I. **Local Area Governance**

a. Provide the most current organizational chart depicting the relationship of the agencies comprising the workforce system, including education, economic development, and the one-stop delivery system partners.

   A finalized copy of the organizational chart for the workforce system is currently being developed.

b. Identify the entity responsible for the disbursal of grant funds, as determined by the chief elected official or the Governor (20 CFR 679.560(b)(14)). Identify by name, function, and organizational affiliation of the local area:

   i.   Signatory Official: **Mr. Phee Friend**

   ii. Grant Recipient: **Mr. Greg Canfield**

   iii. Chief Elected Official: **Governor Kay Ivey**

   iv. Workforce Development Board Chair: **Mr. Aubrey Carter**

   v.   Chief Fiscal Officer: **Mr. Phillip Fetzer**

   vi. One-Stop Delivery System Area Managers:
        James Ramsey, Robert Brantley

II. **Local Workforce Development Board**

a. Provide a current listing of Local Board membership, including the category of representation as outlined in WIOA sec. 107(b)(2). The board must include:

   i.   Business Representatives:

Connie Bainbridge, Central AL Electric Co-Op; Amy Brabham, City of Auburn-Economic Development Department; Aubrey Carter, Alabama Power Company; Karen Gresham, East Alabama Medical Center; Allen Harris, Bailey-Harris Construction; Davis Henry, Henry Brick; Jessica Horsley, Montgomery Chamber of Commerce; Mike Jordan, Alabama Power Company; Ashley Brooks Kelser, Neptune Technology Group Inc.; Janet Ormond, Ormond Workforce Solutions; Cleve Poole, Pioneer Electric Corporation; Gindi Prutzman, Central AlabamaWorks!; Aimee Sikes, Seohan; Beth Moore, International Paper; Gianetta Jones, Coca Cola Bottling Company United inc.; Holly Williams, Russell Medical Center; Kimberly Carter, Russell Medical Center.

   ii. Workforce Representatives:

Mary Allbritten, Alabama AFL-CIO LIFT; Brandon Cardwell, Montgomery Electrical JATC; Brian Clark, Montgomery Job Corps; James Hornsby, IBEW Local 443; Michael Robert Bellury, Alabama AFL-CIO LIFT; Lynne Stokley, Easter Seals Alabama; Walter White, Family Guidance Center; John Bowman, Hope Inspired Ministries

> iii. Education and Training Activities Representatives:

Laura Bailey, Auburn City Schools; Mike Mann, Central Alabama Community College; Lula Snowden, Wallace Selma

> iii. Governmental & Economic and Community Development Representatives:

Craig Akin, Vocational Rehabilitation; Frances Ford, Sowing Seeds of Hope; Jennifer Lowman, Phenix City IDA; James Ramsey, Alabama Career Center System; Wayne Vardaman, Selma-Dallas EDA;

> b. If the local board has not been formed at the time of plan submission, or it needs membership changes to be in compliance, include a timeframe to become compliant and the process that will be used to meet the requirements for local boards included in WIOA sec. 107. This process must include notifying the State of the formation of or any changes to the board and providing a list following the guidelines in Section II. a. above.

III. Career Centers

> a. List the Comprehensive Career Centers and the Satellite Career Centers operating within the local area.

Alexander City, Fort Deposit, Hayneville, Montgomery, Opelika, Phenix City, Selma, Valley

> i. Identify which partners are represented in the Career Center; and

Co-located Partners include: WIOA Title I Adult, Dislocated Worker, and Youth Programs provided by Alabama Department of Commerce; WIOA Title II Adult Education provided by the Alabama Community College System; Wagner-Peyser and Veterans services through the Alabama Department of Labor; Vocational Rehabilitation services by Alabama Department of Rehabilitation Services.

Adjunct partners include: Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American programs, HUD Employment and Training programs, Job Corps, National Farmworker Jobs program, Senior Community Service Employment program, Trade Adjustment Assistance programs, Unemployment Compensation programs, and YouthBuild.

While these partners are not physically located in the career centers, in the areas they are located there are cross referrals of clients between the partner agencies to ensure clients receive the services that are needed.

> ii. Provide the name, title, telephone number, and email address of principle Career Center contacts.

Note: The State Board will develop and review current statewide policies affecting the coordinated provision of services through the State's one-stop delivery system in accordance with WIOA Section 101(d)(6). When these policies are finalized, local areas will be provided with the policies, and, if necessary, a modification to the local plans will be requested to incorporate any needed changes.

IV. **Analysis of Local Area Conditions and Needs**

    a. Provide analysis of local area economic conditions including existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(i)). Existing current analysis may be used if available and appropriate (20 CFR 679.560(a)(1)(iii)).

Central AlabamaWorks! had a 3.5 percent unemployment rate in March 2020, with 11,676 unemployed. An underemployment rate of 24.5 percent for 2019 means that the region has a 91,342-strong available labor pool that includes 79,666 underemployed workers who are looking for better jobs and are willing to commute farther and longer for such jobs.

On average 11,465 jobs were created per quarter from second quarter 2001 to first quarter 2019 and quarterly net job flows averaged 1,008. Job creation is the number of new jobs that are created either by new businesses or through expansion of existing firms. Net job flows reflect the difference between current and previous employment at all businesses.

The top five high-demand occupations are Combined Food Preparation and Serving Workers, Including Fast Food; Retail Salespersons; Laborers and Freight, Stock, and Material Movers, Hand; Waiters and Waitresses; and Assemblers and Fabricators, All Other, Including Team Assemblers. The top five fast-growing occupations are Occupational Therapy Assistants; Information Security Analysts; Computer and Information Research Scientists; Maintenance Workers, Machinery; and Physician Assistants.

Of the region's 714 occupations, 141 are expected to decline over the 2018 to 2028 period. The 20 sharpest declining occupations are expected to lose a minimum of 30 jobs each and at least three percent. Education and training for these occupations should slow accordingly.

    b. Provide analysis of local area employment needs of employers in existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(ii)). Existing current analysis may be used if available and appropriate (20 CFR 679.560(a)(1)(iii)).

Central AlabamaWorks! has 714 single occupations based on 2018 to 2028 occupational projections. Table 2.1 shows the top 10 occupations that are expected to be in high- demand, ranked by projected average annual job openings over the projection period. About half of these occupations are commonly found in two of the five largest employment: health care and social assistance, accommodation and food services, and manufacturing. Thus, these sectors will continue to dominate employment in the region. The top five high-demand occupations are Combined Food Preparation and Serving Workers, Including Fast Food; Retail Salespersons; Laborers and Freight, Stock, and Material Movers, Hand; Waiters and Waitresses; and Assemblers and Fabricators, All Other, Including Team Assemblers. Five of the high-demand occupations are also fast-growing. This means that these five

occupations have a minimum annual growth rate of 1.96 percent, much faster than the regional and state occupational growth rates of 0.44 percent and 0.48 percent, respectively. The top 10 fastest growing occupations ranked by projected growth of employment are listed in Table 2.2. The top five fast-growing occupations are Occupational Therapy Assistants; Information Security Analysts; Computer and Information Research Scientists; Maintenance Workers, Machinery; and Physician Assistants. Table 2.3 shows the top 10 selected highest earning occupations in the region and are mainly in management, health care, engineering, and computer fields. These occupations paid a minimum mean salary of $124,884 a year for Architectural and Engineering Manage, Except Mining Safety Engineers and Inspectors and a maximum of $286,735 for Pediatricians, General. Of the top 10 high-earning occupations, seven are health related occupations and the remainder are in management, computer fields, and financial operations. Any discussion of earnings must consider that wages vary with experience. Occupations with the highest average wages may not necessarily have the highest entry wages. The selected high-earning occupations are generally not fast-growing or in high-demand.

Of the region's 714 occupations, 141 are expected to decline over the 2018 to 2028 period. Employment in the 20 sharpest declining occupations will drop by a minimum of 30 jobs each (for those with disclosed net change data) and at least three percent (Table 2.4) over the period. No efforts should be made to sustain these occupations because they are declining as a result of structural changes in the economy of the region.

Table 2.1 Selected High-Demand Occupations (Base Year 2018 and Projected Year 2028)			
	Average Annual Job Openings		
Occupation	Total	Due to Growth	Due to Separation
Combined Food Preparation and Serving Workers, Including Fast Food	1,880	145	1,735
Retail Salespersons	1,450	15	1,435
Laborers and Freight, Stock, and Material Movers, Hand	1,160	40	1,125
Waiters and Waitresses	1,005	20	980
Assemblers and Fabricators, All Other, Including Team Assemblers	960	30	925
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	745	35	710
Heavy and Tractor-Trailer Truck Drivers	520	25	495
Registered Nurses	480	75	405
Stock Clerks and Order Fillers	445	15	435
First-Line Supervisors of Food Preparation and Serving Workers	440	20	420

Note: Occupations are growth- and wages weighted and data are rounded to the nearest 5. Occupations in bold are also high-earning.

Table 2.2 Selected Fast-Growing Occupations (Base Year 2018 and Projected Year 2028)			
	Employment		

Occupation	2018	2028	Percent Change	Annual Growth (percent)
Occupational Therapy Assistants	NA	NA	47.93	3.99
Information Security Analysts	NA	NA	43.48	3.68
Computer and Information Research Scientists	NA	NA	39.13	3.36
Maintenance Workers, Machinery	190	260	35.05	3.05
Physician Assistants	90	130	34.41	3.00
Software Developers, Applications*	450	600	32.23	2.83
Speech-Language Pathologists	220	290	30.63	2.71
Physical Therapist Assistants	270	350	29.41	2.61
Athletic Trainers	70	90	29.17	2.59
Home Health Aides*	850	1,090	28.37	2.53
Nurse Practitioners*	410	520	27.18	2.43

Note: Employment data are rounded to the nearest 10 and job openings are rounded to the nearest 5. Occupations in bold are also high-earning.
* Qualify as both high-demand and fast-growing occupations.
Source: Alabama Department of Labor and Center for Business and Economic Research, The University of Alabama.

Table 2.3 Selected High-Earnings Occupations (Base Year 2018 and Projected Year 2028)

Occupation	Employment		Percent Change	Annual Growth (percent)	Mean Annual Salary ($)
	2018	2028			
Pediatricians, General	NA	NA	-0.38	0	286,735
Physicians and Surgeons, All Other	670	700	0.44	25	214,035
Family and General Practitioners	100	110	0.39	5	212,859
Chief Executives	340	330	-0.36	25	195,989
Personal Financial Advisors	340	360	0.66	30	178,716
Dentists, General	180	200	0.64	5	161,101
Computer Network Architects	140	160	1.54	10	145,195
Nurse Anesthetists	150	170	1.58	10	136,135
Optometrists	70	80	1.33	5	134,141
Physicists	40	40	0.53	5	129,246
Architectural and Engineering Managers	220	250	1.47	20	124,884

Note: Employment and salaries data are rounded to the nearest 10; job openings to the nearest 5. The salary data provided are based on the May 2019t release of the Occupational Employment Statistics (OES) combined employment and wage file. Estimates for specific occupations may include imputed data.

Table 2.2 Selected Sharp-Declining Occupations (Base Year 2018 and Projected Year 2028)

Occupation	Employment		Net Change	Percent Change
	2018	2028		
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	7,520	6,820	-700	-9
Office Clerks, General	6,250	5,950	-300	-5
Inspectors, Testers, Sorters, Samplers, and Weighers	2,650	2,420	-230	-9
Telemarketers	720	570	-150	-21
Executive Secretaries and Executive Administrative Assistants	660	520	-140	-21
Correctional Officers and Jailers	1,530	1,410	-120	-8
Bookkeeping, Accounting, and Auditing Clerks	3,530	3,410	-120	-3
Computer Programmers	1,050	940	-110	-10
Legal Secretaries	620	510	-110	-16
Tellers	1,450	1,350	-100	-6
Cooks, Fast Food	1,010	920	-90	-9

c. What knowledge and skills are needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (20CFR 679.56.560(a)2))?

Table 3.1. shows the percentage of selected occupations in the region that list a particular skill as primary. We define primary skills as the 10 most important skills in the required skill set for an occupation. It is important to note that a particular skill may be more important and more extensively used in one occupation than another. Table 3.1 does not address such cross-occupational skill importance comparisons. In general, basic skills are most frequently listed as primary, which means that they are important for practically all jobs.

High-earning occupations require more active learning, critical thinking, learning strategies, math, reading comprehension, science, writing, complex problem solving, personnel resource management, financial resource management, instructing, negotiation, persuasion, judgment and decision making, and operations analysis skills than both high-demand and fast-growing jobs. Many of these skills require long training periods and higher educational attainment. However, high-earning jobs involve fewer technical skills than high-demand and fast-growing occupations. High-demand occupations need more resource management skills than fast-growing occupations; but less basic, complex problem solving, systems, and technical skills.

Table 3.2 shows skill gap indexes for all 35 skills in Table 3.1 based on 2018 to 2028 occupational projections. Skills gap indexes by definition range from 0 to 100 and are standardized measures of the gap between current supply and projected demand. The index does not provide any information about current or base year skill supply. It focuses on the projection period and identifies critical skill needs. The index essentially ranks expected training needs. The higher the index the more critical the skill over the specified projection period; thus, a higher skill gap index indicates a need to increase the scale of training.

For policy and planning purposes, skill gap indexes have to be considered together with replacement indexes, which are the expected shares of job openings due to replacement. Replacement is necessary because of turnover and people leaving the labor force. The smaller the replacement index, the larger the share of job openings due to growth, which in turn implies a need to increase the pace of skill training. Skill gap indexes demonstrate the need to ramp up the scale of skill training while replacement indexes address the pace of training.

By skill type, the skill gap indexes show that basic skills are most critical in Central AlabamaWorks followed by social, complex problem solving, resource management, systems, and technical skills. The importance of basic skills generally and for high-demand, high-growth, and high- earning jobs indicates a strong need for training in these skills. The pace of training needs to increase for technical and basic (particularly science) skills. The scale of training should be raised for basic and social skills.

Table 3.1 Percentage of Selected Occupations for Which Skill Is Primary

	Selected High-Demand Occupations	Selected Fast-Growing Occupations
Basic Skills		
Active Learning	25	50
Active Listening	75	100
Critical Thinking	60	80
Learning Strategies	0	5
Mathematics	5	5
Monitoring	60	75
Reading Comprehension	50	80
Science	3	10
Speaking	70	95
Writing	20	50
Complex Problem Solving Skills		
Complex Problem Solving	33	35
Resource Management Skills		
Management of Financial Resources	0	0
Management of Material Resources	0	0
Management of Personnel Resources	8	0
Time Management	30	30
Social Skills		
Coordination	45	35
Instructing	13	15
Negotiation	8	0
Persuasion	8	10
Service Orientation	38	55
Social Perceptiveness	48	65
Systems Skills		
Judgment and Decision Making	25	55
Systems Analysis	8	15
Systems Evaluation	5	10
Technical Skills		
Equipment Maintenance	5	5
Equipment Selection	5	0
Installation	0	0
Operation and Control	18	15
Operation Monitoring	13	15
Operations Analysis	3	5
Programming	3	10
Quality Control Analysis	3	10
Repairing	5	10

Table 3.2 Skills Gap Indexes (Base Year 2018 and Projected Year 2028)

Skill	Skill Type	Total Openings (Projected Demand)	Skills Gap
Active Listening	Basic	29,085	75
Speaking	Basic	28,520	73
Monitoring	Basic	24,865	64
Critical Thinking	Basic	22,565	58
Coordination	Social	22,460	58
Social Perceptiveness	Social	22,400	58
Service Orientation	Social	22,185	57
Reading Comprehension	Resource	20,325	52
Time Management	Basic	20,115	52
Judgment and Decision Making	Systems	15,015	39
Writing	Basic	14,815	38
Active Learning	Basic	14,085	36
Complex Problem Solving	Complex	12,595	33
Persuasion	Social	10,200	27
Instructing	Social	9,185	24
Negotiation	Social	8,385	22
Learning Strategies	Basic	8,170	21
Mathematics	Systems	5,935	16
Operation Monitoring	Technical	5,860	15
Management of Personnel Resources	Systems	5,615	15
Systems Analysis	Basic	5,345	14
Operation and Control	Resource	5,225	14
Quality Control Analysis	Technical	5,210	14
Systems Evaluation	Technical	4,465	12
Troubleshooting	Technical	3,040	8
Equipment Maintenance	Technical	2,170	6
Repairing	Technical	1,605	5
Operations Analysis	Resource	1,465	4
Management of Financial Resources	Technical	1,175	3
Equipment Selection	Resource	1,160	3
Management of Material Resources	Technical	1,035	3
Science	Basic	685	2
Installation	Technical	590	2
Programming	Technical	310	1
Technology Design	Technical	125	1

d. Provide analysis of the local area's workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment 20 CFR 679.560(a)(3)).

The labor force includes all persons in the civilian noninstitutional population who are age 16 and over and who have a job or are actively looking for one. Typically, those who have no job and are not looking for one are not included (e.g., students, retirees, the disabled, and discouraged workers). Table 5.1 shows labor force information for Central AlabamaWorks and its 13 counties for 2019 and March 2020. Alabama labor force information is available from the Labor Market Information (LMI) Division of the Alabama Department of Labor. LMI compiles data in cooperation with the U.S. Bureau of Labor Statistics. The 2007 recession increased the number of unemployed people and sharply raised county unemployment rates. Economic recovery from the recession was gradual, but by 2018 unemployment rates dropped below the pre-recession levels. In 2019, county unemployment rates ranged from 2.6 percent to 5.7 percent (3.1 percent for the region). This trend persisted in January and February 2020 before the novel coronavirus disease of 2019 (COVID-19) pandemic cases were reported in Alabama in mid-March. Like the rest of the nation and the world Alabama sheltered in place to curtail the spread, albeit with the effect of limiting business operations and movement of goods, services, workers, and consumers. County unemployment rates started rising March 2020 and ranged from 3.0 percent to 5.8 percent (3.5 percent for the region). Unemployment rates were above Alabama's 3.3 percent in nine counties that month and were lowest in Elmore and Lee counties and highest in Dallas.

Annual unemployment rates for 2000 to 2019 are shown in Figure 3.1. The 2007 recession raised the region's unemployment rate to 11.7 percent in 2009. Economic recovery from the recession was slow due to structural changes in the economy. The region's unemployment rate dropped below pre-recession levels in 2017 for the first time. In 2019, the unemployment rate was at a record low of 3.1 percent, the lowest for the entire period. However, year- to-date monthly labor force data indicate a significantly high regional unemployment rate for 2020 as a result of the current recession caused by the COVID-19 epidemic.

The pandemic has altered people's way of interaction and resulted in the sharpest economic contraction since World War II. By April 2020, Central AlabamaWorks! unemployment rose to 14.0 percent, the highest in decades, but has been declining due to improved access to testing and personal protective equipment, relief from Congress through the Coronavirus Aid, Relief, and Economic Security Act, and as more businesses reopen. In July and August 2020, the region's unemployment rate declined to 9.4 percent and 6.6 percent, respectively but it rose to 7.4 percent in September. Economic recovery from the current recession will depend on reliable and effective infection control measures and supportive public policies. The pandemic and the current recession coupled with decades long structural changes in some parts of the region are likely to keep unemployment high for a few more years.

Nonagricultural employment of the region's residents averaged 266,106 jobs from the second quarter of 2001 to the first quarter of 2019 (Figure 3.3). The number of jobs reached a high of 281,077 in the fourth quarter of 2007 but dropped to 252,851 in the first quarter of 2012 due to job losses during the 2007 recession. Since then, the number of jobs slowly edged upwards and reached 277,413 in the fourth quarter of 2018, although it dropped to 273,936 in the first quarter of 2019.

Figure 5.3 shows worker distribution by age in Central AlabamaWorks! for the first quarter of 2019. The age distribution of the region's workforce shows regional workers are above the same age as the state as a whole. Older workers, age 55 and over, are 22.4 percent of the region's nonagricultural employment, the same as Alabama. Those who are age 65 and over constitute 5.8 percent of nonagricultural employment, just above 5.7 percent for the state. Labor force participation of younger residents must increase to meet long term occupational projections for growth and replacement; otherwise, older workers may have to work longer or policies to boost immigration might be needed.

Table 3.1 Central AlabamaWorks! Labor Force Information

	Labor Force	Employed	Unemployed	Rate (%)
	2019 Annual Average			
Autauga	26,172	25,458	714	2.7
Bullock	4,818	4,643	175	3.6
Chambers	15,748	15,286	462	2.9
Coosa	4,549	4,414	135	3.0
Dallas	14,711	13,904	807	5.5
Elmore	37,565	36,586	979	2.6
Lee	76,580	74,500	2,080	2.7
Lowndes	3,587	3,383	204	5.7
Macon	7,850	7,513	337	4.3
Montgomery	105,777	102,517	3,260	3.1
Perry	3,413	3,235	178	5.2
Russell	23,896	23,198	698	2.9
Tallapoosa	18,652	18,096	556	3.0
Central ALWorks	343,318	332,733	10,585	3.1
Alabama	2,241,747	2,174,483	67,264	3.0
U.S.	163,538,666	157,538,083	6,000,583	3.7

|	Labor Force	Employed	Unemployed	Rate (%)
	March 2020			
Autauga	25,557	24,762	795	3.1
Bullock	4,636	4,462	174	3.8
Chambers	15,521	15,001	520	3.4
Coosa	4,430	4,277	153	3.5
Dallas	14,448	13,616	832	5.8
Elmore	36,704	35,611	1,093	3.0
Lee	75,892	73,587	2,305	3.0
Lowndes	3,481	3,281	200	5.7
Macon	7,695	7,335	360	4.7
Montgomery	103,438	99,782	3,656	3.5
Perry	3,319	3,137	182	5.5
Russell	23,346	22,589	757	3.2
Tallapoosa	18,243	17,594	649	3.6
Central ALWorks	336,710	325,034	11,676	3.5
Alabama	2,205,479	2,131,621	73,858	3.3
U.S.	162,537,000	155,167,000	7,370,000	4.5

Note: Not seasonally adjusted.
Source: Alabama Department of Labor and U.S. Bureau
of Labor Statistics.

Figure 3.2 Central AlabamaWorks Unemployment Rate
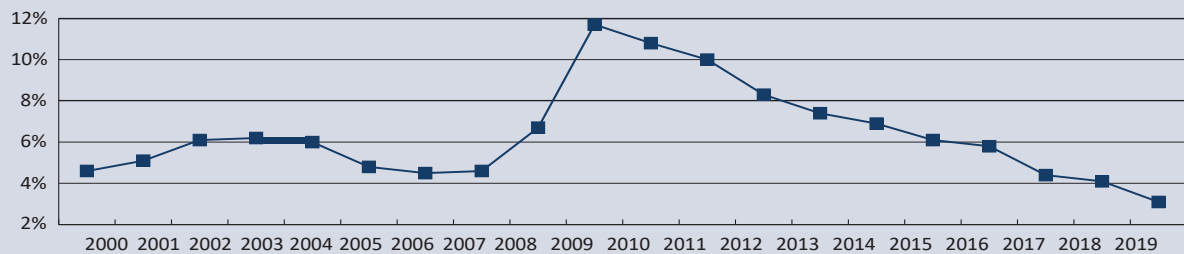
Source: Alabama Department of Labor.

Figure 3.3 Central AlabamaWorks Nonagricultural Employmentt
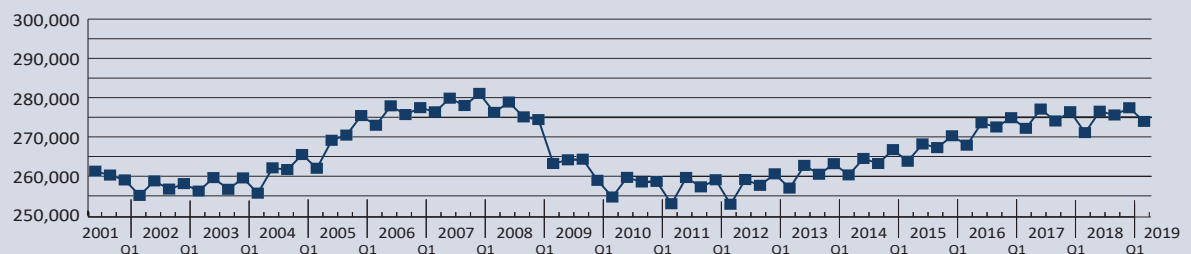
Source: Alabama Department of Labor and U.S. Census Bureau.

e. Provide analysis of the local area's current workforce development activities, including education and training. This analysis must include the strengths and weaknesses of workforce development activities and capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (20 CFR 679.560(a)(4)).

The Governor's Local Workforce Areas' Workforce Development Activities

Alabama devotes significant resources to education and workforce development at the local, regional and State levels. In 2014, Governor Bentley created and formally established the Alabama Workforce Council. The Council was tasked with advising and supporting core partners in Alabama's workforce development and education system to include, but not limited to, reviewing ways to streamline and align the existing workforce development functions in the State, evaluating regional workforce development and educational needs by promoting regional workforce councils and evaluating public/private partnerships (sectors) to create a feedback loop for industry and education.

The core programs including WIOA Title I–B, Wagner–Peyser, Adult Education and Rehabilitation Services provide several educational training activities through their respective programs. These activities are represented on the Alabama Workforce Development Board (AWDB). The AWDB also has cross representation from the private business sector membership on the Alabama Workforce Council.

The core programs under WIOA have participated and partnered in Alabama's One–Stop Career Center system since 2001. The core partner programs include WIOA Title I Adult, Dislocated worker and Youth training activities. The State level administrative entity for WIOA Title I is the Alabama Department of Commerce, which provides oversight and policy guidance through the Alabama Workforce Development Board for activities under WIOA Title I.

The workforce development areas provide career services, client assessment, case management, referral to Individual Training Accounts, on–the–job training (OJT), customized training, and work-based learning. They also provide specialized employment and training activities for youth, including basic education, GED programs, occupational skills training, and work-based learning activities.

The Alabama Workforce System (AWS) includes the following programs and entities operated through the following agents.

- **Alabama Career Center System – Operated as a partnership between the Alabama Department of Commerce ((WIOA Adult, Dislocated Worker, and Youth) and the Alabama Department of Labor (Wagner–Peyser) UI, TAA and Veterans). The Career Center System also collaborates with Adult Education, Rehabilitative Services, TANF, SNAP and Title IV of the Older Americans Act (SCESP). System-wide there are 7 Comprehensive Career Centers and 45 affiliate sites in the system. In PY20 the Alabama Career Center System provided 66,829 individuals with Wagner–Peyser labor exchange services and 11,563 individuals with WIOA training services, serving low–income adults, youth, and dislocated workers. Wagner–Peyser funding for PY20 was $8,738,446 and WIOA funds totaled $42,478,271.**

- **Adult Education Activities** – Adult Education services are offered through the Alabama Community College System (ACCS) throughout the state. In Program Year 2019 ACCS enrolled approximately 16,000 full time and 26,000 part-time students in adult education classes. Adult Education has been an active partner with the Alabama Career Center system since 2001 and continues to expand services within the Career Centers under WIOA.

- **Alabama Department of Labor – Wagner–Peyser, Unemployment Insurance, Trade Act, and Veterans Services** – The Alabama Department of Labor (ADOL) houses the Wagner–Peyser program (Employment Service), Unemployment Insurance, Trade Act, and Veterans Services programs. ADOL Wagner–Peyser and WIOA Title I programs have been collocated as part of the Alabama Career Centers since 2001. TheAlabamaWorks! Virtual One-Stop (VOS) is provided by the ADOL. Alabamaworks! is the online job seeker and employer registration system that provides job seeker skills, abilities and work history with employers posting job openings in the system. ADOL provides Trade Act services and Veterans employment representatives in the Career Centers.
- **Alabama Department of Rehabilitation Services (ADRS)** – The Department of Rehabilitation Services Vocational Rehabilitation Services (VRS) provides specialized employment and education related services and training to assist teens and adults with disabilities to become employable. Services include skill assessments, counseling, training programs, job placement, assistive technology, and transportation. Since 2001 the VRS has been an active partner in the Alabama Career Center System.

The strengths and weaknesses of Central AlabamaWorks! workforce development activities include the following:

Strengths:
- Strong support from political, education, and business leaders for workforce programs across all agencies and programs.

- Business leadership within the Community College system to align training programs with the needs of business and industry.

- The Alabama Community College System (ACCS) provides access to students throughout the area seeking career pathways and credentials to qualify for middle skills jobs.

- The state and area have partnerships between state level core program agencies that go back to 2001. There is a culture of strong communication and collaboration that enhances services throughout the Alabama Career Center System.

- The Alabama Career Center System provides services to job seekers and employers at 9 sites.

- A unified and universal brand for the Alabama Workforce System increases awareness of the system to job seekers and employers using the "Alabama Works" brand and logo.

Weaknesses:

- **Limited data integration – Two of the core partner programs maintain separate data management systems for participant tracking and case management functions.**

- **The workforce system core and other partners must continue to emphasize soft skills training into all Alabama Workforce System supported training programs.**

    f. Capacity to provide the workforce development activities to address the education and skill needs of the workforce:

Central AlabamaWorks! workforce system capacity to provide services to both jobseekers and employers is shared by several agencies and providers. The area's network of Career Centers is a shared function among the Alabama Department of Commerce for WIOA Title I services, the Alabama Department of Labor (ADOL) for Wagner–Peyser, UI, Trade Act and Veterans' services, the Alabama Department of Rehabilitation Services for vocational rehabilitation services and the Alabama Community College System (ACCS) for adult education (ABE) services. The network of one (1) comprehensive Career Centers and seven (7) affiliate centers provides broad coverage in all thirteen (13) counties in the local area. Also, the AlabamaWorks! Virtual One is an internet-based online registration system for jobseekers and employers.

The State agencies overseeing Alabama's WIOA core programs and optional partners not only share space and services throughout the Alabama Career Center System but also interact on a regular basis to share program opportunities to best deliver programs on a local and regional basis. Our agencies working off a solid background of sharing data and collaboration of program services are ready to serve the State's businesses, jobseekers, training seekers, and others with the most viable options to meet their needs. The Central AlabamaWorks area has implemented many recent changes including program consolidation and industry led regional councils to ensure more efficient and comprehensive access to available services.

V.   <u>Vision</u>

    a. What is the local board's strategic vision to support the area's economic growth and economic self-sufficiency? This vision should be supported by analysis of the local area (Section I) and align with Alabama's Combined State Plan (20 CFR 679.560(a) (5)).

The area will have a Workforce System that is aligned with the general and specific needs of Alabama business and focus on the alignment of programs to meet the skills gap needs of our workers (especially those with barriers to employment) and the economic strategies provided through the state's *Accelerate Alabama 2.0* Strategic Plan and AlabamaWorks! Success+ initiative.

    b. Identify the local area's goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment) (20 CFR 679.560(a) (5)).

The Central AlabamaWorks! Area's goals for preparing an advocated and skilled workforce in the 13 county area includes:

- **Implementation of a robust Regional Workforce Council System that provides direct feedback to the education system (Community College Systems, K-12, Career Tech System) and the WIOA training providers.**

- **Development of strong public/private partnerships that provide direct engagement between the public and private sectors to increase the capacity to meet workforce needs.**

- **Aligning and consolidating the programs of the Community College system and Regional Workforce Councils with the State's vision and goals.**

- **Aligning the programs of the Community Colleges and other training entities with the Alabama College and Career Exploration Tool (ACCET).**

- **Ensure all workforce programs have strategies to serve individuals with barriers to employment and close skills gaps.**

- **Foster a strong relationship between the workforce development system to create a seamless array of services for jobseekers and employers to address skills gaps as well as skills shortages.**

VI.   **Local Area Strategy**

a. Based on the analysis in Section IV, what is the local area's overall strategy to work with the entities that carry out the core programs and required partners to align resources available to the local area, to achieve the strategic vision and goals described in Section II (20 CFR 679.560(a)(6))?

The Department of Commerce's Workforce Development Division is dedicated to assisting the growth of Alabama businesses and the workers that sustain their operations. By directing individuals toward improving job skills through education and training, the Workforce Development Division equips workers with the tools and talents that employers demand.

At the center of the Workforce Development Division's mission is AIDT, one of the nation's top state workforce training agencies. AIDT offers comprehensive pre–employment selection and training, leadership development, on–the job training, and assessments — all specific to each company's needs. AIDT has worked with thousands of businesses and trained more than 600,000 workers.

The Workforce Development Division is responsible for several workforce programs including the Alabama Career Centers (funded by the Department of Commerce and managed by the Alabama Department of Labor) and various training programs. The division also oversees the state's Regional Workforce Development Councils, which connect local business leaders with education officials to formulate strategies to ensure the job demands of the industry are being met.

The Regional Workforce Councils provide a direct link to the workforce needs of business and industry at the local level. The Councils are business–driven and business–led and work with their member counties to develop a regional strategic plan and comprehensive workforce development system that supports local economic and job development activities.

Councils monitor the workforce needs of businesses and industries in their region, then develop and implement practical solutions. These range from hosting regional job fairs for immediate hiring needs, to addressing the short–term and long–term training needs of businesses. Regional Workforce Councils are a key mechanism in helping to ensure that there is an available pipeline of highly trained workers with relevant skills that Alabama companies want. The Region 5 Workforce Council directs critical information and data to and from the Central AlabamaWorks! Area Board.

        b.   What programs are included in the local area's workforce development system (20 CFR 679.560(b) (1) (I))? Provide a listing and brief description of each program.

In the Central AlabamaWorks! Local Workforce Area, the Governor's Local Workforce Area Section manages Career Center operations in conjunction with the Employment Service Division of ADOL. All Career Centers have single site managers. Cross training of staff rather than cross awareness is taking place at the career centers. Monthly reporting has become more standardized and efficient with the issuance of guidance by the Local Area. There is currently one (1) comprehensive Career Centers, 7 affiliate career centers and a mobile career center in the Central AlabamaWorks! Local Workforce Area. Comprehensive centers are full-time centers which have all WIOA partner agencies either on-site or have their services available to customers. Satellite centers are also operated full-time but do not have the full contingent of partner agencies located at the center. The mobile career center or "bus" is used on-site for job / career fairs, Rapid Response events in cases of mass layoffs, in natural disasters when large numbers of individuals are left unemployed, and numerous other workforce related activities.

The Central AlabamaWorks! Local Workforce Area continues to emphasize giving priority of services to veterans and eligible spouses for WIOA funded activities.

Basic career services were available through Alabama's Career Center System and included, at a minimum, the following:

- ❖ Outreach, intake and orientation to available services;
- ❖ Job search, job placement and career counseling as needed via Alabamaworks! VOS;
- ❖ Labor market information;
- ❖ Self-directed initial assessment;
- ❖ Provision of performance and cost information on training providers; and
- ❖ Follow-up services.

Individualized career services are provided for adults and dislocated workers who are determined eligible for WIOA and are registered in the program. Individualized services include, but were not limited to, the following:

- ❖ A comprehensive and specialized assessment of skills levels, aptitudes, abilities and needs;
- ❖ Development of an Individual Employment Plan (IEP/ISS);
- ❖ Case Management activities;
- ❖ Individual career counseling;
- ❖ Referral to training services; and

❖ **Out-of-area job search assistance.**

Training services were provided for adults and dislocated workers who were unable to obtain employment through assistance received in individualized services. Training services included the following:

❖ **Occupational skills training;**
❖ **On-the-Job Training;**
❖ **Programs that provided workplace training with related instructions;**
❖ **Programs operated by the private sector;**
❖ **Skills upgrading and retraining;**
❖ **Entrepreneurial training;**
❖ **Job readiness training;**
❖ **Adult education and literacy training; and**
❖ **Customized training conducted with a commitment by an employer or a group of employers to employ an individual upon successful completion of training.**

The primary means of providing training services for adults and dislocated workers is through the utilization of Individual Training Accounts (ITAs) and On-the-Job Training (OJT). ITAs are available at both public and private training facilities throughout the state with up to $12,000 available to assist adults and dislocated workers with the cost of books, supplies and tuition associated with the cost of attending for up to two years. Central AlabamaWorks! Area targets occupations that are identified as High Growth/High Demand/High Wage and that support the on-going economic development efforts of the state.

The OJT program provides reimbursement to employers for the extra costs associated with training WIOA participants. The reimbursement rate and length of training are negotiated and made a part of the OJT contract. Reimbursement was established at fifty percent (50%) of the participant's hourly wage rate for up to twenty-six (26) weeks.

Youth Program Services

The following Services are provided for youth in the Central AlabamaWorks! Local Workforce Area in accordance with WIOA Regulations:

❖ **Work-based learning program that includes paid and unpaid work experiences, including internships, apprenticeships and job shadowing as appropriate;**

❖ **Remedial Education and GED Preparation;**
❖ **Occupational skills training as appropriate;**
❖ **Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors as appropriate;**
❖ **Supportive services;**
❖ **Adult mentoring;**
❖ **Follow-up services; and**
❖ **Comprehensive guidance and counseling.**

The primary means of providing occupational skills training opportunities for youth is through the utilization of the Individual Training Account program. Enrollments in the OJT program were also used as a means of providing youth with training services.

WIOA youth services are provided by a network of youth program providers many of which operated prior to the formation of the Central AlabamaWorks! Local Area Board. In PY21, all Central youth program providers will be selected through a competitive procurement process. The focus of these youth program providers is services to low out-of-school youth without a high school diploma or GED. These services include assessments, career counseling, and referrals to OJT and ITAs (scholarships). Youth program providers provide various services including remedial education, GED preparation, and soft skills training to prepare youth and young adults to successfully enter the workforce or postsecondary education.   Youth can receive occupational skills training via scholarships to postsecondary institutions.

Adult/Dislocated Worker Program Services

Individual Training Account (ITA)

Individual Training Accounts (ITAs), a specific agreement which provides educational or occupational skills training services, are the primary means for Workforce Innovation and Opportunity Act training services delivery. Individual Training Account services may only be provided to Workforce Innovation and Opportunity Act participants by those training providers who have applied to and been placed on the State's Eligible Provider List. Prospective education and/or occupational skills training providers must meet specific criteria to initially and subsequently retain Workforce Innovation and Opportunity Act training provider status.

Postsecondary education institutions which offer instruction leading to generally recognized certification in high-demand occupational skills, and other institutions providing similar vocational instruction services, are among the several entities which may apply for inclusion on the Eligible Training Provider List.

The Central AlabamaWorks! Local Workforce Area strives to maximize the number of clients in training through the efficient use of local area funds. To maximize the number of participants, the Central AlabamaWorks! Local Board approved cost limitations on Individual Training Accounts (ITAs) (effective October 29, 2018). The maximum amount allowable for ITAs was adopted as follows:

Short term training of 13 weeks or less   up to $3,500

26 weeks training or less   up to $6,500

12 months or less   up to $8,000

greater than 12 months but less than 17   up to $10,500

greater than 17 months but no longer than 24   up to $19,000

On-the-Job Training (OJT)

Under the Workforce Innovation and Opportunity Act, On-the-Job Training participants' employers are reimbursed a portion of these participants' wages in compensation for the extraordinary costs in additional time and attention generally associated with the provision of

such training, and in recognition of the lesser workplace productivity of these trainees. Negotiations with the employer establish the maximum length of participants' training period. The maximum length of such training, however, is not to exceed six months.

Beginning January 2015, the OJT reimbursement policy was changed to pay up to 75% reimbursement of participants' wages for small employers with 1 – 50 employees. The policy for all other employers remains the same at 50% reimbursement. This program is designed to fulfill the employment needs of local employers by providing a trained workforce while increasing productivity and profits.

The goals of the OJT program are permanent employment upon successful completion of training; placement into occupations that are long-term; and to build a skilled workforce for a growing Alabama economy. The OJT program is a highly successful training program for employers and their participant's.

c. How will the local board support the strategies identified in Alabama's Combined State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*) to support service alignment (20 CFR 679.560(b)(1)(ii))? Provide information concerning how the local board will work with entities carrying out core programs to:

i. Expand access to employment, training, education, and supportive services for eligible individuals, particularly those with barriers to employment (20 CFR 679.560(b)(2)(i));

The Alabama Community College System (ACCS), through public two-year colleges and skills centers, provide assessment, counseling, basic education, and job training services for youth and adults served through the Workforce Innovation and Opportunity Act. For employers, ACT Work Keys job profiling and assessment services and customized training programs are available through two-year colleges.

Career/Technical educational programs are administered by the Community College System and are funded through state and federal legislation, including the Carl D. Perkins Vocational and Applied Technology Act. Although the Workforce Innovation and Opportunity Act stipulates that institutional recipients of Perkins' funds are mandatory partners in carrying out the Act, it is noted that Perkins' funds are used by a college for overall improvement of career/technical education and are allocated by the college- within the parameters of the legislation- to address various needs identified by college staff and the local career/technical education advisory group from business and industry.

Also, within the ACCS, the Adult Education Division provides opportunities for adult learners to improve skills in reading, writing, mathematics, and communications. Diagnostic testing identifies individual needs and as a result individualized education plan is designed to help learners reach their educational goals. For many learners, the goal is to earn the General Educational Development (GED) Diploma, generally considered to be equivalent to a high school diploma.

Instruction methods are tailored to meet the needs of the learners. Methodologies range from one-on-one tutoring to group instruction and normally feature computer-based training. Multimedia

approaches are being increasingly utilized to aid in individual development. Interactive group instruction and peer tutoring are frequently employed.

Adult education classes can provide the academic instruction that many people in Alabama need to secure the required credential so they can obtain and maintain employment. Studies have shown that the lack of basic literacy skills is the single most persistent barrier to obtaining employment, whether the group studies welfare recipients, the chronically unemployed, or others. Adult Education classes provide the means by which they can get the basic education they need to succeed, and in doing so, improve their self-esteem and productivity significantly. Funding for Adult Education provided at both the state and federal level.

Adult education classes will be available through all Alabama career center locations whenever possible and may be accessed by referral from any of the participating partner agencies based on the identified need(s) of the client. Other adult education classes may be in the community and could be more convenient for the individual to attend. Information regarding the location(s) and schedule of all adult education classes will be available in the one-stop career centers.

The Adult education program also offers the following classes that could be of benefit to people who visit the career centers: job readiness classes for welfare participants, English as a Second Language (ESL) classes, English literacy/civics classes, adult education classes in all of the major correctional institutions, family literacy classes, and adult education classes for special populations.

ii. Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs (20 CFR 679.560(b)(2)(ii)); and

Central AlabamaWorks!, through its network of Career Centers, places major emphasis on providing potential WIOA participants with pertinent labor market information to assist them in making career choices into occupational clusters which will provide a pathway leading to higher paying employment which provides a sustaining wage for the participant's family. Central AlabamaWorks is also currently working with Adult Education to provide contextual learning opportunities targeted to employment and training in occupations which provide a clear career pathway from entry level/wage employment, through a series of career ladder upgrades in skills and thus to higher wage employment.

iii. Improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) (20 CFR 679.560(b) (2)(iii)).

Central AlabamaWorks will continue to provide structured assessments and labor market information through the network of Career Centers and only provides WIOA assisted training (Individual Training Accounts) to courses of study which lead to the attainment of a postsecondary credential or other industry recognized certificate or credential.

d. What strategies and services will the local area use to:

i. Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations (20 CFR 679.560(b)(3)(i));

The Central AlabamaWorks! Board is largely comprised with representation from small employers which primarily represent in-demand occupations, thus ensuring that the needs of the small business sector will at the forefront of board decisions. The Central AlabamaWorks Board works closely with Commerce Workforce Division staff who work full time with the Alabama Workforce Council which is comprised of business representation from each of the states 7 workforce regions. This partnership allows even greater input into the needs of employers within Region 5.

ii. Support a local workforce development system that meets the needs of businesses in the local area (20 CFR 679.560(b)(3)(ii));

The Central AlabamaWorks! board works closely with the Executive Director of the Central Alabama Regional Workforce Council and regions the Regional Workforce Council to ensure local input into the services provided by WIOA within each region within the local area.

iii. Better coordinate workforce development programs and economic development (20 CFR 679.560(b)(3)(iii));

The structuring of the state's workforce development system has tied both workforce development and economic development together within the Department of Commerce. It also allows the workforce development components to work closely with the Business Development Division of Commerce. As the major agency for the recruitment of new businesses into the state, and the expansion of existing businesses, the Department of Commerce focuses on insuring maximum coordination between the various workforce development programs and the economic development for the state, and the Central AlabamaWorks Area.

iv. Strengthen linkages between the one-stop delivery system and unemployment insurance programs (20 CFR 679.560(b)(3)(iv)); and

Adult and Dislocated Worker services are already co-located within the Alabama Career Centers and share front-line staff as well as supervision with staff of the Alabama Department of Labor (ADOL), and includes job search, WIOA training/retraining services/etc., to individuals receiving Unemployment Insurance (UI). UI is housed within ADOL and requires UI claimants to report to one of the Career Centers for an interview and register for work of the AlabamaWorks! VOS system. Clients needing assistance to file their UI claims are aided from Career Center staff when needed.

v. Implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of local area employers. Any of the above initiatives the local area chooses to implement should be in support of the other strategies to serve employers outlined above in Section III.d. (20 CFR 679.560(b)(3)(v)).

Central AlabamaWorks, provides many of the above listed programs to support businesses. This includes on-the-job training marketed by our WIOA funded Business Service Representatives (BSR) in every Career Center located within Central AlabamaWorks and supports the marketing of incumbent worker training programs by these BSRs. Central AlabamaWorks is prepared to implement additional services as listed above within local areas as the need is documented.

e. How will the local board coordinate local workforce investment activities with regional economic development activities carried out in the local area (20 CFR 679.560(b)(4))?

See ii and iii.

f. How will the local board promote entrepreneurial skills training and microenterprise services (20 CFR 679.560(b)(4))?

Central AlabamaWorks will continue to work with the postsecondary education institutions to support any training in this area which would result in a recognized credential. Currently only a couple of providers offer this type training within the local area.

Central AlabamaWorks will also work closely with the Small Business Advocacy office within the Business Development Division of the Department of Commerce to promote the development of new businesses, including microenterprise services. These efforts to promote entrepreneurial skills training is enhanced by partnering with the Alabama Small Business Development Network which coordinates with the Consortiums 10 Small Development Centers located throughout the state.

g. Provide a description of the one-stop delivery system in the local area, including:

i. How the local board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and jobseekers (20 CFR 679.560(b)(5)(i));

Central AlabamaWorks! in conjunction with the states performance requirements for training providers to be included and remain on the states Eligible Training Provider List, will monitor performance of entities providing WIOA funded training to ensure that trainees/participants successfully complete training, earn nationally or industry recognized credentials, and become employed in in- demand occupations needed by regional employers.

ii. How the local board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means (20 CFR 679.560(b)(5)(ii));

AlabamaWorks! Virtual One-Stop (VOS) is the on-line portal to services offered through the Alabama Career Center System. It is an internet based self-service system for job seekers who can look for work, post their resume and receive emails notifications of job matches. VOS also provides access to Alabama's WIOA Eligible Training Provider List for training programs and access to the different programs provided by ADOL and WIOA. VOS also provides a link to partner agency websites.

iii. How entities within the one-stop delivery system, including career center operators and the career center partners, will comply with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.*) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff

training and support for addressing the needs of individuals with disabilities (20 CFR 679.560(b)(5)(iii)); and

In 2016, a team of Alabama Department of Rehabilitation Services employees reviewed each Alabama Career Center (including affiliate centers) to check physical and programmatic accessibility of facilities, services, technology and materials using a DOL survey checklist developed under Section 188 of WIOA and a policy checklist. The survey also measured compliance with the Americans with Disabilities Act (ADA) requirements. This re–survey was being conducted by a team of persons with disabilities and others that include assistive technology experts on deaf and blind needs. These surveys measure physical access from parking to entrances to where services are provided, as well as, accessibility of bathrooms, telephones, tables, and water fountains. Policies were also evaluated to ensure that they did not exclude individuals with disabilities.

At the completion of the survey of the Career Centers, a summary report was compiled which listed all physical and programmatic barriers, if any, and suggested strategies to remove those barriers. In Program Year 2020 Commerce Workforce Development Division staff conducted Career Center Certifications to ensure each Career Center was in compliance with ADA requirements. Any unresolved issues regarding Career Center physical and programmatic accessibility were referred to Dr. Graham Sisson, Executive Director of the Governor's Office on Disability, for further review and follow-up. A plan of action will be developed by Dr. Sisson and presented to the Local Area for implementation.

iv. What the roles and resource contributions of each career center partner (20 CFR 679.560(b)(5)(iv))?

The roles and resource contributions of each partner will be listed in the Career Center Partnership's MOU. Updates to the MOU for Program Year 2021 are currently under development by each of the partner agencies. Once the updated MOU is completed it will be shared with the local board.

h. Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (20 CFR 679.560(b)(6)).

Funds received by the State and allocated to the Local Workforce Development Board (LWDB) for Adult and Dislocated Worker Services will be used to:
- **Provide Basic Career Services to assist job seekers in finding employment**
- **Provide Individualized Career Services to provide a more comprehensive assessment to identify the need for additional services**
- **Provide Follow Up Services for not less than 12 months following entry into unsubsidized employment**
- **Provide Training Services to job seekers who do not have the skills necessary to secure employment**

Services provided through the Alabama Career Center System will assist customers in finding employment, education and/or training that will lead to employment or career enhancement.

For customers who need more than Basic Career Services to find employment, WIOA provides more comprehensive and specific Individualized Career Services and Training Services to assist in employee development.

<u>Basic Career Services</u> will be provided by Alabama Career Center staff assigned Wagner-Peyser (WP) duties. These services are available to Adult and Dislocated Worker customers through the Alabama Career Center System. Basic Career Services will include, at a minimum:

- **Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.**
- **Outreach, intake, and orientation to information and other services available through the Career Center System**
- **Initial assessments of skill levels including academic skills, aptitudes, abilities (including skills gaps), English language proficiency, and supportive services needed**
- **Labor Exchange Services, including:**
  - **Job search and placement assistance, and, when needed by an individual, career counseling, including:**
  - **Provisions of information on in-demand industry sectors and occupations**
  - **Provision of information on nontraditional employment**
  - **Provision of referrals to and coordination of activities with other programs and services, including those within the Career Center System and when appropriate other workforce development programs**
  - **Job vacancy listings in such labor market areas**
  - **Information on job skills necessary to obtain the jobs described above**
  - **Information relating to local occupations in demand and the earnings and skills requirements for such occupations**
- **Provision of performance information and program cost information on eligible training service by program and type of providers**
- **Provision of information on how the local area is performing on Performance Measures and any additional performance information with respect to the Alabama Career Center System**
- **Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program**
- **Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA**
- **Provision of information regarding filing claims for unemployment compensation**
- **Re-Employment Services including a one-on-one interview, resume assistance, initial assessment, orientation to the Career Center and electronic database, Labor Market Information, Individual Employment Plan, referrals to Supportive Services, and other services as deemed appropriate**
- **UI Eligibility Assessment regarding availability for work, ability to work and job search activities.**
- **Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under the WIOA and that are available in the local area**

- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate

Individualized Career Services will be recorded services that will be provided by the Alabama Career Center System staff to Adults and Dislocated Workers who have been determined eligible for WIOA services and are unable to obtain a job. Individualized Career Services are to be individualized for job seekers and require significant staff time and include the following:

- A comprehensive and specialized assessment of skills levels, aptitudes, abilities and needs which will including diagnostic testing and use of other assessment tools; and/or in-depth interview and evaluation to identify employment barriers, supportive service needs, and appropriate goals
- Development of an Individual Employment Plan (IEP) that will include employment goals, appropriate planning objectives and the appropriate mix of services (both WIOA and non-WIOA) available in the local area necessary for customers to achieve employment goals
- Career Planning activities
- Labor Exchange Activities
- Individual career counseling/planning
- Group career counseling
- Referral to Training Services
- Out-of-area job search and relocation assistance
- Short-term pre-vocational services and activities provided through the Alabama Career Center System including learning skills, communication skills, interviewing skills, punctuality and personal maintenance skills, professional conduct skills, and other skills development designed to prepare job seekers for unsubsidized employment
- Internships and work experiences that are linked to careers
- Financial literacy services
- English language acquisition and integrated education and training programs as provided by Adult Education and Basic Literacy services

Follow-up Services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow-up services do not extend the date of exit in performance reporting.

Training Services may be needed for employed, unemployed or underemployed Adults and Dislocated Workers who have not been able to obtain employment leading to self-sufficiency. There is no sequence of service requirements for "career services" and training. This means that the Alabama Career Center System staff may determine training is appropriate regardless of whether the individual has received basic or individualized career services first. Under WIOA, training services may be provided if the Career Center staff determine, after an interview, evaluation or assessment, and career planning, that the individual:
- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;

- Needs training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and

- **Has the skills and qualifications to successfully participate in the selected program of training services.**

Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) or through an OJT training contract. Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance.
Under, WIOA-funded Training Services are available through public and private partner and non-partner agencies as identified on the Eligible Training Provider List (ETPL), https://alabamaworks.alabama.gov/vosnet/drills/provider/provdrill.aspx?session=provdetail&geo=0101000000&zip=&radius.

Non-WIOA funded training may be available through public and private partnerships and non-partner agencies such as Adult Vocational Rehabilitation Services, Adult Education, Pell Grant, academic and/or technical scholarships, employer tuition reimbursement programs, and others.

The WIOA states that Training Services are directly linked to job opportunities in the local area and may include:
- **Occupational skills training, including training for non-traditional employment such as dedicated classroom training, and Individual Training Accounts (ITAs)**
- **On-The-Job training (OJT)**
- **Programs that combine workplace training with related instruction, which may include cooperative education programs**
- **Training programs operated by the private sector**
- **Skills upgrading and retraining**
- **Apprenticeship training**
- **Entrepreneurial training**
- **Job readiness training**
- **Adult education and literacy training**
- **Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training**

   i. Provide a description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities (20 CFR 679.560(b)(7)).

The Central AlabamaWorks Local Board is made aware of all WARN and non-WARN notices by the State's Rapid Response Unit. Local Board staff receive Dislocated Worker event reports via email to be made aware of planned dislocation events by company and location. Career Center Area Managers and local Career Center managers are copied on e-mails announcing the date and time of group employee meetings (GEMs) to coordinate attendance by Career Center staff to provide information to dislocated workers about programs, services and training opportunities at the local Career Center.

j. Provide a description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (20 CFR 679.560(b)(8)).

The Alabama Career Center System uses its association with its Career Center partners and local community agencies to ensure that the needs of youth are met while presenting the maximum opportunities for their goal achievements. A strong connection is fostered between youth program services, activities, and the Alabama Career Center System. It is important to ensure that youth are completely familiar with community services that assist in the reduction of barriers to employment, education, or training. Once eligibility determination has been made, the eligible youth is enrolled into WIOA and shall receive services available through the Alabama Career Center System to include an objective assessment that contains an academic and skills assessment of:

Basic skills
Occupational skills
Prior work history
Employability (pre-employment/work maturity skills)
Aptitudes
Interests

The assessment process also includes an orientation to the assessment process, an interview, determination of supportive service needs, and the determination of developmental needs. Information collected during the assessment process is used to develop individual service strategies for youth and will be recorded on the Individual Service Strategy (ISS) and documented in the electronic case file. If the youth has been recently assessed by another agency for education or training purposes and the previous assessment meets WIOA requirements, additional assessment may not be required.

Youth must be administered an academic assessment (TABE) within the first 60 days of eligibility determination. This will be the pretest for determining "measurable skills gains". The TABE assessment can be accepted from another approved agency, such as Adult Education, if it was administered within 6 months prior to eligibility determination. A TABE post-test to document measurable academic skills gains can be administered at any time and multiple times during a youth's enrollment period but MUST be administered at least once during a program year.

It is the role of the Alabama Career Center System or approved Youth program staff to assist youth in the determination of their interests, abilities, and future plans through the assessment and interview process.

Assessment information will assist both the youth and the Alabama Career Center System staff in developing an appropriate career plan.

Alabama Career Center System staff will assist youth who are prepared to make the commitment toward success.

Assessment is a process through which joint decisions can be made concerning goals, objectives, employment, education, or training. If, during the assessment process, it is determined that the youth needs the services of another Career Center partner or community activity, referrals will be made.

Case Management and Career Guidance is an all-encompassing activity that begins with the initial contact with the youth and culminates with any post-follow up activities that may be needed by the youth. Alabama Career Center System staff begin the Case Management process by conducting an informative orientation to the selected activity, maintaining close contact with youth throughout participation, counseling and referring to supportive services as needed, assisting in job search and placement activities, and performing needed follow-up services. Documentation of all case management and career guidance activities will be accomplished through notes entered into the electronic case file.

The ISS will be developed for each youth and that it identifies "an employment goal including, in appropriate circumstances, non-traditional jobs, appropriate achievement objectives, and appropriate services for the participant…"

Youth, who choose employment as a primary goal, should be given the opportunity to participate in work readiness activities. Youth, who request job readiness or employment activities, may participate in work experience (paid or unpaid), job shadowing, internships, and/or occupational skills training. In the Governor's Local Workforce Areas, Work Based Learning (WBL) is a critical program element designed to help youth with limited skills and little to no work experience achieve a state of job readiness. Youth will also be referred to On-the-Job Training or Individual Referral training providers as appropriate.

When job ready, youth will be provided Labor Exchange Services including job search through AlabamaWorks! Virtual OneStop and other methods. In addition, the youth will have a professionally developed résumé that includes all education and training gained, as well as any other criteria that would make the youth more employable.

In-School Youth are primarily served through dual enrollment activities which allow them to complete for-credit college courses in a technical field while obtaining their high school diploma. These youths may be transitioned into an individual training account. Additional program offerings may include leadership development activities addressing teamwork, decision-making, personal responsibility, citizenship training, positive attitude development, self-esteem building, cultural diversity training, adult mentoring, and positive social behavior development.

Out-of-School Youth (OSY) may participate in basic academic skills development to obtain the developmental skills necessary to enter employment, postsecondary education and/or training leading to employment. Depending upon the degree of remediation necessary, these youth may be involved in study skills training, one-on-one tutoring, academic skills remediation, or GED preparation.

All currently enrolled youth should be actively engaged in appropriate services. All youth, whether enrolled in Career Center Youth Services and Individual Training Accounts or with a Youth Services provider, _must receive_ a monthly contact from their case manager. In addition, all youth enrolled with a Youth Services provider _must receive_ a "value-added" service from the Youth provider on a monthly basis. These services must be well documented and dictated by needs identified and incorporated in the ISS.

Value-added services are provided in person and may include, but are not limited to, workshops, job shadowing, tutoring, résumé development, labor market and career exploration, development of basic skills, occupational skills and work readiness skills, drop-out prevention strategies, interest inventories, peer group motivational meetings, applications for financial aid and many more.

Youth should also be introduced to planning tools such as My Next Move, www.MyNextMove.org, and My Skills, My Future, www.mySkillsmyFuture.org.

        k. How will the local board coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services (20 CFR 679.560(b)(9))?

The Central AlabamaWorks Area Local Board staff regularly network with secondary and postsecondary leaderships through State, Regional, and Local forums, and meetings to exchange information about programs and services in the local area. Local Board members will also be provided information and updates about relevant secondary and postsecondary programs in the Central AlabamaWorks Area.

        l. How will the local board coordinate WIOA Title I workforce investment activities (adult, dislocated worker, and youth programs) with the provision of transportation and other appropriate services in the local area (20 CFR 679.560(b)(10))?

The Central AlabamaWorks Area is predominately a rural area with only minimal access to a full-time public transportation system. The public transportation systems that are available to serve the rural areas offer very minimal transportation access that is restricted to very structured routes and travel times, and are typically not sufficient to provide participants access to travel to and from training providers or to work-based training opportunities. Transportation assistance is provided by most of our current Youth Providers either by agency vans, or gas cards for either WIOA participant vehicles or, most often, for participants to use for gas in friends/family vehicles in exchange for transportation to class.

        m. Provide plans and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the one-stop delivery system (20 CFR 679.560(b)(11)).

WIOA staff with in the Central AlabamaWorks Area have been collocated within the Alabama Career Center System of strategically placed (One-Stop) Career Centers for nearly 25 years and have worked closely with the Wagner-Peyser staff to provide non-duplicated services. That coordination and cooperation between the Alabama Department of Labor (WP/UI/TAA/etc.) and Central AlabamaWorks WIOA Title I staff has advanced so that our agencies share in the costs of supervision, and facility costs, to the point that we now have a cost-sharing agreement whereas the costs of Career Center Area managers and individual Career Center local office managers is allocated monthly based on the percent of non-supervisory staff charged to the individual benefitting cost centers. An updated copy of the Cost- Allocation MOU is currently being negotiated and is expected to be finalized and released in January 2018.

        n. How will the local board coordinate WIOA Title I workforce investment activities (adult, dislocated worker and youth programs) with adult education and literacy activities under

WIOA Title II? This description must include how the local board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232, for example, promoting concurrent enrollment in programs and activities, as appropriate (20 CFR 679.560(b)(12)).

Adult Education provided by the Alabama Career College System is present in both of comprehensive Career Centers located within the Central AlabamaWorks Local Area. Central AlabamaWorks Youth Providers only provide adult education services where they are not readily available for Adult Education. Central AlabamaWorks Youth providers augment the adult education classes by providing tutors, space, participant incentives and other services to enhance the participation for participants who are basic skills deficient and/or need a GED or high school diploma to successfully enter the workforce or enter postsecondary education opportunities.

A local Board staff member will be on the State Adult Education review committee for the Adult Education Request for Funding Proposals (RFP). The board reviewer will make sure that each of the submitted proposals are in alignment with the goals of the board. The next competitive process required for Title II under WIOA is in 2021 and must be complete with providers ready to begin on July 1, 2021. The current tentative timeline for the process is to release an RFP in February 2021 and the review the applications April/May and make selections for new providers by June to begin providing service on July 1, 2021.

     o. Attach current copies of Memorandums of Understanding or other executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system (20 CFR 679.560(b)(13)).

Updates to the MOU for Program Year 2021 are currently under development by each of the partner agencies. Once the updated MOU is completed it will be shared with local board.

     p. Provide a statement indicating that the local area will negotiate local levels of performance consistent with WIOA sec. 166(c) with the Workforce Development Division (WDD) and that these performance levels will be included in each year's Grant Agreement. These levels will be negotiated when the U.S. Department of Labor and other applicable federal agencies finalize performance levels for the State (20 CFR 679.560(b)(16)).

The Central AlabamaWorks Local Workforce Development Area has been notified of proposed WIOA performance levels for the state of Alabama; Central AlabamaWorks staff has reviewed the proposed WIOA performance levels, and has accepted the following performance:

Program:	WIOA Performance Goals:
Adult	**PY21**
Employment Rate 2nd Quarter after Exit	75.0%
Employment Rate 4th Quarter after Exit	74.50%
Median Earnings 2nd Quarter after Exit	$5,800.00
Credential Attainment within 4 Qtrs. After Exit	61.5%
Measurable Skills Gains	55.0%
Dislocated Worker	
Employment Rate 2nd Quarter after Exit	79.3%
Employment Rate 4th Quarter after Exit	77.5%
Median Earnings 2nd Quarter after Exit	$7,250.00
Credential Attainment within 4 Qtrs. After Exit	70.5%
Measurable Skills Gains	55.0%
Youth	
Employment Rate 2nd Quarter after Exit	53.0%
Employment Rate 4th Quarter after Exit	64.5%
Median Earnings	$2,795.00
Credential Attainment within 4 Qtrs. After Exit	52.8%
Measurable Skills Gains	47.0%

Revised Strategies for Meeting Local Performance Goals

In PY19 the Central AlabamaWorks Local Area continued efforts in the application of industry focused sector strategies and career pathways. In partnership with the Regional Workforce Council of the area, targeted Industry is engaged throughout the process and provides valuable feedback on the strategic plans. The success of the Central Alabama workforce model is built on cluster engagement and direction. There are six main clusters which meet regularly to focus on employment and training needs in the region: healthcare; manufacturing; transportation, distribution, and logistics; agriculture; hospitality, tourism, and recreation; and construction. Through these clusters, needs are accessed and working groups are formed to work on projects or initiatives. Even though the strategic work is industry driven, the local area clusters still had tremendous engagement with education partners and service providers who were involved in all levels of the process.

The increased focus on sector strategies and career pathways can be seen in the Requests for Proposals (RFP) for WIOA programs. In both the RFP for WIOA Youth program providers released in Fall 2019 and spring 2020 as well as an on-going PY19 RFP for Occupational Skills Training Programs, all potential proposals must align with the main industry clusters of the local area. Both RFPs also require potential proposals to provide training that allows program participants to enter into a career pathway and be able to advance within that industry cluster.

q. What actions will the local board take toward becoming or remaining a high-performing board, consistent with the factors developed by the State Board (20 CFR 679.560(b)(17))?

The Central AlabamaWorks board and board staff within the Governor's Local Workforce Areas Section of the Workforce Development Division of Commerce will continue to stress the targeting of training referrals to occupations that have been identified as High Demand/High Growth/ and High Wage occupations which can be attained by postsecondary education training programs that do not exceed the 104 week maximum allowed by the WIOA. These identified occupations will be adjusted for each Region of the State utilizing data developed by the Alabama Department of Labor's Labor Market Division.

r. How will individual training accounts be used to provide training services to adults and dislocated workers? Will contracts for training services be used? If training contracts for services are used, how will this be coordinated with the use of individuals training accounts? How will the local board ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (20 CFR 679.560(b)(18))?

The Alabama Department of Commerce, through the Workforce Development Division, hosts a website that provides job seekers full and accurate information concerning available Training Services on the Eligible Training Provider List (ETPL), accessible at https://alabamaworks.alabama.gov/vosnet/drills/provider/provdrill.aspx?session=provdetail&geo=0101000000&zip=&radius= . Cost information is provided and may include such items as tuition and required books, materials, supplies, and fees. Performance information available through the website provides general statistics including successful training completions, job acquisition rates, entry-level wages, and career and promotional opportunities. This information will be provided to job seekers and should facilitate comparison shopping to ensure an informed customer choice, which aligns with the current Labor Market Information.

Job seekers may not need WIOA financial assistance to complete training necessary for job acquisition. Non-WIOA assistance may be available through grants, scholarships, or partner services and should be accessed in the event that WIOA funds are not sufficient to meet all training needs. Career Services will continue to be provided while job seekers are enrolled in Training Services. Case Management will take on even more importance since customers will be receiving services away from the Career Center. Extra efforts may be required to stay in contact with them. Also, additional supportive services may need to be addressed at this time to help ensure success.

Open lines of communication between the Alabama Career Center staff and the proper contact persons, as identified by the training provider, are very important. This may help to ensure that job seekers will have a smooth entry into Training Services and will facilitate both the Case Management and maintenance of Individual Training Accounts and On-the-Job Training Contracts during the term of participation. Once again, as job seekers complete or near the end of participation in Training Services, appropriate Labor Exchange activities, which may include an updated resume, should be initiated to facilitate entry into unsubsidized employment. These services can be accomplished through a team approach of Alabama Career Center staff and other partners.

Alabama Career Center System is committed to fully integrating Registered Apprenticeship (RA) programs as an employment and training solution for one-stop centers. Career Centers are encouraged to use RA as a career pathway for job seekers and a job-driven strategy for businesses.

RA programs automatically qualify to be placed on the State and Local Board's Eligible Training Provider List (ETPL) allowing ITA's to support participants in RA programs

> s. Describe the one-stop delivery system's current intake and case management information system(s). Are all WIOA and career center partners using the same system? How do WIOA and career center partners plan to implement and transition to an integrated, technology-enabled intake and case management information system (20 CFR 679.560(b)(20))?

Data collection and reporting processes for Title ! and Title III programs is through the AlabamaWorks! VOS system for participants through the one stop centers. Adult Education and Rehabilitative Services use programs developed to facilitate reporting requirement from their respective funding agencies

Two of the core partners in Alabama use the same management information systems to share common data elements. The WIOA Title I entity (Alabama Department of Commerce) and the Wagner–Peyser entity (Alabama Department of Labor) use VOS. Also, the Alabama Department of Rehabilitation Services (ADRS) and the Alabama Department of Human Resources participate in a data warehouse provided by the Department of Commerce, known as the Interagency Electronic Linkage System (IELS). The IELS allows these agencies to extract data already collected by the Alabama Career Centers of clients served by these respective agencies.

> t. What policies does the local board have in place for the local one-stop delivery system that ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient (20 CFR 679.560(b)(21))?

The state has established that priority of service will be given to individuals on public assistance, other low–income individuals who are basic skills deficient in accordance with the requirements of WIOA sec 134(c)(3). The State Program Integrity Section will review activities, services, administration, and management practices to ensure compliance with the Act, Federal and State Regulations, OMB Circulars, Government Auditing Standards, Generally Accepted Accounting Principles (GAAP), State Law and Governor's Workforce Innovation Directives.

> u. How will the local area, and in particular the career centers, comply with the Jobs for Veterans Act requirements?

In affiliation with the American Job Center (AJC) network, the Alabama Veterans' Services Program within the Alabama Career Center system shall offer comprehensive employment and career placement service veterans through a combination of self– service Internet–based job services and direct assistance at AJCs throughout the state.

The Alabama Job Link (AJL) system, as a point of entry for self–service registration, provides a priority service notification to veterans and covered persons at the AlabamaWorks! Virtual One-Stop.

Veterans and persons entitled to priority services and training complete a universal application that includes features and questions designed to assist staff members in identifying them for priority services and training at the point of entry into the workforce development system.

Veterans who can use AJL competently are encouraged to self–register and make maximum use of the automated access to resources. As a core service, career center specialists review applications and resumes submitted by veterans and covered persons who register for employment using self–service, to ensure that veterans' applications clearly state job objectives and show meaningful information with regards to work history, education and training. Because veterans' resumes are listed first in the search results and are annotated, employers can quickly locate qualified veterans for job openings. To ensure that veterans receive priority in referral to job openings, VOS provides 24– hour email alerts to veterans for any job listing that matches their resumes. The automated system to select qualified candidates for job openings is programmed to refer only qualified veterans in the first 24 hours of the listing unless no qualified veterans are available.

Priority service is also provided when veterans, or others eligible for priority, are identified at intake when registering for services at any AJC, or other service delivery points. Career center specialists will ensure that each veteran completing a full application will have properly recorded their skills, education, training, job or career interests, work experience, licenses or certifications, employment availability, contact information, and other vital information.

Additionally, AJCs will use signage, graphics, and displays to inform veterans and Covered Persons of priority service (as described under Title 38 U.S.C. Chapter 42 and 20 CFR Part 1010) and as applicable to all US DOL–funded employment services and training.

Moreover, local career center managers will develop outreach activities to locate Covered Persons under Veterans' Priority. Managers or designated representatives will review special reports generated by VOS for the purpose of identifying veterans and Covered Persons who may be contacted and made aware of their priority in services and training. Career Center managers will develop local service strategies and training goals for veterans and Covered Persons entitled to Veterans' Priority, in consultation with their partner agencies and training providers, to encourage maximum utilization of services and training by veterans and Covered Persons.

All Alabama Workforce Development regions have implemented Veterans' Priority in the State WIOA and Wagner–Peyser Plan of Service. Disabled Veterans Outreach Program (DVOP) representatives and Local Veterans Employment Representatives (LVERs) shall complement Priority of Service provided by the AJC to veterans and Covered Persons, as mandated under Title 38 U.S.C., Chapter 41, and in accordance with the general and special provisions of the Jobs For Veterans State Grant (JVSG), and applicable regulations, policies, and directive guidance for JVSG from the Assistant Secretary, Veterans Employment and Training (ASVET), including Veterans Program Letters addressing DVOP–LVER Roles and Responsibilities.

The Alabama strategy leverages improvements in technology to enable career center specialists to locate and review the resumes of veterans using on–line self–services for the purpose of offering helpful advice or suggestions on presenting their skills and abilities to prospective employers, because the VOS data system is designed to support employers searching for key words, then automatically flags the resumes of veterans and Covered Persons who are identified as qualified candidates within the parameters entered by the employer. This advantage offers veterans and Covered Person a Priority in Service and enables an employer to contact them directly, with or without a referral through a posted job order.

Targeting Services to Veterans with Significant Barriers to Employment (SBE):

- • Alabama Career Centers in the statewide American Job center (AJC) network will provide comprehensive employment, training, and career placement services to nearly 25,000 veterans a year through a combination of Internet–based job services and personal assistance at Alabama Career Centers in the statewide AJC network. Alabama has more than 32,000 residents currently serving in the Armed Forces.

The Alabama Career Center system in the American Job Center network operates under the auspices of the Alabama Department of Labor, the state agency responsible for providing employment services and related services to veterans, and is authorized by the Governor to make application for funds to carry out the Jobs for Veterans State Grant (JVSG), the Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representative (LVER) program as mandated under Title 38 U.S.C. Chapter 41.

The AlabamaWorks! Virtual One-Stop (VOS0enables veterans to use self–services, including registration. This approach enables specialists in the DVOP to review the registrations and resumes submitted by veterans on–line and then contact veterans who appear to need further assistance. Alabama DVOP specialists prioritize their efforts with veterans who are facing significant barriers to employment (SBE) in securing employment, including veterans who appear to be having difficulty in using the Alabama Job Link (AJL) automated system. The assignment of DVOP specialists at specific Alabama Career Centers in the statewide American Job Center (AJC) network is based on a strategy to ensure veterans with SBEs are priority customers in the Alabama Workforce Development system. Although many veterans can and will use the internet–based self–registration and various self–service features, veterans with SBEs are provided intensive services. Veterans who enter the Alabama Workforce Development System at an AJC (Alabama Career Center), are served initially by career center specialists. For veterans who appear to have an SBE, career center specialists will offer additional services, to include referral to a DVOP who will provide intensive and case management services to veterans having a Significant Barrier to Employment (SBE), as defined by Veterans Program Letter (VPL) 03–14 and VPL 04–14:

1. All veterans enrolled in the Five–track Employment Program administered by the U.S. Department of Veterans Affairs, Vocational Rehabilitation and Employment (VR&E) Service. As covered in a separate agreement with VR&E, a client determined to be "Job–Ready" by VR&E will be referred by a VR&E Employment Coordinator to the state's Intensive Services Coordinator (ISC), who will refer the Job Ready VR&E client to an appropriate AJC manager for case management and job placement services.

2. Homeless Veterans, as defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a)).

3. Veterans lacking a high school diploma or equivalent certificate.

4. A Recently–separated military service member, as defined in 38 U.S.C § 4211(6), who at any time in the previous 12 months has been unemployed for 27 or more consecutive weeks.

5. Low–income veterans (as defined by WIOA at Sec. 3(24) (B)).

6. A veteran who is an ex–offender, as defined by WIOA Section 3(24) (F)), who has been released from incarceration within the last 12 months.

7. Veterans ages 18–24 years old transitioning from active military service.

8. A Special Disabled Veteran or Disabled Veteran, as those terms are defined in 38 U.S.C § 4211(1). Special Disabled and Disabled Veterans are those who are entitled to compensation

(or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans' Affairs; or, were discharged or released from active duty because of a service connected disability.

9. Veterans in the categories above will be provided a comprehensive Assessment of Employability, addressing barriers to employment and a written Individual Employment Plan (IEP) outlining the individual's employability planning.

Locating Priority Group Veterans

Veterans in priority groups will be located in the data system by developing special reports and search capabilities of the VOS system. Career Center/AJC staff members will outreach to veterans who may benefit from DVOP services. DVOPs will outreach to homeless shelters, community agencies that provide services to homeless individuals, and will participate in special events for disabled and homeless veterans, such as Homeless Veterans Stand Downs.

VII. **Service Provider Selection Policies**

a. Provide a description of the competitive process that will be used to award any subgrants and contracts for WIOA Title I activities (20 CFR 679.560(b)(15)).

Providers will be required to collaborate with partners from the Career Centers and other social services, education, and employment–related supports in the area. The formula will be designed to consider the levels of performance in the local programs as compared to established goals as a basis for an increase or decrease in funds.

The proposal application will collect basic information regarding the eligible provider including, but not limited to, location, service area, scope of work for the program, demographics served, fiscal management procedures, and audit history. Additionally, each applicant will be required to submit a proposed budget, as well as programmatic information regarding statutory requirements. Questions may include the following:

1. Provide the vision and mission of the program or organization. Please include a description of the population that the program will serve, including how the program will meet the needs of adults with barriers to employment (e.g. Displaced Homemaker, Low–income Individual, individuals with Disabilities, Single Parents, and other individuals as described in the law).

2. Provide a description of any cooperative agreements/contracts that the program has with other agencies and service providers for the delivery of adult education and literacy activities. Also, describe ways in which the program coordinates with other service providers to provide wrap–around services to participants (e.g. childcare, transportation).

3. Describe how the program will align activities to the Local Plan for WIOA providers and supportive services. Include a description of how the program will promote concurrent enrollment with Title I programs.

4. Describe the methods the program will employ to meet the State adjusted levels of performance. Additionally, describe the program's mechanism and process for collecting and reporting data to assess performance. The description of the program's methods to meet performance measures should focus on efforts to meet or achieve:

a. Percentage of participants in unsubsidized employment after program exit;

b. Median earnings of program participants;

c. Percentage of participants who obtain a recognized postsecondary credential or a secondary school diploma/equivalent during program participation or after exiting;

d. Effective service provided to employers.

5. Describe the program's current and/or future involvement as a local One–Stop Career Center partner, including how the program will contribute to products or services for Career Center participant, with emphasis on individuals with barriers to employment. Describe how the program's contribution to the One–Stop Career Center will be coordinated with other core providers, and delivered to participants.

6. Describe the scope of the program's activities, and the delivery of services to ensure that the needs of all eligible participants will be met.

7. Describe the program's ability to meet the considerations used to assess the RFP that are listed below.

<u>Assessing the RFP</u>

The assessment of each grant application will involve an intense evaluation of the ability of the eligible provider to meet the workforce needs of the area and to comply with the expectations and statutes described within the Workforce Innovation and Opportunity Act. At minimum, the review process and scoring rubric will consider the following:

1. The ability of the eligible provider to meet the workforce needs identified for the population in the area. Emphasis will be given to the provider's ability to provide targeted service to individuals with barriers to employment—including low literacy skills and an English language barrier.

2. The eligible provider's ability to provide service to individuals with a (physical or learning) disability.

3. The eligible provider's demonstrated effectiveness in providing training and instruction, including its ability to meet required levels of performance.

4. The eligible provider's alignment with the WIOA Local Plan.

5. The depth, intensity, and rigor of the programs and activities offered by the eligible provider. Attention will be given to the extent to which the eligible provider incorporates stringent research in the grant proposal submission and the development of the program itself.

6. The extent to which the eligible provider's program is based on intense research and best practices.

7. The extent to which the eligible provider demonstrates the effective use of technology for instruction, to include distance education, toward students' improved performance.

8. The eligible provider's demonstrated integration of contextualized instruction, to blend various skills, and preparation for transition to post–secondary education or entry into the workplace. Attention will be given to activities that promote and lead to economic self–sufficiency, and the ability to exercise the full rights of citizenship.

9. The qualifications and expertise of the eligible provider's instructors, counselors, and administrative staff. The eligible provider must also demonstrate its ability and intent to

provide high quality professional development to instructors and staff, toward the improvement of student performance.

10. The eligible provider's collaboration with other available education, training, and social service resources in the community. Particularly, the eligible provider should have or establish significant partnerships with public schools, post–secondary institutions, industry/business partners, and workforce boards.

11. The flexibility of program scheduling offered by the eligible provider, including coordination (when available) with Federal, State, and local support services such as childcare, transportation, and mental health services.

12. The eligible provider's information management system; the expectation will be that the eligible provider will use the state–administered designated Adult Education System for Accountability and Performance for all grant related data collection and reporting.

      b.   Identify local board criteria for awarding grants for youth activities.

The Local Workforce Development Area will select providers for WIOA youth services through a Request for Providers (RFP) process. The RFP will award youth program funds to established potential youth providers with the organizational history to meet expected youth performance measures.

      c.   How will the local area determine service provider suitability for inclusion on the Eligible Training Providers List?

See GWID_2015-03 Change 1
NOTE: Central AlabamaWorks! does not manage the ETPL, but will review all providers and courses of instruction provided by these providers to ensure that the training provided meets the Central AlabamaWorks! local board's focus on promoting only those occupations that provide entry employment into occupations, including those that provide career ladders/career pathways leading to High Growth/High Demand occupations that provide a sustainable wage for the participant and their families.

http://www.madeinalabama.com/assets/gwd/gwid/GWID_2015-03Change03.pdf

      d.   How will the local area secure the required performance information from service providers?

All Central AlabamaWorks! training providers, including both Youth Providers and ITA/skills training providers are required to report all performance outcomes to the Alabama Career Center locations within the local area in "real-time". This includes the reporting of credentials/degrees/employment/measurable skills gains etc. Our network of career centers then report these outcomes to us by entering the information into the AlabamaWorks! VOS. In addition, for actual reporting of WIOA reportable outcomes of employment and wages the area relies on the state to secure this data from the Alabama Department of Labor's Unemployment Compensation system from actual wages reported to that Agency.

    VIII.   **Monitoring & Oversight Policy**

      a.   Provide a copy of the local area's monitoring and oversight policies and procedures.

See Attachment B: Governor's Local Workforce Area Monitoring Guide

    IX.   **Grievance Procedures and Policies**

        a. Provide a copy of the local area's Grievance Procedures and Policies.

See Attachment C: Grievance Procedures and Policies

    X.   **Comment Period**

        a. What process will the local board use to provide a public comment period no longer than thirty days prior to submission of the plan? How will the local board ensure that the public, particularly representatives of businesses, education, and labor organizations, have an opportunity to have input into the development of the plan (20 CFR 679.550(b), 679.560(b)(19))?

The Central AlabamaWorks Local Plan will be posted on centralalabamaworks.com website for a period of not more than 30 days.

ATTACHMENT A

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Hayneville Career Center 8552	**Valley Career Center 7576**
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ATTACHMENT B

Governor's Local Workforce Areas
 Monitoring Guide

Alabama Department of Commerce
Workforce Development Division
401 Adams Avenue
Post Office Box 304103
Montgomery, Alabama 36103-4103
Revised July 2017

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Introduction and Purpose

Title I of the Workforce Innovation and Opportunity Act (WIOA) was designed to increase opportunities and access to workforce development activities for individuals with barriers to employment. WIOA focuses on increasing access to education, training, and employment to allow individuals to succeed in their chosen career pathway.

The Alabama Department of Commerce Workforce Development Division is responsible for oversight and monitoring of all federally funded WIOA programs in the State of Alabama. The Workforce Development Division's Program Integrity Unit is responsible for monitoring each of the seven Local Workforce Development Areas in the state.

The Governor's Local Workforce Areas (GLWA) Monitoring Unit is responsible for conducting monitoring reviews of all entities (subrecipients) receiving WIOA funds in five of the Local Workforce Development Areas: North AlabamaWorks!, East AlabamaWorks!, West AlabamaWorks!, Central AlabamaWorks! and Southeast Alabama Works!

Monitoring reviews will cover each program function or activity to determine program compliance with WIOA regulations, state law and policies, contract requirements and Local Area policies and procedures. The review will also determine if the contractor is performing the contracted services at the required level. Monitors will provide technical assistance when necessary and appropriate.

Scope

The scope of an on-site monitoring review includes examining program records, interviewing program staff and program participants. The following areas of operation or systems are also included within an on-site monitoring review as appropriate:

- Program goals and objectives
- Program quality
- Eligibility for WIOA
- Assessment
- Programmatic: Individual Training Accounts (ITA), On-the-Job Training (OJT), and Work-Based Learning (WBL)
- Case Management
- Program Performance
- Internal Monitoring
- Administrative procedures
- Property management
- Procurement
- Fiscal Accountability
- Grievance procedures
- Equal opportunity
- Provisions of the Americans with Disabilities Act

The monitoring goal is to conduct on-site monitoring reviews for each contract in each of the five Local Areas on an annual basis to ensure compliance with WIOA, federal regulations, state laws, contractual agreements and state and Local Area policies. Periodic desk reviews may also be conducted.

Monitoring Procedures

I.   **Monitoring Schedule**
The GLWA monitoring schedule will be set at the beginning of the program year and reviewed and updated as needed.

II.   **Review Notification**
The subrecipient or contractor will be notified by telephone or email of the upcoming monitoring review. The initial contact should be made with the Career Center Area Manager if monitoring a Career Center or the subrecipient's designated contact person. Subrecipients should be notified at least two weeks in advance of the monitoring review except in circumstances when as unannounced visit is scheduled.

III.   **Working Paper File**
A working paper file will be maintained for each monitoring assignment. The working file should include copies of the subrecipient's contract(s), modifications, data system reports, previous monitoring report and any other contract information that is pertinent to the monitoring process. This information should be reviewed in preparation for the on-site review. A checklist should be prepared for any potential problems noted in the contract review or findings in the previous monitoring report to ensure potential problems are addressed and previous findings have been corrected.

IV.   **On-Site Review Process**
An on-site monitoring review consists of:
  ➢ An Entrance Conference to brief the agency or organization's designated contact of the scope of the review and the agenda for the review
  ➢ A review of administrative, fiscal and/or programmatic files and systems
  ➢ Review of WIOA program records, staff interviews, participant interviews, and completion of the appropriate monitoring forms. If the review finds technical assistance is needed by the sub-receipient, it should be provided when the problem is encountered and again if needed at the Exit Conference.
  ➢ An Exit Conference to discuss both the positive and negative aspects of the review with the designated representative. This briefing gives the subrecipient notice of any problem areas and references the appropriate program regulation or policy. The subrecipient will have an opportunity for rebuttal of any findings. Any problems that can be resolved before the monitor leaves, should be resolved. The monitor should explain if any follow-up will be required. If the subrecipient corrects the problem areas prior to the issuance of the monitoring report, a written explanation with documentation should be provided to the monitor. The monitor will determine if the information received is sufficient. If the documentation is acceptable, it will be noted in the monitoring report. If the documentation is not

acceptable, the finding noted in the monitoring report will explain why the documentation is not sufficient and what is needed to resolve the finding.

The Exit Conference should be conducted prior to leaving the site. If on-site management is not available for the Exit conference, it can be completed by telephone once the monitor returns to home base. However, Exit Conferences conducted by telephone should be the exception not the rule.

V.   **Monitoring Report**

After each monitoring review, a written report will be prepared detailing observations or findings with recommendations of the appropriate corrective action if needed or will indicate there were no findings. The monitoring report will be completed within ten work days of the completion of the review. The monitoring report will contain the following elements:

- ➢ The dates of the review and the area(s) covered;
- ➢ A listing of findings and recommendations if applicable. Each finding shall consist of a description of the violation of Federal or State law, policy, regulation or contract provision and
- ➢ A recommendation of the appropriate action to correct the finding. It will also be noted if the finding was corrected prior to the report and the documentation provided;
- ➢ The report will be signed by the monitor and the GLWA Monitoring Supervisor and Operations Manager.

VI.   **Corrective Action**

The monitoring report will be forwarded to the subrecipient within 15 days of the date of the report. The subrecipient will be requested to send a corrective action plan, if needed, identifying specific corrective action measures implemented or planned for each finding. The corrective action plan will be reviewed upon receipt to determine if acceptable. If the plan is acceptable, the file will be closed. If the corrective action plan or any portion of the plan is deemed unacceptable, additional corrective action will be requested. The file will remain open until acceptable corrective action has been implemented.

VII.   **Acceptance/Non-Acceptance of Corrective Action**

A notice should be forwarded to the subrecipient of acceptance or non-acceptance of the proposed corrective action plan within 15 working days of receipt of the plan. If the plan is not acceptable, the subrecipient may be required to submit a subsequent plan within 10 days of the date of the notice. If the subsequent plan is deemed unacceptable, the subrecipient may require additional technical assistance from GLWA in implementing an appropriate corrective action plan. The file will remain open until an acceptable corrective action plan is implemented.

VIII.   **Follow-Up Monitoring and Verification of Corrective Action**

Based on the finding and corrective action plan implemented, a follow-up monitoring visit may be needed. If a follow-up plan is appropriate, the monitor will review the corrective action measures to determine if the noted deficiencies have been resolved.

IX.   **Permanent Monitoring Files**

Permanent monitoring files will be maintained by the Governor's Local Workforce Areas (GLWA) Monitoring Unit. A separate file will be maintained for each on-site visit. The files will contain the following information:

- ➢ The email or documentation of telephone contact scheduling the monitoring review
- ➢ Pre-onsite review checklist, if applicable
- ➢ Signed Monitoring Report
- ➢ Completed monitoring questionnaire and forms
- ➢ Letter transmitting report to subrecipient
- ➢ Response from subrecipient if applicable
- ➢ Letter to subrecipient accepting/rejecting corrective action if applicable
- ➢ Working paper file

Specific Program Procedures

I. **Assessment/Case Management or Eligibility**

Once the Entrance Conference is completed, initiate Site Manager/ Case Manager Interviews using the appropriate form. Complete file reviews on a representative number of participants for each case manager. Review 20% of the caseload or ten files whichever is more. If the caseload is ten or less, then each file should be reviewed.

II. **Youth Programs**

Each Local Area will procure Youth Program operators to coordinate WIOA services to eligible youth. Program Provider staff and designated Career Center staff work together for eligibility determination and to provide youth services. When monitoring a Youth Provider, contact the designated Career Center to review the process between the Youth Provider and Career Center staff for eligibility and enrollment, case management, and reporting /documenting outcomes. The on-site review of participant case files, staff interviews and participant interviews will be completed at the Youth Provider site. Review 20% of the caseload or ten files whichever is more. If the caseload is ten or less, then each file should be reviewed.

III. **Individual Training Account**

ITA's are monitored on-site at both the Career Center and the Training Provider location. Career Centers may have ITA participants enrolled at several different training providers. The on-site review will be conducted at the school or Training Provider location with the most participants enrolled or the school in which the Career Center refers the most participants. When notifying the Career Center staff of the monitoring review, ask the case managers to schedule an appointment with the WIOA contact person at the Training Provider site. An ITA enrollment report for the Training Provider should be requested from the GLWA ITA Unit prior to the review.

Once the Entrance Conference is completed, initiate the ITA Training Site Review/Contact Person Interview. Compare the participant files with the ITA report for accuracy. Conduct a File Review on all files if less than ten or a minimum of ten participants using the ITA Worksheet. Interview as many participants as time permits.

Once the on-site review is completed at the training location, the on-site review will be held at the Career Center. If any potential findings or questions arise from the Career Center on-site review, the Training Provider will be notified.

IV. On-The-Job Training

OJT reviews are conducted on-site at both the OJT contractor's location and the Career Center. When notifying the Career Center staff of the monitoring review, ask the case managers to schedule an appointment with the WIOA contact person at the OJT contractor site. Determine which OJT contractors to review based upon those who have submitted an invoice and who currently have an active participant.

Once the Entrance Conference is completed, initiate the OJT Business Service Representative's (BSR) interview. Case files will be reviewed and worksheet completed for active and inactive participants for each contractor. Participant hours will be verified by comparing the most recent invoice submitted to GLWA's Accounting Unit with participant time sheets. The monitoring review then move to the OJT worksite. The OJT employer or supervisor will be interviewed as well as the active participants. Participant files at the worksite will also be reviewed and all necessary forms completed.

V. Work-Based Learning/ Work Experience

Monitoring the Work-Based Learning (WBL) program also involves reviewing both the Career Center and worksite employer files. When notifying the Career Center staff of the monitoring review, ask the case managers to schedule an appointment with the WBL contact person at the employer worksite.

Once the Entrance Conference is completed, initiate the Case Manager interview. Files reviews and worksheets will be completed for a representative number of active and inactive participants. Review 20% of the caseload or ten files whichever is more. If the caseload is ten or less, then each file should be reviewed. Participant hours and rate of pay will be verified by comparing the most recent weekly payroll report from the WBL Payroll Vendor with participant time sheets. The WBL worksite review will be completed after the Career Center review.   The WBL employer or supervisor will be interviewed as well as active participants. Participant files at the worksite will also be reviewed and all necessary forms completed.

VI. National Dislocated Worker Grants

National Dislocated Worker Grants may be awarded by the U.S. Department of Labor to reemploy laid-off workers in times of major lay-offs with significant job loss. These grants may also fund disaster relief employment in areas declared federal disaster areas. These grants are subject to monitoring by the GLWA. Monitoring will include participant eligibility, employment policies, timesheets, worksites, job duties and other aspects of the grant.

Monitoring Forms Index

    All Programs

    WDD/ALL-1   Entrance Conference

    WDD/ALL-2   Exit Conference

    Assessment/Case Management Reviews

WDD/ACM-1 Site Manager/Case Manager Interview Form

WDD/ACM-2 Assessment Monitoring Worksheet

WDD/ACM-3   General Assessment/Case Management Review
WDD/ACM-4   Assessment/Case Management Worksheet
    Youth Contractor Reviews
WDD/YP-1 GLWA Youth Project Review Form
WDD/YP-2 Youth Program Staff Interview
WDD/YP-3 Youth Program Client Interview
WDD/YP-4 Youth Monitoring Worksheet
    Eligibility Reviews
WDD/ACC-1   General Eligibility Review
WDD/ACC-2   Eligibility Staff Review
WDD/ACC-3   Eligibility Review
WDD/ACC-4   Eligibility Worksheets
    Individual Training Accounts Reviews
WDD/ITA-1 ITA Training Site Review/Contact Person Interview
WDD/ITA-2 ITA Participant Interview
WDD/ITA-3 ITA Career Center Staff Interview
WDD/ITA-4 ITA Monitoring Worksheet
    On-the-Job Training Reviews
WDD/OJT-1 OJT Business Service Representative Interview
WDD/OJT-1a OJT Training Agreement Monitoring Worksheet-Career Center (Participant)
WDD/OJT-1b OJT Training Agreement Monitoring Worksheet-Career Center (Contractor)
WDD/OJT-2 OJT Training Site Review
WDD/OJT-3 OJT Employer/Supervisor Interview
WDD/OJT-3a OJT Training Agreement Site Review Monitoring Worksheet
WDD/OJT-4 OJT Participant Interview
    National Dislocated Worker Grants (DWG)
WDD/DWG-1 Monitoring Guide
WDD/DWG-2 Worksite-Monitoring Guide
WDD/DWG-3 Participant Interview Guide
WDD/DWG-4 Participant File Review
    Work-Based Learning/ Work Experience
WDD/WE-1 Work Experience Review Form
WDD/WE-2 Participant Interview
WDD/WE-3 Employer/Supervisor Interview

WIOA Program Guidelines and Policies
The following guidelines, policies and manuals will be used as appropriate in the monitoring review:

  ➢ **Alabama Career Center Guide to Customer Services**
  ➢ **State Reporting/Technical Assistance Manual**
  ➢ **GLWA's Individual Training Account (ITA) Guidelines**
  ➢ **GLWA's On-The-Job (OJT) Training Guidelines**
  ➢ **GLWA's Work-Based Learning Guidelines and Manuals**
  ➢ **Governor's Workforce Innovation Directives (GWID) for State Policies**
  ➢ **Training and Employment Guidance Letter (TEGL) from U.S. Department of Labor Employment and Training**
  ➢ **GLWA Memos**

ATTACHMENT C

ALABAMA DEPARTMENT OF COMMERCE
WORKFORCE DEVELOPMENT DIVISION

WORKFORCE INNOVATION AND OPPORTUNITY
ACT (WIOA) GRIEVANCE AND COMPLAINT PROCEDURES

The Workforce Innovation and Opportunity Act (WIOA) is a federal law that provides for state programs, services, and activities to increase job opportunities, the length of time people stay in jobs, and the amount of money working people earn. The Alabama Department of Commerce (ADC), Workforce Development Division (WDD), receives money from the U.S. Department of Labor to provide WIOA programs, services, and activities. The ADC/WDD is a partner in the Alabama Workforce Development System and in the Alabama Career Centers located throughout the State, except the Career Centers located in Jefferson and Mobile Counties.

Who may use these grievance and complaint procedures?
These grievance and complaint procedures apply to WIOA programs, services, and activities in the Alabama Workforce Development Area (all Alabama counties except Jefferson and Mobile) and Statewide programs, services, and activities run or paid for directly by the ADC/WDD. The procedures may be used by any person who believes the Workforce Innovation and Opportunity Act, or any rules or agreements under the WIOA, have been violated (not obeyed) in any ADC/WDD WIOA program or activity.

How much time do I have to file a grievance or complaint?
Discrimination complaints must be filed within 180 days (within about six months) of the date you believe the discrimination happened. Other WIOA grievances and complaints about programs and activities must be filed within one (1) year of the date you believe a violation happened.

How do I file a grievance or complaint?
If your complaint is about a WIOA program or activity, but you are not claiming discrimination, first discuss the grievance or complaint with your supervisor, a counselor at a training location, a human resources or personnel manager where you work, or a person who is responsible for helping people with complaints in the Career Center where you received services to try to settle the complaint locally. If your complaint is not settled in a way that satisfies you within ten (10) days, you may send a written complaint within five (5) days (after the 10 days are over) to Ms. Lillian Patterson, Equal Opportunity/Grievance Officer; Alabama Department of Commerce; Workforce Development Division; 401 Adams Avenue; PO Box 304103; Montgomery, Alabama 36130-4103. Include your name, address, telephone number, and the name and address of the person(s) you believe did something wrong.

An investigation may be conducted, a hearing may be held, or other action may be taken by the WDD to settle the complaint within sixty (60) days. If you are complaining about a program or activity of the Alabama Workforce Development Area and you do not get a decision about your complaint within sixty (60) days, or if you are not satisfied with the decision, you may appeal by writing to Mr. Steve Walkley, Director, at the same address as the Equal Opportunity/Grievance Officer (see above) within ten (10) days after you either get the decision or should have gotten the decision.

If you are complaining of labor standards violations (e.g., An employer disobeyed a law or rule about working conditions, wages and benefits, health and safety standards), and you and the employer you are complaining about are covered by a collective bargaining agreement (i.e., an agreement between an employer and a union about wage rates, hours of labor and working conditions), you may choose to file your grievance through what is called a *binding arbitration procedure.* Contact your supervisor, personnel manager, or union representative for information about whether this applies to you and the steps you should follow.

(Over)

Equal Opportunity is the Law

It is against the law for the Alabama Department of Commerce (ADC), Workforce Development Division (WDD), or any person, agency, organization, employer, or training provider who/that receives WIOA money from the ADC/WDD to discriminate against any person in the United States on the basis of race, color, religion, sex, national origin, age, disability, political relationship or belief; and against any person who benefits from a WIOA program because of the person's citizenship, because the person is a legal immigrant, or because the person is a WIOA participant.

The ADC/WDD and agencies, organizations, employers, and training providers that receive WIOA money must not discriminate in any of the following ways:

➢   Deciding who will be admitted or have access to a WIOA program or activity;
➢   Providing opportunities or treatment in a WIOA program or activity; or
➢   Making employment (job) decisions related to a WIOA program or activity.

If you think someone discriminated against you because of your race, color, religion, sex, national origin, age, disability, political relationships or beliefs; or, if you are a WIOA participant and you think someone discriminated against you because of your citizenship, because you are a legal immigrant, or because you participate in a WIOA program, you may file a complaint within 180 days of the date you think the discrimination happened with either Ms. Lillian Patterson, Equal Opportunity/Grievance Officer, at the same address given above <u>or</u> the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210.

If you file your complaint with the Equal Opportunity/Grievance Officer at the ADC/WDD, you must wait either until the ADC/WDD issues a written *Notice of Final Action*, or until 90 days have passed (whichever comes first) before filing with the Civil Rights Center (see address above).

If the ADC/WDD does not give you a written *Notice of Final Action* within 90 days after you file your complaint, you do not have to wait for the ADC/WDD to issue the *Notice* before filing a complaint with the CRC. But you must file your CRC complaint within 30 days after the 90-day deadline (in other words, within 120 days after the day you filed your complaint with the ADC/WDD).

If the ADC/WDD gives you a written *Notice of Final Action* on your complaint, but you are dissatisfied with the decision or result, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date you received the *Notice of Final Action*.

Grievance and complaint procedures were explained to me

by_____
        Employee's Name

_____   _____   _____
    Title   Agency   Date

_____
        Applicant's/Registrant's/ Participant's Signature

WDD-24