



## **Regional and Local Plans**

### **Minnesota's Workforce Development System under WIOA**

**Program Years 2016 & 2017**

Submitted by

RWDA:

Southeast Minnesota Regional Development Area 6

LWDA:

Winona Local Workforce Development Area #18

**Department of Employment and Economic Development**

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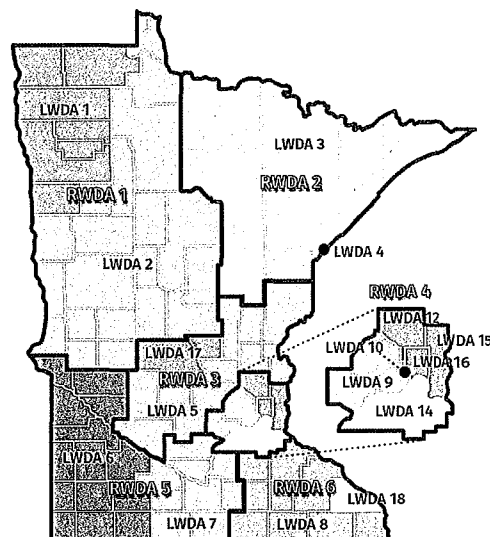
## INTRODUCTION

The purposes of the WIOA are the following:

- (1) To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training and support services they need to succeed in the labor market.
- (2) To support the alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible and high-quality workforce development system in the United States.
- (3) To improve the quality and labor market relevance of workforce investment, education and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- (4) To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers and employers.
- (5) To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions and states and the global competitiveness of the United States.
- (6) For purposes of subtitle A and B of title I, to provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized post-secondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers and enhance the productivity and competitiveness of the Nation.

### Workforce Development Areas

Minnesota has designated six Regional Workforce Development Areas (RWDA) in the state that represent a combination of Local Areas, as defined in WIOA, and Economic Development Regions, as defined in other federal law. These Workforce Development Areas have been approved and adopted by the Governor and the chief local elected officials of the Local Areas.



Each Regional Workforce Development Area is responsible for submitting a Regional Plan, inclusive of the Local Plans of the Local Workforce Development Areas. The Regional and Local Plans will align with the strategic vision set by the Governor, address the regional needs of the workforce and business communities and comply with the planning requirements as determined by the State of Minnesota's Department of Employment and Economic Development and the U.S. Department of Labor and applicable federal and state statutes.

## **Minnesota's Vision for the Workforce Development System**

### **Vision Statement:**

*A healthy economy, where all Minnesotans have or are on a path to meaningful employment and a family sustaining wage, and all employers are able to fill jobs in demand.*

This vision statement was developed through Minnesota's participation in the National Governor's Association's Policy Academy on Career Pathway Models. Minnesota's effort engaged seven state agencies and has influenced workforce development thinking at the system level. It is fitting to continue to move forward with pursuing the implementation of WIOA under this inclusive effort.

### **Mission:**

The creation of a Career Pathway System that aligns local, state and federal resources, policies and services to meet the workforce needs of business and industry and improves access to employment, education and training services for Minnesota's current and future workforce.

### **Rationale:**

The economic conditions of the 21<sup>st</sup> century require a more responsive approach to meeting the needs of business and industry; and the growing diversity of the workforce population. As economies become more global, competition will continue to increase and pressures on the inputs of production, specifically the timing, availability and skill base of the workforce. Rediscovering the value proposition of the Workforce Development System is critical to responding to the 21<sup>st</sup> century economy.

A Career Pathway System approach will position the needs of a skilled workforce at the center of the system, recognizing the important role of a "dual customer" approach – businesses and workers. Businesses will lead sector strategies that address the most critical growth needs in occupations that support family sustaining wages. The diverse needs of workers will impact the design and delivery of employment and training programs and services to fulfill these employment needs and their career goals.

## SECTION A: REGIONAL PLAN

### REGIONAL LEADERSHIP APPROACH

*The regional leadership approach describes how the local area boards within each regional workforce development area will define and coordinate the strategic priorities established by the Governor under WIOA.*

1. Describe the selection process for the membership who will provide the leadership to oversee the development and coordination of the regional plan.

Officers from the two local delivery area WDBs, along with the Executive Directors, provide leadership to oversee the development and coordination of the regional plan.

2. Describe how the selected organizations from the region will provide oversight to development and implementation of the regional plan. Complete **Attachment A – Regional Oversight Committee**.

Members of the Regional Oversight Committee have come together to determine regional priorities and action plans. The two Executive Directors (Mike Haney and Randy Johnson) have the responsibility of implementing the action plans throughout the region. The regional Oversight Committee will continue to meet on a regular basis and receive updates on the progress being made.

3. Describe how the approach used will ensure that partner engagement includes diverse representation, specifically among populations experiencing barriers to employment.

The Regional Oversight Committee has identified three regional priorities: 1) Higher education and community career pathways; 2) career planning efforts in K-12 schools; 3) outreach and support services to special populations, including veterans, older workers, offenders, persons with disabilities and minorities.

The two Executive Directors have the ultimate responsibility of guiding the work around these regional priorities. Current partnerships are being expanded to ensure that we are leveraging resources and minimizing duplication of services.

4. Describe how performance negotiations will be managed among the local workforce development areas within the region.

Performance negotiations will be managed through the committees of the two Workforce Development Boards, who report to the Regional Oversight Committee.

5. Describe any additional goals being set by the regional leadership or individual local area boards.

See question 3 above for the goals set by the Regional Oversight Committee. Additional goals will be set as action plans are implemented at the local level.

6. Describe how the local area boards will direct system alignment within the region through shared policies and practices.

We rely on each of the local boards to direct the work that impacts their specific region. Shared policies and practices will be implemented by the two Executive Directors and local WDBs whenever it makes sense to do so. The Regional Oversight Committee will help guide these shared policies and practices while providing oversight to their implementation and outcomes.

7. Describe any cooperative service arrangements being planned for the region and how they will promote consistency within the regional workforce development area and with state policy.

Regional Career Pathways Coordinator has been hired and will be identifying and developing cooperative service opportunities across the region. Any agreements will be reviewed by the Regional Committee.

## REGIONAL STRATEGIC PLANNING

*The strategic planning component of the Regional Plan addresses three elements: strategic analytics, strategic approach and strategic operations. The overarching theme is to engage regional stakeholders in the process of establishing the strategic plan and to ensure that decisions are data driven and that the data can be used to measure gains and identify needs for improvement.*

**Strategic Analytics:** *The assessment of the regional workforce development area focuses on key conditions. These conditions are detailed in the following response needs.*

8. Describe the condition of the regional economy and cite the sources of data and analysis.

The SE MN economy is projected to grow 6.4% from 2012 to 2022, a gain of 16,909 new jobs. In addition, the region is also expected to need 60,750 replacement openings to fill jobs left vacant by retirements and other career changers. The number of replacement openings is expected to dwarf the number of new jobs in every group except for healthcare practitioners, healthcare support, personal care and service, and construction and extraction occupations. The highest amount of demand will be found in healthcare practitioners and technical, office and admin support, food prep & serving related, sales and related, production, and transportation and material moving occupations.

9. Describe the condition of the regional workforce and cite the sources of data and analysis.

In comparing average growth for the past 24 years, the SE MN labor force is currently growing at approximately 1/4<sup>th</sup> its previous rate. We are also experiencing slower population growth, with a smaller share of the percentage participating in the regional workforce.

Our annual projected population growth between 2015 and 2020 is approximately 3250/yr. Unfortunately, all of that growth is in the 65+ age range, with the age brackets of 0-19 and 20-64 in negative growth patterns during the same timeframe. Basically, SE MN is predicted to gain older workers, but lose younger workers for the next several years.

Another important change for the workforce in SE MN is increased diversity. From 2000 to 2013, several races, including Black or African American, Asian & Other Pacific Islander, Hispanic or Latino, and Two or More Races all showed at least double-digit percentage increases across the region. Unfortunately, many of these diverse populations struggle with higher than average unemployment, and lower than average educational attainment and labor force participation rates.

10. Describe the condition of the regional workforce development system and cite the sources of data and analysis (SWOT analysis).

The state of the workforce development system in SE MN is strong and well respected with consistently high performance outcomes. The essential elements of the workforce development system in the SE MN Region consist of:

- 43 public K-12 school districts, with 45 high schools and another 8 private high schools;
- 8 different Coordinators of Perkins Consortia for Career and Tech Ed;

- 10 Adult Basic Ed Consortia Coordinators;
- 4 different two-year MNSCU institutions, with 7 different MNSCU campuses;
- The four-year MNSCU institution of Winona State, with the main campus in Winona and a smaller one in Rochester;
- The University of MN-Rochester downtown campus;
- Over a dozen private college providers with physical presence in the area;
- 7 One-Stop Workforce Centers, in the communities of Winona, Albert Lea, Austin, Faribault, Owatonna, Red Wing and Rochester;
- 4 affiliate sites for delivery of WIOA and MFIP/DWP services in Kasson, Caledonia, Preston and Wabasha.

Despite the vast area that is covered by the SE MN region and the large number of partners and stakeholders, and the unusual high degree of coordination and cooperation exists in the area – unlike that of any other region. When it has time to adapt to the regional partnership and sectoral focus of WIOA, we have found that what's come natural to us others are just starting to work on. Given the rural nature of our setting, and the non-proliferation of resources, we have had to come together routinely as partners to solve our problems. Elected officials, both county and schools, have formed dozens of Joint Powers arrangements to tackle their issues. In the workforce development world, we have standing committees and taskforces that engage stakeholders throughout the region. As a result, a number of innovations have been developed that have been described as exemplary:

- Of the 7 One-Stops in the area, 5 are co-located in the MNSCU campuses of Winona, Austin, Albert Lea, Owatonna and Rochester – with another scheduled to be added in Faribault in 2018. It should be noted that only 8 of the 48 Workforce Centers are so co-located, with 87.5% of them in SE MN – by design.
- Key to the infrastructure of our One-Stop Workforce Centers, which allows for the conveniences of personal contact and a physical presence in all of our counties, is the fact that TANF and SNAP services are offered on site under contract with the counties.
- What is currently being described as Pathways to Prosperity was initiated in SE MN over 10 years ago – brining ABE, MNSCU and WFC partners together to offer integrated training and case management around a sectoral initiative.
- SE MN was used as the example in a national competitive technical assistance grant with the OCTAE unit of the Dept. of Ed., demonstrating the coordination between CTE at the secondary level, MNSCU, ABE and the Workforce Centers.
- Our collaborative work with local employers and secondary education has developed into a number of registered apprenticeships that have been written with manufacturing companies, and has garnered recognition by the State Chamber of Commerce as a Best Practice.
- Our Healthcare Committee of the Workforce Development Board routinely engages a large swath of healthcare providers and even garners the attention of legislators.
- The Workforce Development Board also helped develop and host a taskforce specifically designed to meet the needs of area businesses looking to engage the disabled population. The 'Maxability' group holds educational meetings and job fairs that are well attended. Similar efforts are now under way to engage employers and stakeholders around the topics of Veteran's employment, and another for the minority communities.

11. Describe the regional workforce development area's vision for a skilled workforce.

Our workforce vision is for every available person throughout the region to be fully employed in skilled careers that offer living wages and purpose.

**Strategic Approach:** *The core areas of the strategic design focus on priorities of the Governor and the system of service delivery.*

### Area 1 – Sector Partnerships

12. Describe how the region will use the labor market information and conduct outreach to business and industry to select the targeted sectors for developing career pathways for occupations in demand that provide family sustaining wages. If sectors and occupations have been already selected, describe them within this response.

WDB staff rely heavily upon the regional DEED Labor market Information (LMI) analyst. The WDBs get monthly updates about the regional economy from staff on the ground, as well as directly from board members. DEED's Regional Business Service Specialist provide outreach to area business and report information on economic activity at every WDB meeting.

13. Describe how the make-up of the sector partnerships will be determined and the expertise and resources they bring to the partnership.

Industry Sector Subcommittees are made up of industry leaders from around the region as well as WDB staff who are experts in that industry. Subcommittee members bring a wealth of industry knowledge and resources to the table.

14. Describe how the partnership(s) will work toward developing and implementing a career pathway sector strategy during the two years of this plan. If sectors and occupations have not been selected, address the process for these decisions within this response.

The WDB of WDA #18 will continue to identify and develop career pathway solutions for are in demand occupations during the two years of this plan. One example is our efforts towards a Basic Composite certificate program for the composite industry. The Winona Area Composites Consortium recognized the issue with the large segment of the area's potential workforce and together MN State College SE Technical conducted a survey of 24 key members of the composite industry. 87.5% of the members felt that there would be a benefit in creating a short Basic Composites certificate program for those considering entering the field.

### Area 2 – Stakeholder Engagement

15. Describe the process for identifying the characteristics, size and scope of populations not fully benefiting from the economic recovery, experiencing factors such as high unemployment, lack of credentialed skills and other barriers to employment.

Analysis with our currently enrolled customers helps us understand the characteristics and demographics of area populations who are not fully



benefitting from the economic recovery. Our customer population, unfortunately, faces barriers of high unemployment, or lack of credentialed skills and many others.

Our partnerships with County Government, and other service providers for diverse populations, corrections and other community organizations provide us with data and information on the size and scope of other populations in need of our assistance or services.

16. Describe who will be included in the broad stakeholder engagement to address a targeted number of socio-economic issues faced by diverse populations.

The WDB and other community members and partners serve as the conveners to bring the necessary partners together around specific issues. Community partners, such as various Diversity Councils and Human Rights Commissions are engaged and able to provide information and assist in guiding towards solutions.

17. Describe how this engagement will impact the development and implementation of the selected sector strategies during the first two years of this plan.

Our current partner engagement, whether from the WDB membership or community partners, is driving the development and implementation of our sector strategies from some time. This work will continue for the next two years, and beyond.

### **Area 3 – Employment & Training Program Design**

18. Based on the regional/local assessment of workforce development system services, describe how strategies will be created to pursue a more responsive alignment of employment and training services, based on career pathway thinking.

The long time partnership between WDA 18 and 8 has already led to closer alignment of employment and training services across the region. The leadership is already focused on career pathways. In addition, the existing board structure lends itself to continued career pathway development focused on the demand industries across the region. With those systems in place, it becomes easy to identify gaps where career pathway development can make a difference for both job seekers and employers.

19. Describe how the entities responsible for participating in this process will be selected, including their expected roles and responsibilities.

The WDB of WDA #18 currently has staff identified as specific industry specialists for key segments of industry, such as the growing composite sector in Winona County.

20. Describe how the outcomes will be determined in terms of employment and training services modeling career pathway thinking by the end of the two year plan.

We will continually check our list of targeted and hot jobs with the actual incidence of participant training. Where we find where no people are being trained for the jobs

in demand, we will analyze whether training exists, if it is accessible, and where there is any recruitment awareness of the training. Should classroom training not be available, nor required for the job, we would promote On the Job Training for those careers.

## SECTION B: LOCAL PLAN

**Strategic Operations:** *The core elements of strategic operations focuses on operating policies and procedures related to the one-stop system and physical locations of service delivery.*

1. Describe how local area boards will work with each other, core title providers and available data to designate at least one Workforce Center per local workforce development area and make recommendations on recognizing affiliate and standalone partner sites.

Local WDBs will continue to designate Workforce Centers, affiliate offices and standalone partner sites within each region, based on the criteria set forth. Locally, core title providers are all represented on the WDB.

2. Describe the strategies to ensure proper connectivity and coordination among the **physical sites** within the local workforce development area.

Monthly in-person manager meetings help ensure coordination and shared information among the physical sites. Technology tools such as video conferencing, electronic messaging and even email and cell phones allow us immediate access to the information we need and provide the ability to connect with staff throughout the region.

3. Describe the strategies to ensure proper connectivity and coordination among the **service providers** within the local workforce development area.

Monthly meetings provide in-person communication and coordination among the core title providers. In addition many area service providers serve as ad hoc WDB or subcommittee members. Co-location on MNSCU campuses provide a great level of connection. Staff outreach and collaboration happens on a daily basis to ensure that our customers have access to all available resources.

4. Describe other strategies that will be used to maximize services and access to services, such as non-traditional hours or using partner facilities.

We meet customer needs by utilizing partner facilities in several locations in a regular basis. Libraries, ABE offices and MNSCU campuses are all regular meeting places for our staff and customers. Staff is able to meet customers "where they are", including off-site and outside of the scope of regular business hours.

5. Describe the strategic approaches to ensure all elements of Career Services are available at service locations or online, including services for youth and individuals with barriers to employment or service access.

The WDB ensures the availability of all the documented Career Services at our service location(s) or online. Each program has a coordinator who is responsible for the project budget, making sure the program requirements are met, and the appropriate career services are available.

6. Describe strategies that will be used to leverage technology for services and ensure compliance with accessibility standards.

We follow DEED's guidance for compliance evaluation and assessments. Our in-house Vocational Rehab partners provide assistance with accessibility compliance.

7. Describe how supportive services, such as transportation and other needs, will be coordinated to better serve individuals with specific barriers to training, education and employment.

Supportive services are provided to all of our enrolled customers as necessary to support their employment and training plan. Need is documented and discussed prior to distribution. Barriers are assessed prior to enrollment so we determine any support service needs as well as make any necessary referrals.

8. Describe how local area boards will ensure state policies on infrastructure funding requirements are adhered to and the process for addressing any discrepancies or disagreements.

Once the state policies on infrastructure funding requirements are received, local policy letters are created which mirror those requirements. Local policy letters are brought before the WDB for discussion and approval, thereby eliminating any discrepancies and resolving any potential disagreements prior to approval.

9. Describe how local area boards, who contract out for provider services, will ensure that providers fully participate in infrastructure funding requirements and the alignment of service delivery within the local workforce development area.

WDB members are involved in any RFP opportunities. Infrastructure funding requirements and alignment of service delivery are included as criteria within the RFPs. Potential funding recipients are evaluated by the WDB members and their proposals are measure against the criteria set forth in the RFP.

10. Describe how the Memorandum of Understanding will be developed and used to ensure commitment of resources from service providers and required partners.

The MOU for Winona Workforce Center / WDA #18 details the membership, voting rights, meeting schedule and location, and yearly regional goals.

The MOU for SE MN Workforce Center System identifies the partners and details their roles and responsibilities, identifies the services to be provided throughout the Workforce Center system, outlines service funding and cost allocation, defines referral system and includes dispute and resolution process.

11. A. Describe the local area board's strategic vision and how it aligns with the designated state priorities under WIOA.

Our local strategic vision includes many of the same components as the designated state WIOA priorities such as focus on diversity, preparing youth, providing service for people with barriers to employment, meeting skilled workforce needs of employers, and career pathways.

WDB subcommittees are based on Diversity and Outreach, MaxAbility, Career

pathways and Emerging Workforce. Members are dedicated to providing employer led solutions to these challenges.

- B. Describe the local area board's goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

We begin by identifying the customers' needs; both the needs of the employers and the job seekers. Once the needs are identified we begin the work of providing training or other necessary resources.

- C. Describe how these goals relate to the performance accountability measures based on the primary indicators in order to support regional economic growth and economic self-sufficiency.

The primary indicators of our performance accountability measures, including placement, wage gain and training completion, are directly related to our ability meet the needs of both the job seeker and area employers. If we are not meeting these accountability standards, we are failing both job seekers and employers.

- D. Describe the strategy to work with the entities that carry out the core programs to align resources available to the local workforce development area, to achieve the strategic vision and goals of the local area board.

As the primary service provider, our WDB guides the alignment of available resources in direct response to our strategic vision and goals.

12. Describe how the local workforce development system will work with entities carrying out core programs to align and support services with programs of study authorized under Carl D. Perkins Career and Technical Education Act.

As the primary service provider our Youth Counselors work directly with the local school districts. Leaders in career and technical education are part of our taskforce; they provide guidance and current information on opportunities for partnership.

The SE MN Director for Carl Perkins (covering 21 School Districts) is housed on the Winona Campus of MN State College SE Technical, and often joins the WDB meetings of WDA #18.

13. A. Describe how the local area board, working with the entities carrying out core programs, will expand access to employment opportunities for eligible individuals, particularly eligible individuals with barriers to employment.

The WDB of WDA #18 has focused on expanding opportunities for eligible individuals with barriers to employment. Examples include holding job fairs with an eye on persons with disabilities, providing ADA training, working closely with our in-house Vocational-Rehab team for employers and creating awareness on the benefits of hiring persons with disabilities and advocating for that population.

Career Counselors working with all programs including young adult, dislocated workers, public assistance recipients, etc. provide outreach and assistance on a

daily basis, helping individuals with a variety of barriers to employment.

- B. Describe how the local area board, working with the entities carrying out core programs, will expand access to supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

We provide access to supportive services for all eligible customers as funding allows. However, expanded access to supportive services requires increased funding.

- C. Describe how the local area board will facilitate the development of career pathways, co-enrollments (as appropriate) and activities that lead to industry recognized post-secondary credentials that are portable and stackable.

The WDB of WDA #18 has focused on the following goals: identifying and developing financially sustainable, aligned career pathways systems for youth and adults; increasing the number of skilled workers with credentials that are of value to the area labor market, reducing duplication of services, and strengthening partnerships.

Involving business and post-secondary educators in the process to develop training programs and systems is critical to supporting a sustainable model.

From the development of Re-employment Training Academies for those involved with plant closings or mass layoffs to Incumbent Worker training with local businesses, the Winona WFC has demonstrated significant linkages to local business, educational institutions and organizations.

The Re-employment Academies are swiftly developed classes and training programs for individuals involved in a mass layoff. These classes developed with SE Technical faculty, offer credit-based classes towards a degree, diploma or certificate outside the regular school year timeframe allowing dislocated workers an opportunity to start training right away after layoff.

Other examples of capacity include the innovative Incumbent Worker program and FastTRAC training programs. Significant effort is made to research labor market needs, collect information from local business on targeted training, gather partners to participate, supervise staff and oversee partner progress and collect information for reporting. All these activities are done with limited time and resources.

Excellent relationships with other providers, the ability to organize and analyze information and manage budgets is critical to the success of these types of programs.

14. A. Describe how the local area board will facilitate engagement of employers, including small employers, and employers in in-demand industry sectors and occupations, in workforce development programs.

The makeup of the WDB for WDA #18 (and its subcommittees) represents a cross section of local industry sectors as well as covering all sizes of employers. Staff provide additional opportunities to engage with employers on a daily basis. Targeted job fairs are held routinely. The staff and board are proud of their

flexibility.

- B. Describe how the local area board will support a local workforce development system that meets the needs of businesses in the local workforce development area.

The WDB of WDA #18 gathered information from business members on the WDB, Chamber of Commerce, Economic Development staff and the Business Service Representative, businesses need assistance in recruiting, building skill of current workers and operating their business. Business want the Workforce Center to:

- Encourage Incumbent Worker Training – with the purpose of providing skills upgrade training to currently employed workers making business more viable and successful; thereby, averting layoffs, moving or closing. This would be both for retention of good employees and the retention of existing businesses. Training may include industry or business specific skills, technical and computer skills, and targeted "soft-skills" such as leadership, teamwork, and management skills.
- Post jobs – have staff enter as needed to reduce barriers particularly to small employers.
- Screen & test applicants to demonstrate skills
- Develop more apprenticeship, On-the-job training and work experiences as part of career pathways in conjunction with educational institutions
- Ability to more quickly search for and identify a pool of applicants through Minnesotaworks.net and program participants
- Prepare Job Seekers for work through self service activities, workshops, training programs and skill building
- Develop core competency of Job Seekers through programs like the National Career Readiness Credential
- Provide resources for Human Resource/Personnel & Economic Development assistance
- Facilitate resources/workshops to build the skill of current workforce

Provide space for hiring events and assist with sponsoring Job/Career Fairs

- C. Describe how the local area board will better coordinate programs and services with regional economic development providers.

Some members of the WDB as well as some of the staff of WDA #18 attend the regional WDB meetings. Staff interact with other staff throughout the region on a daily basis. We work extremely close with the Winona's Community Development and Port Authority who both work regionally, and who are both have representatives on the WDB. DEED's Regional Economic Developer is housed in the Winona Workforce Center.

- D. Describe how the local area board will strengthen linkages between the one-stop delivery system and unemployment insurance programs by offering services to laid-off workers and possible lay-off preventative services for businesses, such as incumbent worker training that up-skills the workers and meets the needs of employers (can include but not be limited to, on-the-job training, apprenticeships, etc.).

Incumbent worker training is always available as funding allows. We regularly use OJTs, and paid work experiences as methods of up-skilling workers. We anticipate expanding our use of apprenticeships to continue to meet the needs of employers.

15. Describe how the local area board will coordinate workforce investment activities with economic development activities, including the promotion of entrepreneurial skills training and microenterprise services.

Information is kept on hand for those interested in their own business; such as "Starting a Business in MN" and the "Winona Area Start-Up Business Resource Guide". Workshops that target starting/growing your own business, are offered periodically throughout the year. This information is available to the General Public and advertised through Public Service Announcements, social media sites, e-mail lists and local associations.

Recently, the Blandin Foundation and City of Winona, awarded our organization a grant to develop an On-Line Support Center for new entrepreneurs and small businesses interested in developing and growing their business using the web. That project is successfully implemented and MN State College Southeast Technical now oversees the day-to-day operations of the site ([www.digitalperch.com](http://www.digitalperch.com)). Planning is in process to utilize students to maintain and update information through class activities in Social Media, Marketing and Band Instrument Repair.

Economic Development Representatives for the Port Authority, City and County are members of the local WIB and report activity at each meeting. This allows staff to have the most recent information about local activities and initiatives to share with entrepreneurs.

Referrals continue to be made to the Small Business Development Center including potential entrepreneurs who are dislocated worker and are served through CLIMB (Converting Layoffs Into Minnesota Businesses), which assists dislocated workers in starting or growing a business. It is expected that 1-2 individuals may be interested in this venture.

16. A. Describe how the local area board will ensure continuous improvement of eligible providers of services through the system.

The WDB of WDA #18 has routinely held any service provider to the highest level of performance. In the future we expect that all local service providers will be held to the WIOA standards, and subject to local WDB oversight.

- B. Describe how the local area board will ensure that eligible providers meet the employment needs of local employers, workers and job seekers.

The present structure of the WDB of WDA #18 ensures that we are meeting the needs of the local employers, workers and job seekers. For additional service providers, the WDB ensures that any RFP includes detailed expectations for the full scope of the project, target audience, and outcomes.

- C. Describe how the local area board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

Presently we utilize any and all available technologies, to include: phone (cell and



landline), email, social media, web tools and others, to provide service throughout our area. We have partnered with local organizations to provide rebuilt PCs for some customers.

Bottom line – staff are enabled to go where our customers are.

- D. Describe how entities within the one-stop delivery system will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990, regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities.

The WDB of WDA #18 relies on DEED's guidance for compliance evaluation and assessments to comply with any applicable provisions of the ADA. In addition, our in-house Vocational Rehab partners provide local assistance with accessibility compliance.

- E. Describe the roles and resource contributions of the one-stop partners.

Core Partners are:

- DEED Vocational Rehab
- DEED Regional Analysis Unit
- DEED Veteran Employment Services
- DEED Regional Economic Developer
- DEED Job Service

Resident Partners are:

- SE MN Center for Independent Living
- 7-Rivers Alliance

External Partners are:

- MN State College SE Technical
- Winona State University
- Winona County Department of Human Services
- Winona County Veteran Services
- Families First
- Winona Area Public Schools Community Education ABE
- Live Well Winona
- Winona Housing & Redevelopment Authority
- Local Community Action

17. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local workforce development area.

Dislocated Worker and Adult employment and training activities in WDA #18 include:

Universal Services

- Access to the equipment and materials in the Resource Room;
- Access to employer hiring and skill requirements;
- Access to employer leads;

- Access to a menu of services and consultation with staff for an initial assessment to determine potential eligibility for specific services ;
- Access to information to information on certified training programs designed to provide information to make career and labor market decisions;
- Access to Creative Job Search Skills;
- Access to Career Services and other eligibility based services through a referral to the appropriate internal and external partner.

#### Career Services

- Comprehensive testing and assessment
- UI profiling for labor market viability
- Career decision making skills and career counseling
- Vocational rehab counseling
- Case management
- Training assistance
- Supportive services
- Specialized job development
- Soft skills and retention services

18. Describe and assess the type and availability of youth workforce investment activities in the local workforce development area, including youth with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities.

Youth (Young Adult) customer's workforce investment activities include:

- Access to the equipment and materials in the Resource Room;
- Access to employer hiring and skill requirements;
- Access to employer leads;
- Access to a menu of services and consultation with staff for an initial assessment to determine potential eligibility for specific services ;
- Access to information to information on certified training programs designed to provide information to make career and labor market decisions;
- Access to Creative Job Search Skills;
- Access to Career Services and other eligibility based services through a referral to the appropriate internal and external partner.

19. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with relevant secondary and post-secondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

WDA #18 is the primary service provider and our counselors work closely with all local schools and post-secondary institutions in our region. Many of the leaders of these educational institutions are part of our WDB or subcommittees. Our close relationship with educational leaders ensures that we receive guidance and up to date information on opportunities for partnership, and help avoid duplication of services.

20. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with public transportation and other appropriate supportive services.

The WDB of WDA #18 has a policy that addresses all support services, including public transportation. Staff works closely with the City of Winona and local Community Actions that facilitate all local public transportation.

21. Describe the plans and strategies for, and assurances concerning, maximizing coordination of service provided by the state employment service under Wagner-Peyser Act, and services provided in the local workforce development area through the one-stop delivery system, to improve service delivery and avoid duplication of services.

Monthly meetings provided in-person communication and coordination among title providers and staff that eliminates duplication of deliver and improvement of service delivery.

22. Describe how the local area board will coordinate workforce investment activities carried out under this title in the local workforce development area with the provision of adult education and literacy activities under title II, including a description of how the local area board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II.

Details are clearly defined in "Services to be offered through the Workforce Center System" section of the MOU in Section G.

23. Describe the replicated cooperative agreements (as defined in section 107(d)(11)) between the local area board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

Details are clearly defined in "Services to be offered through the Workforce Center System" section of the MOU in Section G.

24. Describe and identify the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i).

The WDB of WDA #18 is responsible for the disbursement of grants funds (along with our fiscal agent DEED Fiscal).

25. Describe the competitive process to be used to award the sub-grants and contracts in the local workforce development area for activities carried out under this title.

The WDB of WDA #18 ensures that any RFP set forth includes detailed expectations for the scope of the project, target audience, and outcomes. As a grantor, the WDB provides support, guidance, and oversight for RFP projects throughout the life of each project.

26. Describe how the local levels of performance negotiated with the Governor and chief elected official will be used to measure the performance of the local workforce development area and to be used by the local area board for measuring the performance of the local fiscal agent, eligible providers under subtitle B and the One-stop delivery system.

Our WDB closely follows and adheres to the local levels of performance as set forth by the Governor. In addition, by using DEED Fiscal as our Fiscal Agent absolutely ensures that we are following appropriate and fiscal guidelines and policies.

27. Describe the actions the local area board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board.

The WDB of WDA #18 is a high performing-board with engaged members, and will continue that level of performance.

28. Describe how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local area board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.

The WDB of WDA #18 does not utilize Individual Training Accounts. However, we require that customers attending school apply for financial aid and provide us with a copy of the financial aid award letter. Our counselors assist customers investigate training options and make informed decisions.

29. Describe the process used by the local area board to provide opportunity for public comment, including comment by representatives from businesses and comment by representatives of labor organizations; and input into the development of the local plan, prior to submission of the plan.

The local plan will be posted on our internet website (<http://mn.gov/deed/winona> ) for 30 days prior to submission. The WDB reviews and approves the initial draft of the plan, with opportunity for input and comment from all WDB members.

30. Describe how the one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop partners.

The WDB is interested in transitioning to an integrated, technology-enabled intake and case management system, but is waiting for guidance from DEED before undertaking this initiative.

## SECTION C PROGRAM OPERATIONS

1. A. How does the local workforce development area ensure staff comply with the policies and procedures for Rapid Response as communicated on DEED's website?

Our Dislocated Worker coordinator and Rapid Response coordinator are responsible for ensuring that staff comply with policies and procedures for Rapid Response. Our DW coordinator provides regular policy updates and communicates new information to staff directly.

- B. How does the local workforce development area inform the state Rapid Response team within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?

As soon as WFC staff become aware of a plant closing or downsizing an e-mail or phone call is made to the DEED State Rapid Response unit.

- C. Describe how the local area board will coordinate workforce investment activities carried out in the local workforce development area with statewide rapid response activities.

Plant closings or layoffs notification may come to local staff or to the Rapid Response Unit. Communication to each partner is made at the time of the notice with agreements as to who will be contacting the business. An EMC is set up through the Rapid Response Unit. WDA #18 Staff often help arrange site visits and participate in the meetings with management and those being laid off.

Thanks to excellent relations with the business community, staff are often able to do orientations, skills and interest assessments at the business before the actual layoff. Career Counselors are also made available to review assessment results, collect information on the layoff or plant closing and help guide participants through the process.

Workshops, like Creative Job Search, Resume Writing and computer skills for job search, are held to assist dislocated workers in preparing for their job search activities and to learn the more current trends in looking for work.

- D. Complete **Attachment B – Local Workforce Development Area Contacts**.

2. A. How does the local workforce development area inform the state Trade Act staff of companies that are potentially TAA certifiable?

Communication with TAA may start with employees requesting an investigation that work is leaving the U.S. or when the employer identifies that work is leaving the U.S. Employees or the business are connected with the TAA unit to request assistance with filing a petition.

Once a layoff is identified as being TAA eligible and assessments are completed, staff assist participants with filing appropriate forms/agreements for training to be approved or gain the assistance of TAA staff. Regular contact with participants encourage people to stay in school or finish training. Any concerns or questions are relayed to TAA staff along the way. Collection of training progress and

graduation is done with notification of TAA when file is to be closed.

- B. How does the local workforce development area cooperate with the state Trade Act staff where the layoff involves a company that the DOL trade-certified?

As a DEED office, we continue to work closely with state office staff to coordinate layoff information, determine contacts and arrange orientation sessions. As timing allows, either state DEED staff or local staff will conduct sessions. Information is shared throughout the process.

- C. Is the local workforce development area willing to participate in TAA Counselor Training and TAA Participant Training when a trade-certification occurs?

Yes  X

3. A. The local workforce development area has developed and implemented local Supportive Service policies that are consistently applied for all participants.

Yes  X

- B. Describe the steps taken to ensure consistent compliance with the policy.

Ongoing file reviews are conducted to ensure consistent compliance with local policies. Training is provided as needed.

## SECTION D: SYSTEM OPERATIONS AND ATTACHMENTS

1. The local workforce development area has processes in place to assure non-duplicative services, and avoid duplicate administrative costs.

Yes

2. The local workforce development area is aware of and staff participate in the Reception and Resource Area Certification Program (RRACP) to better serve all customers?

Yes

3. A. The local workforce development area and their partners are aware of the responsibilities of the Equal Opportunity Officer, including attending DEED sponsored EO Training?

Yes

**B. Complete Attachment B – Local Workforce Development Area Contacts.**

- C. The local workforce development area is aware and conducts annually a physical and program accessibility review?

Yes

4. Does the local workforce development area have in place an agreed upon WIOA Discrimination complaint process per the regulations?

Yes

5. A. Does the local workforce development area have in place an agreed upon WIOA Program Complaint Policy per the regulations?

Yes

**B. Complete Attachment B – Local Workforce Development Area Contacts.**

6. How do you identify current or former Military Service Members coming into your Workforce Center?

All Staff receive annual training on the Veteran's Priority of Service rule in order to best and most efficiently serve all veterans.

There are a number of ways to identify Veterans in the Workforce Center. As individuals enter the center, they are met by two prominent postings asking if they served in the Military and to let the receptionist know (the postings also thank them for their service). The receptionist greets customers at the front desk. Through a series of questions, we learn how to best serve the individual. Often during this exchange, veterans will self-identify their military background. A questionnaire is offered for the individual to complete and information to be shared with the staff members who are Veterans themselves. The questionnaire and the info that was shared by the Veteran with the Veteran staff members is shared with the DVOP.

Individuals signing into the Resource Room Customer Registration System indicating Military Service are flagged as Veterans and contacted via e-mail, phone or letter. Resource Room staff ask about Veteran status and encourage vets to complete a questionnaire to determine barriers and need.

Persons applying for WIOA programs are asked about military service during intake/application. The County Veteran's Service office refers individuals to the WFC for services as well.

7. How do you inform current or former Military Service Members coming into your Workforce Center about "Veteran Priority of Service?"

Either through the initial meeting with a Veteran staff member and/or by the DVOP.

All Staff receive annual training on the Veteran's Priority of Service rule in order to best and most efficiently serve all veterans.

8. If your Workforce Center has a presence on the Internet (outside of your local DEED Workforce Center site) how do you promote Public Law 107-288, "Veterans Priority of Service" to veterans on that website?

Our website is a DEED website that has a complete Veteran section.

9. How do you identify current or former Military Service Members with "significant barriers to employment?"

All WFC Staff receive annual training on the Veteran's Priority of Service rule in order to best and most efficiently serve all veterans.

Once a Veteran is identified they are introduced to a staff member who is also a Veteran who goes through the questionnaire with them in a one-on-one veteran conversation. All staff take an active role in providing services to Vets. Completed questionnaires are available for the DVOP to review. If a customer indicates he would like to speak with the Vet Rep sooner, staff call or e-mail information.

10. When a current or former Military Service Member with a significant barrier to employment is identified, how do you refer them to an appropriate intensive service provider when there is no Disabled Veteran Outreach Program (DVOP) specialist in your Workforce Centers?

Once a Veteran is identified they are introduced to a staff member who is also a Veteran who goes through the questionnaire with them in a one-on-one veteran conversation. All staff take an active role in providing services to Vets.

11. How are DVOP and/or Local Veterans Employment Representatives (LVER) staff integrated into the overall service delivery strategy in your Workforce Centers?

Our DVOP stops into the office weekly at a minimum. If a Veteran customer needs their assistance the DVOP makes the time. WDA #18's WFC is extremely integrated into the local Veteran Community with close connections to all local veteran organizations and



utilize these relationships to best deliver service to the Veteran customer.

12. Are all WIOA-funded partners complying with the guidance provided in the TEGL regarding Selective Service?

Yes

13. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program universal customers) are registering in MinnesotaWorks.net and are making their resumes viewable to employers?

Staff has ongoing training on the use of Minnesotaworks.net and hold regularly scheduled resume writing classes around the area.

We encourage all of our job seekers to develop professional resumes with the help of the career counselor and assist them in posting their resumes to Minnesotaworks.net, as well as other web based job-search tools.

14. **Conflict of Interest and Integrity:** Local area boards must make decisions in keeping with several laws and regulations. Indicate below that your local area board is aware of DOL Training and Employment Guidance Letter 35-10 and Minnesota OGM 08-01 and its relevant federal laws and regulations.

Yes

15. The local workforce development area's conflict of interest policies are in compliance with the above two references?

Yes

16. A. The local workforce development area is aware of the referenced statute on Government Records.

Yes

- B. The local workforce development area is aware of the requirement to retain documentation for six years.

Yes

- C. Complete **Attachment B – Local Workforce Development Area Contacts**.

17. **Handling and Protection of Personally Identifiable Information:** The local workforce development area is complying with the guidance provided in TEGL 39-11.

Yes

18. **Human Trafficking:** The local workforce development area is aware of TEGL 09-12 and will follow the procedures for working with trafficked persons.

Yes

19. **Gender Identification:** The local workforce development area is aware of TEGL 37-14 and will follow the procedures for developing a similar policy including key terminology, and have in place regarding working with customers who may be lesbian, gay, bisexual and transgender. Local workforce development areas will also participate in any related training.

Yes  X

20. **Uniform Guidance:** The local workforce development area is aware of TEGL 15-14 regarding Uniform Guidance.

Yes  X

21. A. Briefly describe the local area board's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2016.

Vacancies on the WDB do occur from time to time. The Executive Committee of the Board nominates individuals to fill board vacancies. The WDB reviews and determines which nominees go to the Winona County Commissioners. The Commissioners review nominations and vote on members. Positions are typically filled within 90 days of vacancies.

When a vacancy occurs, the Executive Committee along with the WDB identify the type of industry or organization targeted to fill the position.

- B. Is your local area board currently in compliance with WIOA?

Yes  X  No

If No, what steps will be taken to bring your local area board into compliance by June 30, 2016?

- C. Complete **Attachment C – Local Area Board Membership List**.

- D. Complete **Attachment D – Local Area Board Committee List**.

22. Complete remaining portions of **Attachment B – Local Workforce Development Area Contacts**.

23. If applicable, complete **Attachment E - Local Workforce Development Area Sub-Grantee List**.

24. If applicable, complete **Attachment F - Local Workforce Development Area Non-WFC Program Service Delivery Location List**.

## ASSURANCES AND CERTIFICATIONS

### ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA) and the Workforce Innovation and Opportunity Act and any other DEED/Workforce Development Employment and Training funds, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions and other assurances of the following laws:

- **Accessibility** - Section 508 of the Rehabilitation Act of 1973, as amended - Requires that federally funded program providers make their electronic information and technology accessible to people with disabilities;
- **ACORN** – Funds may not be provided to the Association of Community Organizations for Reform Now, or any of its affiliates, subsidiaries, allied organizations or successors;
- **Audits** – 2 CFR 200.501 and Single Audit Act Amendments of 1996 - organization-wide or program-specific audits shall be performed;
- **Buy American**- Buy American Act – award may not be expended unless the funds comply with USC 41, Section 8301-8303;
- **Data Sharing** – MN Access to Government Data, MN Duties of Responsible Authority; MN Access to Information; MN Administrative Rules Data Practices; DEED Policy – Data Practices;
- **Disability** - that there will be compliance with the Architectural Barriers Act of 1968, Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990;
- **Drug-Free Workplace** – Drug-Free Workplace Act of 1988 – requires all organizations to maintain a drug-free workplace;
- **Equipment** – 2 CFR 200. 313, 200.439 – must receive prior approval for the purchase of any equipment with a per unit acquisition cost of \$5,000 or more, and a useful life of more than one year;
- **Fire Safety** – 15 USC 2225a – ensure that all space for conferences, meetings, conventions or training seminars funded in whole or in part complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act (Public Law 101-391);
- **Fraud/Abuse** - that the provider has policies on fraud and abuse and will contact DEED for potential fraud and abuse issues; 20 CFR 667.630; DEED Policy – Fraud Prevention and Abuse;
- **Health Benefits** – Public Law 113-235, Division G, Sections 506 and 507 – ensure use of funds for health benefits coverage complies with the Consolidated and Further Continuing Appropriations Act, 2015;
- **Insurance** - that insurance coverage be provided for injuries suffered by participants in work-related activities where Minnesota's workers' compensation law is not applicable as required under Regulations 20 CFR 667.274;
- **Insurance** – Flood Disaster Protection Act of 1973 – provides that no Federal financial assistance to acquire, modernize or construct property may be provided in identified flood-prone communities in the United States, unless the community participates in the National Flood Insurance Program and flood insurance is purchased within 1 year of the identification;
- **Limited English** - Executive Order 13166 - Improving access to services for persons with limited English proficiency;
- **Nondiscrimination** - Section 188 of the Workforce Innovation and Opportunity Act (WIOA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;

- **Nondiscrimination** - Section 188 of the Workforce Investment Act of 1998 (WIA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - Title VI of the Civil Rights Act of 1964, as amended – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;
- **Nondiscrimination** - Title VII of the Civil Rights Act of 1964, as amended - Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;
- **Nondiscrimination** - Title II of the Genetic Information Nondiscrimination Act of 2008 - Prohibits discrimination in employment on the basis of genetic information;
- **Nondiscrimination** - Title V of the Older Americans Act of 1965 - Prohibits discrimination based on race, color, religion, sex, national original, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;
- **Nondiscrimination** - Title IX of the Education Amendments of 1972, as amended - Requires applying nondiscrimination provisions, based on sex, in educational programs;
- **Nondiscrimination** - Title I (Employment) Americans with Disabilities Act (ADA) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;
- **Nondiscrimination** - Title II (State and Local Governments) Americans with Disabilities Act (ADA) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;
- **Nondiscrimination** - Section 504 of the Rehabilitation Act of 1973, as amended - Prohibits discrimination against qualified individuals with disabilities;
- **Nondiscrimination** - Age Discrimination Act of 1975, as amended - Prohibits discrimination on the basis of age;
- **Nondiscrimination** - Title 29 CFR Part 31 Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964;
- **Nondiscrimination** - Title 29 CFR Part 32 Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;
- **Nondiscrimination** - Title 29 CFR Part 33 Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;
- **Nondiscrimination** - Title 29 CFR Part 35 Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;
- **Nondiscrimination** - Title 29 CFR Part 37 Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;
- **Nondiscrimination** - Title 29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;
- **Nondiscrimination** - Executive Order 13160 Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;
- **Nondiscrimination** - Executive Order 13279 - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;
- **Nondiscrimination** - The Minnesota Human Rights Act of 1973, Minnesota Statutes, Chapter 363A - Prohibits discrimination in employment and providing public services on the basis of race, color, creed, religion, natural origin, sex, marital status (employment only), disability, status with regard to public assistance, sexual orientation, familial status

- (employment only), citizenship, or age (employment only), and local human rights commission activity (employment only);
- **Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and WIOA Section 188, as provided in the regulations implementing that section, will be completed;
  - **Opportunity** – Executive Order 12928 – encouraged to provide subcontracting/subgranting opportunities to Historically Black Colleges and Universities and other Minority Institutions and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals;
  - **Personally Identifiable Information (PII)** – Training and Guidance Letter 39-11 – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;
  - **Procurement** – Uniform Administrative Requirements – 2 CFR 200-317-36 – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;
  - **Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state legislature or local legislature body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes within the executive branch of that government;
  - **Salary/Bonus** – Public Law 113-235, Division G, Title I, Section 105 – none of the funds appropriated under the heading “Employment and Training” shall be used by a recipient or sub-recipient 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. Further clarification can be found in TEGL 5-06;
  - **Seat Belts** - Executive Order 13043 – Increasing Seat Belt Use in the United States;
  - **Text Messaging** – Executive Order 13513 – encouraged to adopt and enforce policies that ban text messaging while driving company-owned or –rented vehicles or GOV or while driving POV when on official Government business or when performing any work for or on behalf of the Government;
  - **Trafficking of Persons** – 2 CFR 180 – OMB Guidelines to Agencies on Government wide Debarment and Suspension – may not engage in severe forms of trafficking, procure a commercial sex act or use forced labor in the performance;
  - **Veteran Priority of Service** - Public Law 107-288: Jobs for Veterans Act - Priority of service for veterans (including veterans, eligible spouses, widows and widowers of service members) in qualified job training programs;
  - **Veterans** - Public Law 112-56: Vow to Hire Heroes Act of 2011 - Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans;
  - **Veterans** - that veterans will be afforded employment and training activities authorized in WIA and WIOA Section 134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215), U.S. Department of Labor, Training and Employment Guidance Letter 5-03 and Minnesota's Executive Order 06-02;

- **Voter Registration** - that the required voter registration procedures described in Minnesota Statutes 201.162 are enacted without the use of federal funds;
- **Voter Registration** – 52 USC 20501 – 20511 – National Voter Registration Act of 1993.

## CERTIFICATIONS

By signing and submitting this plan, the local area board is certifying on behalf of itself and the sub grantee, where applicable:

- A. That this ***Regional and Local Workforce Development Area Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota's current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including persons with disabilities) and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d)
- C. that the public (including individuals with disabilities) have access to all of the local area board's and its components' meetings and information regarding the local area board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3)
- G. that the respective contract/master agreement and all assurances will be followed;
- H. that it will ensure that no funds covered under the contract/master agreement are used to assist, promote, or deter union organizing;
- I. that this plan was developed in consultation with the local area board;
- J. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- K. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- L. that local area board and staff are aware of local Workforce Center services, and are working with and referring to the Workforce Center services as appropriate;
- M. that all staff are provided the opportunity to participate in appropriate staff training;
- N. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- O. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- P. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award.
- Q. that the local area board and it's sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

**SIGNATURE PAGE**Local Workforce Development  
Area NameWinona Local Workforce Development Area #18

Local Area Board Name

Workforce Development Board (WDB) #18

Name and Contact Information for the Local Area Board Chair:

<b>Name</b>	<u>Mr. Don Peterson</u>
<b>Title</b>	<u>Owner</u>
<b>Organization</b>	<u>Mississippi Welders Supply Company</u>
<b>Address 1</b>	<u>5150 West 6<sup>th</sup> Street</u>
<b>Address 2</b>	<u></u>
<b>City, State, ZIP Code</b>	<u>Winona, MN 55987</u>
<b>Phone</b>	<u>507-454-5231</u>
<b>E-mail</b>	<u>dop@mwsco.com</u>

Name and Contact Information for the Chief Local Elected Official(s):

<b>Name</b>	<u>Mr. Greg Olson</u>
<b>Title</b>	<u>County Commissioner</u>
<b>Organization</b>	<u>Winona County</u>
<b>Address 1</b>	<u>Winona County Courthouse</u>
<b>Address 2</b>	<u></u>
<b>City, State, ZIP Code</b>	<u>Winona, MN 55987</u>
<b>Phone</b>	<u>507-457-6350</u>
<b>E-mail</b>	<u>golosn@co.winona.mn.us</u>

We, the undersigned, attest that this submittal is the Program Year 2016-2017 Local Plan for our Workforce Development Board and Local Workforce Development Area and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules and regulations.

**Local Area Board Chair****Chief Local Elected Official**Name Don PetersonName Greg OlsonTitle Local Area Board ChairTitle Winona County CommissionerSignature Signature Date 4 May 2016Date 5-10-16

**REGIONAL OVERSIGHT COMMITTEE**

Regional Workforce Development Area

Local Workforce Development Area

MEMBER	ORGANZIATION



## LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs (see section C.2.D.)	Mike Haney	507-205-6055	mike.haney@state.mn.us	David Niermann
Equal Opportunity Officer (see section D.3.B.)	Mike Haney	507-205-6055	mike.haney@state.mn.us	David Niermann
Program Complaint Officer (see section D.5.B.)	Mike Haney	507-205-6055	mike.haney@state.mn.us	David Niermann
Records Management/Records Retention Coordinator (see section D.16.C.)	Jodi Yanda	507-285-7306	jodi.yanda@state.mn.us	Jay Hancock
ADA Coordinator (see section D.22.)	Terry Hoesley	507-205-6050	terri.hoesley@state.mn.us	Jodi Yanda
Data Practices Coordinator (see section D.22.)	Jodi Yanda	507-285-7306	jodi.yanda@state.mn.us	Jay Hancock
English as Second Language (ESL) Coordinator (see section D.22.)	Chris Dahlke	507-494-0900	chris.dahlke@winona.k12.mn.us	Margaret Schild

### Official Name of Workforce Center Winona Workforce Center

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Gerry Krage	507-205-6060	gerry.krage@state.mn.us	Mike Haney
Job Service Manager	Mike Haney	507-205-6055	mike.haney@state.mn.us	David Niermann
Vocational Rehabilitation Services Manager	Jodi Yanda	507-285-7306	jodi.yanda@state.mn.us	Jay Hancock
State Services for the Blind Manager	Michael Neumann	651-539-2348		
Local Workforce Development Area Director	Mike Haney	507-205-6055	mike.haney@state.mn.us	David Niermann
Adult Basic Education (ABE)	Chris Dahlke	507-494-0900	chris.dahlke@winona.k12.mn.us	Margaret Schild
Carl Perkins Post-Secondary Manager	Steve Zmyewski	507-453-2700	szmyewski@southeastmn.edu	Nate Emerson

Official Name of Workforce Center n/a

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative				
Job Service Manager				
Vocational Rehabilitation Services Manager				
State Services for the Blind Manager				
Local Workforce Development Area Director				
Adult Basic Education (ABE)				
Carl Perkins Post-Secondary Manager				
Adult				
Dislocated Worker				
Youth				

**LOCAL AREA BOARD MEMBERSHIP LIST**

<b>Regional Workforce Development Area</b>	Southeast MN
<b>Local Workforce Development Area</b>	WDA #18

MEMBER	POSITION/ORGANZIATION	TERM ENDS
<b>REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA (must be majority)</b>		
1. Beth Ede	1. HR, Winona Agency	1. 6/30/2017
2. Tim Borkowski	2. VP of Manufacturing, Fastenal	2. 6/30/2017
3. Mike Hansen	3. Owner, Schwab Construction	3. 6/30/2017
4. Craig Porter	4. Owner, PlastiCert	4. 6/30/2017
5. Rich Mikrut	5. Owner, Mikrut Properties	5. 6/30/2017
6. Don Peterson	6. Owner, Mississippi Welder Supply Co.	6. 6/30/2017
7. Scott Meier	7. Store & Sales Manager, Severson Oil	7. 6/30/2016
8. Dave Steinquist	8. Area Manager, Mediascope	8. 6/30/2017
9. James Streiff	9. HR, Benchmark Electronics	9. 6/30/2017
<b>LABOR &amp; COMMUNITY-BASED ORGANIZATIONS</b> (20% Minimum and 2 or more nominated by state labor federations and one joint labor-management apprenticeship program labor organization or training director)		
Alice Zimmer	MN State College-SE Technical union member	6/30/2016
<b>EDUCATION &amp; TRAINING</b> (Required: ABE; Higher Education)		
Dr. Dorothy Duran	President, MN State College-SE Technical	6/30/2017
Margaret Schild	Community Education	6/30/2016

<b>GOVERNMENT</b> (Required: Economic Development; Job Service; Rehabilitation)		
Lucy McMartin	Director, Winona Port Authority	6/30/2017
Greg Olson	Winona County Commissioner	6/30/2017

**CONTACT INFORMATION**

NAME	ADDRESS/PHONE/EMAIL
<b>CHAIR</b>  Don Peterson	1460 Gilmore Valley Rd Winona, MN 55987 <a href="mailto:dop@mwsco.com">dop@mwsco.com</a> 507-454-5231 FAX 507-454-8104
<b>VICE CHAIR</b>  Rich Mikrut	PO Box 485 Winona, MN 55987 <a href="mailto:rvmikrut@hbc.com">rvmikrut@hbc.com</a> 507-452-4738
<b>SECRETARY</b>  Craig Porter	300 N Wilson Street Lewiston, MN 55952 <a href="mailto:craigp@plasticert.com">craigp@plasticert.com</a> 507-523-2300

**LOCAL AREA BOARD SUBCOMMITTEE LIST**

<b>Regional Workforce Development Area</b>	Southeast MN
<b>Local Workforce Development Area</b>	WDA #18

<b>Committee Name</b>	<b>Objective/Purpose</b>
Regional Economic Development	<p>The Regional Economic Development Committee provides critical links to the regional, state and local issues, growth, upcoming grants/projects and needs that will affect business and industry on a local and regional level. Members bring information to the WIB as a whole for discussion and determine whether action or outreach is necessary. The purpose is to continue to grow our region and offer an excellent atmosphere in Southeastern MN to make it happen.</p> <p>WIB members are involved in 7 rivers Economic Development Alliance, Aim to Win-3 state Initiative, Regional Competitiveness Partnership for Southern MN, Economic Development Association of MN, and Mississippi Valley Labor Management.</p>
Local Economic Development	<p>Likewise, the Local Economic Development Committee connects with local economic development partners to offer workforce development assistance and stay linked with local representatives.</p> <p>WIB members are involved in Winona County EDA, Winona Port Authority, Winona County Board of Commissioners, Winona Planning &amp; Zoning Commission, Winona Area Composites Consortium, Goodview Business Association, Southeast Grain and Feed Dealers Association, Winona &amp; Lewiston Chamber of Commerce.</p>
Education/Training Committee	<p>The purpose of the Education/Training Committee is to build a network of resources for Job Seekers and Business. These outreach activities provide a link to education, training facilities and partnerships to coordinate activities. Often these links help to develop emerging needs training for program participants and quickly deliver qualified candidates to fill skilled position openings.</p> <p>The Work Experience Advisory Committee provides feedback to the public school about work experience programs offered to students with disabilities through the school system.</p>

	<p>WIB members participate in Southeast MN Training Consortium, Diversity Council, Community Education Adult Literacy, Winona Area Public Schools Work Experience Advisory Committee, and Community Transition Interagency Committee – addressing needs of students with disabilities.</p>
<p>Service Industries</p>	<p>Service Industries are often the binding force in a community. Community Liaisons participate in these service industry boards and committees that develop strong ties to another cross section of the population. With the boomers retiring, there is a strong need to develop the workforce across boundaries.</p> <p>WIB members are connected with Winona Inventors &amp; Entrepreneurs Club, Beyond the Yellow Ribbon, American Legion Post 9, US Naval Academy Information Officer, United Way of Greater Winona Area, Society of Human Resource Managers (SHRM), Moving Ahead to Financial Freedom – a local financial literacy project, Matty’s Place – child advocacy center, Winona County Child Abuse and Neglect Prevention, Winona County Family Services Collaborative, RT Autism Awareness Foundation, Dental access for low income , Boy Scouts of America, Winona County Historical Society, MN Marine Art Museum, WSU Warrior Club, Winona Swim Club, Aquatics Advisory Board, Winona Youth Soccer Association, Winona Health Foundation, Winona ORC, Lions club, Kiwanis, Rotary Club, Habitat for Humanity Winona and Fillmore Counties Board.</p>
<p>Occupations in Demand Task Force</p>	<p>The Occupations in Demand Task Force meets annually to review the most recent Occupations in Demand Report for the local area. The Task Force identifies careers that the WSA will be able to approve for training using Federal and State funds.</p>

**LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST**

Regional Workforce Development Area

Southeast MN

Local Workforce Development Area

WDA #18

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
MN Department of Employment & Economic Development	Fiscal accounting and tracking services.	Job Service, program and grant funds.	n/a	332 Minnesota St. E200, St. Paul MN 55101

**LOCAL WORKFORCE DEVELOPMENT AREA NON-WFC PROGRAM SERVICE DELIVERY LOCATION LIST**

**Regional Workforce Development Area**

Southeast MN

**Local Workforce Development Area**

WDA #18

Name and Location (City)	Program Service Delivered
n/a	





**LOCAL WORKFORCE  
DEVELOPMENT AREA KEY  
INDUSTRIES IN REGIONAL  
ECONOMY**

**Manufacturing:**

Production & Machine Operators –

- machinist/CNC operators
- electronics technician – repair, inspect & test
- solderer, brazer, welder
- tool & die
  - HVAC, fabricators
  - telecommunications line installers

Transportation and Material Moving –

- truck drivers
- forklift operators
- bus drivers

**Health Care:**

Healthcare Practitioners and Technical –

- RN, LPN, CNA, Home Health Aide, EMT
- Medical assistants, medical technologist
- Dental hygienist, dental assistants
- Pharmacy, Surgical, Lab & Phlebotomy Tech
- Therapy Assistants (OT, PT, RT)
- Radiology
- Medical Equipment Preparers

Healthcare Support –

- medical transcriptionist
- health unit coordinator
- medical secretary & records

Human Services –

- case aide, human service assistants
- certified childcare development associate

**Food:**

- dietician tech, nutritionist
- cook

**All Industries:**

Business and Financial Operations –

- bookkeeping, account clerk, accounting

Computer and mathematical –

- network administration & tech
- computer programmer
- web developer
- social media manager
- computer support specialist
- CAD, drafting, illustrator

Maintenance –

- industrial machinery mechanics
- equipment installers/repairers
- automotive service technicians & mechanics
- bus, truck & diesel maintenance
- small engine technicians

Office/Administrative Support –

- clerk/typist, receptionist
- administrative assistant, legal

Sales and Related –

- sales management
- supervisory management

**Agriculture:**

- Veterinary technologist & technicians

**Trades:**

Pipefitters & Plumbers – apprentice & journey worker plumbers & pipefitters

Electrician – apprentice & journey worker electricians, Construction, Boiler Operator

**Emerging Technology:**

Green Jobs: Jobs that use new technology or new products to do existing or new work that ultimately reduces the carbon foot print.

Nano Jobs: related to shrinking down objects so they can perform mechanical, electrical, or chemical processes at a much smaller scale; often jobs use nano-technology but do not have a Nano title.

**Memorandum of Understanding  
Winona Workforce Center  
Workforce Development Area #18**

**1. PURPOSE:**

This Memorandum of Understanding (MOU) is to define the roles and responsibilities as mutually agreed by the parties for the operation of the One-Stop Service Delivery System in Local Workforce Development Area #18 as required under the Workforce Innovation and Opportunity Act (WIOA).

WIOA Section 121(c) requires that each Local Workforce Development Board (LWDB), with the agreement of the Area's Chief Elected Officials (CEO), enter into a MOU with the entities that will serve as partners in the One-Stop delivery system that operates in the Local Workforce Development Area.

WIOA Section 121(b)(1) identifies the federal programs and requirements that the services and activities under each of those programs must be made available through the local area's One-Stop Delivery System. The entities that receive the federal funds for each of these programs including sub grantees are required partners under WIOA Section 121(b)(1).

WIOA Section 121(b)(2) prescribes how entities that provide programs other than those required under WIOA Section 121(b)(1)(B) may participate in the local's One-Stop delivery system as additional partners and provide the services available under their programs through the One-Stop delivery system.

WIOA Section 121(a)(1) and 121(b)(1) requires that all entities that participate in the area's One-Stop Delivery System as One-Stop partners, whether required or additional, must be parties to this MOU and must abide by the terms prescribed herein and by all federal, state, local rules, plans and policies.

**2. INTRODUCTION:**

Under this Memorandum of Understanding, the participating partners agree to operate under the following principles in both external actions and internal behavior:

- A. Universal Eligibility - All job seekers, including those with special needs and barriers to employment, will have access to a core set of services at each

Workforce Center, designed to provide information to make career and labor market decisions. Core, intensive training, and support services will be made available on-site.

- B. Workforce Center System Approach - All job seekers may explore work preparation and career development services and have access to information on a range of employment, training, and adult occupational education programs.
- C. Individual Choice - Employers and job seekers will have access to a multitude of career, skill, employment, labor market and training information to obtain the services and skills they need.
- D. Greater State and Local Flexibility - With the integration of services through a Workforce Center System, the State and local entities will have the flexibility to implement an innovative and comprehensive Workforce investment system.
- E. Greater Role for Elected Officials - State and local elected officials and Workforce Center partners have the flexibility to tailor delivery systems to meet the particular needs of individual communities.
- F. Greater Accountability - State, localities and training providers will be accountable for their performance. The design and management of the Workforce Centers and the delivery of services must be responsive to meeting the needs of employers and job seekers.

**3. SERVICES TO BE OFFERED THROUGH THE Workforce Center SYSTEM:**

**Services to be offered through the Workforce Center System**

The column labeled “Responsible Entity” denotes the lead partner at each Workforce Center. Specific target populations to be served by each partner are identified under Responsible Entity. In all cases, services involve input and participation from all core partners. Where applicable, funding sources are also listed.

<b>CORE SERVICES FOR JOB SEEKERS</b>		
<b>SERVICE</b>	<b>DEFINITION</b>	<b>RESPONSIBLE ENTITY</b>
Resource Room and Minnesota Career Information Resources for all customers.	A collection of information, tools, and computer resources that facilitate a comprehensive job search. These tools include the accessibility tools needed to ensure that those with physical disabilities can use the resource rooms and access	The Job Service partner and Workforce Investment Board will take the lead in outfitting resource areas. Other partners will contribute to the costs, tools and resource materials as appropriate to their funding and

	<p>information. Information includes:</p> <ul style="list-style-type: none"> <li>• descriptive information about careers including future outlooks for employment opportunities in each career and job category;</li> <li>• videos on typical job duties;</li> <li>• periodicals on recent developments in business;</li> <li>• Types of employment enumerated by region, with wage and trend details organized and analyzed by labor market.</li> <li>• ISEEK to assist customers with career and training decisions;</li> <li>• Annual reports, reference books and employer-generated documents and videos to help jobseekers determine whether employer opportunities should be pursued;</li> <li>• Books and materials to prepare for successful interviewing and employment.</li> <li>• Content deemed appropriate at the local level.</li> </ul> <p>Computer resources include: DEED Internet access (including ATB/AJB/ALX), MCIS, MJB, Resume writing software, and a variety of other resources.</p>	<p>applicable rules/regulations.</p> <p>Individual partners will be responsible for agency specific software, databases, equipment, and materials as well as for staff assistance that is specific to their area of expertise. For example, Job Service is responsible for maintaining job bank services, and SSB and/or RS for providing assistance to Workforce Center staff on the use of equipment to aide accessibility.</p> <p>Multiple funding sources</p>
<p>Service Consultation, Initial assessment and comprehensive referral</p>	<p>Front line staff provides exposure to the broad menu of services available. Customers may consult with staff to determine which services are most appropriate. These consultations will include providing access to ISEEK for information on education and training, the locations of such training, methods of instruction, schedules, application process and requirements. ISEEK’s “Consumer Report” will also provide qualitative information concerning the employment outcomes of specific courses, wages and successful completion rates.</p> <p>Front line staff will provide referral for eligibility determination to services that are deemed to be</p>	<p>Job Service serves as lead provider as these services are available to universal customers as well as those who may later be identified as in need of fund specific services. Other partner staff who are resident at each Workforce Center may also be involved. WIA Title IB, State Dislocated Worker and Wagner Peyser funds serve as the primary funding sources, but multiple funding sources are possible.</p> <p>The State of Minnesota with local and Federal input provide certification information for ISEEK. This is funded externally by multiple state and federal resources.</p>

	<p>most appropriate. Additional referrals may be initiated following the initial referral.</p>	<p><b>All Workforce Center Core, Resident and External Partners will be involved in comprehensive referral. This is funded according to partner funding requirements.</b></p>
<p>Eligibility Determination</p>	<p>Data gathering to identify individuals who can access eligibility-based services. Assist individuals in determining whether they are eligible to receive required services.</p>	<p><b>All Workforce Center Core, Resident and External Partners. The new Workforce 1 System is expected to be the Case Management System used for this purpose. Specific program eligibility responsibilities are as follows:</b>  <b>Job Service: Wagner Peyser, some WIA Title IB and State Dislocated Worker;</b>   <u>RS and SSB:</u> Rehabilitation Services   <u>WDI and Experience Works:</u> All adult workers (based on county), WIA Title 1B, Youth, MN Youth Program, MFIP.   <u>WDI and MET:</u> Migrant Workers:   <u>Department of Veterans Affairs (VA):</u> Services to Veterans                   Multiple funding sources</p>
<p>Job Skills and Hiring Requirements, Job Listings , identification of job opportunities and Screening and Referral to Jobs</p>	<p>Universal customers will be able to obtain information on current job vacancies, including the required skills, knowledge, and abilities that are required by hiring sources. Information will be available on wages, hour's benefits and location of work. All Job seekers will be able to access information on how to gain access to job openings such as hiring done through union halls or internal system listings, such as civil service</p>	<p>The Job Service will take the lead in this effort through Wagner Peyser. Other partners will coordinate their efforts with the job service, through a common employer data system and distribution of the Job Service Job order fax form.                   All Workforce Center Core, Resident and External partners may engage in job</p>

	<p>exams. Job information will be available on a local, statewide, national and international basis.</p> <p>Screening and referral to jobs may include an interviewing appointment for a position for which the individual has been matched as suited to employer requirements. Self-referral on appropriate orders is open to all job seekers and partners and is to be facilitated and encouraged.</p> <p>Job Service is responsible for suppressed orders and requested screening.</p> <p>Partners may initially target referrals to job listings obtained through their own individual job development, but should quickly move such orders into the universal posting system.</p>	<p>identification to meet their specific program needs.</p> <p>Multiple funding sources</p>
<p>Job Search Skills</p>	<p>Involves the preparation of individuals or groups of individuals in preparing for employment. Includes learning how to identify employment opportunities, how to market their skills and abilities, organizing a job search, interviewing, completing application forms and resumes.</p>	<p>Job Service will take the lead through Creative Job Search, a universal service that is available to all Workforce Center Customers. "Program specific" Job Seeking/Job Search Skills courses are provided by all other partners who deliver intensive or other "eligibility based" services. These courses focus on the barrier issues that are addressed by the partner's funding sources.</p> <p>Creative Job Search is funded by Wagner Peyser. Other job search courses are funded by their respective programs.</p>
<p><b>CORE SERVICES FOR JOB PROVIDERS</b></p>		
<p>Employer Resources and Seminars</p>	<p>A collection of information that is of interest to employers, including those concerning opportunities and requirements for business. Seminars may include information on the Americans with Disabilities Act, Workers' Compensation, Family Leave Act, Reemployment Insurance Tax, etc.</p>	<p>The Job Service JSEC's take the lead in providing these services. RS and SSB will provide Employer services that are specific to their area of expertise, if requested.</p> <p>JSEC's are funded by Wagner Peyser.</p> <p>WDI, SSB and RS fund services they provide.</p> <p>Both JSEC's, and SSB also provide fee based seminars.</p>

Labor Exchange and Employer Testing	Designed to meet employer preferences and needs. Services may include: -Assistance with Describing Job Requirements -Listing Job Openings -Screening Jobseekers for Referral, including the administration of employer requested testing to identify preferred candidates. Such testing may include proficiency testing.	Job Service  Funded by Wagner Peyser
Americans with Disabilities Act (ADA) Compliance Information Training	Training on the requirements of the ADA so that employers are able to understand and make provisions for compliance with this legislation. Training for individuals and groups.	RS/SSB  Funded by Rehab/SSB funds
Local, Statewide and National Labor Market Information	Basic and specialized data on the types of employment available by geographic area. Wage and trend details are organized and analyzed by labor market experts. Services include aggregate, component, and customized analysis.  Identification of skill shortage areas. Work with training providers who can fill the skill gap, based on experience and success. May pool multiple employer shortages or work with a single employer.	DEED Regional Analyst and South East Workforce Investment Board.  Funded by SEWFIB and externally by DEED.

<b>INTENSIVE SERVICES</b>		
SERVICE	DEFINITION	RESPONSIBLE ENTITY
Comprehensive Testing and Assessment	Partners employ intensive tools to help eligible customers develop a plan of action to achieve their goals. Proficiency testing to establish skill levels, aptitude testing, preference testing, hands-on vocational exploration, temperament, personality and other testing available as needed.	<p><u>WDI</u>: WIA Title IB, State DW, Welfare programs in selected counties and youth.</p> <p><u>RS or SSB</u> : For eligible persons with disabilities</p> <p><u>Job Service</u>: For Veterans/Universal population and for Welfare programs</p> <p><u>MET</u>: Migrant Workers</p>



		Funded by Multiple funding sources
UI Profiling/Initial Assessment.	Analysis of an individual's skills, education and work history in context with their employment goals and the labor market conditions. Objective data concerning the likelihood of finding employment within targeted geographic areas and provided to Unemployment Insurance claimants likely to exhaust reemployment insurance.	Job Service Funded by Unemployment Insurance.
Career Decision Making Skills and Career Counseling	PC based career exploration and decision making activities, that focus on transferable skill analysis, labor market information and consumer choice; interests and aptitudes. Includes staff monitored use of resource room resources, self-service and workshops. Career Counseling includes guidance in interpreting and using available resources to make informed career choices. May include individual or group activities, such as separation grief groups for dislocated workers, and any other activity that would improve employability, other than occupational training.	WDI: WIOA Title I, State DW, Welfare programs in selected counties and youth. RS or SSB: For eligible persons with disabilities. Job Service: For Veterans/Universal population MET: Migrant Workers Funded by Multiple funding sources
Case Management	Long-term guidance and support through a process of finding and using a variety of services that will help an eligible customer achieve economic self-sufficiency.  Program unique case management will be coordinated and offered in compliance with the law as required.	WDI: WIOA Title I, State DW, Welfare programs in selected counties and youth. RS or SSB: For eligible persons with disabilities. Job Service: For Veterans/Universal population and for MFIP. MET: Migrant Workers Funded by Multiple funding sources
Training Assistance	Identifying or providing financial assistance in payment of tuition, books and fees for institutional training. Reimbursement for on-the-job training or payment of work training at public or private non-profit agency. May include entrepreneurial training in the development of marketing, business and financial plans. May include incumbent worker training	WDI: WIOA Title I, Youth and MFIP. Assistance under WIOA and State Dislocated Worker involves those seeking long-term training. Prevocational training, customized training or OJT. RS or SSB: Eligible persons with Disabilities. Job Service: Assistance to Title I and State Dislocated Workers.

		<p><u>MET</u>: Migrant Workers</p> <p>Multiple funding sources</p>
Classroom Training	<p>Basic skills to update and prepare for further training or complete high school or General Education Degree (GED). ESL Training.</p> <p>Occupational skills training.</p>	<p><u>Adult Basic Education Providers</u>: Provide ABE/GED and ESL.</p> <p><u>Rochester Community &amp; Technical College</u>: Primary provider of occupational skills training.</p> <p>WDI: Job Training Center</p> <p>Multiple funding sources are used to cover cost of occupation skills training tuition.</p>
Supportive Services	<p>Direct payments to eligible individuals. Referrals to alternate resources for those needs that cannot be met by one program and of those individuals who do not meet program eligibility. Support services can include transportation, childcare, clothing, testing fees, etc. On-site childcare is available in selected locations. Earned Income Tax Credit is a monthly reimbursement that is available to workers who are eligible for a tax credit.</p>	<p>All Workforce Center Partners</p> <p>Multiple funding sources</p>
Specialized Job Development	<p>Includes identification of employer sites for on-the-job training, the design of adapted job duties to allow the employment of individuals with special needs, development of Work Experience opportunities, job coaching, work evaluation and similar specialized needs as required for Title I, Dislocated Worker, MFIP and Welfare to Work</p>	<p><u>Job Service</u>: Provides specialized job development under Wagner Peyser and State Dislocated Worker programs.</p> <p><u>WDI, RS, and SSB</u>: Provide these services for program specific eligible persons</p> <p>Multiple funding sources</p>
Soft Skills and Retention Services	<p>Counseling and supportive services to eliminate barriers targeted at allowing employed individuals to get and retain employment. May include special workshops or one-on-one sessions. May include fee-based services to local firms.</p>	<p><u>WDI</u>: Provides retention services under WIOA Title I, youth, older workers, welfare reform programs and State Dislocated Worker Programs.</p> <p><u>WDI, RS, and SSB</u>: Provide these services for program specific eligible persons.</p> <p>Multiple funding sources</p>

<p>Adult Basic Education Services</p>	<p>Determine eligibility for ABE services</p> <p>ABE services may include the following:</p> <ul style="list-style-type: none"> <li>• Learner Assessments</li> <li>• Arrangement for supportive services during participation in ABE</li> <li>• Basic Skills</li> <li>• GED, Diploma</li> <li>• ESL</li> <li>• Family Literacy</li> <li>• Citizenship</li> <li>• Intensive Work English</li> <li>• Work Readiness</li> </ul>	<p>All partners use the services of ABE. Partners determine eligibility and refer appropriate ABE/ESL customers to area ABE providers.</p> <p>WDI: may refer for these services prior to participating in post-secondary training or prior to referring for job search assistance (MFIP participants).</p> <p>Multiple funding sources.</p>
<p>Department of Veterans Affairs (VA)</p>	<p><b>Skill identification, training opportunities, specialized job search, job placement, and supportive services are provided to help customers better prepare for successful employment.</b></p>	<p>VA will determine eligibility and provide listed services. They will refer to WFC Partners and provide joint services as appropriate.</p>
<p>Migrant Services</p>	<p><b>English language skills, training opportunities, specialized job search and job placement services are provided to help customers better prepare for successful employment.</b></p>	<p>WFC Partners will refer customers as appropriate to MET and JS. Services are provided to program specific populations by all partners.</p> <p>MET will provide the listed services following referral, establish an individual plan of services and share information on customer progress on a timely basis with appropriate WFC partners.</p> <p><b>Multiple funding sources.</b></p>
<p><b>INTENSIVE SERVICES FOR JOB PROVIDERS</b></p>		
<p>Local Employer Workforce Development</p>	<p>Connection for employers to resources that can assist them in continuing, expanding or creating new businesses. Work with MNSCU to match training to the skill needs of employers to address workforce shortages. ALX and part of ISEEK is this service.</p>	<p>South East Workforce Investment Board, JSEC and DEED.</p> <p>Funded by SEWFIB, Wagner Peyser and DEED funding at the state level.</p>

Rapid Response to Layoffs of Employees	Assistance with planning for the orderly transition of employees who are in jeopardy of imminent layoff or have already received notice of layoff.	Job Service, WDI and State Level Rapid Response Team.  Funded by State DW funds
Work Opportunity Tax Credit (WOTC) and Welfare to Work Tax Credit	A review of available incentives for the hiring and/or training of employees. May include contracting for specific incentives as appropriate.	Job Service, RS and SSB  Multiple funding sources

**Core Services:**

- Eligibility determination
- Outreach
- Intake
- Orientation information services
- Initial assessment
- Job search and Placement assistance
- Labor market information
- Program performance and program costs information
- Supportive services for program eligible
- Information on how to file unemployment insurance
- Welfare to work – MFIP Contract
- Financial aid eligibility – refer to the appropriate training institution
- Follow-up services for program eligible participants
- Business Services outreach and referral to resources

**Intensive Services:**

- Comprehensive and specialized assessments of skill levels and service needs.
- Development of an individual employment plan.
- Individual counseling and career planning.
- Case management for individuals who seek training.
- Short-term pre-vocational services.

**Training Services:**

- Occupational skills training, including training for nontraditional employment.
- Programs that combine workplace training with related instruction.
- Training programs operated by the private sector.
- Skill upgrading and retraining.
- Job readiness training.
- Adult education and literacy activities provided in combination with other training services.
- Customized training.

**4. PERIOD OF PERFORMANCE:**

This agreement shall commence on the date it is executed and remain in effect until amended.

This MOU can be modified by mutual agreement of partners and the local Workforce Development Board with the agreement of the local elected officials.

**5. SERVICE FUNDING AND COST ALLOCATION METHODOLOGY**

Costs will be directly allocated to programs according to the benefits received by each program. The DEED indirect administration cost rate will apply to departmental staff charging. Each program's authorizing law is observed because this plan follows the OMB circulars.

**6. SYSTEMATIC REFERRAL PROCESS FOR Workforce Center CUSTOMERS:**

Referral to most programs covered under WIOA is simply a matter of the Case Manager deciding which program (or group of programs) among the options available will best meet the customer's needs. If other partners' programs seem appropriate, the Case Manager will initiate referral procedures according to procedures set by the receiving partner or provide information to the participant.

**7. DISPUTE/GRIEVANCE RESOLUTION**

The parties to this MOU will resolve any disputes or grievances that may arise from this agreement according to the policies set forth in the Administrative Manual for WIOA.

**8. OTHER PROVISIONS:**

- A. Functions or separateness mandated by Federal, State or local laws, rules, regulations or guidelines will not be violated or abridged in the pursuit of co-location of center partners.
- B. Client information with other system partners will be jointly shared, subject to confidentiality constraints and other program requirements.
  - o All partners will be responsible for compliance with existing Federal, State and local laws, rules, regulations and guidelines.
- D. In matters falling under this MOU, management will be provided through consensus of the affected partners.