



**STATE OF WASHINGTON
EMPLOYMENT SECURITY DEPARTMENT
P.O. Box 9046***Olympia, WA 98507-9046**

**REVISED
Local Planning Guidance
Program Years 2007 -2009
WIA Title-I and Wagner-Peyser Operations Plan
February 22, 2007**

Background

This document covers guidelines and instructions for the Revised Program Years (PY) 2007-2009 Local WIA Title-I and Wagner-Peyser Operations Plan. The purpose of the Local Operations Plan is to describe how local program and system operations align with strategic state direction in concert with federal guidance. A set of assurances, in Attachment A to the plan instructions, serve to ensure local areas are carrying out the law without requiring plan narrative on all compliance requirements of current and future laws and policies.

Several key activities over the past two years have resulted in a new emphasis to the plan instructions. At the federal level, the Department of Labor implemented new “Common Performance” Measures. In Washington State, the Governor has emphasized performance accountability for government. She has implemented a “Government Management, Accountability, and Performance” (GMAP) system throughout state agencies. The Workforce Board studied a range of workforce development issues, which resulted in a report to the Governor titled “Washington Works”. That document recommends new, specific workforce development strategies, many of which came from the 2006 State Strategic Plan “High Skills, High Wages”. The link to the Strategic Plan is:

http://www.wtb.wa.gov/Pubs_Publications.asp

Stronger partnerships and processes among partner programs can lead to increased integration. We are asking you to describe joint approaches for more concerted planning of resources and managing performance. We also want you to emphasize integrated service delivery to the common base of customers served, including the increased utilization of the state management information system.

It should be noted that the State may modify local plan instructions in the future, dependent upon agreement on management indicators, any new federal instructions for State Plans, passage of new legislation reauthorizing WIA, or other significant changes.

Submittal Instructions

Timeframes

- Local operations plans are due for initial staff review by April 30, 2007.
- Plans adopted by Councils, with local elected official concurrence, are submitted in final to Employment Security by June 11, 2007.
- Workforce Board reviews and approves ESD recommendation for Governor's approval of plans on June 28, 2007.

Documents

Two hard-copies of the plan must be submitted. Submit one hard copy with original signatures and one additional hard copy to:

Employment Security Department
Employment and Training Division
P.O. Box 9046
Olympia, Washington 98507-9046
Attention: Melanie Matheney, Plan Administrative Coordinator

If you prefer to send a hard copy of the plan by Federal Express, the following address must be used instead of the Postal Address:

Employment Security Department
605 Woodland Square Loop SE, 4th floor
Lacey, Washington 98507
Attention: Melanie Matheney, Plan Administrative Coordinator

Two electronic copies should also be submitted.

Submit one electronic copy to The Employment Security Department at:
ESDGPWIATRADEADMIN@esd.wa.gov.

Submit one electronic copy to Martin McCallum, Workforce Training and Education Coordinating Board at: Mmccallum@wtb.wa.gov.

Plan Narrative

Section I ADMINISTRATION

Describe the program activities of your local workforce development systems and how you carry out your administrative and programmatic responsibilities. The “Plan Assurances” (Attachment A) must be included in the plan package submitted by the Council.

I.1 Structure of Local Councils [WIA RESPONSE]

- a) Describe local Workforce Development Council committee structure and its membership. (Refer to Council Certification Guidelines for membership requirements)
- b) Describe Youth Council membership. (Refer to Council Certification Guidelines for membership requirements)
- c) Indicate whether the Council plans to continue to provide core services described in Section 134(d)(2) or intensive services described in Section 134 (c) or request to be designated as the One-Stop Operator Section 117(f)(1) and (2).

I.2 Local WIA Administration and System Oversight [WIA RESPONSE]

- a) Identify the fiscal entity responsible for the disbursement of Title 1-B grant funds in your area (WIA Section 118(b)(8)).
- b) Describe the competitive process used to award grants and contracts (WIA Section 118(b)(9)). Include how you notify community based organizations, including faith-based organizations, of contract opportunities. (TEGL 17-01)
- c) Describe the process and criteria used to certify/validate Centers and Affiliate sites.
- d) Describe the process by which each one-stop operator was designated either through a competitive process or through an agreement between at least three partner entities. CFR 662.200 and 662.400
- e) Describe the roles and functions of the one-stop operator(s), in the local agreement between the operator and the Council. Also, complete the attached local profile for your area (Refer to Attachment B).
- f) Describe the responsibilities of the Center One-Stop Operator related to the provision of services by partners in the facility. Describe methods and practices used by the operator and/or service delivery staff to determine and refine how core services are provided and coordinated within the Center.
- g) Describe how all staff within a WorkSource Center function as part of a multi-agency team coordinated by the one-stop operator.
[WIA, WP, OTHER ESD PROGRAMS]

- h) Attach the following WIA local policies: *[WIA RESPONSE]*
- Procurement
 - WIA Eligibility and Priority Policy for Adults
 - Priority of Services for Veterans (and applicable Spouses) and other relevant policies
 - Individual Training Accounts

I.3 Implementation of a Demand-driven Workforce System *[WIA, WP RESPONSE]*

- a) Describe and provide examples of how you ensure that the Council, the administrative entity, and service providers identify and meet the current and future employment needs of local employers and participants particularly in high growth industries and demand occupations. Include descriptions of applicable practices and policies, including how coordination takes place with skill panels, centers of excellence, postsecondary educational institutions, and with regional economists on labor market information development and dissemination.
- b) Provide a list of the target industries identified for your workforce development area. Include the North American Industrial Code Standards (NAICS) codes for each industry listed.
- c) Discuss how you ensure that WIA funds support training that leads to employment in targeted industries and high demand occupations.
- d) Describe and provide examples of how you coordinate with apprenticeship programs.

I.4 Efficient Use of Resources and Fiscal accountability

[WIA, WP, OTHER ESD PROGRAMS]

- a) The responsibility for development of budgets lies with each authorized program entity. Describe the budget processes used to identify the costs of carrying out key functions and services provided in centers and affiliates.
- b) Describe the processes used to negotiate cost sharing of local infrastructure costs, and other costs if applicable, for Centers and integrated Affiliate sites that are in Resource Sharing Agreements.

Section II OVERVIEW OF THE WORKSOURCE SYSTEM

II.1 Memorandum of Understanding *[WIA RESPONSE]*

Include your area's Memorandum of Understanding which, at a minimum, is signed by the required partner organizations in your system and contains provisions describing:

- The services to be provided through the one-stop delivery system and how each specific program and the organization that represents the program will participate in the system.
- How the costs of such services and the operating costs of the system will be funded.
- Methods for referral of individuals between the one-stop operator and the one-stop partners for the appropriate services and activities.
- The effective date and the procedures for amending the MOU.
- Such other provisions, consistent with the requirements of this Title, as the parties to the agreement determine to be appropriate. (Section 118(b)(2), Section 121(b)(1)(A)(ii), Section 121(c)).

II.2 Partner Program Participation Matrix *[WIA RESPONSE]*

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

II.3 Integration of Core Services *[WIA, WP, OTHER ESD PROGRAMS]*

Describe how core services are provided in your WorkSource sites.

- a) Describe how core services are provided to businesses including, but not limited to job development, job order taking, and marketing.
- b) Describe how core services are provided to job seekers and employers, including the following:
 - Describe the staff assisted core services provided in your Centers by Wagner Peyser or other ESD program staff in your area. Describe the staff assisted core services provided by WIA funded staff and indicate if provided by contractors or provided as direct services by Council/Administrative entity staff.
 - Describe how the initial assessment, screening, and referral of job seekers, coming into a site, are provided.
 - Describe plans for improving WIA and Wagner-Peyser staff understanding of partner roles and coordination of these functions.
- c) Describe the methods used and plans for improving the referral of potentially eligible applicants to program services provided by partners.(i.e. how Wagner Peyser staff and other partner programs refer customers to WIA programs, how WIA staff and other partner programs refer customers to Wagner Peyser related services or programs such as veterans and WorkFirst employment services).

- d) Describe planned approaches to increasing integration of operational practices and approaches between Wagner Peyser and WIA and other partner programs.

II.4 Integration of Services to Common Target Populations

[WIA, WP, OTHER ESD PROGRAMS]

- a) Explain how your area ensures equal access to services; e.g. for MSFWs, people with disabilities, limited English speakers, and other targeted groups.
- b) Describe the local strategies used by WorkSource partners to integrate and fully utilize all fund sources to provide services to each of the following targeted groups:
- TANF Recipients
 - Unemployment Insurance Claimants
 - Migrant Seasonal FarmWorkers (MSFWs)
 - Dislocated Workers and Trade Act participants
Include a description of how rapid response activities are provided in accordance with State Policy
 - Persons with disabilities, including persons with mental health disabilities (e.g., sign language, interpreters, and assistive technology)
 - Services to veterans and related eligible persons, including National Guard and returning veterans (TEGL 22-04)
 - Other groups identified in local priority of service policies for adult program

II.5 Adult and Dislocated Worker Intensive and Training Services *[WIA RESPONSE]*

- a) Describe the types of intensive services and activities provided to adults and dislocated workers.
- b) Describe assessment policies, criteria and screening practices used to determine eligibility for WIA adult and dislocated worker programs, including the individual's suitability for WIA intensive services.
- Describe the initial assessment used for intake or screening purposes and describe what is assessed initially, prior to enrollment. What assessment tools are utilized?
 - Describe the comprehensive assessments provided once a person is enrolled in the WIA program and what is assessed (e.g., work experience, reading and writing skills, occupational skills, work maturity skills, and personal or family circumstances). What assessment tools are utilized?

Explain the provision of WIA training services in your area by answering the following:

- Explain how your area maintains the local demand-decline occupation list. Include the criteria you use to update or revise the list issued by ESD Labor Market and Economic Analysis Branch staff. Describe any local policy that provides guidance to staff.
- For those who receive training services, what criteria do your service providers use to determine the individual's need for training in preparation of an individual training plan? Describe policies, practices, and tools used to award Individual Training Accounts (ITAs) to WIA eligible Adults and Dislocated Workers.
- Describe the policies and practices staff use to assist an individual identify job opportunities in the occupation for which they were trained. What approaches will be used to strengthen the process and the ability of case managers to improve training related placements; for example, through the use of tools such as labor market information or linkages with community college placement offices.

c) Address the following training related questions:

- How are Individual Training Account resources leveraged with other resources?
- Of your total available funds for Program Year 07, what percentage of dislocated worker funds and of adult funds do you estimate will be used for allowable training activities, e.g., individual training accounts, on-the-job training, and customized training.
- Of those who participate in training, how many do you project will be placed in training-related employment.*
- Describe how your area coordinates with training providers to provide needed services and resources to help individuals complete a training program.
- Describe the use of On-the-Job Training (OJT) in your area.

II.6 Services to Youth [WIA RESPONSE]

- a) Describe the design framework for the local area's youth program. Describe how the following ten program elements required in 20 CFR 664.410 are provided within the local youth program design:
- Tutoring, study skills training and instruction leading to secondary school completion including dropout prevention strategies;
 - Alternative secondary school offerings;

- Summer employment opportunities directly linked to academic and occupational learning;
 - Paid and unpaid work experiences, including internships and job shadowing;
 - Occupational skill training;
 - Leadership development opportunities;
 - Support services;
 - Adult mentoring;
 - Follow-up services; and
 - Comprehensive guidance and counseling.
- b) Describe approaches that ensure that eligible youth, including youth most in need, seeking assistance in achieving academic and employment success in your area are provided with effective and comprehensive activities. A variety of options for improving educational and skills competencies and provide effective connections to employers should be included.
- c) Describe approaches to support the drop out prevention or school dropout retrieval.
- d) Describe the approaches and basic skills test your area will use to implement the literacy/numeracy policy under common measures.

Section III MANAGING PERFORMANCE

III.1 Common Measures and Reporting *[WIA, WP, OTHER ESD PROGRAMS]*

Describe plans to achieve the goals of common measures. Include planned approaches or strategies to implementing common measures through individual program efforts, and through more integrated activities that will lead to enhanced performance for all programs.

III.2 Management Indicators *[WIA RESPONSE]*

Management Indicators and related information will be provided based upon jointly agreed to measures and processes. An addendum to the plan instructions will be sent by ESD when agreement is reached with a WDC/ESD workgroup.

III.3 SKIES [WIA, WP, OTHER ESD PROGRAMS]

- a) Describe how the Administrative entity and/or the one-stop operator(s) plans to improve and ensure service delivery staff will enter data elements and information into SKIES. Include discussion of the items below.
- b) Discuss how you track that WIA funds support training that leads to employment in targeted industries and high demand occupations in SKIES.
- c) Describe how staff are provided guidance to enter WIA and Wagner Peyser core services data in SKIES.
- d) Specify how program funded core services and related information will be increasingly documented in SKIES by staff through case notes or entering service related data elements.
- e) Describe how intensive services and activities provided to adults and dislocated workers are documented in SKIES.
- f) What data is entered into SKIES as a result of an initial screening of all customers and who enters the data?
- g) How are comprehensive assessments of WIA and other ESD program participants documented in SKIES and how are referrals documented?
- h) How is the awarding of Individual Training Accounts (ITAs) to WIA eligible Adults and Dislocated Workers documented in SKIES?
- i) How is an employment placement related to the training received documented in SKIES?

Section IV OTHER TOPICS

IV.1 Delivery of Workforce Information [WIA, WP, OTHER ESD PROGRAMS]

Identify what labor market, occupational, and career development information, tools, and products (e.g. The Workforce Explorer website and labor market and economic analysis publications) are available for use by:

- The Council to carry out strategic planning and investments.
- Businesses and economic development organizations (industry groups, chambers of commerce, Economic Development Councils) to identify growth and demand in the local economy, industries or occupations.
- Students and job seekers and their counselors, through One-Stop Career Centers, to support career decisions and development of quality career plans.

IV.2 Involvement of grass roots and community based organizations, including faith based organizations *[WIA PROGRAMS]*

Describe how your area includes grass roots and community-based organizations, including faith based organizations on your council and in your service delivery. (DOL Training and Guidance Letter No. 17-01).

IV.3 Plan Development Process *[WIA, WP, OTHER ESD PROGRAMS]*

Describe the processes used in the development of the plan as required in Section 118(c). Include:

- How partner program representatives participated
- How you obtained public comments
- Comments received during the public review

IV.4 Local Contact *[WIA, WP, OTHER ESD PROGRAMS]*

Provide the name, email address, and telephone number of a person we could contact with questions regarding the plan.

Section V LOCAL OPERATIONS PLAN ASSURANCES AND PLAN SIGNATURES

Signatory officials assure that:

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

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

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

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

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

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

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

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

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

The veterans services provided with Wagner Peyser funds will be in compliance with 38 USC Chapter 41 and 20 CFR part 1001.

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

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

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

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

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

Plan Signatures

This Local Operations Plan is submitted for the period of July 1, 2007 through June 30, 2009 in accordance with the provisions of the Workforce Investment Act Title-I-B and the Wagner-Peyser Act (as amended by Title-III of WIA).

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

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

Workforce Development Council Chair

Chief Elected Official(s)

Signature

Signature

Name (printed or typed)

Name (printed or typed)

Title (Council Chair)

Title (Chief Local Elected Official)

Date

Date

Local Wagner-Peyser Representative

State Wagner-Peyser Representative

Signature

Signature

Name (printed or typed)

Name (printed or typed)

WorkSource Area Administrator

Assistant Commissioner

Title

WorkSource Operations Division

Title

Date

Date

ATTACHMENT A

LOCAL AREA PROFILE
(Name of the Workforce Development Council)

County(ies) Served:

ADMINISTRATIVE STRUCTURE

ONE-STOP SYSTEM

Operator

One-Stop Operator(s) If an operator is a partnership indicate the entities in the partnership

Role of Operator (for each entity listed as an operator)

- System Administrator
- Center Administrator
- Direct service provider
- Other

WorkSource Sites and Managing Organization(s)

Indicate the name of the site and identify the management position(s) at the site. Include positions such as One-stop Center Operator, Site Administrator (not a designated one-stop operator). Site Manager(s), Facility Manager(s) as locally defined.

WorkSource Center(s)

Site Manager(s)

Affiliates

Other sites certified by the Board

WIA SERVICE PROVIDERS

Youth

Adult

Dislocated Worker

PROCUREMENT PROCESS

ATTACHMENT B

Instructions for Completing the Partner Participation Matrix

STEP ONE: Partner Program and Organization Column

The matrix lists the optional and required partner programs listed in the WIA section and in the state plan. They are categorized by the organization (whose representative is the Signatory on the MOU). If you need to make changes to tailor this list to your area, adjust the list by adding partner organizations and programs in your area or identifying different organizations with responsibility for a program.

STEP TWO: MOU Column

Boxes on the line with "Organization Name"

Identify if the organization listed is a Signatory for the partner programs listed under the organization by putting the date of signature next to the organization.

Boxes on the lines for Partner Programs

Put a check in each box where a partner program is part of the MOU.

STEP THREE: Location Columns

Indicate whether the partner program is located at one or more of the following: Center, Affiliate, off-site facility, by putting a checkmark in each box that is applicable for that partner. Indicate off-site for any partner that does not have staff in a certified facility.

Ignore the boxes in the "Organization Name" row.

STEP FOUR: Core Services Columns

Put a letter in the box of only the applicable core service provided by the partner program through WorkSource. Use the definitions of core services listed below (Section 134 (d) (2)).

Indicate your answer by putting one of the following two letters in the applicable box(es):

- Put **S** if staff are located in a certified facility
- Put **I** if partner provides the core service only through internet access

The core service categories on the chart are defined as follows:

WIA Eligibility

Eligibility determinations of whether the individuals are eligible to receive assistance under Title 1-B.

Outreach, Intake, Orientation

Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system.

Instructions for Completing the Partner Participation Matrix

Initial Assessment

Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.

Job Search and Placement

Job search and placement assistance, and where appropriate, career counseling.

Provision of Information

The provision of at least one of the following types of information:

- Employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - i. job vacancy listings in such labor market areas;
 - ii. information on job skills necessary to obtain the jobs described in clause ;and
 - iii. information relating to local occupations in demand and the earnings and skill requirements for such occupations.
- Performance information and program cost information on:
 - eligible providers of training services as described in section 122;
 - eligible providers of youth activities described in section 123;
 - providers of adult education described in Title II;
 - providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and
 - providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.).
- How the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area.
- Availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate.
- Information regarding filing claims for unemployment compensation.

Financial Aid Eligibility

- Assistance in establishing eligibility for financial aid assistance for training and education programs that are not funded under this Act and are available in the local area.

Follow-up Services

- Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under Title 1-B adult youth or dislocated worker programs who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Other Partner Services

- Other services not described above.

State of Washington Required and Optional Partners

The State recognizes the requirements of WIA Section 121(b) regarding partner programs in a one stop system. The State includes the mandatory and optional partners in the law, but also has state programs on its list.

The WorkSource required partner programs are:

- WIA Title 1-B Youth, Adult, and Dislocated Worker (including early intervention and rapid response) Grants and Programs
- Wagner-Peyser Programs
- Welfare-to-Work Programs
- Trade Adjustment Assistance and NAFTA
- Local Veterans' Employment Representatives/DVOP
- State Unemployment Compensation Programs
- WIA Title II Adult Education and Literacy programs including English-as-a Second Language programs
- Vocational education programs funded under the Carl D. Perkins Vocational and Applied Technology Act
- Secondary vocational education program funded under the Carl D. Perkins Vocational and Applied Technology Act
- Senior Community Service Employment Program funded under Title V of the Older Americans Act
- Vocational rehabilitation programs authorized under parts A and B of Title I of the Rehabilitation Act

In addition, required State Programs include:

- Worker Profiling
- Claimant Placement Program
- Post Secondary Vocational-Technical Programs
- Worker Retraining Program
- WorkFirst (employment services only)
- Labor Market Information
- English as a Second Language Programs.

Other programs encouraged to be a part of the WorkSource system include:

- Literacy Programs
- Apprenticeship Programs
- Local School to Work connections
- AmeriCorps/Washington State Service Corps
- Tech Prep Consortium
- Private Vocational Schools
- Other programs identified by WorkSource Regional Partnerships

ATTACHMENT C: Instructions for Completing the Performance Indicator Form

Further instructions will be provided in supplemental plan instructions, based upon local/state agreement.