



Finger Lakes (Ontario-Seneca-Yates and Wayne Counties)

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].

9/28/2017

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

Approved by Performance and Evaluation Committee on 7/19/2017.

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

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

- Healthcare continues to be the number one job-generator in our 4 county area with 484 new jobs added to economy in last 5 years.
- The average annual change in healthcare jobs (.7%) lags NY state (1.9%) and national (averages 2.5%)
- Projected gains in healthcare in the next 5 years are expected to add 950 jobs while losses in manufacturing are expected at 940 jobs.
- 5-year projections for demand manufacturing replacement jobs (1,798) is 2nd only to Retail (2,424) and outpaces Healthcare (1,470) by 328 jobs.
- At \$56,969 average, manufacturing jobs pay about 26% more than Healthcare positions at \$41,977.

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

Employers report the need for talent across most sectors. Across all industries, several occupations are mentioned more frequently than others, such as sales representatives, registered nurses, over the road truck drivers, cashiers, maintenance workers, managers, engineers, nursing assistants, and retail salespersons. Hiring difficulties occur across a variety of occupations and skill levels. In the Manufacturing industry, both production and non-production occupations are reported, including machinists, maintenance and repair workers, engineers, welders and production supervisors are commonly mentioned as areas that are hard to fill. The industry leaders are having difficulty filling positions as the baby boomers are retiring.

- 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.

Employers report the need for workers with a combination of skill sets covering occupation or technical skills, educational credentials and/or licensing and relevant work history. The top work ethic skills required include: complex problem solving, critical thinking, creativity, people management, coordinating with others, emotional intelligence, judgment and decision making, service orientation, negotiation, cognitive flexibility, written and verbal communication skills.

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

- i. Current labor force employment and unemployment numbers;

In 2016, the population in the 4- county area was 260,326. Between 2006 and 2016, the region’s population grew at an annual average rate of 0.1%. Unemployment average for 2016 was 4.5%.

Unemployment Rate PY 2017 (not seasonally adjusted)

	July	August	September
Ontario	4.1	4	4.1
Seneca	4	4.1	4
Wayne	4.6	4.6	4.5
Yates	4.1	3.9	4
FL 4 -County Average	4.2	4.2	4.15
NYS	4.9	4.9	4.7
US	4.6	4.5	4.1
PY'16 (FL 4-County Average)	4.2	4	4.2

The region has a civilian labor force of 132,241 with a participation rate of 62.4%. Of individuals 25 to 64 in the FLWIA, 26.8% have a bachelor’s degree or higher which compares with 31.3% in the nation.

Labor Force Participation Rate and Size (civilian population 16 years and over)

	Rate	Size
Ontario	64.1%	57,023
Seneca	56.7%	16,284
Wayne	62.8%	46,592
Yates	61.4%	12,342
FL 4 -County	62.4%	132,241
NYS	63.3%	10,083,719
US	63.3%	158,897,824

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

As of 2017Q2, total employment for the FLWIA was 106,628 (based on a four-quarter moving average). Over the year ending 2017Q2, employment declined 2.2% in the region. Private sector jobs in the Rochester metro area decreased over the year by 3,100, or 0.7 percent, to 452,300 in September 2017. Gains were concentrated in natural resources, mining and construction (+700). Job losses were greatest in trade, transportation and utilities (-1,900), financial activities (-700), manufacturing (-700) and professional and business services (-700).

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

Of individuals 25 to 64 in the FLWIA, 26.8% have a bachelor’s degree or higher which compares with 31.3% in the nation.

Educational Attainment, Age 25-64		
	No High School Diploma Rate/Size	High School Graduate and Higher Rate /Size
Ontario	5.9%/ 3,354	94.1%/ 53,398
Seneca	12.9%/ 2,456	87.1%/ 16,583
Wayne	8.6%/4,228	91.4%/45,104
Yates	14.4%/ 1,733	85.6%/ 10,324
FL 4 -County	8.6%/ 11,771	91.4%/125,409
NYS	12.3%/ 1,306,879	87.7%/ 9,308,481
US	11.8/ 19,736,243	88.2%/147,110,802

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.

System Strengths:

For program year 2016, 104 out of 109 individuals completed scheduled training (Individual Training Accounts) for a completion rate of 95%. Of the 104 individuals who completed, 85 (82%) found jobs related to training. Training focused primarily on demand occupations including nursing and advanced manufacturing.

Both the Finger Lakes Community College and Wayne Finger Lakes BOCES partners have been responsive in developing and delivering training that is demand-driven and addresses current employer needs. These include Advanced Manufacturing Machinist Training, Mechatronic Technology, Certified Nurse Assistant Training, CNA to LPN training and Guest Service Gold (GSG) certified hospitality training.

Sector Strategy. The Finger Lakes Workforce Development board has developed a Sector Based strategy that has been in effect for approximately 10 years. This strategy has been responsible for activities and approaches that have yielded countless outcomes benefitting businesses and jobseekers. The sectors identified include Advanced Manufacturing, Skilled Trades, Healthcare, Information Technology and Retail/Tourism. The board has identified a review of current clusters and subsequent new cluster development as a strategic goal.

System Needs:

For the program year 2016, On the Job Training (OJT) programs saw 19 completed successfully out of 30 for a 63% success rate. Success rate is usually higher so the system is developing methods to better prepare candidates for OJT positions and providing stronger supports during OJT. Employers report that gaps in the applicants' work experience is often a barrier to hiring someone. System is developing methods to better inform business

about OJT so that it can be used to help fill skill gaps employers often find.

New apprenticeship programs; with the growing demand for a skilled workforce companies are looking at different ways to attract talent. Apprenticeship is another tool in the tool box that could help our businesses grow.

Soft Skills Gap-In an effort to respond to employer's needs for workers with soft skills, the local workforce development system developed a one day training in soft skills entitled "Personal Skills For Success" in cooperation with Wayne Finger Lakes BOCES staff. This program is underutilized by jobseekers and we have not solicited employers to determine the value for them. We are also working with the Temporary Staffing agencies to support this program for all their applicants. The system is developing new ways to market program to both customers.

Transportation continues to be a barrier in these rural four counties. Through the Economic Development Committee, we are working the Genesee Valley/Rochester Regional Transit Authority at address solutions. This is currently in process and the leadership of the Authority is committed to working with us.

- 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.

Yes-partnerships both new and old are in place to meet skill needs of the local workforce, including those with disabilities. WIOA has allowed us to facilitate this with local partners while the FLREDC's focus on workforce development has helped "shine a light" on the importance of a skilled workforce

- 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.

The vision of the Board is to be the "leader in Collaborative Workforce Solutions" and the Mission is that the FLWIB convenes a unique table of stakeholders to identify workforce needs, share intelligence and respond with innovative approaches to improve the economic well-being of the community and region

The Board has adopted a strategic plan with the following goals addressing this. The Board plans to increase the number of partners in the system to better serve youth and individuals with barriers. The youth committee is reconstituted and will be looking at trends impacting youth and develop services and programs to meet these needs. We currently conduct three hands on career fairs for students in grades 9 to 12 in the areas of skilled trades and advanced manufacturing, healthcare and human services and agriculture. Over 1200 students participate annually in these fairs that are fully funded by businesses and sponsors.

The Board also has a strategic goal to increase the number of Veterans and Individuals with Disabilities accessing services, training and events sponsored by the WIB. November is

deemed Veterans' Month at our Career Centers and open houses and special events are being conducted as well as a Veterans' Job Fair. The Board has also established and Individuals with Disabilities Committee to address improved services to this population and cross training staff to better serve the customers.

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

The Board has adopted a brand platform and it includes the brand personality that the board acts responsive, innovative, strategic, resourceful and passionate. We have adopted a sector based strategy to address the needs of our local businesses. Our partners provide training programs in these areas that our job seekers can participate in. When issues are identified where services are not available, the board convenes the stakeholders to address these issues and a solution/service is developed. Examples of this include the development of a six month noncredit Advanced Manufacturing Machinist Program (AMM) developed by Finger Lakes Community College in response to the industry cluster, Finger Lakes Advanced Manufacturers' Enterprise (FAME). A recent addition to this program is that students successfully completing the course earn credits that can be transferred to a degree program at FLCC or MCC.

Another example of partnership is the development of the Personal Skills for Success Program. A void was identified in our career centers for a quality "soft-skill" workshop for job seekers. Wayne Finger Lakes BOCES staff developed the curriculum and trained staff at the centers to deliver this program. Board members (employers) did review and endorse the program. Successful completers receive a certificate and we are hoping that employers will recognize this credential and it can be a hiring advantage. We are currently working with employers to validate this.

- 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?

The Board will be reviewing Title II proposal submissions for alignment with the strategic vision and goals of the Local Plan. The Board has allocated 30% of the Adult and Dislocated Worker funds to support Individual Training Accounts and On the Job Training.

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

The FLWIB has provided training to career-center staff in an effort to ensure performance indicators are understood by system. The business services team has already developed monthly reporting system in an effort to track effectiveness in serving employers.

Primary indicators are :

1. Employment Rate 2nd Quarter After Exit

- 2. Employment Rate 4th Quarter After Exit
 - 3. Median Earnings 2nd Quarter After Exit
 - 4. Credential Attainment
 - 5. Measurable Skill Gains
 - 6. Effectiveness in Serving Employers
- By meeting and exceeding these goals it is the board's expectation that the system will be better aligned to meet the needs of businesses while ensuring job-seekers multiple career pathways to a middle class lifestyle.

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;

WIOA Title I Adult and Dislocated Worker Programs: Ontario, Seneca, Wayne and Yates Counties' Workforce Development Offices

WIOA Title I Youth Programs: competitively bid and operated by the Ontario, Seneca, Wayne and Yates Counties' Workforce Development Offices

WIOA Title II Adult Ed: New York State Education Department

WIOA Title III Wagner-Peyser: New York State Department of Labor

WIOA Title IV Voc Rehab: ACCESS-VR and New York State Commission for the Blind

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

Finger Lakes Community College (FLCC) is the grant recipient for the Perkins funds and the programs are aligned with the sector strategies developed by the Board and the Executive Director serves on the Perkins Advisory Committee.

- iii. Other workforce development programs, if applicable.

Job Corps: Iroquois Job Corps Center

Indian and Native American Programs(INAP): Native American Cultural Center

Migrant and Seasonal Farmworker Programs(MSFW): Pathstone Corporation

Trade Adjustment Assistance (TAA), Jobs for Veterans State Grants(Vets), and Unemployment Insurance(UI) Programs: New York State Department of Labor

Senior Community Service Employment Programs(SCSEP) National Grantee: Associates for Training and Development

Senior Community Service Employment Program(SCSEP) State Office for the Aging(SOFA): Ontario County Office for the Aging, Wayne County Office for the Aging, Yates-Steuben Pro Action Program

Community Services Block Grant(CSBG) Employment and Training: Pathstone Corporation

Housing and Urban Development(HUD) Employment and Training: Geneva Housing Authority

Temporary Assistance for Needy Families(TANF) Employment and Training: Ontario, Seneca, Wayne and Yates Counties' Department of Social Services

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

Staff will monitor programs for compliance per the established monitoring schedule. Continuous improvement will be ongoing and monitored by the staff and Performance and Evaluation Committee. Measures include successful completion and entered employment for On the Job Training and Individual Account Training programs. Aligned with the strategic plan, continuous improvement also include increasing the number of individuals with disabilities and veterans served, increase in the number of partners and through the implementation of the universal referral form, the increase in referrals and follow up to those referrals will be monitored. Through the MOU implementation and increased partnerships, we will strive for more comprehensive case management to assure customers are more successful in achieving gainful employment. The One Stop Operator also provide monthly reports to the FLWIB and P/E Committee

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

Training Programs will be submitted to Eligible Training Provider's List for local approval and to ensure alignment with employer needs and local demand. If training is identified where there is no current curriculum, both FLCC and WFLBOCES are willing to develop programs to meet these needs. When job seekers and workers have access to information, guidance, and resources to provide the right number of workers with the skills that businesses need, everyone benefits. The board will provide clear and understandable information and guidance on career pathways, sector strategies, and local demand occupations, industries, and skill sets to eligible providers of WIOA services. In turn, eligible

providers of WIOA services will be encouraged to make use of this guidance when designing services that contribute to the achievement of system wide goals.

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

Finger Lakes Works-Geneva-- Wagner Peyser, UI, Veterans, ACCESS VR, WIOA Adult, DW and Youth Programs, TANF, Title V (A4TD)

Finger Lakes Works Lyons--Wagner Peyser, UI, Veterans, ACCESS VR, WIOA Adult, DW and Youth, TANF, Title V(A4TD), Cornell Cooperative Extension

Finger Lakes Works--Seneca--WIOA Adult, DW and Youth, HSE classes, TANF, ACCESS VR

Finger Lakes Works--Yates--WIOA Ault, DW, and Youth, HSE classes, TANF, ACCESS VR, Pro Action

Finger Lakes Works-Canandaigua-- WIOA Adult, DW, and Youth; TANF; ACCESS VR

Resource Contributions will be identified in the development of the IFA

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.

Career Center staff will use customer focused strategy when working with job seekers and will facilitate co-enrollment when customer chooses. Working with our two partner Boards, the FLWIB has taken a regional approach to the development of Career Pathways, basing its efforts on the work accomplished by the Finger Lakes Regional Economic Development Council (FLREDC).

In the Finger Lakes Region: Inventory of Sector-based Workforce Strategies, 2016, it was noted that the local workforce development boards have selected two priority industry sectors: advanced manufacturing and healthcare.

Advanced manufacturing is included in all three Key Growth Pillars of the strategic framework from the Finger Lakes REDC Upstate Revitalization Initiative (URI) Plan: Optics, Photonics, and Imaging (OPI); Agriculture and Food Production (Ag & Food); and Next

Generation Manufacturing (Next Gen).

The need for business and job seeker services in both industry sectors is reflected throughout the priorities of integration of strategies with core partner programs and into the regional workforce development system under the WIOA law. An urgent regional priority under WIOA is the development of Career Pathways in both of our selected industry sectors.

In Program Year 2016, the Finger Lakes region made use of some Sector Partnership NEG funds to develop some initial advanced manufacturing Career Pathways maps. This work included a set of recommendations to be presented to the Workforce Development Boards in the fall.

The Healthcare/Workforce Subcommittee of the Finger Lakes REDC worked during the summer and fall of 2016 to advance some recommended strategic objectives surrounding a healthcare Career Pathway. The work was suspended but has provided us with a foundation for continued development of this pathway. Additionally, the board will work toward increasing the number of integrated education and training programs that provide training services to high school dropouts, English Language Learners, and participants with low literacy and/or numeracy skills and incorporating work-based learning into the Career Pathways.

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

Partnering with local educators the board will work to strengthen activities and develop new ones that ensure access to career pathways requiring credentials. Through the services identified in the Memorandum of Understanding (MOU) and through the staff development effort as well as utilization of the cross agency referral form, we will coordinate efforts to increase the number of integrated education and training programs that provide training services to high school dropouts, English Language Learners, and participants with low literacy and/or numeracy skills. The recognized credentials will be focused on the major industry sectors identified by the Board. In addition, we monitor closely the performance of trainees for successful completion and entered employment and if programs/participants are not successful, we drill down to identify the reasons for lack of success.

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

It is our goal to work towards this so that all credentials are portable to other occupations and industries. One example is the Advanced Manufacturing Machinist Program provides the trainee with a certificate and 15 hours of college credit towards a degree.

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

This is a work in progress and a priority for the next five years. Working with FLCC, there is currently a CNA to LPN to RN sequence.

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.

Board has partnered with community agencies to develop two new committees designed to increase participation in local system for individuals with disabilities and veterans. All four counties are represented on these committees, thus developing a comprehensive approach across our region.

The FLWIB will coordinate efforts of the one-stop partner programs, especially those programs with expertise in serving special populations, to help businesses identify, hire, and train qualified workers with disabilities, limited English, criminal backgrounds, and other populations that are underrepresented in the workforce. Sessions sponsored by the FLWIB will be provided to employers.

One-stop partner programs with expertise in serving individuals with barriers to employment will cross-train and serve as a resource to all partner programs to expand access to program services for such individuals. The system partner referral will also be used by these partners to increase services to this population.

- 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.

We will work on a solution to improve technology services for remote areas. All partners will use the partner referral form and we will develop a site on our website for this form

All participants are encouraged to use Job Zone and Career Zone. We are working with local libraries to have workshops and services available in the remote areas. Transportation is a major barrier in our region and we are working with the Rochester/Genesee Valley Regional Transportation Authority to identify solutions.

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

All centers utilize OSOS as the intake and case management system. FLCC has limited access to OSOS for the FL Hired trainees. ACCESS VR and TANF have their own case management systems. Through the one stop operator, we will make this a priority to try to develop a system that is partner friendly. The barrier is at the state partner level and should be address statewide.

- 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.

At enrolling service, job-seekers receive an initial assessment determining if they are job search ready or are in need of career development services. An individualized plan is then developed based on the individual's strengths and needs. All of the required employment and training activities described at WIOA Sec. 134(c) are provided in the local area. Such activities include the following career services: Eligibility for Title I services; outreach, intake, and system orientation; initial assessment; labor exchange services; referrals to programs; labor market information; information on local workforce system performance; information on performance and program cost of eligible providers; referrals to supportive services; UI information and assistance; financial aid information; comprehensive assessment (which may include Work Keys Testing); individual employment plan; 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; workforce preparation; and follow-up services. All staff-assisted participants are offered an initial assessment. Other career services are provided based on the assessment of the individual service needs of each participant, which often includes a comprehensive assessment of barriers to employment, occupation and employment goals, and education and skill levels.

The Board allocates 30% of the Adult and Dislocated Worker allocations to the training pool to be used for Individual Training Accounts and On the Job Training. The Board is exploring Incumbent Worker training but the priority at this time is for the unemployed job seekers using the services at the career centers to make them more employable. Should additional funds become available, the Board will consider adding Incumbent Worker Training.

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

Individuals are provided information regarding supportive services during the individualized plan stage. Part of the plan includes strategies for transportation to and from training /employment, child care (if applicable) as well as other individual barriers customers may face. The Board is working with the Rochester/Genesee Valley Regional Transportation Authority to identify solutions to the transportation barrier in this four

county rural region. Yates County has no public transportation at all while Ontario, Seneca, and Wayne have routes but not always conducive to job seekers and employers.

- 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.

Through the MOU and the Individuals with Disabilities committee, all staff will be cross trained, use the partner referral form and the agency representatives will be available for technical assistance as requested. A workshop for employers on ADA compliance is also provided to businesses by the ACCESS VR staff.

- 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.

To be eligible for training services, all customers must meet the priority of service. This provides more opportunities for those with barriers to employment and training the opportunity to advance their skills through OJT or an ITA. As noted previously, the Board monitors performance, completion, and entered employment for all trainees and if problems are identified, solutions are established. Training is primarily in the major industry sectors. Waivers can be approved by the Executive Director.

- 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;

In compliance with the Americans with Disabilities Act and section 188 of WIOA, partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support.

In partnership with the local WIOA Equal Opportunity Officer, Michael Woloson, the one-stop operator will develop a process to review access to facilities and program services for all system participants, especially individuals with disabilities, youth, and individuals with barriers to employment.

- ii. Technology and materials for individuals with disabilities; and

All centers are in need of technology upgrades in this area and we will work with partners and the NYSDOL to assure all centers are up to date. Materials are provided by our partner agencies ACCESS VR and the ARCs. ACCESS VR staff are on site at all locations.

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

Through the partnership with ACCESS VR, all staff will receive training in addressing the needs of individuals with disabilities. As previously noted, the Board had established an Individuals with Disabilities Committee to improve services for this population and increase enrollment.

- iv. 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.).

As part of the review of access to facilities and program services for all system participants, especially individuals with disabilities, youth, and individuals with barriers to employment, the one-stop operator, in partnership with the local WIOA Equal Opportunity Officer, will identify needed purchases of assessment products for individuals with disabilities and assistive technology. The cost of such purchases will be discussed in the development of the IFA.

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?

Currently the Business Service Representatives (BSRs) are working to coordinate system services with recently developed data reports from NYSDOL. Data is reviewed by the team on a monthly basis to ensure service provision is being documented so that the Finger Lakes is positioned to meet business service performance measures and businesses receive in-demand services. BSRs are tracking job matching process to ensure appropriate customers are being referred to jobs while businesses are made aware of all business services. FLWIB meets quarterly with the four county Economic Developers in an effort to share Labor Market Information so that BSRs are able to respond to businesses appropriately. This committee is also addressing barriers such as child care and transportation to

assist both job seekers and businesses Non Credit training programs (Advanced Manufacturing Machinist Training, Mechatronic Technology and Certified Nursing Assistant) are marketed to employers as a pipeline for new talent. BSRs work with local chambers to promote respective services and work together to serve small businesses.

Staff also assist in screening and recruitment for businesses both at the Career Centers and on site at the businesses.

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

n/a

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

Services are provided based on the members of the FLWIB staff and BSRs working closely with regional businesses and learning their needs. These services include both employer services and business services. The following is a list of possible services that are provided

- Job Listings
- Job Fairs
- OJT Development
- Referrals
- Job Screening /On Line Assessments
- On-Site Recruitment
- Point of contact for employer
- On-Site Visits
- Delivering detailed market information
- Referrals to economic development
- Marketing the needs of clusters to workforce partners
- Cluster Specific employee recruitment
- Resource for groups working on cluster issues
- Represent Clusters to system

In addition, at each board meeting the board members provide an industry update on their respective industry and if needs are identified, collectively board staff and BSRs work

together to address these needs.

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

Board and Consortium meet with Economic Developers and Training Providers from the four counties on a quarterly basis to share local labor market information and discuss issues impacting the local economy. Issues addressed to date include transportation, child care, use of staffing services and development of the Personal Skills for Success program.

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

Participants interested in entrepreneurial skills training will be referred to the Pathstone Program or to the Small Business Development Center (SBDC) staff who have office hours in the various counties. We also plan to have an informational workshop developed to be delivered at the Career Centers for those interested in starting their own business and serious parties will be referred to the appropriate program

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

NYSDOL Regional Rapid Response staff provides information regarding closings while partnering with local system staff to provide Rapid Response services on site or at Career Centers. Depending upon the needs of the impacted workers, a plan of services is developed and carried out by the regional and local staff.

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?

Both full service career centers are co-located and functionally aligned to provide seamless services to both the job-seeking customers and the business customers. Wagner-Peyser is represented on Consortium along with training team and Business Services team.

- 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;

Postsecondary programs are represented on Consortium and often partner with the Business Service Team when a business has an interest in training. Activities for Secondary programs are coordinated through the FLWIB and often involve partners from industry cluster. Activities on secondary revolve around career exploration and career-path development.

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

FLWIB convenes sectors and education providers when a training need is determined in an effort to provide training that scales to the demand and meets employer's needs. Several programs have been developed as a result of these efforts including Advanced Manufacturing Machinist Program, CNA to LPN and Mechatronics Technology programs. One great outcome is the renewed efforts of WFL BOCES for the Advanced Manufacturing Program for high school students. A once extinct program, this program now serves over 50 students at each of its locations. Also, all the high school hands on career events are coordinated with FLCC and Wayne Finger Lakes BOCES. Creating an awareness of these career fields for students is a priority of the Board.

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

The board has developed guiding principles to assure that it is responsive, innovative, strategic, resourceful and passionate; integrates education, economic development and workforce development aligned with mission; is business driven; is data and demand driven; is proactive with the help of trending and forecasting. Additionally, our regional approach includes coordination with the Regional Economic Development Council. As all major stakeholders are informed of the Career Pathways work that is being done, duplication of services becomes far less likely.

- 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.

Wagner-Peyser is a partner on local Consortium and staff are co-located at the two full services career centers. The Finger Lakes Consortium meets monthly to discuss strategies to coordinate all system services including Wagner Peyser. As noted earlier, a uniform referral form has been implemented and all staff have been cross trained on the form and MOU partner programs.

- d. Provide a list of 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.

We have completed a Service Delivery MOU in 2017 that includes all one-stop partner programs as parties. This has been approved by NYSDOL and all signatures have finally been received. The MOU describes applicable career services coordination and delivery, referral of system customers and system access. A partner referral form has been established in line with the MOU and is used by all partners and referral and follow services are recorded on a monthly basis. Program liaisons have been identified and cross training of staff is ongoing. All staff will receive the executed copy of the MOU.

Youth Activities

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

<p>i. Name of Youth Point of Contact</p> <div style="border: 1px solid black; padding: 2px;">Amanda Lesterhuis</div>	<p>vii. Phone</p> <div style="border: 1px solid black; padding: 2px;">315 789-3131 ext 104</div>
<p>ii. Email Address</p> <div style="border: 1px solid black; padding: 2px;">alesterhuis@fingerlakesworks.com</div>	<p>vi. Address</p> <div style="border: 1px solid black; padding: 2px;">41 Lewis Street Suite 104 Geneva, NY 14456</div>
<p>iii. Name of Organization</p> <div style="border: 1px solid black; padding: 2px;">Finger Lakes Workforce Investment Board, Inc.</div>	
<p>iv. Title</p>	<div style="border: 1px solid black; padding: 2px;">Youth System Coordinator</div>

b. Provide the number of planned enrollments in PY 2017 for:

<p>i. Out-of-School Youth</p> <div style="border: 1px solid black; padding: 2px;">148</div>	<p>ii. Carry-Over In-School Youth</p> <div style="border: 1px solid black; padding: 2px;">N/A</div>
<p>ii. New In-School Youth</p> <div style="border: 1px solid black; padding: 2px;">N/A</div>	<p>iv. Work Experience</p> <div style="border: 1px solid black; padding: 2px;">42</div>

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

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

In the Finger Lakes, the youth contractors who provide the Program Design Framework are Wayne County Workforce Development, Seneca County Workforce Development, Ontario County Workforce Development, and Yates County Workforce Development. They provide Intake and Eligibility, Objective Assessment and the development of the Individual Service Strategy. Memorandums of Agreement are developed with community partners and

agencies if needed for the 14 elements. Work Experience slots are also developed by the Youth Contractors and partner agencies such as FLCC and WFL BOCES work closely with the providers to assure youth elements are met.

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

The ISS provides information about the youth's current situation/skills, what their goals are and the activities/elements that can help them achieve those goals. Career Pathways are reviewed in Career Zone and this will also be added to priorities for the Youth Committee to address. As noted previously, the NEG grant provided the Advanced Manufacturing Career Pathways and Healthcare is also available.

- d. 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.

- e. 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

Each provider completes intake process with youth by determining eligibility and completing ISS. Appropriate activities are linked to the ISS and entered into OSOS.

- ii. Are made available to youth with disabilities.

All services are available to youth with disabilities and the Board has established a strategic goal in increase services to this population. A separate committee has been established to work on this goal.

- f. Identify successful models for youth services.

Youth are assessed for eligibility, barriers, and strengths during the enrollment process by completing their ISS with the Counselor. They also set employment/education goals and discuss options and pathways to obtain those goals. Youth further explore career/education options and learn about financial responsibility with Career Zone. Activities are assigned to them based on their barriers, goals, and career/education

- g. 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.
Policy attached

Administration

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

Finger Lakes Workforce Investment Board, Inc.

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

WIOA Title I Adult and Dislocated Worker contracts are awarded to the Ontario, Seneca, Wayne and Yates County Offices of Workforce Development to provide all career services, training services, and placement and follow up. Youth contracts are awarded through a competitive RFP process that can be extended based on performance.

- 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.

As submitted to NYSDOL on June 28th, 2017 and subsequently approved, we will negotiate all goals when the state data is available.

- 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.

All above are met and we will be undergoing the Career Center Certification process upon guidance from NYSDOL.

Training Services

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

Training Team comprised of both County staff and NYSDOL staff are responsible for providing Individual Training Accounts to eligible jobseekers. On The Job Training programs are provided through Business Services Team comprised of county staff.

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

All training is done through the use of Individual Training Accounts and based on existing curriculum that is open to the public thus no formal contracts. A Training Voucher Request is used (and has been for 16 years as approved by NYSDOL) to request funds and an invoice is sent when the participant begins. FLWIB requests attendance records to verify the participant is attending. In addition, we comply with all training providers drop out policies.

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

Job Seekers are directed to local Demand Occupation List in addition to Eligible Training Provider List after an assessment of skills and needs. Customer choice is Imbedded in a customer centered process. Performance of trainees and programs is monitored and if there are underperforming programs, this is address and customers are made aware of this. We also have utilized providers outside of our four county regions if the customer is interested in that particular program.

Public Comment

- a. Describe the process used by the local board to provide a period of no more than 30 days for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

A notice will be posted on the website www.fingerlakes.com by November 6th, 2017 and a public notice will be placed in the two legal newspapers.

- 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.

Submitted on November 3rd, 2017 at 1:30 p.m.

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.