

Genesee-Livingston-Orleans-Wyoming (GLOW)

# Local Plan

July 1, 2021 – June 30, 2025

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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].

3/16/2021

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

The GLOW Workforce Development Board updates the demand occupation on annual bases every program year during the March board meeting. WDB members are provided the current demand occupation list and asked to review each area prior to meeting. During the meeting WDB members discuss and vote on the need for occupations to be added, raised or lowered in the priority ranking, or removed from the occupation list. Once the priority demand occupation list is voted on and captured in the meeting minutes, changes are sent to NYSDOL and listed on the NYS DOL website and on the glowworks.org website to view. The last day it was shared was March 17, 2021. Members are also advised that although GLOW does this update on an annual basis, they are welcome and encouraged to bring a revision to any board meeting throughout the year for review.

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

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

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

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

iii. The largest need that our local businesses currently face in GLOW is finding qualified and skilled candidates for the in-demand positions that are available. Careers in Healthcare, Advanced Manufacturing, and Information Technology have a very high demand rate with an excellent starting salary and a very low

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unemployment rate; however, there are not enough current job seekers that possess the necessary skills to fill these positions, which is a common occurrence for employers in these demand sectors and occupations.

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

c. In order to meet the employment needs of our businesses, there are universal skills, knowledge, and abilities that individuals need to possess for the demand occupations. Businesses need employees that are able to communicate in both written and verbal forms, have basic understanding of computers, can do basic math, and have a good work ethic, which are all skills that transcend all industry sectors. The demand occupations may require more specific occupational skills. Healthcare occupations need interpersonal skills and training that includes a certificate or license such as Nursing Assistant, Licensed Practical Nurse, or Registered Nurse. Advanced Manufacturing occupations may need specific training that could include a degree, certificate, or on-the-job training. Some of the in-demand occupational manufacturing occupations include Diesel Mechanic, Food Processing, and Machining. Information Technology occupations may require a degree or certificate and require skills such as being detail-oriented and having a strong mental focus. STEM skills (Science, Technology, Engineering, and Mathematics) are also skills that are in demand.

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

- i. Current labor force employment and unemployment numbers;

ii. The current unemployment rates for the GLOW area are Genesee County 6.2%, Livingston County 6.2%, Orleans 7.3%, and Wyoming 6.8% to a high of 5.9% in Orleans County. The average unemployment rate for GLOW is 6.625%, which is lower than the New York State average of 8.9% and slightly higher than the national average of 6.0%.

- iii. Information on any trends in the labor market; and

GLOW like other workforce areas across the state has a strong need to fill the various positions within the health care field. In the past two years more than 50% of all the trainings sponsored by GLOW have been in healthcare. Other strong trends in our local labor market include advanced manufacturing, skilled trades, and agriculture. Because of the abundance of dairy farms in the area, GLOW has attracted many food-processing companies that have had a large impact of the need for this type of worker. GLOW also has the largest seasonal employer in Genesee County at Six Flags Darien Lake.

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

v. In GLOW the population that has a high school diploma or equivalency ranges from a low of 85% in Orleans County to a high of 91% in Genesee County with an average of 88% in GLOW. Those that possess a Bachelor's degree or higher range from a high of 24% in Livingston County to a low of 15% in Wyoming and Orleans

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counties with an average of 18.5% in GLOW. The focus of the GLOW Workforce Development Board and its partners is to provide individual training, work experience, and employer-based trainings to lower the skills gap and provide a job for every job seeker and a skilled employee for every business.

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

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

ii. The GLOW local workforce area has for many years been the source for individuals in need of training to update their skills. Strong partnerships with our Title II partners has helped to provide trainings that are accessible and lead to good paying in-demand occupations. Many of these jobs are the first step in a career pathway that leads to better and brighter opportunities for our job seeker. An area that we would like to see more training occur in is the employer-based training such as work experiences customized and on-the-job training. Since the pandemic hit, GLOW youth work experiences has accounted for nearly half of the entire WIOA youth allocation and many of these work experiences have developed into permanent employment for the participant. GLOW continues to focus on employer-based trainings, as it is a good time to broker these relationships between job seeker and business.

iii. 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.

iv. The GLOW workforce area is positioned well to be a strong influence on the education and skill needs of our local workforce. Strong partnerships with business and education helps to develop educational opportunities with our Title II partners that help meet the skills need of our businesses. The release of the Title II RFP this year required all proposals to be reviewed by the GLOW WDB Emerging Workforce to see if they aligned with our local plan. The ability to see the proposal before it is accepted helps to be certain that these programs address the education and skills needs of our workforce.

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

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

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

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

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Through the MOU process GLOW has identified partner agencies that provide programs to support this strategic vision.

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

GLOW has four services providers that currently carry out core programs to our customers. The Workforce Development Board completes regular monitoring of these providers to ensure that the resources that they are given are utilized in the appropriate manner to support our strategic vision. The GLOW Workforce Development Board also looks at other opportunities that will expand on the resources we have and help us to carry out our goals.

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

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

## Local Workforce Development System

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

- i. Core programs;

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

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

- iv. GLOW is fortunate to have a strong partnership with Genesee Community College, which is our Carl D. Perkins Technical and Education Act grant recipient. GCC has

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six locations with two each in Livingston, Orleans and Wyoming Counties besides its main campus in Batavia (Genesee County). Job Seekers that are interested in Career and Technical education can get the necessary training while attending a facility close to home. These programs support the in-demand occupations that we currently have identified in the GLOW area.

v. Other workforce development programs, if applicable.

vi. In addition to our Carl D. Perkins Career and Technical Education Act, GLOW is also part of regional initiatives with the Monore and Finger Lakes workforce boards. Recently the regional group have successfully completed the Finger Lakes Hired Grant and the Americas Promise New York Inspire Grants. These grants offered short term training in regional educational and work based programs that provide skill upgrades for our workers and supply our businesses with the qualified workers they need. GLOW is fortunate to have two centers that operate Senior Community Services Employment Programs, providing employment services to low income seniors. Two centers operate Employment Networks providing services to the disabled populations. Community Services Block Grant (CSBG) resources can also offer an avenue of additional workforce development options.

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

c. Under the Workforce Innovation and Opportunity Act, it is a requirement of the Local Workforce area to have a One Stop System Operator in place. GLOW's current system operator is the Genesee Finger Lakes Regional Planning Council. For the past four years, the council has convened partner meetings both GLOW and Finger Lakes region wide helping to educate all partners on the programs and services available with each partner. Through this process, we have been able to locate important supportive services such as childcare and transportation issues. These barriers often prevent job seekers from securing employment. In addition to these important services, we have developed a referral system that makes the process of connecting job seekers to partner agencies easier to refer and share information.

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

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

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

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

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

## Workforce Development and Career Pathways

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

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

- c. Describe how the LWDB will improve access to activities leading to recognized postsecondary credentials.

- d. The GLOW Workforce Development Board understands the relationship between recognized postsecondary credentials and securing employment. GLOW updates the demand occupation list in order for customers to recognize those career fields

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that have current openings with a positive outlook. Many of the trainings on the demand occupation list carry recognized credentials that will help lead to securing of employment. Updating the list on a regular basis ensures that our customers will receive the best possible information about their future direction.

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

Many of the credentials when obtained by our customers are transferrable to other occupations or industries. The various degree programs that customers earn all have components that transcend all industries. More specifically in GLOW, short-term non-credit programs such as Serve Safe Food Manager Certificate provides training for mid-level management in restaurant, grocery stores, and some retail establishments. Fork Lift Operator, Security Guard, IT and MOS credentials are used in multiple industries. The FastTrac program currently offered through our service provider in Wyoming County prepares customers for a variety of entrepreneurial opportunities. These are the types of credentials that GLOW looks for to provide opportunities to our job seekers.

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

- iii. As in many local areas, there is a strong demand for Healthcare positions in GLOW from entry-level positions such as Certified Nursing Assistant through the highest levels of career opportunities in the field. GLOW has focused on this demand industry for many years now and certainly understands the need for training skilled workers for the long term. We have numerous cases where individuals who received training funds to become nursing assistants subsequently earned Licensed Practical Nursing degrees, and then advanced to Registered Nursing programs at the Associate, Bachelor’s, and Master’s degree levels.

## 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.

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

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

- d. Some of our jobseekers have a difficult time accessing our current locations due to the expansive and rural nature of the region, so we have begun working with

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the One Stop Operator to expand the use of technology. Through platforms such as Zoom we offer virtual seminars on job seeking and job securing techniques. We have also collaborated with the New York State Department of Labor, Adult Career & Continuing Educational Services Vocational Rehabilitation, Finger Lakes Works and Rochester Works in a virtual career fair that involved over 140 businesses and nearly 1000 job seekers. Although this is a good start to using virtual services, two areas that we need to improve upon is to ensure that all areas within GLOW can access virtual services and that our job seekers have the digital literacy needed to participate in these types of events.

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

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

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

Basic Career Services: eligibility determination, outreach; intake; system orientation; Initial assessment; labor exchange services; referral to programs; labor market information; GLOW performance on the local system, performance and cost for eligible GLOW providers; referrals to supportive services; Unemployment Insurance information and assistance; and financial aid assistance. Individualized Career Services: comprehensive assessment; individualized plan for employment; career planning and counseling; short-term pre-vocational services; internships and work experiences; out of area job search and relocation assistance; financial literacy services; English language acquisition and integrated education; and workforce preparation. Follow-up Services: During this phase of activities customers will receive, resume preparation; job developing; labor market information; supportive services; counseling; and job retention strategies.

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

i. GLOW has a particular concern with this, as we are a rural four-county area, with just one city. However, activities that are offered will be done so in coordination with local public transportation where available. Programs, workshops, and other events will be scheduled at convenient times that accommodate the public transportation systems. GLOW will consider other locations within the area to accommodate the access of our workforce activities. The use of technology platforms such as Zoom will be accessed to assist those individuals with the ability to receive services in that manner.

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- j. 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.

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

- l. 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.

m. Having our System Operator in place helps us to facilitate the process for identifying those individuals that meet the target population and providing training services to them. GLOW current policy on priority of service is as follows: POLICY: Priority of Service for WIOA Adult funded Customers Requesting Individualized Career Services and/or ITA's. First to veterans and eligible spouses who are recipients of public assistance, other low –income individuals, and individuals that are basic skills deficient. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are recipients of public assistance, other low –income individuals, and individuals that are basic skills deficient. Third, to veterans and eligible spouses who are not included in any of the other priority groups. Last, to non-covered persons outside the priority groups.

- n. 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;

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

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affords protection from employment discrimination for people with prior convictions, arrests, youthful offender adjudications or sealed records.

ii. Technology and materials for individuals with disabilities; and

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

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

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

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

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

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

## Business Engagement

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

b. GLOW has a long history of partnership with our businesses in the local area including small businesses. We currently have 11 businesses in the GLOW area who are members of on our Workforce Development Board. Many of these business members also sit on GLOW committees such as Emerging Worker, Finance, and Executive Committees. The GLOW business representatives have reviewed GLOW request for proposals and our title II applications. These members represent in-demand sectors such as Healthcare, Advanced Manufacturing, Skilled Trades and Food Processing. - Medina Memorial Healthcare system is a full-service community hospital. Food processing-OATKA Milk Cooperatives Batavia NY. A result oriented company that partners with our

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customers to create innovative dairy-based products. Morton Salt Located in Silver Springs, N.Y established in 1848, Morton Salt Inc. specializes in the manufacturing of salts for grocery, agricultural and industrial applications. Barilla America NY, Inc. is located in Avon, NY, United States and is part of the Food Manufacturing Industry. GLOW continues to rely on their understanding of the needs in our area. We will also look to all employers in the GLOW region to participate in on-the-job training opportunities, customized trainings, work experiences, and job shadowing for youth. We will continue to encourage our employers to recruit through our centers, place job orders through the New York State Job Bank, and continue to be a voice of what employers are looking for during our employer forums. In the past year, GLOW has held job fairs from the traditional in-person, to outdoor, drive through and virtual events pushing the envelope of new recruiting ideas.

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

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

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

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

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

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

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

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ii. As economic development activities bring in new opportunities in the GLOW workforce area, we will have to meet the needs of the labor force. Entrepreneurial skills training are an effective path to have participants start or grow a business. Small business is essential to success in GLOW and having the skills training to provide ownership for these microenterprises increases the opportunity for all job seekers in our area. The FastTrac program in Wyoming County is certainly an excellent example of entrepreneurial training that has been effective in providing customers with training that will help them to establish new opportunities.

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

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

## Program Coordination

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

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

c. 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;

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

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

iv. GLOW continues to improve the process through our One Stop System Operator of coordinating and enhancing our educational services. Bringing all the local partners together will help us identify what services each of our partners currently

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provide and how they meet the needs of our business and job seekers and enhance the services and programs based on these criteria.

v. A description of how the LWDB will avoid duplication of services.

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

d. 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.

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

f. 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.

All of the following agencies serve individuals under the Rehabilitation Act of 1973

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and the Wyoming County Business Center Inc. - Entrepreneurial Skills Training:

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and Iroquois Job Corps- Education offered concurrently with workforce preparation and training

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and Literacy West NY, Inc. Alternative secondary school services.

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and the Orleans County Department of Mental Health- Comprehensive Guidance and Counseling

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and WCCA- SUNY ATTAIN Lab, Perry NY  
Alternative secondary school services

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and the Small Business Development Center  
Entrepreneurial skills training:

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and the Livingston County Department of Mental Health Comprehensive Guidance and Counseling

Between Genesee, Livingston, Orleans, Wyoming Counties Workforce Development Board (GLOW WDB) and the Livingston County Youth Bureau Adult Mentoring

## 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.

GLOW contractors of Adult, and youth services continue to make great efforts in the recruiting of those out of school youth, adults with low literacy skills, English language learners and those who do not possess a high school diploma. The ability to identify and upgrade the skills of this population only helps to provide our businesses with a skilled workforce. Job seekers from this population often have a strong work ethic and need the opportunity to increase their skills. Working with our partners such as Literacy West, NY Inc. helps us to eliminate the barriers that prevent this population from gaining the skills needed to fill these jobs.

- 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.

GLOW works closely with our Title II partners to identify and refer members from this population to the career center system. GLOW has provided additional funding for tuition, supportive services and employer based training to allow for persons with barriers to

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employment to receive the additional funding and time they need to address and remove those barriers and gain the necessary skills to secure employment within our workforce area.

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

GLOW meets with training providers through participation on school advisory councils to help drive and develop the types of trainings that are in demand in our area and allow for future advancement and ultimately job securing in family sustaining career opportunities.

- 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.

GLOW continues to collaborate with agencies providing services to those that have low literacy skills, English language learners, and lack a high school diploma to ensure that they receive the services and support needed to seek and secure employment. GLOW began an initiative with many local partners in 2019 providing an in-person career day to advance the demand occupations of skilled trades, advanced manufacturing, food processing and agriculture within our area. The goal of this day was to advance the technical skill training that is offered by our training provides that together with a strong work ethic these skills can produced a skilled workforce to our local demand occupation employers.

## 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](#).

Genesee County Job Development Bureau  
Teresa Van Son- Director  
587 East Main Street, Suite 100, Batavia, NY 14020  
(585) 344-2042  
Teresa.VanSon@co.genesee.ny.us  
Livingston County Office of Workforce Development  
Ryan Snyder- Director

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6 Court St # 105, Geneseo, NY 14454

(585) 243-7047

rsnyder@co.livingston.ny.us

Orleans County Job Development Agency

Kelly Kiebala-Director

14016 NY-31, Albion, NY 14411

(585) 589-2740

kelly.kiebala@orleanscountyny.gov

Wyoming County Community Action

Beth Caton- Program manager

6470 State Route 20a Suite 1, Perry, NY 14530

(585) 237-2600

bcaton@wccainc.org

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

GLOW plans 102 new O/S youth enrollments

ii. Carry-over OSY

GLOW estimates 35 O/S youth carry-over

iii. New ISY

GLOW plans 3 new I/S youth enrollments

iv. Carry-over ISY

GLOW estimates 2 I/S youth carry-over

v. Work experiences

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GLOW plans on 55 work experience opportunities

\*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 (NYSDOL) [website](#) under the Local Planning section, identify the organization providing the Design Framework 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. The GLOW youth program design uses the 14 elements as a pathway for a successful outcome, and are identified on the ISS as they are used and completed successfully.

iii. Are made available to youth with disabilities by describing specific program practices, tools, and services that are tailored to serve youth with disabilities.

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

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

f. GLOW has had a number of successful programs that we will continue to model programs after. The work experience component has been very successful in introducing youth to employers, and eventually securing employment on both and part time and full time bases. GLOW will utilize OJT and ITA opportunities to continue to advance skills and place youth in the workforce. We will also look closely at apprenticeship programs that can provide excellent yearly incomes and benefit packages to those who have a successful completion. In 2020 GLOW and local partners developed a virtual site <https://www.glowwithyourhandsvirtual.com>

g. This classroom and counselor tool helps to identify in-demand occupations that exist in GLOW. In-school youth can use it as a way to explore their future, and O-out-of-School youth can use this as a career exploration tool, along with a way to secure employment

h. Does your local area plan to serve ISY and/or OSY using the “Needs Additional Assistance” qualifying barrier for eligibility?

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.

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No (Not required to attach a policy)

- i. 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 disbursal of grant funds as determined by the Chief Elected Official(s) (CEOs) or Governor.

Livingston County Board of Supervisors

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

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

- c. Provide the local levels of performance negotiated with the Governor and 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 qrt. after exit	Adult-69.5%	DLW-68%	Youth-62.8%
Employment rate 4th qrt. after exit	Adult-68.5%	DLW-68.0%	Youth-63.5%
Median Earnings 2nd qrt. after exit	Adult-\$5,000	DLW-\$6,000	Youth-\$3,100
Credential Attai. 4th qrt. after exit	Adult-51.5%	DLW-46.5%	Youth-63.5%
Measurable Skill Gain	Adult-45.5%	DLW-45.5%	Youth-50.5%
Business Engagement			

- 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:

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- 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.

The GLOW Workforce Development Board is certified and in membership compliance. The 2020 GLOW MOU is currently under review with the Department of Labor and we anticipate capturing signatures in the very near future to complete the process. GLOW has a signed contract for their One Stop Operator; the Genesee Finger Lakes Regional Planning Council. All local policies are in place and under regular review. All Career Centers are certified under WIOA.

## 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.

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

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

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

- e. Describe how the LWDB will ensure informed customer choice in the selection of training programs regardless of how training services are provided.

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

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## 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.

b. The local plan was sent to our executive committee for review on 4/16/2021. Upon approved by executive, the plan will be put on the glowwork.org website as well as hard copies sent to the Genesee County Job Development Bureau, Livingston County Office of Workforce Development, the Orleans County Job Development Agency, and the Wyoming County Community Action for 15 day review for public comment. During the review process, business representatives, labor organizations, and educators, will all have the opportunity to make comments, and suggest revisions prior to submission to the state. The plan will be sent to all GLOW WDB members for review on 5/11/2021 and voted on for approval at the board meeting 5/18/2021.

## 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:

- 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.

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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
Genesee County	<input type="checkbox"/>
Livingston County	<input checked="" type="checkbox"/>
Orleans County	<input type="checkbox"/>
Wyoming County	<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.

<b>Fiscal Agent</b>
<p>Ryan Snyder Livingston County Office of Workforce Development</p>

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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:	5/18/2021	Signature of Local Board Chair: 	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local Board Chair: Norbert Fuest	
Ms.	<input type="checkbox"/>		
Other	<input type="checkbox"/>		
Name of Board:	GLOW Workforce Development Board		
Address 1:	587 East Main Street, Suite 100		
Address 2:			
City:	Batavia		
State:	NY	Zip: 14020	
Phone:	585-344-2042	E-mail: j Lazarony@co.genesee.ny.us	

**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:

- 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:	5-26-21	Signature of Local Chief Elected Official (CEO):	
		<i>Rochelle M. Stein</i>	
Mr.	<input type="checkbox"/>	Typed Name of Local CEO:	
Ms.	<input checked="" type="checkbox"/>	Rochelle M. Stein	
Other	<input type="checkbox"/>		
Title of Local CEO:	Chair, Genesee County Legislature		
Address 1:	Old Courthouse 7 Main Street		
Address 2:			
City:	Batavia		
State:	NY	Zip: 14020	
Phone:	(585) 344-2580 x2202	E-mail: Rochelle.Stein@co.genesee.ny.us	
Are you the Grant Recipient CEO? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			

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Department of Labor

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- 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: 6/9/21	Signature of Local Chief Elected Official (CEO): 	
Mr. <input type="checkbox"/> Ms. <input checked="" type="checkbox"/> Other <input type="checkbox"/>	Typed Name of Local CEO: Rebecca Ryan	
Title of Local CEO:	Chairwomen Wyoming County Board of Supervisors	
Address 1:	143 N Main Street	
Address 2:		
City:	Warsaw	
State:	NY	Zip: 14569
Phone:	585-786-8800	E-mail: chairman@wyomingco.net
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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- 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):	
5/24/2021	<i>David LeFerber</i>	
Mr. <input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms. <input type="checkbox"/>	David LeFerber	
Other <input type="checkbox"/>		
Title of Local CEO:	Chairman of the Boad of Supervisors	
Address 1:	6 Court Street Room 302 Geneseo, NY 14454	
Address 2:		
City:	Geneseo	
State:	NY	Zip: 14454
Phone:	585-243-7030	E-mail: dlefeber@avon-ny.org
Are you the Grant Recipient CEO? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

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**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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- 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: 5/27/2021	Signature of Local Chief Elected Official (CEO): 	
Mr. <input type="checkbox"/> Ms. <input checked="" type="checkbox"/> Other <input type="checkbox"/>	Typed Name of Local CEO: Lynne M. Johnson	
Title of Local CEO:	Chairman of the Orleans County Legislature	
Address 1:	14016 Route 31 West, suite 201	
Address 2:		
City:	Albion	
State:	NY	Zip: 14411
Phone:	585-589-7053	E-mail: Lynne.johnson@orleanscountyny.gov
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.

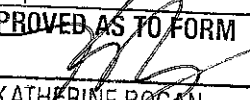
**APPROVED**

Orleans County Legislature  
Date: 5/26/21 Resolution No. 222-521

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Department of Labor

**APPROVED AS TO FORM**  
  
KATHERINE BOGAN  
Orleans County Attorney



Bidder Organization Name: **GLOW 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**

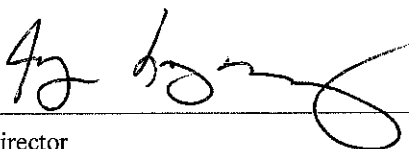
By signing this Contract, the Contractor certifies in accordance with State Finance Law §165-a that it is not on the “Entities Determined to be Non-Responsive Bidder/Offerers pursuant to the New York State Iran Divestment Act of 2012” (“Prohibited Entities List”) posted at:  
<http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>.

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:	
Title:	Executive Director
Date:	5/7/2021

## Youth Services

Name of Local Area: *Genesee-Livingston-Orleans-Wyoming*

Name of Organization Providing Youth Services <i>(Provide name of organization)</i>	Phone Number	Type of Agreement <i>(Select from the 3 options in the drop-down menu)</i>	Youth & Young Adult Recruitment		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
			Case Management/Pathways Coaching																				
			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).																				
Genesee County job Development Bureau	585-344-2042	Contract	Contract	Contract	O	O	O	O	O	O	O	O	O		O	O	O	O	O	O	O	O	O
Livingston County Office of Workforce Development	585-243-7047	Contract	Contract	Contract	B	B	B	B	B	B	B	B	B		B	B	B	B	B	B	B	B	B
Orleans County Job Development Agency	585-589-2740	Contract	Contract	Contract	O	O	O	O	O	O	O	O	O		O	O	O	O	O	O	O	O	O
Wyoming County Community Action	585-237-2600	Contract	Contract	Contract	O	O	O	O			O	O	O		O	O	O	O	O	O	O	O	O
Wyoming County Business Center Inc.	585-237-2600	MOA																			O		
Iroquois Job Corps	585-344-6700	MOA												O									
Literacy West Inc.	585-786-3890	MOA								B	B												
Orleans County Department of Mental Health	585-589-7066	MOA																B					
WCCA-SUNY Attain Lab	585-237-8717	MOA									B												
Small Business Development Center	585-295-8410	MOA																			O		
Livingston County Mental Health Department	585-243-7250	MOA																B					
Livingston County Youth Bureau	585-243-6909	MOA															B						

**GLOW WORKFORCE DEVELOPMENT BOARD POLICY  
UNDER THE WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA)**

**NAME OF POLICY:**           **GLOW Basic Skills Deficiency Policy**

**APPROVAL DATE:**       **January 21, 2020**

**EFFECTIVE DATE:**       **January 21, 2020**

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**References:** WIOA Final Rule, § 681.290

**Background:** WIOA identifies specific eligibility criteria for youth to participate in WIOA programs. The Genesee, Livingston, Orleans, Wyoming Workforce Development Board (GLOW WDB) 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:**

Youth: 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 8<sup>th</sup> 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.

Classroom Training for WIOA Adult/DW/TAA Customers: WIOA Classroom Training customers are considered to be Basic Skills Deficient if they do not have literacy and numeracy at 8<sup>th</sup> grade level or above. Customers seeking training in Welding or Machinist must score at the 10<sup>th</sup> grade level or above. Please refer to the WDB Individual Training Account (ITA) Policy for more details.

**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

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 8<sup>th</sup> 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, upon approval of the GLOW WDB Executive Director

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.

## GLOW WORKFORCE DEVELOPMENT BOARD POLICY

**NAME OF POLICY:**            **WIOA Youth in Need of Additional Assistance Definition**

**APPROVAL DATE:**         **3/20/18, 11/19/19**

**EFFECTIVE DATE:**        **11/19/19**

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**Purpose:** The GLOW WDB defines WIOA Youth In Need of Additional Assistance as: Youth who require assistance to complete an educational program and or to secure and retain employment.

- **Out-Of-School (OSY)** - To enter or complete an educational program or to secure or hold employment.
- **In-School Youth (ISY)** - To complete an educational program or secure and hold employment if serving ISY.

**Requires assistance to complete an educational program or to secure and retain employment will refer to youth who have one or more of the following:**

- A Youth who is failing a core subject **(IS)**
- Is provided Academic Intervention Services (AIS) **(IS)**
- Has been retained at least one grade level in school **(IS)**
- Suffering from substance or medical issues **(Both IS & OS)**
- An expectant Father **(Both IS & OS)**
- A child of an incarcerated parent **(Both IS & O/S)**
- Victim of physical, sexual or psychological abuse **(Both IS & OS)**
- Has been terminated from employment and has been unable to obtain employment in 90 days since separation from employer. **(OS)**

**TA19-2, TEGL 21-16** requires a 5% cap of total newly enrolled ISY in each program year using the “requires additional assistance” however there is no limitations on using the “requires additional assistance” criterion for O/S Youth.

Any service provider using the 5% “requires additional assistance” for ISY must first have GLOW WDB Executive Director approval to ensure that the 5% cap has not been exceeded in the multi-county area.

**Procedure:** Staff that have decided to use the requires additional assistance criteria for ISY will email the GLOW WDB Executive Director with the customers ID#, enrolling barrier from the list above, and the date that services will begin. The GLOW WDB Executive Director will give final approval and will send the decision back via email. This final approval will be kept in the customer file.

**References:**

- Workforce Innovation and Opportunity Act Section 129 (a) (3) (B)
- 20 CFR Sec. 681.300
- 20 CFR Sec. 681.310
- TA 9-2



# GLOW Memorandum of Agreement

## Links

<https://www.glowworks.org/pdfs/attain-lab-mou.pdf>

<https://www.glowworks.org/pdfs/small-business.pdf>

<https://www.glowworks.org/pdfs/literacy-west-mou.pdf>

<https://www.glowworks.org/pdfs/liv-co-mou.pdf>

<https://www.glowworks.org/pdfs/iroquois-mou.pdf>

<https://www.glowworks.org/pdfs/livdoh.pdf>

<https://www.glowworks.org/pdfs/ocdomh.pdf>

<https://www.glowworks.org/pdfs/wcbmou.pdf>

**GLOW WORKFORCE DEVELOPMENT BOARD POLICY  
UNDER THE WORKFORCE INNOVATION OPPORTUNITY ACT (WIOA)**

**NAME OF POLICY:**           **Serving Priority Populations and Priority of Service under the  
WIOA Title I Adult Program**

**WDB APPROVED DATE:** **March 8, 2016, March 19, 2019**

**EFFECTIVE DATE:**       **March 21, 2023**

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**PURPOSE:** The Workforce Innovation Opportunity Act (WIOA) requires the WDB to establish a Priority of Service Policy for Individualized Career Services and ITAs.

**BACKGROUND**

- Across all titles, WIOA focuses on serving individuals with barriers to employment and seeks to ensure access to quality services for these populations, including through the Title I Adult priority of service requirement.
- USDOL envisions that at least 75 percent of Adult participants in each State who receive individualized career and training services are from at least one (1) of the three (3) priority populations, and expects this rate will be no lower than 50.1 percent. Therefore, NYSDOL will hold LWDBs to the 50.1 percent requirement.
- Two (2) significant changes made from the reauthorization of the Workforce Investment Act (WIA) to WIOA include:
  1. The addition of basic skills deficient as a priority population; and
  2. That all three (3) priority of service populations receive priority regardless of available funding levels.
- The statutory priority only applies to Adult Program funds and only applies to providing individualized career and training services. Funds allocated for Dislocated Workers (DWs) and Youth are not subject to this requirement. Additional information on DW eligibility can be found in WDS Program Guidance Letter #22-01: New York State Department of Labor (NYSDOL) guidance and interpretation on the Workforce Innovation and Opportunity Act (WIOA) definition of Dislocated Worker (DW) and recording DWs in the One-Stop Operating System (OSOS) (September 14, 2022).
- There are no restrictions to providing basic career services; they may be provided to any eligible Adult. Basic career services are generally entered into OSOS as activities

**APPLYING PRIORITY OF SERVICE REQUIREMENTS**

1) First, to veterans and eligible spouses who are included in the groups given statutory priority for WIOA Adult formula funding. 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 non-covered persons (individuals who are not veterans or eligible spouses) who are included in the three (3) populations given priority for WIOA Adult formula funds, which are:
  - i. Recipients of Public Assistance;
  - ii. Other low income individuals (see definition in Attachment A); and
  - iii. Individuals who are basic skill deficient (see definition in Attachment A), which includes English Language Learners
- 3) Third, to veterans and eligible spouses who are not included in WIOA's three (3) priority Adult groups;
- 4) Fourth, to additional priority populations established by NYSDOL and/or the LWDBs; and
- 5) Last, to non-covered persons outside the populations given priority under WIOA (including the three (3) additional priority populations identified by NYSDOL and underemployed individuals, which 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 (1) of the WIOA-required populations:
  - i. Individuals with disabilities;
  - ii. Justice-involved individuals; and
  - iii. Single parents.
  - iv. Underemployed

**ADULT PRIORITY OF SERVICE PERFORMANCE REQUIREMENT**

One-Stop Career Center staff must record accurate customer demographic data and all barrier-related information into their appropriate case management system to ensure customers are being identified as one (1) 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

## ATTACHMENT A

### 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.