

SOUTHCENTRAL OHIO – LOCAL PLAN ADDENDUM – AREA 11

Description of the Local Workforce Development System (provide a description for each):

1. The workforce development system in the local area that identifies:

Through an intergovernmental agreement, the terms are set forth for the joint operation of a Workforce Development Area known as Area 11 and the implementation of the Workforce Innovation and Opportunity Act (WIOA).

Through this agreement, the Board of County Commissioners of Franklin County, Ohio and Mayor of the City of Columbus, also referred to as the Chief Elected Officials (CEOs), have established a corporation known as the Workforce Development Board of Central Ohio (WDBCO)

The corporation was established to provide a comprehensive program of workforce development and related services to individuals and businesses in Franklin County, Ohio and the City of Columbus, Ohio. These services are to be provided in accordance with, but not limited to, the WIOA, as currently existing and as may be amended from time to time, and related rules promulgated by the State of Ohio.

The CEOs appoint the members of the WDBCO from a list of persons nominated as in accordance with the WIOA and the established rules, and shall seek certification of the Board from the Governor of the State once every two years.

- **The programs that are included in the system; and**

The Area 11 workforce system includes the following partners and programs:

Partner Name	Program
Columbus City Schools, Department of Adult and Community Education	Adult Education and Literacy, Youth Services
IMPACT Community Action	Community Based Employment and Training
Columbus Metropolitan Housing Authority	Housing Assistance
Columbus State Community College	Post Secondary Education
Opportunities for Ohioans with Disabilities (OOD)	Rehabilitation Services
American Association of Retired Persons (AARP) Foundation	Senior Citizen Work Readiness
Ohio Department of Job and Family Services (ODJFS)	Wagner Peyser Trade Act Assistance Programs Unemployment Compensation Veteran's Services
Central Ohio Workforce Investment Corporation (COWIC)	Job Center Operator WIOA Career Services WIOA Business Services WIOA Adult and Dislocated Worker Programs

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Partner Name	Program
Franklin County Department of Job and Family Services (FCDJFS)	Temporary Assistance for Needy Families (TANF) Work Readiness Programs, CCMEP Lead Agency
Center for Healthy Families	Services to Pregnant and Parenting Teens
The City of Columbus Department of Development, Columbus Public Health, Equal Business Opportunity Commission Office	Workforce Development, Screenings and Employer Referrals
Jewish Family Services	Youth Services
Goodwill Columbus	Youth Services
Eckerd	Youth Services
Mature Services	Senior Citizen Work Readiness

- **Location of the OhioMeansJobs centers in the local workforce development area.**

Currently, the OhioMeansJobs – Columbus/Franklin County (OMJ-CFC) comprehensive full-service workforce center is located at 1111 E. Broad St., Columbus, OH 43205.

The WDBCO will continue to evaluate and assess if additional comprehensive center locations are needed to support the service structure and needs of the population they serve in the Franklin County and City of Columbus service area.

2. An explanation of the OhioMeansJobs delivery system in the local area, including:

The CEOs, in consultation with the WDBCO, designate the local OhioMeansJobs Center to assure that required workforce development services are available in Area 11.

Through a Memorandum of Understanding (MOU) arrangement, the partner agencies provide access to all services at the comprehensive OMJ Center. A coordinated approach provides customers with both the advantages of local access and the advantages of broader resources and coordination. Statewide branding of the One-Stop system as “Ohio Means Jobs (or OMJ), has made local access easier as well.

The role of local OMJ Center Operator in the system is to coordinate the efforts of partners to deliver career services and training services to job seekers.

The OMJ Center Operator also ensures that critical work functions are covered and that resource rooms are staffed and responsive. They manage the interface among partners and resolve inter-partner and administrative problems within the OMJ Center, ensuring an efficient and productive work environment.

- **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;**

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Performance accountability and continuous improvement are very important to Area 11. Performance measures will be negotiated by Area 11 with the State of Ohio and the measurement of performance will occur through consistent evaluation of the contracted vendors and providers and the OMJ Center Operator.

The OMJ Center Operator and its Career Services providers shall assure the WDBCO that quality improvement plans that meet the standards set forth by the Ohio Department of Job and Family Services (ODJFS), the United States Department of Labor (USDOL), or other agencies charged with oversight of workforce development activities will be implemented.

To meet the needs of employers, the WDBCO plans to track the results of business services such as job fairs and hiring events. The WDBCO will also ensure that follow-up is conducted regularly with participating businesses, including number of interviews conducted, number of individuals hired, and other feedback about the customer experience.

The WDBCO will enter into cost-reimbursement contracts with its providers. It will closely monitor all service providers and will offer technical assistance as well as corrective action plans when performance outcomes do not meet expectations. The monitoring visits will be both planned and unplanned and occur at a minimum on a quarterly basis with all contracted service providers. Additionally, the Board may also choose to terminate contracts that continue to miss required benchmarks.

The WDBCO will benchmark best practices from other successful local workforce areas and develop a scorecard/dashboard to track key information (e.g., numbers of individuals and businesses served, number of job fairs/hiring events, number of On-the-Job training participants, etc.) that will be used to inform the Board's strategic action plan and identify areas of improvement on a system-wide basis for future local and regional planning efforts.

- **How the local board will facilitate access to services provided through the OhioMeansJobs delivery system through the use of technology and other means;**

Currently, WDBCO is utilizing the technology available through its existing service providers. Below is a list of some of the technology currently available at the Area 11 comprehensive OhioMeansJobs Center:

- The Resource Room, located on the first floor of the Job Center is equipped with 25 desktops, one ADA accessible;
- There is a Print Center located in the Resource Room area;
- The Assessment lab located on the first floor is equipped with 12 desktop computers, one ADA accessible;
- The Job Center currently has a Computer Basics laboratory on the second floor equipped with 20 desktop computers;

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- There is a second computer lab that is used for Job Expos and special programs and is equipped with 20 laptops. The laptops can be moved to other classrooms, when needed;
- The Job Center is equipped with a TTY Video System for persons who are visually impaired; and
- Job Center staff has the ability to Skype and Live Chat with job seekers.

The WDBCO plans to continue to offer services through the OhioMeansJobs delivery system that will take full advantage of the various technology resources available today to ensure that they are readily available to customers.

WDBCO also plans to expand its use of text, email, and social media in a variety of ways to improve communications with their customer base. For example, promotion of workshops, customer satisfaction surveys, live chats, etc., will be shared through multiple vehicles, such as text and social media sites. It will also use these tools as part of the recruitment process to reach out to new and potential customers. For example, the WDBCO will use informational social media posts, outreach and engagement related social media posts, informational texts, interactive emails more frequently to connect with its customer base.

The Board will also provide case-management services online and make them accessible through smart phones. For example, case managers may use Skype or similar technology to ensure they are available and on-call to their clients as needed outside of regular 9-5 business hours.

It is important to note that the use of technology will be a critical component that the Board will consider when procuring and evaluating potential One-Stop Operators and service providers. The overall goal is to better use new and innovative cost-effective technology to increase awareness, accessibility and responsiveness.

- **How entities within the OhioMeansJobs delivery system, including OhioMeansJobs center operators and partners, will comply with section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 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;**

Through OhioMeansJobs.com assistance, customers will receive basic services online. They will also have access to all services at the full-service OMJ-CFC workforce center.

As documented in the 2016 OhioMeansJobs “One-Stop System Certification” for the Area’s comprehensive OMJ Center, Area 11 has met the Americans with Disabilities Act (ADA) requirements checklist and will continue to maintain its compliance. The local area will conduct ongoing training of staff members and partner personnel regarding services to individuals with disabilities, provide assistive technology, and regularly monitor services to ensure accessibility.

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The OMJ-CFC workforce center was certified in the summer of 2016 under the ODJFS One-Stop Certification process. It was deemed to have met all requirements, including physical and programmatic accessibility of facilities, programs, and services.

Currently, the Area 11 OhioMeansJobs Center is equipped with ample handicapped parking for both staff and customers to access the Job Center. The physical facility is in compliance, which includes the following:

- The sidewalk leading to the Job Center is stable, firm and slip resistant;
- The sidewalk has an accessible and direct route of travel to the lift entrance and has a clear surface that is stable;
- The entrance doors are approved for width and provide clearance when opened;
- All entrance and restroom doors are in compliance for the proper poundage for pull (opening);
- Flooring throughout is stable, firm and slip resistant;
- Existing fire alarm system has strobe (visual) alarms;
- Signage detailing room functions is in compliance;
- Reception area counter is in compliance, as well as height of tables;
- Elevators have both visible and audible signals;
- There is a lift that has direct access to the Job Center and one located in the main lobby of the facility;
- Restrooms signage is clearly visible and access to alternative stalls is in compliance; and
- The drinking fountains are in compliance.

Additionally, there is a TTY system located in the Job Center and there are two ADA workstations with clear identification; one in the Resource Room and one in the Assessment Room.

While the Area 11 OhioMeansJobs center is in compliance with the ADA requirements, the Board will continue to ensure that these standards are met and exceeded as well as look for opportunities to enhance existing technologies when feasible.

- **How the local board will coordinate with the regional JobsOhio; and**

JobsOhio is considering the OMJ-CFC Job Center as a site for their future prescreening, assessment, and job expo needs. This potential opportunity is the result of our partnership with the new Columbus 2020 Director of Customized Talent Acquisition and Training.

The WDBCO will work in collaboration with the JobsOhio Regional Partner, Columbus 2020 on specific activities such as job fairs and hiring events, as well as more comprehensive approaches to the workforce development needs of area businesses. The WDBCO Board member will participate in regional JobsOhio meetings and events and Columbus 2020 will be an active part of relevant regional planning activities that are led by the WDBCO.

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- **The roles and resource contributions of the OhioMeansJobs center partners.**

Area 11 has an MOU in place with the OMJ Center Operator, the Central Ohio Workforce Investment Corporation (COWIC) and various mandatory partners and non-mandatory partners. A new MOU will be submitted with updated mandatory and non-mandatory partner information for Program Year 2017.

Below is a list of the current partners participating in the OhioMeansJobs delivery system and their roles and resource contributions:

Partner Name	Program	Roles/Resource Contributions
Mandatory Partners		
Columbus City Schools, Department of Adult and Community Education	Adult Education and Literacy	Provides adult education and literacy services, including GED preparation
Columbus Metropolitan Housing Authority	Housing Assistance	Provides access to affordable housing and public housing
IMPACT Community Action	Community Based Employment and Training	Provides services to those most in need and creates jobs through the expansion and retention of businesses
Columbus State Community College	Post Secondary Education	Provides training services to increase skills
Opportunities for Ohioans with Disabilities	Rehabilitation Services	Assists individuals in finding and securing employment
American Association of Retired Persons (AARP) Foundation Mature Services	Senior Citizen Work Readiness	Provides employment assistance, including work experiences, for mature workers
Ohio Department of Job and Family Services (ODJFS)	Workforce Services	Provides universal labor exchange services, trade adjustment activities, employment services to veterans, and access to information and filing of UI claims
Central Ohio Workforce Investment Corporation (COWIC)	WIOA	Provides WIOA Adult, Dislocated Worker and Business services
Franklin County Department of Job and Family Services (FCDJFS)	TANF	Serves as a resource for serving individuals receiving TANF, CCMEP Lead Agency

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Partner Name	Program	Roles/Resource Contributions
Non-Mandatory Partners		
The City of Columbus Department of Development, Columbus Public Health, Equal Business Opportunity Commission Office	Workforce Development, screenings and employer referrals	<ul style="list-style-type: none"> • Outreach, Intake, and Orientation • Public Health Screenings • First Source Services • Access Via Telephone • Other activities (as requested)
Jewish Family Services	Work Readiness Training and Access to WIOA Services	CCMEP/Youth Services <ul style="list-style-type: none"> • Eligibility Determination • Initial Assessment • Job Search, Placement Assistance, and Career Counseling • Employment Statistics – Labor Market Information • Supportive Services Information • Eligibility Assistance
Goodwill Columbus	Work Readiness Training and Access to WIOA Services	CCMEP/Youth Services <ul style="list-style-type: none"> • Eligibility Determination • Job Search, Placement Assistance, and Career Counseling • Eligible Provider Performance and Program Cost Information • Eligibility Assistance
Eckerd	Work Readiness Training Access to WIOA Services	CCMEP/Youth Services <ul style="list-style-type: none"> • Eligibility Determination • Job Search, Placement Assistance, and Career Counseling • Supportive Services Information • Eligibility Assistance

3. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

Area 11 provides services in its OMJ Centers through on-site staff, contracted services, telephone, internet-based services and print materials. Upon entry, an individual is directly referred to the specific service(s) that best meet(s) his/her particular needs. As may be required, the Local Area will obtain interpretation and/or translation services to assist customers who do not speak English well.

Adult and Dislocated Worker workforce activities are provided under the broad categories of Basic Career Services, Individualized Career Services, and Training Services. Basic Career Services are available to any customer, while Individualized Career Services and Training Services are reserved for individuals who meet WIOA eligibility requirements.

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The implementation of WIOA eliminated the sequence of services that was previously required under the Workforce Investment Act (core-intensive-training). Therefore, an individual who is determined eligible and suitable for Adult or Dislocated Worker services does not have to participate in any type of career service activity prior to being enrolled into training services.

Regarding training eligibility, the person must meet programmatic eligibility requirements as described above and must also be identified as unlikely to obtain or retain self-sufficient employment or higher wages, need training to obtain or retain self-sufficient employment or higher wages, and have the skills and qualifications to participate in training (i.e., appropriateness for training).

Training must be directly linked to an in-demand industry sector or occupation, or a sector that has a high potential for sustained demand or growth. Such training may be delivered via an ITA, training contract, or a combination of both.

WDBCO makes full use of the online services offered through the OhioMeansJobs.com system. Additionally, it offers the following employment and training services for adults and dislocated workers through its OMJ-CFC workforce center.

CAREER SERVICES

Job Search

Job search shows an individual how to perform a self-assessment, prepare a resume or job application, conduct an environmental scan, and research the current labor market. It helps the customer identify a target job or industry, establish goals and expectations, understand the employer's perspective, and execute the steps required to secure a job. It also shows them how to evaluate their job search based on their individual results and to make adjustments as needed.

Referral to Partner and Community Programs

Clients are interviewed to gain a comprehensive view of their individual needs and possible barriers to employment. This important step promotes appropriate referrals to and connections with partner and community resources to address specific needs.

Workshops

A variety of workshops are offered at the OMJ-CFC workforce center. These informative sessions are available to anyone who is interested in attending.

Interview Techniques Workshop

The Interview Skills workshop teaches techniques to become more comfortable and prepared when speaking with a potential employer.

Mock Interviews Workshop

Clients can participate in mock interviews and learn techniques that help them stand out when speaking to an employer face to face. They will learn:

- What questions employers are asking and how to answer them
- How to prepare for an interview

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- What not to say or do during an interview
- What questions to ask the employer

Resume Development Workshop

The Resume Development workshop is a three-hour training where clients learn how to communicate their skills and develop a strong, professional resume. Class takeaways include:

- Formatting a resume
- What not to include on a resume
- How to SELL yourself on a resume
- How to adjust a resume and cover letter for different positions

Career Assessments

Determining an individual's job search needs often requires an assessment of current skills. Assessments help better serve the client, document progress, and certify abilities. Through the in-center and online assessments, clients can get a snapshot of strengths and weaknesses and determine appropriate training and employment programs.

ACT WorkKeys foundational skills assessments

OMJ-CFC is an authorized testing center for the ACT National Career Readiness Certificate (ACT NCRC), an assessment-based credential powered by ACT WorkKeys®. Issued at four levels, the ACT NCRC measures and certifies the essential work skills needed for success in jobs across industries and occupations.

The ACT NCRC is based on ACT WorkKeys research-based work skills assessments. To earn an ACT NCRC, an examinee must successfully complete three ACT WorkKeys assessments: *Applied Mathematics, Locating Information, and Reading for Information*.

ACT WorkKeys scores determine what level of certificate an individual is eligible to earn. These assessments measure a range of essential work skills, including the following abilities:

- Perform basic mathematic operations relevant to the workplace
- Read and understand documents commonly found in the workplace
- Find information presented in common workplace graphics
- Set up and solve complex work-related math problems
- Determine the relevance of written information to work-related tasks
- Apply information derived from graphics to work-related problems

Career Consultation

OMJ-CFC workforce center customers have the opportunity to be paired with a personal Career Advisor. The advisor serves as a career coach, helping individuals identify training and employment opportunities and working with them to develop a career plan that makes them more marketable to employers.

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GED Classes

Free GED classes are offered by Columbus City Schools Adult and Community Education at the OMJ-CFC workforce center. In order to attend GED classes, participants must attend a three-part orientation that is filled on a 'first come, first served' basis.

Supportive Services

Based on a customer's particular needs, he or she may be provided with support services to help with childcare needs, utilities bills, transportation, or uniforms and tools for a new job. Eligible clients have access to supportive services that are up to \$2,000 per year, for two years, for a total of \$4,000.

TRAINING SERVICES

Job Training Programs

Through the OMJ-CFC workforce center, customers may also be enrolled into occupational and/or work-based training opportunities. Enrollment is based on both customer eligibility and suitability.

Individual Training Accounts

The Individual Training Account (ITA) is a voucher given to approved job seekers who are unemployed or underemployed and in need of short-term skills training to become employed at self-sufficient wage. ITAs help job seekers obtain occupational skills training leading to an industry-recognized certification, employer recognized skill certification, or a specific skill attainment.

Individual Training Accounts (ITAs) Funding Limit:

- ITAs are funded up to a maximum of \$8,000 over a 2-year period

In-Demand Industries:

- Business and Professional
- Leisure and Hospitality
- Transportation/Logistics
- Information Technology
- Healthcare
- Financial

On-the-Job Training

On-the-Job training (OJT) helps match suitable workers in need of training with in-demand positions to develop the skills necessary to become valuable assets as full-time employees. Employers receive financial assistance for hiring job seekers who are eligible for OJT.

OJTs can typically be found within the same in-demand industries as listed above, but additionally must meet the following criteria:

- Have low-turnover and specific career pathways;
- Duration: 2-6 months;

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- Required minimum wage: \$12.00/hour;
- Matching wages not to exceed 6-months.

SPECIALIZED SERVICES

Services for Restored Citizens (ex-offenders)

Nearly 10 percent of the job seekers seen every day in the OMJ workforce center have some sort of a criminal background. The Board's goal is to help these individuals identify and connect with employers that are willing and able to give them a second chance. Through community partnerships, the OMJ workforce center facilitates the hiring and placement of restored citizens, giving them access to training and employment opportunities where their past won't prevent the pursuit of a new future. The programs offered are as follows:

- **Restoration Academy**

Restoration Academy is a rigorous six-month work experience program (starting in either spring or fall). The goal is to give restored citizens an opportunity to receive specialized skills training, supportive services and work experience through a paid internship—all in order to secure permanent employment after successfully completing the program. The primary partners include: the City of Columbus, Alvis House, Columbus Neighborhood Health Centers, Columbus Public Health, Columbus Urban League, IMPACT Community Action, YMCA of Central Ohio, Eckerd, Columbus State Community College and Franklin County Reentry Coalition.

- **Restored Citizens Job Expo**

Twice a year, OMJ-CFC organizes and executes the Restored Citizen Job Expo, as a component to help those with a criminal background to connect with second-chance employers. The OMJ-CFC workforce center also works with several second-chance employers who participate in regular hiring events.

Services for Veterans

At OMJ-CFC, veterans receive priority service. The goal is to shorten the gap between a return from service and the next employment opportunity.

Through a variety of employment services, these services aim to help all veterans and veterans' spouses overcome unemployment and underemployment. State Veterans Employment Representatives provide intensive job assistance services to veterans to address employment barriers and to facilitate the hiring process. For those veterans who are ineligible for state services, the OMJ-CFC staff offers career advice and job search assistance.

OMJ-CFC Business Solutions staff also works with employers to facilitate employment placement or workforce services to ensure that veterans receive maximum access to training and other opportunities. Below is an example:

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- **Veterans Employment Network**

The Veterans Employment Network is a weekly networking group for all Franklin County Veterans. Veterans receive help translating resumes into language employers understand, improving interviewing skills, and an opportunity to talk about the challenges of finding employment and solutions that are available free of charge. At each networking meeting, there is an employer conducting face-to-face interviews to fill current open positions. Additional state-provided Veteran Employment Resources include ODJFS Veteran Workforce Services accessible at <http://jfs.ohio.gov/veterans/index.stm> and the www.OhioMeansVeteransJobs.com site.

4. A reference to the Comprehensive Case Management Program (CCMEP) plan for each county within the local area. (This requirement is fulfilled if each county within the local workforce development area submitted the CCMEP county plan as required in rule 5101:14-1-03 of the Administrative Code.)

The Lead Agency for Area 11 for CCMEP is the Franklin County Department of Job and Family Services (FCDJFS).

Overall, the Franklin County CCMEP Plan addresses coordination with the WDBCO, partners, population served, co-location of services, referral and eligibility, comprehensive assessment, individual opportunity plans, program services, case management and performance measures.

5. How the local board, in coordination with the OhioMeansJobs center operator, maximizes coordination, improves service delivery, and avoids duplication of Wagner-Peyser Act services and other services provided through the OhioMeansJobs delivery system.

WDBCO will be competitively procuring an OMJ Operator in the first quarter of 2017. The Board will work with the Operator to ensure it maximizes coordination, improves services delivery, and avoids duplication of the Wagner-Peyser Act services and other services provided through the OMJ delivery system.

6. The executed cooperative agreements which define how service providers will carry out the requirements for integration of and access to the entire set of services available in the local OhioMeansJobs system.

As provided by Section 121 of the WIOA, the local MOU is an agreement among the WDBCO, CEOs, and the OMJ Center partners. It outlines the roles and responsibilities of the parties and describes how the partners will share services and costs in the operation of the local workforce development system.

Currently, under an existing agreement, the partners involved in the OMJ Center and workforce delivery system collaborate to work together to provide a variety of services to their respective populations. The goal is to provide maximum access and high-quality services to adults, dislocated workers and youth who access the system.

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A new WIOA-based MOU template has been developed at the state-level through a collaboration among ODJFS and a committee of Local Workforce Development Board Directors. The final approved template will be used by WDBCO for Area 11 to support and document the local agreement.

7. An identification of the fiscal agent.

WDBCO serves as the fiscal agent for Area 11.

8. The competitive process that will be used to award the subgrants and contracts for WIOA Title I activities;

The current procurement policy followed by Area 11 is listed below. It is anticipated that the Board will be revising this policy in the upcoming year as part of its continuous improvement efforts.

Purpose

The purpose of this policy is to ensure that goods and services are purchased or obtained in a cost-effective manner and in compliance with all Federal, State and Local regulations. WDBCO's Procurement and Contract Procedure Manual will establish guidance for all procurement and contract related activities.

Scope

This policy applies to all WDBCO staff members.

Responsibility

WDBCO's Chief Financial Officer (CFO) is responsible for determining whether a purchase is allowable under the terms of the Federal, State and Local funding source and will ensure purchases are in accordance with this policy. The Procurement Administrator will provide decision support upon request and the Fiscal Office will serve as the final repository for purchase transaction records under Federal, State and Local funding sources.

Applicable Law

This Policy is written in accordance with applicable federal, state and local statutes, federal regulations, state administrative rules, and local policies, including, but not limited to:

- 45 CFR 92;
- 7 CFR 3016;
- 20 CFR
- 29 CFR 225;
- OMNI Circular (Super Circular)
- Ohio Revised Code;
- WIOA

WDBCO will, as a matter of the Procurement Policy, comply with all directives of applicable federal and state statutes, federal regulations, state administrative rules, and

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local polices subsequent to the adoption of this policy letter. WDBCO must comply with the applicable laws notwithstanding the fact that the existing Procurement and Contract Procedure Manual may not have yet been revised to reflect such changes. The Procurement Department will update the WDBCO's Procurement and Contract Procedure Manual as expeditiously as possible to reflect such changes.

Code of Conduct

The CFO, in exercising contracting authority pursuant to WDBCO Fiscal Policy, shall act in accordance with the applicable law, good administrative practice and sound business judgment. In addition, all officers, employees and agents of the WDBCO when acting for or on behalf of WDBCO, must act in accordance with the applicable law, good administrative practice and sound business judgment.

WDBCO will provide for settlement of all contractual and administrative issues arising out of procurements entered into in support of local, state and/or federal grants. WDBCO will refer all violations of law to local, state or federal authorities having proper jurisdiction.

Vendor Selection and Bidding Requirements

The procurement of goods and services will be conducted in a manner that provides maximum open and free competition for every purchase sought. All procurement transactions will be conducted in a manner providing full and open competition consistent with the federal, state and local standards. WDBCO's Procurement and Contract Procedure Manual will provide internal controls that ensure that all purchases are compliant with all rules and regulations. Methods of procurement, bidding requirements, special circumstances, general requirements, and all other procurement oversight will all be described in WDBCO's Procurement and Contract Procedure Manual.

Debarment and Suspension

WDBCO will actively attempt to verify that a vendor / sub-recipient is not debarred, suspended or otherwise excluded from or ineligible for participation in Federal, State and Local funded programs or activities. Procedures to determine if vendor / sub-recipient are debarred or suspended are included in the WDBCO's Procurement and Contract Procedure Manual.

Exceptions

The CFO must approve any exceptions to this policy in writing.

9. The actions the local board will take toward becoming or remaining a high-performing board.

In support of becoming a high-performing board, WDBCO plans to explore and implement the following strategies:

- Refresh the membership to retain involved members and recruit new members to dynamically participate in board meetings and activities
- Adopt a meeting process that requires members to review briefing materials and reports in advance, allowing meetings to focus on active discussion and decision-making

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- Develop a scorecard/dashboard to assist the board in tracking outcomes and holding OMJ Centers accountable
- Conduct board orientations for both new and experienced members
- Implement an active committee structure, with more ad hoc work groups and fewer standing committees
- Build the capacity of board members through engagement in economic development events and activities

In addition, the WDBCO Executive Director will focus on better overall board member engagement. The new Executive Director plans to engage the Executive Committee of the Board as well as the Officers of the Board in a more meaningful manner.

Board members will be empowered to lead and help drive the decision making with the support of the WDBCO staff members. All committees will be evaluated and re-structured based on the needs of the business and job seeker community.

Committees will have charters to ensure there is a clear and concrete role and responsibility assigned to each committee of the Board. There will be more frequent communication between the Executive Director of the Board and the Board Members, Board Chair, Officers of the Board and Committee Chairs to facilitate an open line of communication to address issues and concerns quickly.

Additionally, there are plans to have a Strategic Planning session with the entire Board and prioritize the key initiatives. All Board members will also have a formal orientation when they are appointed to the Board.

Finally, WDBCO plans to continue building on the Regional Plan to further refine the key initiatives and explore what Area 11 and Area 20 can do better together to serve their communities.

10. How OhioMeansJobs centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.

Area 11 will utilize the County Finance and Information Systems (CFIS) for access to real-time data that supports tracking, analysis and decision making for workforce programs.

The state's new CFIS Client Tracking function will share data between the workforce financial system (CFIS) and the Ohio Workforce Case Management System (OWCMS), providing a greater capability to comply with state and federal reporting requirements. The state's goal is for the financial system to be connected with the program case management system to provide a more holistic view of dollars invested and services provided as well as gather better Return on Investment (ROI) data.

As discussed, the use of technology to better serve customers and the ability to successfully implement an integrated, technology-enabled intake and case management information system for programs under WIOA will be a critical criteria that the WDBCO will use to evaluate all potential OMJ Center Operators and service providers in its next

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procurement. The WDBCO will require all service providers to have the ability to use OWCMS and CFIS effectively. Additionally, the WDBCO will also seek providers that utilize distance learning platforms and other interactive technology that can improve communication with customers as well improve their overall experience with the system and its accessibility.