

Onondaga Local Workforce Development Area

# Local Plan

July 1, 2021 – June 30, 2025

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## Strategic Planning Elements

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

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

7/20/21

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

The Local Area developed its demand occupations in consideration of empirical data provided by the New York State Department of Labor's (NYSDOL's) Division of Research and Statistics; the Central New York Regional Economic Development Council (CNY REDC), projections provided by local and regional businesses and supplemental information obtained by job seekers and staff members. As this data is fluid, the Board is updated via Committee meetings (Program Committee, Executive/Finance Committee) and Board meetings. Additionally, the Associate Economist for the Central New York Region with NYSDOL's Division of Research and Statistics delivers a labor market presentation directly to the Onondaga Local Workforce Development Board (LWDB) on a regular basis; the most recent labor market presentation was provided to the LWDB on April 30, 2021.

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

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

Health Care Sector - The health care sector presents many career/job opportunities in the Central New York Region. Even prior to the pandemic, there were a record number of jobs in Central New York. The importance of this sector to the Central New York economy has been strengthened further in light of the global pandemic; the health care sector is projected to be the Central New York Region's fastest-growing industry throughout this decade.

Warehousing/Storage and Distribution Sector - The warehousing/storage and distribution sector has grown in the Central New York Region with the expanding demand for online shopping. Regional growth in this sector is further supported by the development of Amazon distribution facilities currently being developed in Onondaga County.

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**Computer-related and High Tech Sector** - The computer-related and high tech sector has grown in the Central New York Region in response to business and personal needs. The global pandemic accelerated the growth in this sector with professional services, education and service-related employers relying heavily on technology to conduct business. Even though the economy has reopened, individuals continue to rely on technology for work-related and recreational purposes.

**Education Sector** - The education sector, including Pre-K through 12 and higher education represents a strong industry in Central New York. The demand in this sector has increased as a result of baby boomer retirements, as well as early retirements precipitated by the pandemic.

**Agribusiness and Food Processing Sector** - New York State is the nation's third-largest producer of fluid milk and commodity crops representing more than \$1 billion in annual sales. Central New York is a significant contributor in this sector and is increasingly focused on value-added opportunities for agribusiness, including food processing.

**Advanced Manufacturing Sector** - Manufacturing represents 10 percent of Central New York's total employment and sub-sectors. It includes digital electronics, radar and sensor systems and unmanned aerial systems. This sector supports expanding global markets in security, information technology and defense.

**Clean Energy and Environmental Systems** - Central New York has one of the highest concentrations of private sector "green jobs" of any region in the country. The Region is home to New York State's Center of Excellence in Environmental and Energy Systems (Syracuse CoE), a consortium of more than 200 research institutions and private sector companies related to this sector.

**Skilled Trades and Construction Sector** - The skilled trades and construction sector provides an ongoing and expanding demand in the Central New York Region. This demand is driven by the need to support economic expansion in the aforementioned sectors, as well as the need to support special projects in other sectors. Even though this industry may be sensitive to fluctuations in economic conditions, construction jobs tend to pay well and the industry is projected to continue growing with the upcoming Interstate-81 Viaduct Project, other large regional construction projects and plans for infrastructure improvements. Further demand for skilled trade workers will be created as baby boomers continue to age out of the workforce.

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

Businesses in each sector identified in response to Question a.1., have numerous employment needs. Though not exhaustive, the list includes:

Certified Nurse Assistant, Home Health Aide, Licensed Practical Nurse, Registered Nurse, Nurse Practitioner, Physician's Assistant, Pharmacy Technician, Pharmacist, Physical Therapy Aide, Physical Therapy Assistant, Physical Therapist, Occupational Therapy Aide, Occupational Therapist, Speech Therapist, Emergency Medical Technician, Paramedic, Medical Assistant, Dental Assistant, Engineer, Computer Numerical Control Operator, Athletic Trainer, Hazardous Material Removal Worker, Food Server, Maintenance

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Mechanic, Heating Ventilation and Air Conditioning Technician, Auto Mechanic, Construction Technician, Central Service Technician, Accountant, Account Clerk, Computer Support Technician, Human Resources Manager, Human Resources Assistant, Electrical Engineering Technician, Welder Fitter, Electrical Maintenance Technician, Manufacturing Technician, Cook, Building Performance Institute Building Analyst, Building Performance Institute Envelope Specialist, Plumber, LEAN Six Sigma, Solar Installer, Electrician, Teachers, Teacher Assistants and many more.

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

The Central New York economy supports workforce demands across the skill continuum. While the most highly skilled positions require higher levels of education and/or training, there is strong consensus among employers that pre-employment skills (often referred to as "soft skills") are fundamental to jobs in low, middle and high skill occupations. These skills include communication skills, cultural sensitivity, workplace etiquette, problem solving, teamwork, conflict resolution, time management, interpersonal skills, critical thinking and others.

Twelve of the fifteen fastest growing occupations (identified by the New York State Department of Labor) are in the health care industry, and among those, ten require post-secondary education; four require post-graduate education.

Occupations with the largest growth (identified by the New York State Department of Labor) include four in the health care industry, three of these occupations are tied to the food service industry and two are in the building trades and construction industries.

According to Burning Glass information, for the greater Central New York Region, from September 2020 through May of 2021, the top three manufacturing related positions with open requisitions were Laborer/Warehouse Worker, Production Worker, and Manufacturing/Production Technician. All three of these job titles is considered entry level by the manufacturing sector and no technical skills are required for hire. However, the acquisition of basic manufacturing skills and employability skills prior to employment or as part of a robust onboarding process, makes the candidate more likely to be hired and also increases the possibility for retention over 90 days. Over the past 9 months the number of open positions for these three job titles has averaged over 1100.

In addition, as evidenced by MACNY's most recent NYSDOL Virtual Job Fair, over 2900 jobs in manufacturing were advertised as available. Of those 2900 jobs, the vast majority were positions that required only a high school diploma and or the equivalent. Years ago, Nobel Prize-winning economist James Heckman noted that US competitiveness in the global economy of the future depends on a workforce that has acquired both the specific technical knowledge needed for specific occupations, as well as a set of broader "employability skills" required to succeed in all jobs, 7 which, according to the US Department of Education, are defined as "general skills that are necessary for success in the labor market at all employment levels and in all sectors." (Perkins Collaborative Resource Network, "Employability skills," accessed January 10, 2020)

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

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i. Current labor force employment and unemployment numbers;

According to information obtained from the New York State Department of Labor's Division of Research and Statistics, the Syracuse Metropolitan Statistical Area (MSA) (including Onondaga, Madison and Oswego Counties) had an average unemployment rate (not seasonally adjusted) of 8.4% for calendar year 2020; the monthly unemployment rate fluctuated widely during 2020 as a result of the pandemic from its low of 4.8% for January 2020 to its high of 17.3% for April 2020. The unemployment rate declined consistently from its April 2020 high to 5.7% recorded for October 2020. Unemployment began climbing through the last quarter of 2020 and into 2021 and peaked at 7.4% for February 2021 before declining to close June 2021 at 5.4%. For the first six months of 2021, the unemployment rate (not seasonally adjusted) averaged at 6.2% in the Syracuse MSA.

There was an average of 305,067 people in the Syracuse MSA's labor force during 2020; the number of people in the Syracuse MSA averaged 303,520 during the first five months of 2021. (This information was derived from Local Area Unemployment Statistics (LAUS) Program). By way of comparison, the 2015 - 2019 American Community Survey (ACS) estimated the Central New York (Cayuga, Cortland, Madison, Onondaga and Oswego Counties) Regional civilian labor force to be 391,066. Given the survey information, it is reasonable to infer that more that 75% of the Central New York Region's workforce is in the Syracuse MSA.

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

According to information provided by the New York State Department of Labor, private sector jobs in the Syracuse Metro Area rose over the year by 12,200, or 5.2%, to 245,200 in July 2021 as the economic recovery continued. Job gains occurred in leisure and hospitality (+5,700), professional and business services (+2,700), trade, transportation and utilities (+1,000), manufacturing (+900), educational and health services (+700), natural resources, mining and construction (+500), other services (+500) and information (+200). The government job estimate increased over the year (+2,200), with the largest gains occurring in local government (+2,900).

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

The following educational and skill levels of the workforce in Central New York (CNY) are taken from a piece entitled "Demographics of the Civilian Labor Force for New York State and the New York State Labor Market Regions" prepared by the New York State Department of Labor's Division of Research and Statistics, and using source data from the Central New York Region 2015-2019 American Community Survey (ACS) Five-Year Estimates.

There are 391,066 individuals, aged 16 years and over, in the Central New York Region's civilian labor force and among that group 370,225 are employed. There are 57,376 individuals, aged 16 to 24; 81,028 individuals, aged 25 to 34; 72,038 individuals, aged 35

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to 44; 84,937 individuals, aged 45 to 54; and 95,687 individuals, aged 55 and above, in the civilian labor force.

The following represents the number of individuals in CNY's civilian labor force, ages 25 to 64, who have attained the educational levels stated, and the approximate percentage this number represents expressed as a function of the civilian labor force, ages 25 to 64. (Data around educational attainment is not provided for individuals 16 to 24 and individuals over 64, even though these age demographics have been included in the total civilian labor force; thus, these percentages might be slightly skewed if they had been applied to the total civilian labor force data.)

- \* 18,107 have less than a high school degree; 5.8% of civilian labor force, ages 25 - 64
- \* 78,845 have attained a high school degree; 25.4% of civilian labor force, ages 25 - 64
- \* 101,747 have some college or an Associate's Degree; 32.7% of civilian labor force, ages 25 - 64
- \* 112,145 have a Bachelor's Degree or higher; 36.1% of civilian labor force, ages 25 - 64

- d. Provide an analysis of workforce development activities, including education and training, in the region.
- i. Identify strengths and weaknesses of these workforce development activities.

Onondaga County is located in the center of the Central New York Region, which, in turn sits in the geographic center of New York State. The Region is rich in knowledge, skills and abilities across the workforce development community. On the services side, the Central New York Region is home to an abundance of prominent educational institutions, business and trade organizations, community-based organizations, strategic partnerships and engaged government leadership. Many organizations across each of these disciplines are highly engaged in workforce development activities.

There is strong educational and apprenticeship capacity in the Central New York Region with numerous educational institutions as demonstrated by:

- \* Strong pre-K through 12 system - the Syracuse City School District has developed a robust Career and Technical Education (CTE) program to help high school students identify and learn skills needed to support projected workforce demands, and connect students to viable career pathways.
- \* Numerous technical education programs, such as those offered by various Boards of Cooperative Educational Services (BOCES), have evolved in response to labor market demands and student needs. For example, Onondaga Cortland Madison (OCM) BOCES Career and Technical Education Programs incorporate internships that connect students to potential career opportunities. Further, many OCM BOCES' programs provide students the opportunity to access federal financial aid.

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\* Numerous community colleges in the State University of New York (SUNY) system; offering degree, certificate and enrichment programs; as well as articulation agreements that support transition to 4-year institutions.

\* Abundance of public (SUNY) and private colleges and universities; including Syracuse University, SUNY Oswego, SUNY Cortland, Le Moyne College, SUNY Upstate Medical University, SUNY College of Environmental Science and Forestry; offering diverse certificate, Bachelor, Master and Doctoral programs; many of these institutions have implemented new degree programs in response to labor market demands.

\* Joint labor management training programs such as the IBEW's Joint Apprenticeship Training Committee.

\* The Manufacturers Alliance Intermediary Apprenticeship Program (MIAP), piloted in Central New York in 2017, currently serves over 60 companies regionally in over 20 different advanced manufacturing trades. MACNY's work through MIAP supports equitable access to registered apprenticeship for all individuals, regardless of their work experience or academic qualifications. Statewide MACNY currently supports over 200 companies. Despite the adverse economic effects of COVID, this year we expect to add over 150 apprentices and award journey worker certifications to over 40 additional apprentices. During the pandemic, employers supported by MIAP maintained over 98% of all active apprentices while increasing pre-apprenticeship activity by 80%. In 2021, the Alliance will develop and pilot programs with a laser focus on youth and adults from Minority and Low- and Moderate-Income communities; creating apprenticeship pathways directly from high school and rapidly upskilling individuals displaced as a result of COVID.

Another regional asset is the presence and strength of prominent business associations such as MACNY, the Manufacturers Association of Central New York and CenterState CEO. Both MACNY and CenterState CEO play leadership roles in connecting workforce and economic development efforts. MACNY President and LWDB Director, Randy Wolken, serves as Co-Chair of the Central New York Regional Economic Development Council. Further, MACNY provides training and supports the development of the skilled workforce needed to drive the advanced manufacturing industry. CenterState CEO leads the Central New York Region's economic development efforts and helps strengthen the connection between workforce and economic development.

#### NEEDS

As described above, the Central New York Region is rich in educational and community assets. That said, there are still numerous needs that go unmet given monetary resource limitations and statutory requirements. With the strength of the Region's workforce development community through its partners, as well as its beneficiaries, there a strong need for additional resources to deploy these assets on behalf of job seekers and businesses in the form of:

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\* Sophisticated assessment tools to objectively assess job seekers' interests, skills and aptitudes, as well as staff resources to help job seekers utilize assessment information in pursuing career objectives.

\* Staff resources to provide intensive assessment, career guidance, case management and placement assistance for job seekers. While these services are available across in Central New York's career centers, current budgets do not allow for optimal staffing of these functions.

\* More resources to provide training, education and skill development for job seekers and incumbent workers through Individual Training Accounts, On-the-Job Training, Incumbent Worker Training and Customized Training.

\* Paid internships for job seekers.

\* Staff training and professional development.

\* Incentives for implementing innovative program strategies.

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

The Local Area has the knowledge, skills and abilities to address the education and skill needs of the local workforce, including individuals with barriers to employment and businesses. Through its engaged Board, commitment of the Chief Elected Officials and other governmental leadership, partnership network, educational/training depth and business support, the Onondaga County Local Workforce Development Area is committed to providing leadership necessary to develop a skilled workforce needed to support the Region's prosperity.

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

The Onondaga County Local Workforce Development Board will use its leadership within the One Stop System to cultivate an educated and skilled workforce, including youth and individuals with barriers to employment and workforce opportunities.

The Board's strategic vision is to develop, attract and retain a workforce that will support local and regional economic prosperity and, in turn, provide career opportunities across the skills' continuum for all job seekers, emerging workers and individuals with barriers to employment. The Board will use its capacity to engage business, leverage partnerships and align resources to drive its vision.

Over the last several years, the LWDB has strengthened its regional approach to workforce development and has defined the following strategic vision:

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- \* To support demand-driven, skill development, education and training for job seekers, emerging workers and incumbent workers to prepare labor supply for career opportunities especially those required in targeted industry sectors.
- \* To expand business-led partnerships to strengthen workforce intelligence, expand relevant education and training capacity, support regional business and economic development, promote reciprocal communication between demand for labor and supply of labor.
- \* To improve access to workforce system for individuals underrepresented in the workforce, including individuals with disabilities and veterans.
- \* To expand representation of targeted industry sectors through membership on Local Workforce Development Boards and Committees.
- \* To improve the alignment of workforce supply with workforce demand throughout the Region by sharing information, leveraging regional business relationships and engaging in regional workforce sector initiatives and strategies.

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

The Onondaga County Local Workforce Area's programs, including programs provided by partner agencies, support one or more goals articulated in the Board's strategic vision. The Board's vision was developed by engaging strategic partners - business, education, elected officials, government, community-based organizations and other stakeholders. This vision is integrated into all workforce development programs and services in the local area.

The Local Area supports demand-driven, skill development, education and training for job seekers, emerging workers and incumbent workers to prepare the labor supply for career opportunities, especially those required in targeted industry sectors. Information on demand-driven, career opportunities and targeted pathways is shared across the local workforce system; it is used to guide job seekers toward education and training that will develop skills for sustainable career opportunities.

For example, the Syracuse City School District (SCSD) has fortified its Career and Technical Education Programs (CTE) to move students toward career and technical pathways. The foundation of the CTE program is its collaboration with business. Starting with its goal to connect students to viable career pathways, businesses have helped the SCSD to identify skills needed to support projected workforce demands. The SCSD works with its teachers to ensure students' learning is aligned with the information obtained from employers. Further, the SCSD recruits teachers from disciplines that reflect targeted industry clusters and then the SCSD works backward with teachers to accomplish those goals. Students start the CTE program in 9th grade with a choice of 24 career pathways, including such career areas as culinary skills, computer forensics, health care and unmanned aerial technology. Some of the CTE programs are tied to college courses and award academic credit to students.

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

The Onondaga County Local Workforce Area works closely and strategically with its core Partners to align available resources and to achieve its strategic vision and goals. This interconnection is established at the Board level, where all core Partners are represented among the Board's Directors. The workforce system partnership is further strengthened through the work of the Board's Program Committee, with its membership represented by core Partners, other workforce development Partners and business. The Committee works through core Partners, staff and the One Stop System Operator to ensure that the Local Area carries out its core programs and aligns resources. Specific steps being taken by the Onondaga Local Area to accomplish this include:

- \* Reviewing WIOA Title II proposals to ensure they align with the Local Area's strategic vision and goals,
- \* Establishing system standards for processes, including: 1) assessment of customer interest, aptitudes, skills and abilities; 2) workshop content and development; 3) referral among and between Partners; and 4) communication, documentation and information sharing;
- \* Using Individual Training Accounts (ITAs), On-the-Job Trainings (OJTs), Incumbent Worker Trainings (EWT), and Customized Trainings to support demand-driven skill development and training for unemployed, underemployed and emerging workers;
- \* Coordinating financial aid and grant resources across Partner organizations to maximize number of system customers who may access skills development, education and training;
- \* Expanding collaboration with ACCES-VR to business services and employer engagement to ensure employer responsiveness to individuals with disabilities;
- \* Cross training all direct service staff members across core Partner programs; and
- \* Streamlining career center practices to encourage and support hardest-to-serve job seekers to access skill development, education and training.

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

The Onondaga County Local Workforce Development Board uses the following performance accountability measures to support regional economic growth and self-sufficiency:

Primary Indicators of Performance:

1. Second Quarter Employment Rate - The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
2. Fourth Quarter Employment Rate - The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.

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3. Median Earnings - The statistical median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program.

4. Credential Attainment - The percentage of participants enrolled in an education or training program (excluding those in on-the-job training and customized training) who attained an industry recognized postsecondary credential, or certificate of completion of an apprenticeship, or certificate approved by the New York State Education Department (NYSED) or another State agency, or a secondary school diploma.

5. Measurable Skill Gains - The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.

6. Business Indicators - Effectiveness in serving businesses

a. Repeat Business Customers - percentage of repeat businesses using services within the previous three years; and

b. Business Penetration Rate - percentage of businesses using services out of all businesses in the State.

The Board will use these performance goals to measure how well the local and regional workforce development system is working to develop, attract and retain a workforce that will support local and regional economic prosperity and, in turn, provide career opportunities across the skills' continuum for all job seekers, emerging workers and individuals with barriers to employment.

## Local Workforce Development System

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

i. Core programs;

The Onondaga County Local Area's Workforce Development System includes the following core programs:

WIOA Title I, Adult and Dislocated Worker Programs Programs - CNY Works' Career Center, Operator (selected through competitive bid) - Onondaga Community College

WIOA Title I, Youth Programs - CNY Works' Career Center

WIOA Title II, Adult Education and Literacy Act programs - New York State Education Department

WIOA Title III, Wagner-Peyser - New York State Department of Labor

WIOA Title IV, Vocational Rehabilitation - New York Stated Education Department (ACCES-VR) and New York State Office of Child and Family Services/Commission for Blind

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

The Onondaga County Workforce Development System aligns various programs with Carl D. Perkins Career and Technical Education Act of 2006. As grant recipient of Carl D. Perkins funds, Onondaga Community College (OCC) serves as the Local Area's One Stop System Operator, as well as one of the local Workforce Development Partners. Further, the Executive Director of the Workforce Development Board serves on the Perkins Advisory Board.

- iii. Other workforce development programs, if applicable.

WIOA Title I, Job Corps - Oneonta Job Corps Academy

WIOA Title I, Indian and Native American Programs - Native American Community Services

Trade Act Title II, Trade Adjustment Assistance (TAA) - New York State Department of Labor

U. S. C. Title 38, Jobs for Veterans State Grants (Vets) - New York State Department of Labor

State Unemployment Insurance (UI) Programs - New York State Department of Labor

Older Americans Act Title V, Senior Community Employment Service Programs (SCESP), National Grantees - Associates for Training and Development, Inc. (A4TD)

Community Services Block Grants (CSBG), Employment and Training - P.E.A.C.E., Inc.

Housing and Urban Development (HUD), Employment and Training - City of Syracuse, Neighborhood and Business Development

Social Security Act Title IV Part A, Temporary Assistance for Needy Families (TANF) - Onondaga County, Department of Social Services - Economic Security

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

One of the fundamental tenets of the Onondaga County Workforce Development System is continuous improvement. This function will be overseen by the Board's Executive/Finance Committee, guided by the Program Committee and implemented by Board management staff and, in some cases by the One Stop System Operator. Management and, when applicable, the Operator will use qualitative and quantitative tools to implement continuous improvement strategies including:

Ongoing review of customer\* data such as education/training completion, credential attainment, employment/retention/earnings outcomes,

Program monitoring to document best practices and problems that need to be addressed,

Customer satisfaction surveys implemented throughout Local Workforce System to ascertain if System is responsive to customer needs and to obtain suggestions for improvement directly from customers,

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Enhanced case management to ensure the System is being responsive to needs of all customers,

Regular inter- and intra- functional team and Partner meetings facilitated by System Operator to solicit opportunities for System improvement directly from front line case managers,

Adoption of best practices demonstrated in high quality, customer-driven workforce systems,

Professional development, including sensitivity training and customer service, to ensure all front line staff employ best practices in working with multicultural job seekers and individuals with disabilities and to encourage creative solutions to continuous improvement and customer service, and

Program monitoring to document compliance and implement corrective action related to contracts and MOUs.

\*"Customer" refers to job seekers and/or businesses who receive workforce development services through the Onondaga Local Workforce Development System.

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

No single, eligible provider can hope to meet the broad spectrum of needs that are evident across all local businesses, workers and job seekers. However, eligible providers are selected with regard to their ability to provide the services necessary to prepare the labor supply (job seeker) to meet a particular workforce demand (business). For example, there is a strong labor market demand for Registered Nurses, and many job seekers express interest and aptitude for this occupation. With this knowledge, it is important to have an eligible provider(s) that will deliver a quality program(s) to prepare job seekers/employed workers to become qualified candidates for Registered Nurse positions.

The Local Area works with the training/education and business community to ensure that there are education/training programs available to fulfill employers' demands for a supply of skilled labor. The Onondaga Local Workforce Development Board monitors programs that have already qualified as eligible providers and are on the New York State Department of Labor's "Eligible Training Provider List" (ETPL). Through its monitoring process, the Local Board must confirm that the students/trainees are: receiving the education/training that has been presented through the ETPL process, achieving the credentialing that may be applicable to the relevant occupation, becoming employed in the field/occupation for which they have been trained and receiving wages that are commensurate with the occupation for which they have been trained.

When the Local Board, through its business and community contacts, learns that there is a gap in training/education to fulfill a workforce need, Board staff will work with relevant employers, as well as education and training providers, to determine how best to support the identified need. Staff will assist potential training providers to complete the requirements for getting the program approved on the ETPL. Once a new program has

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been added to the ETPL, the Board will monitor the program to ensure it is accomplishing the intended goals and that employers have confidence in the trainees' preparation for the relevant occupations.

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

CNY Works, Inc. - WIOA Title I Adult, Dislocated Worker and Youth  
New York State Department of Labor - Wagner Peyser, Unemployment Insurance, Veterans Programs and Trade Act

## Workforce Development and Career Pathways

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

The Board has identified several industry sectors – health care, advanced manufacturing, and building trades – in which to develop career pathways. These industry sectors were selected by the Central New York Regional Economic Development Council (CNYREDC) in its efforts to align with the interconnected strategies, identified by New York State as key drivers of economic growth within the region. Key Local Workforce Development Board Directors will serve as “Sector Experts” to aid in the design and development of sector-specific career readiness curriculum leading to portable, stackable career credentials. Through the Board’s “System” Memorandum of Understanding (MOU) the appropriate education and training partners will be requested to work collaboratively with the “Sector Experts” within the industry sectors to identify core program co-enrollment opportunities.

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

The Board will engage its System Partners to develop a communications strategy designed to recruit and advise prospective students on how to access specific career pathway partners to attain post-secondary credentials. These credentials will include, but not be limited to the National External Diploma Program (NEDP), industry certifications, state licenses, or other certificates and diplomas. The Board will also advance access to post-secondary credentials that are part of a career pathways system with clear education and training strategies, as well as mechanisms and supports for advancing individuals to acquire the requisite core skills and credentials for jobs leading to secure, sustainable employment within the industry sectors.

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

It is the intent to support existing credentials or aid in the development of new credentials that will be transferable or “portable” to other occupations or industries.

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

Yes. The Board intends to collaborate on developing credentials that will be sequential, stackable and portable

## Access to Employment and Services

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

The Onondaga County Workforce Development Board has been using its leadership and extensive workforce system partnership network to expand access to employment, training, education and supportive services for eligible individuals, particularly individuals with barriers to employment. Given this priority, the Local Area has implemented a case management approach to providing services to job seekers. This approach has been adopted to ensure individuals with barriers to employment; including individuals with disabilities, ex-offenders, disconnected youth, limited English speakers, individuals with basic skills deficiencies, veterans and others; have access to the individual workforce services required to be successful in the labor market.

Each job seeker is assigned an individual Workforce Advisor who functions as the case manager. Workforce Advisors collaborate with job seekers to arrange workforce services and supports, provide career pathway information and labor market tools, and work collaboratively with front line Partner staff to coordinate specialized services. The One Stop System Operator will arrange for and/or provide cross-functional training among Career Center and Partner staff members.

This case management approach to providing services to job seekers has proven to be an invaluable tool that was used extensively and effectively throughout the pandemic. At the beginning of the pandemic when job seekers could not meet in person, the case management approach provided a means where system customers could be consistently and conveniently connected to relevant and appropriate workforce development services.

Since the inception of the workforce system, the Local Area has made it a high priority to improve services for individuals with disabilities, including providing additional staff resources and investing in adaptive technology and materials. In implementing the NYS Department of Labor's former "Disability Program Navigator" grant, the Local Area realized the importance of providing the technology and materials for individuals with disabilities, and continues to invest in "state of the art" technology and tools.

The Local Area has prioritized expanding access to workforce services for eligible individuals, and particularly for those with barriers to employment. The Local Area has demonstrated the strength of its commitment to this goal by maintaining the Disability Program Navigator case management function after the grant's funding had concluded. This Case Manager/Workforce Advisor position has become an ongoing staff line item in the Local Area's budget, and serves as a Disability Resource Coordinator. The Disability Resource Coordinator arranges and conducts staff training and development for System

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Partners and Career Center staff members; engages Partner and disability services organizations; researches and recommends adaptive technology, tools and supports; provides expertise in benefit advisement; and engages disability service organizations to help support and design high quality workforce development programs and services for individuals with disabilities.

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

The Local Area facilitates access to services to remote areas, through the One-Stop delivery system, by providing job seekers flexibility in acquiring new skills using innovative technology. In the fall of 2018, the Local Area hired a Workforce Innovation Coordinator (WIC) to assist in developing new service delivery models to meet the needs of the changing workplace. The WIC enhanced current workforce service delivery models through the use of Zoom, Zoom Room and Microsoft Teams. In addition, the WIC introduced the Local Area to distance learning by providing access to multiple Learning Management Systems (Skill Up America, Metrix Learning, Coursera, Career Connections). The new learning management systems allow workers, who are currently underemployed or unemployed, to take courses remotely without the need to commute to the Career Center. While there are barriers to learning remotely, such as the lack of high-speed internet and access to computers, the Local Area partners with community agencies, such as JOBSplus!, which is able to assist with removing one barrier to learning by providing the use of computers.

Skill Up America (Metrix Learning) provides the Local Area additional services, through the comprehensive platform, by delivering assessments, career exploration tools, career pathway design, job search tools and online skill training. Job seekers can take Industry-Recognized Certifications, receive Micro-Credentials (Badges), and print certificates of completion for portfolios. This virtual learning platform assists Workforce Advisors in the development of Individual Employment Plans and provides job seekers with additional skills to follow new career pathways.

The New York State Department of Labor provides the Local Area's unemployed and dislocated worker customers with access to over 4,000 programs across high-growth industries through the use of Coursera. Many of these programs lead to certifications and assist with advancing careers.

In partnership with the North Atlantic States Regional Council of Carpenters, the Local Area provides customers, who attend the SUNY Syracuse EOC Work Smart course, access to the Career Connections Learning Management System. This learning management system introduces students to the carpentry trade and provides knowledge and skills (basic/intermediate carpentry, site safety and tech math) needed to prepare for advanced training or apprenticeship.

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

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All Career Center staff members use the One Stop Operating System (OSOS) as the Center's technology-enabled intake and case management information system. Other system Partners; such as ACCES-VR, JOBSplus! (TANF), OCM BOCS (WIOA Title I), etc., utilize other technology-based management information and case management systems. The Local Area has encouraged the implementation and transition to an integrated system that would benefit all workforce system customers. However, the ability to execute such a plan will require State-level guidance and leadership.

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

The Onondaga County Workforce Development Area provides a full range of high-quality Adult and Dislocated Worker services delivered through the One Stop System. These services may be provided virtually or physically through CNY Works' full service Career Center, located at 960 James Street, Syracuse, NY, and a satellite at 450 South Salina Street, Syracuse, NY. Workforce development services are available remotely through the use of online tools such as Teams, Zoom, Metrix Learning, Coursera, Career Connections Learning Management System, telephone or in person through the physical career centers.

Adult and Dislocated Workers services include: labor market information, eligibility determination, outreach and recruitment, initial assessment, orientation, comprehensive assessment, basic skills remediation, case management, access to technology, technology instruction, job search assistance, placement assistance, career counseling, supportive services, literacy instruction, reemployment assistance, skills development, Individual Training Accounts (ITAs), Incumbent Worker Training (IWT), Customized Training, On-the-Job Training (OJT), adaptive technology, and others. In addition, workforce services are coordinated with special programs including TANF, Trade Act, Unemployment Insurance, Rapid Response, Disability Employment Initiative, etc., for adults and/or dislocated workers who are eligible and appropriate for these Partner programs.

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

Workforce Advisors assist job seekers to coordinate workforce activities with transportation and other supportive services. This is done as the Individual Service Strategy is being initiated and updated throughout the job seeker's participation in the Local System. As the job seeker's needs change, the Workforce Advisor assists in coordinating the supportive services needed to help the job seeker achieve his/her workforce development goals. Whenever necessary, the Workforce Advisors will collaborate with partner agencies to coordinate/access relevant supportive services for customers. The Local Area's comprehensive One Stop Career Center is centrally located in the City of Syracuse. Its James Street location, on a main commercial street, is served by numerous bus routes and is within walking distance of Syracuse's center city business district.

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

The Local Area's Memorandum of Understanding (MOU) provides the foundation for enhancing the quality and availability of services to people with disabilities. Parties to the MOU agree in Section 6, "System Access," to accomplish this by using specific tools including providing staff training and support; direct linkages within a reasonable time to program staff; use of real-time, web-based technology; ongoing staff training and professional development; regular reassessment of program accessibility and continuous improvement of services/programs. Even before the launch of the Workforce Innovation and Opportunity Act, the Onondaga Local Workforce Area, had been designated as an Employment Network, which provides the framework for the Local Area's leadership role in improving the quality and available of services for individuals with disabilities.

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

The contract between the One-Stop System Operator (Operator) provides the Operator with explicit direction to ensure priority for adult career and training services is given to recipients of Public Assistance, other low-income individuals and individuals who are basic skills deficient. This direction is specified in Attachment A (Scope of Services) to the contract between the Operator and the Local Board. The Scope of Services identifies major functional responsibilities. One of the responsibilities is, "Improving Access" and states the Operator is charged with "ensuring information regarding support service resources is available for Local Workforce Development Area (LWDA) (Onondaga County) residents who need help transitioning from unemployment and/or underemployment to gainful employment through support services, including, but not limited to; transportation, child care, clothing, public assistance information, emergency financial support, legal advisement, emergency housing support, and substance abuse support; and establishing practices that create incentives for individuals with barriers to employment who may require longer term services, such as intensive employment training and education services." Another topic, "System Coordination and Improvement," charges the Operator with, "streamlining career center practices to encourage hardest-to-serve job seekers to access skill development, education and training."

- h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of the Workforce Innovation and Opportunity Act (WIOA) (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:
  - i. The physical and programmatic accessibility of facilities, programs, and services;

The Board and One Stop System Operator have executed a contract which includes a provision in paragraph XXI, "Compliance With Laws" of the boiler plate explicitly stating:

"The Supplier also assures that it will comply with the provisions of 29 CFR Part 38 applicable to it - Implementation of the Nondiscrimination and Equal Opportunity



Provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA) - and all other regulations implanting the laws listed above. This assurance applies to the Supplier's operation of the WIOA Title I – financially assisted program or activity, to all agreements the Supplier makes to carry out the WIOA Title I – financially assisted program or activity."

Additionally, the Attachment C, "Attestations, Assurances and Certifications," Item D, "Nondiscrimination and Equal Opportunity Assurance," to the Operator contract states that the Operator "assures that it will fully comply with the nondiscrimination and equal opportunity provisions of the following laws:....." and lists the sections of each relevant law.

All One-Stop Partners have entered into a Memorandum of Understanding (MOU) with the Onondaga County Workforce Development Board. Section 6, "System Access" of the MOU expressly stipulates:

"In compliance with the Americans with Disabilities Act and Section 188 of WIOA, partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support."

The Board will monitor its One-Stop Operator and One-Stop Partners to ensure compliance with the nondiscrimination requirements of WIOA Section 188 and applicable provisions of the Americans with Disabilities Act. This will include an annual review of physical accessibility of facilities, programs and services.

ii. Technology and materials for individuals with disabilities; and

Since the inception of the workforce system, the Local Area has made it a high priority to improve services for individuals with disabilities, including providing additional staff resources and investing in adaptive technology and materials. In implementing the NYS Department of Labor's former "Disability Program Navigator" grant, the Local Area realized the importance providing the technology and materials for individuals with disabilities, and continues to invest in "state of the art" technology and tools.

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

As stated in the response to Question h. ii., the Local Area has prioritized the need to improve services for individuals with disabilities. The Local Area has demonstrated the strength of its commitment to this goal by maintaining the Disability Program Navigator case management function after the grant's funding had concluded. This Case Manager/Workforce Advisor position has become an ongoing staff line item in the Local Area's budget, and this Case Manager serves as a Disability Resource Coordinator. The focus of this staff function is to ensure that the Local Area consistently provides high quality services for individuals with disabilities, adheres to the spirit and intent of the Americans with Disabilities Act and WIOA Section 188 and maintains the Employment Network (EN). These functions are implemented by arranging and conducting staff training and support; researching and recommending adaptive technology, tools and

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supports; providing expertise in benefit advisement; and engaging disability service organizations to help support and design high quality workforce development programs and services for individuals with disabilities.

Further, the Local Area has expanded its commitment to and support for providing high quality workforce development services for individuals with disabilities. Specifically, the Local Area arranged for a member of its management team, the Special Projects Manager, to be trained in the Ticket-to-Work Program. This approach demonstrates the organization's senior-level commitment to the sustainability of this important workforce development service in the event of staff transition.

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

Pursuant to the MOU, One Stop System Partners have formally agreed to the compliance stipulations, detailed in Question h.i., above. Additionally, the MOU defines specific goals toward which the Partners have agreed to strive:

- \* Increase access throughout the Onondaga County Workforce Development System for all workers especially individuals with disabilities, youth and individuals with barriers to employment.
- \* Provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support.
- \* Provide direct linkages within a reasonable time by phone or real-time web-based technology to program staff who can provide program information to the customer.
- \* Provide ongoing system-wide staff training and development to promote communications, program information and creativity throughout the system.
- \* Periodically reassess program accessibility and adjust strategies to improve access, as needs arise.

The Partners will collaborate to identify funding sources that could be used to support these goals. If necessary, the Infrastructure Funding Agreement will be used as a means of supporting the cost of providing additional resources.

## Business Engagement

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

The Onondaga County Local Workforce Development Area facilitates its engagement of businesses by developing professional relationships with businesses of varying sizes and representing a variety of regional industry sectors. Regardless of how these connections are initiated, the Local Area cultivates these relationships with information, open communications and responsiveness. The Onondaga County Workforce Development

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Board leads the Local Area's business engagement strategy, which is implemented by management and front line staff.

The Board's Program Committee; whose members represent business, Partner agencies, service providers and organized labor will provide the framework upon which the Local Area will build service strategies that are responsive to labor market demands. The Program Committee will be charged with assuring that education and workforce development activities in the Region are effective and relevant to current and future needs of employers and to assure that all targeted populations are being served.

Local Area staff members will use the following relationships and mechanisms to engage business and implement the framework established by the Board:

- \* Local Area's Business Services Coordinator is member of the Onondaga County Retention Council, a mechanism to provide seamless services and resource integration that supports business retention and growth. The Retention Council provides the framework where numerous workforce development, economic development and education partners meet monthly to ensure there is a coordinated response to workforce development needs articulated by businesses.

- \* Executive Director's participation with representatives of business, education, economic development, philanthropic organizations in the Central New York Regional Economic Development Council's Talent Task Force.

- \* Collaboration with New York State Department of Labor to host regular Job Fairs virtually and when possible, within the One Stop Career Center; virtual and in-person venues provide mechanisms to directly engage businesses in the local workforce development system and help business services team members to further their knowledge of employer needs.

- \* MACNY President's role as Director on Onondaga County Workforce Development Board and as Co-Chair of the Central New York Regional Economic Council; this relationship will help career center management and front line staff to develop productive relationships with MACNY members.

- \* With the support of Mayor of Syracuse and the Onondaga County Executive, the Local Workforce Development Board has connected with numerous businesses and non-profit organizations to provide work experience opportunities for Summer Youth Employment Program participants.

As Central New York businesses have been recovering from the impact of the global pandemic, many have become engaged with CNY Works to help fulfill their workforce needs. Specifically, businesses have become involved with the Local Area's workforce development services including development of customized training, On-the-Job Training, Incumbent Worker Training, work experience and internship opportunities.

Syracuse Build Initiative - CNY Works partners with CenterState CEO, Central New York's leading economic development organization, to engage employers involved in large local construction projects and to prepare the local workforce for job opportunities that are

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evolving as a result of local construction projects. Further, this relationship will strengthen the connection between workforce development and business members of CenterState CEO and workforce and economic development leaders in the Central New York community.

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

N/A

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

The Local Workforce Development System deploys a variety of strategies and services to help meet the needs of business in the local area. They are:

- \* Business participation as Directors and/or Committee members on Onondaga County Local Workforce Development Board.
- \* Onondaga County Retention Council - mechanism to provide seamless services and resource integration that support business retention and growth; numerous workforce development, economic development and education partners meet monthly to ensure there is a coordinated response to workforce development/economic development needs articulated by businesses.
- \* Remote and in-person career fairs, job fairs - hosted by Local Area at One Stop Career Center and conducted in partnership with New York State Department of Labor on a regular basis.
- \* Job listings for employers through NYS Department of Labor, Career Center and area and Partner websites.
- \* On-the-Job Training (OJT) - to help train new employees and upgrade skills of employed workers.
- \* Incumbent Worker Training (IWT)- to help train new and incumbent workers.
- \* Customized Training - to help train job seekers for career opportunities across an occupation in demand by one or more employers.
- \* Targeted recruitments for specific employers and/or industry clusters.
- \* Labor market information and workforce intelligence shared with job seekers and Partners to help prepare labor supply to meet employers' needs.

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

The Onondaga County Local Workforce Development programs and strategies are closely coordinated with local and regional economic development activities. These efforts begin with the economic development representatives to the Local Workforce Development Board. These Directors include individuals from the City of Syracuse, Onondaga County,

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MACNY, the Workforce Development Institute. Additionally, there are numerous Directors on the Local Board who also sit on the Central New York Regional Economic Development Council (REDC), including the Council's current Co-Chair, Randy Wolken.

Additional coordination occurs by the Local Area's membership on the Onondaga County Retention Council. The Retention Council is a mechanism to provide seamless services and resource integration that support business retention and growth; numerous workforce development, economic development and education partners meet monthly to ensure there is a coordinated response to workforce development/economic development needs articulated by businesses. Council members share information about business and economic development to ensure that workforce and economic development are closely aligned.

There is further coordination with economic development activities through the Local Area's connection to the Central New York Regional Economic Development Council. The Local Board has incorporated the REDC's priorities into its strategic vision.

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

There are numerous tools used throughout the Local Workforce System to promote entrepreneurial skills training and microenterprise services. Job seekers, who are collecting Unemployment Insurance Benefits and meeting the eligibility requirements are invited to participate in the Self Employment Assistance Program (SEAP). These individuals continue to collect their Unemployment Insurance Benefits while working to develop new businesses.

Onondaga Community College, a Onondaga Local Workforce Development System partner, operates the Onondaga Small Business Development Center (Onondaga Center), part of America's SBDC New York. The Center provides professional, confidential, business consulting at no cost to both start-up and existing businesses in a six-county area, including Cayuga, Cortland, Madison, Onondaga, Oswego, and Seneca counties. Job seekers are encouraged to use the services available through the Center. Periodically, representatives from the Onondaga Center will provide workshops and training at the CNY Works' Career Center.

Another resource that is available in the Local Area is the South Side Innovation Center (SSIC), a community based microenterprise incubator operated by Syracuse University's Whitman School of Management. The Director of the SSIC is a Director of the Onondaga Workforce Development Board. The SSIC provides office space and equipment to foster the creation of new ventures and help existing businesses grow. Located in a modern facility on Syracuse's South Side, the SSIC serves as a small-business resource center, hosting training programs, providing advice on individual business plans, and offering access to mentors and professional contacts.

The SSIC provides a professional work environment to small business entrepreneurs who need help in growing their ventures. Entrepreneurs must also be committed to business development on the South Side and neighboring communities. The program is part of the

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larger South Side Entrepreneurial Connect Project (SSECP), which seeks to establish a vibrant entrepreneurial culture on the City of Syracuse's South Side and surrounding communities through the creation of sustainable ventures, infrastructure building, student and faculty engagement through consulting teams, a micro-credit loan fund, training programs for entrepreneurs and opportunities for minority purchasing.

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

Rapid Response activities are led by the New York State Department of Labor by a Rapid Response Coordinator and Rapid Response Team. The Regional Rapid Response Coordinator makes the initial contact with the impacted company's management/human resource management to gather facts and conduct preliminary planning. The Rapid Response Coordinator shares this information with Local Area Board and Career Center management. The Rapid Response team works with Board and Career Center staff to plan rapid response services and activities. Whenever possible, the Rapid Response Team and Career Center staff members will provide informational sessions to affected workers at their worksites prior to dislocation. The agenda for these sessions includes Unemployment Insurance information, continuation of health benefits/COBRA, One Stop Career Center services, training and education opportunities and other information.

## Program Coordination

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

Historically, the Onondaga County Local Workforce Development Area's One-Stop delivery system has had a strong connection with Unemployment Insurance Programs. The linkage between the One-Stop System and Unemployment Insurance Programs was established during the onset of the Workforce Investment programs in 2000. This relationship was strengthened significantly when the local One-Stop Career Delivery System moved its comprehensive career center into its former Franklin Square location in downtown Syracuse. Shortly after the Career Center in Franklin Center was established, the New York State Department of Labor began co-locating numerous staff members into the Center.

The inter-connection between NYS DOL and One-Stop system services has evolved further as Career Center staff have developed working knowledge of system-wide workforce programs and systems. As reemployment services have been strengthened in the Local Area, additional interconnections have been established between Unemployment Insurance Programs and the One-Stop System; Unemployment Insurance recipients may seamlessly access workforce services through the Career Center. This relationship has been extended through case management, interaction with job seekers, common greeting areas, staff training and professional development, integrated staff meetings, business services collaborations, rapid response sessions and more.

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

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i. Coordination of relevant secondary and postsecondary education programs;

The strategy for coordinating education and workforce investment activities in the Onondaga County Local Workforce Area begins at the Board level. There are numerous secondary and postsecondary education program providers serving as Directors of the Onondaga County Workforce Development Board. Specifically, the following education providers are represented on the Board: the Syracuse City School District, Onondaga-Cortland-Madison BOCES, SUNY Educational Opportunity Center, Onondaga Community College, Le Moyne College, SUNY College of Environmental Science and Forestry and the Southside Innovation Center (an entrepreneurship initiative associated with Syracuse University's Whitman School of Management). These Directors also serve on the Board's Program Committee. In addition to education Partners, Committee members will include other Partners and members of the business community.

The purpose of the Program Committee is to increase accountability by ensuring that education and workforce development activities in the region are effective and relevant to current and future needs of employers and to assure that all targeted populations are being served. Through their work, members will strive to fulfill the Committee's purpose by coordinating all Local Area workforce development activities with relevant secondary and postsecondary education, as well as other Partner programs.

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

As stated in response to Question b. i., above, coordination of education and workforce investment activities in the Onondaga County Local Workforce Area begins at the Board level. Board meeting agendas regularly include environmental scans, facilitated discussions and presentations from business, education and community leaders. Board meeting agendas are developed to coordinate workforce strategies, enhance services and stimulate innovative solutions to workforce development in the local area. Ideas that emanate from the Board are carried into the work of the Program Committee for further research, consideration and development.

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

The Onondaga Local Workforce Development Area is rich in workforce development, educational, business and community assets. Many of the organizations and businesses providing workforce development and related services are represented on the Onondaga Local Workforce Development Board as Directors and/or Committee members. Through their engagement at Board and committee meetings, these representatives spend time developing and coordinating workforce strategies, enhancing services and stimulating innovative solutions to workforce development in the local area. While it is not possible to completely eliminate all duplication of services within the Local Area, the Board provides the venue and opportunity to strengthen collaborations across providers and minimize service redundancy.

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

The Onondaga County Local Workforce Development Area's One-Stop delivery system has developed a strong connection with services provided by the New York State Department of Labor's employment service under the Wagner-Peyser Act. A linkage between the One-Stop system and the State employment service was established during the onset of the Workforce Investment programs in 2000. This relationship was strengthened significantly when the local One-Stop Career Delivery System moved its comprehensive career center into its former Franklin Square location in downtown Syracuse. Shortly after the Career Center in Franklin Center was established, the New York State Department of Labor began co-locating numerous staff members into the Center.

The inter-connection between the State employment service under the Wagner-Peyser Act and the One-Stop system was solidified in 2006 when the Onondaga County Local Workforce Development Area developed and implemented its functional alignment plan. This plan fully integrated workforce services provided by the Workforce Investment Act (WIA) Title IB and Wagner-Peyser. Service integration continues today and serves to improve service delivery and avoid duplication of services in the Local Area's Workforce Development System and within its comprehensive career center located at 960 James Street in Syracuse, as well as within services provided through online and remote venues.

The following represent career center functions where service coordination has been strong:

- \* Greeting - answering telephone, general service information, direct customer flow, language assistance and problem solving;
- \* Resource Center - resume assistance, online application assistance, job referrals, technology support, job search assistance, print and electronic media, internet access, job search assistance, employer information, language assistance;
- \* Workshops - pre-employment preparation, resume development, interviewing skills, computer applications;
- \* Business services - customized recruitment, job fairs, rapid response, prescreening, grant information and support; and
- \* Case Management - providing customized response to individual customer needs.

Coordination of Wagner-Peyser services within the One-Stop system services continues to evolve with strong case management, interaction with job seekers, common greeting areas, staff training and professional development, integrated staff meetings, business services collaborations, rapid response sessions and more.

- d. Provide a list of executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center System. This includes agreements between

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the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

The Local Area has executed a Memorandum of Understanding (MOU) including all One Stop System Partners in the Onondaga County Local Workforce Area. The MOU describes each Partner's roles and responsibilities in the New York State Career Center System.

The Local Area is an Employment Network and has a Ticket Agreement with the Social Security Administration to allow for a streamlined approach to providing Employment Network services to Social Security disability beneficiaries under the Ticket-to-Work and Self-Sufficiency Program.

In addition to these agreements, the Local Area is working collaboratively with other community partners to carry out the requirements for integration of and access to the entire set of services available in the local Career Center system. Additional cooperative agreements will be developed as it becomes relevant and necessary to do.

## Title II Program Coordination

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

The Onondaga Local Workforce Development Board's strategic vision for preparing an educated and skilled workforce is to work collaboratively with the Local Workforce Development System Partners to provide workforce development services and strategies to support the requisite skills for job seekers to access career opportunities. The Local Board strives to accomplish this for all job seekers and specifically to improve access to activities leading to a recognized post-secondary credential, as well as other strategies for serving out-of-school youth (OSY) and adults who have low literacy skills, are English Language Learners or lack a high school diploma or the equivalent has the following strategic vision and goals for preparing an educated and skilled worked by:

1. Providing comprehensive career planning, skills assessment and training options for all customers, but especially those out-of-school youth, adults with low literacy, adults who are English Language Learners and adults who lack a high school diploma or equivalency;
2. Supporting the development of training and education capacity that results in the development of marketable skills and leading to a post-secondary credential;
3. Expanding supportive services and, when applicable, stipends, necessary for out-of-school youth, adults with low literacy, adults who are English Language Learners, adults who lack a high school diploma or equivalency to access career planning and training opportunities.

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4. Expanding access to pre-employment preparation for cohorts of out-of-school youth, adults who have low literacy skills, are English language learners or lack a high school diploma or equivalent;
5. Expanding On-the-Job Training and Individual Training Account opportunities to open career pathways for out-of-school youth and individuals with literacy and educational barriers;
6. Decentralizing delivery of career services to reach customers geographically, emotionally and educationally; and
7. Implementing pilot projects to hone best practices for serving individuals with educational, skill and geographic barriers to career pathways.

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

The LWDB will work collaboratively with the Title II Partners - the Syracuse City School District and Onondaga-Cortland-Madison (OCM) BOCES, as well as other MOU and community Partners, including ACCES-VR, SUNY Educational Opportunity Center, Center for Community Alternatives, Interfaith Works, Onondaga Community College and others to expand access to employment, training, education, and supportive services provided by the CNY Work' Career Center system for Title II participants with barriers to employment.

The LWDB will accomplish this by:

- Expanding its interconnection among and between front line career center staff with front line staff in the Syracuse City School District's Literacy Zones;
- Strengthening the interconnection between the CNY Works' Career Center and the Title II Partners to ensure employment, training, education and supportive services are available to individuals who lack a high school diploma or need to learn English-as-a-Second language;
- Engaging Partners and community-based organizations, such as ACCES-VR, Interfaith Works, Proliteracy, Center for Community Alternatives, SUNY EOC that provide services targeted to individuals with barriers to employment; and
- Using a targeted approach and developing pilot projects for individuals with barriers to employment. Projects include Pre-Employment Boot Camp to prepare individuals to enter careers in the construction trades, advanced manufacturing, health care and hospitality industries.

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

The Onondaga Local Workforce Development Board is collaborating with Local MOU partners and other community partners to facilitate the development of career pathways and co-enrollment in academic training programs. There are several industry sectors,

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including health care, advanced manufacturing and building trades, in which the Board has been developing and will continue to develop career pathways. Key Local Workforce Development Board Directors will serve as sector experts to guide in the design and advancement of sector-specific career readiness programming leading to portable, stackable career credentials and, whenever possible, co-enrollment in academic training programs. During the case management process, Workforce Advisors and front line staff members will discuss the relevant career pathway information with job seekers.

The LWDB is engaged in numerous projects designed to facilitate the development career pathways and co-enrollment in academic training programs. The initiatives listed below represent a small sample of these projects:

- Collaboration with the Syracuse City School District, OCM BOCES, SUNY Educational Opportunity Center, Onondaga Community College and MACNY to design and implement a pre-employment bootcamp in preparation for career pathways into construction trades, advanced manufacturing and health careers;
- Collaboration with the Syracuse City School District's P-Tech program that creates individual pathways for students to simultaneously obtain their high school diploma, earn an associate's degree and obtain workplace learning experience
- Collaboration with MACNY in the "Manufacturer's Employment Opportunity Program" (MEOP) to focus on immediately martialing existing resources to provide training for both In School and Out-of-School youth, whose access to meaningful employment of any kind has been severely impacted by the Covid pandemic. Initially targeting 25 Onondaga County youth who have been impacted, the MEOP is intended to identify individuals best suited for careers in advanced manufacturing and deliver foundational training required for entry level technician positions. In addition to the goal of immediately putting youth to work in entry level technician careers in assembly and production, machine operation, and or warehousing and logistics; the training may carry a stackable credential that is a gateway to a continued career and education pathway.
- Collaboration with the City of Syracuse's Police Department in the Junior Cadette Program designed to attract more diverse candidates into law enforcement and prepare recent high school graduates for law enforcement careers during a period when they are too young to qualify for the relevant law enforcement civil service exams.
- Collaboration with numerous public and community partners including the City of Syracuse, Onondaga County, Syracuse University, CenterState CEO, SUNY Educational Opportunity Center, organized labor's training directors in the Syracuse Build Initiative to connect job seekers from Syracuse's historically marginalized communities with career pathways in construction-related fields.

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

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The Onondaga Local Workforce Development Board will work in collaboration with the One Stop System Operator, Onondaga Community College, to support the strategy in the State Plan and work with the entities carrying out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to support service alignment. As the grant recipient for the workforce development programs authorized under Carl D. Perkins Career and Technical Education Act and the One Stop System Operator, Onondaga Community College is in the unique position to work with the LWDB to support these strategies.

Specifically, the LWDB will work together to strengthen the local workforce ecosystem with a focus on strategic, shared planning and decision-making among Partners. This will reduce duplication of effort among partners, projects and initiatives by fortifying the customer-centered, system-driven approach. The LWDB will rely upon a strong foundation with existing business and industry partners that are coordinating initiatives in which all partners are engaged. The LWDB will leverage this work to engage partners in developing a strategic approach to advance a system around career pathways.

As One Stop System Operator, Onondaga Community College will use a gap analysis that includes assessment of job seeker/business (client) needs and system gaps; how and why partners currently engage employers and other partners to support job seeker needs. Key activities include facilitating inclusive, participatory, human-centered planning sessions and client-centered mapping to refine flow and support integrated service delivery; technology review; professional development, including on career pathway systems, sector strategies and strategic employer engagement; inclusive service delivery and evidence-based practices to achieve outcomes.

Additionally, the LWDB's Executive Director serves on Onondaga Community College's Perkins Local Advisory Council (LAC) and contributes to Onondaga Community College's Comprehensive Local Needs Analysis that is completed every two years. Perkins funds are used to support alignment of the College's Career and Technical Programs with local industry needs and to ensure that programs provide participants with the knowledge, skills and credentials necessary to enter high-skill, high-wage, and/or in-demand sectors or occupations. Funds help support career exploration and development activities to help individuals make informed decisions about education and career opportunities and support activities designed to promote retention, completions, continued education and training, and career entry of participants, including special populations. The activities supported through Perkins help strengthen the Region's Career Pathways System. Further, Onondaga Community College uses Perkins funds to support the local One Stop Career Center System through activities such as computer training, coordination of services and information sharing and other projects.

## Youth Activities

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

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Organization: CNY Works, Inc.

Name of Youth Point of Contact: Amy Stage, Workforce Services Manager

Address: 960 James Street, Syracuse, NY 13203

Phone Number: 315-477-6937

Email Address: [astage@cnyworks.com](mailto:astage@cnyworks.com)

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

i. New OSY

150

ii. Carry-over OSY

28

iii. New ISY

40

iv. Carry-over ISY

6

v. Work experiences

140

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

c. In Attachment F, Youth Services, located on the New York State Department of Labor (NYSDOL) [website](#) under the Local Planning section, identify the organization providing the Design Framework which includes: Intake & Eligibility, Objective Assessments, and Individual Services Strategies (ISS), and 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.

d. Explain how providers and LWDB staff ensure the WIOA elements:

i. Connect back to the WIOA Youth Program Design Framework, particularly the Objective Assessments and ISS; and

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Implementation of WIOA youth services commences with the intake and assessment process with an individual interview of the participant by a Youth Workforce Advisor. During the interview the Advisor will conduct an initial assessment of the youth to help in customizing a mix of services and program elements intended to maximize the benefit to the youth and to help the youth achieve his/her education and career goals. The initial assessment includes a discussion of the youth's goals and interests; review of the youth's education and employment history; assessment of specific barriers such as legal issues, educational deficits, emotional challenges, family issues, transportation, and career interests. The intake and assessment process continues with the Advisor determining and certifying the participant's WIOA eligibility.

After the youth's eligibility has been certified, the Advisor will conduct an in-depth assessment, using relevant assessment instruments that measure aptitude, interests and/or achievement. The in-depth assessment will include a review and consideration of the youth's strengths, resources, priorities, concerns, capabilities and barriers. As part of the assessment process, the youth will receive workforce and career development information including interviewing skills, work habits, job readiness skills, educational information and career guidance.

The information obtained through all phases of the assessment process will be used to determine and develop the youth's Individual Service Strategy (ISS). The ISS will specify the relevant program elements and workforce services needed to enhance the participant's educational and career development, as well as provide a plan to address barriers that might impede his/her development. The participant will then be referred to youth service providers for access to the customized WIOA program elements designed to fulfill the goals described in the ISS.

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

Since the inception of the workforce system, the Local Area has made it a high priority to improve services for youth with disabilities, including providing additional staff resources and investing in adaptive technology and materials. In implementing the NYS Department of Labor's former "Disability Program Navigator" grant, the Local Area realized the importance providing the technology and materials for individuals with disabilities, and continues to invest in "state of the art" technology and tools.

The Local Area has prioritized the need to improve services for youth with disabilities. The Local Area has demonstrated the strength of its commitment to this goal by maintaining the Disability Program Navigator case management function after the grant's funding had concluded. This case manager/workforce advisor position has become an ongoing staff line item in the Local Area's budget, and this case manager services as a Disability Resource Coordinator. The focus of this staff function is to ensure that the Local Area consistently provides high quality services for individuals with disabilities, adheres to the spirit and intent of the Americans with Disabilities Act and WIOA Section 188 and maintains the Employment Network (EN). These functions are implemented by arranging and conducting staff training and support; researching and recommending adaptive technology, tools and supports; providing expertise in benefit advisement; and engaging

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disability service organizations to help support and design high quality workforce development programs and services for youth with disabilities.

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

There are numerous successful models for youth services available in the Local Area. Some of these include:

Upward Bound Program at Le Moyne College - The Higher Education Preparation Program/Upward Bound Program has been designed to provide high school students with an intensive and challenging academic experience. It promises to contribute to the participant's overall development as he/she transitions from high school graduation to college enrollment. Courses covered include math, science, computer applications, personal growth, writing, composition, and laboratory sciences. There is an academic year (September - June) program and a summer (June - August) program; the summer program provides students the opportunity to reside on Le Moyne's campus during the program.

STEP - The Le Moyne College Science and Technology Entry Program (STEP) is one of 51 STEP programs in New York State. It serves 99+ students in Nottingham High School, Henninger High School, Syracuse Middle Schools and all of Onondaga County; the program is a collaboration of the New York State Department of Education, Le Moyne College, and the Syracuse City School District. Since 1987, STEP has prepared historically underrepresented and economically disadvantaged students for college, and their pursuit of careers in math, science, technology, and the health-related or licensed professions.

Center for Community Alternatives, Inc. (CCA) Youth Advocacy - Syracuse Youth Services works with court-involved youth who would otherwise remain in detention or face placement in a juvenile or adult correctional facility. Referrals to the program can be made at any stage in the juvenile/criminal justice process: bail, plea, sentence and disposition. CCA provides court advocacy for youth including development of client-specific, alternative-to-detention plans and intensive supervision. A client-specific plan is based on a review of the case and investigation and includes interviews with the youth, family members and others. If the youth is eligible, the plan will advocate for an alternative to detention based on the specific circumstance of the case. In addition, the plan will include recommendations on case management, supervision of school attendance, curfews, home visits, enrollment in CCA youth services and referrals to community-based services, as needed. If the Court agrees to the plan, then the young person is accepted by CCA and given a case manager. Monthly reports are made to the Court, the County Attorney and/or Probation. CCA's Youth Services demonstrate that intensive support and care for young people can effectively reduce the use of detention and custodial placement without sacrificing public safety.

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

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

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No (Not required to attach a policy)

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

## Administration

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

CNY Works, Inc.

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

CNY Works has established a "Procurement Policies and Procedures" that is used to award sub-grants and contracts for WIOA Title I activities in the Onondaga County Local Workforce Development Area:

### Procurement Policies and Procedures

#### I. Purpose of the Purchasing Function

The Purchasing function is to serve CNY Works in the selection, acquisition and utilization of materials and services in a manner that provides essential accountability. All purchases of goods and services must be done in an open and competitive environment to ensure that prices paid by CNY Works are 'fair and reasonable'. The business objective is to select vendors and suppliers on the basis of the quality of their respective products and services, in accordance with stated principles to obtain the best value for CNY Works.

It is the responsibility of management to provide procurement oversight and to ensure that purchases are made in accordance with all applicable CNY Works policies and procedures.

#### II. Policy

The purchase of equipment, materials, supplies and/or services is subject to the following provisions and the bidding process is open and competitive, and prices can be shown to be fair and reasonable. Whenever practical, effort should be made to purchase goods and services from small, minority, women and labor surplus area firms.

a. Purchases less than \$3,000 in aggregate do not require 3 bids but the purchaser is encouraged to locate the most competitive pricing. To the extent possible, purchases should be distributed equitably among qualified providers and pricing must be reasonable.

b. Competitive bids are required for all purchases of \$3,000 in aggregate or more unless the purchase meets the criteria for noncompetitive procurement or when purchasing on a government contract, as explained below. Three quotes should be obtained and justification for the selection should be documented.

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c. All equipment purchases over \$5,000 must be submitted to NYS DOL for approval before purchase. The following information must be included with the request: Description of equipment, actual or estimated cost of equipment, why it is needed, where it will be located, who will be using the equipment and price quote(s) of equipment with supporting documentation.

d. "Request for Proposal" (RFP) is to be used for all service contracts over \$10,000, where selection criteria are more extensive than only price and product quality. Once selection of the RFP is made, approval by the Board of Directors of CNY Works is required before the contract will be considered accepted.

The RFP must be publicized and include all evaluation factors. An adequate number of solicitations from qualified sources must be made and the methodology for evaluation and selection of a proposal must be written.

No bids will be for a period in excess of one year, but may have an extension option for up to two additional years. The Agency will not use sealed bids.

e. Noncompetitive procurement from one source can be used if one or more of the following applies:

- i. The item is available only from a single source
- ii. An emergency situation will not permit delay resulting from competitive solicitation
- iii. After a written request, the grantor agency specifically authorizes noncompetitive proposals.
- iv. After solicitation of a number of sources, competition is determined to be inadequate.

#### IV. Delegation of Authority

The competitive procurement of goods and services necessary for the operation of CNY Works is the responsibility of the CNY Works Board of Directors, who have delegated this responsibility to the Executive Director and Chief Financial Officer (CFO), who in turn have delegated this function to the department managers.

It is the responsibility of the department managers to ensure that any department end users adhere to all of CNY Works Procurement Policies and Procedures.

Management is charged with the responsibility of maintaining an open and competitive process for procurement of goods and services. Bids and proposals from competing vendors are to be evaluated by management, and contracts awarded. As part of their stewardship responsibilities, departmental end users are encouraged to compare prices between vendors even when the purchase amount does not require a formal bidding procedure. An open and competitive purchasing environment requires that information pertinent to the bidding process be kept confidential until the conclusion of that process.

In the event there is a protest, dispute, or claim with regard to pricing, terms, conditions, delivery, quantity, or substitution related to a purchase or procurement process, all

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pertinent information will be compiled by the department manager and referred to the CFO for resolution. If the CFO deems it necessary, consultation with the Executive Director will be sought possibly leading to seeking advice from the Agency's Board Chairperson and/or outside attorneys.

#### IV. Procurement Methods and Approval

Various methods are available to CNY Works staff to facilitate the purchase of goods and services and to ensure that the best value has been obtained. It is CNY Works policy that the purchase approval process be consistent among the various procurement methods. CNY Works purchases are exempt from the payment of New York State Sales and Use tax.

The methods approved for purchasing functions are as follows:

##### A. Purchase Contracts

New York State Contract, Onondaga County Contract, Syracuse City Contract and Academic Pricing are those contracts that have been negotiated and contracted with the applicable agencies to provide goods and/or services with favorable terms for pricing, delivery and other factors. These contracts are used to provide staff with efficient access to commonly purchased goods and/or services, as well as needed in special circumstances when time is of the essence to prevent hardship. Prices, terms and conditions of sale have been pre-approved by the applicable agency. Three competitive bids are not required when using these methods of purchasing.

##### B. Solicitations

- a. All solicitations should include a clear and accurate description of the goods or services being procured. The description must not contain features that restrict competition.
- b. All requirements that must be fulfilled and all other factors used in evaluating bids or proposals should be clearly defined by the purchase requisition or RFP.
- c. Technical requirements described in terms of functions to be performed or performance required, including a range of acceptable or minimum acceptable standards should be included in the purchase requisition or RFP.
- d. Specific features of "brand-name or equal" descriptions, if included in the solicitation, must be identified.
- e. If procuring goods or certain types of services, the details of any metric measurements must be defined.
- f. Preferences for ecologically-sound and energy-efficient products should be considered.

##### C. Request for Proposal (RFP)

- a. The RFP document will be prepared by the department manager and reviewed by the CFO prior to issuance.

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b. Evaluation criteria must be included in the RFP and selection decisions will be documented.

c. All proposals and associated selection documentation will be maintained in the files for a period of 6 years.

- c. Provide the local levels of performance negotiated with the Governor and CEO(s) to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

The local levels of performance negotiated with the Governor and Chief Elected Official to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent, eligible providers and the One-Stop delivery system, in the local area are described in Technical Advisory 18-6.2, Primary Indicators of Performance for Titles I and III under the Workforce Innovation and Opportunity Act (WIOA). The Local Area has proposed desired goals pursuant to requirements of this Technical Advisory and is waiting for NYS Department of Labor direction on next steps necessary to reach negotiated standards for each measure.

- d. Describe the actions taken toward becoming or remaining a high-performing LWDB, consistent with factors developed by the State Workforce Investment Board (SWIB). The LWDB will be defined as high performing if it meets the following criteria:

- i. It is certified and in membership compliance;
- ii. All necessary governance actions and items have been accomplished, including executing a local Memorandum of Understanding (MOU), selecting a One-Stop System Operator, and implementing all required local policies, etc.;
- iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and
- iv. The LWDA meets or exceeds all performance goals.

The Onondaga County Local Workforce Development Board has taken the steps, outlined above, toward becoming a high-performing board, and is in the process of finalizing its Memorandum of Understanding (MOU) and selecting a One-Stop System Operator. The Local Area is following guidelines provided by the New York State Department of Labor to complete its One-Stop Career Center Certification process.

## Training Services

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

The Local Area understands that most job seekers can benefit from skills development and training. To that end, the Local Area will work to coordinate available training services

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and resources within the Local Workforce System. CNY Works' Workforce Advisors, NYS Department of Labor's Labor Services Representatives and Employment Counselors and Partner workforce representatives provide case management services to job seekers. Through the case management process, Workforce Advisors help job seekers to develop Individual Service Strategies (ISS), including how job seekers' transferrable skills align with local and regional workforce opportunities, and whether training services will enhance the job seeker's employability.

The Workforce Advisor will guide the job seeker to identify available training opportunities, financial resources, time line, application requirements, prerequisites and other relevant factors in developing a training plan. The Local Area will follow its established policies and procedures when providing training services to job seekers. The following training services are available in the Local Area:

**Individual Training Account (ITA)** - An ITA may be granted to remediate a job seeker's skills gap identified through the comprehensive assessment. The ITA limit will be up to \$5,000 in WIOA Adult or Dislocated Worker funding; there is no ITA limit for WIOA Youth participants. If extenuating circumstances exist, the Local Area may consider a job seeker's request to expand the ITA limit beyond \$5,000.

ITA funding will be prioritized for training that will assist job seekers to qualify for local and regional employment opportunities, especially those that provide entry into developing career pathways, demand occupations, apprenticeships and or in positions that provide for self-sufficiency wages (wages that are greater than \$30 per hour) related to the training discipline.

**On-the-Job Training (OJT)** - OJT is a training tool that is used to offset an employer's lost productivity that occurs while new or incumbent employee is being trained for a new position. OJT may be conducted by a private or public employer. The employee receives training at the workplace, under appropriate supervision, thus acquiring occupational skills and knowledge in an "on-the-job" training environment. Training occurs while an individual is engaged in productive work while learning the skills and information necessary for full and adequate performance on the job.

OJT is appropriate for employers who have difficulty filling their skilled labor force needs with qualified, experienced workers, or who want to upgrade their current workforce. Employers may use an OJT in these instances by training eligible WIOA participants.

The duration of the training period is dependent upon the degree to which there are gaps between the trainee's skills and the skills of a fully productive employee in the position for which training is sought. Reimbursement is provided to the employer to pay for the extraordinary costs of such training as the trainee is learning to be fully productive in a new position, and is made pursuant to CNY Works' OJT policy.

While OJT clearly provides a benefit to the employers who participate in the program, the focus of the program is on the trainee. OJT is designed to provide an opportunity for WIOA-eligible individuals to receive the training necessary to acquire skills and knowledge that will enable them to maintain unsubsidized employment and job advancement. When

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administered correctly and operated properly, OJT provides the most direct opportunity for unsubsidized employment for WIOA participants.

Employed Worker Training (EWT) - EWT is a training tool that benefits workers and employees. It provides a means of supporting an employer's training activities and helping the business strengthen its competitive edge by developing a strong, skilled workforce. EWT provides employees the opportunity to develop and upgrade competitive workforce skills and improve long-term career opportunities. Employees who receive EWT must be earning wages that are below the self-sufficiency rate (more than \$30 per hour), and must be paid regular wages during training. EWT is a training tool that occurs when the employee is not engaged in production or services.

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

All training that is provided by WIOA-funded ITAs must be listed on the Eligible Training Provider List (ETPL) maintained by the New York State Department of Labor. During the case management process, the Workforce Advisor will help the job seeker to find training programs that support the job seeker's career goals. If the relevant training opportunity is not listed on the ETPL, an LWDB staff member will guide the training provider through the process to be considered as an Eligible Training Provider.

The LWDB does not currently have plans to provide training through contracts, other than OJT and EWT, as described in Item a, above. However, this could change if there were a need to aggregate training for a group of job seekers, and the training could be most effectively and economically be delivered through a contracted service. In such a case the Local Area would employ its Procurement Policies and Procedures (described in this document in "Administration - Item b") and the training would be coordinated with the use of ITAs.

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

Workforce Advisors provide job seekers with an overview of services. This overview includes a discussion of the opportunity for skill development and training. Workforce Advisors will use the assessment process to inform job seekers of the opportunity to receive training services via Individual Training Accounts, On-the-Job Training and Employed Worker Training. The need for training services will be considered in the context of local labor market information and the job seeker's interests, abilities and transferrable skills. The Workforce Advisor and job seeker will discuss financial considerations; such as cost of training, opportunity for financial aide; training duration; employment during training period; anticipated post training wages; family support; training provider success record, etc. These factor will help ensure customers will make informed choices in the selection of training programs regardless of how training services are provided.



## Public Comment

- a. Describe the process used by the LWDB to provide a period of no more than 30 days for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

The data used to develop the Plan has been discussed as various agenda items during the Program Committee and Board meetings over the past 12 months. An in-depth discussion of the Plan (draft) occurred during the Program Committee on September 21, 2021. The document was presented to and discussed with the Board on September 30, 2021. Board suggestions have been incorporated into this document. The Plan was posted for public review and comment on September 28, 2021 and will remain available for public comment through October 8, 2021.

## List of Attachments

Please complete all attachments listed below.

**Attachment A** – Units of Local Government

**Attachment B** – Fiscal Agent

**Attachment C** – Signature of Local Board Chair

**Attachment D** – Signature of Chief Elected Official(s)

**Attachment E** – Federal and State Certifications

**Attachment F** – Youth Services Chart

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

- Electronic signature (if the LWDB has the capability for it) – Note that electronic signatures must follow the requirements and guidelines of the Electronic Signature and Records Act ([ESRA](#)). LWDBs choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.
- Mail original versions – Hard copies of traditional signature pages may be sent to:  
**Attn: Local Plan**  
**New York State Department of Labor**  
**Division of Employment and Workforce Solutions**  
**Building 12 – Room 440**  
**W. Averell Harriman Office Building Campus**  
**Albany, NY 12240**

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

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

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### Attachment A: Units of Local Government

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

Unit of Local Government	Grant Subrecipient
	Yes
Onondaga County	<input type="checkbox"/>
City of Syracuse	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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

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

Yes  No

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## Attachment B: Fiscal Agent

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

<b>Fiscal Agent</b>
CNY Works, Inc.

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Department  
of Labor

**ATTACHMENT C: SIGNATURE OF LOCAL BOARD CHAIR**

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

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

By virtue of my signature, I:

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

Date:		Signature of Local Board Chair:	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local Board Chair:	
Ms.	<input type="checkbox"/>	Donald Napier	
Other	<input type="checkbox"/>		
Name of Board:	CNY Works, Inc.		
Address 1:	960 James Street		
Address 2:			
City:	Syracuse		
State:	NY	Zip:	13203
Phone:	315-569-4906	E-mail:	Napier.Don@outlook.com

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

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**ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)**

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

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

By virtue of my signature, I:

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

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

Date:		Signature of Local Chief Elected Official (CEO):	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms.	<input type="checkbox"/>	J. Ryan McMahon, II	
Other	<input type="checkbox"/>		
Title of Local CEO:	Onondaga County Executive		
Address 1:	14th Floor Civic Center		
Address 2:	421 Montgomer Street		
City:	Syracuse		
State:	NY	Zip: 13202	
Phone:	315-435-3516	E-mail:	
Are you the Grant Recipient CEO? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			

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

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**ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)**

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

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By virtue of my signature, I:

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

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

Date:		Signature of Local Chief Elected Official (CEO):	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms.	<input type="checkbox"/>	Benjamin R. Walsh	
Other	<input type="checkbox"/>		
Title of Local CEO:	Mayor of Syracuse		
Address 1:	City Hall		
Address 2:	201 East Washington Street		
City:	Syracuse		
State:	NY	Zip:	13203
Phone:	315-448-8005	E-mail:	mayor@syrgov.net
Are you the Grant Recipient CEO? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			

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

**WE ARE YOUR DOL**



Bidder Organization Name: **CNY Works, Inc.**

### **ATTACHMENT E: FEDERAL AND STATE CERTIFICATIONS**

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

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

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

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

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

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



**C. DRUG FREE WORKPLACE**

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

**D. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE**

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

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

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

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

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

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

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

**E. BUY AMERICAN NOTICE REQUIREMENT**

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

**F. SALARY AND BONUS LIMITATIONS**

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

**G. VETERANS' PRIORITY PROVISIONS**

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

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

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

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

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

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

**J. NON-COLLUSIVE BIDDING CERTIFICATION**

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

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

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

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

**K. IRAN DIVESTMENT ACT**

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

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

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

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

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

Signature of Authorized Representative:
Title: Executive Director
Date:

**Youth Services**

**Name of Local Area:** Onondaga County (CNY Works, Inc.)

Name of Organization Providing Youth Services <i>(Provide name of organization)</i>	Phone Number	Type of Agreement <i>(Select from the 3 options in the drop-down menu)</i>	Intake & Eligibility														Follow-Up									
			Objective Assessments	Individual Service	Tutoring/ Study Skills	Alternative Sec. School	Occupational Skills Training	Work Experience	Edu. Offered Concurrently	Leadership Development	Supportive Services	Adult Mentoring	Comp. Guidance/ Counseling	Financial Literacy	Entrepreneurial Skills	Labor Market Information		Postsecondary prep./transition								
Access-VR	315-428-4179	MOA																								
Brady Market	315-937-5959	Contract																								
Building Men	315-440-4357	contract																								
Center for Community Alternatives	315-422-5638	MOA																								
CNY Works, Inc.	315-473-8250	LWDB	X	X																						
Good Life Foundation	315-443-8792	Contract																								
Hello Health	315-471-1564	MOA																								
Hillside	315-446-2767	Contract																								
Huntington Family Centers	315-476-3157	MOA																								
Jobs Plus	315-442-3242	MOA																								
Jubilee Homes	315-42-0070	Contract																								
Liberty Resources	833-335-4237	MOA																								
Loretto	315-469-5570	Contract																								
Northside Learning Center	315-378-4825	Contract																								
OCM BOCES	315-433-2600	MOA																								
On Point For College	315-362-5003	MOA																								
On Tech Charter High School	315-396-0558	Contract																								
Onondaga Community College	315-498-2622	MOA																								
Onondaga Earth Corps	315-565-3797	Contract																								
Onondaga Small Business Development Center	315-498-6070	MOA																								
PEACE Inc	315-470-3300	Contract																								
Rescue Mission Alliance	315-472-6251	Contract																								
Rosamond Gifford Zoo	315-435-8511	Contract																								
Second Chance Opportunities in Education Program	315-418-0254	Contract																								
On Point for College																										
SEFCU	315-214-2874	MOA																								
SUNY Educational Opportunity Center	315-472-0130	MOA																								
Syracuse City School District	315-435-4147	Contract																								
Syracuse Cooperative Federal Credit Union	315-471-1116	MOA																								
The Salvation Army of the Syracuse Area	315-475-9720	MOA																								
Women's Opportunity Center	315-446-0550	MOA																								
Workin It Out	315-477-6909	LWDB																								

*(Mark "x" for all program elements provided by the organization)*

<b>Policy Name:</b>	<b>WIOA Youth Needs Additional Assistance Policy</b>
Date Approved	5/31/19
Last Date Modified	5/15/19
Owner	Workforce Manager – Youth
Review Date	1/1/20

## Policy:

### BACKGROUND

Eligibility criteria for WIOA Youth Services consist of two primary components income eligibility, and employment barriers as found in WIOA Section 129 (a)(1)(B).

The Workforce Innovation and Opportunity Act (WIOA) allows local areas to provide services to youth who are low income, but do not meet one of the WIOA identified barriers. These participants are considered “youth who need additional assistance” to complete an educational program or to secure and hold employment. \* Providers of Title I Youth Services should only use this barrier if none of the other WIOA recognized barriers apply.

### NEEDS ADDITIONAL ASSISTANCE

CNY Works, Inc. local policy defines “youth who needs additional assistance” as out of school youth, age 16 through 24, based on an assessment of ongoing needs of youth in our communities and are designed to meet the needs of low-income youth who need to enter or complete an educational program or to secure and hold employment.

The circumstances include:

1. Has a poor work history (been fired from one or more jobs within the last six months, or has a history of sporadic employment, such as held three or more jobs within the last twelve months and is no longer employed).
2. Has actively been seeking employment for at least two months but remains unemployed or underemployed. This includes youth with no employment history, with limited work experience, and/or actively seeking full-time employment, but have only achieved part-time employment
3. Has experienced the loss of a primary caregiver (parent or guardian) due to debilitating health issues, death, incarceration or military service
4. Has experienced traumatic events within twelve months at enrollment, is the victim of abuse or suffers from serious emotional or medical problems.
5. Has exited a rehab program or completed a substance abuse recovery program.

### DOCUMENTATION

Program staff must record in OSOS that the eligible youth is a youth who needs additional assistance as defined by the local policy. An OSOS Comment must be entered confirming if the additional assistance is to either a) enter or complete an educational program or b) to secure or hold employment. The information must be recorded at the time of enrollment or at the first youth service in the youth program. A copy of the source documentation (including self-attestation where applicable) must be retained in the customer folder. Please refer to the current technical guidance issued by the New York State Department of Labor regarding Data Element Verification.

Self-attestation, except where it is prohibited by Federal or State Guidelines is an acceptable data element method. Self-attestation must include the following signed statement: “I certify that the

information provided on this document is true and accurate to the best of my knowledge. I understand that such information is subject to verification and further understand that the above information, if misrepresented or incomplete, may be grounds for immediate termination from any WIOA funded program and/or penalties by law.”

<b>Barrier</b>	<b>Data Element Verification</b>
Poor work history	Employment status at participation or self-attestation.
Actively seeking employment for at least two months	Job search record or self-attestation.
Experienced the loss of a primary caregiver	Record from authorizing agency, public record search or self-attestation.
Experienced recent traumatic events	Record or documentation from qualified professional or self-attestation.
Exited a rehab program/completed substance abuse recovery program	Record or documentation from facility or self-attestation.

Note: No more than 5% of ISY served in a program year may be deemed eligible based on the “requires additional assistance” criterion.

“Not attending any school” means a youth not receiving services from a public school, charter school, career and technical school, or private school. Individuals who are enrolled in adult basic education/GED or high school equivalency preparation, skills training or other remedial education programs, including YouthBuild and Job Corps are not attending any school for the purpose of this policy.

**\*REFERENCE:**

WIOA Section 129 (1)(B)(iii)(VIII)

20 CFR 681.300

Plus, additional guidance as it comes down from USDOL and/or NYSDOL

<b>Policy Name:</b>	<b>WIOA Youth Basic Skills Deficient Policy</b>
Date Approved	
Last Date Modified	1/30/2020
Owner	Workforce Manager – Youth
Review Date	1/30/2021

REFERENCE: 20 CFR § 681.290

## BACKGROUND

Eligibility criteria for WIOA Youth Services consist of two primary components income eligibility, and employment barriers as found in WIOA Section 129 (a)(1)(B).

The Workforce Innovation and Opportunity Act (WIOA) allows LWDBs areas to provide services to youth who are low income, but do not meet one of the WIOA identified barriers. These participants can be considered “basic skills deficient” In alignment with the local policy, to determine Basic Skills Deficiency (BSD) used for program enrollment of:

- i. WIOA Out-of-School-Youth (OSY) who have a high school diploma or its equivalent, are low income and Basic Skills Deficient or an English Language Learner
- ii. WIOA In-School Youth (ISY) who are Basic Skills Deficient

## BASIC SKILLS DEFICIENT

- (1) Have English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
- (2) Are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.
  - (b) The State or Local WDB must establish its policy on paragraph (a)(2) of this section in its respective State or local plan.
  - (c) In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

## POLICY

For eligibility under WIOA using “Basic Skills Deficiency” as the youth’s eligibility criteria, Out of School Youth (OSY) must be between the ages of 16-24 at the time of eligibility determination, and they must have a high school or HSE diploma and be basic skills deficient and must be low income. Being Basic Skills Deficient alone does not make a youth eligible for WIOA services. All four (4) criteria must be met: age 16-24, HS/HSE diploma, Basic Skills Deficient and low income.

For eligibility under WIOA using “Basic Skills Deficiency” as the youth’s eligibility criteria, In School Youth (ISY) must be between the ages of 14-21 at the time of determining eligibility and attending or enrolled in secondary or for-credit postsecondary school at the time of eligibility determination and low income and basic skills deficient (either deficient in basic literacy skills or an English Language learner who is deficient in basic literacy skills). All four (4) criteria must be met: age 14-21, attending/enrolled in school, low income, and Basic Skills Deficient.

Youth program staff will utilize approved assessments to clarify participant need, career goals, and skill gaps that can be addressed with program services through the WIOA 14 Required Elements. Approved assessments are in accordance with the current legislative regulations for youth assessment and eligibility. All assessments or determinations must be made within 60 days of the initial application.

Formal assessment results within the last six months, provided by the participant or a partner agency, are acceptable to use.

## ASSESSMENTS PERMITTED

1. Approved standardized testing instrument to demonstrate a youth reads and/or computes math at or below the 8th grade level, determined using the National Reporting System (NRS) Educational Functioning Level 4 (“High Intermediate Basic Education”):
  - a. Test of Adult Basic Education (TABE)
2. Basic Skills Deficiency for WIOA youth program eligibility for youth who are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society will be determining utilizing one (1) of the following assessments:
  - a. Prove It: Basic Reading Comprehension
  - b. Prove It: Basic Arithmetic
  - c. Prove It: Math & Reasoning Skills
  - d. Prove It: English as a Second Language

**Scoring below passing level (80%) on one of these assessments will determine if the youth is considered Basic Skills Deficient for purposes of program eligibility.**

### Description of the Prove IT – Integrated Assessments

These assessments are currently available free of cost via Metrix NY Wired, locally at: [www.http://cnyworks.metrixlearning.com](http://cnyworks.metrixlearning.com)

*Participants must score at least 80% correct to pass – certificate of passing score with detailed test record will be provided upon completion of the assessment. Please file the participants’ assessment record demonstrating pass/fail in paper file for reference. Proper documentation of those who score below 80% (fail rate) is required in order to support the Basic Skills Deficiency determination.*

### **Basic Reading Comprehension (30 questions; established time = 1 hour)**

Test Description: The Basic Reading Comprehension test examines the test taker's ability to draw important information from written material. Test takers are asked to read text passages and answer questions, identify words based on how they are used in a sentence, and determine whether a statement is a fact or an opinion. This test is designed to be administered to applicants for positions where the need for a demonstrated ability to understand basic written information is important. Tests for Punctuation, Office Grammar and Spelling, Vocabulary, and English as a Second Language are also available.

### **Basic Arithmetic (40 questions; established time = 1 hour)**

Test Description: This Basic Arithmetic test assesses the test taker's ability to manage basic mathematical calculations and estimations. The topics covered include adding, subtracting, rounding, estimating sums, and estimating differences. This test is appropriate to administer to applicants that will be required to conduct basic mathematical reasoning and calculations on the job. Paper and pencil may be considered appropriate to provide test takers while administering the test. Tests for Basic Office Skill and Basic Warehouse Knowledge are also available.



### **Math & Reasoning Skills (40 questions; established time = 1 hour)**

Test Description: The Math & Reasoning Skills test covers such topics as percentages, multiplication, fractions, word problems, patterns, and comparisons. This assessment would be appropriate to give to any person who needs to use math and/or reasoning skills on a regular basis. Tests for Math Word Problems and Analytical Skills are also available.

### **English as a Second Language (43 questions; established time = 1 hour)**

Test Description: The English as a Second Language test aims at assessing the skill level of the test taker in employing English for communication. Such topics addressed include conversational English, subject/verb agreement, homonyms, and acronyms.

#### **\*REFERENCE:**

WIOA Section 129 (1)(B)(iii)(VIII)

20 CFR 681.300

Plus, additional guidance as it comes down from USDOL and/or NYSDOL