North Country Workforce Development Board

LOCAL PLAN

JULY 1, 2017 - JUNE 30, 2021
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Strategic Planning Elements

LWDB and Regional Demand Lists are now maintained online at: https://labor.ny.gov/workforcenypartners/lwda/lwda-occs.shtm. Changes to Demand Lists can be made by following the directions on the webpage.

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

August 15, 2017

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

The NCWDB members were notified at its regional meeting on Sept. 7, 2017. The Local Plan will be shared with the Board prior to its Nov. 2, 2017 meeting.

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

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

Tourism and hospitality has been the fastest growing sector in the area. The area has also seen an increase in value-added agriculture with wineries, cideries, breweries, and distilleries. There is a growth in the hospitality industry with new and improved lodging.

Public sector employment has remained steady or is declining. 40% of the population is employed in this sector. Teachers are still in demand and this includes pre-school through high school.

Construction remains steady and is concerned about the baby boomer population retiring and leaving the sector without trained employees. A solution to this problem is working with the local unions and their Apprenticeship programs.

Healthcare continues to need professionals such as medical technology, laboratory, physicians and nurse practitioners. A concern is the lack of retention of certified Nursing assistants and home health aides. These are often part time with low paying jobs and in the case of home health aides, little or no mileage reimbursement.

Manufacturing in the region is experiencing an overall loss of jobs. The jobs are now temporary and low paying with the exception of high skilled areas such as engineers and computer related positions. In Clinton County manufacturing is growing with the addition of new business and high tech jobs paying higher than average wages. This sector is seeking a more highly skilled worker than in the past.

Retail positions have held steady in the area due to Canadian visitors. However, the area is starting to lose retailers due to on-line shopping, a trend throughout the United States.

Agriculture continues to be an important sector with not only farming but with value added products with new beverages made from grapes, hops, cider and other grains.
While most of these businesses are family-owned and operated, they continue to develop into larger facilities requiring a larger workforce.

Educational Services while the major employer in St. Lawrence County. The region is experiencing a shortage of K-12 teachers

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

Tourism & hospitality: often seasonal, retaining and bringing back trained personnel is challenging. Jobs range from less than a HS diploma for cleaners to 4 yr. university degree for executive chefs, sales, event planners and management.

Public sector employment: to fill retiring employees' position is challenging because of agencies' financial restraints, regardless of agency. Many of these vacant positions remain as such for up to 18-24 months.

Healthcare: rural areas are a difficult place to attract physicians and other skilled personnel. The low skilled jobs require short training programs and many are offered for free, especially in retirement homes. Retention of these employees is problematic due to part-time and low paying wages.

Construction: skilled trades are seeking those interested in making this a career. Most note the retirements of the baby boomer generation as the reason to maintain a pipeline.

Retail sector: on-line shopping and deep discounts are causing this sector to become nervous about their future. Entry-level positions do not require a high school education. Retailers are not finding it difficult to find candidates. Lack of customer service and professional skills are often the complaints of retailers.

Manufacturing: in the North Country, manufacturing is experiencing an increase thanks to the arrival of new companies such as Norsk Titanium. These jobs have seen high-paying wages and a demand for high-skills. Spencer ARL would add a third shift if they could find qualified employees.

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

Employers report through the survey conducted in spring/summer of 2017 for the North Country Regional Economic Council Workgroup that employers are seeking individuals with professional skills. Employers say they can train entry-level employee on hard skills but need reliable candidates to provide customer service. This area has a difficult time recruiting professional candidates due to the rural nature and low pay.
The North Country region has mapped out training programs for employers to recruit from training institutions and for high schools and other candidates to explore training opportunities.

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

i. Current labor force employment and unemployment numbers;

| July 2017 - North County LWDB (Clinton, Essex, Franklin and Hamilton counties) |
| Civilian Labor Force Total: 77,100 |
| Employed total: 73,200 Clinton: 34,000 Essex: 17,600 Franklin: 18,900 Hamilton: 2,700 |
|Unemployed total: 3,900 Clinton: 1,900 Essex: 800 Franklin: 1,100 Hamilton: 100 |
| UI rate total: 5.6% Clinton: 4.5% Essex: 4.4% Franklin: 5.3% Hamilton: 3.9% |

| July, 2017 Jefferson-Lewis LWIA |
| Employed total: 56,000 Jefferson: 44,900 Lewis: 11,100 |
| Unemployed total: 3,200 Jefferson: 2,600 Lewis: 600 |
| UI rate total: 5.5% Jefferson: 5.5% Lewis: 5.5% |

| July 2017, St. Lawrence LWDB |
| Civilian Labor Force: 42,800 |
| Employed: 39,800 |
| Unemployed: 2,900 |
| UI rate: 6.9% |

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

Clinton, Essex, Franklin and Hamilton counties: Manufacturing remains the largest sector and grew throughout the recession. Retail is holding its own thanks to Canadian visitors. The hospitality industry is also holding steady and is poised to see an increase in Franklin County, specifically after the re-opening of Hotel Saranac. The area has an aging population and this has raised concerns about replacing baby-boomers in skilled positions, especially in skilled trades and healthcare. The population between 2010 and 2014 has held in the four counties.
Clinton County:

336000  Transportation Equipment Manufacturing
441000  Motor Vehicle And Parts Dealers
444000  Building Material And Garden Equipment And Supplies Dealers
492000  Couriers And Messengers
493000  Warehousing And Storage
531000  Real Estate
532000  Rental And Leasing Services
541900  Other Professional, Scientific, and Technical Services
562000  Waste Management And Remediation Services
611300  Colleges, Universities, and Professional Schools
621300  Offices of Other Health Practitioners
621400  Outpatient Care Centers
621600  Home Health Care Services
621900  Other Ambulatory Health Care Services
722000  Food Services And Drinking Places
811000  Repair And Maintenance

Essex County:

112000  Animal Production
322000  Paper Manufacturing
        Transportation Equipment
336000  Manufacturing
        Merchant Wholesalers, Nondurable
424000  Goods
445000  Food And Beverage Stores
447000  Gasoline Stations
541800  Advertising and Related Services
622000  Hospitals
721000  Accommodation

Franklin County:
  112000  Animal Production
  561000  Administrative And Support Services
  611300  Colleges, Universities, and Professional Schools
  621100  Offices of Physicians
  621900  Other Ambulatory Health Care Services
  622000  Hospitals
  623000  Nursing And Residential Care Facilities
  712000  Museums, Historical Sites, And Similar Institutions
  722000  Food Services And Drinking Places

Hamilton County:
  447000  Gasoline Stations
           Administrative And Support
  561000  Services
  621000  Ambulatory Health Care Services

St. Lawrence County:
  111000  Crop Production
  112000  Animal Production
  238000  Specialty Trade Contractors
  334000  Computer And Electronic Product Manufacturing
  448000  Clothing And Clothing Accessories Stores
<table>
<thead>
<tr>
<th>Industry Code</th>
<th>Industry Description</th>
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</thead>
<tbody>
<tr>
<td>454000</td>
<td>Nonstore Retailers</td>
</tr>
<tr>
<td>484000</td>
<td>Truck Transportation</td>
</tr>
<tr>
<td>492000</td>
<td>Couriers And Messengers</td>
</tr>
<tr>
<td>541500</td>
<td>Computer Systems Design and Related Services</td>
</tr>
<tr>
<td>621000</td>
<td>Ambulatory Health Care Services</td>
</tr>
<tr>
<td>622000</td>
<td>Hospitals</td>
</tr>
<tr>
<td>624000</td>
<td>Social Assistance</td>
</tr>
<tr>
<td>722000</td>
<td>Food Services And Drinking Places</td>
</tr>
</tbody>
</table>

Jefferson County:

<table>
<thead>
<tr>
<th>Industry Code</th>
<th>Industry Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>111000</td>
<td>Crop Production</td>
</tr>
<tr>
<td>112000</td>
<td>Animal Production</td>
</tr>
<tr>
<td>115000</td>
<td>Support Activities For Agriculture And Forestry</td>
</tr>
<tr>
<td>237000</td>
<td>Heavy And Civil Engineering Construction</td>
</tr>
<tr>
<td>312000</td>
<td>Beverage And Tobacco Product Manufacturing</td>
</tr>
<tr>
<td>336000</td>
<td>Transportation Equipment Manufacturing</td>
</tr>
<tr>
<td>423000</td>
<td>Merchant Wholesalers, Durable Goods</td>
</tr>
<tr>
<td>443000</td>
<td>Electronics And Appliance Stores</td>
</tr>
<tr>
<td>484000</td>
<td>Truck Transportation</td>
</tr>
<tr>
<td>492000</td>
<td>Couriers And Messengers</td>
</tr>
<tr>
<td>512000</td>
<td>Motion Picture And Sound Recording Industries</td>
</tr>
<tr>
<td>541300</td>
<td>Architectural, Engineering, and Related Services</td>
</tr>
<tr>
<td>611200</td>
<td>Junior Colleges</td>
</tr>
<tr>
<td>621100</td>
<td>Offices of Physicians</td>
</tr>
<tr>
<td>621300</td>
<td>Offices of Other Health Practitioners</td>
</tr>
<tr>
<td>621400</td>
<td>Outpatient Care Centers</td>
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</table>
iii. Educational and skill levels of the workforce in the region, including individuals with barriers to employment.

<table>
<thead>
<tr>
<th>Country</th>
<th>#Grads</th>
<th>% Graduated</th>
<th>% Regents Diploma w/Distinction</th>
<th>% Regents Diploma</th>
<th>Local Diploma</th>
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</thead>
<tbody>
<tr>
<td>Clinton</td>
<td>842</td>
<td>83</td>
<td>27</td>
<td>50</td>
<td>6</td>
</tr>
<tr>
<td>Essex</td>
<td>307</td>
<td>89</td>
<td>32</td>
<td>52</td>
<td>4</td>
</tr>
<tr>
<td>Franklin</td>
<td>588</td>
<td>84</td>
<td>29</td>
<td>47</td>
<td>8</td>
</tr>
<tr>
<td>Hamilton</td>
<td>23</td>
<td>87</td>
<td>23</td>
<td>52</td>
<td>3</td>
</tr>
<tr>
<td>Jefferson</td>
<td>1,264</td>
<td>86</td>
<td>32</td>
<td>49</td>
<td>5</td>
</tr>
<tr>
<td>Lewis</td>
<td>310</td>
<td>88</td>
<td>35</td>
<td>50</td>
<td>3</td>
</tr>
<tr>
<td>St. Lawrence</td>
<td>1,147</td>
<td>82</td>
<td>31</td>
<td>47</td>
<td>5</td>
</tr>
</tbody>
</table>
Clinton County:
High School Graduation rate: 85.7%
Dropout rate: 14%
Less than HS: 13.2%
Some College, no degree: 28.3%
Associate Degree: 29.6%
Bachelor's degree: 22.1%
Master's Degree or higher: 25.1%

Essex County:
High School Graduation rate: 89%
Dropout rate: 11%
Less than HS: 10.4%
Some College, no degree: 30.2%
Associate Degree: 30.1%
Bachelor's degree: 24%
Master's Degree or higher: 24.4%

Franklin County:
High School Graduation rate: 85%
Dropout rate: 15%
Less than HS: 13.3%
Some College, no degree: 31%
Associate Degree: 38.3%
Bachelor's degree: 18%
Master's Degree or higher: 24.4%
Hamilton County:
High School Graduation rate: 91%
Dropout rate: 11%
Less than HS: 7.8%
Some College, no degree: 33.9%
Associate Degree: 30.1%
Bachelor's degree 24%
Master's Degree or higher: 21.7%
Jefferson-Lewis:
High School Graduation rate: 89.4% of the general population
No HS Diploma: Less than 9th grade: 2.5% 9-12 no diploma: 8.1%
Some College, no degree: 22.9%
Associate Degree: 12.3%
Bachelor's degree 11.8%
Master's Degree or higher: 9.0%
St. Lawrence County
No high school diploma: less than 9th grade: 4.2% 9th to 12th no diploma: 36.1%
High school diploma: 36.1%
Some college no degree: 18.4%
Associate degree: 11.2%
Bachelor's degree: 11.0%
Masters or higher: 11.3%

<table>
<thead>
<tr>
<th></th>
<th>Clinton</th>
<th>Essex</th>
<th>Franklin</th>
<th>Hamilton</th>
<th>Jefferson</th>
<th>Lewis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total:</td>
<td>43,178</td>
<td>21,080</td>
<td>28,320</td>
<td>2,316</td>
<td>59,919</td>
<td>1</td>
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<tr>
<td>Less than high school graduate:</td>
<td>5,279</td>
<td>1,787</td>
<td>3,831</td>
<td>162</td>
<td>5,270</td>
<td>1</td>
</tr>
<tr>
<td>Education Level</td>
<td>In labor force:</td>
<td>In Armed Forces</td>
<td>Civilian:</td>
<td>Employed</td>
<td>Unemployed</td>
<td>Not in labor force</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------------</td>
<td>----------------</td>
<td>-----------</td>
<td>----------</td>
<td>------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Total</td>
<td>2,145 984 958 60</td>
<td>2,651 749 2,355</td>
<td>1,844 887 812 53</td>
<td>2,025 662 1,949</td>
<td>301 97 146 7</td>
<td>3134 803 2,873 102</td>
</tr>
<tr>
<td>In Armed Forces</td>
<td>0 0 0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Civilian:</td>
<td>2,145 984 958 60</td>
<td>2,643 749 2,355</td>
<td>1,844 887 812 53</td>
<td>2,025 662 1,949</td>
<td>301 97 146 7</td>
<td>3134 803 2,873 102</td>
</tr>
<tr>
<td>Employed</td>
<td>1,844 887 812 53</td>
<td>2,025 662 1,949</td>
<td>301 97 146 7</td>
<td>3134 803 2,873 102</td>
<td>14,855 7,251 10,194 696</td>
<td>18,890 6,261 19,510</td>
</tr>
<tr>
<td>Unemployed</td>
<td>301 97 146 7</td>
<td>3134 803 2,873 102</td>
<td>14,855 7,251 10,194 696</td>
<td>18,890 6,261 19,510</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not in labor force</td>
<td>3,134 803 2,873 102</td>
<td>3134 803 2,873 102</td>
<td>14,855 7,251 10,194 696</td>
<td>18,890 6,261 19,510</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some college or associate's degree:</td>
<td>13,048 6,919 9,484 939</td>
<td>2,787 92</td>
<td>9,642 5,190 6,836 619</td>
<td>15,418 3,371</td>
<td>3,406 1,729 2,648 320</td>
<td>996 5,123 4,811 519</td>
</tr>
<tr>
<td>Bachelor's degree or higher:</td>
<td>9,996 5,123 4,811 519</td>
<td>11,154 3,896</td>
<td>10,532</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Armed Forces</td>
<td>0 0 0 4</td>
<td>2787 92 85</td>
<td>9,642 5,190 6,836 619</td>
<td>15,418 3,371</td>
<td>3,406 1,729 2,648 320</td>
<td>996 5,123 4,811 519</td>
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<td>9,642 5,190 6,836 619</td>
<td>15,418 3,371</td>
<td>3,406 1,729 2,648 320</td>
<td>996 5,123 4,811 519</td>
<td>11,154 3,896</td>
<td>10,532</td>
</tr>
<tr>
<td>Employed</td>
<td>9,246 4,795 6,227 593</td>
<td>14,282 3,085 12,190</td>
<td>396 395 605 26</td>
<td>1,136 286 1,002</td>
<td>3,406 1,729 2,648 320</td>
<td>996 5,123 4,811 519</td>
</tr>
<tr>
<td>Unemployed</td>
<td>396 395 605 26</td>
<td>1,136 286 1,002</td>
<td>3,406 1,729 2,648 320</td>
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<td>11,154 3,896</td>
<td>10,532</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In Armed Forces</td>
<td>21 0 7</td>
<td>0</td>
<td>1,581 39 31</td>
<td>8,417 4,339 4,220 403</td>
<td>11,154 3,896</td>
<td>10,532</td>
</tr>
</tbody>
</table>
d. Provide an analysis of workforce development activities, including education and training, in the region.

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

Strengths

1. The area has a high graduation rate compared to urban areas
2. Employers, training providers, economic development and workforce work closely to discuss needs and develop new programs.

Weaknesses

1. Lack of funds limits the number of ITA and OJTs
2. Those on public assistance are under a work first policy when they could benefit from training.
3. Training capacity. Ability to run training programs to meet a small need. Providers need to meet class size to financially run programs.
4. Training classes are not held throughout the round, making participants wait for trainings to begin.
5. Small employers find running apprenticeships overwhelming due to a lack of supervision and time to devote to completing programs.
6. Many students enter college however completion rates are low.
7. Many liberal arts students find themselves with a heavy student loan debt load and very low paying jobs, often leading them into poverty.

The 2017 North Country Regional Economic Development Council (NCREDC) Guidebook charged the Workforce Workgroup with surveying both industries and educational institutions in our regions to identify the skills gaps as well as the programmatic availability of workforce training opportunities in high schools, BOCES, community colleges and universities. The NCREDC Workforce Workgroup, along with representation
from the Community College Council, surveyed and collaborated on this project. The group identified occupations and surveyed businesses within the strategic sectors, transportation, manufacturing, agriculture and hospitality located in the North Country. The findings resulted in mapping training opportunities within the region.

Observations, Challenges and Strategies

Observations

1. Employers throughout the North Country often require a small number of employees to fill a need. This supports the need for apprenticeships, On-the-Job training and online training programs.

2. Not all training opportunities are available within all areas or within a realistic travelling distance.

3. Companies are looking for specific training offerings for incumbent workers, either to reinforce present skills or to expand skills and knowledge.

4. Employers are not familiar with training programs and opportunities in the area.

5. Employers throughout the North Country are looking for and concerned about recruiting and retaining skilled workers.

6. The most common observation from all employers is regarding the need for professional skills (formally known as soft skills) for entry level applicants.

7. Employers are projecting a need for middle skill level positions.

Challenges

1. Connecting in-house and external training opportunities has been a challenge.

2. Current elementary & high school programs are not incorporating project-based and problem solving learning techniques in everyday teaching methods.

3. Federal and state budget cuts have limited available training funds.

4. Hosting interns and co-ops requires planning and takes significant work on the part of the participating business.

5. Employers often cannot complete the apprenticeship training outlines over the required years along with providing the formalized training requirements. The NYS DOL needs to be more engaged with companies to educate employers in order to develop more apprenticeship programs.
6. When required qualifications were reviewed, most companies wanted 3 to 5 years of experience.

7. A challenge for employers is to retain and attract people from outside the area due to the difficulty of often having to offer low wages.

Strategies

1. Promote and collaborate with training providers such as CITEC, the Workforce Development Institute (WDI) and colleges and universities to provide core or foundational skills training.

2. Create opportunities for multiple employers to collectively offer training.

3. Provide meaningful career exploration opportunities for students to prepare them for in demand careers.

4. Create career pathways partnering high schools, community colleges, colleges and universities.

5. Support and promote Science, Technology, Engineering & Math (STEM) education and 21st Century skill sets in pre-school through high school through project-based learning.

6. Workforce Development Boards (WDBs), WDI, CITEC & economic development boards should collaborate on efforts to promote training opportunities.

7. Employers should provide opportunities to their employees obtain updated skills. This includes offering apprenticeships.

8. Employers should expand intern and co-op opportunities for students to develop skills and to gain experience.

Please consult the NCREDC Workforce Survey:


ii. Does the local area have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and businesses? Please explain.

In a large area like the North Country, not all goals cited above nor the workforce challenges apply to each county – or within each part of the counties.
The NCWDB has determined the educational and training providers in the LWDA – SUNY-Plattsburgh, Clinton Community College (CCC), North Country Community College (NCCC), Paul Smiths College, CV-TEC and FEH-BOCES – offer training programs that can address the education and skill needs of the local workforce; including individuals with barriers to employment, veterans and businesses. It is important to underline that these organizations, as well as others serving the LWDA, respond to local employers’ needs – by developing customized programs.

There is little competition among educational and training providers in the NCWDB. Given the low population density and the decentralization of that population, the counties have local training and education options available to both workers and businesses.

One exception may be that farm worker training is difficult to obtain because most training for traditional farm employees has been provided onsite by farm owners.

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

| The NCWDB’s vision is to develop and sustain an effective and efficient workforce development system that meets the needs of who we serve. |
| The goals of the NCWD are: |
| 1. Set policies based on accurate data and system evaluation to realize the organization's vision; |
| 2. Seek and coordinate funding sources to advance the workforce investment system; |

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

| The area’s partner agencies support the NCWDB’s vision and goals. They think outside the box after years of budget cuts and manage to provide the same quality of services with less. We work in partnership with the BOCES’, colleges and universities, various organizations like the North Country Chamber of Commerce, Ticonderoga Chamber of Commerce, Malone Chamber of Commerce, Indian Lake Chamber of Commerce, THRIVE, etc. Additionally, we actively participate in Career Connect, ADK P-Tech, Northern Borders P-Tech, CV-TEC Advisory Council, Institute for Advanced Manufacturing Advisory Council, etc. |

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

| Partner agencies work closely to refer customers to the appropriate agencies and provide the best service to our communities. This process is highlighted in the MOU and is delivered through partner meetings, discussions on how to better serve the community seamlessly. The OneWorkSource Operators will convene quarterly meetings to discuss |
aligning resources and develop strategies so that the system can achieve the strategic vision and goals of the NCWDB.

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

The NCWDB negotiates performance measures based on regional economic growth and self-sufficiency and seeks to meet and/or exceed performance measures established by NYSDOL.

The NCWDB focuses on maximizing the amount of Title I WIOA by investing 35% of funding on training and supportive services versus administration and program delivery costs.

As per WIOA, the NCWDB is overseeing the operations of a workforce system/network in the area, not just Title I programs. The network involves WIOA-mandated partners as well as other workforce development organizations operating in the area.

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;

The six core programs under WIOA are:

Adult: provided by:

Clinton County: Clinton County Employment & Training,

Franklin County: FEH-BOCES

Essex County: ACAP

Hamilton County: Hamilton County DSS

Dislocated Worker: provided by:

Clinton County: Clinton County Employment & Training along with Trade Act and Rapid Response activities by the New York State Department of Labor

Franklin County: FEH-BOCES along with Trade Act and Rapid Response activities by the New York State Department of Labor

Essex County: ACAP along with Trade Act and Rapid Response activities by the New York State Department of Labor
Hamilton County: Hamilton County DSS in cooperation with Clinton County Department of Employment Training

Youth: Services provided by:

Clinton and Essex Counties: Clinton County Employment & Training and ACAP

Franklin County: FEH-BOCES

Adult Education and Family Literacy:

Clinton County: CV-TEC

Essex County: ACAP

Franklin County: FEH-BOCES


Vocational Rehabilitation: Access-VR

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

This program is not applicable to our region.

iii. Other workforce development programs, if applicable.

Trade Adjustment Assistance – administered by Clinton and Franklin County NYS DOL staff

Summer Youth:

Clinton County: Clinton County Training & Employment

Essex County: ACAP

Franklin County: Catholic Charities

Akwesasne Mohawk Tribe

Local IBEW 990 Apprenticeship Program

WDI

CITEC

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

Through quarterly MOU partner meetings where review and improvement of service and service providers will be discussed.

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

A quarterly co-located and non-co-located partner meeting.

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

The NCWDB works in partnership with training providers and employers to ensure training meets the needs of businesses. In participating in advisory committees at Clinton County Community College, Institute for Advanced Manufacturing, North Country Community College and CV-TEC enables the NCWDB to have its pulse on the needs of the business community and incorporate key elements into training programs. Quarterly MOU partner and economic developer meetings help the NCWDB understand the need of the business community within the area. The NCREDC Workgroup meets quarterly to discuss the needs of businesses, workers and jobseekers in the region.

Workforce Development and Career Pathways

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

The WDB will review and make suggestions to providers to enhance career pathways.

See mapping in the NCREDC survey report of 2017 at:


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

Through established partners, the NCWDB will use career pathway mapping to council and advise participants of the potential pathways. Additionally, there are four high education providers in the region with whom we work in partnership with, including:

1. SUNY-Plattsburgh
2. Clinton Community College
3. North Country Community College
4. Paul Smiths College
i. Are these credentials transferable to other occupations or industries ("portable")? If yes, please explain.

Yes, every occupation has transferable skills that can relate to other occupations or industries. CV-TEC and FEH-BOCES are also accredited. Apprenticeships meet standards as recognizable credentials in numerous fields.

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

The career pathways as outlined in the NCREDC work on career pathways acts as a resource to our partner agencies to develop stackable credentials.

Access to Employment and Services

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

The areas' partners have developed a referral system for eligible individuals and especially those with barriers to employment to maximize resources and to provide a seamless system. The NCWDB also uses press releases, job fairs, link to partner websites, social media, its website, e-mail list, etc. to market the services of the OneWorkSource Centers.

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

The NCWDB and its partners attempt to achieve this goal through:

1. Website, including links to partners’ websites and e-mail list
2. Job fairs at remote locations
3. Press releases
4. Access to computers, etc. through the OneWorkSource Resource Rooms

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

Title I and Title III programs use OSOS and the other partner programs utilize their internal reporting systems.

Even if the OneWorkSource Centers are far and between in the North Country region, the agencies’ staff work well together. Given the large geographical area of the North Country and the continuous cuts in funding, the referral system works well to ensure clients are served well and professionally.
Partners are anticipating working with NYS DOL and other state agencies when they deploy a more cross-agency, integrated intake case management reporting system as envisioned by WIOA.

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

All relevant Title I-V services are available in the North Country, to eligible adults and dislocated workers.

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

Public transportation in the North Country is limited and inconvenient. There is public transportation in Plattsburgh to help individuals residing within the city limits. Additionally, there is a coordinated effort between Essex, Franklin and Clinton counties to provide transportation amongst the residents from those counties but again, it is limited and inconvenient. A route between Malone and Plattsburgh was established to transport employees residing in Franklin County (Malone area) to Plattsburgh businesses. However, the route is limited and individuals may have to wait hours to get to and from work.

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

Other than the MOU partners, there is no such replicated cooperative agreement in place in the North Country.

ACCES-VR has counselors at OneWorkSource Centers who provide technical assistance with participants with disabilities as needed. The partners have worked on formalizing the referral process among themselves and this will continue both formally and informally.

g. Describe the direction given to the One-Stop System Operator to ensure priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

OneWorkSource Operators are aware of the priorities for adult career and training services be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:

i. The physical and programmatic accessibility of facilities, programs, and services;

OneWorkSource Centers meet nondiscrimination requirements of WIOA section 188 and applicable provisions of the Americans with Disabilities Act of 1990. The partners have reviewed and are compliant with accessibility of facilities, programs and services.
ii. Technology and materials for individuals with disabilities; and

The OneWorkSource Centers’ Resource Rooms have computers and materials for individuals with disabilities. The buildings are compliant with ADA standards.

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

Cross training of staff will be provided by partner agencies to include examples of job support strategies and services, disability etiquette, workplace flexibility, and employer negotiation for those who may be facing challenges in employment.

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

This is highlighted in the partner MOU agreement.

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?

The area utilizes on-the-job training programs, apprenticeships as well as customized and individual training accounts to meet the needs of businesses.

Local employers use customized recruiting events at OneWorkSource Centers to fill their opened positions. The area holds numerous job and career fairs including at area colleges, chambers of commerce, etc.

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

The NCWDB Executive Director serves on numerous advisory councils including CV-TEC, Clinton Community College Business Advisory Council, P-TECH (ADK and Northern Borders), PHIP Advisory Council (Franklin Co.), United Way of the Adirondacks Board of Directors, NYATEP Board of Directors, AHI Board of Directors, Clinton Community College and North Country Community College Perkins Advisory Councils.

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

Aside from participating in the various committees listed above, the NCWDB, in partnership with the North Country Workforce Partnership, Inc., North Country Chamber of Commerce, WDI, Clarkson University, Clinton Community College, NYATEP, BCNYS and the Development Corp., hosts an annual Business and Education Forum in the fall to ensure that businesses and educators create a network to help fill the employment needs.
c. Describe how the local area’s workforce development programs and strategies will be coordinated with economic development activities.

All three WDB Directors are members of the North Country Regional Economic Development Workforce Workgroup coordinating with the projects in the region. This area works closely with each of the economic development agencies to provide workforce information and or planning for new projects.

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

The area works very closely with the Small Business Development Center to make referrals for assistance.

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

The NCWDB has always requested Rapid Response funds to assist those receiving WARN notices. The area works closely with the NYSDOL Rapid Response team to provide Dislocated worker services.

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?

The NCWDB programs and strategies strengthen the linkages between the OneWorkSource Centers and Unemployment Insurance through several approaches including:

- Conducting Unemployment Insurance (UI) appointments in four offices in the counties we serve, reviewing barriers to employment and promoting supportive services available through the NYSDOL and local workforce partners such as BOCES, ACCES-VR, DSS and colleges.

- Referring UI customers to local classroom training opportunities, on-the-job training programs, job fairs and recruitments, hiring businesses, health insurance navigators and services available through partner programs.

- Assisting businesses with hiring grants which target dislocated workers and long-term unemployed individuals.

- Assisting businesses in times of downturn by promoting the Shared Work program, Rapid Response Services and the Trade Adjustment Assistance (TAA) Program. Shared Work allows businesses to retain valuable staff and reduce payroll costs by enrolling employees in partial UI benefits. Rapid Response customers are commonly unemployed due to a mass layoff or plant closure and are case-managed by staff until they are once again connected to meaningful employment. TAA is a federal program that provides aid to
workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. Staff works with TAA customers to help them obtain weekly benefit payments, wage subsidies and training opportunities.

- Sharing information on available services relating to UI at partner meetings, business meetings and workforce development events.

b. Describe how education and workforce investment activities will be coordinated in the local area. This must include:

i. Coordination of relevant secondary and postsecondary education programs;

The NCWDB has strong partnerships with the CV-TEC, FEH-BOCES, Clinton Community College, North Country Community College, Paul Smits College and SUNY-Plattsburgh. Through the MOU, the partners work to ensure programs are relevant to the needs of the business community.

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

Participants meet to coordinate services to avoid duplicated services and making the referral process seamless to customers.

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

Through the quarterly partners meetings to enhance communication and to make seamless referrals

c. Describe plans, strategies, and assurances concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services.

The partners include a representative of Wagner-Peyser services. Through the partnerships to make referrals and to avoid duplication of services.

d. Provide a list 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.

This is highlighted in the MOU Part 1 and 2

Youth Activities

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

Kelly Smart - Clinton Co.
Joe Campbell - Franklin Co.

ii. Email Address

Kelly.Smart@clintoncountygov.com
jcampbel@mail.fehb.org

iii. Name of Organization

Clinton County Employment & Training
FEH-BOCES

iv. Title

Clinton Co. OneWorkSource Operator
Franklin Co., OneWorkSource Operator

b. Provide the number of planned enrollments in PY 2017

i. Out-of-School Youth

14 - new
47 - carry over

ii. New In-School Youth

12

iii. Carry-Over In-School Youth

35

iv. Work Experience

6

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

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

Youth Staff at the OneWorkSource Centers in Plattsburgh, Elizabethtown and Malone

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

Working closely with the two service providers – Clinton County Employment & Training and FEH-BOCES – the staff helps clients base their ISSs on career pathways plans. The NCWDB and its partners develop career pathways initiatives that meet the needs of
employers. Discussion of career pathways will be a regular feature of the partners’ quarterly meetings.

d. In Attachment G, Youth Services, located on the NYSDOL website at https://labor.ny.gov/workforcenypartners/wioa/workforce-planning.shtm under the Local Planning section, identify the organization providing the 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.

e. Explain how providers and LWDB staff ensure the WIOA elements:
   i. Connect back to the WIOA Youth Program Design Framework, particularly Individual Service Strategies; and

   Title I staff administers the WIOA Youth Program Design Framework Services (intake, eligibility, assessment, etc). This includes the ISS list of the 14 program element the Youth is receiving and which agency is providing them.

   ii. Are made available to youth with disabilities.

   Youth’s disability needs will be met to accommodate their respective disabilities.

   f. Identify successful models for youth services.

   The model the NCWDB follows includes collaboration among the partners that highlight to Youth the examples of local participants that have successfully completed/attained their goals.

g. If you plan to serve In-School Youth (ISY) and/or Out-of-School Youth (OSY), using the “Needs Additional Assistance” criteria, please attach a policy that defines reasonable, quantifiable, and evidence based specific characteristics of youth needing additional assistance.

Administration

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

   NCWDB, Inc. is the grant recipient; Clinton County Treasurer is the fiscal agent.

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

   The NCWDB does not awards Title I through a competitive process.

c. Provide the local levels of performance negotiated with the Governor and Chief Elected Official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.
In the spring 2017, via an email to DEWS (Performance), the NCWDB requested to negotiate the NCWDB PY 2016 and PY 2017 Primary Indicators and asked that these goals be set at zero.

The NCWDB made this request because, in view of the newness of the WIOA-mandated performance measures, there are not sufficient data to calculate or support the proposed Indicators.

d. Describe the actions taken toward becoming or remaining a high-performing board, consistent with factors developed by the SWIB. A board will be defined as high performing if it meets the following criteria:

i. The board is certified and in membership compliance;

ii. All necessary governance actions and items have been accomplished, including executing a local MOU, selecting a One-Stop System Operator, and implementing all required local policies, etc.;

iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and

iv. The LWDA meets or exceeds all performance goals.

The NCWDB meets and/or exceeds the criteria listed above.

Training Services

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

Classroom trainings are provided using the priority of services hierarchy. OJT continues to be a successful model and is based on local policy of being above minimum wage and provide meaningful training so that the participant can access a career pathway.

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

Through counseling at the OneWorkSource Centers or with partner agencies to ensure a seamless delivery of services. Occupations must be on the in-demand list and providers must be on the eligible training provider list.

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

WIOA calls for Customer Choice in the selection of training programs. Staff has been trained to work with and counsel customers on providing training that meets with in-demand occupations and provides credentials in order create a career pathway.

Public Comment
a. Describe the process used by the local board to provide a 30-day opportunity for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

The Local Plan’s public comment period was published in the local print media’s Public Notice section in Clinton, Essex, Franklin, and Hamilton County. The Local Plan was uploaded to the OneWorkSource website and an e-mail was sent to our partners, businesses, educators, government representatives, etc. with a link to the Local Plan on our website, publicizing the comment period and encouraging feedback.

b. Did the NYSDOL State Representative review the plan before submission? If no, please submit to your State Representative for review prior to posting for public comment.

List of Attachments:

Please complete all attachments.

Attachment A – Units of Local Government
Attachment B – Fiscal Agent
Attachment C – Signature of Local Board Chair
Attachment D – Signature of Chief Elected Official(s)
Attachment E – Federal and State Certifications
Attachment F – Youth Services Chart
Attachment G – Local Plan Budget 2017

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

- Electronic signature (if the board has the capability for it) – Note that electronic signature must follow the requirements and guidelines of the Electronic Signature and Records Act (ESRA). Further information on ESRA standards and requirements can be found at https://its.ny.gov/nys-technology-law#art3. Boards choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.

- Mail original versions – Hard copies of traditional signature pages may be sent to:

  Attn: Local Plan
  New York State Department of Labor
  Division of Employment and Workforce Solutions
  Building 12 – Room 440
  W. Averell Harriman Office Building Campus
Albany, New York 12240

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

In addition to these attachments, LWDBs must provide copies of the agreements listed in the Program Coordination section of this template under (d). If possible, it would be preferable to provide a list of hyperlinks to these agreements made available on your LWDB website.