



LOCAL PLAN

July 1, 2017 - June 30, 2021
Niagara County

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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].

Feb. 23, 2017

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

The information is made available to all board members at quarterly WDB meetings. The list is posted on www.worksource1.com and in the One Stop career Center.

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

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

The regional economy has seen growth over the past ten years. However an ageing population and a strong demand for advance manufacturing, healthcare, leisure and hospitality has created a shortage of workers in these areas. Everything from soft skill training to highly specialized technical training is in demand.

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

The employment needs of in-demand sectors vary based on the time of year. Employment opportunities in all areas are posted and updated on our Demand Occupation list. Our WBD reviews this list to ensure that the list is meeting the employment demands of the local community.

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 take advantage of employment opportunities a high school diploma or GED is required. Health care field requires a certification or license. Hospitality and tourism, customer service require a minimum of a high school diploma or GED. Management position require an associate degree. Finance, accounting, engineering and human services, all require a bachelor degree or higher.

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

i. Current labor force employment and unemployment numbers;

Niagara County unemployment rate is 5.3%

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

Advance Manufacturing sector continues to grow and we anticipate a need to replace future retirees in this industry. The area experiences seasonal growth in hospitality and tourism because of our location in Niagara County. We also anticipate continued growth in health care, because of our ageing population.

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

Educational level of the customer is poor and in many cases below high school level. There are some exceptions, customers that have a high school or post- secondary education that become disabled and want to reenter the work force. Skill level for individuals including individuals with barriers is at entry level.

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.

Niagara County has many training providers that offer a wide array of training programs from high school equivalency, ESL, certificates, licenses, associate and bachelor degree programs. Participants in our training programs provide post training reviews and we routinely score high for quality and effectiveness. Niagara County is actively involved in regional sector partnerships with Erie, Chautauqua, Allegany and Cattaraugus Counties to ensure the needs of local employers will be addressed. Pathways are being developed for hospitality / tourism and advanced manufacturing. Niagara County WDB will continue to provide resources to support training for in demand occupations which is vital to continued development of a skilled and prepared workforce.

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.

In Niagara County we believe that we are addressing the educational and skill needs of the population of the workforce with barriers. We are working to identify the areas of weakness, including the need for better transportation options, more health care training. We continue to work with disability Resource coordinator and regional partnerships as stated above.

- 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.

Niagara County WDB has dedicated resources to meeting the employers goals of helping individuals attain life skills necessary for employment in family sustain jobs. Through our One Stop Center and partners we can identify the barriers to employment and give employees the tools to overcome those barriers. Each person receives an initial assessment when entering the One Stop Center and continues to be assessed as services are provided. This information will be used to develop an Employment plan that will clearly define the steps needed to reach their career goals. Local areas target youth through our long standing relationship with county agencies, school districts, and faith based organizations.

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

All the workforce development programs are designed to support the goal of attaining family sustaining employment for the individual. All WIOA Titles now have the same performance measures which all focus on obtaining employment and accessing the skills required to obtain employment. The One Stop Center is located within the NYS Certified Literacy Zone , partner relationships, training, referrals to agencies that best fit the customer's needs, all support the goal of attaining family sustaining employment.

- 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?

Niagara County's WDB is using the MOU as a resource to strengthen relationships with partners. WIOA funding can be utilized in partnership with WIOA training funding to ensure training needs are met and employment is attained. The result is a healthy and growing economy.

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

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 Adult, WIOA Dislocated Worker, Trade Act, Wagner -Peyser, RESEA, C3E, Veterans Services,(DVOP and LVER) ACCES-VR, Disability Resource Coordinator, WIOA Youth, TANF Employment Services Program, Job Corps, BOCES Adult Basic Education and Training Programs, Niagara County Community College Credit and non- credit programs.

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

WIOA Adult, WIOA Dislocated Worker, Trade Act, Wagner-Peyser, RESEA, C3E, Veterans Service, DVOP and LVER,ACCES-VR , Disability Resource Coordinator, WIOA Youth, , TANF Employment Service Programs, Job Corp, BOCES Adult Education and Training Programs , Niagara County Community College credit and non-credit programs.

- iii. Other workforce development programs, if applicable.

None

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

Monthly meetings are held with WDB Executive Director, Department of Labor, One Stop Operator, frontline staff, information is shared including performance outcome and customer service reports, improvements to service are implemented as a team to better serve job seekers and businesses.

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

The WDB establishes the Demand Occupation List which must be followed by training providers. Providers are training job seeking customers in occupations that will meet the needs of local businesses. OJT incumbent worker training is offered to meet local business and job seeker needs.

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

Co-located partners contribute financially to One Stop Center or provide in-kind services or staff members on site to One Stop Career Center. Partner's roles are determined by the services provided.

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.

The Niagara County WDB is actively involved in regional sector partnerships with Erie, Chautauqua, Cattaraugus and Allegany Counties to create career pathways for In demand occupations including advanced manufacturing, hospitality and tourism. The LWIA will gather information from business regarding skills needed and employment tracks while continuing to match available training and resources that meet the needs of industry and job sector.

We will continue to meet and host career pathway development initiatives on an ongoing basis. Career pathway information will be shared with Niagara partner staff. Career pathways will continue to be discussed with job seekers that are looking for training opportunities while currently seeking employment. Co-enrollment in academic and training programs will continue to be part of our service delivery process.

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

The Niagara WDB will continue to build a strong partnership with postsecondary partners as well as continue open communication and sharing of information regarding program offerings, availability, and labor market needs. This information will be shared with the staff of the One Stop Center and training providers. Niagara Demand Occupation List gives employees access to training opportunities in those areas which will lead to employment.

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

Currently credentials in healthcare are portable. Efforts are underway with regional partners to develop portable credentials for advanced manufacturing, hospitality and tourism.

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

Currently credentials are stackable for healthcare. Development of stackable credentials in hospitality and tourism as well as advanced manufacturing is one of the goals of the regional sector partnerships.

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.

The Niagara WDB will continue to work with our partner agencies to develop solutions for better access to our services. Through the MOU process, it is our goal to provide a seamless service delivery to our customers. LWDB partners with ACCESS - VR and workforce development groups to host three annual career fairs. Monthly Workforce Development Group meetings include DSS, NCCC, BOCES, NCDED, ACCESS -VR, NCET and DOL representatives. These meetings address future needs of business community. We intended to host a planning event with local businesses to determine current and future workforce needs.

- 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.

Access to service through the One Stop delivery system through the use of technology will include our website, along with links to partner websites, online workshops, video conferencing, teleconferencing, webinars and other tools. We will pursue other funding opportunities and work with our partners to improve accessibility.

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

We are working to transition to an integrated technology intake case management information system with the intent of coordinating common forms and processes. Database sharing is also being explored. Intake forms, organization specific databases, information sharing and technology options are being explored during the MOU Service Delivery process.

- 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.

Eligibility - determine whether a customer is eligible to receive service from Adult, Dislocated Worker.

Outreach, Intake and System Orientation - Outreach is intended to promote awareness of the availability of services to individuals and business. Intake and System orientation is the process of gathering basic information to determine the program (s) appropriate for the customer and providing the customer with the service.

Initial Assessment - The collection and assessment of information on a customer skill levels, which include literacy, numeracy ,English language, work history , any employment barriers, employment goals ,support services and whether referrals to other programs are necessary.

Labor Exchange Services- Providing job and placement services to the customer, including information on in- demand industry sectors and occupations, nontraditional employment, development of a work search plan, placement in workshops and advising on how to maintain job search records. In some cases, programs may require their customer to maintain and submit log of their work activities. Labor exchange services also include customized screening and referral of qualified customers in training services to business, and customized screening and referral of qualified associates.

Referrals to Programs- Referrals and coordination of activities with other appropriate programs and services that meet customer needs, assist them in overcoming barriers to employment and provide services to gain or retain employment.

Labor Market Information- Staff provides workforce and labor market employment statistics to assist job seeking customers in the development of employment goals and business in the development and implementation of sector partnership and career pathways.

Performance on the local Workforce System- The provisions of performance information and program cost information for eligible providers of education ,training and workforce services by program and type of provider.

Referrals to supportive Services - One Stop Staff provides customer with referrals to supportive services that help the customer participate in other WIOA activities. These supportive services may include transportation, child care dependent care, housing, interpreter services and legal aid services, assistance with uniforms, books, fees, and school supplies.

Unemployment Insurance (UI) Information and Assistance- One Stop centers and UI staff provide information and assistance to individuals needing assistance to file a claim for unemployment compensation.

Financial Aid Assistance - assistance in establishing eligibility, accessing and applying for program of financial aid for training and education programs not available under WIOA.

Comprehensive Assessment - assessment job seeker barriers to employment goals, education and skill levels to determine his/her service needs. Under WIOA Title 1, the comprehensive assessment is used to develop the Individual Employment Plan.

Individual Employment Plan/ identifies the appropriate employment goals for the customer, the plan outlines the necessary services to be provided to achieve the planned goals, steps and timeline needed to reach those goals.

Career Planning and Counseling- One On One career planning and counseling with a counselor uses initial assessment and IEP to enhance the job seeker's retention skills and career advancement as staff members help the job seeker analyze and understand career information, preparing a service strategy to assist in achieving occupational goals.

Short term Pre- Vocational Services - Development of skills customers need to live independently and enter the workforce fully prepared to engage in employment.

Internship and Work Experience- based on the partner's rules and regulations, the work experience is a planned, structured learning experience .The purpose of work experience is to provide the job seeker with the understanding of the work environment and job responsibilities, specific work skills and experience on how the job seeker performs in the work setting.

Out of Area Job Search- One Stop Centers provide information on labor exchange activities in other local areas, regions, states, also offering assistance with relocation.

Financial Literacy Services - Educate and support job seekers in gaining knowledge and skills to make informed decisions to attain financial health and stability . The learning includes creating a budget, using a checking and savings account, managing, spending and understanding credit and debt.

English Language and Integrated Education - adult education staff provides an integrated program of services that incorporate English literacy and civics education concurrently with workforce preparation and training for a specific occupation for the purpose of educational and career advancement of the customer.

Workforce Preparation - Activities to help the individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills and self- management skills. For adult education, these skills and activities are incorporated into literacy instruction.

Assessment of services will be completed through analysis of performance indicators as well as partner meetings which will take place once a year. Classroom training, OJT, incumbent work training, and soft skill training options are discussed with each customer during initial assessment.

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

Workforce activities are coordinated through referrals to partner agencies and organizations with expertise in the area of transportation. Referrals and follow up are made to partners and agencies who provide transportation with the goal of ensuring job seeker s access to transportation services. Bus tokens and Bus Passes are provided in compliance with local policy, to assist job seekers with transportation to an interview and new employment.

- 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 MOU provides the following agreement to ensure quality and availability of service to all people including people with disabilities. Partners agree to serve all individuals, youth and individuals with barriers to employment, by offering all specific programs as needed. Partners agree to provide seamless, appropriate and comprehensive referrals to partner program services. Partners agree to provide program access with no physical barriers. In addition, all partner must comply with the Disabilities Act section 188 of WIOA and the NYS Human Rights Law.

- 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.

The local area maintains a close working relationship with local DSS. Counselors attend weekly DSS orientation sessions to present information on One Stop Career Center services. Career fairs present workshops to public assist recipients. Individuals are routinely referred to any of the appropriate services, including ONBOCE, Literacy Zone and One Stop Career Center. Priority of service is given to (see Q above) in compliance with WIOA regulations.

- 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;

Niagara County MOU partners agree to serve all individuals, youth and individuals with barriers to employment with specific programs providers as needed.

All customers accessing service are provided with information regarding their rights to file a complaint or grievance. The Career Center has two EO officers, one at DOL and one at NCET, who are available as needed. Physical access to the Niagara Falls Career Center was

greatly improved in 2016 with the addition of a handicapped accessible ramp and automatic doors for our main entrance. This was accomplished by leveraging County and DRC funding.

ii. Technology and materials for individuals with disabilities; and

Disability Resource Coordinator assesses technology and all material for individuals with disabilities on a regular basis. Accessible computers with large key boards, Dragon Speak software, and resources for individuals with language, vision, or hearing barriers are available.

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

The DRC and partners who specialize in working with individuals with disabilities such as ACCES-VR and Commission for the Blind provide online and in person training to the One Stop Center staff and partners.

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.).

Partners such as ACCES-VR provide services to individuals with disabilities and will provide online or in person training. Local area has DRC staff on site in the One Stop Career Center.

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?

Business are engaged through our Youth Program, Summer Youth Experience, internships ,OJT, coordination with Temporary Assistance to Needy Families programs, as well as tax incentive programs We have attended and presented at many recruitment events. Businesses use our One Stop Center for interviews, group sessions, application completion, skill assessment, per hiring testing, and job posting. Staff and partners are provided with information to assist in business outreach and also assist with efforts regarding grant programs , Sector base grants, CFG Grants and Safety Training Grants to help business keep costs down .

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

None

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

Surveys are completed by many partners and coordination and information sharing is encouraged and practiced. Collaboration and resource sharing is another strategy used by partners of local workforce development systems to ensure that business are able to access the most comprehensive resources possible.

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

Economic Development staff attends business service monthly meetings and Workforce Development Group meetings, WDB Executive Director is involved with current and new business development to ensure that all potential resources are made available. All parties are involved when businesses are moving to the area, as well as, when a business is expecting layoffs to ensure that all resources are available.

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

Entrepreneurial businesses and potential businesses begin by working with the Economic Development office. Referrals to workforce development occur naturally, therefore the WDB ensures that access to all business service are made available.

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

The WDB will continue to work with the state wide rapid response team to coordinate the type of rapid response that is needed, workshops, information gathering, OJT and potential grants that might be available. Recruitment events, have worked well in the past for these of situations. Counselors routinely attend rapid response meetings for Niagara County businesses and outline services available for affected workers. TAA services are coordinated through NCET's Workforce Training Coordinator.



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?

All workforce development program strive to eliminate barriers to employment and strengthen the relationship between unemployment insurance and the skills needed to obtain employment. The One Stop Center provides the needed skills for 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;

WDB maintains long standing relationships with local high school and training coordinators, along with secondary and post- secondary educational institutions.

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

The Niagara County WDB engages in a number of activities along with strategies to help the customer with their employment needs. It begins with determining eligibility outreach, educators, training providers and prospective trainees. Based on the outcome of the initial assessment meeting. Staff will then recommend a number of services that will help the customer achieve their employment goals. Referrals to programs, labor market information, support services, individual employment plan, career planning and counseling, workforce preparation, internship, as well as OJT and work experience all make up the activities and strategies that help the customer obtain family living wage employment.

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

The WDB through meetings with MOU partners and operational partners, works to identify any duplication of services. If duplicate services are uncovered, follow-up meetings are scheduled. Also through this process the WDB looks for opportunities to improve 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.

Wagner-Peyser staff are co-located at Niagara's OS Career Job Center. Staff meetings are held monthly. The meeting are used to identify any duplication of services and ways to improve service to the customer. Using shared OSOS also assist in eliminating duplication of services. One Stop Partners meetings are used to coordinate services and eliminate duplication of services.

- 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.

Niagara WDB has completed a Service Delivery Memorandum of Understanding (MOU) with all mandated system partners. The MOU is in the final phase of the process of obtaining all required signatures.

Youth Activities

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

- i. Name of Youth Point of Contact

John G. Accardo

716 278 8251

- v. Phone

- ii. Email Address

John.accardo@niagaracounty.com

716 278 8251

- vi. Address

- iii. Name of Organization

Workforce Development Board

Workforce Development Center
Trott One Stop Center
1001 Eleventh St
Niagara Falls NY 14301

- iv. Title Senior Employment & Training Coordinator : John G. Accardo

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

i. Out-of-School Youth

125

iii. Carry-Over In-School Youth

40

ii. New In-School Youth

145

iv. Work Experience

155

*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)?

John G. Accardo, WDB Executive Director

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

The ISS addresses short term goals and career goals as well as employment barriers. Education requirements at all levels throughout the career ladder process are determined, discussed and included in the ISS. The ISS is updated throughout the service delivery period . Each step along the way is included in ISS.

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

ii. ISS strategies are described in the individual youth proposals, which also require details for each of the 14 elements. Proposals are reviewed by WDB's Youth Review Committee ,then approved for funding by the WDB.

iii. Are made available to youth with disabilities.

All providers agree to serve all individuals, youth and individuals with barriers to employment, this is accomplished through the MOU process.

When partners agree to the MOU process, they agree to provide services with no physical barriers. Including a warm hand off to another partner in the same center; Phone call to another partner not located in the same center or a private location for the customer to talk by phone or Skype to staff at another center; a referral sheet indicating which agency they are being referred to and information that lists the services that are provided by the agency and Follow up with the referral agency, especially for youth and customers with barriers to employment.

Additionally, MOU partners; will provide direct connection to program staff that can provide program information to the customer. Also in compliance with American Disabilities Act section 188 of WIOA, MOU partners will provide individuals with disabilities with accessibility to facilities, services, materials, and support. MOU partners commit to periodically reassess program accessibility and adjust strategies to improve access as needed. MOU partners further recognize that the 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 of any individual. MOU partners further understand the NYS Human Rights Law affords protections for employment discrimination for persons with prior convictions records, or prior arrests, youthful offender adjudications, or sealed records.

f. Identify successful models for youth services.

Developing a successful youth model means spending large amounts of time developing relationships with the youth and creating an engaging service delivery environment. Continued consistent communication resulting in the net positive outcomes. Our youth programs are successful because steps to accomplish their goal are clearly defined. ISS confirms progress and provides guidance throughout the process.

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.

Administration

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

Niagara County Workforce Development Board

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

Niagara WDB issues RFP's based on guidelines and regulations. RFP's are announced through emails, website posting and public notice.

RFP includes : RFP Summary, Program Design, Responsibilities of the Contract Program, Responsibilities of the One Stop Operator, Eligible Participants, Eligible Proposers, Contract Period, Funds Available, Selection Criteria, Rating Criteria, Project narrative, Performance Measures, Budget, Monitoring Requirements, Submission Requirements, Bidders Conference Data, RFP Open Data, Target Start Date, Submission address/ email

Public Notice of RFP : Sent to Newspaper, Published on Niagara WDB website

WDB Review Committee meets to rate responses to the RFP using Proposal Evaluation Worksheets. Members of the reviewing committee independently rate each proposal, then the committee enters into discussion to develop a consensus on its recommendations. The recommendations are forwarded to the full WDB for approval. Award or Denial letters are sent to each agency that submitted a proposal.

All files will be maintained and include:

RFP, Public Notice Distribution List, Bidders Conference Attendance List, Bidders Conference Q&A, Proposal/ Response, Proposal/ Responses, Proposal Summary, Proposal Evaluations Worksheet for each Response, Results, Response List, Award List, Denial letter, Confirmation Letter, Responses to RFP, Youth Council Minutes, WIB/WDB Minutes that reflect decision.

- 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.

- 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 Niagara WDB's philosophy is to continue to improve, provide quality service to all of our customers and to strengthen our partnerships. As a board we plan to meet the criteria listed above. Niagara WDB will comply with the rules and regulations as determined by USDOL/NYS DOL. We will work with all of our One-Stop Partners to ensure MOU compliance. We will continue to comply with all governance actions and items. Niagara County WDB will strive to increase enrollment, improve information sharing and program training, braiding of resources, improve service coordination, stronger referral follow-up processes, increase use of technology, and increase program accessibility at all partner agencies. Also, we will help employers become competitive in the global market as well as helping individuals attain life skills necessary for employment in family sustaining jobs.

Training Services

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

Training services are provided by career counselor. All partners may refer any individual who may need training services, career counselor's work with the customer to complete an initial assessment, career research includes Demand Occupation List Review. If the customer was referred, follow-up with the referring entity will occur.

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

ITAs are issued for approved training in Demand Occupations and provided by eligible training providers. Career Counselors meet individually with prospective trainees and conduct comprehensive assessment and IDP then determines appropriate training for customer. The customer's file is given to the Program Manager for review and approval, once approved by the Program Manager, the ITA is submitted to the WDB finance agent for review and payment.

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

Customer has access to demand occupational List, as well as, eligible training providers and training course offerings via www.workforce1.com. Information can also be found in both One Stop Career Centers. During comprehensive assessment and IDP development , the customers appropriateness for training is assessed The customer's choice of training programs is ensured to be informed based on the required steps in the process and documentation present in the file and in OSOS.

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.

The Local Plan will be posted on the Niagara WDB website for no more than 30 days for public comment. This posting will be announced in the local papers in Niagara County. Prior to the public comment period, the plan will be reviewed by the LWDB for comments and approval.

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, and E) 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.