



Washington County WDA #16

Local Plan

Minnesota's Workforce Development System under WIOA

Updated for Program Year 2018 &
2019 (July 1, 2018 – June 30, 2020)

Submitted by

RWDA:

Metro Regional Workforce Development Area #4

LWDA:

Local Workforce Development Area #16: Washington
County

Department of Employment and Economic Development

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INTRODUCTION

The purposes of the WIOA are the following:

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

Workforce Development Areas

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

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

Minnesota's Vision for the Workforce Development System

Vision Statement:

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

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

Mission:

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

Rationale:

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

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

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SECTION B: LOCAL PLAN

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

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

In Washington County there exists just one local area board for the Workforce Center of Washington County. There are 3 physical locations for the Workforce Center, in order to serve county residents and other eligible customers close to their communities in a county that is 423 square miles, with a suburban and rural population of 240,000. The Woodbury location is the main Workforce Center; the Forest Lake and Cottage Grove locations are affiliate sites.

Prior to and during implementation of WIOA, the local area board and core title providers (Title I adult, dislocated worker and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation program) have partnered and shared decision making, including County Board input, to establish and support the 3 locations of the Washington County Workforce Center and local area services. Core title providers share space and deliver services at the Workforce Center locations.

The local board will request permission from the Governor to continue operating the local Workforce Center and Workforce Development Area structure under the current one-stop delivery system, as has been done successfully for the past 20 years under WIA. The partnerships and delivery of services work effectively, eliminating duplication of services. We also acknowledge that a broader review within the metro region may be of value. The local Workforce Development Boards of the Twin Cities anticipate taking two steps together during the coming year: a) an informal review of service locations relative to population/demographic needs; and, b) consideration of shared criteria for recognizing affiliates among partners and contracted community-based providers. These analyses will be conducted jointly by all metro area Boards with results considered collectively by the regional oversight group identified in the regional plan.

Data supplied by state demographers, state labor market information specialists, County service providers, and local city economic development agencies drive initiatives undertaken by the local area board to provide services that best meet residents' needs. The local board has developed a strategic plan and identified action teams to carry out the goals and objectives identified in strategic planning, which are based on data gathered.

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

The 3 physical locations are well-supported by County operations and infrastructure,

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as well as state (DEED) operations and infrastructure. Technology needs and equipment are supplied by both DEED and the County, and IT staff from both entities cooperate to ensure functionality of technology to meet Workforce Center staff and customer needs. Office space and communications equipment for all 3 locations is provided within County Service Centers.

Staffing for the 3 locations is structured so that one division manager directs the work of the 3 locations, with additional onsite supervisory staff providing direction for functional areas across and within the 3 locations.

Monthly staff meetings with staff from all 3 locations attending are conducted, where information sharing and updates occur.

Vocational rehabilitation is a standalone partner site in our local area. They are located just 4 miles from our main Workforce Center site. The area manager of vocational rehabilitation office sits as a member on our local board, as well as hosts board meetings at her office. All Workforce Center staff and Wagner Peyser staff are highly familiar with the vocational rehabilitation services office and services, and regularly interface and make referrals when appropriate.

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

There is a history of cooperation and co-location among the core title service providers in the Washington County WDA. All of the WIOA program staff are housed within and employed by the Workforce Center. Vocational rehabilitation has had a counselor located onsite at the Workforce Center in the past, and although not at present, all of the WIOA program counselors and Workforce Center resource room and reception staff know where the office is located, and promote and refer to their services. An ABE instructor from one of the local area's 6 school districts' adult education and literacy programs provides instruction onsite at the Workforce Center. We have community education program staff from 2 districts on our local board, and 5 of the 8 districts are part of a large metro ABE consortium. Several staff from Wagner-Peyser programs provide UI REA sessions at each of our 3 locations; staff the resource room and provide workshops for customers at one of our locations; and serve as a member of our local board.

In addition to core title service providers, staff from partner programs are co-located at each of our 3 locations: TANF (both economic assistance/eligibility, and employment and training program staff), SNAP employment & training, SCSEP and veteran's employment (LVER, DVOP, and County VSO.) The local board membership contains representatives from the TANF and veteran's programs as well.

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

Co-location of staff from several programs creates seamless access to a variety of

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job search and financial assistance services. Staff from the following core title programs are housed within the 3 physical locations of the Washington County Workforce Center: Title I WIOA adult, youth, dislocated worker; Title III Wagner-Peyser; and Title II adult basic education programs. Additionally, staff from partner programs, TANF, SNAP employment & training, SCSEP and veteran's employment, are housed within the locations. There is a close working relationship between the Title IV vocational rehabilitation program staff and Workforce Center staff, with an office for vocational rehabilitation just 4 miles from the main Workforce Center location. Referrals and co-enrollments between the two programs occur regularly, leveraging services and funds.

Title III Wagner-Peyser program staff are onsite at the Workforce Center locations staffing the resource room, conducting re-employment assistance (REA) sessions for unemployment insurance (UI) benefits recipients, and instructing job search workshops. As a result of the onsite REA sessions, direct referrals to the Workforce Center's job search workshops and WIOA dislocated worker program are made, as well as immediate registration on the Wagner-Peyser Cyberian resource data tool and www.minnesotaworks.net for job search, via access to the computers in the resource rooms.

Staff in the Workforce Center resource rooms are trained to make referrals to programs and inform visitors about the core title providers/programs, and provide outreach and referral to additional partner programs and community agencies.

An instructor for Title II adult education and literacy programs is located onsite at 2 of the Workforce Center locations, providing instruction and testing to anyone needing such services, including WIOA and TANF/MFIP participants.

Co-enrollment of participants between Title I WIOA programs and Title IV voc rehab programs, and between Title I WIOA programs and the TANF (MFIP) and SNAP employment and training programs, occurs when eligibility allows so that combined resources can leverage benefits and produce enhanced outcomes for participants.

We employ a full-time trainer who conducts workshops across all 3 Workforce Center locations. Additionally, workshop topics offered monthly by staff from partner agencies include entrepreneurship (taught by staff from an area MNSCU college), and financial literacy (taught by staff from the local Community Action Program (CAP)). Washington County Workforce Center partners with the County library division to deliver live workshops for job search offsite, and after traditional business hours, at a County library. Additionally, we are discussing implementing live webinars and/or online recordings of our job search and career exploration workshop topics, for increased accessibility, especially for underemployed individuals. These workshops serve any job seeker in the local area and region, as well as core title program- and partner program-enrolled participants. Job seekers can register for workshops at their local, or any regional, Workforce Center, and anywhere internet connection is available, via MN DEED's online workshop registration.

There are computers with internet access, telephones, and fax machines at all 3

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Workforce Centers' resource rooms for job searchers from the local area and region to use.

Job search can be accomplished remotely and during non-business hours using DEED's online job bank, www.minnesotaworks.net. County libraries supply (to library card holders, within the Washington County service area) access to JobNow, a web-based tool offering live chat and stored materials for job search assistance, education, and coaching, offering an alternative during non-business hours. MN DEED also offers 4 online e-learning courses for job search that any job searcher (not just recipients of unemployment benefits) can access.

We invite employers onsite weekly at each of the 3 Workforce Center locations to conduct candidate meet-and-greet and hiring events, and candidate interviews.

Visitors can learn about upcoming events via the Workforce Center's webpage or Facebook page.

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

Our local Board will join the local Workforce Development Boards of the Twin Cities to collectively undertake an analysis of service element availability at physical locations and online, relative to expected needs of populations being served – specifically youth and adults with barriers to employment and/or who would benefit from culturally-specific service delivery strategies. As with the location analysis described in question 1, above, this will be completed collectively and presented with recommendations to the regional oversight group identified in the regional plan.

In our local operations we ensure career services (basic, individualized, and follow-up) are available to those seeking services at any of our 3 locations in the following ways: staff in the resource rooms provide initial job search assistance and labor market information and tools to customers. They provide basic information and assistance to customers filing UI claims by phone and online. They are trained to make referrals to programs and program staff, based on initial information provided by visitors. They inform visitors about the core title providers/programs and provide referral to additional partner programs and community agencies. When visiting veterans have been identified, they are able to meet with an employment counselor or our local DVOP/LVER during their visit for more in-depth assistance. Adaptive equipment is available for use in the resource rooms for those customers needing it.

Wagner Peyser staff conduct re-employment assessment (REA) group meetings onsite at each of the 3 Workforce Center locations. During sessions, unemployment insurance benefits recipients visit the resource rooms, register on the Cybrarian resource data tool and www.minnesotaworks.net, and are referred to the dislocated worker program, as well as the job search and career

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exploration workshops, offered by the Workforce Center.

The WFC's trainer conducts job search and career exploration workshops, encompassing a broad range of topics in each of those categories, at each of our 3 locations. Career exploration includes labor market information tools and promotion of occupations that are growing and/or in-demand, as well as non-traditional occupations across gender. These workshops are open to anyone in the local or regional Workforce Development Area, regardless of enrollment in core title programs. Registration for workshops is available online through MN DEED's website. Referrals to core title programs and employment counseling staff are made by the trainer as well.

Young adult (WIOA youth) program applications are available online as well as directly through program staff. Resource documents are also posted online for youth to use for researching careers, education/training, and job search. The employment counselor for our young adult program conducts tours of the WFC to local secondary school groups.

Employment counselors from each WIOA core title I program, as well as the TANF/MFIP employment & training program, and SNAP E & T are located in each of our 3 locations; when needed they travel to our other Workforce Center locations to be available to customers in locations close to where they live and who lack transportation. They also meet at area schools and colleges as needed. The employment counselors in both the WIOA title I, SCSEP and the TANF/MFIP employment & training programs provide a full range of individualized career services: assessments, plan development, case management, career counseling, job search assistance, referrals to and payments for training, and follow-up services.

Basic and individualized career services provided by core title staff and employment counselors in the programs include provision of career counseling and connections to information and resources about non-traditional occupations across gender.

Core title program staff (including employment counselors and resource room staff) connect with visitors in person in the resource rooms, by phone (including MN Relay) and email. Adaptive tools and equipment (Jaws, UbiDuo, Pocket Talker, MN Relay) are available for use in the resource rooms and at employment counselor desks. Language interpreters are also available on request to help during individual appointments with counselors and during workshops.

Visitors to the Workforce Center's web page, hosted by Washington County, find detailed information, applications, and contact information. Visitors to the Workforce Center's Facebook page find current events and announcements happening at our 3 locations.

We partner with a local school district to provide on-site adult basic education instruction for all community residents and core title program participants, and reading and math testing for core title program participants, at 2 of our Workforce Center locations. The instructor also provides additional support and instruction

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in computer and academic skills for our P2P program participants onsite at their post-secondary education location. This onsite collaboration results in better coordination of service and referrals between programs.

Veteran's employment, disabled veterans outreach program specialist (DVOPS), and County Veteran's Service Officer (CVSO) staff regularly attend Workforce Center staff meetings, meet onsite with veterans at each of the 3 Workforce Center locations. Workforce Center staff and veteran's service staff coordinate and host job and career fairs for veterans living in and around the local Workforce Development Area.

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

Job search can be accomplished using www.minnesotaworks.net, remotely and during non-business hours. Washington County Workforce Center partners to deliver live workshops for job search offsite, and after traditional business hours, at County libraries. Additionally, we are discussing implementing live webinars and/or online recordings of our job search and career exploration workshop topics, for increased accessibility. Currently, County libraries supply (to Washington County library card holders) access to JobNow, a web-based tool offering live chat and stored materials for job search assistance, education, and coaching, offering an alternative during non-business hours. MN DEED offers 4 online e-learning courses for job search that any job searcher (not just recipients of unemployment benefits) can access.

UbiDuo and Pocket Talker are devices available in all Workforce Center locations for facilitating face-to-face communication with deaf and hard of hearing individuals; Jaws software is installed on computers in each resource room location to allow those with vision impairments to use the computers; each Workforce Center location has MN Relay telephone service connection.

In conjunction with the analysis outlined in question 1, above, recommendations for new or enhanced technology were made to ensure that metro and our local job seekers and employers have access to tools they need to enjoy successful labor exchange functions. As a result, a new web-based platform, CareerForce, will be rolled out in Fall 2018 following a rebranding of DEED's services and tools (using the same name, CareerForce) for its job seeking and employer customers.

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

Supportive services are program expenditures and are allowed for participants enrolled in Title I adult, dislocated worker and youth programs administered by the Washington County Workforce Center. While there is no specific limit assigned to the amount of supportive services an enrollee may receive during enrollment and during follow-up, there are restrictions on funds available, imposed by legislated budget guidelines. In order to best serve enrollees within

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the budgets we are given, we assume an average sum available per person, defined by targeted annual enrollment numbers. From there we meet enrolled participants' needs by gathering information about their needs and family finances at intake, during enrollment as needs and circumstances may change, and during follow up as needs arise and budgets allow.

We leverage supportive service funds by looking at other available resources (e.g., other funding streams when co-enrolled, financial aid if receiving aid while attending post-secondary school, grants that may be available within the community).

We have local written policies that follow DEED and DOL policies specifying types of expenses that may be paid, and defining under which circumstances during follow-up an exited participants' requests qualify.

Results of the analysis done collectively by the metro Workforce Development Boards will allow us to determine if the suitability and accessibility of support services at our service locations meet the expected needs of populations being served – specifically youth and adults with barriers to employment, and/or those who would benefit from culturally-specific service delivery strategies.

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

Washington County's Workforce Development Board will train its own staff on infrastructure funding requirements and protocol for addressing discrepancies using material to be developed by the local Workforce Development Boards of the Twin Cities (in partnership with the MN Workforce Council Association). We will rely on existing (or modified) infrastructure funding agreements and internal audit processes to address any serious compliance issues.

The local board does follow DEED's cost allocation plan policy as updated in 2018. When policy and discussions between local Workforce Boards, partners and DEED are finalized under WIOA law, procedures at the local level will be updated to adhere to new policy.

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

If Washington County's Local Board contracts out for service provision, it will train contracted partners on infrastructure funding requirements and protocol for addressing discrepancies using material to be jointly developed by the local Workforce Development Boards of the Twin Cities (in partnership with the MN Workforce Council Association). Service alignment issues will be addressed, as noted above, in our contracting process and in regular communications with partners during implementation. We will rely on existing (or modified) Memoranda of Understanding and internal audit processes to address any serious compliance

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issues regarding infrastructure funding requirements.

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

Workforce Center staff will develop a template MOU for review with service partners, likely drawing on a template to be developed by the local Workforce Development Boards of the Twin Cities, in partnership with the MN Workforce Council Association. Partners and the County will engage in negotiation regarding commitments of resources and cost allocations. Leaders of all organizations will review final infrastructure agreements and MOUs prior to signing.

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

Washington County's Local Workforce Development Board vision: Maintain and improve economic vitality. Mission: Create jobs through economic development.

Minnesota's approach to WIOA implementation is based on "creating a Career Pathway system, engaging local, regional and state level partners to fulfill the promise that Career Pathways can provide to any worker at any stage in their career and to be more responsive to the needs of business and industry through sector strategies that focus on occupations in demand." Washington County WDB's vision recognizes that job creation occurs on a foundation of bringing together business, education, and economic development in order to provide as many jobs as possible. Education and career pathways create a supply of workers who are trained and qualified to meet the evolving needs of employers and the jobs that exist.

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

Washington County's WDB members are business leaders who come together to help figure out how to build a workforce for the future. Input from the members, along with labor market information, informs counselors about the most effective training, job skills and career pathways to prepare our participants for the jobs that are in demand.

The WDB has identified the following priorities:

- address labor shortage for positive impact on local/regional economic development
- form and build strategic partnerships with companies, nonprofits, education, labor unions, etc., to complement government funded programs
- reduce the number of hard-to-serve workers through employment and support services
- provide advocacy training for employers by identifying barriers to employment by recommending strategies that employers can use
- support training for youth initiatives by working with our local school districts

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- and coordinating employment services with community education programs
- act as catalyst for policy advocacy to engage community, business, and government for resolution of employment barriers
- support the training/re-training of the incumbent worker to improve worker employment mobility

Per WIOA eligibility guidelines, youth, adult, and dislocated worker participants must have barriers to obtaining employment and/or returning to work. Federal and state program-defined performance accountability measures guide our participant outcomes.

In recent grants we have applied for and been awarded (JD NEG, SP NEG, FastTRAC, P2P) targeted participant training is based on local WDB identification of local in-demand industries. Our SNAP E& T grant allows us to provide participant-centered counseling and guidance into jobs with liveable wages, and extend the allowable months of food support benefits for those enrolled in training.

We will prepare our participants for the workforce through a variety of strategies including: employment guidance and counseling, OJT, customized training, credentialed training, job search counseling, and work experience for youth and some adults. Strategies will include provision of career counseling and connections to information and resources about non-traditional occupations across gender, as well as about in-demand occupations for our region.

One of our employment counselors is a partner in the local corrections and law enforcement center's offender re-entry assistance program (RAP), providing employment assistance as part of the wrap-around services model. Some of the offenders qualify for WIOA youth and adult employment services.

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

Federal and state program-defined performance accountability measures guide our participant outcomes. Washington County will meet the levels of performance that are negotiated by MNDEED with DOL. Employment, with retention through the 2nd and 4th quarters after program exit, drives all of the services we provide to customers of the Workforce Center. When participants elect credentialed training (either stackable credentials as part of a career pathway, or an industry-recognized credential needed to enter employment) to enhance employability, obtaining that credential plus entering employment is the performance measure that indicates individual and WDB success.

Additionally, we will use the GreaterMSP Regional Dashboard indicators to assess progress toward regional economic growth and economic self-sufficiency. The metro Boards will target two specific indicators to impact over a multi-year period: the "of color-white employment gap"; and talent availability – particularly the number of individuals who receive credentials that contribute to associates

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degree awards in the region.

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

The County's economic development director is a member of the Local WDB. As a result he is connected to and communicates with core program staff about efforts to pursue grants for work-based and credentialed training, and collaborates when appropriate. He is informed about core programs' ability to recruit candidates for employers' needs through hiring events, job fairs, and direct candidate referrals, and to facilitate connections to employers to develop work-based training opportunities for program enrollees.

Staff from the following core title programs are housed within the 3 physical locations of the Washington County Workforce Center: Title I WIOA adult, youth, dislocated worker; Title III Wagner-Peyser; and Title II adult basic education programs. Additionally, staff from the TANF program and veteran's employment program are housed within the locations, creating seamless access to a variety of job search and financial assistance services. There is a close working relationship between the Title IV vocational rehabilitation program staff and Workforce Center staff, with an office for vocational rehabilitation just 4 miles from the main Workforce Center location. Referrals and co-enrollments between the two programs occur regularly, leveraging services and funds.

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Co-enrollment of participants between Title I WIOA programs and Title IV voc rehab programs, and between Title I WIOA programs and the TANF (MFIP) and SNAP employment and training programs, occurs where combined resources can leverage benefits and produce enhanced outcomes for participants.

An instructor for Title II adult education and literacy programs is located onsite at 2 of the Workforce Center locations, providing instruction and testing to anyone needing such services, including WIOA and TANF/MFIP participants.

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

Our local WDB membership includes representatives from the 2 community and technical colleges that are closest geographically to our local WDA. Both

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colleges are recipients of Carl D. Perkins funds. We regularly refer and fund students enrolling in courses and programs of study, including short-term industry-credentialed training. We partner closely with one of the colleges (Century College) to deliver a P2P grant-funded career pathway program. The college's staff have been integral in creating flexible design of a credit-based career pathway program for our non-traditional adult students.

The Carl D. Perkins IV funds target and ensure career and technical education access to the same populations as our local WIOA youth, adult, and dislocated worker, Title IV vocational rehabilitation, and TANF- MFIP programs: individuals with disabilities; individuals from economically disadvantaged families, including foster children; individuals preparing for nontraditional fields; single parents, including single pregnant women; displaced homemakers, and individuals with limited English proficiency. Our local programs routinely refer program participants to, and fund education for, programs of study funded by Perkins funds.

The local Workforce Development Boards of the Twin Cities, following the focus on specific occupational clusters and career pathways (outlined in the regional plan), will work with all of the metropolitan Carl Perkins consortium partners, collectively, to identify appropriate Perkins-funded activities that support entry and advancement into the career identified pathways. Washington County WDB will pursue appropriate steps, with its own Perkins consortia members, to ensure program alignment within the Workforce Development Area.

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

Eligibility for the core programs (with the exception of Title III Wagner-Peyser) is based on possessing a barrier to employment. Co-enrollment between core programs, where allowable by state and federal policy, leverages funds and resources for participants. Supportive services funds enable participants to continue work search and training when finances present barriers. Employment counseling ensures that participants are guided toward jobs that meet their individual needs and toward training that can lead to a career pathway.

Because the Workforce Center is a division of and housed within local county government, staff at all levels are on cross-functional teams and attend meetings with social workers and corrections staff serving individuals who qualify for and are enrolled in WIOA Core Title I programs. Individuals include youth in foster care, youth with developmental disabilities, youth and adults who are offenders, youth and adults with mental health concerns.

One of our employment counselors is a partner in the local corrections and law enforcement center's offender re-entry assistance program (RAP), providing employment assistance as part of the wrap-around services model.

Our current P2P (and past FastTrac) grants provide a "bridge" during which basic

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skills instruction for college preparation are delivered by an instructor from adult basic education. The students continue to be supported by that instructor, who is onsite at the college, while they attend class.

Capacity building through training and collaboration offered by agencies such as State Services for the Blind, Deaf and Hard of Hearing Services, and Vocational Rehabilitation; and continuing education for maintenance of the Global Career Development Facilitator (GCDF) credential will ensure staff are equipped to work effectively with a variety of barriers participants may have. Cultural competency and inclusion training offered by Washington County is a requirement for County staff.

Staff refer to and work closely with DVOPs for veterans. Motivational interviewing is a method used by counselors in the TANF-MFIP program to provide client-centered planning for individuals with multiple barriers.

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

Co-enrollment between core programs, where allowable by state and federal policy, leverages funds and resources for participants. Supportive services funds enable participants to continue work search and training when finances present barriers. Employment counseling ensures that participants are guided toward jobs that meet their individual needs and toward training that can lead to a career pathway. Examples of co-enrollment that occurs and will continue to occur are: co-enrollment of MFIP and SNAP participants, when eligible, in the adult, youth and dislocated worker programs for training funding; co-enrollment of youth, adults and dislocated workers, when eligible, into vocational rehabilitation services for additional services not otherwise available; enrollment of participants in the County's offender re-entry assistance program (RAP), when eligible, into adult and youth programs.

Our SNAP E&T grant allows us to provide SNAP recipients participant-centered counseling and guidance into jobs with livable wages, and extend the allowable months of food support benefits for those enrolled in training.

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

The community and technical colleges of the MNSCU system do an excellent job of offering stackable credentials in programs of study leading to credentials needed to enter occupations. This allows students, both young adult and returning adults in the workforce, to advance their education – and career pathway – at intervals in life if necessary.

In recent grants we have applied for and been awarded (JD NEG, SP NEG, FastTRAC, P2P, WESA Equity) targeted participant training is based on local

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WDB identification of local in-demand industries. These grants focus on training that includes both short- and long-term credentialed training. The WESA Equity grant in particular focuses on high-wage, high-demand, non-traditional occupations for women.

For those individuals needing to develop proficiency in basic and/or English language skills prior to enrolling in training to obtain a post-secondary or industry-based credential, we work with our local area's ABE and ELL programs to provide the instruction.

We will continue to pursue grants to develop career pathways, and build on the metro-wide sector approach described in the Twin Cities metro regional plan (Section A), and work to identify financial resources and other supports to allow MFIP, SNAP and WIOA program participants to pursue these pathways.

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

The Workforce Boards of the Twin Cities have identified specific sectors and associated career pathways in the Twin Cities regional plan that calls for the convening of metro-wide 'sector panels' in partnership with Chambers, MnSCU partners, MnSCU advisory boards, and others. These panels will be business-led, focused on the workforce needs within a particular industry or occupational cluster. Washington County WFC and WDB have begun meeting with and working closely with the Workforce Strategy Consultants for the metro region to develop such panels.

The Washington County WDB is an active and engaged board, with employers (both large and small) from advanced manufacturing, healthcare, finance and social services. The WDB will fully participate in sector panels, as well as continue to host and attend economic development summits.

The economic development director for Washington County is a member of the local WDB and acts as a liaison between the County's economic development initiatives and the Local Board's business' needs.

The WFC hosts mini-job fairs 3 times/month (1/month at each of its 3 locations) with local employers. We also host semi-annual job fairs coordinated with the County library in Woodbury.

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

Based on the industry sectors selected by Washington County's WDB, career pathways for skill development, credentialing, and job advancement will be identified. The Washington County WDB has begun meeting with and working closely with the Workforce Strategy Consultants for the metro region to gain up-to-date information about employers' and industry sectors' skill development

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requirements. Front line staff in the WFC's will be informed and trained about the industry sectors and career pathways so they can inform and guide customers of the WFC and its programs into training and jobs that lead to family-sustaining wages.

Continuing partnerships with local school districts' ABE, ELL, and secondary education programs will be maintained in order to make sure students get guidance on in-demand career pathways and develop the skills needed to enter post-secondary training programs. The area community and technical colleges do an excellent job of designing curriculum that provides stackable credentials within many of their programs of study. Our local WDB membership includes representatives from 2 community and technical colleges in and around our local area.

In addition to skill attainment through classroom-based training, the WFC offers OJT, work experience, customized and incumbent worker training as work-based training options that employers can use to hire qualified workers.

The economic development director for Washington County is a member of the local WDB and acts as a liaison between the County's economic development initiatives and the Local Board's business' needs.

The WFC hosts mini-job fairs 3 times/month (1/month at each of its 3 locations) with local employers. We also host semi-annual job fairs coordinated with the County library in Woodbury. We work with local cities' economic development offices to meet large employers' hiring needs by coordinating recruiting efforts, hosting hiring events and publicizing jobs on DEED's MNWorks website. We provide similar service to help workers being laid off from small employers when we are notified locally about layoffs or closings.

Staff from the Workforce Center attend chamber of commerce meetings throughout the county to connect with area businesses and facilitate exchange of information.

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

The Greater Metropolitan Workforce Council are developing a governance structure that substantially engages regional economic development providers in new ways, particularly with more cross-appointments between economic development and local Workforce Development Boards. Further, the Greater Metropolitan Workforce Council envision an annual gathering of regional partners to review economic and demographic data and update each other on shared strategies toward regional prosperity.

WDA Region 4, of which Washington County WDB is a part, works closely with the Greater MSP regional economic development partnership, the state economic development division, and local city economic development entities. Information and data supplied by the economic development entities are used to develop

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plans of action for the metro region, as well as for our local area.

A Sector Skills Academies partnership is in development and supported by the Twin Cities Greater Metropolitan Workforce Council (GMWC), MSPWin, Corporation for a Skilled Workforce (CSW), the Aspen Institute, and local stakeholders, including Washington County WDB. This partnership will support Minnesota's and the GMWC's goal of creating and sustaining high-performing sector partnerships that inform and sustain long-term talent development and recruitment of candidates for work in the industries identified as in-demand in the Twin Cities Metro area.

Washington County Workforce Center has developed a "first source" agreement for recruitment with the City of Oakdale, covering sourcing of candidates for new or expanding businesses within the city. The city also notifies us immediately when they know of layoffs occurring.

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

Staff from the unemployment insurance division of DEED deliver re-employment assistance (REA) sessions onsite at all 3 of our WFC locations. During those sessions, information is discussed, and printed materials distributed, about Washington County's dislocated worker program and the job search and career exploration workshops. UI recipients develop plans of action for return to work, one step of which includes contacting the dislocated worker program.

The WFC's dislocated worker program counselors provide case management and coordination of benefits with DEED's Trade Adjustment Assistance (TAA) unit for those workers who are eligible for federal TAA benefits when laid off.

Washington County has partnered with local employers and area education providers to implement incumbent worker and customized training, and will continue to do so, following federal and state policy.

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

As noted above in 14. C., above, Washington County WDB, as one of the Workforce Boards of the Twin Cities, is engaging with regional economic development activities at higher levels than previously. The Greater Metropolitan Workforce Council will initiate discussion with the broad 'business development' and entrepreneurship communities to see how to best connect their services and offerings with Workforce Center staff, and ultimately jobseekers who also wish to explore business development pathways.

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Washington County WFC's collection of workshops includes an introductory workshop about small business development. Participants enrolled in training services under core Title I programs may pursue and have funding provided for in-depth training for small business development through several local resources. Participants in the dislocated worker program are enrolled into CLIMB (DEED's program to encourage and allow small business development for recipients of UI benefits) activities in WF1 if they are pursuing small business development.

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

We will, in partnership with Region 4 WDA's leadership, explore conversation with the community of nonprofit training providers about a shared vision for continuous improvement across the public and nonprofit workforce arenas. Multiple efforts in recent years have supported continuous improvement among eligible training providers (notably, the Twin Cities Greater United Way return-on-investment work, participation in the national Workforce Benchmarking project, participation in the GWDC return-on-investment workgroup, and a most recent engagement with CLASP led by the Minnesota Employment Services Coalition (MESCC)). Many of these efforts have involved eligible training providers, but not necessarily engaged the public workforce system directly. Discussions are expected during this program year about how to bring such efforts together.

In the end, each local Workforce Development Board will manage the quality of service among its own training providers by pruning and/or adding to the eligible training provider list.

Within the Workforce Center itself, continuous improvement of staff is linked to continuous improvement of services delivered: Workforce Center staff, as part of Washington County, are required to attend at least 15 hours of training per year. This requirement is incorporated into staff annual evaluations. Training topics include software, cultural competency, diversity and inclusion, leadership, communication.

Employment counselors who hold the GCDF (Global Career Development Facilitator) credential are required to complete an additional 15 CEU's annually in defined topics relevant to provision of employment counseling and program development. Employment counselors and lead staff attend state DEED-sponsored annual conferences, with topics ranging from service provision to program management. Team meetings incorporate policy review and discussion and professional

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development topics.

Several resource room staff have completed the Reception and Resource Area Certification Program (RRACP).

Youth program staff have enrolled in Youth Intervention Certification training through YIPA.org.

Our workshop trainer is a member of MN Career Development Association (MCDA) and attends annual conferences and quarterly events and training with the organization.

The Workforce Center's programs are required to meet annual performance standards established by DOL and MN DEED in order to maintain status as a Workforce Center. Part of that process includes participation in monitoring visits by DEED staff, which incorporate technical assistance for WFC staff and program delivery.

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

As noted earlier, there will be multiple levels of engagement of eligible training providers and public partners to engage with local employers, incumbent workers, and jobseekers to ensure alignment of programs and services.

Through its strategic planning process, our local WDB has developed three action teams: Skills Match Action Team (SMAT), Community Engagement Action Team (CEAT) and the Board Member Engagement Team (BMET). These teams direct the community engagement and work of the WDB members.

The goals of the teams include:

SMAT:

Working with local businesses and developing an analysis of the skill needs of those local businesses, including surveying businesses that are having difficulty matching job seekers with the specific skill set needed for their industry. Their goal is to develop strategies for addressing the gaps.

CEAT:

Engage the business community and establish partnerships to help meet the employment and training needs of Washington County by raising awareness and utilization of our services among businesses

BMET:

Improve the membership experience and participation of WDB members. Several changes have been made with the goal of having each new member integrated and ready to be an active member within the first six months. Updating orientation manual and bylaws is also an action step of this committee.

Workforce Center supervisory and lead staff regularly attend WDB meetings.

Information sharing and communication, along with the board's advisory role, inform the Workforce Center's services and service delivery within our local area.

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

We will work closely with 'remote' service locations within our Workforce Development Area to identify opportunities for electronic access to be made available as widely as possible. We note, however, that with an increased emphasis on staff-assisted services at WorkForce Center locations, a primary goal of such access points may be to drive traffic toward locations where staff-assisted services can be made available.

The Local WDB is working closely with DEED in the rebranding effort for CareerForce, which will be the identifier of the employment and training programs and services offered in Minnesota. One aspect of CareerForce is a comprehensive web-based resource hub, designed to meet the needs of job seekers as well as employers.

Within Washington County there is access to one of four Workforce Center locations (either local, or regional – Ramsey County's North St. Paul location) within a 20 mile drive. The Workforce Center has web pages on Washington County's website with information outlining all services and programs offered, along with contact information. Electronic registration for workshops can be accessed there, too. We have a Facebook page with current events, announcements, contact information and links to registration as well. Job search can be accomplished using www.minnesotaworks.net, remotely and during non-business hours.

Washington County's public libraries maintain a subscription, free to library users, for JobNow which provides web-based access to stored documents and live coaching on job search and career development issues. The County library system is currently beginning a strategic planning phase which includes a goal of becoming a technology hub for communities. MN DEED also offers 4 e-learning courses for job search that any job searcher (not just recipients of unemployment benefits) can access.

We are exploring developing live and recorded webinars covering our live workshop content.

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

Our Workforce Center locations are housed in Washington County government buildings, which comply with accessibility standards. Accessible parking spaces are marked in the parking lots at each location, with curb cut-aways and power-assist doors at building entrances. There is an elevator in the building that has 2 levels. Service animals are allowed inside the buildings. Doors and hallways

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meet ADA standards.

Services and programs are available to anyone, regardless of a disability. Staff and programs do not turn away customers seeking services who may have physical or cognitive limitations. Information may be read to individuals who need assistance understanding and interpreting information. Materials in alternative formats will be made available to those who need it. ASL interpreters are available upon request, with advance notice, for appointments and workshop attendance.

Assistive technology: UbiDuo and Pocket Talker are devices available in all Workforce Center locations for facilitating face-to-face communication with deaf and hard of hearing individuals; Jaws software is installed on computers in each resource room location to allow those with vision impairments to use the computers; each Workforce Center location uses MN Relay ~~has TTY~~ telephone service connection for connecting with deaf and hard of hearing customers.

Capacity building for staff includes training on effective communication and service to people with a variety of disabilities through resources like DisabilityRights.org, and the MN Deaf and Hard of Hearing Services office. The employment counselors are GCDF certified, which includes a segment regarding working with clients with disabilities. Staff follow DEED's policy on serving individuals with disabilities. Additionally, we will incorporate ADA material to be jointly developed by the Greater Metropolitan Workforce Council in partnership with the MN Workforce Council Association and DEED.

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

Wagner-Peyser provides staffing in our Woodbury location resource room, as well as workshop facilitation in each of the 3 resource area locations. WIOA Core Title I staff also provide service in the resource room. All partners contribute to resource room operations according to the cost allocation plan.

Veterans services are provided onsite and through referrals to a DVOP who covers Washington County, as well as other regional areas, and sits on our local board. We have a designated employment counselor in our WIOA dislocated worker program who specializes working with veterans who qualify for DW program services.

Vocational rehabilitation is a member of the local board and program staff are available for consultation and referrals.

All WIOA Title I programs and services are offered at the Workforce Center, through employment counseling staff and workshop trainers. They are housed at the main Woodbury facility and travel to the other locations to provide services.

TANF and SNAP employment and training services and staff are co-located at each Workforce Center location and have been for 20+ years. TANF funding is used

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as well for shared support staff and training staff at the Workforce Center and for physical infrastructure costs.

Title II adult basic education and literacy staff from 2 school districts in the local area sit on our local board. The area's school districts participate in grant writing and program delivery opportunities with TANF and WIOA programs.

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

Training activities available are comprised of short-term non-credentialed & credentialed, and longer-term credentialed, both classroom-based and online; career pathway models of training; ABE and GED; work-based learning including OJT and incumbent worker; TAA-approved training when eligibility provides for TAA-funded activities; and entrepreneurial training.

Participant choice of training providers is supported by employment counselors and guided by Minnesota's ETPL. Assistance in finding appropriate training programs and determining which may be most effective for the participant is provided by employment counselors when requested. When credentialed training is considered by a participant who does not hold a bachelor's degree, a reading and math assessment (TABE) is administered by the Workforce Center to assure successful completion of such training.

Available training providers in the service area include both public and private post-secondary; private, industry-specific; and other private training vendors. Some of the programs offer discounts for WIOA-funded enrollees. When participants choose a provider whose cost exceeds the available training funds, employment counselors assist the participant in identifying additional sources of funding.

Employment counselors provide 1:1 guidance and development of resume writing and interview skills to individuals who are job searching. They direct participants to career assessment resources and workshops, and interpret career assessment results with the participant, including provision of career counseling and connections to information and resources about non-traditional occupations across gender, as well as about in-demand occupations for our region. Such assessments help participants determine direction in job search and training selection.

The adequacy of training provided by vendors in the area and remotely is assessed by reviewing whether the training meets industry credentialing standards and state licensing standards (where exams for credentials and licensing are necessary upon completion); through review of the published curriculum and its relationship to the desired occupational outcomes of participants; through cost comparison; and through demonstrated success of completion by past participants, where available.

The employment activities in Washington County's adult and dislocated worker programs are measured by federally-defined outcome measures. The Workforce Center has met these measures each year. Participant feedback is gathered about the employment

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activities (workshops, employment counselors) offered through both programs as well. Changes are implemented to our processes when feedback warrants change.

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

Washington County's available youth activities include assessment and career planning; referrals and connections to secondary, ABE & ELL, and post-secondary programs; referrals and connection to relevant community agencies; work experience; and credentialed training, including career pathway models.

Since 7/1/15, 69% of participants served in our combined federal- and state-funded programs have recorded a disability. 66% of youth currently enrolled for PY17 record a disability. Disabilities include physical, cognitive, and mental health. We will continue to serve youth with disabilities and coordinate services with vocational rehabilitation and any other agency the youth may be working with.

- When youth are in secondary school, the employment counselor attends the youth's IEP meetings and with school social workers so that services can be coordinated and to ensure the success of the youth at their worksite.
- Youth with disabilities are matched to existing worksites that meet their stated preferences, and new sites are developed to meet their stated interests and needs when needed. The approach is participant-centered.
- When students are attending post-secondary school we facilitate and ensure the student's connection to the disability services office so appropriate accommodations are arranged.

Most youth that are in the program participate in work experience, learning work readiness skills and being mentored by employers to develop successful on-the-job skills. During summer work experience, they will also participate in 3 workshops over the summer: 1) basics for workplace success along with beginning resume development; 2) resume development and interviewing, with peer and instructor critiquing; career assessments and exploration; and 3) an employer panel to discuss hiring practices and successful interview skills.

The adequacy of youth workforce development activities is assessed through worksite evaluations. Each youth is evaluated by their site supervisor on attendance, punctuality, appearance, response to supervision, communication skills, initiative, quality of work, teamwork, problem-solving skills and safety on the job. Evaluations are completed after one month on the job and every 6 months thereafter throughout their time, with a final evaluation at the end of their experience at the worksite. Evaluations are compared for skill improvement. The youth employment counselor works with the site supervisor and youth if the youth are not demonstrating improvement throughout their time in the program.

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Throughout their time in the program, youth will meet with the employment counselor for career counseling to help them finish high school, apply for college and/or pursue short term training. Included is provision of career counseling and connections to information and resources about non-traditional occupations across gender, as well as about in-demand occupations for our region. Minnesota's ETPL is used to ensure participant choice of training providers. WIOA funds help youth pay for tuition or certificates that will help them become more employable. Youth have the opportunity to get help from our onsite adult basic education instructor for help with high school subjects, obtaining their GED or help with their college classes.

Youth workforce development activities in Washington County's youth program are measured by federally-defined outcome measures. The Workforce Center has met these measures each year. Participant feedback is gathered about the employment activities (workshops, employment counselors) offered as well. Changes are implemented to our processes when feedback warrants change.

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

The local WDB board has members representing 2 area community and technical colleges, and 2 local school districts' community education programs. Coordination and information sharing around programming and strategies, and opportunities for collaboration and pursuit of grants, begin there. The WFC does not duplicate any educational programs/services offered by the local post-secondary and secondary schools.

WFC staff refer program participants and customers to the area post-secondary and secondary education programs that fit the participants' and customers' needs. We collaborate on grants and projects with the community and technical colleges (e.g., TAACCT, P2P) and local school districts (e.g., FastTRAC, P2P, onsite ABE instructor at the WFC).

As noted in Question #12, the Greater Metropolitan Workforce Council, following the focus on specific occupational clusters and career pathways (outlined in the regional plan), will engage Carl Perkins consortium partners who often represent our closest relationship with secondary and post-secondary partners. Local efforts to support students will be developed, in conjunction with metro-wide efforts focused on identified career pathways, and efforts will be made at the local and regional levels to ensure that services are not duplicated.

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

In regard to public transportation as an available support service, Washington County has struggled with public transportation availability issues for decades. The Met Council, County Board, and local cities' leadership drive public transportation accessibility in the area. The County Board is working in partnership with the Met Council and local cities in

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planning the Gateway Corridor Commission's bus rapid transit route through Washington County. The County's Community Services department has contracts with local non-profit and private transportation alternatives that serve individuals meeting their eligibility guidelines. The local WDB supports any efforts to develop public transportation.

Funds from the WIOA programs provide support for transportation expenses of enrolled participants in the form of mileage reimbursement and subsidy, bus cards for those participants that can use them, gas cards, and auto repair. Additionally, for those with limited personal transportation, we provide information to anyone coming to the Workforce Center, regardless of program enrollment, about the limited, low-cost or free, private and public transit options that do exist within the county to enable them to reach destinations.

The local Workforce Development Boards of the Twin Cities are working cooperatively to strengthen relationships with the Met Council at multiple levels. One such effort will be to ensure that a stronger line of communication is maintained with transit planners to facilitate closer coordination with public transit in areas where transportation challenges represent a primary barrier to employment.

In regard to support services in general, we leverage supportive service funds by looking at other available resources (e.g., other funding streams when co-enrolled, financial aid if receiving aid while attending post-secondary school, grants that may be available within the community). We have local written policies that follow DEED and DOL policies specifying types of expenses that may be paid.

We use a Family Resource Guide directory, published bi-annually by the Washington County Community Services Department, to assist customers and participants in finding needed resources of all types across the county and east metro area..

Results of the analysis done collectively by the metro Workforce Development Boards will allow us to determine if the suitability and accessibility of support services at our service locations meet the expected needs of populations being served – specifically youth and adults with barriers to employment, and/or those who would benefit from culturally-specific service delivery strategies.

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

State employment service staff provide FTE coverage for customer service in our Woodbury resource room. There are 4 staff that rotate to provide that coverage. Additionally, 2 of them conduct UI sessions in our Woodbury, Cottage Grove and Forest Lake offices, as well as some job search workshops in Woodbury and Forest Lake locations. Each are fully-engaged in the delivery of Workforce Center services to job seeking customers, participants, and to local businesses. The staff present information about job search workshops offered by the WFC trainer and the employment and training programs offered through WIOA, including referring laid off workers to dislocated worker program services.

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There is a link, in the Workforce Organizer, to the UI application and information website on the computers for customers in our resource rooms.

Employment counselors for the dislocated worker program can inform UI staff when program participants are enrolled in approved training during the time they are receiving UI payments. If pursuing business development plans, dislocated worker program participants who are receiving UI payments can be enrolled in the CLIMB program and activities are tracked in WF1.

We will align with the WIOA regional plan to distribute funds for operation of Wagner-Peyser services in the local WDA's.

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

There are well-established ABE and ELL programs within the community education departments of each of the 8 school districts located within our local area. These education programs offer a full range of adult education and literacy topics, even including basic computer and software and technology skills. The local CAP organization provides financial literacy workshops at our Workforce Center.

Counselors at the Workforce Center are routinely in contact with the ABE and ELL program staff regarding programs and schedules, and to refer participants into the programs when needed. Those referrals and connections are based on the geographical area the participants reside in.

We have engaged in partnerships and joint proposals for grants to carry out programs like FastTRAC, P2P, and incumbent worker training with area ABE programs, and will continue to do so. We collaborate to strengthen our relationships between libraries, adult education, and workforce organizations to deliver digital literacy programming (initiated in Spring 2016 by the MN Literacy Council, "Better Together") to our common customers.

The local WDB reviews and evaluates the federal ABE competitive provider applications for the 2 consortia that exist within WDA 16 (South Washington County Schools and Metro East). Results are submitted to the MN Department of Education, per requirements.

The local Workforce Development Boards of the Twin Cities have engaged adult education partners in the development of this plan, and expect to continue doing so through the implementation period. Adult education partners will continue to be engaged in at least three ways: a) development of career pathways in the identified sectors and clusters, with clear integration opportunities for literacy and adult education to be woven into existing and emerging training; b) clarification or strengthening of protocol for assessing adult education needs at WorkForce Centers (and other points of service) and making appropriate referrals for services; and, c) provision of career awareness

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materials and/or workshops prepared by workforce development staff, that can be shared with adult education partners to expose students to opportunities and facilitate referral from adult education programs to WorkForce Centers and other workforce development programs.

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

Our MOU establishes a basic agreement for provision of services by vocational rehabilitation within Washington County, and beyond that we have a history of engaging resources in addition to the services we offer at the Workforce Center, in order to provide the services that best meet a customer's and participant's needs. We use signed releases of information to enable communication with those agencies (like Vocational Rehabilitation, Washington County Community Social Services, agencies that provide mental health and chemical dependency treatment) when services are being provided to our shared customer.

Vocational Rehabilitation is represented on our Local Workforce Development Board; is available for consultations and information to our Title I employment counselors; coordinates co-enrollment and case management with Title I employment counselors for eligible individuals.

Since we are a division of the County's Community Services Department, we have access to interpreter services to provide language, including ASL, interpretation for our customers attending our workshops and individual staff appointments.

Specifically for disabled veterans, we work closely with our local DVOP and coordinate services and funding for shared customers.

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

Washington County's Board of Commissioners reviews and approves receipt of WIOA and state dislocated worker, adult and youth formula and grant funds from DEED. Funds are then administered within the budget of the Workforce Center division of the County's Community Services department.

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

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When Washington County Workforce Center contracts for services to be provided in which the contractor's staff bear shared responsibility for eligibility determination, performance, and compliance, and includes programmatic decision-making that impacts grant performance, those contracts are subject to the competitive procurement process set out in 2 CFR §200.319. The Community Services Policy & Planning division provides support for the process. We also follow the State of Minnesota's competitive award process policy. Public notice is posted via print media and websites. Guidelines, requirements and timeline are issued to potential bidders that request them.

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

Local levels of performance will be negotiated annually with DEED once DEED has negotiated state levels of performance with DOL.

Our ability to annually meet local levels of performance will determine whether the Washington County Workforce Center continues to be the designated service provider for WDA 16. Our performance is monitored by DEED annually.

The Workforce Center uses tools provided by DEED (MNPerforms, data provided through rosters) to monitor potential performance issues monthly or bi-monthly throughout the year.

When WDA 16 contracts out program services, staff and the local WDB will monitor performance attainment annually to determine renewals of contracts.

The Workforce Boards of the Twin Cities have agreed to align their own performance with the GreaterMSP Regional Dashboard, to assess the level of impact that the collective efforts of the public workforce system has on regional prosperity in a few specific areas.

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

The MWCA developed a board orientation template for state and local boards to use, allowing insertion of information specific to the Local Area's Board. Included in this work are the key elements (factors) for strategic, high-performing boards.

Washington County's Workforce Development Board developed a strategic plan for itself in 2013, with the help of a professional business coach. From that plan, 3 broad initiatives (board member engagement, community engagement, and skills match initiative) were identified and undertaken by action teams assigned to each. Board engagement work includes ensuring orientation for new board members is comprehensive and timely. The new board orientation materials (including key elements for strategic, high-performing boards) being developed by the GWDB Operations Committee will be incorporated into our local WDB's orientation materials and strategic planning.

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Regionally, the Greater Metropolitan Workforce Council has developed a governance structure that requires greater crossover with other business, philanthropic, and economic development leadership in the region. In the coming two years our local Workforce Development Board will shift its recruitment process and leadership to ensure alignment with this new regional governance model in order to bring the regional governance model to peak influence.

Statewide, the MN Workforce Council Association has always been committed to supporting local Workforce Development Boards' growth and strong performance. The Greater Metropolitan Workforce Council will explore a refreshed and strengthened information sharing and 'training' approach (through the shared convenings described in the regional plan) that will advance understanding for local Board members and attract additional talent and skill to serve on local Workforce Development Boards going forward.

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

Washington County plans to continue the use of individual training accounts which maximize consumer choice. Program participants, after review of training plans with an employment counselor, are given Minnesota's eligible training provider list (found on DEED's Career Profile Tool) from which they select the training program(s) that are most appropriate for them. The Workforce Center employment counselors coordinate use of WIOA training funds with federal and state grants for participants attending credit-based training, where applicable, to avoid duplication of payments.

In instances where customized or incumbent worker training is requested by an employer, and is the best option to fill open positions for an in-demand occupation or industry, or to avert a layoff, a contract with a local training vendor (public or private) qualified to provide such training (as demonstrated by past performance), may be entered into. Additionally, any work-based training in the form of on-the-job training (OJT) requires contracts be written with the employer.

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

Washington County's local plan for WIOA will be published for 30 days on the Workforce Center's page of Washington County's website, and notice of such availability and how to request copies of the plan, will be distributed to local area media publications.

Offers for assistance in development came, and feedback was requested, from Carl Perkins-funded programs, local ABE representatives, VRS and Wagner-Peyser staff on sections relevant to those programs.

Local and regional planning within the Twin Cities area is done concurrently. At the

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regional level, entities engaged in the planning process have included local Workforce Development Boards (including their private sector business members), other public service providing partners (Wagner-Peyser, Voc Rehab, and other staff) community-based service delivery partners, adult basic education partners, Chambers of Commerce and business associations, and private philanthropy. Collectively the Workforce Boards of the Twin Cities expect to continue to engage others in planning and implementation, specifically reaching the following groups in the coming months:

- Jobseeker customers from WorkForce Centers and other service provider partners;
- Business customers/employers from WorkForce Centers and other service provider partners;
- Front-line staff from WorkForce Centers

Upon completion of this plan, a 30-day comment period is provided, with the plan circulated to all those partners identified above electronically as well as in a widely accessible internet posting.

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

Washington County uses DEED's electronic Workforce One (WF1) case management information system for: WIOA adult, dislocated worker and youth; state-funded dislocated worker and youth; all DEED-issued competitive grants we are awarded; and SNAP and MFIP employment and training employment and training programs.

WF1 is also used by vocational rehabilitation and veteran's programs for participant files.

We use Washington County Community Services department's paperless file system, Caseworks, for several of the same programs.

Within WDA Region 4, discussion is underway with several nonprofit and philanthropic partners about broader use of one or two electronic case management systems that could be used as a supplement to Workforce One, to better capture client-level activity and link to broader data sets for wage matching and longitudinal tracking of outcomes across adult education, post-secondary, workforce (and eventually even primary and secondary school) outcomes. This is a longer-term process in which the Greater Metropolitan Workforce Council is involved. As the process continues, there may be opportunity for a more complete transition for WorkForce Centers and many other partners to use the same platform for case management information.

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SECTION C: PROGRAM OPERATIONS

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

The Washington County Workforce Center will seek to provide dislocated worker program services for any layoff in our local area that will be a competitive bid for services through the rapid response team. We will not seek competitive bids for services outside of Washington County. We will also accept all referrals from a local layoff that has been determined to qualify as "referral to formula".

We will ensure the rapid response team has all of the pertinent information concerning our services/proposals for competitive bid within the guidelines and timeframe established by rapid response.

We will work with the rapid response team in the development/formation of a planning committee, and provide follow-up information on any dislocated worker project awarded to Washington County to the team.

We will comply with all policies for funding on any contracts awarded Washington County, and work closely with DEED to ensure compliance with all state or federal guidelines for dislocated worker services.

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

The Washington County Workforce Center's division manager, program coordinator for WIOA programs, and eligibility specialist for the dislocated worker program work together to be sure the state's rapid response unit is notified within 24 hours when we hear that a local area layoff that has occurred. If the company has indicated to one of the local staff that a layoff may potentially occur, and requested the information remain private, local staff will respect the company's request.

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

Washington County's WDB seeks to provide dislocated services for any layoff in our local area that will be a competitive bid for services through the rapid response team. We will not seek competitive bids for services outside of Washington County, unless invited by any of our regional partners to provide services. We will also accept all referrals from a local layoff that has been determined to qualify as "referral to formula".

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

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

Washington County's dislocated worker counselors and staff regularly communicate with TAA staff by phone and email concerning trends in numbers of program participants coming in for services from one company, comments and questions from program participants regarding the layoff at their former company, and concerning questions and/or information about possible TAA certifications.

TAA staff regularly sends out information to dislocated worker service providers regarding new DOL trade-certified layoffs and new policy guidelines, as well as policy changes. The dislocated worker program coordinator reviews policy updates at bi-weekly team meetings with counseling and intake staff.

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

We have worked, and will continue to work, with DEED's TAA staff in the following ways:

- Providing a list of laid off workers, if not already supplied by the company to TAA staff
- Providing space for TAA to conduct meetings for laid off workers eligible for TAA services
- We have a goal to ensure all of our dislocated worker counselors are updated and attend training on TAA policy/guidelines
- Counselors providing 1:1 assistance to laid off workers throughout the application for TAA services, and explaining which services the worker is eligible for under TAA
- Counselors consistently following TAA policy
- Counselors consistently supply activity updates for TAA-enrolled participants via WF1 and other means
- Hosting counselor training sessions, conducted by DEED and TAA staff

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

Yes X

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

Yes X

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

The policy is located on our central forms directory, for all counselors to access and use. Semi-monthly counselor meetings contain a policy review agenda item so that policy is discussed and understood. Expense obligations spreadsheets are used by

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counselors for program participant planned and actual expenses, and are monitored by the program coordinator.

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SECTION D: SYSTEM OPERATIONS AND ATTACHMENTS

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

Yes

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

Yes

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

Yes

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

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

Yes

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

Yes

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

Yes

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

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

The Minnesota Veterans Questionnaire is used to identify Veterans. We ask all customers that come to the WorkForce Center if they ever served in the US Military. If the answer is yes, we ask them to complete the Veterans Questionnaire. Non-JVSG staff do the initial assessment/review of the questionnaire, and make appropriate referrals based on the responses on the questionnaire.

Additionally, on-site signage helps the customers to self-identify themselves as U.S. Military members.

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

Signage in the WFC advises Veterans and other eligible persons of Veterans Priority of Service (POS). Information on Priority of Service is also provided during various program orientations, from staff, and during workshops. LVER staff train and update local staff and management on the provisions of POS and PL 107-288.

Our Woodbury location has one computer that is labeled “For Veterans – Thank you for your service”. Veterans are also informed about the veteran-specific websites on the Workforce Center Organizer.

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

All websites associated with the WFCs provide information on and notice of Veterans Priority of Service.

“The Workforce Center proudly provides priority of service to veterans and eligible spouses of veterans” is stated on each of the Workforce Center’s web pages within the County’s website.

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

The Minnesota Veterans Questionnaire, a DOL approved standard process, is used to identify Veterans with a significant barrier to employment (SBE). The questionnaire identifies DOL designated SBE’s per VPL 03-14, including change 2.

If a veteran answers “yes” to any of the questions, staff assist them with veteran-specific and general public resources. They are referred to our DVOP or LVER, and Dislocated Worker Counselor assigned to veterans. The questionnaire is sent to our LVER for further follow-up.

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

This local area has identified partner staff (in each WFC) to provide services (including intensive services) to SBE Veterans in the absence of a DVOP. These staff have had training on serving Veterans via the NVTI Webinar “Helping Veterans to Meaningful Careers”, and from LVER staff one on one, and during staff and partner meetings. WFC staff conducts an initial assessment with current or former Military Service Member with a significant barrier to employment and then refers them to the designated intensive service provider when the DVOP is not available.

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

Local DVOP and/or LVER staff attend staff and partner meetings and orientations, participate on WFC work teams, collaborate with WFC partners on various events and LVER staff provide training to partner staff and management regarding the JVSG program.

Our local DVOP sits on our local WDB and schedules weekly time in our Woodbury location for walk-ins and scheduled appointments with program participants who are veterans, or spouses of veterans. Employment counselors make regular, direct referrals to him for service, and vice versa.

The LVER serving Washington County conducts visits to area businesses as well as coordinates with the metro regional workforce strategy consultant.

Additionally, the local veterans service officer (VSO) is a division of Washington County's Community Services department, as is the Workforce Center. The VSO and Workforce Center division manager meet regularly in department management meetings, and the Workforce Center has collaborated with the VSO and DVOP on several veterans employment events locally and regionally (metro) over the past few years.

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

Yes

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

All recipients of unemployment insurance benefits are required to register in and post their resume on MinnesotaWorks, making them viewable to employers. This is a routine segment in the REA (re-employment assistance) sessions that occur onsite at our WFC's. Most of the referrals to our dislocated worker program come directly from the UI REA sessions. The employment counselors working with the WIOA-funded programs verify that resumes are posted and viewable to employers in MinnesotaWorks, as well as providing 1:1 assistance to participants for posting.

Our resource room staff make registration in MinnesotaWorks (including posting and making viewable their resumes) a routine step for customers who are coming in to use the Workforce Center resource room and customer registration system (CRS) for the first time. As an additional support, one of the resource room staff facilitates a workshop for navigating the MinnesotaWorks website, including posting and making viewable their resumes to employers.

14. **Conflict of Interest and Integrity:** Local area boards must make decisions in keeping with several laws and regulations. Indicate below that your local area board is aware of DOL

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Training and Employment Guidance Letter 35-10 and Minnesota OGM 08-01 and its relevant federal laws and regulations.

Yes

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

Yes

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

Yes

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

Yes

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

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

Yes

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

Yes

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

Yes

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

Yes

21. A. Briefly describe the local area board's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2018.

The local WDB follows Washington County's policy (#6006, revised Nov. 17, 2015) on

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advisory committees, boards and commissions. Vacancies are generally replaced within 90 days. We are currently recruiting new members to replace the terms that expire on 6/30/18.

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

Yes No

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

A number of applications have been sent out and we are waiting on return, then for confirmation of each by the County Board.

The County Board has recently changed its policy on board membership, and members can now serve unlimited terms.

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

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

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

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

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

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ASSURANCES AND CERTIFICATIONS

ASSURANCES

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

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

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- **Limited English** - [Executive Order 13166](#) - Improving access to services for persons with limited English proficiency;
- **Nondiscrimination** - [Section 188 of the Workforce Innovation and Opportunity Act \(WIOA\)](#) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - [Section 188 of the Workforce Investment Act of 1998 \(WIA\)](#) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - [Title VI of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;
- **Nondiscrimination** - [Title VII of the Civil Rights Act of 1964, as amended](#) - Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;
- **Nondiscrimination** - [Title II of the Genetic Information Nondiscrimination Act of 2008](#) - Prohibits discrimination in employment on the basis of genetic information;
- **Nondiscrimination** - [Title V of the Older Americans Act of 1965](#) - Prohibits discrimination based on race, color, religion, sex, national original, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;
- **Nondiscrimination** - [Title IX of the Education Amendments of 1972, as amended](#) - Requires applying nondiscrimination provisions, based on sex, in educational programs;
- **Nondiscrimination** - [Title I \(Employment\) Americans with Disabilities Act \(ADA\)](#) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;
- **Nondiscrimination** - [Title II \(State and Local Governments\) Americans with Disabilities Act \(ADA\)](#) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;
- **Nondiscrimination** - [Section 504 of the Rehabilitation Act of 1973, as amended](#) - Prohibits discrimination against qualified individuals with disabilities;
- **Nondiscrimination** - [Age Discrimination Act of 1975, as amended](#) - Prohibits discrimination on the basis of age;
- **Nondiscrimination** - [Title 29 CFR Part 31](#) Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964;
- **Nondiscrimination** - [Title 29 CFR Part 32](#) Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;
- **Nondiscrimination** - [Title 29 CFR Part 33](#) Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 35](#) Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 37](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;
- **Nondiscrimination** - [Title 29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;
- **Nondiscrimination** - [Executive Order 13160](#) Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;

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- **Nondiscrimination** - [Executive Order 13279](#) - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;
- **Nondiscrimination** - [The Minnesota Human Rights Act of 1973, Minnesota Statutes, Chapter 363A](#) - Prohibits discrimination in employment and providing public services on the basis of race, color, creed, religion, natural origin, sex, marital status (employment only), disability, status with regard to public assistance, sexual orientation, familial status (employment only), citizenship, or age (employment only), and local human rights commission activity (employment only);
- **Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and [WIOA Section 188](#), as provided in the regulations implementing that section, will be completed;
- **Opportunity** – [Executive Order 12928](#) – encouraged to provide subcontracting/subgranting opportunities to Historically Black Colleges and Universities and other Minority Institutions and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals;
- **Personally Identifiable Information (PII)** – [Training and Guidance Letter 39-11](#) – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;
- **Procurement** – Uniform Administrative Requirements – [2 CFR 200-317-36](#) – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;
- **Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state legislature or local legislature body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes within the executive branch of that government;
- **Salary/Bonus** – [Public Law 113-235, Division G, Title I, Section 105](#) – none of the funds appropriated under the heading “Employment and Training” shall be used by a recipient or sub-recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of [Executive Level II](#). Further clarification can be found in [TEGL 5-06](#);
- **Seat Belts** - [Executive Order 13043](#) – Increasing Seat Belt Use in the United States;
- **Text Messaging** – [Executive Order 13513](#) – encouraged to adopt and enforce policies that ban text messaging while driving company-owned or –rented vehicles or GOV or while driving POV when on official Government business or when performing any work for or on behalf of the Government;

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- **Trafficking of Persons** – [2 CFR 180](#) – OMB Guidelines to Agencies on Governmentwide Debarment and Suspension – may not engage in severe forms of trafficking, procure a commercial sex act or use forced labor in the performance;
- **Veteran Priority of Service** - [Public Law 107-288: Jobs for Veterans Act](#) - Priority of service for veterans (including veterans, eligible spouses, widows and widowers of service members) in qualified job training programs;
- **Veterans** - [Public Law 112-56: Vow to Hire Heroes Act of 2011](#) - Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans;
- **Veterans** - that veterans will be afforded employment and training activities authorized in WIA and WIOA Section 134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. ([38 USC 4215](#)), U.S. Department of Labor, [Training and Employment Guidance Letter 5-03](#) and Minnesota's Executive Order 06-02;
- **Voter Registration** - that the required voter registration procedures described in [Minnesota Statutes 201.162](#) are enacted without the use of federal funds;
- **Voter Registration** – [52 USC 20501 – 20511](#) – National Voter Registration Act of 1993.

CERTIFICATIONS

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

- A. That this **Regional and Local Workforce Development Area Plan** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota's current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including persons with disabilities) and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d)
- C. that the public (including individuals with disabilities) have access to all of the local area board's and its components' meetings and information regarding the local area board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3)
- G. that the respective contract/master agreement and all assurances will be followed;
- H. that it will ensure that no funds covered under the contract/master agreement are used to assist, promote, or deter union organizing;
- I. that this plan was developed in consultation with the local area board;
- J. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;

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- K. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- L. that local area board and staff are aware of local WorkForce Center services, and are working with and referring to the WorkForce Center services as appropriate;
- M. that all staff are provided the opportunity to participate in appropriate staff training;
- N. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- O. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- P. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award.
- Q. that the local area board and it's sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

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SIGNATURE PAGELocal Workforce Development
Area NameWashington County Workforce Center, WDA 16

Local Area Board Name

Washington County Workforce Development Board

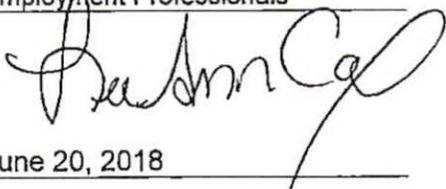
Name and Contact Information for the Local Area Board Chair:

Name	<u>Lee Cox</u>
Title	<u>Operations Manager</u>
Organization	<u>Express Employment Professionals</u>
Address 1	<u>8490 Woodbury Crossing</u>
Address 2	<u></u>
City, State, ZIP Code	<u>Woodbury, MN 55125</u>
Phone	<u>651-731-9328</u>
E-mail	<u>Lee.cox@expresspros.com</u>

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

Name	<u>Gary Kriesel</u>
Title	<u>District 3 Representative, County Board of Commissioners, Chair</u>
Organization	<u>Washington County</u>
Address 1	<u>14969 62nd St. N.</u>
Address 2	<u></u>
City, State, ZIP Code	<u>Stillwater, MN 55082</u>
Phone	<u>651-430-6213</u>
E-mail	<u>Gary.kriesel@co.washington.mn.us</u>

We, the undersigned, attest that this submittal is the Program Years 2018 & 2019 Local Plan for our Workforce Development Board and Local Workforce Development Area and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules and regulations.

Local Area Board Chair**Chief Local Elected Official**Name Lee CoxName Gary KrieselTitle Operations Manager, Express
Employment ProfessionalsTitle Chair, County Board of CommissionersSignature Signature Date June 20, 2018Date July 10, 2018**Department of Employment and Economic Development**1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

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- L. that local area board and staff are aware of local WorkForce Center services, and are working with and referring to the WorkForce Center services as appropriate;
- M. that all staff are provided the opportunity to participate in appropriate staff training;
- N. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
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REGIONAL OVERSIGHT COMMITTEE

Regional Workforce Development Area

Metro Workforce Development Region #4

Local Workforce Development Area

Washington County Workforce Center, WDA #16

MEMBER	ORGANIZATION
Commissioner Rhonda Sivarajah, Local Elected Official	Anoka County
Mayor Jacob Frey, Local Elected Official	City of Minneapolis
Commissioner Chris Gerlach, Local Elected Official	Dakota County
Commissioner Jan Callison, Local Elected Official	Hennepin County
Commissioner Toni Carter, Local Elected Official (Vice Chair, Greater Metropolitan Workforce Council)	Ramsey County
Commissioner Stan Karwoski, Local Elected Official	Washington County
Members from Private Sector/Business/Nonprofit/Philanthropic/Education	
Margaret Anderson-Kelliher, President and CEO	Minnesota High Tech Association
Shirley Barnes, CEO	Crest View Senior Communities
Laura Beeth, Vice President Talent Acquisition	Fairview Health Services
Lee Ann Cox, Operations Manager	Express Employment Professionals
Steve Cramer, President/CEO	Minneapolis Downtown Council

Rassoul Dastmozd, President and CEO	St. Paul College
Julie de Ranitz, VP Learning and Development	Schwan's Shared Services, LLC
Nona Ferguson, Vice President Programs	Amherst H. Wilder Foundation
Peter Frosch, Vice President Strategic Partnerships	Greater MSP
Butch Howard, General Manager	HMS Host Minneapolis/St. Paul
Eric Muschler, Program Officer	The McKnight Foundation
Eric Neshiem, Executive Director	Minnesota Literacy Council
Lynn Noren, Executive Director	Rise
Tony Scallon, Director	Scallon and Associates
Corrine Shepherd, Recruiting Manager	Blue Cross Blue Shield
Jonathan Weinhagen, President and CEO	Minneapolis Regional Chamber of Commerce
Paul Williams, President and CEO	Project for Pride in Living
Jenny Winkelaar, Director of Community Relations	Minneapolis Building and Construction Trades
Khadija Zeig, Owner/Founder	American Nursing and Technical Institute

As planning continues, the GMWC expects to shift its composition to also engage representatives from regional workforce, economic development, and education initiatives, as noted above in the plan. Particular attention will be paid to ensuring that the GMWC is connected to, and engaged with, individuals and organizations focused on racial equity in the region.

LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs (see section C.2.D.)	Karen Ritter	651-275-8658	karen.ritter@co.washington.mn.us	Robert L. Crawford
Equal Opportunity Officer (see section D.3.B.)	Robin Hakari	651-275-8684	robin.hakari@co.washington.mn.us	Tina Dudzinski
Program Complaint Officer (see section D.5.B.)	Tina Dudzinski, interim	651-275-8702	Tina.dudzinski@co.washington.mn.us	Michelle Kemper
Records Management/Records Retention Coordinator (see section D.16.C.)	Robin Hakari	651-275-8684	robin.hakari@co.washington.mn.us	Tina Dudzinski
ADA Coordinator (see section D.22.)	Peg Killen	651-501-6376	peg.killen@state.mn.us	Dee Torgerson
Data Practices Coordinator (see section D.22.)	Robin Hakari	651-275-8684	robin.hakari@co.washington.mn.us	Tina Dudzinski
English as Second Language (ESL) Coordinator (see section D.22.)	Susie Evans (Dist. 833) Annette Sallmann (Dist. 834) Maria Burnham (Dist. 831) Scott Helland (Dist. 622 & 832)	651-768-2341 651-351-8322 651-982-8302 651-748-6202	sevans1@sowashco.k12.mn.us sallmana@stillwaterschools.org mburnham@flaschools.org shelland@isd622.org	Bob Lawrence Denise Pontrelli Corey McKinnon Terri Johnson

Official Name of WorkForce Center Washington County Workforce Center, WDA 16

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative: Woodbury	Tina Dudzinski, interim	651-275-8702	tina.dudzinski@co.washington.mn.us	Michelle Kemper
Cottage Grove	Heidi Norvold	651-275-8705	heidi.norvold@co.washington.mn.us	Michelle Kemper (interim)
Forest Lake	John Nalezny	651-275-7267	john.nalezny@co.washington.mn.us	Sarah Amundson
Job Service Manager	Mike Lang	952-703-7758	mike.lang@state.mn.us	Dave Niermann
Vocational Rehabilitation Services Manager	Peg Killen	651-501-6376	peg.killen@state.mn.us	Dee Torgerson
State Services for the Blind Manager	Carol Pankow	(651) 539-2300	Carol.Pankow@state.mn.us	
Local Workforce Development Area Director	Tina Dudzinski, interim	651-275-8702	tina.dudzinski@co.washington.mn.us	Michelle Kemper
Adult Basic Education (ABE)	Susie Evans (Dist. 833)	651-768-2341	sevans1@sowashco.k12.mn.us	Bob Lawrence
	Annette Sallmann (Dist. 834)	651-351-8322	sallmana@stillwaterschools.org	Denise Pontrelli
	Maria Burnham (Dist. 831)	651-982-8302	mburnham@flaschools.org	Corey McKinnon
	Scott Helland (Dist. 622 & 832)	651-748-6202	shelland@isd622.org	Terri Johnson
Carl Perkins Post-Secondary Manager	Mary Klein, Century College	651-779-5790	Mary.klein@century.edu	Jane Nicholson

LOCAL AREA BOARD MEMBERSHIP LIST

Regional Workforce Development Area

Metro Workforce Development Region #4

Local Workforce Development Area

Washington County Workforce Center, WDA #16

MEMBER	POSITION/ORGANIZATION	TERM ENDS
<p>REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA (must be majority)</p> <ol style="list-style-type: none"> 1. Tom Colosimo 2. Steve Moeller 3. Lori Tapani 4. Christine Dressel 5. Jeff Klemmer 6. Lee Miller 7. Lee Ann Cox 8. Khadija Zeig 9. Sara Murray 	<ol style="list-style-type: none"> 1. Senior Career Advisor – ECMC / Zenith Educational Group 2. Director of Manufacturing, Specialty Manufacturing Company 3. Co-President, Wyoming Machine 4. Sr. VP / HR Director, First State Bank and Trust, Bayport 5. Realtor, EXIT Realty Springside, Woodbury, MN 6. Recruiting Manager, Network Training Institute, St. Paul, MN 7. Express Employment Professionals, Woodbury, MN 8. Owner, American Nursing & Technical Institute, Cottage Grove, MN 9. Recruiter, Kelly Services, Woodbury, MN 	<ol style="list-style-type: none"> 1. 6/30/19 2. 6/30/19 3. 6/30/19 4. 6/30/19 5. 6/30/20 6. 6/30/20 7. 6/30/20 8. 6/30/20 9. 6/30/18
<p>LABOR & COMMUNITY-BASED ORGANIZATIONS <i>(20% Minimum and 2 or more nominated by state labor federations and one joint labor-management apprenticeship program labor organization or training director)</i></p> <ol style="list-style-type: none"> 1. Wayne Sarappo 2. Ann Lindquist 	<ol style="list-style-type: none"> 1. MN Pollution Control Agency/ MN Professional Assoc. of Public Employees 2. Housing Resources Specialist - Washington County Community Development Agency 	<ol style="list-style-type: none"> 1. 6/30/19 2. 6/30/20

<p>EDUCATION & TRAINING (Required: ABE; Higher Education)</p> <ol style="list-style-type: none"> 1. Vacant 2. Susie Evans 3. Sharon Blomgren 	<ol style="list-style-type: none"> 1. Academic Dean, Century College 2. Adult Basic Education Coordinator, East Ridge High School, Woodbury 3. Customized Training Representative, St. Paul College 	<ol style="list-style-type: none"> 1. TBD 2. 6/30/20 3. 6/30/19
<p>GOVERNMENT (Required: Economic Development; Job Service; Rehabilitation)</p> <ol style="list-style-type: none"> 1. Jennifer Hasebroek 2. Michelle Kemper 3. Christopher Eng 4. Peg Killen 5. Lee Okerstrom 6. Mike Lang 7. Stan Karwoski 	<ol style="list-style-type: none"> 1. Senior Community Development Specialist, City of Oakdale 2. Deputy Director, Washington County Community Services 3. Economic Development Director, Washington Co. HRA 4. Area Manager Rehabilitation Services, Woodbury 5. Veterans Employment Representative, Washington & Ramsey Counties 6. Job Service Manager, Ramsey & Washington Counties 7. Washington County Board of Commissioners 	<ol style="list-style-type: none"> 1. 6/30/19 2. 6/30/20 3. 6/30/19 4. 6/30/18 5. N/A 6. N/A 7. N/A

CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
<p>CHAIR Lee Cox</p>	<p>Express Employment Professionals 8490 Woodbury Crossing Woodbury, MN 55125 651-731-9328 lee.cox@expresspros.com</p>
<p>VICE CHAIR Susie Evans</p>	<p>Dist. 833 Community Education 8400 East Point Douglas Rd. S. Cottage Grove, MN 55016 651-425-6634 Sevans1@sowashco.k12.mn.us</p>

SECRETARY -----	
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LOCAL AREA BOARD SUBCOMMITTEE LIST

Regional Workforce Development Area

Metro Workforce Development Region #4

Local Workforce Development Area

Washington County Workforce Center, WDA #16

Committee Name	Objective/Purpose
Young Adult Action Team	Bring together local educators and community education, identify and support local youth service institutions and inform the public about the importance of education in shaping a strong workforce.
Board Member Engagement Team	Ensure accountability and relevance; create synergy within board and grow connections; identify best practices and training to foster growth and leadership.
Skills Match Initiative Team	Match job seekers with employers, ensure job seekers have skills employers need; engage businesses.
Community Engagement Team	Capitalize on strengths of board members and Workforce Center to ensure brand awareness, ensure businesses utilize the services.

LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST

Regional Workforce Development Area	Metro Workforce Development Region #4
Local Workforce Development Area	Washington County Workforce Center, WDA #16

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
Tree Trust	Summer youth employment: worksite development, management, & supervision; participant recruiting and screening, enrollment; payroll; academic credit for work + learning.	WIOA in & out of school; MYP	N/A	2231 Edgewood Ave S. Minneapolis, MN 55426

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

Regional Workforce Development Area

Metro Workforce Development Region #4

Local Workforce Development Area

Washington County Workforce Center, WDA #16

Name and Location (City)	Program Service Delivered
Vocational Rehabilitation Services, Woodbury, MN	Rehabilitation services

LOCAL WORKFORCE DEVELOPMENT AREA KEY INDUSTRIES IN REGIONAL ECONOMY

Tim O'Neill, DEED labor market analyst, presented the following information to Washington County's WDB in December 2015. These 4 areas led the way in growth with the largest increase in job vacancies between Q2 2014 and Q2 2015:

- 1) health care & social assistance (476 increase in openings)
- 2) manufacturing (471)
- 3) construction (268),
- 4) retail trade (266).
 - Construction grew the fastest at 8.6%
 - Healthcare & Social Assistance grew by 4.4%
 - Manufacturing grew by 6.3%

Drilling deeper into those key areas of growth, these were the top gains for the same time period:

- Ambulatory Health Care Services: +376 jobs (7.2%)
- Specialty Trade Contractors: +284 jobs (15.4%)
- Food Services & Drinking Places: +271 jobs (3.3%)
- Wood Product Manufacturing: +194 jobs (7.6%)

By industry in MN:

- Professional, scientific & technical services grew the fastest at 32.9%
- Health Care grew by 29.3%
- Construction grew by 24.7%
- Retail Trade grew by 11.8%
- Manufacturing grew by 6.1%

(Growth **nationally** in Nov. 2015 was also led by construction, professional & technical services, and health care)

- Finance & Insurance *declined* by 15.4%
- Transportation & Warehousing *down* 12.4%