



Western Virginia Workforce Development Board  
Dislocated Worker Contract Recommendation  
Area III Dislocated Worker/July 1<sup>st</sup>, 2004 to June 30<sup>th</sup>, 2005  
Virginia Employment Commission

Presented to the WDB for consideration June 11, 2004

Contract Recommendation July 1<sup>st</sup>, 2004 to June 30<sup>th</sup>, 2005

I. Scope of Services

- A. VEC hereby agrees to Design and implement a delivery system to provide the following services to Dislocated Workers at all three designated Area III Workforce Centers. Services are to be available at each of the workforce centers at all times during operating hours as described in Attachment A (Program Narrative). Services to be included in the delivery system are:
1. The ten mandatory self-service and informational core services as defined in WIA Policy Number 00-6 Attachment A, paragraph B, and mandatory staff-assisted core services as defined in WIA Policy Number 00-6 Attachment A, paragraph C to all referred individuals through local one-stop service delivery systems having no requirements for participant registration, eligibility, qualification or prioritization of service.
  2. Eligibility determination for intensive and training services following the guidelines of current WIA law.
  3. Intensive services as described in WIA Section 134 (d) (3) (C).
  4. Training services as described in WIA Section 134 (d) (4) (D).
- B. Implementation of the service delivery plan will include, but not be limited to the following:
1. Promote a successful job search by providing customers with six hours of class instruction in the following modules:
    - a) Identification of Skills
    - b) Goal Setting
    - c) Completing Job Applications
    - d) Job Search Techniques
    - e) Effective Job Interviewing Strategies
    - f) Resumes and Cover LettersStudents will be provided a copy of each module for continued reference.
  2. Ensure that all participants are aware of continued job search assistance by staff case managers, including job search assistance in the resource room at each of the workforce centers, with exposure to up-to-date job postings on the agency job board and resource

materials such as the Roanoke Times Employment Weekly and the Blue Ridge Employment Weekly.

3. Screen Dislocated Worker participants to determine program eligibility based on WIA criteria as follows:
  - a) Citizenship
  - b) Selective Service Registration
  - c) Economically disadvantaged
  - d) A Preliminary Application Form will be utilized to screen for potential eligibility. The case managers will then secure appropriate documentation to identify compliance with WIA requirements.
4. Utilize the following tools to assess Dislocated Worker participant skills and abilities:
  - a) Test of Dislocated Worker Basic Education
  - b) Individual Service Strategy Assessment
  - c) Career Ability Placement Survey
5. Utilize the following resources to determine which careers are needed in the future.
  - a) Virginia Employment Commission: Industry and Occupational Employment Projections 1996-2006
  - b) Dahlstrom&Company: The Job Outlook 1998-2008
  - c) Other researched sources.
6. Provide Case Management for eligible Dislocated Worker program participants by staff upon enrollment and throughout participation in the program to insure barriers to successful completion of the program are addressed. Case management will include but not be limited to:
  - a) Assessment
  - b) Development of Individual Employment Plan
  - c) Monitor Compliance with IEP
  - d) Provide Access to Training Services
  - e) Counseling (personal, academic, career and employment)
  - f) Job Placement
  - g) Follow-Up and Retention
7. Provide work experience for participants in need of developing good work habits such as arriving on time for work, following work instructions, teamwork, etc. Work experience will be provided at public and private non-profit organizations. Develop working relationships with organizations to provide work experience for participants as needed.
8. Offer educational and occupational training resources utilizing the state-wide Training Providers List provided through the Virginia Workforce Network.
9. Recruit employers that qualify for On-the-Job training according to the On the Job Training Policy and Procedure approved by the Western Virginia Workforce Development Board.
10. Obtain or provide the following supportive services to customers when needed to ensure their success in the program:
  - a) Testing and licensure fees
  - b) Work clothing required for specific jobs
  - c) Eye exams and glasses

- d) Health insurance and immunizations as required by training providers
- e) CPR and First Aid as required by training providers
- f) Emergency payments to address barriers such as rent payments to avoid eviction
- g) Credit and mental health counseling
- h) Childcare
- i) Transportation

(WIA funds are only to be used for supportive services when other resources are not available to the participant.)

11. Provide customized training to employers
12. Provide post employment retention counseling and services by case managers to insure that participants continue to work. When barriers threaten continued employment, supportive services are to be provided.
13. Assign a case manager to staff the workforce centers in Covington, Roanoke and Rocky Mount during all hours of operation and at satellite locations in Botetourt County, Salem, and Craig County on a part-time basis as needed.
14. Provide core services to individuals; maintain a listing of individuals who receive staff-assisted core services, and report core service numbers and outcomes on a monthly basis. Core services will include but not be limited to:
  - a) Self-service informational services such as job vacancy listings, job search training, determination of eligibility, labor market information, and resume assistance
  - b) Staff-assisted services to include job counseling and job placement.
15. Provide intensive and/or training services to a minimum of 270 participants. Intensive services will include but are not limited to:
  - a) Assessment of Skill Level and Service Needs
  - b) Case Management
  - c) Development of Individual Employment Plan
  - d) Career Planning
16. Ensure non-duplication of services using WIA Client Processing procedures approved by the WDB.
17. Customers will be exited from the program based on the following criteria:
  - a) To achieve performance
  - b) Completion of Service according to the Individual Employment Plan
  - c) Obtained Employment
  - d) Death/ Incarceration.
18. Exceptions for use of ITA's for Training Services will be limited to:
  - a) On-the-Job Training
  - b) Customized Training
19. Marketing
  - a) All brochures and marketing materials will be submitted to the Executive Director for approval prior to printing.
  - b) All marketing materials will include the Virginia Workforce Network logo.

- c) Brochures will be distributed at the following locations, in addition to any other locations suggested by the Executive Director or the Board. VEC will utilize the in-house developed DWP brochure to promote all three One-Stops.
    - (1) One-Stop Centers and Satellites
    - (2) Job Fairs
    - (3) Employers
    - (4) Social Service Agencies
    - (5) Training Provider Locations
    - (6) Public Libraries
  - d) Press releases will be distributed to the following print and broadcast media on a regular basis. Distribution of news releases will be followed up with phone calls to cultivate relationships with appropriate media employees and to improve frequency of publication.
  - e) Use direct contact with customers at the One-Stop Centers to assess needs of customers.
  - f) Continue to utilize the Rapid Response Connection to promote DWP
  - g) Market DWP program in Job Readiness Class and/or Re-employment Services Orientation.
20. Cultivate and maintain working relationships with a minim of fifty employers.

### Current:

PY03 Program funding: \$332,000

Committed to serve: 270 total clients/60 new enrollments/50 exits

Status: served 321 total clients/40 new enrollments/53 exits

Average cost per participant: \$640

#### PY03 Accomplishments:

- The VEC complied with the PY03 contract Scope of Services.
- Re-employment Workshop/weekly "job club" to learn re-employment skills and discuss, among the participants, job hunting tips, techniques, and leads.
- VEC and VWCC developed a clerical studies program to meet the needs of former United Health Care workers.
- VEC worked to coordinate DWP and Trade Act Program
- Program monitoring found the DWP is being operated in accordance with required regulations, policies, and procedures

### Recommended:

PY04 Program funding: \$395,611

Committed to serve: 321 total clients/72 new enrollments/60 exits

#### Additional commitments:

- Before July 1, 2004, meet with each Chief Local Elected Official to specifically outline VEC's Plan of Operation for their municipality.
- Monthly reporting to WDB Staff tied directly to contract requirements and VWN system, to include reporting of PY03 Carryover Expenditures.
- Bi-Monthly Reporting to WDB at Board Meetings