



Genesee Livingston Orleans Wyoming GLOW
LOCAL PLAN

JULY 1, 2017 - JUNE 30, 2021

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Strategic Planning Elements

LWDB and Regional Demand Lists are now maintained online at: <https://labor.ny.gov/workforcenypartners/lwda/lwda-occs.shtm>. Changes to Demand Lists can be made by following the directions on the webpage.

I attest that the priority ranked list of the local area’s demand occupations was last updated on [specify date in the below text box].

8/18/2017

How is this information shared with the Board? What was the last date on which it was shared?

The demand occupation list was shared with the executive committee, and the board, using the GLOW works website.

a. Provide an analysis of regional economic conditions, including:

i. Existing and emerging in-demand sectors and occupations; and

The GLOW area has several emerging or in-demand sectors including Healthcare, Information Technology, Advanced Manufacturing, Travel and Tourism, and Agriculture. Within these sectors there are a variety of employment opportunities for our job seekers that include General and Operations managers, Computer User Support Specialists, Electrical and electronics Engineering Technicians, Electronic Engineering Technologist, Manufacturing Production Technicians, Registered Nurses, Licensed Practical and Licensed Vocational Nurses, Home Health Aides, Nursing Assistants, Food Preparation Workers, Farmworkers, Maintenance and Repair Workers, Computer-Controlled Machine Tool Operators, Metal and Plastic, CNC Machine Tool Programmers, Welders, Diesel Mechanics, Metal and Plastic, Machinist, Heavy and Tractor-Trailer Truck Drivers, as well as Entrepreneurial interests in these sectors.

ii. The employment needs of businesses in those sectors and occupations.

The largest barrier that our local businesses currently face in GLOW is finding qualified and skilled candidates for the in-demand positions that are available. Careers in Healthcare, Advanced Manufacturing, and Information Technology have a very high demand rate with an excellent starting salary and a very low unemployment rate; however, there are not enough current job seekers that possess the necessary skills to fill these positions, which is a common occurrence for employers in these demand sectors and occupations.

b. Describe the knowledge, skills, and abilities needed to meet the employment needs of businesses, including those in in-demand sectors and employing individuals in demand occupations.

In order to meet the employment needs of our businesses, there are universal skills, knowledge, and abilities that individuals need to possess for the demand occupations. Businesses need employees that are able to communicate in both written and verbal forms, have basic understanding of computers, can do basic math, and have a good work

ethic, which are all skills that transcend all industry sectors. The demand occupations may require more specific occupational skills. Healthcare occupations need interpersonal skills and training that includes a certificate or license such as Nursing Assistant, Licensed Practical Nurse, or Registered Nurse. Advanced Manufacturing occupations may need specific training that could include a degree, certificate, or on-the-job training. Some of the in-demand occupational manufacturing occupations include Diesel Mechanic, Food Processing, and Machining. Information Technology occupations may require a degree or certificate and require skills such as being detail-oriented and having a strong mental focus. STEM skills (Science, Technology, Engineering, and Mathematics) are also skills that are in demand.

c. Provide an analysis of the regional workforce, including:

i. Current labor force employment and unemployment numbers;

The current unemployment rates for the GLOW area are 4.2% in Genesee County to a high of 5.9% in Orleans County. The average unemployment rate for GLOW is 4.9%, which is even with the New York State average of 4.9% and slightly higher than the national average of 4.3%.

ii. Information on any trends in the labor market; and

The GLOW Workforce area certainly has demand occupations that provide excellent job opportunities for our job seekers. One of the fastest growing sectors is in Travel and Tourism, with accommodations and food service occupations having an expected growth of 16.5% and arts, entertainment, and recreation having an expected growth of 10.2%, which outpaces overall job growth of 7%. In Wyoming County, entrepreneurial businesses have grown such as the Rural Arts Center that opened in 2017 to attract and encourage regional artists to expand their businesses. Hood Dairy in Genesee County has taken over the vacant Mueller Quaker facility that will provide excellent job opportunities for the GLOW area. We have also seen business expansions in our region to include Creative Food Ingredients, (Food Production) Prestolite (Manufacturing) Marquart's (Agriculture, Commercial Truck Driving and Diesel Mechanics.)

iii. Educational and skill levels of the workforce in the region, including individuals with barriers to employment.

In GLOW the population that has a high school diploma or equivalency ranges from a low of 85% in Orleans County to a high of 91% in Genesee County with an average of 88% in GLOW. Those that possess a Bachelor's degree or higher range from a high of 24% in Livingston County to a low of 15% in Wyoming and Orleans counties with an average of 18.5% in GLOW. The focus of the GLOW Workforce Development Board and its partners is to provide individual training, work experience, and employer-based training for individuals with barriers so that we can provide employment opportunities for the skills gap to be narrowed.

d. Provide an analysis of workforce development activities, including education and training, in the region.

- i. Identify strengths and weaknesses of these workforce development activities.

The GLOW local workforce area has for many years been the source for individuals in need of training to update their skills. Strong partnerships with our Title II partners has helped to provide trainings that are accessible and lead to good paying in-demand occupations. Many of these jobs are the first step in a career pathway that leads to better and brighter opportunities for our job seeker. An area that we would like to see more training occur in is the employer-based training such as customized and on-the-job training. Although we have been successful in the opportunities that we have provided, we need to reach out to more businesses for this type of training.

- ii. Does the local area have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and businesses? Please explain.

The GLOW workforce area is positioned well to be a strong influence on the education and skill needs of our local workforce. Strong partnerships with business and education helps to develop educational opportunities with our Title II partners that help meet the skills need of our businesses. The GLOW area also has the ability to provide employer-based opportunities such as customized trainings, on-the-job training, and work experience that will build the skills while providing quality employment.

- e. Describe the local board’s strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

GLOW Workforce Development Area’s strategic vision and goals are to prepare an educated and skilled workforce by providing education, skills, and/or training for youth and individuals with barriers to employment. We will work closely with our local Title II partners that have the ability to develop trainings that will meet the needs of our business community.

- i. How do the local area’s workforce development programs, including programs provided by partner agencies, support this strategic vision?

The GLOW workforce area has six locations with two comprehensive centers and four affiliate sites that provide workforce development programs. All of the sites have access to partner agencies either directly at their site or by referral process. Through the MOU process GLOW has identified partner agencies that provide programs to support this strategic vision.

- ii. How will the local area, working with the entities that carry out the core programs, align available resources to achieve the strategic vision and goals?

GLOW has four services providers that currently carry out core programs to our customers. The Workforce Development Board completes regular monitoring of these providers to ensure that the resources that they are given are utilized in the appropriate manner to support our strategic vision. The GLOW Workforce Development Board also looks at other opportunities that will enhance the resources that they are already provided. Additional

grants and initiatives broaden the scope of services that we can provide and better enable our workforce for the future.

- f. Describe the local board’s goals relating to performance accountability measures. How do these measures support regional economic growth and self-sufficiency?

GLOW takes pride in achieving the set performance measures that have been negotiated during the years of WIA and now WIOA. The six primary indicators are closely monitored to ensure performance accountability. The first two measures pertaining to job retention (being employed in the second and fourth quarter after exits), are a great test of the activities that job seekers receive. The median wage, the effectiveness of serving employers, and the percentage of participants who obtain a recognized credential, or diploma, or have skill gains, are all the very tools GLOW needs to decrease the skills gap that exists. Meeting these performance measures will be critical to those that have multiple barriers to employment, and certainly support regional economic growth as well as self-sufficiency for the job seeker.

Local Workforce Development System

- a. Identify the programs, whether provided by the Career Center or any partners, that are a part of the local area’s workforce development system, including:

- i. Core programs;

GLOW currently has six sites where core programs can be obtained directly for easy access to our customers in the local area. Youth, adults and dislocated workers can access any of these sites to receive the assistance they need. In addition to the comprehensive centers and affiliate sites, the MOU process has provided many other partners the ability to make quick and easy referrals so our customers can receive the services that they need. These programs include, WIOA Adult, WIOA Dislocated Worker, WIOA Youth, Trade Act, Wagner-Peyser, RESEA, Veterans Services (DVOP and LVER), ACCES-VR, TANF Employment Services, Job Corps, BOCES Adult Education and Training, Literacy Volunteers, Genesee Community College.

- ii. Programs that support alignment under the Carl D. Perkins Career and Technical Education Act of 2006; and

GLOW is fortunate to have a strong partnership with Genesee Community College, which is our Carl D. Perkins Technical and Education Act grant recipient. GCC has six locations with two each in Livingston, Orleans and Wyoming Counties besides its main campus in Batavia (Genesee County). Job Seekers that are interested in Career and Technical education can get the necessary training while attending a facility close to home. These programs support the in-demand occupations that we currently have identified in the GLOW area.

- iii. Other workforce development programs, if applicable.

In addition to our Carl D. Perkins Career and Technical Education Act, GLOW is also part of

regional initiatives with the Finger Lakes Hired Grant and the Americas Promise New York Inspire Grant, offering short term training in regional educational and work based programs that provide skill upgrades for our workers and supply our businesses with the qualified workers they need. GLOW is fortunate to have two centers that operate Senior Community Services Employment Programs, providing employment services to low income seniors. Two centers operate Employment Networks providing services to the disabled populations. Community Services Block Grant (CSBG), resources can also offer an avenue of additional workforce development options.

- b. Describe how the local area will ensure continuous improvement of services and service providers.

Under the Workforce Innovation and Opportunity Act, it is a requirement of the Local Workforce area to have a One Stop System Operator in place. GLOW has procured for and secured the Genesee Finger Lakes Regional Planning Council, who will be reviewing GLOW area performance, programs, and policies and making recommendations for continuous improvement. GLOW has historically used customer surveys to ensure that our customers' comments are heard and acted upon. GLOW staff will continue is process of monitoring participant files, and One Stop Operating System (OSOS) records.

- c. Describe how eligible providers will meet the employment needs of local businesses, workers, and jobseekers.

Understanding the needs of our local businesses is critical to the success of our workforce area. THE GLOW WDB, together with their local and regional partners review the Demand Occupation List and make the necessary changes to ensure that the local and regional demand occupations is accurate. In order to provide opportunity to our workers and job seekers, we must first understand the needs of the business and the opportunities that they can provide to our customers. GLOW is fortunate to have a Workforce Development Board with a majority of private sector businesses from the across our area. Providers are constantly reaching out to businesses and understanding their needs. When that relationship has been made, we have a better understanding of what our workers and job seekers will need for success. Through the MOU process we have identified plenty of educational providers who can then work closely with our providers to develop the trainings and programs that are needed.

- d. Describe the roles and resource contributions of the Career Center partners.

GLOW's two comprehensive centers and four affiliate sites are all staffed by well-trained employment and business services representatives. Staff provides services to job seekers and business customers. Our business services representatives reach out to our business customers offering many opportunities, from placing a job order to employee matching for a specific job order, and finding general workers who have a strong work ethic and want to secure employment. Our business service staff can set the course for an on-the-job training opportunity or provide an upgrade in skills for employees through a customized training.

The staff work with our job seekers to identify skills that our business are looking for and also work with our customers to provide what they need to become eligible for

employment opportunities. This can be as quick as providing a skilled employee with a job referral and extensive as providing a worker with a classroom training that will provide an opportunity for a whole new set of skills or an upgrade of their current skills. Whether it is on behalf of the business or the job seeker, the services providers in GLOW work together as a team to satisfy the needs of both our customer bases. In addition to staff located in the centers, partner agencies enhance these contributions by using their resources to make these centers accessible to all. The One Stop Operator is assisting in bringing each of the partners together, to educate all partners on the services that each have to offer.

Workforce Development and Career Pathways

- a. Describe how the board will facilitate the development of career pathways, including co-enrollment in core programs when appropriate.

In order to fulfill the entire requirements of a career pathway, enrollment in WIOA core programs in GLOW would be beneficial to our job seekers. Those students that are transitioning from education may need to upgrade their employability skills or be connected to employers that have the job openings that they are now qualified to perform. GLOW certainly has some of the fastest growing career pathways available to our customers. GLOW will attempt to bring together business, schools, and training providers, to determine the needs of business, and establish trainings and programs that will meet these needs. Pathways such as HealthCare offer a way for customers to get in at several levels. The Demand Occupation List for the local GLOW area, as well as the Finger Lakes regional area, shows this to be one of the fastest growing occupations available. From Home Health Aide through nursing programs, GLOW offers opportunities to our job seekers that are suitable and appropriate.

- b. Describe how the board will improve access to activities leading to recognized postsecondary credentials.

The GLOW Workforce Development Board understands the relationship between recognized postsecondary credentials and securing employment. GLOW updates the demand occupation list in order for customers to recognize those career fields that have current openings with a positive outlook. Many of the trainings on the demand occupation list carry recognized credentials that will help lead to securing of employment. Updating the list on a regular basis ensures that our customers will receive the best possible information with regards to their future direction.

- i. Are these credentials transferable to other occupations or industries (“portable”)? If yes, please explain.

Many of the credentials that are obtained by our customers are transferrable to other occupations or industries. The various degree programs that customers earn all have components that transcend all industries. More specifically in GLOW, short term non-credit programs such as ServeSafe Food Manager Certificate provides training for mid-level management in restaurant, grocery stores, and some retail establishments. Fork Lift Operator, Security Guard, IT and MOS credentials can all be used in multiple industries. The

FastTrac program that is currently offered through our service provider in Wyoming County prepares customers for a variety of entrepreneurial opportunities. These are the types of credentials that GLOW looks for to provide opportunities to our job seekers.

- ii. Are these credentials part of a sequence of credentials that can be accumulated over time (“stackable”)? If yes, please explain.

As in many local areas, there is a strong demand for Healthcare positions in GLOW from entry level positions such as Certified Nursing Assistant through the highest levels of career opportunities in the field. GLOW has focused on this demand industry for many years now and certainly understands the need for training skilled workers for the long term. We have numerous cases where individuals who received training funds to become nursing assistants subsequently earned Licensed Practical Nursing degrees, and then advanced to Registered Nursing programs at the Associate, Bachelor’s, and Master’s degree levels. Another example of a sequence or credentials offered in Livingston County is through Pro-Mech, offering a very demanding entry level Diesel Technician Program that has a very high placement rate, and once in the doors of an employer our customers have the opportunity (through their individual employer) to return for more advanced training, often funded by their employer.

Access to Employment and Services

- a. Describe how the local board and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.

GLOW began the expansion of access to eligible individuals with the development of the Memorandum of Understanding through WIOA. The ability to identify the partners involved in the process revealed that working together we could each lend our area of expertise to the individual in need. It is the local board’s mission to continue this process through our One Stop Operator and begin to develop processes for uniform registration, referral, and understanding of each partner’s area of expertise. As this process evolves with better knowledge and understanding of the role that each partner plays, we will help to develop a system by which each individual can access from any point the services that they need in an efficient and timely manner.

- b. Describe how the local area will facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology.

Some of our jobseekers have a difficult time accessing our current locations due to the expansive and rural nature of the region, so we have begun working with the One Stop Operator to expand the use of technology. An on-line registration form that may cut down the need for individuals to make the trip into the facilities is one idea we’re exploring. Another option is by expanding the number of partners in the system by identifying and adding additional local partners which may include businesses, schools, and community based organizations that will be closer to home for all GLOW customers. GLOW jobseekers and businesses can access the glowworks.org for links to some of our partner contacts, we

continue to update and add partner links on a regular basis. Career center calendar of events and the workshops that we offer can all be seen though viewing this site.

- c. Describe how Career Centers are implementing and transitioning to an integrated technology-enabled intake case management information system.

Through our One-Stop Operator, GLOW has begun the process of identifying the individual case management needs of each of its partners. Once we have identified the current systems that are being utilized, the common case managements needs of the partners, and the unique needs of our partners , we can begin to build a case management information system that all can utilize to serve our customers in a more effective way.

- d. Provide a description and assessment of the type and availability of programs and services provided to adults and dislocated workers in the local area.

Basic Career Services: eligibility determination, outreach; intake; system orientation; Initial assessment; labor exchange services; referral to programs; labor market information; GLOW performance on the local system, performance and cost for eligible GLOW providers; referrals to supportive services; Unemployment Insurance information and assistance; and financial aid assistance.

Individualized Career Services: comprehensive assessment; individualized plan for employment; career planning and counseling; short term pre-vocational services; internships and work experiences; out of area job search and relocation assistance; financial literacy services; English language acquisition and integrated education; and workforce preparation.

Follow-up Services: During this phase of activities customers will receive resume preparation; job developing; labor market information; supportive services; counseling; and job retention strategies.

- e. Describe how workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area.

GLOW has a particular concern with this, as we are a rural 4-county area, with just one city. However, activities that are offered will be done so in coordination with local public transportation where available. Programs, workshops, and other events will be scheduled at convenient times that accommodate the public transportation systems. GLOW will consider other locations within the area to accommodate the access of our workforce activities. The use of technology will be accessed to assist those individuals with the ability to receive services in that manner. In many cases we will utilize supportive services to assist our customers that have the ability to get the centers, but would experience a financial hardship in doing so.

- f. Describe the replicated cooperative agreements in place to enhance the quality and availability of services to people with disabilities, such as cross training of staff, technical assistance, or methods of sharing information.

The GLOW Memorandum of Understanding has supported the process of cooperation between all of our system partners. GLOW partners understand that providing services to people with disabilities in a rigid system will not be successful and the ability to design and implement a system that meets the unique requirements of these individuals will be our best practice. As we further develop strategies, we will rely on our System Operator and all partners to train staff in these areas; the protocol for information sharing among our partners, the services available, and eligibility requirements associated with each partner. This will ensure that service delivery and appropriate meaningful referrals are made.

- g. Describe the direction given to the One-Stop System Operator to ensure priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

GLOW began the process for procurement of a System Operator late in 2016 and successfully completed the process in 2017. The Request for Proposal that was released defined exactly what role the System Operator would play. GLOW selected the Genesee Finger Lakes Regional Planning Council because of their demonstrated ability to provide continuous improvement to all of our system partners, as well as place a focus on meeting performance requirements. Having our System Operator in place helps us to facilitate the process for identifying those individuals that meet the target population and providing training services to them. GLOW current policy on priority of service is as follows: POLICY: Priority of Service for WIOA Adult funded Customers Requesting Individualized Career Services and/or ITA's. First to veterans and eligible spouses who are also recipients of public assistance, other low –income individuals, and individuals that are basic skills deficient. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are recipients of public assistance, other low –income individuals, and individuals that are basic skills deficient. Third, to veterans and eligible spouses who are not included in any of the other priority groups. Last, to non-covered persons outside the priority groups.

- h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:

- i. The physical and programmatic accessibility of facilities, programs, and services;

All facilities in the GLOW network have been reviewed to ensure compliance with the provisions of the Americans with Disabilities Act of 1990. The GLOW WDB will continue to assess on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area. We will encourage other organizations within our network of partners to offer suggestions to make our physical locations easily accessible by those in need of accommodations. The System Operator will facilitate partner meetings to help GLOW increase programmatic access for all individuals, free from discrimination or harassment due to age, race, creed, color, national origin, sexual orientation, military

status, sex, disability, predisposing genetic characteristics, family status, marital status, or domestic violence victim status. GLOW and its partners will abide by the NYS Human Rights Law, which affords protection from employment discrimination for people with prior convictions, arrests, youthful offender adjudications or sealed records.

ii. Technology and materials for individuals with disabilities; and

All GLOW facilities have equipment and materials for persons with disabilities. We seek to provide services and resources through coordination with our partners who are specifically targeted to serve individuals with disabilities including ACCES-VR, ARC, NYS Commission for the Blind, and Independent Living of Genesee Region. In our continuous improvement efforts, GLOW partners welcome innovative and effective ideas to enhance what we have already started.

iii. Providing staff training and support for addressing the needs of individuals with disabilities.

Through coordination with our staff and partners, information and training will continue to provide information on the best practices in working with persons with disabilities. It will be the mission of GLOW staff to be strong advocates for our customers in connecting them with job opportunities, educational and entrepreneurial opportunities, apprenticeships, or any other activities that will lead to successful outcomes.

i. Describe the roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).

The partners recognize that NYS Human Rights Law prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status.

The partners understand that the NYS Human Rights Law affords protections from employment discrimination for persons with prior conviction records, or prior arrests, youthful offender adjudications, or sealed records.

Business Engagement

a. What strategies and programs, including training programs, will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations?

GLOW has a long history of partnership with our businesses in the local area including small businesses. We currently have 11 businesses in the GLOW area who are members of on our Workforce Development Board, as well as many of the individual committees in charge of policy making. GLOW will continue to rely on their understanding of the needs in

our area. We will also look to all employers in the GLOW region to participate in on-the-job training opportunities, customized trainings, work try-outs, and job shadowing for youth. We will continue to encourage our employers to recruit through our centers, place job orders through the New York State Job Bank, and continue to be a voice of what employers are looking for during our employer forums. In the past year GLOW has held over fifty employer recruitments & job fairs offering local business space at our centers as well as a customer base to draw from. GLOW utilizes our New York State Department of Labor Business Services Representative to coordinate many of these activities; however staff at all levels are involved in the process of business engagement.

- i. If applicable, describe the local area’s use of business intermediaries.

GLOW has chosen the Genesee Finger Lakes Regional Planning Council as our One Stop Operator an excellent example of a business intermediary. We will continue to support, align, and work with local and regional Economic Development Councils as they continue to bring new businesses into the area and help existing businesses maintain their presence in GLOW. Through this type of partnership we can continue to provide excellent job opportunities for our customers.

- b. What strategies or services are used to support a local workforce development system that meets the needs of businesses in the local area?

GLOW will continue to place high priority on the upgrading of skills of current workers within our area. Local businesses continue to ask for skilled workers that meet their needs. Our training programs will focus on upgrading the skills of local and regional demand occupations. GLOW will also continue to meet the needs of businesses as they look to hire our emerging workforce. Ensuring that these candidates are identified, job ready, and eager to work will be the mission of all partners in the GLOW system. Sharing information on employer expectation, and needs with all of our partners will be a policy that we strive to continue and improve upon.

- c. Describe how the local area’s workforce development programs and strategies will be coordinated with economic development activities.

GLOW will continue to support local economic development activities. Bringing new businesses and job opportunities to the area will allow us to continue to provide jobs for our job seekers. GLOW partners, especially our business services staff, will provide support in the form of customized recruitment assistance, job posting services, priority jobs initiative, training and hiring incentives, and provide space and staff to assist businesses. Looking at it from a bigger picture GLOW will continue to meet with our regional partners in Monroe and Finger Lakes areas, to ensure that we are coordinating these strategies on that level.

- i. Describe how these programs will promote entrepreneurial skills training and microenterprise services.

As economic development activities bring in new opportunities in the GLOW workforce area, we will have to meet the needs of the labor force. Entrepreneurial skills training are

an effective path to have participants start or grow a business. Small business is essential to success in GLOW and having the skills training to provide ownership for these microenterprises increases the opportunity for all job seekers in our area. The FastTrac program in Wyoming County is certainly an excellent example of entrepreneurial training that has been effective in providing customers with training that will help them to establish new opportunities.

- d. Describe how the local board will coordinate its workforce investment activities with statewide rapid response activities.

GLOW will continue to work closely with our rapid response team to ensure that those affected workers are provided with new employment opportunities based on their current skills or the identification of skill gaps and provision of training in the form of ITAs or employer-based training to eliminate those barriers and get them back into the workplace in a timely manner.

Program Coordination

- a. How do the local area’s programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs?

Unemployment Insurance programs and local programs have a long relationship working together in GLOW to get our customers back to work and helping businesses to fill job openings. Functionally aligned staff work to identify those customers who are job ready or those who need additional assistance to secure employment. Workforce systems that have been designed to help upgrade the skills of workers eliminate the barriers and create a pathway to employment.

- b. Describe how education and workforce investment activities will be coordinated in the local area. This must include:

- i. Coordination of relevant secondary and postsecondary education programs;

The GLOW workforce area through the MOU process has identified our Title II partners and we will work closely with them to identify and develop training programs that meet the needs of local businesses, providing training in demand occupations, and developing programs that provide valuable employment skills. The education programs that meet these needs will be placed on our Eligible Training Provider List (ETPL).

- ii. Activities with education and workforce investment activities to coordinate strategies and enhance services; and

GLOW has begun the process through our One Stop System Operator of coordinating and enhancing our educational services. Bringing all the local partners together will help us identify what services each of our partners currently provide and how they meet the needs of our business and job seekers and enhance the services and programs based on these criteria.

iii. A description of how the local board will avoid duplication of services.

As we move through the partner meetings through the One Stop Operator system, we are identifying services for each provider. The local board is looking for partners to develop a system that saves time and funds and avoids the duplication of services. Developing a universal registration and referral system that expedites the process for our customers gets each individual the services they need in a timely manner, as well as eliminating cost by preventing duplication. The creation of our MOU has certainly provided a basic guide to the services offered by all of our partners, and can be the document used to prevent the duplication of services.

c. Describe plans, strategies, and assurances concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services.

GLOW will continue its strong partnership with state employment services under the Wagner-Peyser Act. As identified Partners of the MOU, and local partners in our One Stop system, we meet with all partners to develop strategies for coordination. Through the cross training of staff and the co-location in several facilities, we are able to expedite customers through the system and eliminate service duplication.

d. Provide a list executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center system. This includes agreements between the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

- MOA- GLOW WDB- Genesee County Youth Bureau- to provide Youth Program Elements #5 and #6
- MOA-GLOW WDB- Buffalo Niagara SCORE- to provide Youth Program elements #6, #11, #12
- MOU GLOW WDB- Literacy West, NY Inc.- To provide Youth Program Elements #1 and #2
- MOA- Orleans County Job Development Agency- Orleans County Local Development Corporation. To provide Microenterprise Assistance Program (MAP), referrals.
- MOA- Wyoming County Community Action Inc. and State University of New York- SUNY ATTAIN Lab- Youth Program Elements #1,#2,#14
- GLOW WDB-Wyoming County Community Action-Angel Action Division- To provide Youth Program Element #6.

Youth Activities

a. Provide contact details of Youth Point of Contact for your local area:

i. Name of Youth Point of Contact

Scott Gage

ii. Email Address

sgage@co.genesee.ny.us

iii. Name of Organization

Genesee County Job Development Bureau

iv. Title

Director

v. Phone

(585) 344-2042 ext. 4223

vi. Address

587 East Main Street, Suite 100,
Batavia, NY 14020

Youth Activities

a. Provide contact details of Youth Point of Contact for your local area:

i. Name of Youth Point of Contact

Ryan Snyder

ii. Email Address

rsnyder@co.livingston.ny.us

iii. Name of Organization

Livingston County Office of Workforce Development

iv. Title

Director

v. Phone

(585) 243-7047

vi. Address

6 Court St # 105, Geneseo, NY 14454

Youth Activities

a. Provide contact details of Youth Point of Contact for your local area:

i. Name of Youth Point of Contact

Kelly Kiebala

ii. Email Address

Kelly.kiebala@dfa.state.ny.us

iii. Name of Organization

Orleans County Job Development Agency

iv. Title

Director

v. Phone

(585) 589-2740

vi. Address

14016 Route 31 West, Albion, NY 14411

Youth Activities

a. Provide contact details of Youth Point of Contact for your local area:

i. Name of Youth Point of Contact

Sandy Smith

ii. Email Address

ssmith@wccainc.org

iii. Name of Organization

Wyoming County Community Action

iv. Title

Acting Director

v. Phone

(585) 237-2600

vi. Address

6470 Route 20A, Suite 1, Perry,
NY 14530

Provide the number of planned enrollments in PY 2017 for:

i. Out-of-School Youth
 128

iii. Carry-Over In-School Youth
 0

ii. New In-School Youth
 7

iv. Work Experience
 38

*Please note that PY 2017 enrollments will provide the baseline estimate for the remaining three years of the Plan.

vii. Who provides the WIOA Youth Program Design Framework, which includes Intake and Eligibility, Objective Assessment, and the Individual Service Strategy (ISS)?

Genesee County Job Development Bureau
 Livingston County Center for Workforce Development
 Orleans County Job Development Agency
 Wyoming County Community Action

i. Describe how career pathways is included in the ISS.

GLOW youth staff at the onset of WIOA developed a plan specific to youth with the understanding that we would identify career pathways on the initial application for individuals to consider. The pathways offered on the application are not a complete list, but identify pathways that are in demand with a positive outlook. Youth will be encouraged to develop a plan based upon the career pathway that they choose during the assessment process. Once that is completed, an assessment process takes place and the identified career pathways are then incorporated into the Individual Service Strategy. GLOW youth staff meets on a regular basis to revise and improve upon this process to ensure that youth are receiving the best possible service.

viii. In Attachment G, Youth Services, located on the NYSDOL website at <https://labor.ny.gov/workforcenypartners/wioa/workforce-planning.shtm> under the Local Planning section, identify the organization providing the 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB. Explain how providers and LWDB staff ensure the WIOA elements:

i. Connect back to the WIOA Youth Program Design Framework, particularly Individual Service Strategies; and

ii. The GLOW youth program design uses the 14 elements as a pathway for a successful outcome, and are identified on the ISS as they are used and completed successfully.

- iii. Are made available to youth with disabilities.

Through the MOU process we have identified partners that are working with this population. We continue to improve upon the referral process to identify and provide services when needed and in a timely manner.

- ix. Identify successful models for youth services.

GLOW has had a number of successful programs that we will continue to model programs after. The work experience component has been very successful in introducing youth to employers, and eventually securing employment on both and part time and full time bases. GLOW will utilize OJT and ITA opportunities to continue to advance skills and place youth in the workforce. We will also look closely at apprenticeship programs that can provide excellent yearly incomes and benefit packages to those who have a successful completion.

- x. If you plan to serve In-School Youth (ISY) and/or Out-of-School Youth (OSY), using the “Needs Additional Assistance” criteria, please attach a policy that defines reasonable, quantifiable, and evidence based specific characteristics of youth needing additional assistance.

GLOW WIB Definition for Youth Needing Additional Assistance and Barriers

The definition of “requires assistance to complete an educational program,” and “to secure and hold employment” as defined in the June 2009 Five Year Plan approved by the GLOW WIB is:

Requires assistance to complete an educational program will refer to any youth who:

- Has an Individual Educational Plan (IEP)
- Is provided Academic Intervention Services (AIS)
- Has been retained at least one grade level in school
- Has an identified disability

Requires assistance to secure and hold employment will refer to any youth who:

- Has been terminated from employment for cause

Or

- Has been unable to obtain work in a reasonable amount of time (90 days)

Administration

- a. Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official or Governor.

Livingston County Board of Supervisors

- b. Describe the competitive process to be used to award sub grants and contracts for WIOA Title I activities in the local area.

- Issue RFP- document is available on GLOW website, and legal notices placed in area newspapers. RFP out to bid for a minimum of 30 days
- Provide ongoing technical assistance during the 30 day waiting period
- Schedule a mandatory Bidders conference
- Set a firm date where all proposals must be received by the GLOW WDB
- Proposal review by WDB committee staff
- RFP Team recommendation
- Approval by the GLOW Workforce Development Board
- Contract award notifications
- Sign contracts
- Implement services

- c. Provide the local levels of performance negotiated with the Governor and Chief Elected Official 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 (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

All performance standards have been negotiated at 0% until data on the measures have been collected.

- d. Describe the actions taken toward becoming or remaining a high-performing board, consistent with factors developed by the SWIB. A board will be defined as high performing if it meets the following criteria:

- i. The board is certified and in membership compliance;
- ii. All necessary governance actions and items have been accomplished, including executing a local MOU, selecting a One-Stop System Operator, and implementing all required local policies, etc.;
- iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and
- iv. The LWDA meets or exceeds all performance goals.

The GLOW Workforce Development Board is certified and in membership compliance. The MOU has been accepted all local partners have signed off on the document, and waiting one NY State partner to send signature pages. GLOW has a signed contract for their One Stop Operator; the Genesee Finger Lakes Regional Planning Council. All local policies are in place and under regular review. All Career Centers have been certified under WIA, and are awaiting the process for the WIOA system.

Training Services

- a. Describe how training services will be provided in the local area.

All Title 1 Adult, Dislocated Worker, and Youth training will be provided by four service providers in GLOW. These include the Genesee County Job Development Bureau, Livingston County Center for Workforce Development, Orleans County Job Development Agency and Wyoming County Community Action. Training providers and programs must be on the ETPL list. For trainings that are not on the demand list or exceed the GLOW cap for training, then a waiver is required for that training.

- b. Describe how contracts will be coordinated with the use of ITAs.

In GLOW each service provider works with the individual educational institution and develops agreements regarding the individual training. All trainings must be on the ETPL list, as well as be in the GLOW demand occupation area. For trainings that are not on the demand list or exceed the GLOW cap for training, then a waiver is required for that training.

- c. Describe how the local board will ensure informed customer choice in the selection of training programs regardless of how training services are provided.

All GLOW customers work closely with their employment counselor to determine their employment plan. The form that GLOW uses to navigate the system is the Individual Service Strategy, or the employment plan. Each customer works with their counselor to develop the plan, using the assessment results. Customers will make their decision based on the information provided and all possibilities have been discussed.

Public Comment

- a. Describe the process used by the local board to provide a 30-day opportunity for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

The plan was sent to our NYSDOL Representative on 10/11/2017 for Review, and was approved by the Executive committee of the GLOW Workforce Development Board on 10/25/2017. Once approved it will be submitted on the GLOW WDB website for 30 day review for public comment. During the review process, business representatives, labor organizations, and educators, will all have the opportunity to make comments, and suggest revisions prior to submission to the state. The plan will be approved by the full WDB on 11/14/2017.

- b. Did the NYSDOL State Representative review the plan before submission? If no, please submit to your State Representative for review prior to posting for public comment.

Yes it was submitted on 10/11/2017 for review.

List of Attachments:

Please complete all attachments.

- Attachment A** – Units of Local Government
- Attachment B** – Fiscal Agent
- Attachment C** – Signature of Local Board Chair
- Attachment D** – Signature of Chief Elected Official(s)
- Attachment E** – Federal and State Certifications
- Attachment F** – Youth Services Chart
- Attachment G** – Local Plan Budget 2017

Original signature pages (Attachments C, D, E, and F) must be delivered to NYSDOL in one of the following two ways:

- Electronic signature (if the board has the capability for it) – Note that electronic signature must follow the requirements and guidelines of the Electronic Signature and Records Act (ESRA). Further information on ESRA standards and requirements can be found at

<https://its.ny.gov/nys-technology-law#art3>. Boards choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.

- Mail original versions – Hard copies of traditional signature pages may be sent to:

Attn: Local Plan
New York State Department of Labor
Division of Employment and Workforce Solutions
Building 12 – Room 440
W. Averell Harriman Office Building Campus
Albany, New York 12240

All other attachments must be submitted along with the LWDB Local Plan Template via email.

In addition to these attachments, LWDBs must provide copies of the agreements listed in the Program Coordination section of this template under (d). If possible, it would be preferable to provide a list of hyperlinks to these agreements made available on your LWDB website.