

Attachment A
Local Workforce Area 17 Career Services

Partner Name	Program Authority	Services	Population(s) Served
REQUIRED PARTNERS			
Mahoning and Columbiana Training Association	WIOA Title I Adult and Dislocated Worker (Section 131) WIOA Title I Youth (Section 126)	BCS - 1 - 11 IS - 1a, 1b, 2, 4 - 8 FS BS - All	Adults age 18 and above Dislocated Workers Employers In-school youth age 14-21 Out-of-school youth age 16-24
Ohio Department of Job and Family Services	WIOA Title III Wagner-Peyser Act (29 USC 49) Jobs for Veterans Act (38 USC 41) Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representatives (LVER) Trade Act Title II, Chapter 2 Trade Adjustment Assistance (TAA) (19 USC 2317) and North American Free Trade Agreement (NAFTA) (19 USC 2271) Unemployment Insurance (UI) (5 USC 85)	BCS - 1 - 6, 9 - 11 IS - 1a, 1b, 2, 4, 5, 8 BS - 1 - 11, 6, 22-26, 29-30	Individual seeking employment Employers seeking workers workers unemployed or threatened with job loss due to the impact of international trade Veterans with barriers to employment Dislocated workers available for work
Eastern Gateway Community College, Aspire Program	WIOA Title II Adult Education and Literacy (Section 206)	BCS - 2, 5 IS - 11	Adults
Mahoning -Youngstown Community Action Partnership	Community Services Block Grant employment and Training Programs (42 USC 9901 et seq)	BCS - 2, 5	Low-income residents of Mahoning County

Opportunities for Ohioans with Disabilities	Rehabilitation Act, Title I (29 USC 720 et seq) Vocational Rehabilitation	BCS - 1 - 6, 9 IS - 1a, 1b, 2, 5-8	Ohioans with disabilities
Choffin Career and Technical Center Columbiana County Career and Technical Center Eastern Gateway Community College Mahoning County Career and Technical Center	Carl D. Perkins Vocational and Applied Technology Education Act (20 USC 2301) Postsecondary Vocational Education	BCS - 2, 5	Adults
Serrato Corporation	Job Corps Operations, Outreach and Admissions and Career Transition Services	BCS - 2, 5	WIOA youth/young adults for Job Corps
Vantage Aging	Older Americans Act Title V (42 USC 3056) Senior Community Service Employment Program (SCSEP)	BCS - 2, 5 BS - 19	Low income, unemployed individuals age 55 and over
Columbiana County Department of Job and Family Services Mahoning County Department of Job and Family Services	Social Security Act Title IV-A (42 USC 601, Subject to Subparagraph (C)) Temporary Assistance to Needy Families (TANF)	BCS - 2, 5, 9, 11	Low income individuals and families
Youngstown Metropolitan Housing Authority	Department of Housing and Urban Development (HUD) - Employment and Training Programs	BCS - 2, 5	Low income residents
ADDITIONAL PARTNERS			
Academy for Urban Scholars (AUS)/National Center for Urban Solutions (NCUS Tec)	Urban Poverty to Socio-Economic Self-Sufficiency Program	BCS - 2, 5	Inner City Minorities
Columbiana County Board of Developmental Disabilities	Ohio Department of Developmental Disabilities, Office of Provider Standards and Review	BCS - 5	Developmentally disabled individuals

Columbiana County Educational Service Center	ORC Section 3312.843 and ORC Section 3313.84	BCS - 5	Public school systems
Educational Service Center of Eastern Ohio			
Columbiana County Economic Development Consortium	ORC Section 307.64 and ORC Chapter 4582		Columbiana County Businesses
The Counseling Center	Non-Profit Comprehensive Behavioral Health Organization	BCS - 2, 5	Vocational and Behavioral Health clients with barriers
Community Action Agency of Columbiana County	Community Action Program (CAP) through the Economic Opportunity Act of 1964	BCS - 2, 5	Low-income residents of Columbiana County
Community Corrections Association	Commission on Accreditation for Corrections, American Correctional Association	BCS - 5	Incarcerated populations
Easter Ohio Corrections Center			
Compass Family and Community Services	The Commission on Accreditation of Rehabilitation Facilities	BCS - 2, 5	Vocational and Behavioral Health clients with barriers
Flying High, Inc.	U.S. Department of Labor TechHire Partnership Initiative Grant	BCS - 2, 5	Residents across Mahoning Valley
Youngstown Area Goodwill Industries, Inc.	501 (c) (3) Employment and Training Goodwill Programs	BCS - 5	Local areas - general populations
Youngstown State University	Division of Workforce Education and Innovation	BCS - 5	Students/ future students/ general population and partners

The services and definitions listed below are straight out of WIOA and the proposed corresponding regulations. Local boards and partners can refine as needed. All required partners must provide career services through the local workforce development system.

Basic Career Services

Include self-help services and services that require minimal staff assistance. When an individual needs additional assistance, registration in WCMS is required.

1. Eligibility Determination: Comparison of information from an individual job seeker with eligibility criteria established for programs and services offered through the local workforce development system.

2. Outreach, Intake, and Orientation: Outreach involves the collection, publication, and distribution of information on program services available through the local workforce development system. Intake involves the collection of basic job seeker information for eligibility determination. Orientation involves sharing information on the available programs and services with job seekers, which may be done in a group setting, one-on-one, or electronically through OhioMeansJobs.com.

3. Initial Assessment: Collect information to determine each job seeker's skill levels, aptitudes, abilities, barriers, and supportive service needs.

4. Labor Exchange Services: Provide job search and placement assistance, which includes, at a minimum, providing information on and, as needed, assistance with registration and use of the OhioMeansJobs.com system. As needed, provide career counseling that includes instruction on how to locate information on in-demand occupations and industries and nontraditional employment in the OhioMeansJobs.com system.

5. Referrals: Includes referrals to and coordination of partner programs and services offered through the workforce development system and may also include referrals to other workforce development programs when appropriate.

6. Labor Market Information: Provide information for job seekers on workforce and labor market employment statistics that include local, regional, and national job vacancy listings, local in-demand occupations, and the skills needed for the vacant jobs and in-demand occupations.

7. Provider Performance and Program Cost Information: Collect and provide information on eligible training services providers by program and type of provider.

8. Local Performance Information: Provide information in useable and understandable formats and languages on local area performance in comparison with local performance accountability measures.

9. Supportive Services: Provide information in useable and understandable formats and languages on the availability of supportive services or assistance and provide referrals and assistance as appropriate, which may include: child care; child support; Medicaid or Children's Health Insurance Program; SNAP benefits; earned income tax credit, TANF assistance; transportation; and other supportive services.

10. Unemployment Compensation Claim: Provide information on and meaningful assistance with filing claims for Unemployment Compensation benefits, which may be on-site or via telephone or other technology as long as the assistance is provided by well-trained staff within a reasonable time.

11. Eligibility Assistance: Provide guidance to individuals who aren't eligible for WIOA on eligibility for financial aid assistance to complete other training and education programs that aren't provided under WIOA.

Individualized Services

Services that must be made available when deemed necessary for a job-seeker to obtain or retain employment.

1. Comprehensive and Specialized Assessments: A closer look at the skills levels and service needs that may include:

a. Diagnostic Testing and use of other assessment tools; and

b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

2. Individual Employment Plan: Work with the job-seeker to identify employment goals and objectives and develop an individualized plan to achieve those goals. Include information about eligible training providers.

3. Group Counseling

4. Individual Counseling

5. Career Planning

6. Short-Term Prevocational Services: May include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

7. Internships/Work Experience: Coordination of eligible job seekers and employers for planned and structured learning experiences that take place in the workplace and are linked to careers.

8. Workforce Preparation Activities

9. Financial Literacy Services: Services to enhance an individual's ability to: create household budgets; initiate savings plans; make informed financial decisions; manage spending, credit, and debt; increase awareness on the availability and significance of credit reports; to understand, evaluate, and compare financial products, services, and opportunities; and to address the particular financial literacy needs of non-English speakers.

10. Out-of-Area Job Search Assistance and Relocation Assistance

11. English Language Acquisition and Integrated Education and Training Programs

Follow-Up Services

As appropriate and for up to 12 months after the date a WIOA Adult or Dislocated Worker program participant begins employment, provide follow-up services—including workplace counseling—to support job retention.

Business Services

Services for employers, employer associations, or other such organizations in the local area that include:

- 1. Employer Development, Planning, and Referral Services:** Resources and services to help employers with marketing, consulting, networking, referral, and public relations efforts. This service also includes succession planning, such as executive transition, aging workforce organizational movement, or employer ownership.
- 2. Workforce Retention:** Analyzing causes and offer suggestions to reduce worker turnover and/or aim at keeping existing employers in the community. This includes activities which focus on employee growth and further performance
- 3. Employer Needs Assessment:** Assistance to employers in managing their business needs

4. **Job Order Assistance:** Activities provided to help businesses post job openings on OhioMeansJobs.com or through business service assistance available through the OhioMeansJobs center.
5. **Participation in Job Fair:** An employer's participation in other workforce events, outside a job or career fair, which is hosted by the OhioMeansJobs center.
6. **Participation in Workforce Special Events:** An employer's participation in other workforce events, outside a job or career fair, which is hosted by the OhioMeansJobs center.
7. **Outreach Activities and Assistance:** Provision of promotional activities generated on behalf of the employer to help recruit candidates for open positions and hiring events utilizing social media, media promotion, and electronic websites. This service includes workforce acquisition, which is the seeking of specific worker types and/or attracting new workers.
8. **Veteran Employer Contact:** Information gathering activities pertaining to identifying employers seeking to hire veterans.
9. **Screening Assistance for Employers:** Assistance to employers in processing employment applications for hiring needs (collect, review, and submit to employer). Proctoring pre-employment applicant assessments for groups or individuals as part of the screening assistance for employers. The process of searching and/or accessing, screening, and referring a job seeker's resume to an employer seeking talent. Communication with the employer to determine if an individual has been hired.
10. **Workforce Incentives:** Provision of information regarding:
 - Incentives available to employers (e.g., WOTC, SYP, Minority, Veterans, other
 - Various types of incentives, such as export/import programs, green programs (reuse, recycling, and green efforts), tax abatements, operating capital incentives, technology incentives, etc.
11. **On-the-Job Training:** Recruitment of employers who wish to participate in a training conducted by the employer who receives that is provided to a paid participant while engaged in productive work in a job.
12. **Customized Training:** Training that is designed to meet the specific requirements of an employer or group of employers; is conducted with the commitment by the employer to employ an individual upon successful completion of the training; and for which the employer pays a portion of the cost of the training.
13. **Incumbent Worker Training:** Seeking training to develop and enhance incumbent worker skills.
14. **Skills Enhancement:** Training that assists employees learn specific knowledge or skills to improve performance in their current roles.
15. **Internships:** Seeking interns or internship information.
16. **Apprenticeships/Youth Apprenticeship:** Referral and information (via apprentice.ohio.gov) regarding programs that teach high-level skills by providing individuals structured on-the-job training and related technical instruction.

17. **Job Shadowing:** Short-term unpaid activities which introduces a participant to the workplace and provides exposure to occupational areas of interest to increase career awareness.
18. **Transitional Jobs:** A subsidized work experience that are time-limited and designed to assist individuals to establish a work history, demonstrate success in the workplace, and develop skills that lead to entry into and retention in unsubsidized employment.
19. **Work Experience:** A planned, structured learning experience that takes place in a workplace for a limited time.
20. **Workplace/Industry Tours:** Visiting an employer's facility, as part of a career awareness activity for students and/or job seekers.
21. **Mentoring:** Matching a participant with an employer or employee of a company to build a working relationship with the participant and to develop necessary skills.
22. **Provision of Labor Market Information:** The provision of labor market information, including, but not limited to, the following:
 - Affirmative Action Statistics
 - Regional and County Economic Information (employment, census, poverty levels, talent availability)
 - Economic Trends and Forecasts
 - Education and Training Outcomes
 - Job and Industry Growth Patterns
 - Non-Proprietary Employer Information
 - Occupational Descriptions
 - Population and Demographic Information
 - Skills Standards
 - Wage Levels for Various Occupations
23. **Access to Services to Avoid Layoff:** Strategies (e.g., Shared Work Ohio) that prevents and/or minimizes unemployment for employees of companies that have either announced layoffs; or are struggling and at risk of downsizing. This service also includes services provided to local businesses aimed at keeping the existing business in the community.
24. **Mass Layoff and Plant Closure Assistance:** Activities provided in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural disaster, that results in mass job dislocation, in order to assist dislocated workers in obtaining reemployment as soon as possible.
25. **WARN (Worker Adjustment Retraining Notification) Assistance** Activities provided to at-risk employers outlining the requirements of advanced notification of plant closings and mass layoffs.
26. **Employment Laws and Regulations:** This service does not involve the provision of legal advice or legal counsel but does include the following:
 - Assistance to employers to provide information and assist with UI laws and regulations
 - Activities provided to employers providing guidance on federal, state, and local employment laws and practices, including OSHA and EPA issues
 - Employee handbook needs, drug-free workplace assistance, healthcare information, etc.

- Provision of translation services

27. **Ex-Offender Bonding Information and Assistance:** Information provided to employers regarding employment of ex-offenders.

28. **Development of Career Pathways and Industry Sector Partnerships:** Provision of information on the development of career pathways for a particular employer, group of employers, or an industry sector.

29. **Received OhioMeansJobs center orientation:** An activity provided to introduce employers to the OhioMeansJobs center and the partners and services available to businesses through the center.

30. **Website Demonstration:** Activities that provide guidance on how to navigate and use OhioMeansJobs.com.

Attachment B Area 17 Customer Workflow

