

CDO Workforce Development Board, Inc.

Local Plan

July 1, 2021 – June 30, 2025

Table of Contents

Table of Contents	1
Strategic Planning Elements	2
Local Workforce Development System	10
Workforce Development and Career Pathways.....	12
Access to Employment and Services.....	13
Business Engagement.....	17
Program Coordination.....	18
Title II Program Coordination	19
Youth Activities	21
Administration.....	23
Training Services.....	24
Public Comment	25
List of Attachments	25

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Strategic Planning Elements

Local Workforce Development Areas (LWDAs) and Regional Demand Lists are now maintained [online](#). Changes to the Demand Lists can be made by following the directions on the webpage.

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

May 7, 2021

How is this information shared with the Local Workforce Development Board (LWDB)? What was the last date on which it was shared?

The board meets four times per year. The most recent discussion of LDO occurred: May 7, 2021.

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

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

An analysis of demographics, employment trends, industry sector growth patterns was conducted in conjunction with the CDO Workforce 2020-2022 Strategic Plan development that found:

The need to fill 58,000 jobs over the next ten years resulting from a combination of retirements and newly created positions. The issue is further challenged by the ability of the region to attract workers to jobs where the wages are not competitive with other regions in New York State.

According to the 2019 Southern Tier Regional Economic Development Council Progress Report, the Southern Tier includes a strong foundation of target industries, higher education institutions, the nonprofit sector, and government agencies. The report says, "the Southern Tier will take a collaborative, regional approach to attract talent and investment for the development of industry clusters, especially advanced manufacturing, healthcare, food and agriculture, and tourism."

A particular focus will be on increasing the size, quality, and prosperity of the region's workforce through new business creation based on high-technology discoveries and other entrepreneurial activities.

The report states that at the time of the report, the New York State's Jobs Express lists 5,500 openings throughout the Southern Tier in a range of industries and levels of skills, with the largest number of openings in Healthcare Practitioner and Technical (854); Office, Clerical and Secretarial (611) and Sales and Related (609). Most of the positions listed in these fields require specific, higher-level skills.

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Challenges include: A shortfall in affordable childcare, Lack of low-cost public transportation, Elevated number of potential workers unable to pass a drug test, Prior convictions leading to employer bias, Safety Net Cost/Benefit Analysis: potential financial disincentive for families and/or individuals on safety net assistance to accept lower-wage employment, Retention of young professionals/millennials, Aligning Human Capital with Career Opportunities: effectively marketing job opportunities to the regional workforce and addressing skills gap issues.

According to a 2019 New York State Department of Labor report, industry categories designated as “significant” in the Southern Tier include: Construction, Manufacturing, Transportation and Warehousing, Professional and Business Services, Educational Services, Health Care and Social Assistance.

Large employers in the CDO Workforce local area include: Food manufacturer Chobani located in New Berlin that continues to expand with a wide variety of worker needs including administration, information technology, logistics, sales and operations, plant operations and more. NYCM Insurance in Edmeston continues to grow with a need for Software Developers, Database Analysts, Business Intelligence specialists, Customer Service agents, and many more. The Raymond Corporation also maintains a large facility in Greene, with opportunities for Program Managers, Data Analytics, Maintenance, Engineers and others.

Additionally Farm to Table industries are growing locally, as well as due to the pandemic more "work from home" opportunities.

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

The CDO Workforce 2020-2022 Strategic Plan identified "Top Issues Identified by Employers":

- Pool of skilled workforce at all levels due to aging of the population and a shrinking labor force.
- High level of competition for skilled workers.
- Lack of technical skills to meet changing needs.
- Demand for higher salaries, due to the high rate of competition for skilled workers.
- Inadequate public transportation for workers.

The REDC report states that according to NYS Department of Labor statistics, serious workforce shortages remain that threaten to slow the economy and hinder growth. Two of the largest challenges to this workforce shortage remain: 1) increasing opportunities for women with children in the workplace and 2) increasing the skills of currently unemployed or underemployed workers to match the skills needed by employers.

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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.

Businesses across all sectors report a need for talent. In addition, the need for professional skills/soft skills/communication skills is also reported across all sectors. In manufacturing, the need for both production and non-production positions are reported with employee retirements due to an aging workforce being a top concern.

Chronic Issues include: Employers are challenged with their ability to fill new jobs as well as replace existing vacant positions due to aging workers and an overall shrinking labor force. There is an anticipated need to fill 58,000 jobs overall the next 10 years resulting from a combination of retirements and newly created positions. Attracting workers to jobs where the wages are not competitive with other regions in NYS continues to be a challenge.

Long-term training and career pathways need to be the focus going forward to enhance skills and reduce turnover. Childcare and transportation issues will continue to be major challenges for members of the labor force.

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

i. Current labor force employment and unemployment numbers;

According to the New York State Department of Labor, For the 12-month period ending February 2021, the private sector job count in the Southern Tier fell by 18,400, or 8.4 percent, to 201,600. Losses occurred in educational and health services (-6,300), leisure and hospitality (-5,000), other services (-1,700), trade, transportation and utilities (-1,700), manufacturing (-1,600), professional and business services (-1,100), financial activities (-500) and information (-300). Government jobs decreased by (-4,400) over the year.

(Over the year in September 2019: Private sector jobs in the Southern Tier rose by 4,000 or 1.7 percent, to 232,900. Gains were largest in educational and health services (+4,300) and financial activities (+300). Employment losses were greatest in professional and business services (-300), manufacturing (-200) and trade, transportation and utilities (-200). Government jobs decreased by (-200) over the year.)

Unemployment Numbers As of March 2021:

Chenango County: 6.3%

Delaware County: 6.5%

Otsego County: 6.3%

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

The Workforce Landscape according to the CDO Workforce 2020-2022 Strategic Plan: The labor supply conditions are a result of the converging effects of population losses including out-migration, an aging and shrinking labor force, and demand for workers with new skill sets. Both recruitment to fill new jobs and the need to fill replacement positions are quickly becoming critical issues for many employers.

The Population in Chenango, Delaware and Otsego Counties is declining annually at the rate of -.07%. Prior to the pandemic, the 2019 unemployment in the CDO region was higher than the national rate of 3.175% and New York State rate of 3.6%: Chenango County at 4%; Delaware County at 4.5%; Otsego County at 4.0%. The Labor Force Participation Rate in Chenango, Delaware and Otsego (CDO area) Counties is 57.5% as compared to 63.2% in New York State and the United States. The labor force is shrinking in prime age groups (25 – 54 years), which impacts and creates issues for attracting and retaining production workers, technical professionals and healthcare workers.

The workforce is aging. The median age is 44.5 years for workers, as compared to New York State at 38.4 years. Also, 49% of the CDO workforce is over the age of 45 as compared to New York State at 44%.

The annual wage increases in the CDO area lags New York State: 3.2% vs. 5.2%.

Approximately 50% of occupations require either a higher education degree or technical skills level training, increasing the retention and recruitment challenge.

There continues to be an abundance of middle skill job openings in health care and educational services and a need to address demand for new skills in the manufacturing sector and growing sectors such as life sciences and cyber security.

The concentration of occupations today and the demand in the next decade for workers is predominately in healthcare, education services, office and administrative positions, and laborers. Coupled with the fact that many of these jobs currently pay \$31,000 or less, it is difficult to attract and retain workers.

The CDO Workforce Strategic Plan Situation Analysis identified education and healthcare sectors as being the dominate employers in the three-county industry mix.

The Situation Analysis revealed demand for workforce in the next ten years would be most serious in the healthcare sector, with need to fill nearly 3,600 jobs ranging from RNs to Personal Care Aides and Nursing Assistants. Another large job cluster that will require significant infusion of workers is hospitality and food service with 1,200 janitorial and housekeeper positions and 4,525 food service workers.

According to the May 2019 Employment in New York State newsletter, a diverse set of developments are poised to contribute to the future economic growth of the Southern Tier region: Hemp-based Opportunities Growing; Eco-Friendly Public Transport; Rise of Craft Brewing and Farm to Table, and Work From Home opportunities.

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

According to the CDO Workforce 2020-2022 Strategic Plan, approximately 50% of occupations in all industry sectors require either a higher education degree or technical skills level training, increasing the retention and recruitment challenge. In terms of education attainment, the CDO workforce area exceeds the NYS average for high school diploma, some college and associate’s degrees; however, it falls short in bachelor’s degree and education at the graduate 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.

Strengths:

CDO Workforce has forged strong relationships with area businesses coupled with working partnerships with local economic development agencies, CDO Workforce has been able to assist local businesses with business retention and expansion. CDO Workforce has a pro-business attitude, offering support and guidance to businesses with their employee training and workforce needs. We are able to offer financial assistance in the form of On-the-Job Training, customized training and course offerings such as supervisory training. In addition, we serve as an unofficial broker to businesses, identifying training resources and grants to meet their specific workforce needs.

Local BOCES partners have been responsive in developing and delivering training that is demand-driven and addresses current employer needs. These include health care occupations, such as Certified Nursing Assistant (CNA), Licensed Practical Nurse (LPN), Certified Phlebotomy Technician (CPT), Home Health Aide (HHA), and other career and technical (CTE) programs and other workforce training and Licensure and Certificates training, such as Commercial Driver License (CDL) . BOCES also provides opportunities for any New York State resident, 19 years of age or older, who does not yet have a high school diploma or equivalent diploma to take the HSE (High School Equivalency) test.

CDO Workforce is now offering virtual options for services, such as online skills training and job fairs.

Weaknesses:

While local BOCES are cooperative, the area that CDO Workforce serves lacks a Community College, which makes it challenging to provide entry-level training & certifications. It also makes it more challenging to provide skills training for career advancement.

There is limited public transportation in the region, which overall, is a tremendous barrier to the local low-income population in attending local training events and course offerings, as well as transportation to/from jobs.

The CDO Workforce 2020 Strategic Plan identifies the following barriers and challenges to overcome:

- Employer demand exceeds number of qualified people engaged in the labor force, resulting in employers competing for the same pool of workers.
- Employer needs for “job ready” workers.
- Employers have a limited understanding the challenges faced by persons entering or re-entering the workforce such as securing the necessary academic training and wrap-around services such as childcare and transportation.
- Some employers are reducing FTEs by changing to part-time positions to avoid paying benefits, which creates a barrier for prospective workers.
- An increasing number of workers are retiring in the next five years, particularly in manufacturing, healthcare and education.
- Changing the way employers recruit workers in response to new communication channels and tools will require a high level of interaction and communication on the part of CDO.
- BOCES programs are strong, but there is difficulty finding qualified instructors.
- There is a lack of financial assistance for persons attending BOCES, and the fear of college tuition debt deters interest in advanced education.
- Absence of a community college limits the ability of the workforce to acquire skills. A local satellite community college campus would be an asset for training the workforce, while simultaneously reducing outmigration.
- SUNY Delhi, SUNY Morrisville and higher education institutions in Oneonta are not accessible for individuals living outside the urban areas, especially for those who struggle with limited transportation options.
- Lack of adequate public transportation and childcare services.
- Workers may have professional skills, however many lack work ethic and soft skills to meet employers’ expectations.

- 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 the employment needs of businesses? Please explain.

The local area has the capacity to address the education and skill needs of the local workforce. The CDO Workforce offers comprehensive services to job seekers,

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including: assessment, career counseling, skills training, job placement, follow-up services, and more.

CDO Workforce is committed to working with all job seekers, including those identified as having barriers to employment (such as limited English proficiency or literacy, disability, skills gaps, and ex-offender status) to plan the services best suited to their individual needs and provide access to partner resources. Program partners also work together to implement and monitor services for individuals with barriers to employment, including veterans and individuals who are disabled or basic skills deficient.

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

The Chenango-Delaware-Otsego Workforce Development Board is the primary resource for preparing and linking job-ready workers with immediate employer needs, while simultaneously being a leader and catalyst for development of workforce career pathways that support and advance regional economic development strategies in a changing workplace environment.

The Chenango-Delaware-Otsego Workforce Development Board is the catalyst for development of collaborative workforce pathway strategies that support regional economic development strategies and long-term employment needs, while at the same time creatively and effectively preparing workers to meet immediate employment needs.

The strategic vision and goals of the Local Board is to prepare an educated and skilled workforce by providing education, skills/training for youth and individuals with barriers to employment. We will work closely with local Title II partners that have the ability to develop trainings that will meet the needs of the business community. Remaining responsive to the employment needs of our local businesses, the Board's goal is to ensure that our regional training and educational support systems are effective.

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

CDO Workforce development programs attempt to address the strategic vision of the area by concentrating on programs and initiatives that provide job seekers with the skills and abilities that employers are looking for.

All of the CDO workforce development programs including partner agencies such as local BOCES, ACCES VR, Departments of Social Services and Community agencies provide programs in support of one of six key goals, which include: 1) Increase the number of work-ready , basic-skilled workers 2) Retain and attract more young adults 3) Prepare for the wave of baby-boomer retirements 4)

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Facilitate and enable the recruitment of workers for specialized occupations 5) Reduce underemployment and its accompanying underuse of talent 6) Increase the workforce system's capacity to manage near-term challenges and opportunities.

CDO Workforce continues to develop sector partnerships with local businesses and training facilities to identify opportunities for training that support the needs of local businesses.

According to the CDO Workforce 2020-2022 Strategic Plan, benefits and opportunities to leverage include:

DSS staff member offices located in close proximity to the Chenango County CDO center. Opportunity to leverage numerous programs and services such as the Empowered Pathway Program that have demonstrated impact. In 2019 CDO reported 98 active apprentices; a program with high potential. Opportunity to use labor market data and continued collaboration with education systems, economic development agencies in Chenango and Delaware counties and other stakeholder organizations to make informed decisions about priorities and allocation of resources. Increasing number of on-line courses available at BOCES and higher education institutions. Strong relationships with resources ranging from social services agencies to Chambers of Commerce and economic development agencies. Established working relationships with regional partners. Employers may be willing to consider re-evaluating required skills and experience for applicants. Collaboration with employers is important and one-on-one time with CDO staff will continue to yield favorable results. Continued efforts to increase awareness of career opportunities in the trades (electrical and welding are noted) could be beneficial. Numerous short-term training options available to enable workers to enter the workforce. Good working relationship with SUNY Delhi and SUNY Morrisville, and one is being built with SUNY Oneonta. Online academic and training programs can be taken at the Centers. Outreach to area K-12 schools as early as the fourth grade has the potential to plant the seeds for career opportunities and pathways.

- 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 review proposal submissions for alignment with the strategic vision and goals of the Local Plan. The Board will continue to pursue new partnerships in training, such as the partnership between the American Apprenticeship Initiative (AAI) and Tooling U Online Learning, which offers classes in basic safety and fundamentals of machining and other manufacturing trades, while providing soft skills training to potential apprentices/job seekers. Additional resources are being identified and we plan to foster increased collaboration and blending of resources.

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CDO Workforce also continues to expand its outreach efforts to participants to make them aware of all of the career services, income supports, and other services available in the region.

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

The Local Board plans to meet or exceed goals negotiated with NYSDOL relating to performance accountability measures. These measures support regional economic growth and self-sufficiency as related to increased employment, employment retention and earnings, all of which increase the tax base that contributes to government programs and services. These outcomes also correspond to the contribution of more dollars spent with commercial enterprises, which include everything from real estate to retail and beyond. Additional outcomes related to skill development and credential attainment ensure that we are developing the highly skilled and educated workforce that local industries rely on to grow and create jobs. The board currently uses additional instruments, such as surveys, to ensure business and customer satisfaction to continue improvement of quality and efficient use of funding.

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;

Adult and Dislocated Worker Programs
Youth Programs
Adult Education & Family Literacy Act Programs
Wagner-Peyser Programs Vocational Rehabilitation 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

CDO Workforce works closely with our Carl D. Perkins Career and Technical Education (CTE) program providers/partners to provide access to activities leading to a post-secondary credential. We meet regularly with our Perkins partners to identify employer needs and curriculum changes or modifications that support what local employers tell us are needs for employees.

- iii. Other workforce development programs, if applicable.

Partnerships which have evolved include collaborations with surrounding workforce investment areas to support services and training; for example, with

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area manufacturers to develop and support entry level manufacturing trainings; ONC BOCES and area healthcare providers to develop and support CNA/HAA training; the business community to sponsor/support trainings, job fairs and other projects and programs.

Other workforce development programs include Workforce Development Board grant programs that provide training and incentives addressing the need for apprenticeships, healthcare workers, and IT cybersecurity workers.

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

We will ensure continuous improvement of services and service providers by measuring improvement in the way CDO partner programs work together to serve job seekers, workers and businesses. A key element will be blending of resources where appropriate and co-enrollments/referrals between partner programs and more partner programs to achieve success with harder to service participants with multiple barriers to employment.

Additional measures of success will include an increase in the number of participants with barriers to employment, including customers with disabilities and other special populations. The leadership reviews customer service reviews. Training and staff development is provided regularly.

Continuous engagement of customers will be a key measure as well as keeping customers engaged with services until they are successful in meeting their employment goals.

The local area will ensure continuous improvement of services and service providers through the oversight of the Local Board.

Strategic Priorities include:

1. Increase visibility and awareness of CDO's role and value among the labor force, employers, key stakeholder groups and the broader community.
2. Increase the number of workers that utilize and benefit from CDO Workforce programs and services.
3. Increase productive and results-oriented communications with employers to effectively and efficiently meet their needs for qualified workers.
4. Take a leadership role in bringing together employers and stakeholders to create data-driven workforce development pathways that support regional economic development strategies and projected workforce needs.
5. Strengthen internal capacity to achieve these strategic priorities.

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

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Eligible providers will meet the employment needs of local businesses, workers, and jobseekers by continuing to implement a procurement process through which the Local Board selects providers in a manner consistent with its industry sector-based career pathways development strategies. Such strategies aim to prepare students for occupations that are in demand in growth industries, require demonstrated effectiveness in achievement of outcomes, support the local area's attainment of primary indicators of performance and respond to customer demand. The selection of eligible providers, as well as their continuing eligibility, is informed by feedback from businesses, participants and jobseekers, along with performance outcomes and monitoring findings.

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

Training Programs will be submitted to Eligible Training Provider's List for local approval and to ensure alignment with employer needs and local demand. When job seekers and workers have access to information, guidance, and resources to provide them with the skills that businesses need, everyone benefits. The Board will provide clear and understandable information and guidance on career pathways, sector strategies, local demand occupations, growing industries and skill sets to eligible providers of services. Local providers will be encouraged to utilize this information when designing services as well as training programs. All Center Partners contribute towards the infrastructure of the Comprehensive Center.

Workforce Development and Career Pathways

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

CDO Workforce will facilitate the development of career pathways by continuing to focus on sector initiatives in growing sectors. The CDO Workforce staff will foster discussions with employers in growing sectors to identify specific skill needs, identify gaps in training, map career pathways and identify appropriate credentials and will develop tools for use by job seekers, employment program providers, high schools and other stakeholders in the workforce development arena. Co-enrollment of participants in core programs to assist individuals in moving along career pathways and creating opportunities for blending funds to achieve success will be an integral component. Career Center staff will use customer focused strategy when working with job seekers and will facilitate co-enrollment when the customer chooses.

- b. Describe how the LWDB 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.

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CDO Workforce 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 skills, and encourage more cross-referrals, co-enrollment and blending of resources.

The recognized credentials will be focused on the major industry sectors identified by the Board.

In addition, CDO Workforce will monitor closely the performance of trainees for successful completion and entered employment and if programs/participants are not successful, we will identify the reasons for any lack of success.

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

Many credentials are specific to a particular industry or occupation. Accredited postsecondary degree and certificate credentials are portable. Certifications by national industry associations are portable and while many state licenses and credentials are not portable, many states have reciprocity agreements that allow for temporary and/or permanent licensing between states.

Soft skills, safety, manufacturing and industrial certifications are all portable as they provide transferrable skills that are marketable to a wide variety of industries and sectors, thus maximizing opportunities for employment with local employers.

CDO Workforce will endeavor to work toward the goal of ensuring credentials are portable to other occupations and industries.

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

In New York State some challenges to "stackability" are due to state certification and licensing requirements and the credentialing being controlled by different state agencies. However, for some industries, such as advanced manufacturing, there is an area of opportunity for stackable credentials as well as increased articulation agreements between community colleges and local BOCES programs.

Access to Employment and Services

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

The CDO Workforce will coordinate efforts of partner programs, both partner programs identified in the WIOA legislation as well as local Community Based Organizations. It is critical that those programs with expertise/connections in serving special populations be coordinated to help employers identify, hire and train qualified workers with disabilities, limited English proficiency, criminal backgrounds, and other populations that are

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underrepresented in the workforce. CDO Workforce will work with each partner program to identify liaisons to increase staff collaboration, increase staff referrals and utilize partner staff expertise in services to customers.

- 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.

The local area will facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology by using email and social media to communicate information on the services available, and by promoting use of our CDO Website, and encouraging subscription to our website's blog and the monthly CDO newsletter. The CDO Workforce website also offers access to partner links and resources, as well as a virtual/in-person services request form, an online resume critique request form, job order form and calendar with registration form links to access local and state-wide trainings. The website also hosts a toolkit to assist workers with disabilities, with a focus on youth, along their career path and the creation of Integrated Resource Teams (IRTs).

Additionally, the local area will provide opportunities for occupational skill development through on-line learning, such as access to the Metrix Skills Training Platform and the AAI partnership with Tooling-U Online Learning, in which customers can access training from their homes, partner agencies and public libraries in areas with access to broadband.

CDO Workforce also provides training in the use of various internet and computer technologies, including those related to job search and basic computer skills, such as MS Word and Gmail.

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

Much of the use of technology enabled case management information systems in New York State is decided on at the state agency level. Until state agencies are required to utilize common case management information systems progress in this area will be limited.

CDO Workforce encourages local partners to utilize the One Stop Operating System due to OSOS being the only system that allows multiple partners access.

- 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.

CDO Workforce provides:

- Career Assessment, Career Exploration, and Career Planning Services
- Employment Plan Development
- Employment Counseling

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- High School Equivalency/Training Assistance referral to partner services
- Workshops to sharpen job seeking skills and basic skills desired by employers
- Resume, cover letter and interviewing skills assistance
- On-the-Job Training opportunities to learn job skills while earning a paycheck

The CDO Workforce offices also offer: Access to NY Job Bank/Job Listings; Referrals to Jobs; Access to Computers/Printers/Phone/Fax/Copiers and Internet Access; Labor Market/Demand Occupation Information.

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

Due to the rural nature of the CDO Workforce area, there is limited public transportation available in the region. 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. Transportation to/from work is addressed with customers during their assessment and supportive services are provided either through WIOA or through referral to other partners. Customers are also referred to rideshare and carshare programs as a component of their assessment an employment plan.

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

The Service Delivery MOU completed in 2017, as well as the 2020 MOU currently under review by the State, includes ACCES-VR and the NYS Commission for the Blind as partners. The MOU partners commit to providing customers with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support. 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. We also have substantial information and resources on our CDO Website for workers with disabilities and for businesses on hiring workers with disabilities, as well as a "Spotlight on Workers with Disabilities" section in our monthly newsletter, and a separate Facebook page that focuses on resources for workers with disabilities. Our website also connects directly to (hosts) the YourDreamYourTeam.com Integrated Resources Team (IRT) toolkit website to assist workers (and especially youth) along their career path and the development of an IRT.

- 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.

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The operator is provided a Priority of Service Policy that complies with WIOA. All Adult files will include gathered data regarding receipt of public assistance, low income, and /or basic skill deficiency. All data will be entered into OSOS. Program monitoring will be conducted to ensure that the operator is complying with the Priority of Service Policy.

h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of the Workforce Innovation and Opportunity Act (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.

Accessibility to the services provided by the CDO Workforce and all partner agencies is essential to meeting the requirements and goals of the CDO Workforce Development Board. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of sex, gender identity or expression, sexual orientation, age, race, color, religion, marital status, domestic violence victim status, familial status (including pregnancy), national origin (including limited English proficiency), predisposing genetic characteristics, disability, military status, prior arrest or conviction record or on the basis of any other classification protected under local, state or federal law.

The CDO Workforce will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

ii. Technology and materials for individuals with disabilities; and

Technology and materials for individuals with disabilities is assessed regularly, including the CDO Workforce website. Feedback is solicited regularly from staff and community agencies, and potential technology and/or materials is explored, as well as cost and availability.

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

Training includes the training of CDO Workforce and partner staff in addressing the needs of individuals with disabilities. The partner agencies will be regularly revisited to ensure that we are reaching the appropriate staff with appropriate efforts.

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- 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.).

The role of the One-Stop partners related to the nondiscrimination requirements of WIOA and applicable provisions of the Americans with Disabilities Act is to ensure that all partner staff receive proper training on these requirements and to ensure compliance in the delivery of program services. In addition, these requirements extend to any contract agencies working with One Stop partners. Resource contributions of One Stop partners include the staff time spent delivering training and ensuring program requirements are met.

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?

CDO Workforce regularly gathers feedback on local business needs including soft skill development, technical and training needs and credentialing requirements. Feedback is used to inform the vision for the workforce system, and to engage local employers by encouraging participation in sector based initiatives and the development of career pathways in response to locally identified needs.

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

Not applicable.

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

Business Service Representatives provide an array of services including: Recruit employees, including customized recruitment at CDO Workforce locations; Help finding grants and training workers; Providing labor market information; Assistance in networking with other businesses; Creating custom solutions, such as internship or apprenticeship solutions; Posting and advertising Job Openings on social media, the CDO Website, the New York Job Bank, and the New York Labor website. CDO Workforce also partners with state and federal agencies to provide guidance on: Rapid Response Services; Shared Work Programs; Guidance with the WARN Act; Help with Trade Adjustment Assistance.

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

The Board regularly meets with Economic Developers and Training Providers from CDO counties to share local labor market information and discuss issues impacting the local economy. Updates on economic development activities are regularly discussed at Board meetings. Information shared on economic development activities, new business development/expansion and the background and skills needed by the local workforce is used to inform and shape workforce development programs and services.

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

The CDO Workforce highly encourages entrepreneurial skills training and microenterprise services to participants who express an interest. CDO Workforce refers participants to local economic development entities providing both entrepreneurial skills training and microenterprise services and helps participants connect to resources, such as the state Self-Employment Assistance Program; the chambers of commerce in Chenango, Delaware and Otsego counties; Economic Development departments in Otsego and Delaware, and the Chenango County Planning Department.

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

NYS DOL 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?

Wagner-Peyser and WIOA Title I staff are co-located and functionally aligned. Services are provided to Unemployment Insurance customers by both staff in a seamless manner with continuous engagement until job placement is achieved.

- 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;

Secondary education programs, including literacy and basic skills training, are coordinated through the CDO Workforce Board and involve partners that include Oneonta Adult Education, Afton Adult & Continuing Education, Literacy Volunteers of Otsego & Delaware Counties, DCMO BOCES and local industry. Postsecondary education programs used in the CDO Workforce must be approved providers/programs on the NYS ETPL. Providers wishing to offer postsecondary training opportunities can apply to the NYS ETPL.

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

Workforce Development Board sub-committees are used as the mechanism to bring together partners agencies to address education and workforce activities and meet regularly to coordinate strategies to eliminate duplication and improve program services. CDO Workforce partner committees are comprised of community partners, local

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businesses, education and training agencies, and service agencies who seek to meet the needs of clients and the business community.

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

The Board will use Board committees, MOU partner meetings, and one-stop system operator meetings to identify duplication of services and develop plans to reduce and eliminate duplication. Our regional approach also includes coordination with the Regional Economic Development Council.

- 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.

Plans to eliminate duplication include regular assessment of progress. Functionally aligned staff conduct an initial assessment to provide services to all customers. All major stakeholders are uniformly informed so that duplication of services becomes far less likely.

- 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.

The Service Delivery MOU, which includes ACCES-VR and the NYS Commission for the Blind as partners, commit to providing all customers, including those with disabilities, with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support. All staff will be cross trained, use a partner referral form, and the agency representatives will be available for technical assistance as requested.

Title II Program Coordination

- a. Provide a description of the LWDB's strategic vision and goals for preparing an educated and skilled workforce, specifically addressing how to improve access to activities leading to a recognized post-secondary credential, as well as other strategies for serving out-of-school youth (OSY) and adults who have low literacy skills, are English Language Learners, or lack a high school diploma or the equivalent.

The strategic vision and goals of the Local Board is to prepare an educated and skilled workforce by providing education, skills/training for youth and individuals with barriers to employment. We will work closely with local Title II partners that have the ability to develop trainings that will meet the needs of the business community. Remaining responsive to the employment needs of our local businesses, the Board's goal is to ensure that our regional training and educational support systems are effective.

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- b. Provide a description of how the LWDB will expand access to employment, training, education, and supportive services provided through the NYS Career Center System for Title II participants with barriers to employment.

The CDO Workforce offers comprehensive services to job seekers, including: assessment, career counseling, skills training, job placement, follow-up services, and more. CDO Workforce is committed to working with all job seekers, including those identified as having barriers to employment (such as limited English proficiency or literacy, disability, skills gaps, and ex-offender status) to plan the services best suited to their individual needs and provide access to partner resources. Program partners also work together to implement and monitor services for individuals with barriers to employment, including veterans and individuals who are disabled or basic skills deficient.

CDO Workforce development programs attempt to address the strategic vision of the area by concentrating on programs and initiatives that provide job seekers with the skills and abilities that employers are looking for. All of the CDO workforce development programs, including partner agencies such as local BOCES, ACCES VR, Departments of Social Services and Community agencies provide programs in support of one of six key goals, which include: 1) Increase the number of work-ready , basic-skilled workers 2) Retain and attract more young adults 3) Prepare for the wave of baby-boomer retirements 4) Facilitate and enable the recruitment of workers for specialized occupations 5) Reduce underemployment and its accompanying underuse of talent 6) Increase the workforce system's capacity to manage near-term challenges and opportunities.

- c. Identify how the LWDB will facilitate the development of a career pathways and co-enrollment in academic training programs.

Local BOCES partners have been responsive in developing and delivering training that is demand-driven and addresses current employer needs. These include health care occupations, such as Certified Nursing Assistant (CNA), Licensed Practical Nurse (LPN), Certified Phlebotomy Technician (CPT), Home Health Aide (HHA), and other career and technical (CTE) programs and other workforce training and licensure and Certificates training, such as Commercial Driver License (CDL) .

We are also able to offer financial assistance in the form of On-the-Job Training, customized training and course offerings such as supervisory training. In addition, we serve as an unofficial broker to businesses, identifying training resources and grants to meet their specific workforce needs.

- d. Provide a description of how the LWDB will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to support service alignment.

The Board will review proposal submissions for alignment with the strategic vision and goals of the Local Plan. The Board will continue to pursue new partnerships in training.

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CDO Workforce also continues to expand its outreach efforts to participants to make them aware of all of the career services, income supports, and other services available in the region.

CDO Workforce continues to develop sector partnerships with local businesses and training facilities to identify opportunities for training that support the needs of local businesses.

Youth Activities

- a. Provide contact details of Youth Point(s) of Contact for your local area including: Name of organization, name(s) of Youth Point(s) of Contact, title, address, phone number, and email address. Youth Point(s) of Contact details are primarily used to refer young adults, parents, and partners about youth programs and posted on the [NYS DOL webpage](#).

Tylena Daniels, Employment & Training Director, 1 O'Hara Drive, Norwich, NY 13815
tdaniels@co.chenango.ny.us 607-334-2201 ext. 128

- b. Provide the number of planned enrollments in PY 2021 for new Out-of-School Youth (OSY), carry-over OSY, new In-School Youth (ISY), carry-over ISY, and work experience. *

- i. New OSY

75

- ii. Carry-over OSY

95

- iii. New ISY

0

- iv. Carry-over ISY

0

- v. Work experiences

25

*Please note that PY 2021 enrollments will provide the baseline estimate for the remaining three years of the Plan.

- c. In Attachment F, Youth Services, located on the New York State Department of Labor (NYS DOL) [website](#) under the Local Planning section, identify the organization providing the Design Framework

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which includes: Intake & Eligibility, Objective Assessments, and Individual Services Strategies (ISS), and 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.

- d. Explain how providers and LWDB staff ensure the WIOA elements:
 - i. Connect back to the WIOA Youth Program Design Framework, particularly the Objective Assessments and ISS; and
 - ii. Are made available to youth with disabilities by describing specific program practices, tools, and services that are tailored to serve youth with disabilities.

The Objective Assessment is completed and the ISS is developed with the Youth. Both the Objective Assessment and the ISS provide information about the youth's current situation/skills, what their goals are and the activities/elements that can help them achieve those goals. Appropriate elements are linked to the ISS and entered into OSOS.

All services are available to youth with disabilities and the Board has established a strategic goal in increase services to this population.

Youth with disabilities receive additional services utilizing Integrated Resource Teams to partner services with other providers and family members, Social Security benefits and financial counseling from Credentialed Work Incentive Practitioners, as well as exposure to our "your Dream Your Team" website designed to help with career exploration, decisions making, financial and communication skills.

The CDO Workforce website also provides substantial information/resources for workers with disabilities and for companies about hiring workers with disabilities, and is connected to (hosts) the YourDreamYourTeam.com Integrated Resources Team (IRT) website that assists workers with disabilities (focus on youth) along their career path and in the creation of IRTs. The CDO Workforce monthly newsletter contains a "Spotlight on Workers with Disabilities" section providing information and opportunities. CDO Workforce also maintain a separate Facebook page that focuses on providing information/resources to workers with disabilities.

- e. Describe successful models for youth services from your local area, including but not limited to virtual work experiences, OSY recruitment. and engagement strategies.

Youth are assessed for eligibility, barriers, and strengths during the enrollment process and complete their ISS with the Counselor. They also set employment/education goals and discuss options and pathways to obtain those goals. Activities are assigned to them based on their barriers, goals, and career/education needs. Activities are in person or a hybrid/virtual service can be arranged. Virtual options include Virtual Job Shadow, Virtual Work Experiences, Labor Market Information, Leadership Development, and other activities as needed.

- f. Does your local area plan to serve ISY and/or OSY using the "Needs Additional Assistance" qualifying barrier for eligibility?

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Yes (Attach a Needs Additional Assistance policy that defines reasonable, quantifiable, evidence-based, and specific characteristics of ISY and OSY as described in Technical Advisory (TA) #19-2.

No (Not required to attach a policy)

g. Attach a Basic Skills Deficiency policy of youth program as described in the in TA #19-2.

Administration

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

CDO Workforce Development Board

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

WIOA Title I Adult and Dislocated Worker contracts are awarded to the Chenango, Delaware, and Otsego 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 CEO(s) to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

Employment Rate 2nd Qtr After Exit:

>Adult: 70.0%

>Dislocated Worker: 69.0%

>Youth: 69.0%

Employment Rate 4th Qtr After Exit:

>Adult: 70.0%

>Dislocated Worker: 70.0%

>Youth: 66.0%

Median Earnings 2nd Qtr After Exit:

>Adult: \$5,400

>Dislocated Worker: \$6,600

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>Youth: \$3,100

Credential Attainment 4th Qtr After Exit:

>Adult: 48.0%

>Dislocated Worker: 49.0%

>Youth: 54.4%

Measurable Skill Gains:

>Adult: 45.5%

>Dislocated Worker: 45.5%

>Youth: 50.5%

- d. Describe the actions taken toward becoming or remaining a high-performing LWDB, consistent with factors developed by the State Workforce Investment Board (SWIB). The LWDB will be defined as high performing if it meets the following criteria:
- i. It is certified and in membership compliance;
 - ii. All necessary governance actions and items have been accomplished, including executing a local Memorandum of Understanding (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.

- v. The CDO Workforce Development Board has met the criteria of regarding a Board that is certified, in membership compliance, and that all necessary governance actions have been accomplished. NYS DOL has not yet released the Career Center Certification Process. The LWDA has met or exceeded all performance goals in the past.

Training Services

- a. Describe how training services will be provided in the local area. This may include incumbent worker, on-the-job, and customized training programs.

Training services will be delivered through the CDO Workforce Career Center. Training services will include classroom/occupational skills training, On-the-Job Training, Customized Training and when funds are available, Incumbent Worker Training. Staff and

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the customer complete an Initial Assessment, Comprehensive Assessment, Career Research including Demand Occupation List review, training program and provider research, any required applications, any pre-training assessments necessary and the ISS.

- b. Describe how contracts will be coordinated with the use of Individual Training Accounts (ITAs).

Individual Training Accounts are issued for approved training in demand occupations and provided by Eligible Training Providers. Contracts are utilized for On-The-Job Training, Customized Training and Incumbent Worker Training.

- c. Describe how the LWDB 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. Utilization of a customer centered process ensures customer choice. Performance of trainees and programs is monitored and if there are underperforming programs, this is addressed and customers are made aware of this.

Public Comment

- a. Describe the process used by the LWDB 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.

Posted for public comment on the CDO Workforce website:
<https://www.cdoworkforce.org/>, CDO Workforce news blog, sent to CDO partners/contact Constant Contact mailing lists.

List of Attachments

Please complete all attachments listed below.

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

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

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- Electronic signature (if the LWDB has the capability for it) – Note that electronic signatures must follow the requirements and guidelines of the Electronic Signature and Records Act ([ESRA](#)). LWDBs 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, NY 12240

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

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 is preferable to provide a list of hyperlinks to these agreements available on the LWDB website.

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Attachment A: Units of Local Government

Please list the unit or units (multiple counties or jurisdictional areas) of local government included in the local area. If the CEO Grant Recipient has designated a local grant subrecipient to administer WIOA pursuant to WIOA § 107, please indicate the unit of local government that is the grant subrecipient. However, if instead, the CEO Grant Recipient has designated a fiscal agent, please indicate this on Attachment B.

Unit of Local Government	Grant Subrecipient
	Yes
Chenango County	<input type="checkbox"/>
Delaware County	<input checked="" type="checkbox"/>
Otsego County	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

§107(6)(B)(i) - When a local workforce area is composed of more than one unit of general local government, the chief elected officials of such units may execute an agreement that specifies the respective roles of the individual chief elected officials.

If your local workforce area is composed of more than one unit of general local government, is there a written agreement between local officials that details the liability of the individual jurisdictions?

Yes No

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Attachment B: Fiscal Agent

WIOA §117(d)(3)(B)(i)(II) indicates that the chief elected official Grant Recipient may designate a local fiscal agent as an alternative to a local grant subrecipient. Such designation to a grant subrecipient or fiscal agent shall not relieve the chief elected official or the Governor of the liability for any misuse of grant funds. If the CEO identified a fiscal agent to assist in the administration of grant funds, please provide the name of the agent.

Fiscal Agent
Delaware County

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ATTACHMENT C: SIGNATURE OF LOCAL BOARD CHAIR

**Workforce Innovation and Opportunity Act (WIOA) Local Plan for
Program Year 2021-2024, for WIOA Title 1-B
and Wagner-Peyser Programs**

In compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014, the Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable State and federal laws, regulations, and policies;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that this Plan was developed in collaboration with the Local Board and is jointly submitted with the Chief Elected Official(s) on behalf of the Local Board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

Date:	8/10/2021 8:03 AM	Signature of Local Board Chair: 
Mr. <input checked="" type="checkbox"/>	Ms. <input type="checkbox"/>	Other <input type="checkbox"/>
Typed Name of Local Board Chair:		Douglas Lifgren
Name of Board:	CDO Workforce Development Board Inc.	
Address 1:	115 D.K. Lifgren Drive	
Address 2:		
City:	Oneonta	
State:	NY	Zip: 13820
Phone:	(607)432-1930 Ext-147	E-mail: doug.lifgren@astrocom-electronics.com

Submission directions: Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)

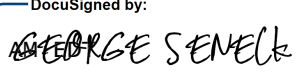
**Workforce Innovation and Opportunity Act (WIOA) Local Plan for
Program Year 2021-2024, for WIOA Title 1-B
and Wagner-Peyser Programs**

In compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014, the Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable State and Federal laws, regulations, and policies;
- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §679.420 of the rules and regulations;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that the Chair of the Local Board was duly elected by that board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

Note: A separate signature sheet is required for each local Chief Elected Official (CEO). If additional pages are necessary, please replicate this document for each CEO.

Date:		Signature of Local Chief Elected Official (CEO):	
8/6/2021	11:30	DocuSigned by:  73CCC756732F4BA...	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms.	<input type="checkbox"/>	George Seneck	
Other	<input type="checkbox"/>		
Title of Local CEO:	Chair		
Address 1:	Chenango County Board of Supervisors		
Address 2:	5 Court Street		
City:	Norwich		
State:	NY	Zip:	13815
Phone:	607-895-9966	E-mail:	guilfordsupervisor@frontier.com
Are you the Grant Recipient CEO? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			

Submission directions: Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)**Workforce Innovation and Opportunity Act (WIOA) Local Plan for
Program Year 2021-2024, for WIOA Title 1-B
and Wagner-Peyser Programs**

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By virtue of my signature, I:

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- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §679.420 of the rules and regulations;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that the Chair of the Local Board was duly elected by that board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

Note: A separate signature sheet is required for each local Chief Elected Official (CEO). If additional pages are necessary, please replicate this document for each CEO.

Date:		Signature of Local Chief Elected Official (CEO):	
8/9/2021 6:51		DocuSigned by:  <small>AMT PDT</small> <small>EF8F356EDC57438</small>	
Mr. <input type="checkbox"/>		Typed Name of Local CEO:	
Ms. <input checked="" type="checkbox"/>		Tina Molé	
Other <input type="checkbox"/>			
Title of Local CEO:	Chair		
Address 1:	Delaware County Board of Supervisors		
Address 2:	111 Main St., Ste. 1		
City:	Delhi		
State:	NY	Zip:	13753
Phone:	607-832-5110	E-mail:	christa.schafer@co.delaware.ny.us
Are you the Grant Recipient CEO? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			

Submission directions: Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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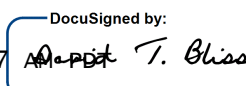
ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)**Workforce Innovation and Opportunity Act (WIOA) Local Plan for
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- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §679.420 of the rules and regulations;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that the Chair of the Local Board was duly elected by that board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

Note: A separate signature sheet is required for each local Chief Elected Official (CEO). If additional pages are necessary, please replicate this document for each CEO.

Date:		Signature of Local Chief Elected Official (CEO):	
8/16/2021	6:37	DocuSigned by:  E92D54D04A0840E...	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms.	<input type="checkbox"/>	David Bliss	
Other	<input type="checkbox"/>		
Title of Local CEO:	Board Chair		
Address 1:	Board of Representatives		
Address 2:	2209 Co Hwy 33		
City:	Cooperstown		
State:	NY	Zip:	13326
Phone:	607-547-2510	E-mail:	blissd@otsegocounty.com
Are you the Grant Recipient CEO? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			

Submission directions: Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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Bidder Organization Name: **Chenango, Delaware, Otsego (CDO) Workforce Development Board**

ATTACHMENT E: FEDERAL AND STATE CERTIFICATIONS

The funding for the awards granted under this contract is provided by the United States Department of Labor which requires the following certifications:

A. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION-LOWER TIER COVERED TRANSACTIONS

1. By signing this Contract, the prospective lower tier participant certifies, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statement in this certification, such prospective participant shall provide an explanation.
3. The prospective lower tier participant shall pass the requirements of A.1. and A.2., above, to each person or entity with whom the participant enters into a covered transaction at the next lower tier.

B. CERTIFICATION REGARDING LOBBYING - Certification for Contracts, Grants, Loans, and Cooperative Agreements

By signing this Contract, the Contractor hereby certifies, to the best of his or her knowledge and belief, that :

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Contractor shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The Contractor shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of facts upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S.C. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

C. DRUG FREE WORKPLACE

By signing this Contract, the Contractor certifies that it will provide a Drug Free Workplace by implementing the provisions at 29 CFR 94, pertaining to the Drug Free Workplace. In accordance with these provisions, a list of places where performance of work is done in connection with this specific grant will take place must be maintained at the Contractor's office and available for Federal inspection.

D. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Innovation and Opportunity Act (WIOA), the Contractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

(1) Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in a program or activity that receives financial assistance under Title I of WIOA;

(2) Title VI of the Civil Rights Act of 1964, as amended which prohibits discrimination on the basis of race, color, and national origin;

(3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

(4) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

(5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The Contractor also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Contractor's operation of the WIOA Title I – financially assisted program or activity, and to all agreements the Contractor makes to carry out the WIOA Title I – financially assisted program or activity. The Contractor understands that the United States has the right to seek judicial enforcement of this assurance.

E. BUY AMERICAN NOTICE REQUIREMENT

In accordance with Section 502 of the WIOA, none of the funds made available under the WIOA may be expended by an entity unless the entity agrees that in expending the funds it will comply with sections 8301 through 8303 of title 41, United States Code (commonly known as the "Buy American Act").

F. SALARY AND BONUS LIMITATIONS

No federal funds appropriated annually under the heading 'Employment and Training' shall be used by a subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall not apply to vendors providing goods and services as defined in 2 CFR 200.330. See Training and Employment Guidance Letter number 5-06 for further clarification. Where applicable, the Contractor agrees to comply with the Salary and Bonus Limitations.

G. VETERANS' PRIORITY PROVISIONS

Federal grants for qualified job training programs funded, in whole or in part, by the U.S. Department of Labor are subject to the provisions of the "Jobs for Veterans Act" (JVA), Public Law 107-288 (38 USC 4215). The JVA provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services. Please note that to obtain priority service, a person must meet the program's eligibility requirements. Training and Employment Guidance Letter (TEGL) No. 5-03 (September 16, 2003) and Section 20 of the Code of Federal Regulations (CFR) Part 1010 (effective January 19, 2009) provide general guidance on the scope of the veterans priority statute and its effect on current employment and training programs. Where applicable, the Contractor agrees to comply with the Veteran's Priority Provisions.

STATE CERTIFICATIONS**H. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND OUTSTANDING DEBTS**

By signing this Contract, the Contractor, as a duly sworn representative of the contractor/vendor, hereby attests and certifies that:

- a) No principal or executive officer of the Contractor's company, its subcontractor(s) and/or successor(s) is presently suspended or debarred; and
- b) The Contractor, its subcontractor(s) and/or its successor(s) is not ineligible to submit a bid on, or be awarded, any public work contract or sub-contract with the State, any municipal corporation or public body for reason of debarment for failure to pay the prevailing rate of wages, or to provide supplements, in accordance with Article 8 of the New York State Labor Law.
- c) The Contractor, its subcontractor(s) and/or its successor do not have any outstanding debts owed to the Department, including but not limited to, contractual obligations, fines related to Safety and Health violations, payments owed to workers for public works projects or the general provisions of the labor Law, unemployment insurance contributions or other related assessments, penalties or charges.

I. CERTIFICATION REGARDING "NONDISCRIMINATION IN EMPLOYMENT IN NORTHERN IRELAND: MacBRIDE FAIR EMPLOYMENT PRINCIPLES"

By signing this Contract, the Contractor stipulates that in accordance with the MacBride Fair Employment Principles (Chapter 807 of the laws of 1992), the Contractor, or any individual or legal entity in which the contractor holds a 10% or greater ownership interest, or any individual or legal entity that holds a 10% or greater ownership interest in the contractor, either (a) has no business operations in Northern Ireland, or (b) shall take lawful steps in good faith to conduct any business operations in Northern Ireland in accordance with the MacBride Fair Employment Principles (as described in Section 165 of the New York State Finance Law), and shall permit independent monitoring of compliance with such principles.

J. NON-COLLUSIVE BIDDING CERTIFICATION

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his or her knowledge and belief:

(1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;

(2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and

(3) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit to bid for the purpose of restricting competition.

K. IRAN DIVESTMENT ACT

By signing this Contract, the Contractor certifies in accordance with State Finance Law §165-a that it is not on the “Entities Determined to be Non-Responsive Bidder/Offerers pursuant to the New York State Iran Divestment Act of 2012” (“Prohibited Entities List”) posted at: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>.

The Contractor further certifies that it will not utilize on this contract any subcontractor that is identified on the Prohibited Entities List. The Contractor agrees that should it seek to renew or extend this Contract, it must provide the same certification at the time the Contract is renewed or extended.

During the term of the Contract, should the state agency receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certification, the state agency will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then the state agency shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the Contractor in default.

The state agency reserves the right to reject any request for renewal, extension, or assignment for an entity that appears on the Prohibited Entities List prior to the renewal, extension, or assignment of the Agreement, and to pursue a responsibility review with the Contractor should it appear on the Prohibited Entities List hereafter..

I, the undersigned, attest under penalty of perjury that I am an authorized representative of the Bidder/Contractor and that the foregoing statements are true and accurate.

Signature of Authorized Representative:	DocuSigned by: <i>Alice Savino</i> C608C6313FE54AA...
Title: Executive Director	
Date:	8/6/2021 7:52 AM PDT

Youth Services

Name of Local Area: *Chenango, Delaware & Otsego*

Name of Organization Providing Youth Services <small>(Provide name of organization)</small>	Phone Number	Type of Agreement <small>(Select from the 3 options in the drop-down menu)</small>	Young & Young Adult Recruitment	Case Management/Pathways Coaching	Intake & Eligibility	Data Entry in Case Management System	Objective Assessments	Individual Service Strategy	Tutoring/ Study Skills	Alternative Sec. School	Occupational Skills Training	Work Experience	Edu. Offered Concurrently	Leadership Development	Supportive Services	Adult Mentoring	Comp. Guidance/Counseling	Financial Literacy	Entrepreneurial Skills	Labor Market Information	Postsecondary prep./transition	Follow-Up
			Please review the program elements listed above and mark "O" for Out-of-School Youth (OSY), "I" for In-School Youth (ISY) or "Both" for both ISY and OSY for all program elements provided by the organization(s).																			
Afton Central School	607-636-2811	Contract							Both	O												Both
DH Sheldon & Associates, LLC	607-843-2510	Contract												O								
CDO Workforce	607-334-2201	LWDB	Both	Both	Both	Both	Both	Both			Both	Both	Both		Both	Both		Both		Both		Both
DCMO BOCES	607-335-1216	MOA									Both		Both									
ONC BOCES	607-431-2304	MOA									Both		Both									
Chenango County Mental Health	607-337-1600	MOA															Both					
Delaware County Mental Health	607-832-5888	MOA															Both					
Otsego County Mental Health	607-433-2343	MOA															Both					
Binghamton University SBDC	607-777-4024	MOA																	Both			



Chenango, Delaware Otsego (CDO) Workforce Development Board, Inc.

Youth Basic Skills Deficiency Policy

Purpose

This policy determines the definition of basic skills deficiency for WIOA youth program eligibility

Background

WIOA identifies specific eligibility criteria for youth to participate in WIOA programs. The Chenango, Delaware, Otsego (CDO) Workforce Development Board, Inc., policy identifies specific criteria for Adult, Dislocated Worker (DW), and Trade Adjustment Act (TAA) participants to qualify for WIOA Individual Training Accounts for classroom training. Individuals who are found to be basic skills deficient will be referred for informal or formal basic skills remediation.

Policy

The WIOA Final Rule states that youth are Basic Skills Deficient (BSD) if they “(1) have English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or (2) are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.” WIOA further states that “in assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.” WIOA Youth customers are considered to be Basic Skills Deficient based upon the WIOA Final Rule and acceptable assessments listed in this policy.

Acceptable Assessments: WIOA requires that a valid, reliable assessment must be used to determine basic skills deficiency status. The career counselor will select the assessment which is most 2 appropriate for a particular customer, based on the customer’s abilities and career goals. Assessment options may include the following:

- Test of Adult Basic Education (TABE)
- Wide Range Achievement Test (WRAT)
- Armed Services Vocational Aptitude Battery (ASVAB)
- A recent school report card or Individualized Educational Plan (IEP) showing the youth is performing below the 8th grade level or is unable to compute/solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society
- Other valid, reliable assessments

Note> LWDBs may use previous basic skills assessment results if the assessments were conducted within the past six (6) months.

Documentation: WIOA career counselors and WIOA youth service providers will follow NYS Department of Labor (NYSDOL) guidance regarding source documents required to support the eligibility components. Documentation of basic skills deficiency (either a copy of assessment scores from test administrator, or copy of the assessment itself) must be placed in the youth's case file. Assessment results must be entered in the One-Stop Operator System (OSOS) in compliance with NYSDOL guidelines. Both an OSOS Comment and Service must be entered for assessment administration and results.

REFERENCES

- [Workforce Innovation and Opportunity Act](#)
- [New York State Department of Labor Technical Advisory 19-2](#)

INQUIRIES

CDO WDB Executive Director
asavino@working-solutions.org

CHENANGO, DELAWARE & OTSEGO

WORKFORCE DEVELOPMENT BOARD

POLICY: Local Definition – “Requires Additional Assistance”

DATE: June 29, 2017

APPLIES TO: WIOA Title I-B – Youth Programs

History

As provided for under the Workforce Innovation and Opportunity Act (WIOA) and the WIOA Final Rules (not yet published), the Chenango, Delaware & Otsego Workforce Development Board has defined the term “requires additional assistance”.

Purpose

The purpose of this policy is to communicate the local definition of a case in which a youth is said to possess the barrier described as “requiring additional assistance to complete an educational program, or to secure and hold employment” (WIOA sections 3(46) and 129(a)(1)(B).)

Policy

WIOA section 129(a)(1) provides new eligibility requirements for the WIOA Youth Program.

An individual shall be eligible to participate in WIOA **Out of School Youth** Services if he/she meets the following criteria: (1) is not attending any school (as defined under State law), (2) is not younger than 16 or older than age 24 at time of enrollment, **and** (3) is an individual who is one or more of the following:

1. A school dropout
2. A youth who is within the age of compulsory school attendance but has not attended school for at least the most recent complete school year calendar quarter
3. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner
4. An individual who is subject to the juvenile or adult justice system
5. A homeless individual, a runaway, and individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is in an out-of-home placement
6. An individual who is pregnant or parenting
7. An individual with a disability
8. A low-income individual who **requires additional assistance** to enter and complete an educational program, or to secure and hold employment

An individual shall be eligible to participate in WIOA **In School Youth** Services if he/she meets the following criteria: (1) must be attending school, (2) is not younger than 14 or older than age 21 at time of enrollment, (3) is low income, **and** (4) is an individual who has one or more of a list of barriers provided in WIOA section 129(a)(1)(C)(iv):

1. Basic skills deficient

2. An English language learner
3. An offender
4. A homeless youth or runaway, in foster care or has aged out of the foster care system
5. Pregnant or parenting
6. A disability
7. **Requires additional assistance** to complete an educational program, or to secure and hold employment

The following list defines the criterion of the “requires additional assistance” barrier for either WIOA OSY or ISY. An individual shall be determined eligible using this barrier where it has been documented that one of the following specific conditions exist:

1. Has repeated at least one secondary grade level;
2. Is an emancipated youth;
3. Has been referred to or is being treated for a substance abuse related problem;
4. Has experienced recent traumatic events, is a victim of abuse, or resides in an abusive environment as documented by a school official or professional;
5. Has never held a job (OSY);
6. Has been fired from a job within the 12 months prior to program application (OSY);
7. Has never held a full-time job for more than 13 consecutive weeks (OSY);
8. Has a family history of chronic unemployment, including long-term public assistance;

During the eligibility determination process, identification and verification of the criterion of the term “requires additional assistance to complete an educational program, or to secure and hold employment” will be accomplished through initial assessment of the individual.

Supportive documentation is required; examples of additional and acceptable documentation verifying a youth requiring additional assistance may include, school records stating that the individual repeated at least one secondary grade level, telephone verification, a written statement from an agency that is aware of the individual’s barrier(s), Applicant’s Statement, case notes of “observable condition” documented in the Comments tab of OSOS, etc.



Policy –Priority of Service Requirements under WIOA Title I Adult Program

References: WIOA Final Rule, §680.650, 680.600, 680.201(d), and 134(c)(3)(E); TA12-12.4; TA23-01

Background: WIOA states that local programs must have a policy to ensure priority of service is given to Military Veterans and eligible spouses, and to customers most in need of services. Military Veterans and eligible spouses as defined under WIOA sec 3(63)A and 38 USC 101 and TA 23-01 must receive priority of service in all Department of Labor funded training programs under 38 USC 4215 and described in 20 CFR part 1010. A Military Veteran or eligible spouse must still meet each program’s eligibility criteria to receive services under the respective employment and training program.

Priority for individualized career services and training services funded with WIOA Title I Adult funds must be given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient in the local area. The law does not necessarily mean that these services may only be provided to individuals meeting the priority of service qualifications. Individuals must still meet each program’s eligibility criteria to receive services under the respective employment and training program.

The related Adult Priority Population performance measure extends to Adults receiving Individualized Career Services or training services under WIOA.

I. Requirement to Serve Priority Populations under WIOA Title I Adult Program

To comply with WIOA and US Department of Labor Employment and Training Administration (**USDOL ETA**) requirements, NYSDOL requires at least 50.1% of WIOA Title I Adults receiving individualized career or training services (defined in Attachment A: Key Terms and Definitions) in each Local Workforce Development Area (LWDA) fall into at least one of the following three priority populations:

1. Recipients of public assistance;
2. Other low-income individuals (see definition in Attachment A); and
3. Individuals who are basic skills deficient (see definition in Attachment A), which includes English Language Learners.

II. Priority of Service Requirements under WIOA Title I Adult Program

In addition to the three required populations identified in Priority I. above, **veterans and their eligible spouses** must also continue to receive priority of service in all NYSDOL-

funded training programs, including WIOA programs. See Section IV below for guidance on applying Priority of Service.

NYSDOL also considers the following individuals with barriers to employment (as defined in Attachment A) as priority populations for individualized career and training services, if they do not already fall under one of the WIOA-required populations:

1. Individuals with disabilities;
2. Justice-involved individuals; and
3. Single parents.

Although considered Priority Populations by NYSDOL, these additional demographic categories by themselves, do not count toward the Priority of Service performance measure noted in Priority I.

III. Local Workforce Development Area (LWDA) Definitions

Eligible Military Veteran: A Military Veteran who served at least one day in the active United States military, naval, or air service, and who was discharged or released from service under any status but Dishonorable. This definition includes Federal activation of a Reserve Component, other than active duty for training. See TA12-12.4 for a full list of Eligible Military Veterans and eligible spouses.

Self-sufficiency wage rate: The wage rate established by the CDO Workforce Development Board (WDB) to reflect a self-sustaining hourly wage within the local area. WDB established self-sufficiency wage rate is \$30 per hour.

Unemployed: Not working at the time the customer is accessing services.

Part-time Employment: Working less than 30 hours per week.

Underemployed: Earning less than self-sufficiency wage rate, or working part time and earning less than self-sufficiency wage rate.

Full-time Employment: Working 30 hours per week or more.

Priority of Service: Customer will be served first by the next available staff member. Customer will be given priority over non-covered persons for the receipt of employment, training, and placement services for which the customer is eligible and qualified. If resources are limited, the customer will receive access to the service instead of or before the non-covered person.

Additional key terms and definitions are included in Attachment A to this policy.

IV. Policy

The CDO Workforce Development Board (WDB) will ensure that priority of service is given to individuals accessing the Career Center services in the following prioritized order:

1. First, to Veterans and Eligible Spouses who are included in the groups given statutory priority for WIOA Adult formula funds. This means that Veterans and Eligible Spouses who are also recipients of Public Assistance, Other Low-Income individuals, or individuals who are Basic Skills Deficient receive first priority for individualized and career services with WIOA Adult formula funds;
2. Second, to individuals who are not Veterans or Eligible Spouses who are included in the three populations given priority for WIOA Adult formula funds (recipients of Public Assistance, Other Low Income individuals, or individuals who are Basic Skills Deficient);
3. Third, to Veterans and eligible spouses who are not included in WIOA's three priority Adult groups (recipients of Public Assistance, Other Low Income individuals, or individuals who are Basic Skills Deficient);
4. Fourth, to additional priority populations established by NYSDOL (Individuals with Disabilities, Justice-involved Individuals, and Single Parents) and/or the LWDBs; and
5. Last, to non-covered persons outside the populations given priority under WIOA (including the three additional priority populations identified by NYSDOL listed in item 4 above and underemployed individuals).

The LWDB for Chenango, Delaware & Otsego has opted to create no additional priority populations.

One-Stop Career Center staff must record accurate customer demographic data and all barrier-related information in OSOS to ensure customers are being identified as one or more of the priority Adult populations. Accurate data reporting will ensure appropriate enrollments, positive performance outcomes, OSOS data integrity, and identification of potential fiscal and programmatic system vulnerabilities.

The statutory priority only applies to WIOA Adult Program funds and only applies to providing individualized career and training services. Funds allocated for WIOA Dislocated Workers and WIOA Youth are not subject to this requirement.

There are no restrictions to providing basic career services; they may be provided to any eligible WIOA Adult. Basic career services are generally entered into OSOS as activities and are located in the L1: Service Definitions OSOS Guide under "L1 – Staff Assisted Basic" category (see <https://dol.ny.gov/system/files/documents/2021/03/l1-service-definitions.pdf>).

Attachment A (Page 1 of 3)

NYSDOL KEY TERMS AND DEFINITIONS

1. Low-Income Individual (Workforce Innovation and Opportunity Act (WIOA) Sec. 3(36)(A))

(A) IN GENERAL.—The term “low-income individual” means an individual who—

(i) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;

***Note:** Local income-based public assistance programs may be used to determine whether someone is low-income. Local Workforce Development Boards (LWDBs) must include these local income-based public assistance programs in their local Adult Priority of Service policy.

(ii) is in a family with total family income that does not exceed the higher of—

(I) the poverty line; or

(II) 70 percent of the lower living standard income level;

(iii) is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));

(iv) receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);

(v) is a foster child on behalf of whom State or local government payments are made; or

(vi) is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

***Note:** Under WIOA, there is no exclusion of payments for unemployment compensation, child support payments, and old-age survivors insurance benefits from the income calculations for determining if an individual is low-income. These exclusions that were previously provided under [Workforce Investment Act] WIA sec. 101(25) no longer apply.

2. Basic Skills Deficient (WIOA Sec. 3(5))

(5) BASIC SKILLS DEFICIENT.—The term “basic skills deficient” means, with respect to an individual—

(A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

(B) who is a youth or **adult**, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

***Note:** Individuals who are English language learners meet the criteria for basic skills deficient and must be included in the priority populations for the Title I Adult Program.

3. Individuals with Barriers to Employment (WIOA Sec. 3(24) and TEGL No. 19-16)

The populations included in the “individuals with barriers to employment” in WIOA sec. 3(24) include:

- (a) Displaced homemakers (as defined in WIOA sec. 3(16));
- (b) Low-income individuals (as defined in WIOA sec. 3(36));
- (c) Indians, Alaska Natives, and Native Hawaiians (as defined in WIOA sec. 166(b));
- (d) Individuals with disabilities, including youth who are individuals with disabilities (as defined in WIOA sec. 3(25) (includes individuals who are in receipt of Social Security Disability Insurance));
- (e) Older individuals (age 55 and older) (as defined in WIOA sec. 3(39));
- (f) Ex-offenders (“offender” as defined in WIOA sec. 3(38));
- (g) Homeless individuals or homeless children and youths;
- (h) Youth who are in or have aged out of the foster care system;
- (i) Individuals who are:
 - (1) English language learners (WIOA sec. 203(7)),
 - (2) Individuals who have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual’s family, or in society); and
 - (3) Individuals facing substantial cultural barriers;
- (j) Eligible migrant and seasonal farmworkers (as defined in WIOA sec. 167(i)(1-3));
- (k) Individuals within two years of exhausting lifetime TANF eligibility;
- (l) Single parents (including single pregnant women);
- (m) Long-term unemployed individuals (unemployed for 27 or more consecutive weeks); and
- (n) Such other groups as the Governor involved determines to have barriers to employment.

4. Individualized Career Service (§678.430)

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- (1) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - (i) Diagnostic testing and use of other assessment tools; and
 - (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- (2) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
- (3) Group counseling;
- (4) Individual counseling;
- (5) Career planning;
- (6) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- (7) Internships and work experiences that are linked to careers (as described in § 680.170 of this chapter);
- (8) Workforce preparation activities;
- (9) Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
- (10) Out-of-area job search assistance and relocation assistance; and
- (11) English language acquisition and integrated education and training programs.

5. Training Services (§680.200)

Types of training services are listed in WIOA sec. 134(c)(3)(D) and in paragraphs (a) through (k) of this section. This list is not all-inclusive and additional training services may be provided.

- (a) Occupational skills training, including training for nontraditional employment;
- (b) On-the-job training (OJT) (see §§ 680.700, 680.710, 680.720, and 680.730);
- (c) Incumbent worker training, in accordance with WIOA sec. 134(d)(4) and §§ 680.780, 680.790, 680.800, 680.810, and 680.820;
- (d) Programs that combine workplace training with related instruction, which may include cooperative education programs;
- (e) Training programs operated by the private sector;
- (f) Skills upgrading and retraining;
- (g) Entrepreneurial training;
- (h) Transitional jobs in accordance with WIOA sec 134(d)(5) and §§ 680.190 and 680.195;
- (i) Job readiness training provided in combination with services listed in paragraphs (a) through (h) of this section;
- (j) Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with training services listed in paragraphs (a) through (g) of this section; and
- (k) Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training (see §§ 680.760 and 680.770).

6. Recipients of Public Assistance

Examples of public assistance include:

- Temporary Assistance for Needy Families (TANF);
- Food stamps/ Supplemental Nutrition Assistance Program (SNAP);
- General Assistance (GA) State/Local;
- Refugee Cash Assistance (RCA);
- Supplemental Security Income (SSI);
- Social Security Disability Insurance (SSDI); and
- Exhausting TANF within two years.