

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

Using an intergovernmental agreement, the terms are set forth for the joint operation of a Workforce Development Area known as Area 20 and the implementation of the Workforce Innovation and Opportunity Act (WIOA).

Through this agreement, the respective Boards of County Commissioners for Vinton, Ross, Pickaway, Hocking, and Fairfield counties, also referred to as the Local Elected Officials (LEOs), will jointly fund and administer Area 20. The LEOs empower the Chief Elected Official (CEO) from either Fairfield County or Ross County with signatory authority as the CEO for Area 20.

The respective LEOs appoint a Workforce Development Board (WDB) chaired by a Business Representative and composed of at least 51 percent representation from the business community. Mandated partners include 2 representatives from adult education and literacy; 1 representative of higher education; 2 representatives from organized labor; 3 representatives that are community-based; 1 representative from Economic Development; 1 representative of state employment services; 1 representative of rehabilitation services; and others as mandated by law.

The LEOs appoint individuals residing or employed in their respective counties except for the representatives of state employment services and rehabilitation services, which are appointed by the state. The board has approximately 25 board members with a minimum of five board members from the largest three counties (by population) and three board members from the remaining counties within the local area. The Board meets quarterly for in-person meetings. Local area policy does allow for hybrid meetings, but a minimum number of Board members must be present in the room.

Under the guidance of the Workforce Innovation and Opportunity Act (WIOA), the Board has created the following standing committees:

- Business Services Committee
- Executive Committee
- Youth Committee
- Apprenticeship Committee
- Policy Committee

The committees meet as needed and make recommendations to the Board on various policy and programmatic issues.

The WDB oversees the strategic planning for workforce development in the area, submits periodically required plans, and fulfills other responsibilities in compliance with WIOA, federal regulations, and state policy. The WDB assists the LEOs in overseeing the OhioMeansJobs (OMJ) Operator(s) who deliver workforce development activities in each of the counties. Under the intergovernmental agreement, the comprehensive OMJ Center is located in



Fairfield County.

The programs that are included in the system; and

The Area 20 workforce system includes the following partners and programs:

Partner Name	Program
Fairfield County – Fairfield County OhioMeansJobs Center (OMJ) Hocking County – Hocking County OMJ Pickaway County – Pickaway County OMJ Ross County – Ross County OMJ Vinton County – Vinton County OMJ	WIOA Title I Adult and Dislocated Worker
Fairfield County – Fairfield County JFS Pickaway County – Pickaway Ross Career & Technology Center Hocking, Ross, and Vinton Counties – SCOJFS	WIOA Title I Youth
Eastland Fairfield CTS Pickaway Ross CTC Ohio University ASPIRE	Adult Education and Literacy
Eastland Fairfield CTS Pickaway Ross CTS Tri-County CTC	Post Secondary Education
Opportunities for Ohioans with Disabilities (OOD)	Rehabilitation Services



Vantage Aging	Senior Employment
Ohio Department of Job and Family Services (ODJFS)	Wagner Peyser Trade Act Assistance Programs Unemployment Compensation Veteran's Services
County Departments of Job and Family Services	Temporary Assistance for Needy Families (TANF) Work Readiness Programs
Sojourners	WIOA Youthbuild

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

Area 20's workforce system consists of five OhioMeansJobs Centers—including:

OhioMeansJobs Center Name	Address	Counties Served
OhioMeansJobs* Fairfield County	239 W. Main Street Lancaster, OH 43130	Fairfield
OhioMeansJobs* Hocking County	389 W. Front Street Logan, OH 43138	Hocking
OhioMeansJobs Pickaway County	160 Island Road Circleville, OH 43113	Pickaway
OhioMeansJobs Ross County	475 Western Avenue Chillicothe, OH 45601	Ross
OhioMeansJobs Vinton County	30975 Industrial Park Road McArthur, OH 45651	Vinton



**Comprehensive centers*

Administrative Center address: Fairfield County Workforce Center, 4465 Coonpath Road, NW, Carroll, OH 43112.

2. *An explanation of the OhioMeansJobs delivery system in the local area, including:
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 job seekers;*

Performance accountability and continuous improvement are of significant importance to Area 20. The Board will biannually monitor and evaluate the performance of its selected service providers to ensure that they are achieving high-quality outcomes and meeting the employment needs of local businesses, workers, and job seekers.

The Board will use the ODJFS WIOA Program Monitoring Guide as a framework to ensure that its oversight and monitoring practices reinforce federal law and regulations, as well as Ohio's guidance and policies regarding local workforce development administration. The Board will offer technical assistance as well as require corrective action plans when outcomes are not met. Additionally, information on any promising or innovative workforce development practices will be shared within the local area, as appropriate.

To meet the needs of employers, the WDB currently tracks the results of business services such as job fairs and hiring events. Follow-up is conducted with participating businesses, including the number of interviews conducted, the number of individuals hired, and other feedback regarding the customer experience.

The WDB has developed scorecards to track key information (e.g., numbers of individuals and businesses served, number of job fairs/hiring events, number of On-the-Job training agreements, etc.) that will be used to inform the board's action plan and identify areas of improvement on a system-wide basis.

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

Area 20's primary application of technology has traditionally been through the use of OhioMeansJobs.com, Ohio's innovative virtual system for delivering workforce services to individuals and businesses. In recent years, Area 20 has increased its virtual presence in the form of an expanded social media presence, increased use of video conferencing for meetings and workshops, and the use of built-in video conferencing hardware installed in conference rooms at the job center locations (Fairfield, Pickaway, and Southcentral Consortium locations).



Social media includes LinkedIn and Facebook. The use of social media accounts to promote all areas of programming has also increased immensely. Social media can be a powerful tool for promoting available jobs and events to a wide audience. Other outreach tools that have been utilized include:

- Informational email blasts to employers
- Collaboration with economic development agencies to use social media to reach out to businesses
- Further development of a consistent, coordinated internet presence
- Digital billboards to promote events and services
- Online calendar for workshops and hiring events.

Technological upgrades have included self-serve kiosks available for job seekers in Fairfield, which offer immediate access to numerous services. VR headsets were recently purchased for career exploration/training. Additionally, resources for outreach have been helped by a business resource network grant of \$300,000.

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

Section 188 of the Workforce Innovation and Opportunity Act (WIOA) prohibits discrimination against individuals based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, veteran status, or citizenship status in any program or activity that receives federal financial assistance. Job centers, as recipients of federal financial assistance, are required to comply with Section 188 and take proactive steps to ensure equal opportunity for all individuals.

Local Area #20 attempts to comply with Section 188 by the following methods:

- Developing non-discrimination policies
- Training staff on Section 188
- Conduct outreach and recruitment to ensure that all individuals have equal access to the center's services and resources
- Provide accommodations to individuals with disabilities or other needs to ensure equal access to services and resources



- Monitor compliance through regular data collection and analysis, as well as internal audits and reviews

Area 20 has completed and will continue to maintain its Americans with Disabilities Act (ADA) checklist, as documented in its 2022 OhioMeansJobs “One-Stop System Certification” for the Area’s comprehensive OMJ Center located in Fairfield County. 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.

OMJ Center Operators are also working closely with County Boards of Developmental Disabilities. Fairfield County, for example, is collaborating with JobFusion, a service that provides job training and planning to assist individuals in successful employment. It serves local businesses with full-time, part-time, and seasonal staffing, and assists individuals with disabilities in finding and keeping jobs to fit their needs.

Technology at all of the workforce centers has been updated to make equipment accessible to all job seekers. Additionally, Opportunities for Ohioans with Disabilities (OOD) is in all the centers, facilitating referrals and services easier and more efficiently.

The roles and resource contributions of the OhioMeansJobs center partners.

Through the required Memorandum of Understanding (MOU) Area 20 defines the roles and responsibilities as mutually agreed by the partners for the operation of the local OMJ Center system. The MOU serves as the blueprint for how the local OMJ Centers. The MOU is an important tool for WIOA partners to establish and maintain effective collaboration and coordination among the various programs and organizations involved in the workforce development system

The MOU defines the roles and responsibilities of each partner involved in the workforce development system. This helps to avoid confusion and duplication of efforts and ensures that each partner is contributing to the overall success of the system. It also helps to ensure effective service delivery. The MOU establishes a framework for effective collaboration and coordination among partners, which helps to ensure that services are delivered efficiently and effectively to job seekers and employers.

The MOU also functions to hold partners accountable by setting clear expectations and performance measures for each partner, which promotes accountability and encourages partners to work towards common goals. It also supports system integration through the maximization and leveraging of resources as partners work towards a common goal. Overall, the MOU is an



important tool for promoting effective collaboration and coordination among WIOA partners, and for ensuring that job seekers and employers receive the best possible services and resources from the workforce development system.

Partner Name	Program	Roles/Resource Contributions
Fairfield County – Eastland Fairfield Career & Technical Schools Hocking County – Ohio University ASPIRE Pickaway and Ross Counties – Pickaway Ross Career & Technology Center Vinton County – Tri-County Career Center	Adult Education	Provides adult education and literacy services, including GED preparation

Partner Name	Program	Roles/Resource Contributions
Fairfield County – Eastland Fairfield Career & Technical Schools Hocking County – Tri-County Career Center Pickaway and Ross Counties – Pickaway Ross Career & Technology Center	Post Secondary Education	Provides training services to increase the skills of the area’s workforce
Opportunities for Ohioans with Disabilities (OOD)	Rehabilitation Services	Assists individuals in finding and securing employment



Vantage Aging	Senior Employment	Provides employment assistance, including work experience, for mature workers
Ohio Department of Job and Family Services (ODJFS)	Trade Act/TAA Programs Unemployment Compensation Wagner Peyser Veteran's Services	Provides universal labor exchange services, trade adjustment activities, employment services to veterans, and access to information and filing of UI claims
County Department of Job and Family Services	Temporary Assistance for Needy Families (TANF)	Serves as a resource for serving individuals receiving TANF
Area 20 OMJ Centers	WIOA	Provides WIOA Adult, Dislocated Worker, and Business services
Integrated Services	Vocational Rehabilitation	Assists individuals in finding and securing employment

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

Area 20 provides services in its OMJ Centers through on-site staff, telephone, internet-based services, print materials, and contracted services. Upon entry, an individual is directly referred to the specific services that best meet 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.

The WIOA Adult and Dislocated Worker programs provide a range of services to eligible individuals who are seeking employment, training, and support to succeed in the workforce.



Services available through the programs include:

- Career Counseling and Job Search Assistance: Individuals receive one-on-one counseling and support to help them identify their strengths, interests, and career goals. They also receive assistance with job search strategies, resume writing, and interview skills.
- Training: Eligible individuals can receive training to gain new skills and qualifications for in-demand jobs in their local area. This can include classroom training, on-the-job training, apprenticeships, and other forms of vocational training.
- Support Services: Participants can receive a range of support services to help them overcome barriers to employment. This can include transportation assistance, childcare assistance, and other types of supportive services.
- Job Placement Assistance: The program provides assistance with job placement and job retention services. This includes job referrals, job matching, and follow-up support to ensure that individuals are successful in their new jobs.

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.

An ITA is the primary method to be used for procuring training services under WIOA. ITAs are established on behalf of a WIOA participant to purchase a program of training services from eligible training providers. However, in certain circumstances, a training contract may be used to provide training services, instead of an ITA. These circumstances are referred to as the “training exceptions” or “contract exceptions.” Training contracts may only be used if at least one of the five circumstances apply and the process for their use is described in the local plan:

- On-the-job training, which may include paying for the on-the-job training portion of a registered apprenticeship program, customized training, incumbent worker training, or transitional jobs;
- If the local WDB determines there are an insufficient number of eligible providers of training services in the local area to accomplish the purposes of a system of individual training accounts as described in the local plan. This determination process must include a public comment period for interested providers of at least 30 days and must be described in the local plan;
- If the local WDB determines there is a training services program of demonstrated effectiveness, through criteria developed by the local board, offered in the local area by a community-based organization or another private organization to serve individuals with barriers to employment;



- If the local WDB determines that the most appropriate training could be provided by an institution of higher education or other providers of training services to facilitate the training of a cohort of multiple individuals for jobs in in-demand industry sectors or occupations, provided the contract does not limit customer choice; or
- If the local WDB determines a Pay-for-Performance contract is suitable, and ensures that the contract will be consistent with 20 C.F.R. 683.510 (note that no more than 10 percent of the local funds may be spent on pay-for-performance contract strategies as they are defined in section 3(47) of WIOA).

The Board will make a determination about whether there is an insufficient number of eligible providers of training services in the local area to accomplish the purposes of a system of individual training accounts by any of the three following methods:

- The Board completes an analysis of local area training providers on the Eligible Training Provider List and determines that there is an insufficient number of eligible training providers in the local area to accomplish the purpose of a system of ITAs. and/or
- The Board finds that there is a program of training services having demonstrated effectiveness in serving individuals with barriers to employment offered in the local area by a community-based organization or other private organization. and/or
- The Board determines it would be most appropriate to contract with an institution of higher education or other accredited, authorized, or licensed provider of training services, in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided that the contract does not limit consumer choice. Providers of training services must be authorized by accrediting or governing authorities to provide training services in Ohio or to Ohio residents.

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.)

Each county in Area 20 is included in a Comprehensive Case Management and Employment Program (CCMEP) Plan. Fairfield and Pickaway counties submitted individual county plans to ODJFS; Ross, Vinton, and Hocking counties submitted a combined plan to the state. Lead Agencies were selected as follows: Fairfield County Job and Family Services, Pickaway County Job and Family Services, and South Central Ohio Job and Family Services (for



Ross, Vinton, and Hocking Counties), respectively.

The CCMEP is a statewide initiative in Ohio that provides employment and training services to low-income individuals who are receiving Temporary Assistance for Needy Families (TANF) benefits. The CCMEP program includes a comprehensive case management component, which provides individualized services to help participants overcome barriers to employment and achieve self-sufficiency. Each participant in the program is assigned a case manager who works with them to develop a personalized plan of services and support based on their unique needs and goals.

The CCMEP program plan includes the following components:

1. **Assessment:** Participants receive a comprehensive assessment to identify their strengths, barriers, and support needs. This includes an evaluation of their education, work experience, skills, and interests.
2. **Individualized Service Plan:** Based on the assessment, the participant and their case manager develop an individualized service plan that outlines the services and supports the participant's needs to achieve their employment and self-sufficiency goals.
3. **Service Delivery:** Participants receive a range of employment and training services, such as job search assistance, occupational skills training, on-the-job training, supportive services, and other related services.
4. **Monitoring and Evaluation:** The participant's progress is regularly monitored and evaluated to ensure that they are making progress towards their goals. The case manager works with the participant to make adjustments to their service plan as needed to ensure their continued success.

The CCMEP program plan is designed to provide individualized services and support to help low-income individuals overcome barriers to employment and achieve self-sufficiency. By working with a case manager to develop a personalized plan of services, participants are better able to access the resources they need to succeed in the workforce. CCMEP plans address coordination with workforce partners, populations 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.

The Board engages in a competitive procurement process to select its OMJ Center Operator(s) and its system's service providers. Wagner-Peyser services in Area 20 are delivered by ODJFS staff. Services include a universal public labor exchange system (i.e., employment



services) for all job seekers who are legally entitled to work in the United States as well as for employers who are attempting to fill job openings.

Wagner-Peyser staff are co-located and deliver services in the OMJ Centers. Co-location provides for improved services, greater economies of scale, and elimination of duplicative efforts. The Executive Director of the WDB meets monthly with OMJ Center directors to share information, address issues, and strategize ways to improve service delivery. The WDB and partners will develop an MOU to address infrastructure cost sharing and strategies for providing services among the partner network 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 WIOA, the MOU forms an agreement among the WDB, LEOs, and OMJ Center partners in Area 20. The MOU defines the roles and responsibilities of each partner involved in the workforce development system. This helps to avoid confusion and duplication of efforts and ensures that each partner is contributing to the overall success of the system. It also helps to ensure effective service delivery. The MOU establishes a framework for effective collaboration and coordination among partners, which helps to ensure that services are delivered efficiently and effectively to job seekers and employers.

Area 20 utilizes the WIOA-based MOU template which was developed at the state level through a collaboration among ODJFS and a committee of Local Workforce Development Board Directors.

Area 20 plans to reinforce robust collaboration among partners and integration of services by function wherever possible, supported by consistent policies, performance goals, and service delivery processes. All job seeker/worker customers, regardless of skill level or experience, will be welcomed at the OMJ Centers and assisted in accessing an appropriate array of services. Businesses will find not only basic labor exchange services but also strategic talent development to address their industry requirements.

7. An identification of the fiscal agent.

As provided in the local governance agreement, the Fairfield County Board of County Commissioners - Economic and Workforce Development Department has been designated as the Fiscal Agent for Area 20 to perform accounting and funds management on behalf of the Chief Elected Officials.



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

The Board follows local procurement policies which have been formally adopted by the Board. The process is a standard process to procure goods and services from vendors in addition to contracts for service providers, including for WIOA title I activities. The competitive procurement process includes the following elements:

- Identification of the Need
- Developing the Request for Proposal (RFP) or Request for Quote (RFQ)
- Distribute the RFP or RFQ
- Receiving Proposals
- Evaluating Proposals
- Selecting the Vendor
- Implementing the Contract
- Monitoring of the Contract and Services

The competitive process is a structured and formal process that ensures that the local area receives the best possible goods and services from qualified vendors. The Area #20 WDB has established a procurement policy to guide the award of subgrants and contracts. The policy includes a code of conduct addressing board and staff conflicts of interest. Key provisions of the process include:

- Free and Open Competition
 - To promote free and open competition, the WDB shall ensure that all transactions will be free and open and shall not:
 - Place unreasonable requirements on firms and organizations in order for them to qualify to do business and/or provide services;
 - Require unnecessary experience and excessive bonding;
 - Engage in noncompetitive pricing practices between firms or organizations or between affiliated companies or organizations;
 - Engage in noncompetitive awards to consultants that are on retainer contracts;
 - Participate in organizational conflicts of interest;
 - Specify only a “brand name” product instead of allowing “an equal” product to be offered;
 - Create overly restrictive specifications;
 - Include any arbitrary action in the procurement process; and



- All contracts must be performance-based fixed unit or cost-reimbursement contracts.
 - Solicitations
 - The WDB will:
 - Solicit offers by disseminating a Request for Proposal (RFP) or Request For Quote (RFQ) to an adequate number of qualified sources to ensure competition (generally, sources included on the sub-grantees RFP/RFQ mailing list), and advertising in one or more newspapers designed to reach service providers;
 - Ensure that each RFP/RFQ includes a Statement of Work or Specifications, including a description of the requirements for time, place, and methods for the performance of the service;
 - Ensure that each RFP/RFQ includes the deadline date and time the proposal must be submitted and that all proposals received are stamped with the date and time the original proposal was received;
 - Ensure that each RFP/RFQ requires a line item budget; ensure that each RFP/RFQ describes the solicitation process, including provisions for protest or appeal of the final award;
 - Ensure that changing the service provider cannot affect the currently active clients from participating in the program by ensuring the new service provider factors in this additional cost when submitting their proposal based on current client data;
 - Ensure that each RFP/RFQ identifies all significant evaluation or rating factors and the relative importance of each factor;
 - Ensure that the evaluation factors include minimum thresholds that, if not met, require disqualification;
 - Negotiate with any or all bidders determined through the rating process to be responsive and advantageous to the program, and to notify unsuccessful bidders in a reasonable amount of time; and
 - Award a contract to the bidder(s) who is (are) successful.
 - RFP/RFQ Mailing/Emailing List(s)
 - The WDB shall ensure that all qualified lists of persons, firms, or other organizations used in acquiring services are current and include sufficient numbers of qualified sources to ensure maximum open and free competition.

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



In support of becoming a high-performing board, Area #20 WDB has developed the following initial 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;
- 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 WDB members through engagement in economic development events and activities; and
- Utilize performance data to assist the WDB in tracking outcomes and holding OMJ Centers accountable.
- Board members will be empowered to lead and drive governance decision-making with the support of the WDB staff. The Board will utilize its committee structure to support the work of the Board and Region.
- Area #20 is actively working with Area #11 in the creation of a shared regional vision and plan through collaborations and workgroups. Additionally, local areas #7 and #14 have indicated interest in joining in some of these partnerships to work towards improving performance and efficiencies across the regions.

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 #20 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.

Technology is an essential component of case management under WIOA for several reasons:

- **Data Management:** The WIOA requires case managers to maintain accurate and up-to-date data on each participant's progress and outcomes. Technology can help case managers collect and manage this data more efficiently, which can improve the accuracy and completeness of the data.



- **Communication:** Case managers are responsible for communicating with participants, employers, and other service providers. Technology can help facilitate communication, making it easier for case managers to stay in touch with participants and provide timely updates on their progress.
- **Collaboration:** The WIOA emphasizes collaboration among service providers and requires case managers to work with a range of partners to help participants access the services and support they need. Technology can help facilitate collaboration among service providers, making it easier to share information and coordinate services.
- **Service Delivery:** Technology can also help case managers deliver services more efficiently, such as by providing online resources for job search and training or by allowing participants to access services remotely.
- **Outcome Tracking:** The WIOA requires case managers to track participant outcomes and report on program performance. Technology can help automate outcome tracking and reporting, making it easier to generate accurate and timely reports.

The state 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.

Fairfield and Pickaway Counties are entering all data in the CFIS Client Tracking module; Hocking, Ross, and Vinton will do so in the near future. Area 20 will ensure that staff remain up to date on all procedures and participate in any available training sessions.

