

Broome-Tioga

As discussed, LWDBs are responsible for providing local plan information to potential applicants related to the provision of WIOA Title II services in the local area. To do this, LWDBs must:

- I. Provide a description of the LWDB's strategic vision and goals for preparing an educated and skilled workforce, specifically addressing how to improve access to activities leading to a recognized post-secondary credential, as well as other strategies for serving out-of-school youth and adults who have low literacy skills, are English Language Learners, or lack a high school diploma or the equivalent.

The Broome-Tioga Workforce LWDB offers workforce development services to the region's jobseekers targeting core programs: Adult, Dislocated Worker, Youth, Adult Basic Education and Literacy, Wagner-Peyser Programs, and Vocational Rehabilitation. The LWDB offers career and training services through the assistance of well-trained professional staff. The region's two career centers are located in Binghamton, NY and Owego, NY. Each center is customer focused with goals for preparing the workforce with education and skill advancement in meeting employer needs to encourage economic growth. The LWDB partners with local organizations and has strong relationships with schools and training providers throughout our region including community colleges, state universities, technical schools, local school districts, and numerous other training providers.

The economic future of Broome and Tioga Counties is dependent on a Workforce that is regionally and globally competitive. A skilled workforce united with initiatives that directly support current industry needs translates to economic growth. The LWDB is committed to building a workforce system that is accountable, market driven, and aligned with economic development and education priorities. Our LWDB has chosen to focus on career pathways for skill, credential, and degree attainment targeting out-of-school youth and individuals experiencing barriers to employment. The LWDB supports work-based experiential learning through out-of-school youth employment programs, apprenticeship initiatives, and initiatives that encourage activities leading to recognized post-secondary credentials. The LWDB's out-of-school Youth Employment Program provides improved access to activities leading to a recognized post-secondary credential by providing program participants with supportive services such as bus passes to attend TASC and accredited professional skills classes, and other incentives according to the LWDB approved Supportive Services & Incentive Policy.

All approved classroom training will have offerings listed by training providers on the Eligible Training Provider List. All training submissions for the Broome-Tioga Workforce LWDB are approved by the Broome Workforce Director. Training approvals on the list will coincide with the Demand Occupation list developed by BT Workforce.

The Broome-Tioga Workforce LWDB will improve access to activities leading to a recognized post-secondary credential and access to literacy/numeracy services through clear referrals to agency partners, and will pursue follow-up once referrals are made. This will be coordinated through the newly designed, and mutually agreed upon, referral process outlined in the NYS Local Workforce Development Area Memorandum of Understanding. Partners in coordination with education, training providers,

employers, and social service providers will collaborate to promote career pathways through a streamlined and seamless referral process.

The LWDB collaborates with the six core programs: WIOA Adult, WIOA Dislocated Worker, WIOA Youth, Adult Education & Literacy, Wagner-Peyser, and Vocational Rehabilitation, and leverages resources and services to serve jobseekers and employers in the region. The majority of the partners are co-located in our career centers or offer services in collaboration with the career center, as needed or as referred. Co-enrollment in programs is encouraged to best meet a customer's needs in order to be successful in their careers.

The WIOA Adult and Youth program is supplemented by employment and education programs from various community based agencies that have a presence in the Centers, such as BEAM, Catholic Charities and Tioga Opportunities.

Youth services are provided to youth ages 16-24 that support educational and career guidance, and opportunity for work experience, internship, job shadowing, skills training focused on a career pathway based on in-demand occupations and industries. Supportive services are also offered to eligible youth program participants in accordance with the Broome-Tioga Supportive Services & Incentives Policy to encourage attendance and successful completion of the program. Goals for youth in this program are to advance to postsecondary training or employment with a self-sustaining wage.

Adult Basic Education partners under Title II develop pathways to careers for adults whom are basic skills deficient. Programming includes beginner level literacy instruction to support college and career readiness. Instruction is also provided for English language learners and workforce and workplace preparation activities. The LWDB is currently exploring additional funding sources to support providing supportive services to Adult individuals experiencing barriers to employment such as lack of transportation, childcare, etc.

- II. Provide a description of how the LWDB will expand access to employment, training, education, and supportive services provided through the NYS One-Stop Career Center system for Title II participants with barriers to employment.

The Broome-Tioga Workforce Partners are committed to serving the needs of every customer, especially individuals with barriers to employment, through the Workforce System. In the Career Center, staff will provide direct linkage (i.e., direct connection within a reasonable time by phone or real-time web-based technology) to partner staff who can provide appropriate program information to the customer. The LWDB will expand access to employment, training, education, and supportive services provided through the NYS One-Stop Career Center by encouraging co-enrollment in relevant programs and by encouraging center staff to facilitate warm seamless referrals to relevant agency programs. Co-enrollment allows partners to leverage resources while providing a more comprehensive service delivery strategy that meets the needs of customers with multiple barriers to employment. Additionally, the LWDB and Title II partners are currently exploring offering virtual educational services to program participants utilizing the

SkillUP Metrix program offering online classes in a variety of topics in accordance with identified regional priority industries.

The LWDB is committed to creating job centers that are welcoming and supportive of the needs of individuals experiencing barriers to employment such as the English language learner through cultural sensitivity, multilingual staffing, translation services, and outreach to trusted community-based organizations. Revision and expansion of services could include expanded hours to meet the scheduling needs of adult education learners, review of technology needs for individuals with low computer literacy skills, and better promotion of services targeted to English language learners. Implementation oversight is conducted through the WIB Director and Center Manager, and tracked through customer feedback surveys. Broome-Tioga Workforce NY and the local Title II programs will also work together to connect workforce development activities for adult learning customers, such as integrated learning. Finally, planning is underway to implement staff training modules around cultural sensitivity and additional barriers to employment that individuals may face. The first training will be conducted in October 2017 and will include cultural competency and language access considerations.

- III. Identify how the LWDB will facilitate the development of career pathways and co-enrollment in academic and training programs.

The LWDB has established relationships with educational institutions, industry partnerships, and the NY Apprenticeship Program to support placement of individuals with barriers to employment into quality entry-level jobs that provide the work experience and non-technical skills necessary to lead to employment in In-demand occupation sectors. This collaborative effort identifies career pathways that provide specific on ramps for quality entry level jobs, and assists with identifying and overcoming skills gaps by utilizing ITAs to fund trainings in In Demand Occupations for eligible customer.

Career guidance and navigation services will be enhanced to guide individuals, particularly individuals experiencing barriers to employment, into programs and services that provide an effective pathway to their career goals through a seamless referral system. Co-enrollment, when possible, will be encouraged.

- IV. Provide a description of how the LWDB will “support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to support service alignment.”

The WDB and the Title II partners are currently exploring how to bring additional adult education services on site within the Broome-Tioga Job Centers, and have outlined services from Title II providers in the MOU. Dedicated resources will be explored among the partners regarding the development of the MOU Part II.

Additionally, Broome-Tioga Workforce, SUNY Broome, BOCES, and other community providers are committed to developing an appropriate referral process for shared customers and individuals interested in pursuing services from the core partners. Title I and Title II representatives will work together to develop a streamlined referral process. The partners will ensure that any referral process protects the rights and privacy of individuals as outlined in the Federal Education Rights and Privacy Act (FERPA).

Broome-Tioga Workforce, SUNY Broome, and BOCES are working together to provide better coordination of services between Title I and Title II services. Coordination efforts will occur around the following opportunities:

- Cross-staff Training – A key first step in improved coordination is assuring that staff of all three entities understand each other’s programs and processes. This will occur as part of the efforts to improve understanding of each partner.
- Stronger Referral Processes – As a partner of the American Job Center Network, Broome-Tioga Workforce, the Title I sub-contractors, and the Title II providers will devise better referral processes to ensure customers gain the best access to services. This could include presentations to each other’s customer base, formal referral processes, and increased co-enrollment.
- Leveraged Funding – the Title I and Title II partners will explore braided funding options and consultation around industry-led occupational trainings, transitioning to credentialing from Title II services, internships and work experiences, and other experiential learning opportunities.
- English Skills for the Workplace – The partners are committed to ensuring English language learners gain the English skills that are necessary for the workplace and are connected to targeted industry needs. Broome-Tioga Workforce will work with the American Civic Association ESL Program to explore opportunities to continue our partnership. Broome-Tioga Workforce will also consider the use of incumbent worker training funds to support workplace adult education activities as part of industry strategies.

Additionally, Broome-Tioga Workforce will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, and technology and materials, including appropriate staff training and support as is detailed in the Broome-Tioga Workforce Development Partners Americans with Disabilities Act/ Limited English Proficiency Policy. Broome-Tioga Workforce commits to annually reassessing program accessibility and adjusting strategies to improve access as needed.