

SPOKANE CITY-COUNTY WORKFORCE INVESTMENT AREA



**Spokane Area
WORKFORCE DEVELOPMENT COUNCIL**

***SPOKANE AREA (WDA XII)
WIA TITLE I and WAGNER-PEYSER
LOCAL OPERATIONS PLAN MODIFICATION***

For the Period July 1, 2009 – June 30, 2010

May 29, 2009

Plan Narrative

1. How will the local area ensure that both the Recovery Act and regular formula funds are expended timely and concurrently to substantially increase the number of individuals receiving services?

We will move quickly to use both the Recovery Act and regular formula funds to provide career assessments, remedial and occupational training and job search assistance to unemployed workers; help youth access the services they need to pursue education and employment; assist businesses in hiring qualified workers; and other activities that will aid in the economic recovery.

The WIA ARRA funded Summer Youth Employment Program began May 1 in Spokane County. Subrecipients Agreements are in the process of being negotiated and prepared for Adult and Dislocated Worker ARRA funds. Recruiting strategies for additional Adult and Dislocated Worker ARRA funded participants is already underway.

We will spend Recovery Act funding concurrently with other WIA and Wager-Peyser funding and substantially increase the number of customers served and substantially increase the number and proportion of those receiving training.

The targets in PY09 for program services are 480 participants in the WIA Adult program and 565 in the WIA Dislocated Worker program. Under our WIA Youth programs, we will serve 400 youth in the Summer Youth Employment Program plus 450 youth in PY 09-10 with year-round dollars.

We will track and closely monitor Recovery Act funds separately from other WIA and Wagner-Peyser formula funds to insure that Recovery Act funds are being spent wisely and expeditiously and that contractors and subrecipients are using the correct cost categories and spending within cost limitations. It is our plan to expend the majority of the Recovery Act funds by June 30, 2010 even though the funds are available through June 2011.

Recovery Act, WIA Title I and Wagner-Peyser resources will be integrated through the implementation of the WorkSource Framework Integration Initiative where two functionally integrated Comprehensive Services Teams will provide services to customers. These teams will include staff from WIA Adult and Dislocated Worker Programs, Wagner Peyser, Unemployment Insurance, Claimant Placement Program, Job Search Review, Veterans Programs, Division of Vocational Rehabilitation, and WorkFirst. Customers will be co-enrolled into Wagner/Peyser and Adult WIA/ARRA.

2. How will the local area increase access to education and training opportunities for adults and dislocated workers needing new skills?

Marketing efforts aimed specifically at adults and dislocated workers needing new skills will be enhanced so that this population is aware of the education and training opportunities available through the WIA program helping these workers advance along career pathways in high-growth industries, and help them gain access to and/or remain in the middle class. These enhanced marketing efforts include the use of a variety of media such as newspaper advertising, pamphlets, and community wide events.

Veterans and eligible spouses will continue to receive the highest priority of service in accordance with federal, state, and local policies. We are also working with the local Veterans Task Force to design and implement strategies to increase awareness of education and training opportunities available through WIA so that more veterans and eligible spouses can benefit from

WIA services. The local Veterans Task Force is comprised of all the organizations that serve veterans in Spokane County.

Additionally, new referral mechanisms have been worked out with the Community Colleges of Spokane so that WorkFirst and Worker Retraining participants planning to attend college will be referred to WIA for possible enrollment prior to their school start. We will maximize the use of I-BEST programs offered through the Community Colleges of Spokane so that adults needing basic education or English language education can receive that training in connection with occupation skills training.

The WDC will also contract directly with institutions of higher education and eligible training providers to facilitate training of multiple individuals in high-demand occupations. We are currently partnering with the Business and Community Training Center (BCT) through the Institute for Extended Learning to develop a customized training class for A&P mechanics for the aerospace industry. We will keep an eye towards working with the BCT to develop short-term training opportunities to address the requirements of new "green jobs" that have been created or identified.

The WDC ITA policy has been reviewed and funding caps and maximum length of training time has been increased to address the current labor market conditions and long-term unemployment. Enhanced supportive services will also be available to support the employment and training needs of these priority populations.

All available training resources will be identified and leveraged so that a comprehensive training plan can be developed that meets the needs of WIA participants so they can successfully complete their training and reenter the labor market.

3. Has the local area reviewed existing eligible training providers' and their capacity to meet the current and near-term projected needs for additional training enrollments in demand courses?

As an intrinsic and ongoing part of its strategic and operational planning and service strategy development, the SAWDC has been engaged in dialogue with a broad coalition of community stakeholders. The goals of our partnership are to determine current and future regional workforce needs, secure and leverage resources to fund activities, and create programs and capacity at area educational institutions which prepare workers for lifelong success in existing and emerging careers.

Much work has been done to analyze regional labor market data and project skill needs across targeted industry clusters. Participating members of the planning team have included representatives from post secondary education, economic development, business, secondary education, local and state government, and community-based organizations. The information developed is being utilized by local institutions of higher education and eligible training providers to cross walk with available training programs and identify gaps and training system capacity constraints.

Where such gaps in skill development and/or system constraints are found, the SAWDC is using a competitive process to procure services, which will expand needed training capacity and provide to customers a variety of viable career pathways which to pursue through further education. The SAWDC also continues to use the Demand/Decline List to both reflect the current labor market and to guide decision making by eligible training providers and customers as they determine where to invest their time and efforts for future successful labor market outcomes.

4. Describe the local plan for increasing access to reemployment services for UI claimants identified as most likely to exhaust their benefits?

The WorkSource design employs a functionally integrated customer flow model for both front-end services and the skills/employment function. Trained staff, strategically placed the Comprehensive Service Teams, will streamline and enhance customer flow into and through the WorkSource Center. The service delivery process will include significant staff involvement with the customers.

The Comprehensive Service Teams will be made up of staff from all programs and fund sources that are knowledgeable and have the authority to provide the services customers need. When a customer enters the Center they will be referred to a team comprised of staff, regardless of funding source, which will be able to assist them in determining the next appropriate steps to reach their employment goals. The proximity of specific program knowledgeable staff located in the teams will add uniformity to information and services provided to our customers. Customers will have immediate access to staff that can assist them with their needs. Staff will assist customers in assessing their personal barriers to employment; develop an employment service plan unique to the individual. This service plan will include an employment goal, planned activities and an approach to self-sufficiency. Staff will assist customers in accessing other related services necessary to enhance their employability and related needs. Members of these teams will assist targeted job seekers through a continuous engagement process in order to support the development of career ladders and employment pathways. The employment service plan will include follow up with the customer with scheduled appointments for pre and post employment and/or training.

The Comprehensive Service Teams will include staff from Wagner Peyser (WP), Unemployment Insurance, Claimant Placement Program, Job Search Review, WIA Adult and Dislocated Worker, Veterans programs, Division of Vocational Rehabilitation, and WorkFirst. These staff will provide core and intensive services. Customers will be co-enrolled into Wagner/Peyser and Adult WIA/ARRA in the Comprehensive Service Teams. Co-enrollment between these programs will increase the number of UI claimants eligible to access support service and short-term training funds. No longer will UI funded staff pull the UI population aside and deliver UI focused employment services. All staff in the Comprehensive Service Teams will provide core services to UI claimants. These efforts are intended to have more staff engagement with the job seeker customer resulting in better understanding of their current skill level and allow us to offer customers a step up from their current skills level into better jobs.

5. Describe local strategies and policies to ensure adults and dislocated workers, including UI claimants have universal access to the minimum required universal core services?

After an initial triage at the front desk, introduction to WorkSource services, registration into SKIES, if appropriate, and direction from staff at the reception area, customers signed onto RFS will engage with staff in the Comprehensive Services Teams for more in-depth one-on-one staff assisted services. The team will be made up of ESD staff and partner staff funded by WIA/ARRA, WorkFirst, Wagner/Peyser, Unemployment Insurance, Claimant Placement, Veterans services, Community Colleges of Spokane, Labor and Industries, and the Division of Vocational Rehabilitation.

A menu of staff-assisted services will include at a minimum an in-depth assessment, employability planning, job search assistance, skill development opportunities, and referrals to short or long term training. Customers will receive a full SKIES registration, if appropriate, an initial assessment, an optional work skills assessment, i.e. KeyTrain or WorkKeys, and employment counseling. It is at this point where a job seeker will be determined job ready or

not job ready. If they are job ready they may be referred to current job openings. They will receive instruction on job search skill development, if appropriate, labor market information and information on how to conduct a self-directed job search. If they are determined to be not job ready, they will be referred to job skills training, vocational education, other suitable training or skill enhancement opportunities such as KeyTrain remediation.

An employment service plan will be jointly developed by the job seeker and staff. Job seeker customers identified as exclusively labor-exchange (job-ready with existing skills in demand or in industries where the work is seasonal and job placement is the only goal of the customer) could receive a different mix of services, such as a quick job referral, focused on finding immediate employment. All services will be entered into SKIES. Job seekers will be co-enrolled into WIA/ARRA and Wagner/Peyser and considered WIA participants. It will be the responsibility of the Comprehensive Services Team to follow up with customers and set a plan for continuous engagement. This model engages customers one-on-one with staff at the very beginning of their relationship with the WorkSource Center and continues until such time as it is deemed unnecessary.

All customers, adults, dislocated workers, UI claimants, targeted populations, public assistance customers, Veterans and eligible spouses and low-income individuals will receive the core services noted above.

6. Describe how ARRA funds will enhance local integrated service delivery strategies in the following functional areas: front-end, skills/employment, and business-services.

Front End: In order to assess and evaluate individual circumstances, staff at the reception desk will engage the customer in a brief conversation to ascertain the reason for their visit to the Center. Through this quick needs assessment, staff will be able to determine the appropriate next step for the customer to take. New customers will be registered into SKIES via a partial registration. Current customers will have the information in SKIES updated as appropriate. Job seekers will be introduced, via an orientation, to WorkSource and given information about employment and training resources available at the local delivery site which will include an overview of the job search enhancement workshops. Qualified customers may receive a quick job referral, connection to the UI TeleCenter, information about various services available at WorkSource, or be placed on the Referral for Services (RFS) screen for more in-depth desk side services. Customers placed on the RFS screen will receive desk side services from members of a functionally integrated team located on the first floor of the WorkSource Center. Members of the function integrated team include WIA/ARRA staff.

This model will allow quicker access to the full range of core services. Customers who are engaged in case management or training activities will be directed to the appropriate staff. These pathways will lead to improved customer flow overall and will yield significant progress towards reaching the optimum goal of moving customers into training or employment.

Skills/employment: The Skills/Employment functions of staff-assisted services in the Center will include at a minimum an in-depth assessment using a variety of tools such CASAS, KeyTrain, WorkKeys etc., the development of an employment plan, more individualized job search assistance, skill development opportunities such as basic computer literacy, increasing reading, and math levels, and referrals to short or long-term training. Through the use of these tools, customers will increase their abilities to find employment, identify their skills and skill deficits, identify employment barriers, and locate resources to address them that will ultimately transition them into occupations that are in demand in the current labor market.

Business Services: The Business Services Team, made up of WorkSource system partners, will engage in making an increased connection between employers and the current job seeker

inventory resulting in higher quality job referrals and employer satisfaction. Business Services will work with American Recovery and Reinvestment Act employers and provide them the WorkSource connection to meet their hiring needs. The Business Services Team works in tandem with the Regional Labor Economist to identify demand, high growth and high wage industries and occupations in targeted industry clusters and connects those to the current job seeker inventory. Members of the Business Services team are assigned specific industry clusters to contact for the purpose of conducting a business needs assessment. Once this workforce intelligence is gathered, it is disseminated throughout the WorkSource Center through various communication mechanisms. Two WIA staff are members of the Business Service Team (BST). These staff work closely with the BST and communicate with employers to develop OJT and work experience opportunities for WIA/ARRA customers.

7. Describe local efforts to target training to regional economies, including high growth and emerging industry sectors and awarding ITAs for careers in energy efficiency, renewable energy, “green” collar jobs, and health care as discussed in the Recovery Act?

Stimulus funds will have a significant impact on our economy. Spokane County jobs could see an increase of 5,600 jobs. Construction and Manufacturing, two of our vital industry clusters, are likely to experience particularly strong job growth under stimulus packages aimed at infrastructure, energy, and education. Health Care will also benefit, as money will be funneled into new programs such as electronic record keeping and increasing health care insurance coverage to unemployed workers. Education is another industry that will benefit in wide ranging areas from re-training workers to improving the training of tomorrow's workforce.

It is anticipated that the emerging Clean Energy discipline will become a well defined cluster in the future. Washington State Employment Security completed a report (February, 2009) of a survey of private-sector employers. The goal of the survey was to identify the number and type of jobs in the state's emerging green economy and to establish a baseline measure that can be used to track industry and job growth in Washington's "green economy". The survey found that the green economy is rooted in the development and use of products and services that promote environmental protection and energy security. It is comprised of industries and businesses engaged in:

- **Energy efficiency:** Fifty-four percent of all green jobs. Main industry Construction. Spokane is estimated to have 1,516 jobs in this sector
- **Preventing and reducing pollution:** Thirty percent of all green jobs. Main industries Agriculture, Construction, Waste Management and Remediation. Spokane is estimated to have 305 jobs in this sector
- **Mitigating or cleaning up pollution:** nine percent of all green jobs. Main Industries Professional & Technical Services, and Waste Management and Remediation. Spokane is estimated to have 259 jobs in this sector
- **Renewable energy:** Four percent of all green jobs. Main Industries Construction Professional & Technical Services, Waste Management and Remediation, Agriculture and Manufacturing. Spokane is estimated to have 225 jobs in this sector

The top six occupations as a function of the green core areas are: Electricians, Carpenters, Construction Laborers, Architects, Civil engineers, and HVAC mechanics and installers. A more complete list can be found on workforceexplorer.com. The list will be revised as new data becomes available.

Local efforts to target training to regional economies, including high growth and emerging industry sectors and awarding ITAs for careers in energy efficiency, renewable energy, "green" collar jobs, and health care include the use of potentially six methods of providing training - Individual Training Accounts (ITA), Customized training, On-the-job training, contracts with institutions of higher education and other eligible training providers, contracts with community-based organizations and registered apprenticeship. The use of these training modalities will be aimed at the targeted industry clusters identified by the Spokane Area Workforce Development Council - manufacturing, health care, construction, transportation/warehousing, and business services, in addition to the emerging "green" economy. Seventy-five percent of all Adult and Dislocated WIA ITA funds must be used for training in a targeted industry.

Discussions are underway throughout the Spokane community with other organizations/entities that have received stimulus act funding so there is a coordinated workforce development effort to recognize opportunities to prepare workers for "green jobs" and maximize the return on each investment in terms of the number of workers employed or reemployed through other sources of federal funding. We are expecting to expand existing WIA training components such as customized training and registered apprenticeship programs that have the potential to prepare workers for careers in "green jobs".

8. States are to ensure that supportive services and needs-related payments described in WIA section 134(e)(2) and (3) are available to support the employment and training needs of priority populations. Will the local area offer supportive services and needs-related payments (NRPs) to eligible adults and dislocated workers?

Supportive services as described in WIA section 134(e) (2) and (3) and in accordance with local policies will be available to WIA Adult, Dislocated Workers and Youth Program participants. The Supportive Services Policy is in the process of being reviewed and will be updated as determined necessary to order to be responsive to identified needs/requests associated with longer term training and current labor market conditions potentially extending the length of unemployment. Needs-related payments (NRPs) will not be offered in accordance with SAWDC Policy E. 1, effective July 19, 2000.

9. How the local area will deliver summer youth components including employment opportunities that include work experience? Describe the anticipated program design for the summer youth program including the time period involved.

Over 400 youth will participate in paid work experiences between May and September 2009. Prior to starting a paid work experience, all youth will attend six hours of work readiness workshops offered at locations throughout the community. Workshops will be designed to provide training on the skills needed to be successful in the workplace. Students will be divided into appropriate groups (16-18 year olds, 19-24 year olds). Skill Development will include applications, resumes interviewing, financial literacy, attendance, punctuality, communication, and conflict resolution. Workshops will place a strong emphasis on workplace safety. Workshops will include a work readiness pre and post assessment. Participants 18-24 year olds interested in careers in the building trades will attend an OSHA safety training course. Occupational skills training will be available in areas such as First Aid/CPR, NAC, automotive lube and oil service, customer service, and welding.

All summer participants will work in a WEX over the summer months for a minimum of 120 hours. Work schedules will vary from 20 to 40 hours/week depending on age, ISS goals, and educational or training objectives. Youth who are only looking for summer employment may work from 30-40 hours per week for up to 16 weeks.

Worksite placements will be matched based on participant interest, age appropriateness as well as employer need with an emphasis on the SAWDC targeted Industry Clusters. There will be seven work teams created serving 60 youth and all others will be placed at scattered sites. AmeriCorps' Spokane Service Team will have 15 AmeriCorps placements available to summer youth who want to explore careers in building trades apprenticeships and acquire green construction and weatherization skills. Other opportunities available to participants are child care, healthcare, green and clean, information technology, business and professional services, customer service, retail/wholesale, logistics and transportation, manufacturing, and education.

10. To what extent does the local area plan to complement youth work experience with classroom-based learning? As noted in TEGL 14-08, local areas have the flexibility to determine for each youth participant whether academic learning must be directly linked to a summer employment opportunity.

Long range career goals to be achieved beyond the summer program will be discussed to give the participant targets to pursue after the summer program is completed. Goals may include post secondary education, vocational or occupational skill training and certification, obtaining a driver's license, GED or high school diploma attainment, WEX, and/or unsubsidized employment. The ISS tracks progress, accomplishments and overall involvement in the program. See the attachment section of this proposal for a sample ISS.

Prior to starting a paid work experience, all youth will attend six hours of work readiness workshops offered at locations throughout the community. Workshops will be designed to provide training on the skills needed to be successful in the workplace. Students will be divided into appropriate groups (16-18 year olds, 19-24 year olds). Skill Development will include applications, resumes interviewing, financial literacy, attendance, punctuality, communication, and conflict resolution. Workshops will place a strong emphasis on workplace safety. Workshops will include a work readiness pre and post assessment. Participants 18-24 year olds interested in careers in the building trades will attend an OSHA safety training course. Occupational skills training will be available in areas such as First Aid/CPR, NAC, automotive lube and oil service, customer service, and welding. See the attachment section of this proposal for a Work Readiness Outline.

Combining education and work will produce a workforce that meets the needs of employers. Services will be provided to those on a post-secondary track who want to prepare for post-secondary placement testing. When a high school participant is working on retrieving graduation credits through the NET program, they will also work 20 hours per week at a WEX site. Dropouts wanting to finish their education will be scheduled for 16 hour per week GED preparation and work 20 hours per week. Education preparation and testing is offered by the Community Colleges of Spokane at the NGZ. Through our assessment process and ISS development, participants and practitioners will plan for educational gains.

11. Describe how the local area will oversee youth activities and summer employment, and train staff in implementing the various aspects of summer employment, including appropriate wage and hour provisions, child labor laws, and work site supervision and safety?

The program staffing model is based on a comprehensive and shared case management system. This prorates all existing staff between the year round WIA Youth Program and the Summer Program, which utilizes the experience of current program staff. The program will hire a total of 22 full-time temporary staff: Nine WorkSource Specialists, eight Team Leaders, two Intake Specialists, one receptionist, one Employer Development Specialist, and one Lead Supervisor.

WorkSource Specialists and Team Leaders will provide case management services to a minimum of 406 participants. Employment Consultants will conduct work readiness workshops, job seeking, and soft skills workshops. They will oversee volunteer projects and coordinate all employer and college campus tours. The Employer Development Specialist (EDS) will develop worksites, job develop for On-the-Job Training agreements and unsubsidized employment opportunities, coordinate employment sites and follow up with employers who host a Work Experience participant. The EDS will interface weekly with the WorkSource Business Services Team to communicate and coordinate employer contacts and information. The Intake Specialists will coordinate orientations, process intakes, prepare timesheets for transmittal and support the youth team. The Program Assistant reviews applicant eligibility, assists with marketing, reception, staff support, and MIS data entry. The Receptionist will greet customers, route calls and provide administrative support to the team. The Lead Supervisor will have oversight of the summer staff and work with the Youth Services Manager to implement day to day operations and assist with program wrap up.

The key to developing meaningful, safe, and well supervised worksites for youth is the relationship with the employer host site. NGZ staff have placed youth with 69 WEX sites and made 246 unsubsidized placements since July 2007. New sites have already been developed to meet the volume required for the summer program. When a business is determined an appropriate host site, the NGZ staff will complete a Master Worksite Agreement and provide host supervisors with a program overview, supervisor expectations, and time sheet training prior to participant placement.

12. Does the local area plan to ensure that every youth has the opportunity for developing and achieving career goals through education and workforce training including the youth most in need of assistance?

All youth have the opportunity to develop and achieve career goals by accessing services through the Next Generation Zone. In partnership with the Community Colleges of Spokane, Next Generation Zone, and Spokane Teachers Credit Union, all youth are offered access to on-site GED preparation and testing and workshops including Financial Literacy, How to Get and Keep a Job, Completing Applications, and Creating a Resume. Additionally, any youth enrolling in WIA services will work with a WorkSource Specialist to develop an Individual Service Strategy.

The Spokane Workforce Consortium's model for a Summer Youth Employment Program builds on their existing quality award-winning year-round program. This is a proven system of comprehensive service components including:

- Outreach
- Assessment
- Program orientation
- Individual Service Strategy plan development
- Workplace readiness workshops on job seeking, workplace safety, and financial literacy
- Post secondary and career exploration
- Work Experience (WEX)
- Education, including GED preparation and credit retrieval
- Occupational skills training
- On-the-Job Training (OJT)
- Supportive services
- Leadership development
- Comprehensive guidance and counseling referrals
- Unsubsidized employment

LOCAL OPERATIONS PLAN ASSURANCES
for the
American Recovery and Reinvestment Act 2009

Signatory officials assure that:

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

The Workforce Development Council has procurement policies and procedures, which meet all applicable federal, state, and local laws, rules, and regulations, including DOL and State policy and guidance related to the American Recovery and Reinvestment Act.

Exceptions to the use of Individual Training Accounts are justified pursuant to 20 CFR 663.430 and related Federal and State guidance in the context of the American Recovery and Reinvestment Act and only upon Washington State successfully obtaining a waiver to allow for Youth ITAs. Local use of Youth ITAs meet all criteria pertaining to this Youth ITA waiver.

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

Funds will be used to supplement annual WIA and Wagner-Peyser appropriations and must only be used for activities that are in addition to those otherwise available in the local area (WIA sec.195(2)). To that end, Recovery Act funding is to be spent concurrently with other WIA and Wagner-Peyser funding, and should not be used to replace state or local funding currently dedicated to workforce development and summer jobs.

The Employment Security Department, Employment and Career Development Division and the Workforce Development Councils will ensure the funds will be used to meet the Congressional and the Federal Administration intent, including that the majority of these funds will be utilized within the first year of availability.

Plan Signatures

This Local Operations Plan Modification is submitted for the period of July 1, 2007 through June 30, 2010 in accordance with the provisions of the Workforce Investment Act Title-I-B and the Wagner-Peyser Act (as amended by Title-III of WIA), and the America Recovery and Reinvestment Act.

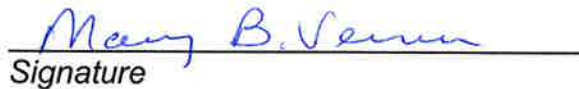
We certify that the agencies and officials below have been designated to represent the Workforce Development Area and the Employment Security Department in the capacities indicated for the Workforce Investment Act, Title-I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of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

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

Workforce Development Council Chair

Chief Local Elected Official(s)


Signature


Signature

Julie Meyer
Name (printed or typed)

Mary Verner
Name (printed or typed)

SAWDC Chair
Title (Council Chair)

Mayor, City of Spokane
Title (Chief Local Elected Official)

Date

Date

Chief Local Elected Official(s)

Local Wagner-Peyser Representative


Signature


Signature

Todd Mielke
Name (printed or typed)

Frankie Arteaga
Name (printed or typed)

Chair
Spokane County Board of Commissioners
Title:

WorkSource Area Administrator
Title:

6-19-2009
Date:

6/25/09
Date:

State Wagner-Peyser Representative

Signature

Name (printed or typed)

Assistant Commissioner
Employment & Career Development Division
Title:

Date: