

Addendum to Chautauqua’s 3 Year Local Plan

Section II-B Local Area Strategic Planning Process

Subsection 1: Summary of Progress

What	Long Term Action	Short Term Action	Benchmark of Success	Lead
Entrepreneurship: Build it!				
Fostering the entrepreneurial spirit, removing the barriers that stand in the way of starting a business, teaching more related business skills and creativity programs in schools, and educational institutions working with existing businesses to capitalize on “orphan technologies.”	Improve systems supporting the success of entrepreneurs	<ul style="list-style-type: none"> ▪ Business Services Forum for Small Business ▪ Technology Incubator (07) ▪ ITA support for needed skills as appropriate ▪ JCC credit stream for entrepreneurs 	Increase number of entrepreneurs	SBDC/ WIB/ Chamber/ DED
	Entrepreneurial Efforts for Youth	Convene organizations serving K-12 to determine gaps and duplication of program.	Each district has resources to support the development of entrepreneurial skills in youth	WIB/ SBDC/ COI
Fill the Gap: Work towards creating a better match up of jobs and workers				
The skills of the current workforce need to be profiled.		Needs process to identify hiring and training	On-going needs assessment to define “demand” connected to “supply” workforce system	WIB Business Committee
More business involvement in the community and more community knowledge of the area economy.	Improved communication between workforce and economic development	Electronic newsletter to business in regards to workforce issues and trends		WIB Business Committee
Associations should be established for sectors that have none, such as services.	Career Ladders and Sector groups for Manufacturing and Travel/Tourism	Career ladder for manufacturing and trades (’06)	<ul style="list-style-type: none"> ▪ Career Ladder already established for Health Care ▪ Establish one for manufacturing ▪ Establish one for Travel/Tourism 	MAST/ WIB Youth Council/ WIB training committee

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			<ul style="list-style-type: none"> ▪ Survey of employers to determine if their demand is being met 	
Be a Lifelong Learning Community, K- 14	Develop training to fill gaps in workforce			
Certification for life/work experience.	EFF Work Readiness Credential	Begin assessment of available work readiness training	Catalog of WR options is complete, improvement in rate of passing is long term benchmark	WIB/ JCC/ BOCES
Flexibility of K- 14 education to meet the changing needs of the community, for example, focusing on growth industry skills, greater and earlier foreign language emphasis.	School Career Awareness Campaign	Career campaign for manufacturing and the trades	Completed in targeted schools	Youth Council
School-to-work: students and teachers need more on the job training and experience outside of the classroom.	Relationships with targeted schools being developed	Pilot program for teachers to work in local industry during breaks	Number of teachers participating	Youth Council
School to work programs need to thrive, and businesses need to take an active role, possibly providing an “advisory to education” board.	Relationships with targeted schools being developed			Youth Council
Basic Skill Building: Emphasis on work ethics and social skills				
Workers in the County need to have a firm foundation in the hard skills (mathematics, reading, writing), social skills (team work, communications) and life skills (strategic planning, delayed gratification, cost-benefits thinking)	Have options to improve skills levels available for those who assess lower than standards.	Develop catalog of options to improve basic skills and soft skills	Increase in literacy rate and achievement on such assessments as TABE, and WRC	One-Stop Partners
Workers need to have strong customer service skills. Several groups brought up the idea of certifying workers in the hospitality industry with a curriculum that incorporates training in customer service, communications and community knowledge.	Customer Service placed in work readiness credential curriculum	Customer service identified as a local priority skills	Increase in scores as measured by WRC	WIB and Partners
Marketing				
Chautauqua County needs to collaborate on marketing efforts. The Visitors Bureau needs to balance its focus between the North and South County. The County also needs to package marketing materials better.	To be determined by new administration and Visitors Bureau – WIB is in support role			Visitors Bureau
Marketing to bring outside businesses to the area, capitalizing on the businesses that are already here (spin offs). Once we profile our workforce, we can market to		Complete profile of existing workforce	Increase in number of jobs being added from new companies	WIB/ IDA

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attract businesses appropriate for existing skills.

Healthcare: A growth industry.

Mapping career pathways has already been done, by providing information about career pathways, which exist or will be formulated in industries, to school counselors, teachers, and parent associations. Implement school outreach.

School relationship building

Include health care career ladders in work with targeted schools

Decrease in vacancy for the hard to fill health care vacancies (nursing, tech)

Youth Council, Health Care Consortium

Manufacturing

It's still an important part of the County. Work with manufacturing employees to enhance their skills.

Business Services Outreach

Complete manufacturing career ladder and launch campaign

Decrease in time it takes to fill manufacturing vacancies

WIB, OS Partners

Encourage high skilled Manufacturing and movement toward new technologies.

Technology incubator and MAST achievement of their manufacturing initiative

Continue to support manufacturing in skill upgrading

Retention of manufacturing companies

IDA/ MAJA/ WIB

Encourage consortiums of clusters to open new markets for the future and actively encourage the creation of rapid prototypes.

Establish clusters of manufacturing to support each other in training, equipment and planning

Pilot convening

Retention of manufacturing companies

IDA/ MAJA/ WIB

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Subsection 2: Aligning Service Delivery

The delivery of business services, core, intensive and training services for job seekers have been aligned to local workforce goals in the following manner:

The Operator and Partners participate directly on key WIB committees working on the strategic issues outlined above. By participating, two-way communication is possible so that policy-makers are informed by the reality of the skills current job seekers possess. By directly participating on the Board committees the One-Stop staff is informed about the skills in demand and changing business needs so that they are more prepared to align their direct services to policy.

In particular the Operator is a member of the training committee that has been charged with developing "immediate and target" training opportunities to prepare the skills of the job seekers to meet business imperatives. The same committee also is charged with maintaining the demand list which directly guides job seekers in the services that are available to them. The Operator and Partners also sit on the Youth Council which is charged with the strategic goals around entrepreneurship, career campaigns and general work readiness. By participating as members, as the strategy and plan evolves, the One-Stop will be able to stay connected.

Subsection 3: Measuring Achievement

Chautauqua plans to measure progress on business market penetrations based on the data tracked by the SWIB. The baseline was established in last year's data which found that Chautauqua ranked 3rd in the State by serving 1392 business out of 4003 as stated in the Systems Integration Report submitted by Tony Joseph. We are in the process of working with the Regional DOES office to ensure that we can track our progress through OSOS. Since the WIB has identified this as a goal, it is tracked through Business Services reports given at Board meetings.

Section III: Integration of WIA Compliance with Strategic Planning

Subsection 1, Question #2

See attached PDF file.

Subsection 1, Question #3

Chautauqua's fiscal agent is WIB, INC

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Subsection 1, Question #4

Infrastructure Costs in Dollars (Current)

<i>One Stop Center and Affiliate Sites (Identify by Location)</i>	<i>Rent</i>	<i>Utilities</i>	<i>Maintenance</i>	<i>Technology</i>	<i>Marketing</i>	<i>Other-</i>	<i>Total</i>
One Stop Centers	63,803	8,300		16,600	1,500	59,515*	163,218
* = communication including phone/internet and fax							
Jamestown One-Stop	59,483	830		12,450	11,250	44,636	129,009
Dunkirk One-Stop	3,960			4,150	3,750	14,879	26,739

Infrastructure Costs In Dollars (Planned over next three years)

<i>One Stop Center and Affiliate Sites (Identify by Location)</i>	<i>Rent- includes utilities</i>	<i>Utilities – cleaning only</i>	<i>Main</i>	<i>Technology</i>	<i>Marketing</i>	<i>Other</i>	<i>Total</i>
PY04 – combined	52,191	7,873		22,536	10,800	65,664*	159,064
PY05	63,803	8,300		16,600	15,000	59,515	163,218
PY06	69,000	9,200		16,000	15,000	62,000	171,200
PY07	69,000	9,200		16,000	15,000	62,000	171,200
Cumulative for Jamestown One-Stop	236,214	34,573		53,352	41,850	186,884	552,874
Cumulative for Dunkirk One-Stop	17,780			17,784	13,950	62,295	111,808

The Board has undertaken intensive MOU negotiations. The MOU process has included focus on systems integration and elimination of duplication. The planned expenditures do not include any changes that will result from MOU negotiations. An adhoc Board committee has been established to examine ways the system can best respond to funding decreases.

Subsection 2, Question 1

The Operator has recently been designated and the WIB is entering into a 17 month contract. The application for recertification will be submitted once the contract is complete.

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Subsection 2, Questions #3

The local board has determined that WIA Title IB funds are not limited at this time.

Subsection 2, Question #4: Self Sufficiency

To date, no requests for exemptions to the self-sufficiency limit have been requested. The Executive Director would gather all the facts of the special circumstances and propose to the Training Committee to grant an exemption or not.

Subsection 2, Question #6: Grievances and Complaints

No complaints have been received.

FORMAL GRIEVANCE PROCEDURE

Workforce Investment Act (WIA) funded programs are free services designed to assist you in your search and preparation for employment. There may be a time however, that as a participant, you may become dissatisfied with the program or the way you have been treated. If this is the case, you should try to address the issue internally: by first having a discussion with the responsible individual(s); and if this is not possible, by then seeking a discussion with their supervisor. Addressing the problem at this level is oftentimes very helpful and typically results in a quick resolution of the matter. If this approach proves to be unsuccessful and the problem remains unresolved, you should then start the formal grievance process. Your grievance **must** be in writing using the Local Workforce Investment Act (LWIA) Grievance Form.

Grievance Timeline

Step 1 You shall submit a written explanation of the grievance to the Chautauqua Works Coordinator requesting a review and determination. Day of receipt of the written grievance shall be Day #1. The Coordinator or his/her designee shall investigate and make a decision. That decision will be issued in writing on or before Day #5. If the matter is not resolved to your satisfaction you shall have the right to proceed to the second step.

Step 2 On or before Day #10, a complaint shall be submitted to the Executive Director of Chautauqua Works setting forth the specific nature of the complaint and all facts pertaining to it. The Executive Director shall then have until Day #15 to resolve the complaint. If it is not resolved to your satisfaction you shall be entitled to a hearing as described in Step 3.

Step 3 You must make a request for a hearing to the Chautauqua County Executive on or before Day #20. You will receive written notice of the date, time and place of the hearing. You shall have the opportunity to withdraw your request for the hearing, request rescheduling for good cause, present oral or written evidence, be represented by an attorney or other person of your choice, and question witnesses or other parties. On or before the 60th Day, a decision shall be made and communicated to you in writing. If the matter is still not resolved to your satisfaction at this point, you have the right to proceed to the fourth step.

Step 4 If there is no decision by the 60th Day, or if all the preceding steps have been exhausted without satisfaction, you shall have the right to request a review of the complaint by the State Hearing Officer. This request must be filed within 10 days of the decision from Step 3 or by the 75th Day if there is no decision. The State Hearing Officer's decision is final.

IMPORTANT INFORMATION

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STEP 1

Katie Geise
Investment Act
Project Director
Chautauqua Works
of Labor
23 E. 3rd Street
Campus
Jamestown, NY 14701

STEP 2

Dr. Susan McNamara
Executive Director
Chautauqua Works
23 E. 3rd Street
Jamestown, NY 14701

STEP 3

Greg Edwards
Executive
Chautauqua County
Gerace Office Building
Mayville, NY 14757

STEP 4

NYS Workforce
Hearing Officer
New York State Depart.
State Office Building
Building 12, Room 446
Albany, NY 12240

Special Note: Any person who has knowledge of a criminal complaint (fraudulent, abusive or criminal activity) relating to the Job Training Act should report all information directly to:

Elaine L. Chao, Secretary of Labor
Frances Perkins Bldg.
200 Constitution Ave. NW
Washington, DC 20210

Cynthia Koczaja
New York State Department of Labor
290 Main Street
Buffalo, NY 14202

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Subsection 2, Question #7: Youth Services

The following table summarizes how WIA funded youth programs address the “ten element” aspect of the Youth Framework. This grid is considered annually when RFPs are established for Youth Services. The performance factors each contractor/partner achieves is also considered when granting youth contracts.

Ten WIA Elements	Operator - Youth Navigator	TEAM Parenting-Pregnant Teens	Dunkirk WANDs	Eastside YMCA	Job Corps - co-enrollment	Youthbuild - co-enrollment
Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies.		x	x	x		
Alternative secondary school offerings.		x			x	x
Summer employment opportunities directly linked to academic and occupational learning.	x		x	x		
Paid and unpaid work experiences, including internships and job shadowing.	x	x	x	x	x	x
Occupational skills training.	x				x	x
Leadership development opportunities.	x	x		x	x	x
Supportive services.	x	x			x	x
Adult mentoring for twelve months.				x		x
Follow-up services.	x	x		x	x	x
Comprehensive guidance and counseling	x	x	x	x	x	x

The Youth council at each meeting reviews the demographics, performance and enrollment trends for WIA funded programs. For example, the Youth Council has established the following goals for PY05 that directly tie to the strategic plan. The Youth Council monitors the framework including youth serving agencies beyond those funded by WIA dollars. The goals are reviewed at each Youth Council meeting.

3. Leverage Local Resources connecting kids to what we have/bringing resources.

Establish current map of available services

Map ten elements of youth system to available services, identify gaps and develop plan to fill gaps as appropriate.

Connect with CCON

Define pool of “at-risk” youth in Chautauqua which will be used as the denominator to measure the percentage of youth

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	<p>served by WIA and other programs</p> <p>Understand profile of current WIA youth and what other funds are being leveraged.</p> <p>Obtain the services of a grant writer to assist in securing more resources</p> <p>Conduct Fair/Forum with all youth providing agencies to allow staff to understand what programs exist</p>
<p>4. Work with schools and others to develop a holistic approach to develop decision-making, work ethic, creativity, entrepreneurship, hope</p>	<p>Implementation of Operations JOBS</p> <p>EFF Work Readiness Credential</p> <p>Convene educational session on EFF</p> <p>Establish local input from business</p> <p>Include these factors into a simplified RFP</p>
<p>Create a greater awareness of career opportunities in Chautauqua County for youth GED grads and drop-outs.</p>	<p>Develop and pilot a program that allows teachers/counselors to experience the “current” work world in Chautauqua.</p> <p>Establish career paths and supporting materials for all demand industries (manufacturing, health care, travel/tourism)</p> <p>Work with schools and youth to develop a plan to expose youth to Chautauqua career opportunities</p>

Subsection 2, Question #8

The plan forecasts enrolling fewer adults in PY05 than in PY04 due to decreasing funds being available. The local area spent its dislocated worker funds in PY04 and therefore has decided to develop a plan to serve adults without counting on transferring funds from dislocated workers to adults. Since the requested figures were “plans”. It is anticipated that the decision will be examined based on actual economic trends and demands for services. Additionally, the local DSS has awarded multiple welfare to work contracts which should meet some of the adult needs previously met at the One-Stop.

Subsection 2, Question #12

No comments were received.

Other

See attached PDF file for signed copy of Attachment H

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Observations:

Fee for Services:

Currently the local area assists local companies with the administration of pre-employment assessments. The local area has worked with a State contracted consultant to begin further investigation of potential fee for service opportunities for the system.

Youth Services:

The numbers listed in the Youth Services section were enrollments as opposed to the number served.

Information accessible to the Public:

The WIB is revamping its website to post the requested information. The Local Plan as well as recent RFPs has been made available through the website.