ESD and One-Stop Operators must implement processes for the “qualified” programs they administer to allow applicants who physically or virtually access services to learn of veterans priority and to indicate whether they are entitled to priority of service. Instructions for data collection will be issued when available. In addition to allowing applicants to claim entitlement to priority, applicants claiming priority are to be given a menu of programs and services to which the entitlement applies, and eligibility requirements for those programs.

All “qualified” programs must use the broad definitions for veterans and eligible spouses at point of entry into their programs. They will be required to collect, retain and report data in accordance with the Act, regulations and DOL program guidance to be issued (20 CFR 1010.320). “Qualified” programs do not have to verify the status of an individual as a veteran or eligible spouse at the point of entry unless they immediately undergo eligibility determination and enrollment into the program (20 CFR 1010.300(a)).

“Qualified” programs that have served an average of 1,000 or more covered persons over the three most recent years of operation, are additionally required to collect and report data on *Veterans and eligible spouses*. Six programs currently meet the size threshold for reporting on covered entrants: 1)WIA Adult; 2) WIA Dislocated Workers; 3) National Emergency Grants; 4) Wagner-Peyser State Grants; 5) Trade Adjustment Assistance; and 6) Senior Community Service Employment Program (listed for completeness).

- C. **System/Site Operational Requirements:** *WDCs, One Stop Centers and Program Operators are required to ensure that Priority of Service is applied throughout their respective service delivery systems, including service delivery points maintained by all sub-recipients. The WDC will require written processes at WorkSource sites to be established that shall ensure all veterans and their eligible spouses are:*
- Identified at the point of entry so they can take advantage of priority of service;
 - Made aware of their entitlement to priority of service; and
 - Provided information on the full array of employment, training and placement services available; and any applicable eligibility requirements for those programs or services.
 - *It is expected that Program Operators will monitor local service delivery operations to insure that their internal policies and processes result in compliance with Priority of Service requirements.*
 - *Any informational or service delivery website developed, in whole or in part, with funding from a qualified job training program or grant, will be expected to provide information on priority of service for veterans and eligible spouses and how to access assistance from any applicable program.*

STANDARDS AND MEASURES

Standard: Notification: All applicants must be made aware of priority of service and given the opportunity to claim veteran status. If claiming such status, then the applicants must be given the menu of programs and services to which the priority applies. This must be done at first contact with any program or service (whether physical or virtual) funded by DOL.

Measure: 100 percent of applicants were given notification of the priority of services and the menu of programs and services to which it applies.

Standard: Policies: Under the WDC policy guidance WorkSource Centers and affiliate sites, and applicable *service* providers, shall have written processes that ensure that all points of entry into their programs or services, whether physical or virtual provide the required information. Consideration shall be given to local facility customer flow with development of written processes.

Measure: The WDC shall *require* written policies and processes providing priority of service to veterans and eligible spouses at each of their WorkSource sites, affiliate sites and applicable *service* providers.

Standard: Policies: Written policies and operational processes will be developed and made available by WorkSource Partners, contractors, or other service providers to ensure all points of entry into their program or services, whether physical or virtual to inform veterans and their spouses of their entitlement to priority of service. Consideration shall be given to local facility customer flow with development of written processes.

Measure: The WDC and the ESD shall have polices and operational processes for all “qualified” program available for review.

Standard: Training: All front line staff in Centers, affiliate sites and applicable providers must receive training on priority of service and its documentation, as well as, information on qualified programs to which the priority applies.

Measure: 90 percent of the front line staff are informed on priority of service and can demonstrate knowledge of the processes for providing this service, applicable to their work responsibilities.

Standard: Data Collection: WDCs and ESD as grantees, sub-recipients, and applicable service providers must collect report and retain, for all qualified programs they administer, the required data elements on covered applicants, regardless of the numbers of covered persons served. Programs that meet the size threshold must collect, report, and retain the data elements for covered entrants as required by DOL in directives to be issued.

The Department of Labor has not yet published its policy guidance on final data field and reporting requirements. The intent is for qualified programs to follow DOL reporting requirements when available.

Measure: Data records and reports on covered participants and entrants are available at the local level and reported in SKIES.

DEFINITIONS

Qualified Job Training Program means any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part, by the Department of Labor.

Covered Persons means veterans or their eligible spouses.

Covered Entrants are covered persons at point of entry into a program to receive services.

Veteran means a person who was in active military service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or a Reserve component, other than full time duty for training purposes.

Eligible Spouse as defined in section 2(a) of JVA (38 U.S.C. 421 (a)) means the spouse of any of the following:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) Missing in action; (ii) captured in line of duty by a hostile force; or (iii) forcibly detained or interned in line of duty by a foreign government or power.
3. Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs;

4. Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.

Eligibility for Priority of Service. Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the Final Rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term “veteran” means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizations usually occur in response to events such as natural disasters).

REFERENCES

Jobs for Veterans Act, Public Law (Pub. L.) 107-288 (Nov. 7, 2002).

Veterans’ Benefits, Health Care, and Information Technology Act (Pub. L. 109-461) (Dec. 22, 2006).

Priority of Service for Covered Persons (20 CFR 1010) Issued: Dec. 19, 2008; Effective: Jan. 19, 2009

Training and Employment Guidance Letter (TEGL) No. 10-09 Issued Nov. 10, 2009.

Veterans Program Letter (VPL) No. 07-09-Issued Nov. 10, 2009

SUPERCEDES

WDC Policy Number: #06 Change 1 : Jobs For Veterans Act Priority Services.

WEBSITE: <http://www.wa.gov/esd/policies/systems.htm>,
<http://www.yakimacounty.us/e&t/default.htm>