

# WDA 1 WIOA LOCAL PLAN 2024-2027

**Local Area:** Southeastern WI Workforce Development Board

**Units of Local Government:** Kenosha, Racine and Walworth Counties

**Plan Period:** July 1, 2024 – June 30, 2028

## Section I: Local Analysis

Not applicable due to the WIOA Regional Plan requirement.

## Section II: Local Strategies

### 4. Provide an analysis of the workforce development activities (including education and training) in the local area.

**Include an analysis of the strengths and weaknesses of such services.**

**Evaluate the capacity of the available services within the local area to address the education and skill needs of the workforce (as identified in Section I, Question 3 of the Regional Plan), including individuals with barriers to employment, and the employment needs of employers in the local area (as identified in Section I, Question 2 of the Regional Plan).**

In WDA 1, there is a wide range of workforce development activities and programs, service providers, and training providers available for adults, dislocated workers, youth, and employers. Activities include:

- **Career Services:** All required WIOA elements for basic and individualized career services are provided through the various partners of the workforce system in WDA 1, with the majority provided by core partners within the one-stop system. Career services include a wide range of service types including those specific to adults, dislocated workers, and youth. Examples include assessments, job search assistance, career counseling, referrals to other programs and services, provision of labor market information, individual employment planning, career planning, financial literacy, identity protection, and more.
- **Training Services:** WDA 1 offers work-based learning opportunities as well as occupational training through career pathways, stackable credentials, and traditional programs. Training services are offered by multiple programs and partners within the local workforce system. Eligibility and program requirements are unique to each funding source. However, partners work together to coordinate service delivery to effectively maximize resources. Examples of services include on-the-job training, adult and youth apprenticeships, short-term training programs, post-secondary education programs, and more.

- **Business Services:** WDA 1's Business Services Team (BST) coordinates activities and services with workforce system partners to provide comprehensive and streamlined approach that reduces duplication and maximizes resources to employers. The WDA 1 BST meets regularly to collaborate to ensure that employers receive the best services available. Services include, but are not limited to:
  - **Hiring:** The WDA 1 BST offers a full range of services to assist businesses and employers with their hiring needs. Services include, but are not limited to hiring assistance, job postings on Job Center of Wisconsin, tax incentive information (if available through DOL and WI), labor market information, job accommodations, and more.
  - **Training:** The WDA 1 BST offers several training programs and incentives to help local businesses and employers stay competitive in today's economy. Services include, but are not limited to on-the-job training, apprenticeships, youth apprenticeships, internships, work experiences, and more.
  - **Retaining Talent:** The WDA 1 BST provides educational opportunities for employers on retention issues to keep businesses informed. Services include, but are not limited to incumbent worker training, human resource strategies, and more.
  - **Expansion:** The growth and expansion of area businesses contributes to the economic well-being of the region. The WDA 1 BST connects businesses and employers to expansion resources including tax credits, grants, and more.
  - **Mass Layoffs and Business Closings:** When a business closes or experiences a mass layoff, a special process referred to as Rapid Response is used to quickly assess the reemployment needs of affected workers and to get information to those workers. Services include, but are not limited to: information sessions, planning sessions, onsite services for affected employees, and more.

Areas of strength in WDA 1's workforce activities include:

- **Collaboration and Partnerships:** WDA 1 has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed WDA 1 to leverage additional programs, funding opportunities, and capacity to improve services to customers.
- **Education and Training Providers:** WDA 1 has numerous institutions of higher education including Gateway Technical College, UW-Parkside, and several private institutions. These colleges and universities, along with our K-12 system, provide a wide array of programming to prepare students for in-demand careers. These institutions utilize career pathways and collaborate with local employers to provide input into curriculum and program design.
- **Service Providers:** The workforce system in WDA 1 is comprised of non-profit, for-profit, and public service providers. This blend of service providers maximizes customer choice and brings a unique set of programs and services to the table through leveraging diverse

resources. Additionally, the providers have established a reputation for quality programs, good customer service, innovation and strong performance.

Areas of weakness in WDA 1's workforce activities include:

- **Funding Levels:** Federal workforce funding in Wisconsin and WDA 1 has significantly declined over the past four years due to strong economic conditions. With declining funding, program capacities have become more limited. This has also impacted the level of funds available for training and support services.
- **Silos and Competing Outcome Measurements:** Having a variety of service providers, programs and services, and funding streams is overall a positive for WDA 1. However, the downside is that many of the programs and funding streams have their own unique set of eligibility requirements and outcome measurements which can be limiting as well as create confusion for the customer.
- **Lack of Common Intake and Data Systems:** Many of the programs and services in WDA 1 have their own set of reporting requirements. Each funder often has a unique data entry system and intake paperwork. The lack of having a common intake and data system across the workforce system creates an additional burden for both the customer and workforce development professional.
- **Public Transportation Limited:** The WDA has many job opportunities locally and regionally; however, its public transportation system has a limited reach outside of the urban areas of the City of Racine and City of Kenosha, limited times available (3rd shift/weekends), inadequate funding, and little alignment with other regional systems. This precludes many of the WDA's businesses and job seekers from being able to connect.

**5. Describe the local WDB's strategic vision and goals to support economic growth and economic self-sufficiency.**

**Include goals for preparing an educated and skilled workforce, including individuals with barriers to employment.**

**Identify specific goals relating to the performance accountability measures based on the primary indicators of performance described in WIOA Section 116(b)(2)(A).**

**Vision:**

The SE WI WDB seeks to promote the economic prosperity of the region by providing exceptional workforce development services. This will be accomplished by using best practice and talent development and retention methods that collaborate across stakeholder platforms. This approach integrates a continuum of services to job seekers and businesses in a manner responsible with taxpayer resources. By doing so we shall become a destination of choice for talent and businesses.

**Mission:**

It is the mission of the SE WI WDB that the needs of business and workers drive workforce solutions; the centers provide excellent customer service to job seekers and employers and focus on

continuous improvement; and the workforce system supports strong regional economies and plays an active role in community and workforce development.

The SE WI WDB strives to provide programs and services for clients at all places along their career and education journey. To ensure positive outcomes for all clients but particularly for clients with barriers to employment, the SE WI WDB and its partners evaluate accessibility and the likelihood for client success when designing and revising services. The SE WI WDB and its partners aim to be flexible when working with clients to barriers to employment. Additionally, career planners provide referrals and information on resources to address existing barriers that may affect employment and training outcomes. The SE WI WDB aims to prevent employment barriers from impacting participation and success.

**Strategic Objectives:**

- Operate established One-Stop centers for services to employers, with job seekers prepared to meet employer hiring needs.
- Promote educational attainment and credentials that meet employer hiring needs.
- Develop and support workforce strategies that respond to current economic conditions and specific regional and local needs, customizing services for specific employers.
- Proactively address future workforce needs.
- Participate and align with regional workforce initiatives through the Regional Workforce Alliance, as well as local goals developed by local and county-based partnerships.

In addition to the above objectives and overarching directions, the SE WIWDB places a strong emphasis on WIOA's primary indicators of performance. The SE WIWDB and its service providers aim to exceed all performance accountability measures. This ultimately results in client success and positive long-term outcomes. To ensure a high level of performance, the SE WIWDB monitors performance measures quarterly along with key demographics and other related data elements. When needed, this allows for quick adjustments to policies, service delivery, and/or outreach efforts.

**6. Describe the local area's strategy to ensure that the entities carrying out WIOA core programs and the one-stop partners align resources available to the local area to achieve the strategic vision and goals described in question 5 of this section.**

Regularly scheduled updates on progress are provided to board members, several of whom represent WIOA core programs. In addition, updates and opportunities for engagement and feedback are provided to one-stop partners through regular partner meetings and convenings lead by the Regional OSO.

The One-Stop Memorandum of Understanding (MOU) fulfills the WIOA requirements to document and reach agreement among state and other required parties for negotiation cost sharing, service

access, service deliver, and other matters required and essential to the establishment of the local one-stop delivery system. This agreement describes the commitment of the parties to provide integrated workforce services. SE WI's designated One-Stop Operator (OSO) is responsible for facilitating integration efforts and convening all required partners in the American JC system.

**7. Provide a description of the workforce development system in the local area that:**

- a. Identifies the programs that are included in that system; and**
- b. Describes how the local WDB will support the strategy identified in the State Plan and engage with the WIOA core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 USC 2601 et. seq.), to support service alignment.**

SE WI Workforce Development Board's Regional OSO (in partnership with WDA's 2 & 3) is responsible for facilitating collaboration and alignment efforts and convening all required partners in the one-stop system. The following partner programs are located in WDA 1.

- Title I
- Title II
- Title III
- Title IV
- Title V
- Carl D. Perkins Career and Technical Education
- FSET
- Jobs for Veterans State Grants
- TANF
- Trade Adjustment Assistance
- Unemployment Compensation
- YouthBuild (Elkhorn Only)

The following partner programs are not located in WDA 1:

- Department of Housing and Urban Development employment and training programs
- Job Corps
- Migrant and Seasonal Farmworker
- Community Services Block Grant
- Reentry Employment Opportunities
- YouthBuild (not available throughout the region)
- Native American

Primary activities include efforts to maintain strong collaborations and program alignment. Meetings are used to encourage the regular sharing of information, identifying best practices for integrated service deliver, and capturing success stories. Examples include:

- Operations Team: Front-line supervisors or managers from each core and partner program meet monthly to discuss individual program updates, areas of common need, and strategies to align and/or integrate service delivery.

- WDA 1 BST: Business services representatives from all core and partner programs convene at least quarterly to discuss business needs, employer services, and opportunities to align and/or integrate service delivery.
- All-Staff Meetings: Meetings for all staff who are part of core and partner programs are convened quarterly to provide and/or receive workforce system updates, participate in shared training, and more.
- All-Career planner meetings: Career planners from core and partner programs are invited to attend at least annually to participate in program updates, shared learning, and discuss co-enrollment and areas for alignment.
- Other: topical education and training events are held as-needed basis for front line and supervisory staff of core and partner programs to enhance service delivery.
- The SE WI WDB is also a partner of the WIG Grant obtained by Gateway Technical college to address the ongoing need of the almost 36,000 individuals in the WDA #1 region without a High School Diploma.

The SE WI WDB has partnered with Gateway Technical College and other partners with a WIG Grant offered by the State DWD to expand GED 5.09 services in WDA#1 taking a program that was started in Racine county and expanding it to the entire WDA. This includes instruction in ABE and then testing for those to obtain their GED. This program also includes navigation to the workforce system to further customer outcomes and enhance wage gains.

- 8. Describe how the local WDB will work with the entities carrying out WIOA core programs to:**
- a. Expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.**

The WDB through the One-Stop Operator quarterly meetings, along with our current provider have developed a 'JOT' form that allows for direct referral from one partner to another. This referral allows any partner to refer an individual to any other partner within the system, mandated or not, that goes directly to a designated contact. Partners meet regularly, and a different partner is 'highlighted' at each meeting, so others can learn the focus of their service, so that proper referrals are being made to help address the barriers that individuals present to those they are working with. Career Pathways are also discussed at these partner meetings to promote the use of the career pathway educational materials that have been developed in the Technical College system and referring participants to the proper career field after assessment and dialogue in development of the IEP/ISS.

The WDB also works closely to meet the needs of local business and will continue to do so, using various training programs and strategies. By funding OJT's, the WDB can provide a flexible and employer friendly option to businesses to train new employees. OJT's allow the WDB to meet particular needs of specific employers in an efficient and cost-effective manner. By identifying industry and sector strategies and supporting career pathways, the WDB will continue to serve business expansion and talent development throughout the region. The WDB continues to look for and partner with other entities to fund these initiatives. These strategies not only benefit the business community, but the job seekers as well.

The SE WI WDB uses the following steps for a results-driven talent development system.

- Engage employers and use labor market intelligence in determining providing training and hiring options in their industry sector.
- Develop and implement earn-and-learn job opportunities with employers through on-the-job training, internships and apprenticeships. 16 SE WI WDB is an equal opportunity employer/service provider
- Measure and evaluate employment gained by program enrollees and earnings outcomes by target enrollment group.
- Promote stepping stones for employment from entry, to advancement, to career.
- Promote competency attainment in industry sectors with training skills.

The SE WI WDB is working closely with partners through monthly regional business service meetings for the sharing of information and developing strategies to work with employer base as a whole. Currently working on a single outreach document highlighting all community partner programs and exploring ways to establish a single point of contact to employers.

**b. Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and**

Through One Stop Operator (OSO) functions, the SE WI WDB has developed innovative coordination partnerships that are optimizing outcomes across organizational lines. One tool to assist with this coordination is the creation of our Quick Connect Referral Form, which assists us in maximize service delivery and minimizing duplication of services for all customers. The OSO hosted numerous trainings virtually and in person with all mandatory and additional partners, where emphasis was made on becoming familiar with partner services and leveraging resources to reduce duplication of services. Included in past trainings was the use of the Quick Connect Form which allows for all American Job Center staff to easily refer clients between partnering agencies. Implementing the use of this form in PY2020 and beyond by continuing to engage with all partners, track and report usage and share successful referrals/co-enrollments and outcomes will build on the development of this tool.

Our OSO will continue to meet with partner agencies on a quarterly basis, updating the developed Desk Aid (which includes information for all partners), and provide monthly reports from referral portal. This communication allows for partners to close the gap on referrals and make additional connections to support the job seeker in maximizing services available to support their career path journey. These meetings are utilized to strengthen communication between partners and allow for data analysis and idea generation for the benefit of the WDA.

**c. Improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).**

The access to recognized postsecondary credentials in WDA 1 is a strength of the SE WI WDB. Gateway Technical College is the main source of education and training in WDA 1 and representatives from the college serve on our board, business services partner and OSO partner meetings. Through this relationship and the college's program offerings, eligible

individuals can access technical diplomas, industry recognized certifications and credentials, and associate degrees that are all part of career pathways. The WDB will continue to influence and encourage Gateway Technical College to increase the attrition programs with four-year schools such as they have done with the RN and engineering programs. In addition, several four-year colleges and certifications from other postsecondary educational institutions are approved training providers and our service provider is well-informed and equipped with knowledge of these offerings to assist program participants with movement along their career pathway by completing these training programs. In addition, private and non-profit small training providers, who are approved and on the Eligible Training Provider List, are available for licenses and certifications key to getting started in WDA 1's targeted industries. The SE WI WDB plans to continue to maintain and strengthen these relationships to provide effective, quality programs for participants, especially those with significant barriers to employment

Job seekers are provided with career pathway education and information upon enrollment in WIOA programs so that job seekers can view long-term career pathways with educational options for vertical advancement. Career pathway awareness has increased in recent years as more pathways have been developed. Career planners in all core programs play a key role in educating job seekers on their options for industry-recognized credentials which helps the client make an informed choice that best meets their individual needs. Job seekers receive labor market information with projected job openings and salary levels to assist their understanding of the various steps along a career pathway.

**9. Describe the strategies and services the local area will use to facilitate engagement of employers in workforce development programs. Include strategies and services aimed at small employers and employers in in-demand industry sectors and occupations. Specifically address:**

**a. Strategies to support a local workforce development system that meets the needs of businesses in the local area.**

The WDB has worked closely to meet the needs of local business and will continue to do so, using various training programs and strategies. By funding OJT's, Work Experiences, possibly IWT's or any other allowable means the WDB can provide a flexible and employer friendly option to businesses to train new employees. OJT's allow the WDB to meet particular needs of specific employers in an efficient and cost-effective manner. By identifying industry and sector strategies and supporting career pathways, the WDB will continue to serve business expansion and talent development throughout the region. Incumbent worker training, customized trainings, internship or other strategies are tools that the WDB has in the tool belt, at the ready to discuss as needed, and by fit when the BST assess employer needs. The WDB continues to look for and partner with other initiatives to deepen the available funding for these programs. These strategies not only benefit the business community, but the job seekers as well.

**b. Coordination of workforce development programs and economic development.**

The WDA has three strong county-wide economic development entities which work closely with the WDB. There are also municipal economic development organizations and a regional



economic development organization that the board coordinates with to provide employer services. Local Economic Development agencies staff serve on the WDB and committees to provide input and help coordinate activities. Additionally, board staff serve on local chamber board of directors to provide input and guidance on workforce activities.

Members of the WDA 1 Business Services Team routinely work collaboratively with economic development entities to identify and address employer needs. This often occurs when a local employer is expanding their business or a new employer is moving into the WDA. WDA 1 Business Service Team members assist with making presentations, providing information on available programs and services, and providing labor market information. Team members also frequently serve as a connector to workforce system partners including educational institutions, training providers, and other workforce service providers.

**c. Strategies to strengthen linkages between the one-stop delivery system and unemployment insurance programs.**

Many visitors to the one-stop system are often individuals who are receiving or are attempting to receive unemployment insurance. In some cases, the unemployment insurance program requires individuals to visit a one-stop center and attend a Re-Employment Services and Eligibility Assessment workshop. In other cases, individuals need assistance with understanding their eligibility for unemployment insurance or with their application. In both scenarios, DWD Job Service staff assist individuals in the workshop, the resource room, and/or through one-on-one meetings. In addition to DWD Job Service staff, other one-stop partner staff attend unemployment insurance training to be able to effectively help clients navigate the unemployment insurance program and make referrals to partner programs.

When a business experiences a mass layoff or a closure, the Rapid Response team provides onsite information and/or workshops to affected individuals. Information sessions are often held to discuss unemployment insurance benefits, alternative pension and insurance programs, occupational skills training course availability, reemployment services, and Veteran's benefits. Staff assist affected individuals with understanding their eligibility for the unemployment insurance program as well as how to apply for benefits. Additionally, there are other situations where a client or employer needs assistance with navigating the unemployment insurance program or understanding their responsibilities. In these cases one stop-staff assist to the extent feasible and then refer the individuals to the unemployment insurance program.

**d. Implementation of initiatives such as incumbent worker training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.**

SE WI WDB is able to meet the needs of small to medium employers across the three-county workforce region, including those in the service area's priority industries. As we expand our outreach, staff will attend industry-specific meetings and trade association events and will participate in industry work groups focused on staffing and human resource issues. These advisory committees provide a forum to promote awareness of Business Services programs and opportunities, offering a perfect environment for increasing market share. Engagement with

industry groups at the grassroots level helps us document anticipated growth and declining trends, projected Workforce numbers, education and training needs, and in-demand qualifications and credentials. Business Services representatives also participate in regional: Economic Development Boards, Chambers, One Stop Business Service and post-secondary partners, Rotary Clubs and other local opportunities to keep business representatives engaged in Job Center events and services available.

The SE WI WDB strategies for working with sector partnerships is to use the following resources as service, information and/or planning partners.

- WDB and Committee members
- Local and state elected officials
- Community based organizations, especially those that provide job training or placement services
- Economic development organizations
- Chambers of Commerce
- Service organizations such as Rotary or Kiwanis
- State agencies such as Wisconsin Job Service, Division of Vocational Rehabilitation and Wisconsin Economic Development Corporation
- Post-secondary schools including their curriculum advisory committees and already established career pathways that evolve as industry changes

After receiving input and advice, the SE WI WDB will determine the action steps to plan and take to address the business requirements and provide support that is within the scope of workforce development and resources.

**10. Provide an examination of how the local WDB will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area. Include strategies to promote entrepreneurial skills training and microenterprise services.**

Through the established relationship with the three strong county-wide economic development entities the board will engage with Regional Economic Development as needed to address needs. In the most recent announcement, the WDB will closely with Racine County to address the needs of the Microsoft Project, which will affect the state not just the workforce region.

There are existing resources in the area that already provide microenterprise and entrepreneurial training including the Small Business Development Center, UW-Whitewater, Business Solutions at Milwaukee Area Technical College, Moraine Park Technical College, and Waukesha County Technical College, and UW-Extension's small business courses. The mechanisms in place to support these programs include educating job seekers who show interest on the available resources and making referrals, having the business resources educate one-stop system staff on available services, and educating the business resource staff on WDA 1's workforce programs and services which can support small business development. One of the WDB Board members is also a consultant that helps facilitate the entrepreneurial process.

**11. Describe the one-stop deliver system in the local area, in particular:**

**a. Describe how the local WDB will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, workers, and jobseekers.**

The WDB monitors all WIOA Title 1-B programs during the program year and provides feedback to the provider on strengths and weaknesses. The WDB also meet with service providers monthly to discuss program performance, technical assistance needs, and program updates. Additionally, the WDB participates in comprehensive annual State monitoring including fiscal, data validation, equal opportunity, and program compliance. WDB and State monitoring include the analysis of participant files and corresponding ASSET entries. Any issues needing correction are addressed through a corrective action process which often includes WDB-provided training.

A provider staff training program is provided to new staff on an as-needed basis. The curriculum is focused on customer improvement. This leads to specific improvements and contributes to the one-stop system's culture of continuous improvement. The one-stops ensure quality of service delivery and continuous improvement throughout the one-stops in several ways:

- Through the customer satisfaction process, staff routinely seek input from customers on their satisfaction with services and staff. The input received is reviewed by the WDB and by the Operations Teams, who responds to any issues and also to actionable items.
- Local reviews of program compliance and service delivery are routine. These reviews help maintain a high level of service for customers.
- Within the one-stops, leadership teams, operations teams, and all staff contribute to planning, reporting, integrating, and improving services based upon customer satisfaction reports, input from above and below, directives, and ongoing programmatic changes which occurs through meetings, electronic communications, planning events, training events, and ad-hoc initiatives.

To ensure employment needs are being met, employers and customers are surveyed each year. Surveys are designed to determine satisfaction with services including specific areas of strength and weakness. The surveys gather input across all programs. The process has been followed for several years and is conducted by the OSO. Information is used to make improvements and build upon success. The information is reported to the WDB and discussed among supervisors to develop ongoing strategies to improve satisfaction.

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

All WIOA paperwork is able to be emailed and filled out by individuals remotely. Career planners can email and/or text individuals for appointments using Engage by Cell or other approved provider of the service, which allows for at-home or remote usage by customers and in-office review by career planners.

The one-stop system has a network of community partners that provide complimentary services in the WDA. These partners receive information monthly in paper-based and electronic formats. Partners display one-stop materials in their locations and the one-stop provides community partner print materials in the one-stop lobbies. Representatives of external partners are invited to present information on their services at one-stop inter-agency all-staff meetings and one-stop

partner staff present information as needed. External /or on community boards partners are invited to inter-agency events and information sharing events on a regular basis. Relationship building and outreach remain a top method of communicating our services beyond the one-stop buildings.

The one-stop website, website linkages to partner sites, and web-based programs allow for web based linkages to services. Each of the major partners in the one-stop offer web access so customers can gain information from county websites, technical college websites, State of Wisconsin websites, and the one-stop website.

- c. Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will ensure the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities as required by WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1990 (42 USC 12101 et.seq.). Include a description of how one-stop center staff will be trained to address the needs of individuals with disabilities.**

Every three years Section 188 review is conducted of the comprehensive one-stops. Yearly periodic and changes that may have been made to physical space are reviewed to examine physical and programmatic accessibility of facilities, programs and services, materials, and technology. With both comprehensive one-stop centers being located in government buildings, multiple reviews occur from multiple entities. Technology is often the area where the most changes occur and require the most attention. The WDB's website is looked at minimally once a quarter with WAVE technology to ensure accessibility. When needed, one-stop partners consult with the DVR to meet the needs of individuals with disabilities.

The WDB, in partnership with the with its provider, conducts ongoing reviews of facilities, programs, technology, and materials for compliance. Additionally, training is provided on an as-needed basis to ensure staff are aware of all resources available to clients and to ensure compliance. Ongoing training is also offered during interagency partner meetings and in the form of Lunch-N-Learns. At minimum, the one-stop partner staff are expected to:

- Recognize the importance of making people with disabilities feel welcome and a basic awareness of how to meet the needs of customers with disabilities;
- Know how to assist people with disabilities during emergency evacuations, including the evacuation of persons with mobility impairments;
- Know how to procure and use various equipment and materials for assisting people with disabilities, including the one-stops' telecommunications devices for the deaf (TT/TTY/TDD), accessible work stations, accessible materials, etc.;
- Understand the list of the One-Stop's auxiliary aids and services for communication, assistive technology devices, and material in accessible formats is provided in writing for those who request it;
- Includes a presentation of customers' rights to nondiscrimination and equal opportunity, including the right to file a complaint, during orientation sessions; and
- Ensure that communication with customers and potential customers with disabilities is as effective as communication with other customers.

All protected classes are protected. One-stop partners do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or for beneficiaries, applicants, and participants only, citizenship status, or because of an individual's participation in a program or activity that receives financial assistance under WIOA. The one-stop system has had a strong history of providing inclusive services and is continually striving to keep our services this way.

- d. **Attach or link to a copy of the most recent One-Stop Delivery System Memorandum(a) of Understanding (MOU) describing the roles and resource contributions of each of the one-stop partners.**

<https://www.sewrks.com/workforce-development-board>

**12. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area.**

In WDA 1, there is a wide range of workforce development activities and services available for adults and dislocated workers across the workforce system. Activities and services are provided by public workforce and local government agencies, private nonprofit workforce agencies, and community-based organizations. There is a strong history of providing high-quality, results-oriented services to adults and dislocated workers. Activities are designed to be accessible to all customers including those with barriers to employment.

Activities and services available in the local area for adults and dislocated workers include:

- Apprenticeships;
- Assessments;
- Basic skill instruction;
- Career exploration;
- Childcare and transportation assistance;
- Disability related services and programs;
- Economic support programs;
- English as a second language instruction;
- Financial literacy services;
- GED and HSED;
- Internships;
- Job search assistance;
- Job skills training;
- Labor market information;
- Occupational skills training;
- On-the-job training;
- Rapid response and re-employment services;
- Support services;
- Workshops; and
- Work experience, both paid and unpaid.

Through strong partnerships and collaboration, additional services and opportunities are available to eligible dislocated workers. Depending on the size of the dislocation, additional services may include:

- Education sessions and materials on available benefits and resources as well as relevant transition topics such as healthcare and retirement;
- Tailored labor market information and specialized workshops (e.g., resume writing, Job Center of Wisconsin)
- One-on-one assistance; and
- Re-employment hiring events.

The WIOA Title I Dislocated Worker Program, Wagner-Peyser re-employment services, Trade Adjustment Assistance (TAA), and Unemployment Insurance routinely work together to coordinate services and expand offerings to dislocated workers. Additional collaboration occurs with the FoodShare Employment and Training (FSET) Program, Wisconsin Works (W2) Program, Energy Assistance, Veterans Services, the DVR, and other community-based resources to maximize opportunities. Co-enrollment often occurs amongst partner agencies to best serve the customer. When a significant layoff occurs and additional services are needed above and beyond those listed, or if funding capacity is limited, the SE WIWDB will seek additional formula funds through Rapid Response Additional Assistance and Dislocation Grants, and, if available, discretionary funds.

**13. Describe how the local WDB will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.**

When a business experiences a mass layoff or a closure, the Rapid Response team provides onsite information and/or workshops to affected individuals. Information sessions are often held to discuss unemployment insurance benefits, alternative pension and insurance programs, occupational skills training course availability, reemployment services, and Veteran's benefits. Staff assist affected individuals with understanding their eligibility for the unemployment insurance program as well as how to apply for benefits. Additionally, there are other situations where a client or employer needs assistance with navigating the unemployment insurance program or understanding their responsibilities. In these cases one-staff assist to the extent feasible and then refer the individuals to the unemployment insurance program. When appropriate in the event of a multi-location event that crosses multiple WDAs, the local WDB coordinates with other WDAs providing services as well.

**14. Describe and assess the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities. Identify successful models of such activities.**

In WDA 1, there is a wide range of workforce development activities and services available for youth workers across the workforce system. Activities and services are provided by public workforce and local government agencies, private nonprofit workforce agencies, and community-based organizations. There is a strong history of providing high-quality, results-oriented services to youth. Activities are designed to be accessible to all customers including those with disabilities and other barriers to employment.

Activities and services available in the local area for youth include:

- Adult mentoring;
- Alternative secondary school services or high school dropout recovery services;
- Career awareness, counseling, and exploration (e.g., labor market information, assessments);
- Comprehensive guidance and counseling;
- Education offered concurrently with and in the same context as workforce preparation and training;
- Entrepreneurial skills training;
- Financial literacy services;
- Follow-up services;
- Leadership development opportunities;
- Occupational skills training;
- Postsecondary preparation and transition activities;
- Support services;
- Tutoring, study skills training, instruction, and dropout prevention and recovery services; and
- Work experience, both paid and unpaid (e.g., pre-apprenticeship programs, internships, on-the-job training).

In the WDA there are several successful models that are being used for youth workforce activities. DVR collaborates with several community-based partners to provide a year-round work experience program for youth. There are a large number of excellent service providers in the area for youth. The local technical colleges are the largest providers of effective training services and activities for youth including:

- English as a second language instruction;
- GED and HSED completion programs;
- Basic skill enhancement programs
- Occupational skill training; and
- Youth and adult apprenticeships.

The technical colleges are adept in engaging youth and helping them see how their education will enhance their futures. The two largest secondary school systems in the area also have youth-apprenticeship programs that regularly interact with the WDB.

Local partner agencies provide nutritional assistance, economic assistance, and family support services. Each county has literacy centers which provide basic skills education for significantly barriered youth. There are parenting support services in each county for young parents and homeless shelters in each county specifically for youth. For youth with disabilities, the DVR provides assessment, training, job placement, job coaching, and vocational counseling services.

The WDB's provider and DVR work to place youth with barriers into work-based learning experiences. DVR is required to spend a portion of their budget on specific Pre-employment Transitional Services for students with disabilities who are in high school. These services include:

- Job exploration counseling
- Work-based learning opportunities
- Counseling on post-secondary education
- Workplace readiness training
- Instruction in self-advocacy

The WDB has had a strong history of providing work experience opportunities for WIOA participants. To expand and enhance services for out-of-school youth program participants, in particular through work experience, internships, and on-the-job training, the WDB reassessed and adjusted hourly wage rates to promote increased participation. Rising wages due to low unemployment resulted in more youth taking unrelated jobs that did not have an associated program component such as mentoring or education and skill building. Increasing wages to better align with the current economic conditions has helped to drive interest in work experiences for out-of-school youth. Career planners discuss the importance of work-based learning with out-of-school youth.

Expanding and enhancing services for out-of-school youth has been an ongoing priority of the WDB since the passage of WIOA. Through the WDB's service provider, targeted outreach and social media have and will continue to be expanded. Additionally, the WDB uses its budget process to prioritize expanded work experience efforts. The WDB requires budgets to include all required work experience components at or above minimum levels.

Businesses have expressed a strong need for youth in their workplaces. With retirements and skills shortages, businesses are increasingly providing more opportunities for work-based learning opportunities. Through the WDA 1 BST, many successful connections with employers have already been made and this trend is expected to continue. The WDB works with its provider to ensure funding is allocated to maximize opportunities. The WDB monitors spending as well as services provided to ensure success.

Secondary and post-secondary education providers continue to represent some of our strongest partnerships. With educational programs being core to employment and training success, the WDB has placed a priority on coordinating workforce activities and service delivery with local educational programs. Career planners maintain strong connections with guidance counselors, academic advisors, and other key education staff, including staff at alternative schools, to share information and determine the most effective methods for connecting with students. When feasible, WIOA Title I outreach and activities are aligned with education activities for maximum input and reduced duplication. Career planners often educate clients about support services at local post-secondary providers, linking with advising and/or counseling staff, tutoring resources, and academic groups.

To ensure the WDB keeps a pulse on educational programs, activities, and trends, WDB members, staff, and service providers participate in advisory committees, workgroups, and other organized groups including School to Work consortiums, Youth Apprenticeship and/or Apprenticeship groups, Countywide education and workforce collaboratives, and more. The WDB also invites in-demand educational program providers to present at WDB meetings and discuss opportunities to collaborate. A recent example includes the WDB connecting with the newer Youth Build Program located at an alternative HS in Elkhorn with Job Center Staff to foster a relationship to better serve students.

**15. Describe how the local WDB will coordinate relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.**

Secondary and post-secondary education providers continue to represent some of our strongest partnerships. With educational programs being core to employment and training success, the WDB



has placed a priority on coordinating workforce activities and service delivery with local educational programs. Outreach staff and career planners maintain strong connections with guidance counselors, academic advisors, and other key education staff, including staff at alternative schools, to share information and determine the most effective methods for connecting with students. When feasible, WIOA Title I outreach and activities are aligned with education activities for maximum input and reduced duplication. Career planners often educate clients about support services at local post-secondary providers, linking with advising and/or counseling staff, tutoring resources, and academic support groups. To ensure the WDB keeps a pulse on educational programs, activities, and trends, WDB members, staff, and service providers participate in advisory committees, workgroups, and other organized groups including Cradle to Career workgroups, Youth Apprenticeship and/or Apprenticeship groups, Countywide education and workforce collaboratives, and more.

**16. Describe how the local WDB will coordinate WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.**

Supportive services, including transportation, can play a critical role in the success of a client. The WDB in partnership with its service providers and many other one-stop partners ensures clients are informed on all available supportive services. The WDB also ensures WIOA Title I policies support clients' needs and budgets include adequate funding for the provision of supportive services. One-stop partners inform clients of support services they may be eligible to receive as well as make referrals to other programs and services for co-enrollment to maximize benefits.

Career planners maintain up-to-date knowledge of transportation options as this can be a key component in helping a client obtain and retain employment. Career planners assist clients navigate the public transportation system including assistance with researching modes, schedules, costs, and reserving rides. Transportation resources include bus passes, gas cards, and ride-sharing gift cards, as allowable by each individual program.

**17. Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 USC 49 et. seq.) services and other services provided through the one-stop delivery system.**

Over the years, much time and energy has been spent at the local level on planning and strategizing to coordinate Wagner-Peyser Act services and other one-stop programs and services to avoid duplication. The system runs stronger when all partners are working together to reach common goals for shared customers.

The Operations Team meets regularly to discuss daily operations of the Centers, including Wagner-Peyser services offered such as Reemployment Services and Eligibility Assessments (RESEA). When an agency is determining if a new service is needed, the rest of the agencies are consulted to determine if that service is already being provided. One specific strategy used in the past to avoid duplication involved combining networking groups and job clubs. Partners shared topics and facilitation to make sure all agencies were satisfied with topics that were offered. Additionally,

coordinating RESEA sessions with WIOA Title I information sessions has resulted in streamlined services for job seekers.

One-stops currently include sign-in reception areas that offer a first level of screening for all services offered through the system. First-time visitors are always shown the resource room and provided with information on Wagner-Peyser-funded services.

**18. Describe how the local WDB will coordinate WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II.**

**Include a description of how the local WDB will carry out the review of local applications submitted under Title II, consistent with WIOA secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232.**

The WDB has strong partnerships with Adult Basic Education (ABE) and English Language Learning (ELL) programs offered by the local technical college (Gateway Technical College) and community-based organizations. For example, ABE and ELL are located on the same campus as the one-stop in Walworth County. Collaboration with planning, grant writing, and overall coordination is common practice. Coordination has strengthened as a result of WIOA.

WIOA requires a coordinated review of local applications submitted under Title II. The SE WIWDB will continue to participate in the review of local applications to determine alignment with the local plan. The SE WIWDB will provide feedback and recommendations for stronger alignment as needed during the Wisconsin Technical College System's review process.

The WDB has a long-standing partnership with DVR and many of DVR's service providers across WDA 1. DVR and WIOA Title I career planners and business services staff routinely work together to coordinate service delivery, provide co-enrollment, and maximize benefits to clients and employers. DVR has provided WIOA Title I staff and the WDB with technical expertise and training on issues related to serving individuals with disabilities. This is created a common dialogue for staff which is helpful when working across both programs.

ABE and DVR programs are partners in the one-stop system and co-enrollments happen regularly. Managers of ABE programs are involved in one-stop planning meetings (Executive Leadership and Operations Teams) and information is shared on programs/services/changes at all levels. Coordination with ABE, ELL, and Vocational Rehabilitation programs has been happening since the one-stops were built over 25 years ago. DVR and ABE/ELL programs are an integral part of the one-stop system and WIOA planning/coordination has been part of daily business. Over the years, much work has been done to coordinate and co-enroll as much as possible for customer benefit.

Strong relationships and coordination with education and training providers in the local area has helped to ensure applications align with the WDB's local plan. WIOA Title I has had the opportunity to make recommendations to promote alignment and increased success.

**19. Attach, or link to copies of, executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the one-stop delivery system. This includes cooperative agreements between the local WDB and DWD's Division of Vocational Rehabilitation**

**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.**

The annually updated WIOA memorandum of understanding for one-stops describes the service delivery system in WDA 1. One-stop partners work together to engage in integrated service delivery strategies to better serve job seekers and customers. Additionally, routine meetings and convenings with the below mentioned groups assist with sharing information, cooperative efforts with employers, and common staff training, among other collaborative benefits.

The WDB's designated one-stop operator and the one-stop system's Operations Coordinator are responsible for facilitating integration efforts and convening all required partners in the one-stop system. Primary activities include:

- Operations Team: Front-line supervisors or managers from each core and partner program meet monthly to discuss individual program updates, areas of common need, and strategies to align and/or integrate service delivery.
- WDA 1 BST: Business services representatives from all core and partner programs convene at least quarterly to discuss business needs, employer services, and opportunities to align and/or integrate service delivery.
- All-Staff Meetings: Meetings for all staff who are part of core and partner programs are invited to convene quarterly to provide and/or receive workforce system updates, participate in shared training, and more.
- All-Career Planner Meetings: Career planners from core and partner programs are convened at least annually to participate in program updates, shared learning, and discuss co-enrollment and areas for alignment.
- Other: Lunch-n-learn events and topical educational and training events are held on an as-needed basis for front line and supervisory staff of core and partner programs to enhance service delivery.

**20. Identify the entity responsible for the disbursement of grant funds, as determined by the chief elected official (i.e. fiscal agent).**

**Attach or link to the Fiscal Agent Agreement, or similar agreement if applicable.**

- Administrator: Southeastern Wisconsin Workforce Development Board
- Fiscal Agent: Kenosha County Human Services

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

The SE WI WDB, in coordination with Kenosha County Department of Human Services, as the fiscal agent, competitively procures all WIOA Title I services through a formal request for proposals (RFP) process by; developing and then posting the requirements for providing service, enrollment and outcome goals, reporting and fiscal requirements with a due date for submission. Upon receiving the proposals, an evaluation team analyzes and rates the bids. The bidders may be contacted for an interview to explain and clarify their bid. The recommended bid(s) are presented to the SE WI WDB for review and approval.

22. Provide the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA section 116(c), to be used to measure the performance of the local area and to be used by the local WDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system, in the local area.

Area	Program	Indicator	PY24/PY25 Negotiated Levels
WDA 01	Adult	Q2 Unsubsidized Employment	73.00%
WDA 01	Adult	Q4 Unsubsidized Employment	74.00%
WDA 01	Adult	Median Earnings	\$8,000
WDA 01	Adult	Credential Attainment Rate	69.00%
WDA 01	Adult	Measurable Skill Gain	58.00%
WDA 01	DW	Q2 Unsubsidized Employment	77.00%
WDA 01	DW	Q4 Unsubsidized Employment	81.00%
WDA 01	DW	Median Earnings	\$9,000
WDA 01	DW	Credential Attainment Rate	68.00%
WDA 01	DW	Measurable Skill Gain	60.00%
WDA 01	Youth	Q2 Unsubsidized Employment	80.00%
WDA 01	Youth	Q4 Unsubsidized Employment	75.00%
WDA 01	Youth	Median Earnings	\$5,900
WDA 01	Youth	Credential Attainment Rate	53.00%
WDA 01	Youth	Measurable Skill Gain	49.00%

- **Q2 Unsubsidized Employment:** The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program. Employment includes unsubsidized employment, registered apprenticeship and military service. For the Youth Program, this also includes participants who were in educational programs including occupational skills training, postsecondary education, and secondary education.
- **Q4 Unsubsidized Employment:** The percentage of program participants who were in unsubsidized employment during the fourth quarter after exit from the program. Employment includes unsubsidized employment, registered apprenticeship and military service. For the Youth Program, this also includes participants who were in educational programs including occupational skills training, postsecondary education, and secondary education.

- **Median Earnings:** The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program, as established through direct unemployment insurance wage record match, Federal or military employment records, or supplemental wage information.
- **Credential Attainment Rate:** The percentage of participants who obtain a recognized postsecondary credential during participation or within one year after exit from the program. Participants who receive a secondary school diploma or equivalent are successful if the participant was also employed or entered postsecondary education within one year of program exit.
- **A Measurable Skill Gain:** The percentage of program participants who are in an education or training program that leads to a recognized postsecondary credential or employment during a program year. MSGs are specific improvements or achievements in skills that can be objectively measured and verified.

**23. Describe the actions the local WDB will take toward becoming or remaining a high-performing WDB, consistent with the factors developed by the State WDB including but not limited to:**

- **Local WDB Roles:**
  - **Identify the role of the Local WDB and Youth Council/Committee in supporting Business Services, Sector Partnerships, Career Pathways, and Work-Based Learning.**
  - **What actions will be taken to ensure that these areas are a priority for the local area?**
  - **What actions and commitments will be made of the local WDB or Youth Council/Committee members (in particular those representing business\_ to support these initiatives?**
- **Local WDB Participation:**
  - **Describe how the local WDB will make businesses in the local area aware of opportunities to participate on the local WDB to ensure representation of industry sectors with the greatest labor force demand.**
  - **Describe how the local WDB will maintain a minimum of at least 51% of businesses as active members and participants on the local WDB.**

Services, Sector Partnerships, Career Pathways and Work To develop and implement proven, innovative or promising strategies to continue as a high-performing board and to meet the employment and skill needs of workers and all employers in the region, the WDB members lead by example to support Business Based Learning opportunities within their own organizations. The SE WI WDB will work with the key industries, as identified in this plan. Through the strong relationships with Economic Development agencies and the business community, the SE WI WDB is often involved with identifying new industry partnerships as they are being developed. The SE WI WDB continues to work with the existing industry partnerships through its members and their membership in Chamber organizations, business park organizations, business service organizations such as Kiwanis and Rotary to influence these priorities in the local area. Additionally, SE WI WDB members

representing K-12 school administration entities and post-secondary institutions carry represent these priorities in the academic realm and work with elected officials to serve the same priorities. As active members in these industry partnerships, the WDB contributes workforce expertise and access to the labor force

Referrals for business representative membership on the WDB is an on-going process to ensure that the 51% membership level is achieved. In-Demand Business membership referrals are encouraged from current WDB members, economic development agencies, chambers, county government officials and other business organizations. WDB members promote WDB membership through their day to day business contacts and their participation in industry partnerships and their membership in Chamber organizations, business park organizations and business service organizations. WDB board staff vet the referrals for interest and sector representation, including an initial overview of responsibilities of WDB membership to ensure their commitment before they are referred for appointment to the CLEO.

Identified in-Demand industries are always the first consideration of recruiting members of the WDB.

**24. Describe how training services outlined in WIOA section 134 will be provided through the use of individual training accounts.**

**Identify whether contracts for training services, as described at 20 CFR 680.320, will be used, and, if so:**

- **Describe how the use of such contracts will be coordinated with the use of individual training accounts;**
- **Describe the process the local WDB uses to determine that there are an insufficient number of eligible training providers in the local are to accomplish the purpose of a system of ITAs (see 20 CFR 680.320(a)(2)), including the process for allowing a 30-day public comment period for interested providers; and**
- **Describe the process the local WDB will use to select the providers under a contract for services as required by 20 CFR 680.320(c).**

WDA 1 provides multiple options for training services through the various one-stop system providers and partners. Currently, the following offerings are available to clients who meet all program- and/or service-specific eligibility criteria, and in alignment with individual employment plans, documented needs, and local or regional occupational demand:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training;
- Programs that combine workplace training with related instruction, including apprenticeships;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Job readiness training; and
- Adult education and literacy activities.

Occupational skills training under WIOA Title 1-B is provided through individual training accounts. Per the WDB's training policy, other locally approved training programs (e.g., GED/HSED provided in combination with another service) that meet the WDB's criteria can also be provided through individual training accounts. Other training services such as on-the-job training and work experience training are provided through individual cost-reimbursement contracts with employers. These contracts must follow WDB policy which includes contract monitoring and reimbursement requirements. The WDB may consider utilizing contracts for other types of training services should the WDB determine there is an insufficient number of training providers, there is a program of demonstrated effectiveness, or it would be most appropriate and cost efficient to contract with an individual provider for the training of multiple individuals. In each of these instances, the WDB will follow the requirements outlined in WIOA 680.320.

The WDB has prioritized ensuring clients have sufficient information to make an informed choice for employment and training. The WDB and its providers utilize credible sources to provide labor market data, employment projections, and information on the performance of training providers.

- **Describe how the local WDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.**

Customers are involved in every step of the career planning process, and sign off on the individual employment plan that is set at the beginning of services and then reviewed every six months, or after a customer expresses interest in changing course to a new goal.

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

In addition to our the One Stop Operator, The SE WI WDB vendor's Street Team is responsible for outreach, recruitment, and eligibility screening, going into the community to increase visibility of the Job Center highlighting its resources and services. This outreach provides program visibility and convenient access to encourage increased participation in the one-stop system. Using internet-connected computer tablets, outreach staff can engage with potential customers and career seekers in their own neighborhoods or at community sites like Probation and Parole, Community Action of Racine and Kenosha, or other Community Based Organization offices to complete applications and eligibility determination on the spot and/or refer to partnering agencies if appropriate. Formal presentation materials and informal conversation points are used by outreach staff for referral and/or eligibility services in the community, gathering WIOA eligibility documentation on the spot, answering frequently asked questions, and eliminating initial barriers for people seeking career development services. They also host events in the community, providing opportunities to learn more about partner program and WIOA services.

The SE WI WDB ensures meaningful access to services through the following:

- Virtual services accessed via smartphone, tablet, or computer. We recognize the on-going need in PY2020 and beyond to provide our suite of virtual services with the goal of making career services universally available. This has been beneficial to communities we serve as the COVID-19 pandemic has forced us to embrace virtual services in the short term and as an integral part of a longer-term strategy to support larger numbers of career seekers and businesses.
- An expanded menu of live online workshops available during traditional and non-traditional hours.
- Recruitment of new community partners to increase SE WI WDB's reach and penetration into the community. We will continually reach out to partner with local organizations and initiatives to offer the widest range of support, resources, and services possible to our joint customers.
- The WDB Provider has access to several systems for collecting signatures and ensuring timely communication (i.e Adobe Sign and Engage by Cell)

The One Stop Operator (OSO) will ensure alignment with all partners and programs to present a seamless and optimized experience for our mutual customers. We understand and will support the leveraging of multiple funding streams (WDB funding streams and partner funding) to maximize and serve the highest number of career seekers and employers possible. We make sure that the needs and expectations of each collaborative partner are identified and clearly documented in a written Memorandum of Understanding (MOU), and update these annually or more frequently as appropriate. The OSO convenes quarterly meetings with WDA specific community partners (and semi-annual meetings regionally) where we will share successes and challenges, and brainstorm collaborative solutions as a group so our mutual customers receive the best available support to attain their goals and to ensure that partners are deriving value from with the local American Job Center system.

**26. Describe the direction given by the Governor and the local WDB to the one-stop operator(s) to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.**

SE WI Workforce Development Board follows the DWD Priority of Service policy in Chapter 8 of DWD's WIOA Title I-A & I-B Policy & Procedure Manual which includes priority for adult career and training services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. "Priority of service" means the right to take precedence over a person with lower priority in obtaining employment and training services. The person with priority receives access to a service earlier in time than a person with lower priority or – if the resource is limited – receives access to the service instead of the person with lower priority. Priority is not part of the eligibility determination; rather, it is meant to emphasize access to individualized career and training services for these higher-need populations. Priority of service is assessed at the time of eligibility determination, and participants are informed if they are to receive priority. If, during participation, the career planner learns of changes in an individual's status that allows them to receive a higher priority of service, the individual is given increased priority. For example, if someone who was not low-income at program entry becomes low income during participation, the individual starts receiving increased priority as soon as the career planner becomes aware of the change. Veterans and eligible spouses receive priority for all WIOA Title I programs. For the Adult Program only,



priority for individualized career services and training services are also given to participants who are designated low-income, including public assistance recipients, and/or basic skills deficient for the Adult Program, including English Language Learners (ELL).

**27. Describe the strategies, services, and activities employed within the local area to provide business services that meet the workforce investment needs of area employers.**

**Include, if applicable:**

- a. Customized screening and referral of qualified participants in training services to employers.**
- b. Customized employment-related services to employers, employer associations, or other such organization on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wanger-Peyser Act Employment Service.**

Effective employer engagement starts with making employers aware of the services available to them. Outreach to and recruitment of employers may involve formal outreach, networking, word-of-mouth, and referrals from partners or other employers utilizing the Southeastern Works brand. SE WI WDB will focus its outreach to employers through a campaign promoting service awareness throughout the SE WI WDB service area, including attendance and participation at community meetings and events; public service announcements; and referrals from current employers, economic development councils, Chambers of Commerce, local government entities and community organizations.

Outreach activities to increase business engagement include:

- Sharing of pertinent information to business email distribution lists, by contacting businesses directly, through partner referrals and cold calling
- Planning, coordinating and hosting events, such as Apprenticeship and information sessions, to share best practices with employers about recruitment, talent attraction and retention methods
- Social media outreach via Southeastern Works website, Facebook boosts and LinkedIn to increase business knowledge of services available within the SE WI WDA
- Planning and coordinating value added events such as hosting/co-hosting job fairs, onsite hiring events.

The strategy the SE WI WDB will use to identify business requirements is to a) partner with local economic development and business organizations, b) participate in business service organizations such as Kiwanis and Rotary, c) maintain regular contact with the Wisconsin Economic Development Corporation, d) participate in the curriculum committees of the educational institutions, e) providing business account services through the One-Stops and f) participating in the local HR committees.

Business Solutions are provided by a Business Services Team that has multiple funding resources and whose role is to represent the One-Stop to employers. The SE WI WDB Provider Business Services Manager leads the Business Services Team which includes subcontractor and partner staff. One-Stop partners participate in meetings with the account staff for Business Services to exchange business/job intelligence and plan for future actions. A weekly list of new job listings is distributed to program staff in the One-Stop who have direct access to customers or consumers.

Employers in SE WI WDA receive workforce services through teams of business solutions professionals operating within the region's One-Stops. These professionals are connected, and in some cases, employed by local economic development corporations, chambers, and business associations. All employers within SE WI WDA are serviced by account representatives especially targeting the employers within the growth industry sectors. Services that employers receive include account management, job posting, access to job seekers, and access to training resources, workshops, forums, screening services, interviewing facilities, OJT development with wage reimbursement and specialized recruitment.

**28. Describe any limitation the local WDB imposes on individual training accounts, such as limitation of the dollar amounts and/or duration.**

**Describe any exceptions to such limitations that may be provided for individual cases.**

**Provide assurance that any such limitations do not undermine WIOA's requirement that training services are provided in a manner that maximizes customer choice in the selection of an eligible training provider (ETP).**

**Attach an updated Form DWTW-18813-E for the local WDB**

The funding limits for Individual Training Accounts (ITA) will be:  
Occupational Training - \$8,000 per fiscal year (July 1st – June 30th)  
Lifetime Limit - \$19,000

Participants in Occupational training, regardless of the length or type of program, can receive an ITA for a maximum of \$8,000 per fiscal year after student financial aid grants have been applied to the total cost of the training. The lifetime total amount per participant will be monitored by the service provider and participants should be notified yearly by the service provider regarding their lifetime limit amount remaining. A case note in ASSET must be entered once the participant reaches their ITA lifetime limit. ITA funds not utilized by a participant will be de-obligated at the time of the ITA end date. Funds will not be carried over to the following year but will go back to the general training fund for redistribution to other participants.

It is legislated that local areas must consider the availability of other sources of funds to pay for training costs, such as scholarships, other programs and Federal Pell Grants. All participants interested in training programs will be required to explore other sources of funding and report on status of that potential funding. Those in occupational training must apply for financial aid and bring in proof of both application and award letter. Unless there are unusual, documented reasons why the award letter is not received, the award letter should be submitted with the ITA Requisition Form for approval. Those that do not have an award letter and do not have an unusual, documented reason, will not be approved for an ITA. Any grant or scholarship received by a participant will be applied against the current semester's total training cost (ITA) and must be reported to the WIOA career planner. A Career planner and Participant may ask for an exception to the limits from the Workforce Board Executive Director. The case for the exception will be presented by provider staff and supervision, decision will be deliberated and then WDB staff will notify the Provider. Any such request/decision must be documented in case notes, along with when possible, a copy of the communication or documentation of the verbal

decision. The WBD will monitor future costs and revise the limit if needed to reflect increased tuition costs.

- 29. Identify whether the local area will apply, for its WIOA Title I Youth program participants, the optional definition of "basic skills deficient" at 20 CFR 681.290(a)(2): "A youth is 'basic skills deficient' if he or she are [sic] unable to compute or solve problems, or read, write or speak English at a level necessary to function on the job, in the individual's family, or in society."**

**If yes, include the local WDBs policy for determining whether the criterion is satisfied.**

Yes, the WDB provider uses the TABE test to determine basic skills deficient.

- 30. Identify whether the local WDB will apply, for its WIOA title I Youth program participants, the eligibility criterion "requires additional assistance to enter or complete an educational program, or to secure and hold employment."**

**If yes, provide the local area's definitions of the criterion for:**

**a. In-school Youth (see 20 CFR 681.310); and**

a) failing a least 2 courses for more than one quarter, b) behind class cohort by at least 2 credits for HS graduation in four years, c) first generation student, or d) Pell grant eligible.

**b. Out of School Youth (see 20 CFR 681.300).**

a) potential first generation post-secondary student, b) less than 12 consecutive months at the same employer, c) lack of transportation and/or driver's license, d) first generation student, or e) Pell grant eligible.

- 31. Describe the design framework for youth programs in the local area, and how the 14 program elements required in 20 CFR 681.460 are to be made available within that framework.**

The 14 program elements are the core services when determining services to Youth. All elements and definition of those elements and example services of them are found on the Policy and Procedure Manuel for the State DWD. [Descriptions of the 14 Youth Program Elements - 10.5.3](#)

Staff are trained in the elements and applicaiton of the elements to best serve the customer. The Provider, the Workforce Board and State all monitor for compliance of the policy to ensure that services are being rendered in accordance to the policy and law. Some elements are done internally and some are done with a 3<sup>rd</sup> Party. For those being done by a 3<sup>rd</sup> party, there is a MOU in place with that provider to ensure that all youth are granted access to that element in a timely manner.

### Section III: Administrative Requirements

- 34. Briefly describe the activities and steps taken to develop this Local Plan.**

Throughout the plan process the OSO has held various sessions with stakeholders where the WDB Director attended and informed stakeholders in attendance about the plan and process. All partner staff and other stakeholders in the meetings had opportunities to make suggestions to the plan. Government officials from all three counties were consulted, Board members that represent,

Eco. Dev., training and education, and private business all had opportunities. Youth build and alternative high school staff were also consulted in development of this plan.

**35. Briefly describe the process used by the local WDB in this local area to provide an opportunity for public comment, including comments by representatives of businesses and representatives of labor organizations and other public input into the development of the plan prior to its submission.**

**Identify the start and end dates of the public comment period (not to exceed 30 days).**

August 19<sup>th</sup> 2024 – September 18<sup>th</sup> 2024

**Include an accounting of any comments that express disagreement with the plan.**

Following the completion of the plan, the SE WI WDB will make copies of the local plan available to the public through local media outlets, electronically, and by personal request to the workforce board Director. A thirty-day comment period will be made available to members of the public, including representatives of business, labor organizations and education. After the thirty-day period, any comments that express disagreement and are received will be sent to the State, along with a copy of the finished WIOA Plan and a copy of the published notice. In accordance with the WIOA Section 107(e), the WDB will make all information about the plan available to the public on the SE WI WDB websites in draft and once approved.


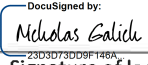
**36. Include any attachments referenced throughout the Local Plan, if applicable (e.g., cooperative service agreements, memoranda of understanding, local policies, etc.)**

All documents referenced within the plan have been uploaded to the state SharePoint site for monitoring and as requested.

### Section IV: Attestations and Signatures

I hereby attest that this WIOA Regional Plan was:

- Developed in partnership with the local WDB and appropriate chief elected officials;
- Put out for public comment for at least 30 days prior to submission to DWD for approval, and if comments were received that express disagreement with the Plan they are included with this submission; and
- Properly approved at the local level in accordance with the applicable local governance documents (e.g. bylaws, WDB-CEO Agreement, Consortium Agreement, or similar).

Samantha Kerkman		11/5/2024
Printed name of chief elected official	Signature of chief elected official	Date
Nicholas Galich	<small>DocuSigned by:</small> 	11/5/2024
Printed name of local WDB chairperson	Signature of local WDB chairperson	Date
Douglas Bartz	<small>DocuSigned by:</small> 	11/5/2024
Printed name of local WDB Director	Signature of local WDB Director	Date