

# Local Plan Modification

July 1, 2009 – June 30, 2010

**Division of Employment and  
Workforce Solutions**



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## **General Instructions for Modifying the Existing Local Plan**

The Workforce Investment Act Local Plan Modification for Program Year 2009-2010, for Workforce Investment Act Title I-B and Wagner Peyser programs, must be submitted to the New York State Department of Labor (NYSDOL) no later than **September 18, 2009**, in accordance with the Planning Guidelines issued by NYSDOL on behalf of the State Workforce Investment Board and the Governor. The Plan Modification must be developed by the Local Workforce Investment Board (Local Board) in partnership with the Local Chief Elected Official(s).

The Plan Modification, generated through this process, will amend and extend: the approved Local Plan, which originally covered the period July 1, 2005 – June 30, 2008; the local area's approved Functional Alignment Addendum; and the local area's previous plan modification, which extended the existing Plan and Addendum to June 30, 2009. Therefore, this Local Plan Modification will extend the existing Plan and Addendum to June 30, 2010 and will become the basis for local area policy and monitoring.

### **Plan Modification Guidelines**

The Plan Modification Guidelines are available and can be downloaded on New York's Workforce Development System website at:

[http://www.labor.state.ny.us/workforcenypartners/wfnyp\\_index.shtm](http://www.labor.state.ny.us/workforcenypartners/wfnyp_index.shtm)

The guidelines are attached to Technical Advisory # 09-16, dated May 26, 2009.

### **Publication**

The Local Board must make copies of the proposed Plan Modification available for public comment through such means as public hearings, local news media, and local websites. The general public must have access to the proposed Plan Modification; there must be 30 days from the date of publication and/or availability in which the general public may comment. When the Plan Modification is submitted for approval, any comments received in disagreement must be attached. In addition, the Plan Modification must explain how those disagreements were addressed.

### **Submission**

The draft Plan Modification is due **September 18, 2009**. NYSDOL requests local areas to complete the submittal process electronically by posting the draft Plan Modification, any comments received and the manner in which the comments were addressed, to the local area's workforce website. Specifically, local areas are required to **send an e-mail by cob September 18, 2009** to [WDTDLocalPlans@labor.state.ny.us](mailto:WDTDLocalPlans@labor.state.ny.us), with a copy to your state representative, which includes the following:

- Notice that the local Plan Modification, any comments received and information on the manner in which comments were addressed, are posted on the local website and available for State review;
- Indication of the URL and location of the Plan Modification document(s) on the website;
- Statement of the dates the Plan Modification was made available for public comment;
- Provision of contact information in the event there are problems accessing the Plan Modification; and

- Affirmation that no changes will be made to the document once it has been posted for NYSDOL review.

Should a local area be unable to comply with this method of submission, email a request for assistance to: [WDTDLocalPlans@labor.state.ny.us](mailto:WDTDLocalPlans@labor.state.ny.us). Please use “Request for Assistance with Local Plan Submission” in the Subject line.

**Time Table**

Plan Modification Guidelines Issued	May 26, 2009
Latest Date for Publishing Plan for Public Comment	<b>August 20, 2009</b>
Local Plan Modifications due to NYSDOL	<b>September 18, 2009</b>
NYSDOL approval or request for information	No later than <b>December 17, 2009</b>

**Required Attachments**

The required Attachments include:

- Attachment A: Signature of Local Board Chair
- Attachment B: Signature of Chief Elected Official
- Attachment C: Signature of WIB Director
- Attachment D: Units of Local Government
- Attachment E: Fiscal Agent/Grant Subrecipient
- Attachment F: One Stop Operator Information
- Attachment G: Federal and State Certifications

If any of the following have changed, please also attach:

- Chief Elected Official Agreement (if applicable)
- Local Board By-Laws
- One Stop Operator Agreements


**Note: Hard copies of the required attachments and signature pages must be mailed to the address below. These attachments and signature pages must be received no later than September 18, 2009.**

**Attn: Karen A. Coleman  
Local Plan Modification**

New York State Department of Labor  
Division of Employment and Workforce Solutions  
Building 12 ~ Room 450  
W. Averill Harriman Office Building Campus  
Albany, New York 12240

## **Instructions for Filling out the Plan Modification Document**

There are two main sections of the Local Plan Modification, each beginning with a short narrative and followed by instructions and questions. **A shaded area is provided into which the details of your response should be typed.**

For the check boxes and forms, you may want to lock the form to easily tab from box to box and insert an “**X**” where appropriate. If the forms toolbar is not visible, click “**View**” - “**Toolbars**” - “**Forms**” and click on the  symbol to lock or unlock the form.

It is recommended that you save this document to your computer as your working document using the following naming convention: “LWIA NAME – Plan Modification.” Save your document frequently during its completion.

Technical assistance regarding the development of the Local Plan Modification should be directed to your State Representative. If you need any assistance with the form, please contact Sharon Zapp at (518) 457-5189.

## **Workforce Investment Act Local Plan Modification July 1, 2009 – June 30, 2010**

In compliance with the Workforce Investment Act (WIA), each local workforce investment area is required to have a Comprehensive Local Plan in place. With the passage of the federal American Reinvestment and Recovery Act (Recovery Act), NYSDOL has determined that each local Workforce Investment Board will develop a One-Year Plan Modification to extend the current plan to now cover the period July 1, 2005 - June 30, 2010. The Plan Modification will allow for short-term changes, development of strategies and efficiencies for effectively utilizing increases in funding, and alignment with updated Federal, State and local priorities.

New York State shares the vision outlined in the Recovery Act; creating and preserving jobs, promoting economic recovery, and assisting those most impacted by the recession. Workforce development activities will play an integral role in achieving these three goals for both New York State and the nation as a whole. As workers increasingly find themselves dislocated, unemployed, and underemployed, they will need assistance to find new jobs, better jobs, and training opportunities to prepare them for these jobs.

It is crucial to maintain transparency and accountability at all levels. Recovery Act funds must be tracked accurately and separately from other sources of funding, and frequent communication regarding the use of these funds will be required. Needless to say, the funding from the Recovery Act, used concurrently with normal sources of funding, will allow a substantial increase in the number of services provided to customers in the One-Stop system. In particular, the number and proportion of customers receiving training services will increase.

The need for economic recovery also comes with an opportunity to ensure economic competitiveness in the long term. To this end, New York State has designated three demand sectors which will provide many job openings and are believed to be important to economic growth in the future:

- **Green and Renewable Resources**

This sector is comprised of a wide variety of industries and occupations; New York is primarily focused on Solar Power, Wind Power, and Weatherization. Each of these industries offer career paths, with solar and wind power focusing on the installation of small-scale power generation and weatherization providing construction and building renovation jobs. With rising energy costs and commitments on all levels of government to prevent environmental damage, green jobs are expected to grow substantially in the coming years. Furthermore, as the alteration of existing buildings and construction of new buildings cannot be performed overseas, these jobs are highly resistant to outsourcing.

- **Health Care (including the Life Sciences and BioTech/BioScience Industries)**

A substantial amount of labor market information identifies health care as a rapidly growing sector, in part due to the aging population. There are a number of entry-level jobs with the potential for career advancement in this industry in fields such as nursing, pharmaceuticals, and home or hospice care.

- **Advanced Manufacturing**

Manufacturing jobs that use high-tech processes, in industries such as Nanotechnology, Bioinformatics, and Medical Device manufacturing, are high growth and vital to the US economy, according to the US Department of Labor. The State also sees strong investment in such industries. This sector includes both high-tech jobs and lower-skill jobs that provide career ladders.

Many customers will have barriers to participating in training, such as transportation issues. It is expected that staff will work with customers to identify and remove barriers to participation through the provision of supportive services and needs-related payments. This is especially relevant for adults who are low-income, displaced, and under-skilled, as well as disconnected youth; in fact, many provisions in the Recovery Act are designed to target these populations, and there is a Priority of Service in effect for recipients of public assistance and other low-income individuals. These groups have been starkly affected by the economic recession and are greatly in need of assistance to get on a pathway out of poverty. Youth, also often at risk, can be served with a Summer Youth Employment Program. Given the fact that individuals up to age 24 can be considered “youth” for the purposes of spending Recovery Act funds, this presents an excellent opportunity to assist our young adult customers.

The Plan Modification will allow Local Boards the opportunity to re-evaluate their current system’s delivery of employment and training services in light of funding considerations, new initiatives and performance. In developing those new strategies and policies, local areas should consult with their region’s Labor Market Analyst to review updated data and trends that may impact planning efforts and to use demographic information provided to assure workforce related needs of special populations. In addition, occupational demand lists should be carefully reviewed with attention to current economic conditions. The Plan Modification consists of two parts, the Strategies and Policy Updates, and WIA Compliance sections.

#### Section I: Strategies and Policy Updates

The Strategies and Policy Updates section is in the form of questions that will address:

1. Priority of Service for recipients of public assistance, other low-income individuals, veterans, and eligible spouses of veterans;
2. Supportive services and needs-related payments;
3. Youth activities;
4. Reemployment services under the Wagner-Peyser Act;
5. Training; and
6. Continued emphasis on services for special needs populations.

#### Section II: WIA Compliance

The WIA Compliance section deals with the Local Board Policies that are regulated by the Workforce Investment Act. In this section, local boards are asked to verify that the policies contained in their current Plan and in their Functional Alignment Addendum remain in effect, or indicate that the policy has changed. Where policies have changed or new policies have been instituted, the policy must be attached.

During the State review process, local areas may be asked for clarification or additional information. **Responses will become part of the local plan, and will be considered policy.**

## **Section I. Strategies and Policy Updates**

### **1. Priority of Service**

Local Boards must incorporate priority of service for veterans and eligible spouses as mandated under federal regulations that went into effect on January 19, 2009. In addition, the Recovery Act requires a statutory priority for recipients of public assistance and other low-income individuals.

It is important to understand that veterans' priority of service is not intended to displace the core mission of any particular program. More specifically, a priority of service within a priority is created for those programs that are derived from a federal statutory mandate (such as the Recovery Act) that requires a priority or preference for a particular group of individuals. As an example, when you collectively compare recipients of public assistance and other low-income individuals with veterans and eligible spouses of veterans, the following priority order is applicable:

1. The first population to receive intensive and training services is public assistance and low-income veterans (or eligible spouses of veterans);
2. The second priority is for public assistance and low-income non-veterans;
3. The third priority is for veterans (or eligible spouses of veterans) who are not low-income or receiving public assistance;
4. The last priority is for adults who are non-veterans who are not low-income or receiving public assistance.

To this end, Local Boards are required to show evidence that strategies and policies are in place (or will be in place) addressing priority of service.

#### **a. Public Assistance and Low-Income Populations:**

Priority use of WIA Recovery Act funds for intensive and training services must apply to recipients of public assistance and other low-income individuals. This requirement is a major shift from current state guidance for non-Recovery Act WIA Adult formula funds which gives the Local Board discretion to enact priority of service.

In order to better understand current guidance regarding priority of service it is helpful to look back at historical guidance on this topic. The "Planning Guidelines for the Comprehensive Three-Year Local Plan (Program Year 2005 to 2007)" issued by the Department in February 2005 required Local Boards to describe the criteria used to determine whether funds allocated for employment and training activities are limited, and the process by which any priority of service will be applied. This guidance did not mandate that priority of service be enacted. Subsequently, the "Local Plan Modification for Program Year 2008" required the Local Board to submit any changes to current priority of service policy (if applicable) and to indicate if the Local Board has since declared a priority of service to be in effect.

Based on this historical guidance, it is possible that a Local Board has never declared priority of service to recipients of public assistance and other low-income individuals. The Recovery Act now requires every Local Board to declare priority of service to recipients of public assistance and other low-income individuals. Only WIA Adult funds are covered under this provision of the Recovery Act, as priority of service to recipients of public assistance and other low-income individuals does not apply to youth, dislocated worker, Wagner-Peyser, and Reemployment Services grant funds.

The Local Board must show clear evidence that priority of service is provided for intensive and training services under Recovery Act WIA Adult funds to recipients of public assistance and low-income individuals. As such, please respond to the questions below. Additionally, the Local Board is encouraged to develop a separate policy guidance document to be distributed to all impacted One-Stop Career Center staff members. Please find a sample policy provided in Attachment I.

1. Describe the method(s) that will be used to identify an individual as a priority customer. Please include:

- a. A description of how the appropriate documentation is collected and maintained when an individual self-identifies as a public assistant recipient or other low-income individual;
- b. The parameters to be used that qualifies someone as an low-income individual (note – income earned while on active duty status is required to be disregarded in eligibility determinations); and
- c. The estimated percentage/number of WIA Adult customers that will qualify for priority of service during the program year.
- d. If applicable, indicate how it was determined there are sufficient local resources for employment and training activities to serve all customers, so that a priority of service does not need to be applied for customers served by non-Recovery WIA Adult funds.

a. Identification of priority customers is accomplished by review of ES-100 by front desk personnel and Initial assessment staff. Self-description of low-income status and PA recipient status is sufficient for provision of intensive services. When customer self-describes as PA recipient and/or low income and requests training services, staff have been trained to request copies of PA budget letter and/or pay records to document status. Copies of such documents are maintained in a secure file within the OneStop.

b. Parameters to qualify individuals for low-income status have varied over time. They are intimately attached to the amount of training funds available locally and the number of persons requesting training. Thus, with the receipt of ARRA funding, the Ulster County WDB opted to consider individuals as low-income if:

- 1) earning \$10.00/hour or less; or
- 2) earning \$400.00/week or less; or
- 3) 200% poverty with six (6) months individual income, based on family size; or
- 4) public assistance or food stamps budget letter.

The demand for training and requests for funding assistance has been very great due to the current recession. The WDB will soon be examining whether these definitions will be narrowed to avoid the depletion of all available tuition assistance monies.

c. It is expected that 200 Adults will be enrolled in training. The Ulster County SDA has historically had in place a defined low-income priority. Funding availability has been the determinant in modifying that definition. As such, all Adult-funded individuals, or 100% of those in receipt of training services, will be low-income priority.

d. N/A.

2. If your local area will not be applying priority of service to all adults, describe the procedure(s) that will be used to differentiate between Recovery WIA Adult and non-Recovery WIA Adult

customers for purposes of Priority of Service. [Note: depending on local policy, priority of service may not be mandatory when services are provided with non-Recovery WIA Adult funds]

Both Recovery Act WIA Adult and non-Recovery Act WIA Adult funding will have priority of service applied to it.

3. Describe the internal monitoring process, including subrecipient monitoring, that will be initiated to ensure federal priority of service requirements under the Recovery Act are successfully implemented and adhered to.

Internal monitoring processes initiated to ensure federal priority of service requirements under the Recovery Act include management oversight, including sign-off and approval of Individual Training Account vouchers generated by staff. Management oversight will include verification of priority of service determination, assurance of timely delivery of OneStop services, review of financial postings and reporting, as appropriate, to ensure compliance. Oversight will occur at least quarterly by OET Director, One Stop Manager and other management personnel as appropriate. If oversight determines that priority of service is not being successfully implemented and adhered to, then corrective action will be crafted and applied to ensure equity of service.

4. Describe the modifications to Functional Alignment and/or Customer Flow that will be made (if any) to enhance implementation of priority of service.

As a response to the drastic increase in OneStop activity that began in the winter of 2008, UC has enhanced Functional Alignment by incorporating LSRs and the NYSDOL Career Counselor into the Individual Tuition Assistance voucher process. The recently-hired LSR/LVER has also been included in this effort. Besides processing of vouchers, OneStop staff has been trained to identify priority of service individuals, collect documentation supporting that designation, direct customers to training partners and make appropriate entries in OSOS.

5. Describe the methods of training and communication that will be implemented at the local level to ensure all impacted staff members are aware of and utilizing priority of service in the daily operations.

Staff mentoring and attendance at webinars/regional informational meetings will continue. All policy and regulation directives from NYSDOL will be communicated to line staff by the OET Director and One Stop Operator via e-mail and staff meetings. Additionally, it is planned that local partners involved in the provision of training services will be apprised of priority of service definitions and goals to enhance service levels through "reverse referral".

6. Please include relevant information not mentioned above that supports the Local Board's strategy for providing priority of service to recipients of public assistance and other low-income individuals.

The Ulster One Stop is participating in the Career pathways initiative to further enhance priority to individuals in receipt of public assistance.

**b. Veterans & Eligible Spouses of Veterans:**

The United States Department of Labor implemented veterans' priority of service via regulation that went into effect on January 19, 2009. As a result of this regulation, all One-Stop Career Centers will need to have clear strategies for providing veterans and eligible spouses of veterans with the highest quality of service at every phase of services offered. Comprehensive guidance has been provided by the Department under the Workforce Development System Technical Advisory #09-14 released on April 29, 2009.

The federal regulation requires that Local Boards develop and include in their strategic local plans, policies implementing priority of service for the local One-Stop Career Centers and for service delivery by local workforce preparation and training providers. These policies must establish procedures to ensure that covered persons are given an opportunity to identify themselves as a veteran or eligible spouse at the point of entry thus allowing them to take full advantage of priority of service. Please note, federal regulations currently provide direction that verification of the status of an individual as a veteran or eligible spouse at the point of entry is not required.

More specifically, policies implementing priority of service shall ensure that covered persons are aware of: (1) their entitlement to priority of service; (2) the full array of employment, training, and placement services available under priority of service; and (3) any applicable eligibility requirements for those programs and/or services. Under this context, local policy should detail the strategies and procedures to be invoked that will satisfy the requirements as found in Federal regulation. For additional guidance, you are strongly encouraged to view the Federal regulations as found at 20 CFR Part 1010, published at *Federal Register* 78132 on December 19, 2008.

The Local Board must show clear evidence that priority of service is provided for veterans and eligible spouses of veterans. As such, please respond to the questions below. Responses become part of the local plan, and are considered policy. Additionally, the Local Board is encouraged to develop a separate policy guidance document to be distributed to all impacted One-Stop Career Center staff members.

1. Describe the policies that will be established to ensure covered persons are identified at the point of entry thus allowing them to take full advantage of priority of service. [Responses should include the procedures that are in place to ensure signage is properly displayed and the procedures that are in place to identify covered persons who physically access or virtually access service delivery points.]

It is the policy of the Ulster County Service Delivery Area (UCSDA) to ensure veterans and eligible spouses of veterans are made aware of their entitlement to priority of service; the full array of employment, training, and placement services available under priority of service; and all applicable eligibility requirements for those programs and/or services. To that end, UCSDA will ensure a) appropriate signage is in place at key access points in the One Stop and its environs, b) front desk staff, as well as staff conducting initial assessments, review

individual ES-100s for veterans status. It is expected that training to stress the importance of this priority will be conducted with all staff. The UCSDA is in process of developing and launching a new web page. The page will include information designed to reach out to veterans and eligible spouses. Additionally, outreach to local Veteran services agencies will explain this priority of service and its potential value to their clientele.

2. Describe the enhancements that will be made to local area websites advising self-service users of priority of service.

Again, our web page is under design and development. All priority of service categories will be listed and defined on the new page. The page will also include relevant contact information, the variety of services available through the OneStop and its partner agencies and links to appropriate veterans-related agencies.

3. Describe the procedures that are in place to ensure all contract templates, RFP, and sub-contract agreement language is revised to include priority of service language.

It is planned a that a memorandum will be sent to the Ulster County Attorney and Contract Mangement department to develop suitable priority of service language that can then be inserted into all contract templates, RFPs and sub-contract language.

4. Describe modifications to Functional Alignment and/or Customer Flow that will be made (if any) to enhance implementation of priority of service.

See a. 4. above. A staff-assisted service will be offered to all veterans on every visit to the One Stop. The One Stop LSR/LVER will be the focal point for provision of services to veterans and appropriate training for staff.

5. Describe the methods of training and communication that will be implemented at the local level to ensure all impacted staff members are aware of and utilizing veterans' priority of service in the daily operations. [Training should include defining the terms "veteran", "eligible veteran", "covered person", "eligible spouse", and "qualified job training program". Technical Advisory #-09-14 provides specific guidance on the information that should be shared with staff.]

Our local NYSDOL Veterans Representative will provide training via an annual power point presentation that identifies and defines veterans priority of service terminology, to include veteran, eligible veteran, covered person, eligible spouse and qualified job training program as defined in TA 09-14. This training will be provided to current staff and to each new staff member shortly after they start employment. Each supervisor will maintain the names and signatures of attendees to add to staff training hours.

6. Describe the outreach strategies (if any) that will be incorporated into local policy in an effort to "get the word out" about veterans' priority of service. [Outreach strategies may also be targeted to employers in an effort to gain support and interest for the hiring of veterans. In addition to the existing Work Opportunity Tax Credit veteran target group, the Recovery Act added "unemployed veterans" as a targeted category. An employer who hires an unemployed veteran (defined as discharged from active duty in the Armed Forces at any time during the five-year period ending on the hiring date, and receiving unemployment compensation for at least four weeks during the year prior to being hired by the employer) may qualify for a federal tax credit incentive.]

Outreach efforts will be enhanced by the new web page, developing and distributing fact

sheets designed for veterans and veteran groups, public service announcements, and linkages with local veterans services groups, especially the Ulster County Veteran Service Agency, whose director served on the Workforce Development Board. Additionally, it is planned that the LSR/LVER will hold several veteran workshops each week in the One Stop similar to the civil service, job search and resume workshops that are offered to non-veterans. It is expected that the LSR/LVER will have enough training to approach businesses in the area at a rate of 3-4 employers each week. At that point, Priority of Service information, as well as tax incentive benefits to hiring veterans, will be provided to employers.

7. Describe the internal monitoring process that will be initiated to ensure federal veterans' priority of service requirements are successfully implemented and adhered to.

Management is committed to ensuring vet's priority of service requirement are implemented. To that end, veteran priority of service implementation and application will be reviewed at least quarterly by OET Director, One Stop Operator and appropriate DEWS management. Monitoring will ensure that customer flow procedures have identified all veterans and their eligible spouses that have come into the One Stop, the full range of One Stop services have been made available, service levels are appropriate and services effectively delivered. This monitoring will be accomplished through the use of interviews, staff meetings, desk reviews of service activity levels and analysis of OSOS activity and comment input.

8. Please include relevant information not mentioned above that supports the Local Board's strategy for providing veterans and eligible spouses of veterans with priority of service.

UCWDB benefits from the inclusion of Terry Breitenstein, Ulster County Veteran Service Agency Director. Communication and coordination with veteran service organizations will thereby be enhanced and improved. Additionally, OET and the LSR/LVER continues to build working relationship with the UCVSA by consulting on various projects.

## **2. Supportive Services and Needs Related Payments**

The Recovery Act places a strong emphasis on providing increased services and training for workers in need. Further, the Recovery Act and New York State policy require the use of funds for supportive services and needs-related payments that are necessary to ensure that participants are able to fully avail themselves of appropriate employment and training opportunities. Needs related payments must be made available to enable participants to pursue training of sufficient duration to acquire skills and credentials of value that will connect them to emerging jobs as the economy recovers.

As USDOL – ETA has acknowledged, differentiating between individuals served with Recovery Act and non-Recovery Act funds is challenging, since eligibility requirements are the same, and the funds must be spent concurrently. Accordingly, it is expected that local areas will make supportive services and needs related payments available to participants served by both Recovery Act and non-Recovery Act funds.

Local areas are therefore directed to develop policy guidelines for the administration of supportive services which include the following:

### **Definitions and Descriptions of Local Policy:**

**a. Supportive Services:**

WIA §663.800 (Ref: §101(46) and 134(e)(2)) defines supportive services for adults and dislocated workers as those that include transportation, child and dependent care, housing and needs related payments which are necessary to enable individuals to participate (or continue to participate) in activities authorized under WIA Title 1B and which are not available through other programs.

Supportive services for youth are defined in the WIA Rules and Regulations at §664.440 as including, but not limited to:

1. linkages to community services;
2. assistance with transportation costs;
3. assistance with childcare and dependent care costs;
4. assistance with housing;
5. referrals to medical services; and
6. assistance with uniforms or other appropriate work attire and work related tool costs, including such items as eyeglasses and protective eyewear.

Supportive Services can only be provided to individuals currently enrolled in a WIA program, except for Youth who may continue to receive Supportive Services during Follow Up at the discretion of the local area, per §664.450(a)(1).

1. Supportive service categories may be administered separately and distinctly from one another or disallowed completely by Local Boards. Describe how the Local Board will administer the following categories: Housing, Child and Dependent care, Transportation, Other payment categories, and Other supportive services specific to youth as defined in §664.440:

WIA §663.800 (Ref:§101(46)) and 134(e)(2) defines **Supportive Services** for Adults and Dislocated Workers as those that include transportation, child and dependent care, housing and needs related payments which are necessary to enable individuals to participate (continue to participate) in activities authorized under WIA Title 1B and which are not available through other programs.

**Supportive Services** can only be provided to individuals currently enrolled in a WIA program, except for Youth who may continue to receive Supportive Services during Follow Up at the discretion of the local area [per Section 664.450(a)(1)]

**Supportive Services** are primarily used for customers in training *in the last semester of a degree program*. UC WDB has distinct policies for child care and transportation that define eligibility requirements and payment limitations. We do not provide housing assistance or dependent care, but staff in the Resource Room and the counselors in the OneStop are able to make referrals to the appropriate agencies if customers indicate a need and ask for assistance in obtaining either. Any exceptions to these policies can be made by the Director of WDB on a case-by-case basis.

**Supportive Services** for Youth are delivered on an as-needed basis during both program

enrollment and as a follow-up service.

All Dislocated Workers and all WIA Youth are eligible for supportive services. Adults are eligible if they meet priority of service requirements and/or training requirements. Once eligible, customers remain eligible throughout their enrollment, but they must continue to comply with the procedures to submit vouchers, receipts, etc.

2. Describe how the LWIA will establish initial and continuing eligibility for Supportive Services:

Youth support service need is initially assessed via the comprehensive WIA youth assessment. Identified supportive needs are initially responded to at the point of enrollment into the program. Subsequent support service need is identified by youth counselors in consultation with the youth participant. All support service needs met directly through the expenditure of WIA funds are presented to and approved by OET management after appropriate review.

3. Describe the following:

- a. Timing and frequency of services;
- b. Duration of services
- c. Priority of funding;
- d. Service adjustments;
- e. Exceptions; and
- f. Referrals to alternative sources of assistance, including use of local partnerships.

The **Supportive Service Policy** is written as a service provided in conjunction with training services, but exceptions are made to provide a supportive service on a one-time basis if necessary.

- a. Ongoing supportive services such as transportation and child care during training are issued every 4 weeks at the first of the month. Customers meet with their Counselor for case management and to submit vouchers, receipts, etc. One-time supportive services are paid as needed.
- b. Supportive services are primarily used for customers in training. The UC WDB limits supportive services for those in training at the last semester of a degree program. One-time payments may be utilized at any time during the enrollment period.
- c. A customer who is eligible for training services is automatically eligible for supportive services. Exceptions for a one-time supportive service can be made, with those meeting priority of service being served first.
- d. Adjustments to supportive services plans are made as needed.
- e. Exceptions to the policy can be made by the Director of the UC WDB on a case-by-case basis.
- f. Referrals to other agencies providing services are provided as well.

4. Describe the accountability measures and methods of documentation of supportive services (by funding category):

Customers are required to complete attendance sheets, mileage vouchers, and child care vouchers on a pre-determined monthly basis. It is the customer's responsibility to submit accurate and complete documentation in order to receive payment. The counselors meet with the customers and approve mileage and childcare vouchers and submit them for payment.

**Attendance Sheets**

- Must be filled out completely and have all signatures present to be accepted,
- Customers obtain signatures of each class as well as all internships, field trips, and labs.
- If the participant misses a class for any reason (e.g. sickness, car trouble, cancellation etc.) they must document the reason in place of the instructor's signature.
- If a class is cancelled without prior notice, and it was the only class for the participant that day, they must get an instructor's signature when they return in order to receive daycare or travel allowance.

### **Mileage Vouchers**

- 40 ¢ per mile
- Maximum \$20.00 / day
- One round trip each day
- Each week should be logged on one sheet, if possible, using one line per trip
- Odometer reading is required for each trip
- Trips to internship sites and field trips will be reimbursed IF there is an authorized signature on the attendance sheets to verify attendance.
- Travel to and from a babysitter may be claimed.

### **Childcare Vouchers**

- \$3.00 per hour
- Maximum of \$25.00/day/per child
- Payment for childcare will be made only to those providers approved and certified by the Child Care Council of Ulster County and/ or Ulster County Department of Social Services.
- A child's parent cannot be paid for childcare
- Payment is only for the hours spent in class, with an extra hour allowed for travel to and from the sitter (i.e.: 4 hours class time = 5 hours childcare)
- Use separate lines for each child if they spent a different number of hours at the sitter,
- Use separate forms for each childcare provider.

## **b. Needs-Related Payments (NRP):**

The goal for One-Stop Career Centers should be that no individual approved to attend training should have to refuse or abandon such training because he or she cannot afford living expenses. Needs-related payments (NRPs), a sub-category of supportive services, are a means of allowing trainees to pursue or continue full-time training when they do not qualify for or have exhausted their Unemployment Insurance (UI) benefits. The Recovery Act and New York State policy require that these payments be made available to adult and dislocated worker trainees to enable them to complete the level of training that will make them more competitive in the job market.

Needs-related payments are defined in §663.815 as providing “financial assistance to participants for the purpose of enabling individuals to participate in training”. To qualify for NRPs, “adults must be unemployed; not qualify for, or ceased to have qualified for, unemployment compensation; and be enrolled in a program of training services under WIA §134(d)(4).” Please note that needs-related payments are not considered taxable income, according to USDOL.

Dislocated workers (DW) are additionally required to “have ceased to qualify for TAA or NAFTA-TAA; and be enrolled in a program of training services under WIA §134(d)(4) by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker’s eligibility as a dislocated worker, or if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed six months.” [Note: NYSDOL has requested a waiver to allow the dislocated worker requirements to be the same as the adult requirements. Upon approval, notice will be communicated to local areas.]

Needs-related payments may also be paid to youth who are enrolled in training, at the discretion of the local area.

A sample Training Support Analysis Form that can be used as a template when designing a method for determining an individual's qualifications for NRPs is included as Attachment H.

Local needs-related payment policy should include provisions that such payments will not be offered to individuals who have another means of financial support, such as TANF.

1. Regarding the eligibility of participants:
  - a. How many hours/credits must a participant be registered for in order to remain eligible for NRPs?
  - b. What academic and attendance standards will be required for payments to continue and how will this be verified?
  - c. Can and/or will payments be made to participants on sick, vacation, or holiday leave?
  - d. How will Extended UI Benefits affect receiving NRPs?
  - e. Will NRPs be suspended during periods of earned income and will participants have to re-qualify to start receiving NRPs again once the income ends? (How will income be calculated?)
  - f. If an individual receives NRPs at the same time as supportive services from another program/partner, how will this be coordinated and documented?

**UC NRP Policy is based entirely on funding availability.**

- a. In order to receive NRPs, customers must be enrolled in full-time training of credit courses. Full time training is defined as 12 credit hours, or 12 seated classroom hours.
- b. Students must maintain a 3.0 GPA in order to continue qualifying for NRPs. Mid-term and semester grades are collected to verify GPA.
- c. Students continue to receive NRPs during any school breaks that are 14 days or less; breaks 15 days or longer require the students to participate in activities at the OneStop (e.g. workshops) in order to receive NRPs. School breaks are defined as Spring Break, Winter/Christmas Break, and the period of time between Fall and Spring, Spring and Summer, and Summer and Fall semesters. Under no circumstances are customers allowed to collect NRP over the summer if they are not attending classes.
- d. Extended UI benefits will delay or possibly negate the need for NRPs, as they will be used before any NRPs are issued. NRPs are suspended during periods of earned income. Once the income ends, the NRPs will be reinstated without the need to re-qualify.
- e. NRPs are suspended during periods of earned income. Once the income ends, NRPs will be reinstated without the need to re-qualify.
- f. Supportive services from other programs/partners do not affect the receipt of NRPs.

2. Regarding the payments of NRPs:
  - a. How will the payment amount of NRPs be determined?
  - b. What is the maximum allowable individual payment?
  - c. What is the limit on number of payments per individual?
  - d. How will overpayments (or the potential for overpayments) be monitored and recovered?
  - e. What will the payment schedule for NRPs be?

f. How will participants claim payments?

- a. The payment amount for NRPs is equal to the weekly poverty level for a family of one, or \$208.26/week.
- b. The maximum allowable individual payment is the same for all customers, that is, the weekly poverty level for a family of one.
- c. NRPs are only available to customers in classroom training. Classroom training is limited to 52 weeks.
- d. Customers receiving NRPs sign a statement every two weeks to attest that they are not receiving/have not received any UI payments for the same time period. They also attest that they will return any NRPs if UI payments for those weeks are subsequently received. Reimbursement payments come directly from the customer.
- e. NRPs are issued for a two-week period. Customers will receive the payments monthly.
- f. Payments are claimed by filling out a NRP form that identifies the weeks for which the payments are claimed, as well as a signature to attest that they have not received UI payments for those weeks; and if they do, that they will return the NRPs.

3. Regarding the administration of the NRP program:

- a. Who will have the authority to approve participant requests for NRPs?
- b. Who will manage the NRP program?
- c. Who will respond to questions and complaints?
- d. Who will handle NRP form distribution, payment accounting, and payment processing?
- e. How will the requirements for and payments of NRPs be documented?

- a. One Stop managers will have the authority to approve NRP.
- b. The One Stop Operator and the OET Director will provide overall management. It should be noted that the One Stop Operator is also the OET Deputy Director who is the chief fiscal officer.
- c. NRP management will respond to questions/complaints.
- d. The OET Deputy Director will handle NRP Form Distribution, payment accounting, and payment processing.
- e. One Stop managers will determine eligibility for and document authorization of NRP. This function will be communicated and coordinated with OET Fiscal staff. Both One Stop staff and OET Fiscal staff will document issuance of NRP to participants.

### 3. Youth Activities and Summer Youth Employment Programs

As cited in TEGL #14-08, the Recovery Act does not limit the use of the funds to summer employment, but the Congressional explanatory statement for the Act states that “the conferees are particularly interested in these funds being used to create summer employment opportunities for youth.” The Recovery Act also expands the eligibility criteria for the program to serve youth up to age 24.

ETA strongly encourages local areas to:

- Design age appropriate activities and work readiness goals;
- Establish worksites that offer meaningful work experience;
- Incorporate green work experiences;
- Develop connections to Registered Apprenticeship programs;
- Integrate work-based and classroom-based learning activities;
- Link summer employment to academic learning for summer employment participants who do not have a high school diploma;
- Offer continued services to support older, out-of-school youth during non-summer months; and
- Focus on the neediest youth, including out-of-school youth and those most at risk of dropping out, youth in and aging out of foster care, youth offenders and those at risk of court involvement, children of incarcerated parents, and migrant and farm worker youth.

With that in mind, please answer the following questions:

1. Describe your PY 2009 summer youth employment program design and include the following:
  - a. Activities broken out by age groups:
    - i. 14 – 15
    - ii. 17 – 18
    - iii. 18 - 21
    - iv. 22 – 24
    - v. 18 – 24 for work experience only 10/1/09 through 3/31/10;
  - b. Work readiness component;
  - c. Definition of work readiness to be measured;
  - d. How measurable increases of work readiness will be determined;
  - e. How “green” work experience or training will be incorporated into your program;
  - f. Apprenticeship opportunities; and
  - g. Outreach and services to migrant and farm worker youth and other neediest youth populations. Describe the various strategies you employed to recruit these target populations.

1. a. The first aspect of program design undertaken by our SYEP staff was to create a common application for both ARRA and TANF SYEP applicants. A common application for both TANF and WIA applicants provided a smoother application process for both counselors and applicants. Interestingly enough, over 75% of our applicants were eligible for either program.

The primary component in the SYEP 2009 program design was the work experience. In an effort to maintain our primary goal of training for work readiness skills, it was found that placement into actual work experience accomplished this task best. Thus it was decided that the majority of the ARRA & OTDA funds were to be used to pay wages for the youth. Efforts were made to reach out to for-profit companies, non-profit organizations, and educational & government entities as prospective worksites for placement. By reaching out to so many different kinds of businesses, we ensured that we would have a job for every age group.

Steps were taken to assure that each youth worked in an age-appropriate job. Every SYEP counselor and worksite supervisor was given the NYSDOL Handbook on Occupations for Youth. This handbook is a listing of various occupations and the age youth need to be to perform those jobs. This handbook was referred to on a regular basis throughout the SYEP.

The hardest youth to place in work experiences are the 14 to 15 yrs old because of Labor Law prohibitions. Our best success with this age group was placement in nursing homes where working with seniors in the activities department provided an arena suitable for their skills needs. Placements for this age group also occurred in schools (janitorial work) and camps where working as counselors in training provided appropriate skills accomplishments. Sixteen to seventeen year olds were placed in similar situations as well as food service departments in nursing homes & non-profit agencies, maintenance departments in various settings, and clerical jobs in a variety of organizations.

Youth aged eighteen did not have limitations regarding placement. Nonetheless, OSHA regulations were carefully observed regarding placements. All worksites were inspected and were observed to abide by OSHA regulations and safety issues. All worksite supervisors were oriented to the program and understood youth required supervision at all times. We further emphasized that the supervisors were to act as mentors to our youth on a regular basis throughout the summer program.

No classroom component was included in our Summer Youth Employment Program. However supervisors did evaluate each youth enrolled by using a SCANS Skills based evaluation. This integrated what youth had learned in the classroom into their summer work experience.

b. Every youth was required to attend a group orientation prior to beginning work. This orientation consisted of a work readiness workshop in which youth also completed employment papers, and an interview. At the orientation, the youth was exposed to expectations, rules and their obligations expected for the program. Work readiness skills such as showing up on time, calling in when sick or late, getting along with co-workers, taking constructive criticism from supervisor, etc were highlighted. Each youth was given a SYEP Participant Handbook which outlined these expectations and rules.

The bulk of the work readiness training was conducted at the worksite with the worksite supervisor. This was to be the hands on training for each youth participant. As youth made mistakes, it was the worksite supervisor who explained and instructed what was the inappropriate behavior and why it was so. Corrections were suggested and taught. Youth were then given chances to change their behavior and show that they acquired the work readiness skill. If youth kept committing the same mistake, then the SYEP counselor would be called in and conduct a counseling session with the youth at the worksite. In some instances where the youth did not learn from his/her mistakes, and after multiple counseling sessions and opportunities to exhibit improved behavior, the youth

was terminated from the program.

c. The work readiness skills that we were measuring were: punctuality, attendance, appearance, work habits, job knowledge, initiative, and cooperation/courtesy.

During our group orientations, each youth was given a Work Maturity Test that evaluated whether they were in need of work readiness skills or not. If a youth was able to checkmark one of the following statements, they were deemed “in need of additional assistance” and thus work readiness skills.

1. The youth has not worked full time with one employer for at least 90 calendar days (excluding government funded programs).
2. The youth is unable to provide a written recommendation from a previous Employer.
3. The youth has been fired from at least one job.

d. Each youth was evaluated by his/her supervisor using a scale from excellent to unacceptable on each of the work readiness skills defined above. If a youth scored acceptable and above, they attained that work readiness skill. If a youth scored weak or unacceptable in a category, then they did not attain that goal. These evaluations were completed toward the end of the work experience and the supervisors reviewed them with the youth.

e. We had four “Green” businesses at which youth were placed for the summer work experience. The “green” businesses included a construction site, a conservation agency, a recycling facility, and an organic farm. Altogether, we had 11 youth placed at these sites.

f. No apprenticeship opportunities were offered in our SYEP.

g. Overall the recruitment of the youth was successful. We had approximately 300 openings and received close to 500 applications well distributed throughout our rural county. Youth were recruited in several different ways:

- Outreach to former SYEP participants
- Applications mailed and e-mailed to all schools, town & village halls
- Letters mailed to School principals advertising SYEP
- Fliers posted in post offices, schools, & other venues
- Direct contact with a variety of organizations where presentations were made about the SYEP program
- Paid advertisements in local newspapers & PSA's on radio; participation in local radio programs describing our SYEP program
- Participated in Youth Job Fair in Highland & Kingston
- Participation in local Kingston Street Fair in June distributing fliers and applications
- Fliers mailed to local Churches to put in their Sunday bulletins
- Word of mouth.

In the end we were able to place 303 youth (172 in ARRA SYEP & 132 in TANF SYEP) in actual worksite settings and 100 youth ended up on a waiting list. There was an additional 65 youth on the out-of-program list. These were youth that we did find eligible and attempted to place, but they either did not show up for orientation or did not complete the application process.

It was unfortunate that there were so many youth that couldn't be given jobs due to the lack of funding. However the fact that the SYEP received close to 500 applications reflects a successful recruitment effort.

2. Provide the following:
  - a. What percentage of Recovery Act funds do you plan to spend on summer 2009 activities from 5/1/2009 through 9/30/2009 and how many participants will be served?
  - b. What percentage of Recovery Act funds do you plan to spend on serving older youth participating in work experience only activities from 10/1/2009 through 3/31/2010 and how many participants will be served?

a. Ulster County plans to spend a minimum of 80% of Recovery Act Youth funds on the summer program to serve 172 participants.  
b. Ulster County does not plan to spend Recovery Act Youth funds on serving older youth participating in work experience only activities from 10/1/09 through 3/31/10.

3. If the fiscal agent or grant recipient is not operating the summer employment program, please describe the Local Board's procedures for procuring summer employment providers.

Ulster County's Summer Youth Employment Program was operated as a joint venture by the Ulster County Office of Employment & Training, as the fiscal agent, and SUNY Ulster County Community College. Two contracts were generated as a result: SUNY Ulster County Community College to operate a portion of the ARRA Summer Youth program; and United Way of Ulster County, to provide a payroll service and act as "employer of record" for the in-house program. The payroll service was awarded as the result of a competitive RFP process. There was no competitive procurement done for the community college contract, as this was set up as an inter-departmental agreement, and was approved in advance by both Ulster County and the New York State Department of Labor.

4. Describe the type of summer program worksites that were identified, recognizing that youth worksites could not include casinos or other gambling establishments, aquariums, zoos, golf courses, or swimming pools when funded with Recovery Act funds:

- a. How were/will worksites be selected?
- b. Identify the type of sites, i.e. public sector, private sector, non-profits that were/will be used.
- c. What is the local plan to ensure that adherence to current workplace safety guidance and applicable federal/state minimum wage requirements are observed?
- d. How will you ensure that the youth work experience does not unfavorably impact current employees and/or impair existing contracts for services or collective bargaining agreement, or replace laid off workers?
- e. Will youth be matched to work sites based on their goals and interest? If not, how will they be matched?
- f. Please identify the project-based or service learning that will be utilized.

4. a. The increased monies available to operate SYEP 2009 represented almost a tripling of the size of the program from SYEP 2008. Operationally, this meant is that we were going to have to increase our worksite base from 48 sites to about 100. With that in mind, we spent our first few weeks of the program aggressively recruiting businesses.

Businesses were recruited in the following ways:

- Contacting former worksites from SYEP 2008 & Year Round Youth Program
- Using Chamber of Commerce Member List of Ulster County Businesses
- Phone book and making cold calls
- Utilizing personal contacts
- Internet
- Chamber of Commerce Talk Show
- Newspaper Ads

b. We developed 114 worksites throughout Ulster County, Approximately 1/3 were private, for-profit businesses, 1/3 were non-profit agencies, and the other 1/3 were educational & government entities.

c. The wage for all youth in the SYEP was \$8/hr which is 75 cents above the current minimum wage. All SYEP counselors and worksite supervisors had Dept of Labor's Handbook on Occupations for Youth. It was the responsibility of the SYEP counselors to conduct regular site visits while the youth were working and ensure the youth's duties complied with Labor Laws and that the worksite adhered to all safety protocols. If any questions arose about a certain job duty, we conferred with our local OneStop Center since we were co-located with them.

d. Our worksite agreement included a statement that the worksite was not using our youth in any positions where layoffs had occurred. The worksite supervisor had to sign off on this. Before youth were placed in positions where employees were unionized, we got permission of the union.

e. We did our best to place youth at worksites that reflected their interests and goals. However we also had to be sensitive that youth had transportation issues. Therefore sometimes youth were placed at sites that were conveniently located close to their homes.

f. We did not utilize project-based or service learning in our SYEP.

5. Integration of Work-Based and Classroom-Based Learning Activities, Academic and Occupational Learning are two options to complement work experience. Describe the following:

- a. Did your local area offer classroom-based learning along with the work experience during the summer youth employment program? If so, please detail to whom and how it was offered.
- b. Did your local area provide a direct link between summer employment and academic learning? If so, how was this accomplished?

5. a. We did not offer a classroom- based learning component.

b. The link between academic learning and the work experience was the SCANS Skills-based evaluation that we had all supervisors use on each youth placed at a worksite. This tool evaluates youth on basic skills (ie. math, reading, writing, etc.), thinking skills (creativity, problem solving, etc.), personal qualities (self esteem, time management, etc.), interpersonal skills (work as a team, leadership, etc.), and technology (selects proper equipment, etc.).

6. Describe what your year-round program design for Recovery Act funds includes. Indicate whether you are reserving your Recovery Act funds to support summer youth employment and extended work experience only activities for older youth.

6. Our year round program design for Recovery Act funds includes occupational training in demand occupations for 22 to 24 year olds. We are not limiting these funds for summer youth employment and extended work experience-only activities for older youth.

7. Briefly describe how you are coordinating the expenditure of your WIA Formula funds and Recovery funds to optimize program flexibility and ensure adequate expenditure rates for both funding sources.

WIA Formula funds have been set aside to cover the year-round program, while it was our intent to expend the bulk of Stimulus funds for an expanded Summer Youth Employment Program. We did, however, set aside a portion of our Stimulus funds for our year-round program, to allow provision of service to individuals up to the age 24 throughout the program year.

8. Describe your local strategy for continued services supporting older, out-of-school youth during non-summer months including:

- a. Any supportive services, daycare, incentives, and needs-based payments; and
- b. Co-enrolling youth in adult training services.
- c. Promoting the availability of employer tax credits to hire disconnected youth, ages 16-24, during 2009 or 2010.

a. We plan to provide supportive services to the older out-of-school population such as paying for tools, uniforms, work boots, and interview clothes.

b. We are not co-enrolling youth in adult training services because we plan to use ARRA funds to pay for occupational training for youth 22 to 24 years old.

c. We are in the process of revamping and revitalizing our Business Services Unit. A part of this process will include making employers aware of tax credits available if they hire specific populations of disconnected youth.

#### **4. Reemployment Services under the Wagner-Peyser Act**

The Recovery Act provides dedicated funding for allowable reemployment services including, but not limited to: occupational and labor market information, in-person staff assisted services, initial and comprehensive assessment; career guidance; group and individual counseling; development of individual employment plans/training plans; identification of skills gaps and transferable skills; as well as job search assistance and referral to jobs.

Local plans are required to address the following issues as they relate to reemployment services:

1. Describe how the LWIA will ensure that a full array of reemployment services is provided to UI customers, including skill assessment, career planning and training.

Unemployment claimants are mandated to attend an orientation called an Initial Assessment, approximately week 3 of their claim. All UI applicants are automatically registered for Job Services. A limited crossover registration is automatically generated to OSOS when the claimant files for UI benefits. The weekly download on REOS (Re-employment Operating System) provides a listing of new UI applicants, who have certified to a least one waiting day.

Appointment letters are generated and mailed to the applicant. The letter notifies the applicant of the appointment date and time as well the purpose of the assessment. A packet of forms is also included (ES100 and related paperwork). The letter instructs the applicant to complete the paperwork prior to reporting. Applicants are notified by mail to attend an orientation which is held within 10-12 days from the download.

The assessment is facilitated by an employment specialist. Information is presented concerning assistive services available at the OneStop (labor market info, fax and copy services, telephone and computer access, counseling service, resource room facilities, library resources, Dislocated Worker program, Disability Navigator program, UI compliance information, training, etc.). A review of the applicant's paperwork and a personal interview assesses the need for additional career counseling, training, referral to other agencies such as VESID, needs related payments, to move eligible, suitable individuals to appropriate training experiences designed to maximize their potential and meet the needs of employers, etc. Applicants are designated either job search ready (JSRS) or in need of career development services (CDS).

2. With the emphasis on training in the Recovery Act, explain how you are promoting training to UI customers, including the Section 599 provisions of the UI Law.

All customers are informed of training and funding opportunities during their assessment interview and during any follow-up interviews as well as during voluntary visits to the OneStop. Flyers periodically mailed to job seekers include information about training. All UI customers who enter training thru our funding/referral, as well as those who inform us that they are in a training program, are informed about Section 599 and paperwork is issued and processed according to procedure.

3. Describe any specialized services or training opportunities that will be developed to meet the needs of UI Customers.

The National Emergency Grant (NEG) grant is an example of a specialized program for those laid off from the financial industry. Training funds are available to applicants in the tri-state area (NY, NJ, and CT) who were employed by specified financial institutions.

4. Explain how your area is dealing with increased numbers of UI customers in a functionally aligned/integrated manner.

The Ulster OneStop is responding to the increased numbers of UI customers in a functionally aligned manner by merging efforts by NYSDOL and OET staff. LSRs and OET Specialists all participate in initial assessments, and preparing IEPs and ITAs, as well as all other offered services such as LMI, resume assistance, interviewing advice,

career advisement, etc. The NYSDOL Employment Counselor prepares ITAs as an extension of career advisement and counseling.

5. What strategies is the LWIA using to keep UI customers engaged for an increased length of time as a result of the currently recessed job market? In particular, discuss the amount of time that is allowed to lapse before a call-back for services.

Applicants are encouraged to participate in workshops and on site computer classes. Letters are mailed to applicants after a lapse of service of 80 days to invite them to visit our facilities and utilize our services. New job orders received from employers are matched with our talent bank using OSOS to generate "match" letters to qualified candidates. Customers who are military veterans are file searched and contacted by the LVER concerning job openings, veterans specific services, special events such as Yellow Ribbon Career fairs.

## 5. Individual Training Accounts (ITA), Customized Training and OJT

The American Recovery and Reinvestment Act provides an unprecedented opportunity for expanded access to training and related services for workers. This infusion of additional formula funds should result in a substantial increase in the number of adults and dislocated workers receiving training services. Additionally, LWIAs have the authority to enter into contracts with institutions of higher education, such as community colleges, or other eligible training providers to facilitate the training of multiple individuals in high-demand occupations, so long as the contract does not limit customer choice. As indicated in TEGL 14-08, institutions of higher education, including community colleges, do not need to be on the state list of eligible training providers. Other training providers, which are not institutions of higher education, must be on the state eligible training providers list in order to be awarded a contract.

In anticipation of the receipt of Recovery Act funding, the Department issued Technical Advisory #09-2, *Individual Training Account (ITA) Approval Policy*, which required every local area to develop a written ITA policy and procedures.

1. Provide a copy of your local area's written ITA policy and procedures (which should include the demand occupations/skills targeted for training services). Please reach out to all available resources, including your area Labor Market Analyst and business services representatives, to secure the most current local and regional labor market data on occupations that are in demand.

ITA policies and procedures, per TA #09-2, Individual Training Account (ITA) Approval Policy, as follows:

1. The Ulster County Workforce Development Board will pay up to \$8,000 towards tuition, books and fees for training, based on the following criteria:
  - The trainee must be a resident of Ulster County.
  - Staff must have determined that core and intensive services will not be sufficient to result in employment for the individual, based on an assessment of the individual's skills and consideration of labor market conditions.
  - Training must be on the Demand Occupation List as approved by the Ulster County Workforce Development Board. If not, the individual may provide

documentation supporting demand, by providing current job openings in the field and/or a letter of commitment to hire.

- The trainee must maintain satisfactory progress in the training, or may be subject to loss of funding.

The Ulster County Workforce Development Board will subsidize trainees in the following training programs for the second half only, or the last semester in the case of RNs:

- Licensed Practical Nurse
- Registered Medical Assistant
- Surgical Technician
- Dental Assistant
- Registered Nurse

The Workforce Development Board Director may revise the above policies on a case-by-case basis if it meets the additional needs of the customer. Each exception must be approved in writing and kept in the customer's file.

Justification for all training must be clearly documented in the customer's Individual Service Strategy.

2. ITA Timeframe: up to two (2) years as appropriate.
3. Priority of Service:
  - Earning \$10.00/hour or less; or
  - Earning \$400.00/week or less; or
  - Earning less than or equal to 200% of the Poverty Level with six (6) months individual income, based on family size; or
  - Receiving public assistance or food stamps budget letter.
4. Self-Sufficiency Standards: Earning less than or equal to \$15.00/hour
5. Demand Occupations/Skills in the Local Area:

OCCUPATIONS	OCCUPATIONAL FIELDS
<b>Medical Office Procedures</b> (medical records technicians, medical billing and coding)	Medical / Health
<b>Health Professional, Technical &amp; Service</b> (home health aide, CNA, LPN, RN, PCA, Pharmacy Tech, EKG Tech, EMT, Certified Occupational Physical Therapist, PTA, Surgical Tech, Registered Medical Assistant)	Medical / Health
<b>Human Services / Residential Workers – Direct Care Practice, Human Service Assistant</b>	Medical / Health / Human Services
<b>Dental Assistant</b>	Medical / Health
<b>Business / Office Computer Technologies</b> (receptionist, various; secretary, various; office; data entry; word processing; clerical, various)	Cross Industry
<b>Accounting / Bookkeeping</b>	Cross Industry
<b>Geographic Information Science</b>	Cross Industry
<b>Specialty Occupations</b> (surveyor, paralegal, culinary arts, motorcycle & auto & diesel)	Cross Industry

mechanics, vet tech, personal fitness trainer, teaching assistant, cosmetology, CASAC)	
<b>Financial Services</b> (financial clerk, tellers)	Cross Industry
<b>Electronics Technician</b>	Cross Industry
<b>Informational Technology</b>	Cross Industry
<b>Machine Tool Technology</b> (machinists, tool & die makers, machinery mechanics, machine operators, CNC, skilled assemblers, etc.)	Manufacturing
<b>Industrial Technology Drafters</b> (CAD, machining and production)	Manufacturing
<b>Specialty Trades</b> (electrician, plumber, carpenter, bricklayer, (HVAC- heating, ventilation, air conditioning, refrigeration, mechanics)	Building Trades
<b>Transportation / Trucking Licenses</b> ( CDL A – long haul trucking ) ( CDL B – school bus driver, transit bus driver, box trucks)	Trucking
<b>Green Jobs</b> (photovoltaic installation, geothermal installation, solar hot water installation, small wind turbine, weatherization, certified energy manager)	Cross Industry
<b>Construction Manager</b>	Building Trades

#### **Soft Skills Development Training**

Work readiness, Customer Service, Management Training, Sales Skills

#### **Changes 2/09:** Maintain current list, and:

- Add Green jobs, Construction Management (listed above)
- Increase training timeframes if needed (maintain a mix of both short- and long-term trainings, add completion of 2 and 4 year degree programs)
- Emphasize “repair” and “upgrade” occupations

The Office of Employment and Training is granted authority by the WDB to fund training for occupations not included on the Demand Occupations List if the customer requesting training demonstrates this occupation is now in demand. Proving an occupation is in demand is accomplished by providing current job openings in the field and/or a letter of commitment to hire.

The Demand Occupation List is seen as a fluid list and is reviewed quarterly by the Workforce Development Board Strategic Planning Committee who recommends additions, subtractions or edits of the list to the full Board.

6. Training Programs that Address the Skills Needed for the Demand Occupations: Training programs addressing demand occupational skills are offered by providers such as: UC BOCES, SUNY Ulster County Community College, L&S Computer Tutors, Inc., Commercial Driver Training, Inc., SUNY New Paltz and others on the NYS Eligible Training Provider (ETP) List.

7. Availability of Funding for ITA (subject to change, includes some Stimulus Funding):

Adult: \$150,000.00  
 DW: \$200,000.00


2. Discuss how the ITA cap was established for the local area. Explain whether the cap was recently increased due to the receipt of additional funds through the Recovery Act and how this increase will impact training numbers and increase training opportunities in your area.

ITA cap was established by the local Workforce Development Board at the 3/20/09 meeting. The cap was increased from \$3,000 to \$8,000 to allow more flexibility for individuals to access the full array of training options from the Board-approved Demand Occupation List. While it was expected that the increased cap may adversely affect training numbers, that has not been the case to date, as the average cost of an ITA has increased only slightly. However, we expect the receipt of additional funds through the Recovery Act to allow us to increase our training numbers, as we expect to expend over 95% of Adult and DW funds on training.

3. Discuss whether the local area intends to enter into contracts with institutions of higher education or other eligible training providers to facilitate the training of multiple individuals in high-demand occupations. If pursuing this option, describe the occupations and identify the training providers from which you will be purchasing training. If your area will not enter into such contracts, please explain why not.

N/A

4. Describe how all career counseling staff that are conducting comprehensive assessment (both WIA-funded and non-WIA-funded) are developing Individual Employment Plans/Training Plans that include approval for ITAs.

All One Stop Staff are fully functionally aligned to conduct comprehensive assessments and authorize WIA ITAs in compliance with the ITA policy delineated in Item 5.1 above. The Individual Employment Plans are based on the comprehensive assessments. Interests, abilities, aptitudes, barriers to employment, career goals are reviewed and included in the development of the IEP as well as referral to the demand occupations List to ascertain whether an ITA can be applied and approved.

5. Describe the processes in place to determine Pell grant eligibility. Explain how the local area intends to utilize Pell grants and coordinate them with other financial aid resources. If the local area has processes in place to notify customers of Pell eligibility, please describe them.

Ulster One Stop has received some inquiries related to PELL grants based on the informational letter sent to all UI claimants by NYS DOL which explained how individuals can apply for PELL grants in conjunction with tuition assistance available through the One Stop. Individuals can apply for PELL grants using One Stop facilities to contact the FAFSA telephone center or website. OET plans to include in its ongoing discussions with Ulster County Community College, PELL eligibility and procedures to access application guidance from UCCC's financial aid office.

Discussions may include the placement of a UCCC financial aid representative in the One Stop center.

6. Using the table below, provide the numbers of individuals that received training services in PY 2008 (see Attachment J for PY 2008 data to date provided by Research and Statistics) and project the number of participants that are anticipated to receive training services in PY 2009. Any planned training for participants through contracted classroom training and or through contracts with community based organizations for special populations should be counted under the ITA category.

<b>PY 2008 Estimated Participants in Training Services</b>				
	Adult	Dislocated Worker	Youth	
			In-School	Out-of-School
Total # of Participants in Training	<b>154</b>	<b>74</b>	<b>2</b>	<b>29</b>
Total # - ITA	<b>150</b>	<b>71</b>	<b>2</b>	<b>29</b>
Total # - OJT	<b>4</b>			
Total # - Skill Upgrading				
Total # -Customized				
Total # - Rec'd NRPs				
Total # - Rec'd Supp. Services	<b>2</b>			
Total Training Expenditures (ITA, OJT and Customized)	<b>296,800</b>	<b>205,900</b>	<b>3,500</b>	<b>49,300</b>
<b>PY 2009 Planned Participants in Training Services</b>				
	Adult	Dislocated Worker	Youth	
			In-School	Out-of-School
Total # of Participants in Training	<b>245</b>	<b>115</b>	<b>1</b>	<b>40</b>
Total # - ITA	<b>235</b>	<b>113</b>		
Total # - OJT	<b>10</b>	<b>2</b>		
Total # - Skill Upgrading				
Total # -Customized				
Total # - Rec'd NRPs				
Total # - Rec'd Supp. Services				
Total Training Expenditures (ITA, OJT and Customized)	<b>441,000</b>	<b>287,500</b>	<b>1,500</b>	<b>60,000</b>

## 6. Service Delivery to Targeted Populations

Federal policy under the Recovery Act, as articulated in TEG L No. 14-08, recognizes the significant impact the recession has had on low-income, displaced and under-skilled adults and disconnected youth. Local policy under the Recovery Act should place emphasis on enabling these populations to acquire the knowledge and skills necessary for success in the workplace.

In addition, Program Year 2009 federal planning guidelines call for assurances that the full range of high quality employment and training services, delivered through the One-Stop delivery system, will be accessible to, and meet the needs, of the following groups: dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for non-traditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment, including older workers, individuals with limited English proficiency and persons with disabilities. In addition, LWIAs need to assure that effective outreach and recruitment strategies are in place through local partnerships to reach all targeted population groups.

LWIAs are requested to describe local priority of service to low income individuals and recipients of public assistance in Section 1 of this plan. Note that if the Local Board currently has such a policy in place, it should be reviewed for consistency with the guidelines established in TEG L No. 14-08, adjusted as necessary and submitted with this planning document. LWIAs are also asked to describe local priority of service to veterans and eligible spouses of veterans in Section 1.

The Other Service Strategies section of local planning guidance for Program Year 2008 requested an explanation of strategies and initiatives to serve various special populations, which included:

- Individuals with Limited English Proficiency
- Low Income, Low-Skilled Workers
- Other Individuals with Barriers to Employment
- Individuals with Disabilities (including the role of the Disability Program Navigator)

As noted above, federal policy as outlined in TEG L 14-08 continues the emphasis on providing high quality services to these groups. Local areas should review their current strategies and initiatives for service to these populations, update them as warranted under Recovery Act guidelines and attach them to this plan submission. In addition, describe local service delivery strategies that will address the workplace needs of:

1. **Dislocated Workers, including Displaced Homemakers:** Describe assistance provided to dislocated workers to assure they have the necessary skills to reconnect with the workplace. Describe how comprehensive One-Stop services are fully available to Displaced Homemakers and any linkages with area Displaced Homemaker Centers.

Ulster One Stop has many years experience providing services to Dislocated Workers and Displaced Homemakers. The full panoply of One Stop services is available to both populations and has been provided for many years. The initial assessment is provided

to review and evaluate what individual skills and barriers are applicable to job search, placement and occupational training needs. As appropriate, individual DWs and DHs will be referred for comprehensive assessment services. This assessment may lead to developing a specific employment plan to include investigating and funding occupational training, providing or referral to supportive services, participation in the various workshops available at the One Stop. All fax, internet, copying and job search services are also available to both groups. Additional referrals are made as appropriate to meet the specific needs faced by Displaced Homemakers.

2. **Migrant and Seasonal Farm Worker Adults:** Explain the means by which the full range of WIA and Wagner-Peyser Services are available to Migrant and Seasonal Farm Worker adults in your area.

The Ulster One Stop benefits from the services of two Farm Program LSRs who coordinate the delivery of comprehensive services for migrant and seasonal farm workers in Ulster County. Staff utilize the full assortment of One Stop services in addressing the needs of this population. Services are also coordinated with such organizations as Rural Opportunities, BOCES, Catholic Charities and the Workers Rights Law Center.

3. **Women:** Describe service strategies that assure women have access to labor market information and the skills development and supportive services necessary to enable them to acquire and retain high-wage jobs and maintain self-sufficiency. Include approaches used to eliminate possible barriers to employment in non-traditional occupations.

The Ulster One Stop is geared to provide all of its services to women seeking assistance with job placement, occupational training, labor market information and the various workshops offered here. Much of the ITA training funded through the One Stop provides skills in such traditional fields as health-related areas, office occupations of various types and human services. It should be noted that women have received training in non-traditional areas such as Class A licensing and HVAC technician. The One Stop provides services in both traditional and non-traditional fields. Additionally, referrals are made to services offered by programs/agencies such as TANF, the Child Care Council of Ulster County and SCORE Outreach Program

4. **Minorities:** Describe how services, including those provided through partner agencies, will be coordinated to assure that minority customers receive the full range of employment and training programs and services, especially those that lead to employment in high-wage, high-growth occupations.

The One Stop is scrupulous in assuring that all staff have received multi-cultural diversity training. Each One Stop customer receives an initial assessment reviewing assets and barriers to employment, followed by a comprehensive assessment, as appropriate, which measures skills, abilities, aptitudes, as well as reading and math scores. This information is used as a basis for determining referral to training services for all occupational training, no matter the wage or growth status. Employment placement services are based on work experience and data gathered via interview with the LSRs. One Stop maintains a relationship with the Ulster County Human Rights

Commission and Workers Rights Law Center. An OET staff member who has acted as DPN and EEO officer is available to discuss any possible complaints and counsel minority customers on work force issues.

5. **Individuals Training for Non-Traditional Employment:** Explain how information on area demand occupations, high-growth industries and related training opportunities, including occupational skills training, are made available to individuals interested in training for non-traditional employment.

One Stop gathers input about demand occupations from the Ulster County Chamber of Commerce, WDB members, surveys of businesses and staff perusal of job listings. Additionally, the UCDC is co-located in the Business Resource Center, which facilitates disbursement of data re: high-growth industries interested in expansion into Ulster County. This information is utilized to create a Demand Occupation List which is available to all One Stop customers. Ulster One Stop works closely with training providers which are trained and equipped to provide training in non-traditional areas.

6. **Older Individuals:** Describe how services offered through your local One-Stop system are accessible to, and meet the needs of, older individuals (age 55+).

All One Stop staff are trained to explain and offer the full array of available services to Older Individuals. The One Stop includes the Ulster County staff of Title V Experience Works. This program has proved to be a profitable referral source in that several seniors have secured employment via the referral. Additionally, the One Stop maintains a close working relationship with the Ulster County Office For the Aging to structure services for this population. And, One Stop works closely with UCCC, BOCES and several other training agencies to provide services to older individuals.

7. **Other:** Indicate any other population groups specifically targeted in your local area, such as persons in need of English as a Second Language (ESL) instruction, and individuals who are preparing to re-enter the workforce.

One Stop is working with other Department Heads (Mental Health, Probation, DSS) and community agencies (Gateway Industries) to find effective ways by which we can assist those unemployed persons willing and able to work who face barriers when re-entering the workforce system. After incarceration, mental illness, family crisis, and other issues, these able-to-work but unemployed persons, supported by a host of support systems and case management, are willing to work but face barriers. By reducing these barriers to employment and by educating the business community of the value of this willing workforce, a wider population of able-to-work unemployed can return to the workforce with support, training, encouragement and services. Our department heads are meeting regularly to find better ways in which we can build the workforce for the county by sharing our staff, creative energies, experience and resources. We are appearing before business groups and a variety of economic development agencies to educate them of the value of this workforce population.

Ex-offenders also experience barriers to employment. The Ulster One Stop provides services via the DEWS Career Counselor. That staff person was trained by the previous counselor who had been expert in explaining and providing instrumental in the development and updating NYSDOL ex-offender services and outreach of those services. Additionally, liaisons with representatives in health care occupations and CDL training are knowledgeable of the barriers faced by ex-offenders to succeed in these occupations have proved valuable in making appropriate referrals.

## Section II WIA Compliance

The Local Plan Modification will extend the existing Local Plan and Functional Alignment Addendum to June 30, 2010 and will become the basis for local area policy and monitoring.

It is anticipated that many of the local board's policies and procedures have remained constant since implementing the approved 2005-2009 Plan and Functional Alignment Addendum. Therefore, the purpose of this Compliance Section is to capture and publish local information about policies that may have changed or been updated. The local board is asked to certify as to whether a policy change has occurred and, where that has happened, provide the new policy.

Please complete the following chart (which follows the same order as the Compliance Section of the 2005-2009 Plan) indicating the status of your governing policies and attach new policy where appropriate.

<i>Required Policy</i>	<i>Is current policy, definition, design or provision of services different from that in the approved 2005-2009?</i>	<i>Is changed or new policy, definition, design or provision of services description attached?</i>
<b>1. Selecting and Certifying One Stop Operators</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>2. Contracting for Service Providers</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>3. Priority of Service</b>	Updated Policy attachment required	<input checked="" type="checkbox"/> Yes
<b>4. Self-Sufficiency</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>5. Supportive Services and Needs-Related Payments</b>	Updated Policy attachment required	<input checked="" type="checkbox"/> Yes
<b>6. Grievances and Complaints</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Provide the name, title, and contact information of the EO Officer.</i>	Madelene Knaggs, NYSDOL Supervisor <a href="mailto:madelene.knaggs@labor.state.ny.us">madelene.knaggs@labor.state.ny.us</a> 845-338-4696	
<b>7. Youth Services</b>		
<i>Eligibility Definitions</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Performance</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Design Framework</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Youth Council</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Recovery Act Provisions</i>	Policy attachment required	<input checked="" type="checkbox"/> Yes
<b>8. Adult, Dislocated Worker and Wagner-Peyser Services</b>		
<i>Eligibility Definitions</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Performance</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Rapid Response</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<i>Business Services</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Integration of Services</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Reemployment Services Recovery Act Provisions</i>	Policy attachment required	<input checked="" type="checkbox"/> Yes
<b>9. Training</b>		
<i>Individual Training Accounts (ITA)</i>	Updated Policy attachment required	<input checked="" type="checkbox"/> Yes
<i>Customized Training</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>OJT</i>		
<i>Trade Act Strategies</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>10. WIA IB &amp; Wagner-Peyser PY 09 Performance and System Indicators</b>	NA	NA
<b>11. Local Monitoring</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>12. Open Meetings</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>13. Public Comment on Local Plan</b>	NA	NA

### Required Signatures

	<i>Required Signatures</i>	<i>Attached?</i>
Attachment A	Signature of Local Board Chair	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Attachment B	Signature of Chief Elected Official(s)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Attachment C	Signature of WIB Director	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Attachment D	Units of Local Government	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Attachment E	Fiscal Agent/Grant Subrecipient	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Attachment F	One Stop Operator Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Attachment G	Federal and State Certifications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If any of the following documents have changed in whole or in part, please attach.

	<i>Changed?</i>	<i>Attached?</i>
Chief Elected Official Agreement	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Local Board By-Laws	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
One Stop Operator Agreement	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

**Workforce Investment Act Local Plan Modification for  
Program Year 2009-2010, for Workforce Investment Act Title 1-B  
and Wagner Peyser Programs**

In compliance with the provisions of the Workforce Investment Act of 1998, the Interim Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan Modification is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations and policies
- affirm that the composition of the Local Board is in compliance with the law, rules and regulations and is approved by the State
- affirm that this Plan Modification was developed in collaboration with the Local Board and is jointly submitted with the Chief Elected official(s) on behalf of the Local Board
- Affirm that the board, including any staff to the board, will not directly provide any core, intensive or training services.

Date:	9/18/09	Signature of Local Board Chair:	
Mr. <input checked="" type="checkbox"/>		Typed Name of Local Board Chair:	
Ms. <input type="checkbox"/>		Robert Normann	
Other <input type="checkbox"/>			
Name of Board:	Ulster County Workforce Development Board		
Address 1:	651 Development Court		
Address 2:			
City:	Kingston		
State:	NY	Zip: 12401	
Phone:	845-340-3170	E-mail:	

**Submittal directions:** Complete this form as part of the Plan Modification development process and submit the entire Plan Modification electronically as described earlier in this guidance. Submit this form with original signatures as directed on page 2 of the Instructions.

**ATTACHMENT B: SIGNATURE OF CHIEF ELECTED OFFICIAL**

**Workforce Investment Act Local Plan Modification for  
Program Year 2009-2010, for Workforce Investment Act Title 1-B  
and Wagner Peyser Programs**

In compliance with the provisions of the Workforce Investment Act of 1998, the Interim Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan Modification is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations and policies
- affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §667.705 of the rules and regulations
- affirm that the composition of the Local Board is in compliance with the law, rules and regulations and is approved by the State
- affirm that the Chair of the Local Board was duly elected by that Board
- Affirm that the board, including any staff to the board, will not directly provide any core, intensive or training services.

**Note:** A separate signature sheet is required for each local Chief Elected Official.

Date:	9/18/09	Signature of Local Chief Elected Official (CEO):	
Mr.	<input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms.	<input type="checkbox"/>	Michael P. Hein	
Other	<input type="checkbox"/>		
Title of Local CEO:	Ulster County Executive		
Address 1:	244 Fair Street		
Address 2:	PO Box 1800		
City:	Kingston		
State:	NY	Zip:	12402
Phone:	845-340-3636	E-mail:	

**Submittal directions:** Complete this form as part of the Plan Modification development process and submit the entire Plan Modification electronically as described earlier in this

guidance. Submit this form with original signatures as described on page 2 of the Instructions.

**ATTACHMENT C: SIGNATURE OF WIB DIRECTOR**

**Workforce Investment Act Local Plan Modification for  
Program Year 2009-2010, for Workforce Investment Act Title 1-B  
and Wagner Peyser Programs**

In compliance with the Planning guidelines and instructions developed by the Governor, this Plan Modification was developed through consultation and dialogue between the local area’s representative(s) and the New York State Department of Labor’s Regional Labor Market Analyst.

By virtue of my signature, I:

- attest that dialogues were conducted between the WIB’s representatives and the LMA which provided the WIB with data and the demographic characteristics of the LWIA’s resident population
- assure that service delivery and design, resource allocation, and other planning decisions were made by the WIB as a result of a careful consideration of the implications of the data and demographics as provided

Date:	9/18/09	Signature of Local WIB Director:
Mr.	<input type="checkbox"/>	Typed Name of Local WIB Director: Nancy E.K. Schaefer
Ms.	<input checked="" type="checkbox"/>	
Other	<input type="checkbox"/>	
Name of Board:	Ulster County Workforce Development Board	

**Submittal directions:** Complete this form as part of the Plan Modification development process and submit the entire Plan Modification electronically as described earlier in this guidance. Submit this form with original signatures as directed on page 2 of the Instructions.

**ATTACHMENT D: UNITS OF LOCAL GOVERNMENT**

*Where a local area is comprised of multiple counties or jurisdictional areas, provide the names of the individual governmental units and identify the grant recipient.*

Unit of Local Government	Grant Recipient	
	Yes	No
N/A	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

**ATTACHMENT E: FISCAL AGENT/GRANT SUBRECIPIENT**

*Identify the Fiscal Agent or a Grant Recipient to assist in the administration of grant funds.  
Provide the names of the agent and/or subrecipient.*

Entity	Fiscal Agent	
	Yes	No
Ulster County Office of Employment & Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Entity	Grant Subrecipient	
	Yes	No
Ulster County	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

## ATTACHMENT F: ONE STOP OPERATOR INFORMATION

Complete the following information for each locally certified One Stop Operator in your Workforce Investment Area.

<b>OPERATOR: Ulster Works OneStop Job Center</b>	
<i>Method of Selection</i>	<i>Type of Operator</i>
<input checked="" type="checkbox"/> Consortium  <input type="checkbox"/> Competitive Bid	<input checked="" type="checkbox"/> System  <input checked="" type="checkbox"/> Center(s)
<b>Operator Address:</b>	651 Development Court Kingston, NY 12401
<b>Operator Phone:</b> 845-340-3170 and 845-338-4696	
<b>E-Mail:</b> oet@co.ulster.ny.us	

Attach a list of all One Stop centers overseen by this Operator and include for *each* center:

- Name/Address/Phone of Center(s)
- Identify Full-Service or Certified Affiliate Site
- Identify Partners On-Site and Frequency On-Site (e.g., half day/week; two days/week)
- Identify Center Hours of Operation

### OPERATOR CERTIFICATION STATUS

Indicate status of Local Level Operator Recertification:

- Granted
- Application Submitted/Pending LWIB Review
- Application Not Yet Due
- Other (explain)

Full Service Location: Ulster Works OneStop Job Center 651 Development Court Kingston, NY 12401 Phone: 845-340-3170 and 845-338-4696 Fax: 845-340-3165 and 845-339-0607 Website: <a href="http://www.workforcenewyork.org/ulster">http://www.workforcenewyork.org/ulster</a>
--

**Access Sites:**

Ulster County BOCES sites in Port Ewen, Ellenville and Lake Katrine  
Ulster County Community College in Stone Ridge and the BRC  
Gateway Community Industries in Kingston

**Operating Hours:**

Monday - Friday, 8:30 AM - 5:00 PM

**Partners On-Site:**

**Full-time at physical location:**

Ulster County Office of Employment & Training (OET)  
NYS Department of Employment Services (DoES)

**Part-time -- on-site days and times:**

Ulster County Department of Social Services (DSS)  
part-time Monday 9:00 AM - 12:00 PM

Ulster County Board of Cooperative Educational Services (BOCES)  
part-time Tuesday through Thursday, 1:00 PM - 4:00 PM

Ulster County Community College and Ulster County BOCES have satellite offices on-site at the Business Resource Center (BRC), where the OneStop is located.

## ATTACHMENT G: FEDERAL AND STATE CERTIFICATIONS

The funding for the awards granted under this contract is provided by either the United States Department of Labor or the United States Department of Health and Human Services which requires the following certifications:

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

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statement in this certification, such prospective participant shall attach an explanation to this proposal.

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

By accepting this grant, the signee hereby certifies, to the best of his or her knowledge and belief, that:

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

**C. DRUG FREE WORKPLACE.** By signing this application, the grantee certifies that it will provide a Drug Free Workplace by implementing the provisions at 29 CFR 98.630, Appendix C,

pertaining to the Drug Free Workplace. In accordance with these provisions, a list of places where performance of work is done in connection with this specific grant will take place must be maintained at your office and available for Federal inspection.

#### **D. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE:**

##### **For contracts funded by the U.S. Department of Labor**

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- (1) Section 188 of the Workforce Investment Act of 1998 (WIA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I - financially assisted program or activity;
- (2) Title VI of the Civil Rights Act of 1964, as amended which prohibits discrimination on the basis of race, color, and national origin;
- (3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- (4) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- (5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I - financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance. For grants serving participants in work activities funded through the Welfare-to-Work block grant programs under Section 407(a) of the Social Security Act, the grant applicant shall comply with 20 CFR 645.255.

##### **For contracts funded by the U.S. Department of Health and Human Services**

As a condition to the award of financial assistance from the Department of Labor under Title IV-A of the Social Security Act, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws including but not limited to:

- (1) Title VI of the Civil rights Act of 1964(P.L. 88-352) and Executive Order Number 11246 as amended by E.O. 11375 relating to Equal Employment Opportunity which prohibits discrimination on the basis of race, color or national origin;

(2) Section 504 of the Rehabilitation Act of 1973, as amended, and the regulations issued pursuant thereto contained in 45 CFR Part 84 entitled “Nondiscrimination on the Basis of Handicap in Programs and Activities Reviewing or Benefiting from Federal Financial Assistance” which prohibit discrimination against qualified individuals with disabilities;

(3) The Age Discrimination Act of 1975, as amended, and the regulations at 45 CFR Part 90 entitled “Nondiscrimination on the Basis of Age in Programs and Activities Reviewing Federal Financial Assistance”, which prohibits discrimination on the basis of age;

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

(5) The Americans with Disabilities Act (ADA) of 1990, 42 U.S.C. Section 12116, and regulations issued by the Equal Employment Opportunity Commission which implement the employment provisions of the ADA, set forth at 29 CFR Part 1630.

The grant applicant also assures that it will comply with 45 CFR Part 80 and all other regulations implementing the laws listed above. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

### **STATE CERTIFICATIONS**

#### **E. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND OUTSTANDING DEBTS**

The undersigned, as a duly sworn representative of the contractor/vendor, hereby attests and certifies that:

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

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

In accordance with Chapter 807 of the Laws of 1992 the bidder, by submission of this bid, certifies that it or any individual or legal entity in which the bidder holds a 10% or greater ownership

interest, or any individual or legal entity that holds a 10% or greater ownership interest in the bidder, either:

(answer Yes or No to one or both of the following, as applicable.)

1. Has business operations in Northern Ireland:

Yes  No

If Yes:

2. Shall take lawful steps in good faith to conduct any business operations they have in Northern Ireland in accordance with the MacBride Fair Employment Principles relating to nondiscrimination in employment and freedom of workplace opportunity regarding such operations in Northern Ireland, and shall permit independent monitoring of its compliance with such Principles.

Yes  No

**G. NON-COLLUSIVE BIDDING CERTIFICATION**

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

- 1. The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
- 2. Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- 3. No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit to bid for the purpose of restricting competition.

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

Signature of Authorized Representative:
Title: Director, Ulster County Workforce Development Board Director, Ulster County Office of Employment & Training
Date: 9/18/09



**ATTACHMENT H: TRAINING SUPPORT ANALYSIS FORM:**

**NEEDS-RELATED PAYMENTS**

**Please note that a "no" response to questions 1 through 3 disqualifies you for needs-related payments (NRP).**

1. Are you unemployed or have you received notification of layoff?  
 Yes    No
  
2. Have you ceased to qualify for UI benefits or Trade Readjustment Allowances (TRA)?  
 Yes    No
  
3. Are you currently maintaining satisfactory progress in training? Attach most recent grades.  
 Yes    No

**Please note that a "yes" response to questions 4 and 5 disqualifies you for needs-related payments (NRP).**

4. Are you currently participating in a work experience, On-the-Job Training (OJT) or work study?  
 Yes    No
  
5. Do you intend to claim any type of unemployment insurance benefits or receive any payments for work or vacation?  
 Yes    No
  
6. Do you need income support beyond your "other resources" available in order to participate in training? Examples of other resources include but are not limited to severance pay, TANF, other family income (spouse's income), etc.  
 Yes    No

If yes, explain:

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**Needs-Related Payments are not intended to provide the entire amount of income support you may need to complete your training. These payments are made to temporarily help you while making satisfactory progress during your participation in full-time training. Needs-Related Payments are subject to your on-going eligibility for the program and funding availability.**

**All answers and statements are true and complete to the best of my knowledge. I understand that untruthful or misleading answers may cause my determination to be rejected. I further understand that any payments made based on such statements may require Needs-Related Payments provided to be returned.**

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ATTACHMENT I: PRIORITY OF SERVICE SAMPLE POLICIES

**LOCAL WORKFORCE INVESTMENT BOARD  
POLICY ISSUANCE NUMBER:**

**TO:** All One-Stop Career Center Staff and Providers

**SUBJECT:** Priority of Service for Recipients of Public Assistance & Other Low-Income Individuals under the Recovery Act WIA Adult Funding Stream

**ISSUANCE DATE:** XXXXXX

**EFFECTIVE DATE:** XXXXXX

**EXPIRATION DATE:** XXXXXX

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**Purpose:** To issue priority of service policy for adults who are recipients of public assistance and other low-income individuals who require intensive and training services under the Recovery Act WIA Adult funding stream.

**Background:** The American Recovery and Reinvestment Act of 2009 (The Recovery Act) signed by President Obama on February 17, 2009 is intended to preserve and create jobs, promote the nation's economic recovery, and to assist those most impacted by the recession. On March 18, 2009, the United States Department of Labor's, Employment and Training Administration released guidance (Training & Employment Guidance Letter No. 14-8) for implementing Workforce Investment Act and Wagner-Peyser Act funding under the Recovery Act. The Recovery Act contains several provisions designed to target services to certain populations. One such provision mandates that priority of service must be enacted for recipients of public assistance and other low-income individuals who receive intensive and training services under the WIA Adult funding stream.

**Policy:** The local workforce investment board should craft language that provides clear direction to successfully ensure priority of service is provided for intensive and training services under Recovery Act WIA Adult to recipients of public assistance and low-income individuals. Points to consider are:

1. What defines a low-income individual?
2. What criteria will be used to differentiate between Recovery WIA Adult and non-Recovery WIA Adult funds? (Depending on local policy, Priority of Service may not be mandatory when services are provided with non-Recovery WIA Adult funds).
3. What criteria will be used to designate a priority customer?
4. What monitoring criteria will be enacted to ensure federal requirements are being successfully implemented?

**Inquiries:** Please direct any questions to XXXXXXXX.

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Chair LWIB or Chief Elected Official

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Date

**LOCAL WORKFORCE INVESTMENT BOARD  
POLICY ISSUANCE NUMBER:**

**TO:** All One-Stop Career Center Staff and Providers

**SUBJECT:** Veterans Priority of Service

**ISSUANCE DATE:** XXXXXX

**EFFECTIVE DATE:** XXXXXX

**EXPIRATION DATE:** XXXXXX

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**Purpose:** The purpose of this policy is to implement veterans’ priority of service as mandated in Federal regulation (Final Rule, 20CFR Part 1010) that went into effect on January 19, 2009.

**Background:** The Jobs for Veterans Act, enacted into Public Law 107-288 on November 7, 2002 made a number of amendments to encourage military veterans’ access to services within an integrated one-stop service delivery system. One such amendment creates a priority of service for veterans (and some spouses) “who otherwise meet the eligibility requirements for participation” in DOL training programs. As mandated in Federal regulation, One-Stop Career Centers are required to implement priority of service and will need to have clear strategies for providing veterans and eligible spouses of veterans with quality service at every phase of services offered.

**Policy:** The local workforce investment board should craft language that provides clear direction to successfully ensure priority of service is provided to Veterans. Points to consider are:

1. What defines a veteran, eligible veteran, covered person, eligible spouse, qualified job training program?
2. What procedures are in place to ensure signage is properly displayed?
3. What procedures are in place to identify covered persons who physically access or virtually access service delivery points?
4. What outreach strategies (if any) will be incorporated in local policy?
5. What website design policy will be implemented?
6. What procedures are in place to ensure the revision of all contract templates, RFP and sub-agreement language to include priority of service language?
7. What customer flow process will be implemented to make use of DVOPs and LVERs?
8. What modifications to Functional Alignment (if any) will be made to enhance implementation of priority of service?
9. What procedures are in place to ensure all impacted staff are made aware of and assist in the implementation of priority of service?

**Inquiries:** Please direct any questions to XXXXXXXX.

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Chair LWIB or Chief Elected Official

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Date

ATTACHMENT J: PY 2008 PARTICIPANT TRAINING DATA

ACTIVE CUSTOMERS WITH ACTIVE SERVICES FROM JULY 1, 2008 - APRIL 30, 2009		PY08 12-month Projection (added 20% to original numbers)							
WIB	FUND	TRNG	ITA	OJT	SKLUP	ENT	AED	CUST	OCC
Albany/Rensselaer/Schenectady Counties	WIA Dislocated Worker Local	448	428	14	56	0	31	25	320
Albany/Rensselaer/Schenectady Counties	WIA Adult Local	410	389	19	120	0	13	0	258
Albany/Rensselaer/Schenectady Counties	OOSY	19	0	0	1	0	0	0	18
Albany/Rensselaer/Schenectady Counties	ISY	37	0	0	35	0	0	0	2
Allegany/Cattaraugus Counties	WIA Dislocated Worker Local	94	76	17	0	0	4	0	73
Allegany/Cattaraugus Counties	WIA Adult Local	253	170	80	0	0	0	0	173
Allegany/Cattaraugus Counties	OOSY	34	0	5	0	0	0	0	29
Allegany/Cattaraugus Counties	ISY	13	0	0	0	0	0	0	13
Broome/Tioga Counties	WIA Dislocated Worker Local	449	248	56	0	0	1	0	391
Broome/Tioga Counties	WIA Adult Local	920	623	86	8	0	0	0	826
Broome/Tioga Counties	OOSY	54	0	0	0	0	0	0	54
Broome/Tioga Counties	ISY	6	0	0	0	0	0	0	6
Cayuga/Cortland Counties	WIA Dislocated Worker Local	91	86	2	0	0	0	0	89
Cayuga/Cortland Counties	WIA Adult Local	120	97	1	12	0	0	0	107
Cayuga/Cortland Counties	OOSY	6	0	0	0	0	0	0	6
Cayuga/Cortland Counties	ISY	2	0	0	1	0	0	0	1
Chautauqua County	WIA Dislocated Worker Local	102	100	0	0	0	1	0	101
Chautauqua County	WIA Adult Local	143	61	0	1	0	0	79	62
Chautauqua County	OOSY	5	0	0	0	0	0	0	5
Chautauqua County	ISY	2	0	0	0	0	0	0	2
Chemung/Schuyler/Steuben Counties	WIA Dislocated Worker Local	218	72	47	6	0	0	0	166
Chemung/Schuyler/Steuben Counties	WIA Adult Local	976	24	449	70	0	0	328	130
Chemung/Schuyler/Steuben Counties	OOSY	58	0	0	5	0	0	0	53
Chemung/Schuyler/Steuben Counties	ISY	12	0	0	0	0	0	0	12
Chenango/Delaware/Otsego Counties	WIA Dislocated Worker Local	94	76	8	5	0	4	0	77
Chenango/Delaware/Otsego Counties	WIA Adult Local	162	95	22	1	0	1	43	95

<b>ACTIVE CUSTOMERS WITH ACTIVE SERVICES FROM JULY 1, 2008 - APRIL 30, 2009</b>		<b>PY08 12-month Projection (added 20% to original numbers)</b>							
<b>WIB</b>	<b>FUND</b>	<b>TRNG</b>	<b>ITA</b>	<b>OJT</b>	<b>SKLUP</b>	<b>ENT</b>	<b>AED</b>	<b>CUST</b>	<b>OCC</b>
Chenango/Delaware/Otsego Counties	OOSY	14	0	2	0	0	0	0	12
Clinton/Essex/Franklin/Hamilton	WIA Dislocated Worker Local	32	13	18	0	0	0	0	14
Clinton/Essex/Franklin/Hamilton	WIA Adult Local	128	85	38	2	0	0	0	88
Clinton/Essex/Franklin/Hamilton	OOSY	4	0	0	0	0	0	0	4
Columbia/Greene Counties	WIA Dislocated Worker Local	83	72	2	0	0	18	0	62
Columbia/Greene Counties	WIA Adult Local	78	48	1	0	0	13	26	37
Dutchess County	WIA Dislocated Worker Local	125	119	6	0	5	1	0	113
Dutchess County	WIA Adult Local	98	94	5	0	5	2	0	86
Dutchess County	OOSY	20	0	0	0	0	0	0	20
Dutchess County	ISY	1	0	0	0	0	0	0	1
Erie County	WIA Dislocated Worker Local	671	403	236	11	0	1	4	419
Erie County	WIA Adult Local	704	497	98	44	0	0	59	503
Erie County	OOSY	8	0	0	0	1	0	0	7
Erie County	ISY	65	0	0	0	55	0	0	10
FINGER LAKES - Ontario/Seneca/Wayne/Yates	WIA Dislocated Worker Local	120	104	13	1	0	0	0	106
FINGER LAKES - Ontario/Seneca/Wayne/Yates	WIA Adult Local	257	164	52	24	0	0	5	176
FINGER LAKES - Ontario/Seneca/Wayne/Yates	OOSY	2	0	0	0	0	0	0	2
FINGER LAKES - Ontario/Seneca/Wayne/Yates	ISY	5	0	0	0	0	0	0	5
Fulton/Montgomery/Schoharie Counties	WIA Dislocated Worker Local	72	54	14	0	0	18	0	40
Fulton/Montgomery/Schoharie Counties	WIA Adult Local	312	73	0	1	0	14	234	62
GLOW -Genesee/Orleans/Livingston/Wyoming	WIA Dislocated Worker Local	156	145	11	0	0	1	0	144
GLOW -Genesee/Orleans/Livingston/Wyoming	WIA Adult Local	348	253	44	0	0	31	41	232
GLOW -Genesee/Orleans/Livingston/Wyoming	OOSY	24	0	0	1	0	0	0	23
Hempstead/Long Beach	WIA Dislocated Worker Local	373	251	1	6	0	12	0	354
Hempstead/Long Beach	WIA Adult Local	108	94	1	2	0	0	1	103

ACTIVE CUSTOMERS WITH ACTIVE SERVICES FROM JULY 1, 2008 - APRIL 30, 2009		PY08 12-month Projection (added 20% to original numbers)							
WIB	FUND	TRNG	ITA	OJT	SKLUP	ENT	AED	CUST	OCC
Jefferson/Lewis Counties	WIA Dislocated Worker Local	62	44	18	0	0	23	0	22
Jefferson/Lewis Counties	WIA Adult Local	158	110	46	1	0	37	0	74
Monroe County	WIA Dislocated Worker Local	288	252	2	29	0	2	1	253
Monroe County	WIA Adult Local	671	443	5	206	0	4	11	445
Monroe County	OOSY	100	0	0	0	0	0	0	100
Monroe County	ISY	203	0	0	0	0	0	0	203
New York City	WIA Dislocated Worker Local	1282	1278	0	0	0	38	2	1241
New York City	WIA Adult Local	3708	2918	98	0	0	59	712	2839
New York City	OOSY	NA	NA	NA	NA	NA	NA	NA	NA
New York City	ISY	NA	NA	NA	NA	NA	NA	NA	NA
Niagara County	WIA Dislocated Worker Local	132	118	6	0	0	0	0	126
Niagara County	WIA Adult Local	168	151	8	1	0	0	1	157
Niagara County	OOSY	11	0	0	0	0	0	0	11
Niagara County	ISY	1	0	0	0	0	0	0	1
NYS DOL - CO	WIA Dislocated Worker Local	2	2	0	0	0	0	0	2
Oneida/Herkimer/Madison Counties	WIA Dislocated Worker Local	270	194	76	0	0	6	4	185
Oneida/Herkimer/Madison Counties	WIA Adult Local	391	114	142	1	0	1	106	142
Oneida/Herkimer/Madison Counties	OOSY	34	0	8	0	0	0	13	12
Oneida/Herkimer/Madison Counties	ISY	5	0	0	0	0	0	1	4
Onondaga County	WIA Dislocated Worker Local	254	242	8	0	0	20	0	226
Onondaga County	WIA Adult Local	301	176	25	0	0	28	102	146
Onondaga County	OOSY	29	0	1	0	0	0	0	28
Onondaga County	ISY	10	0	0	0	0	0	0	10
Orange County	WIA Dislocated Worker Local	176	166	11	0	0	0	0	166
Orange County	WIA Adult Local	142	124	14	1	0	0	0	126
Oswego County	WIA Dislocated Worker Local	107	92	13	0	0	0	0	94
Oswego County	WIA Adult Local	232	113	48	26	0	2	31	124

ACTIVE CUSTOMERS WITH ACTIVE SERVICES FROM JULY 1, 2008 - APRIL 30, 2009		PY08 12-month Projection (added 20% to original numbers)							
WIB	FUND	TRNG	ITA	OJT	SKLUP	ENT	AED	CUST	OCC
Oswego County	OOSY	25	0	0	0	0	0	0	25
Oswego County	ISY	13	0	0	0	0	0	0	13
Oyster Bay/North Hempstead/Glen Cove	WIA Dislocated Worker Local	577	222	0	4	0	1	0	572
Oyster Bay/North Hempstead/Glen Cove	WIA Adult Local	186	119	0	0	0	1	0	185
Oyster Bay/North Hempstead/Glen Cove	OOSY	13	0	0	0	0	0	0	13
Putnam/Westchester Bal.	WIA Dislocated Worker Local	224	212	0	12	0	1	0	211
Putnam/Westchester Bal.	WIA Adult Local	179	176	0	4	0	0	0	175
Putnam/Westchester Bal.	OOSY	49	0	1	0	0	0	0	48
Putnam/Westchester Bal.	ISY	6	0	0	0	0	0	0	6
Rockland County	WIA Dislocated Worker Local	46	42	0	1	0	1	1	42
Rockland County	WIA Adult Local	38	32	0	0	0	2	2	34
Rockland County	OOSY	25	0	0	0	0	0	0	25
Rockland County	ISY	30	0	0	0	0	0	0	30
Saratoga/Warren/Washington Counties	WIA Dislocated Worker Local	26	24	1	1	0	1	0	23
Saratoga/Warren/Washington Counties	WIA Adult Local	74	66	1	4	0	4	0	66
St. Lawrence County	WIA Dislocated Worker Local	120	90	17	1	0	0	0	102
St. Lawrence County	WIA Adult Local	263	203	31	4	0	0	0	228
St. Lawrence County	OOSY	11	0	0	0	0	0	0	11
St. Lawrence County	ISY	2	0	0	0	0	0	0	2
Suffolk County	WIA Dislocated Worker Local	953	937	0	5	0	4	0	944
Suffolk County	WIA Adult Local	961	959	0	7	0	78	0	876
Suffolk County	OOSY	53	0	1	0	0	0	0	52
Suffolk County	ISY	12	0	0	0	0	0	0	12
Sullivan County	WIA Dislocated Worker Local	34	19	5	0	0	13	0	16
Sullivan County	WIA Adult Local	43	40	5	0	0	0	0	38
Sullivan County	OOSY	4	0	0	0	0	0	0	4
Sullivan County	ISY	1	0	0	0	0	0	0	1
Tompkins County	WIA Dislocated Worker	42	41	0	1	4	0	0	37

ACTIVE CUSTOMERS WITH ACTIVE SERVICES FROM JULY 1, 2008 - APRIL 30, 2009		PY08 12-month Projection (added 20% to original numbers)							
WIB	FUND	TRNG	ITA	OJT	SKLUP	ENT	AED	CUST	OCC
	Local								
Tompkins County	WIA Adult Local	55	53	2	5	1	0	0	47
Ulster County	WIA Dislocated Worker Local	74	71	0	0	0	5	0	70
Ulster County	WIA Adult Local	154	150	4	0	0	0	0	150
Ulster County	OOSY	29	0	0	0	0	0	0	29
Ulster County	ISY	2	0	0	0	0	0	0	2
Yonkers City of	WIA Dislocated Worker Local	49	47	1	0	0	0	1	47
Yonkers City of	WIA Adult Local	73	62	7	0	0	5	0	61
Yonkers City of	OOSY	59	0	0	0	0	0	0	59
Yonkers City of	ISY	14	0	0	0	0	0	0	14