

**HOURS OF OPERATION**

Monday-Friday  
8:30-4:30

*This operational plan outlines the essential functions and operations of each of the five Career Centers in adherence to the 2017/2018 RFP key attributes. The operational plan is developed to promote system improvements and integration to create a seamless network of services for job seekers and businesses. This operational plan will continuously evolve, particularly when adjustments are necessary to improve the system based on partner feedback or system improvements due to funding and performance requirements. The Site Management teams will review the plan on a monthly basis.*

KEY ATTRIBUTES	DETAILS	WHAT	HOW	PROVIDED BY	WHEN	PROGRESS/IDEAS * IN PROGRESS *COMPLETED *NEEDS ATTENTION
<b>CONTINUED INTEGRATION OF ALL WIOA TITLE 1 CAREER SERVICES WITH WAGNER-PEYSER AND VETERANS SERVICES</b>	The One Stop delivery system provides access to an integrated array of labor exchange services so that workers, job seekers, and businesses can find the services they need under one roof in 5 easy to find locations. The Career Centers focus on providing a variety of employment related labor exchange services including but not limited to job search, referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance, job search workshops and referral to training may be available. Job seekers who are Veterans receive priority referral to jobs and training, as well as special employment services and assistance. In addition, the system provides specialized attention to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities, and older workers.					
<b>PROFESSIONAL SUPPORT OF THE RESOURCE ROOM TO INCLUDE:</b>	<b>A. TRAINING CUSTOMERS ON THE RESOURCES AVAILABLE</b>	<p>Orientations are provided for those new to the Career Center and seeking access to basic career services and/or individualized career services.</p> <p>Basic Career Services are universally accessible and are available to all individuals seeking employment and training services.</p> <p>Individualized Career Services are provided to participants after an Initial Assessment determines that such services are required to retain or obtain employment.</p> <p>The Career Center Orientation is an overview of the programs and services offered at the Career Centers located throughout Steuben, Schuyler, and Chemung counties.</p>	Orientations are administered via PowerPoint presentation. Customers will learn how to gain access to training, support, guidance and expertise as it pertains to advancing or beginning a rewarding and fulfilling career. Customers should arrive at least 15 minutes before the Orientation appointment and be prepared to complete the Career Center registration packet. Veterans and Veteran spouses receive priority of service. Customers can register for an Orientation by calling the Elmira Career Center at (607)733-7131 or by visiting the Career Center at 318 Madison Avenue, Elmira, NY 14901.	Career Center Orientations are provided by Career Center Staff	Career Center Orientations are provided in a one on one appointment setting and are administered by appointment or upon arrival to the career center based on availability.	<b>*COMPLETED</b>
	<b>B. SCREENING CUSTOMERS ON THEIR NEEDS AND BACKGROUND</b>	<p>A key service provided by the Career Centers is the Initial Assessment of a participant's skills, knowledge, and abilities in order to support the participant's employment goal. The Initial Assessment determines needs and strategies to achieve sustainable employment. A thorough Initial Assessment will determine if the participant is job ready or not, identify any barriers to employment the participant may have, assist in determining appropriate partner staff referrals, as well as to entities that can provide supportive services needed by the participant. Initial Assessments also assist with determining the participant's skills, abilities, interests, and goals.</p> <p>Staff will establish service needs such as the desire to pursue training or education and information regarding those services is provided so that the participant has an opportunity to make sound decisions when selecting a career path. The Initial Assessment will result in a determination of the participants' need for Individualized Career Services.</p>	The Initial Assessment process begins with the completion of the New York State Department of Labor Career Center Customer Registration Form. The Registration form assists staff in obtaining information regarding customer data, Education, Employment History, Employment Objective, Job Skills and Qualifications, as well as the need for supportive services. Included in the Registration packet customers will have the opportunity to register to vote, complete the Department of Labor Military Service Questionnaire, Review the Customer Code of Conduct and Computer Use Policies as well as be provided with information regarding local employment agencies and websites.	Career Center Staff	The Initial Assessment is provided after the completion of the Orientation in a one-on-one setting and is administered by appointment or upon arrival to the Career Center based on availability.	<b>*COMPLETED</b>
	<b>C. REFERRING CUSTOMERS TO APPROPRIATE PROGRAMS</b>	Career Center partner programs work together to ensure individuals are provided with the employment, education, and training services they need.	Customers will be referred to appropriate partner programs based on the information received at the time of the Initial Assessment. Career Center Staff will assist the customer in contacting the partner program directly and setting up the referral. Career Center Staff will also follow up with the customer, as well as the referral agency, to ensure that the customer was able to obtain the services they needed.	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	<b>*COMPLETED</b>

KEY ATTRIBUTES	DETAILS	WHAT	HOW	PROVIDED BY	WHEN	PROGRESS/IDEAS * IN PROGRESS *COMPLETED *NEEDS ATTENTION *COMPLETED
	<b>1. ADULT</b>	<p>The <b>WIOA Adult program</b> provides Career and Training services through the Career Center to help job seekers who are at least 18 years old succeed in the labor market. WIOA establishes a priority for serving low-income individuals, recipients of public assistance, and individuals who are basic skills deficient. The following Individualized Career Services are made available if determined to be appropriate in order for an individual to obtain or retain employment:</p> <ul style="list-style-type: none"> <li>•Comprehensive and specialized assessments of skill levels</li> <li>•Development of an individual employment plan</li> <li>•Group and individual counseling</li> <li>•Career planning</li> <li>•Short-term pre-vocational services</li> <li>•Internships and work experiences that are linked to careers</li> <li>•Financial literacy services</li> <li>•Workforce preparation activities</li> <li>•Out-of-area job search assistance and relocation assistance</li> <li>•English language acquisition, integrated education/training programs</li> </ul>	<p>Customers can be referred to the WIOA Adult Program if the customer is 18 years or older, requesting Individualized Services and the Initial Assessment determines that the customer is:</p> <ul style="list-style-type: none"> <li>•Authorized to work in the United States</li> <li>•Registered for Selective Service (Male Only)</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>•Family income at or below 100% of poverty line or 70% lower living standard or 200% of poverty line (Priority),or</li> <li>•Customer receives or is a member of a family that receives (currently or in the past six months) one of the following</li> </ul> <p>a)TANF, or b)SNAP, or c)SSI, or d)Other public assistance, or</p> <ul style="list-style-type: none"> <li>•Foster Child, or</li> <li>•Homeless, or</li> <li>•Basic Skills Deficient</li> </ul>	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*COMPLETED
	<b>2. YOUTH</b>	<p>The WIOA Adult program works closely with the <b>WIOA Youth</b> program to ensure young adults receive the services they need to succeed in education and the workforce.</p>	<p>Customers can be referred to the Youth Program if they are 16-24 years old and out of school. The customer will need to complete a registration packet as well as a youth referral form that will be reviewed by the Youth Navigator to determine eligibility. Once the Youth Navigator determines a customer is eligible the Navigator will complete the enrollment packet with the Youth and begin the enrollment process into the program.</p> <p>Non Eligible Youth will be served in the Career Centers and can expect to receive job search information to include (but not limited to) how to obtain working papers, Job Search Resources, America's Job Bank listings, community resources, referrals to GST BOCES and much more.</p>	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*COMPLETED
	<b>3. DISLOCATED WORKER (DW)</b>	<p>The WIOA <b>Dislocated Worker</b> program offers employment and training services for eligible workers who are unemployed through no fault of their own or who have received an official layoff notice. Dislocated workers include the spouse of active military who lost employment as a result of a permanent change in duty, location or is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment. Employment and Training services include but are not limited to:</p> <ul style="list-style-type: none"> <li>•Comprehensive and specialized assessments of skill levels</li> <li>•Development of an individual employment plan</li> <li>•Group and individual counseling</li> <li>•Career planning</li> <li>•Short-term pre-vocational services</li> <li>•Internships and work experiences that are linked to careers</li> <li>•Financial literacy services</li> <li>•Workforce preparation activities</li> <li>•Out-of-area job search assistance and relocation assistance</li> <li>•English language acquisition, integrated education/training programs</li> </ul>	<p>To be eligible to receive WIOA services as a dislocated worker in the Adult and Dislocated Worker programs an individual must:</p> <ul style="list-style-type: none"> <li>-be 18 years or older</li> <li>-be a citizen or noncitizen authorized to work in the United States</li> <li>-meet Military Selective Services registration requirements (males only)</li> <li>-meet the definition of a dislocated worker. This will be determined by the Career Centers Dislocated Worker Form.</li> </ul>	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*COMPLETED
	<b>4. ADULT EDUCATION AND FAMILY LITERACY ACT (AEFLA)</b>	<p>AEFLA activities are designed to assist adults to become literate and obtain knowledge for employment and economic self sufficiency; assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family; assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training;assist immigrants and other individuals who are english language learners in improving their reading,writing, speaking and comprehension skills in English as well as mathematics.</p>	<p>Information regarding AEFLA activities can be found in each of the 5 Career Centers. Referrals are made directly to GST BOCES if a customer expresses interest in Adult Education or Family Literacy</p>	Adult Basic Education (TASC)-GST BOCES	<p>Adult Basic Education (TASC) classes are offered Mon, Wed, Fri from 8:00-7:00 pm in room 103</p> <p>Additional classes are offered off site. Information regarding these classes can be obtained in each of our Career Centers or by contacting BOCES directly.</p>	*COMPLETED

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	<b>5. WAGNER-PEYSER ACT EMPLOYMENT SERVICE</b>	The <b>Wagner-Peyser Act</b> of 1933 established a nationwide system of public employment offices known as the Employment Service. The Employment Service focuses on providing a variety of employment related labor exchange services to the public as well as employers.	Each of the five Career Centers provide self-directed services, allowing customers to use computers with internet access for reviewing job listings, developing resumes, and researching labor market information. In cases where customers are less skilled in the use of internet tools, a second level of service includes the assistance of a greeter and/or resource technician. One-on-one services are available to customers needing an assessment of skills, abilities and aptitudes, as well as career guidance or counseling if a career change is being considered. In addition to these services each of the 5 Career Centers offer workshops where job search techniques are discussed or where resume preparation assistance is provided.  Services offered to employers include but are not limited to: <ul style="list-style-type: none"> <li>• Referral of job seekers to available job openings</li> <li>• Assistance in development of job order requirements</li> <li>• Matching job seeker experience with job requirements</li> <li>• Assisting employers with special recruitment needs</li> <li>• Arranging job fairs</li> <li>• Helping employers deal with layoffs</li> </ul>	Career Center Staff	Monday-Friday from 8:30-4:30 by walk in or appointment	*COMPLETED
	<b>6. VOCATIONAL REHABILITATION PROGRAM (VR)</b>	The <b>Vocational Rehabilitation Program</b> ensures workers with disabilities have the supports and opportunities to acquire the skills that they need to pursue in-demand jobs and careers. The Rehabilitation Act seeks to empower individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society. Individuals with disabilities represent a vital and integral part of our society, and our Career Centers are committed to ensuring that individuals with disabilities have opportunities to compete for and enjoy high quality employment.	Each of the five Career Centers work closely with Vocational Rehabilitation organizations to make referrals for customers with disabilities who are interested in finding employment. Vocational Rehabilitation organizations provide assistance with career exploration and resume development, as well as finding, training for, and keeping a job.	Career Center Staff	Monday-Friday from 8:30-4:30 by walk in or appointment	*COMPLETED
	<b>7. NATIONAL FARMWORKER JOBS PROGRAM (NFJP)</b>	<b>The National Farmworker Jobs Program (NFJP)</b> is a nationally-directed, locally administered program of services for migrant and seasonal farmworkers (MSFWs) and includes 52 employment and training grants, as well as 17 housing grants across the United States and Puerto Rico. The program partners with community organizations and state agencies to counter the chronic unemployment and underemployment experienced by farmworkers who depend primarily on jobs in agricultural labor performed across the country. The NFJP is an integral part of the public workforce system and a partner in the nationwide network of One-Stop Career Centers. In addition, NFJP partners with state monitor advocates to provide services to farmworkers and their families working in agriculture employment.	*NEEDS ATTENTION	*NEEDS ATTENTION	*NEEDS ATTENTION	*NEEDS ATTENTION KRISTYN HIBBIT CONTACT INFO SHARED WITH WORKFORCE. WAITING FOR GUIDANCE.
	<b>8. SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)</b>	The <b>Senior Community Service Employment Program</b> is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. Participants also have access to employment assistance through the Career Centers. SCSEP participants gain work experience in a variety of community service activities at local non-profit and public facilities. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage, or the comparable wage for similar employment. This training serves as a bridge to unsubsidized employment opportunities for participants.	All Career Centers serve as an access point to assist with program referrals and enrollment. Referrals will be made to the SCSEP Program Coordinator. Program participants have access to both SCSEP services and other training and employment assistance through the Career Centers. Opportunities for part-time work experience coupled with access to Career Center resources and services promote opportunities to develop new job skills and learn 21st century job search techniques	Career Center Staff	Monday-Friday from 8:30-4:30 by walk in or appointment	*COMPLETED
	<b>9. TRADE ADJUSTMENT ASSISTANCE</b>	The <b>Trade Adjustment Program</b> provides assistance to workers who have been adversely affected by foreign trade. The program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.	Front line staff will triage customers inquiring about the Trade Act program by using a Trade Act reference sheet. This sheet will assist staff in determining if the customer has received the necessary Trade Act paperwork from their Employer and/or Albany. If a customer has received the paperwork staff will assist them in returning the completed paperwork to the necessary location. If the customer has received Form TA722 staff will ensure that the customer is registered and has a current initial assessment in OSOS. Once registration and initial assessment is complete; the customer can be scheduled for an appointment to meet with an Employment Counselor. If the customer has not received any paperwork, but believes that he or she may be eligible for the Trade Act Program, the customer will be assisted in calling the necessary agency to request the paperwork.	Career Center Staff	Monday-Friday from 8:30-4:30 by walk in or appointment	*COMPLETED

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	<b>10.COMMUNITY SERVICES BLOCK GRANT (CSBG)</b>	The <b>Community Services Block Grant</b> provides assistance to States and local communities, working through a network of community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low income families and individuals in rural and urban areas to become fully self-sufficient	CSBG plays a vital role in the Career Centers as they are operated by ProAction Inc. ProAction is a Community Action Organization that works to build a community of resilient individuals and families who can meet their basic needs, overcome adversity, and prosper. The CSBG allows ProAction direct oversight of all employment and training programs in each of the 5 Career Centers, provides opportunities for staff development as well as allows programs to network and be involved in each of the Career Centers. As ProAction operates all five of the Career Centers, staff in each center are well trained to provide knowledgeable and timely referrals to any of ProAction's Community Action programs.	Career Center Staff	Monday-Friday from 8:30-4:30 by walk in or appointment	<b>*COMPLETED</b> IDEAS EXPRESSED: REACHING OUT TO EOP IN REGARDS TO THEIR CSBG ROLE
	<b>11.UNEMPLOYMENT INSURANCE</b>	Individuals who have lost employment due to lack of work and have sufficient prior earnings may receive Unemployment Insurance (UI) benefits if they meet initial and continuing eligibility requirements. The Career Center can expedite their return to work and reduce the duration of their UI claims by providing early intervention, tailoring services to individual customer needs, and speeding the referral of customers who need additional assistance to services available within the workforce system.	By providing job search assistance and referrals to employment; referrals to and application assistance for training and education resources and programs; referrals to additional supportive services available within the workforce system; and information and meaningful assistance in filing UI claims in the Career Center. In addition, UI claimants report to either a mandatory ReEmployment Services and Eligibility Assessment (RESEA) appointment or a Career Center Customer Engagement (C3E) appointment, based on their UI profile score, which calculates their likelihood to return to work. The purpose of these three- or four-step one-on-one appointments is to provide resume assistance, review labor market information, discuss UI work search requirements for continued UI eligibility, demonstrate JobZone, provide job referrals, and to provide referrals as appropriate to remove barriers to employment. DVOP-eligible veterans that are collecting UI benefits are seen by DVOP staff every 4 weeks until they obtain employment.	On demand, except for UI claimants who are mandated to report to RESEA or C3E appointments.	All Career Center staff, except only DOL staff conduct RESEA, C3E and DVOP appointments.	<b>*COMPLETED</b>
	<b>12. TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)</b>	The <b>Temporary Assistance for Needy Families program</b> provides grant funds to states and territories to provide families with financial assistance and related supportive services.	Chemung County Department of Social Services provides TANF services, support and resources through the Pathways to Employment Program that is located on site. The services provided are transportation, child care assistance, job readiness training, one on one support, resume development, work skill experience, and employment placement. TANF clients who are or may be disabled and thus potentially eligible for Social Security/Supplemental Security Income (SSA/SSI) benefits work together with LDSS onsite staff to coordinate with involved local, state and federal agencies to ensure clients receive such benefits.	Chemung DSS makes the referral to the Pathways to Employment Program. LDSS Disability Analyst serves as a client advocate, particularly for those who have difficulty in pursuing SSA/SSI benefits on their own; motivating the client to initiate the application; assisting in collecting or developing supporting documentation; monitoring the case through the disability determination process; intervening where necessary, and initiating appeals of denied cases, as appropriate.	Monday - Friday 8:00 - 4:30	<b>*COMPLETED</b>
	<b>13. CARL D. PERKINS CAREER AND TECHNICAL EDUCATION ACT</b>	The <b>Carl D. Perkins Career and Technical Education Act</b> develops more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in Career and Technical education programs.	In 2017-18 Perkins funds will be used to hire a .5 FTE staff person to offer career workshops to Career Center customers and work as partner staff in the Career Center. Additionally this person will work with CCC students to refer them to the Career Centers for resume and job search assistance. This person will also be the college's liaison for Job Fair facilitation	Corning Community College	Due to a delay in approval for the Perkins Grant, this position should be hired by December 2017.	<b>*COMPLETED</b>
	<b>D. REFERRALS TO EMPLOYERS BASED ON A FIT BETWEEN SKILLS/EXPERIENCE AND THE EMPLOYERS STATED QUALIFICATIONS</b>	Career Centers provide a wide array of resources and strategies for customers in their attempts to identify suitable long-term employment. One of these resources is referring customers to employers based on a fit between skills and experience and the employers stated qualifications.	Career Center Staff use information from the customers record in OSOS including Education and License information, employment objective, skills, work history and employment preferences to match a customer to an appropriate job. Matching is a process where staff compare the information from the customer's record with information on open job orders to see if they can find a connection between the person's past experience and education with the business's needs/requirements.	Career Center Staff Business Services Representatives	Monday-Friday 8:30-4:30	<b>*COMPLETED</b>
<b>OUTREACH TO MINORITY CUSTOMERS INCLUSIVE OF PROVIDING BI LINGUAL SERVICE AT THE ONE-STOP CAREER CENTERS AND WORKSHOP OPPORTUNITIES</b>		Every New York State Department of Labor office that is open to the public must provide interpretation services at no cost. This includes all New York State Career Centers.	At the New York State Department of Labor, vital documents are provided in Chinese, Haitian Creole, Italian, Korean, Russian, and Spanish. Materials in other languages may also be available. Language interpretation services are provided in more than 200 languages. A poster called the Language Identification is displayed at each local office. The poster says "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you" in more than thirty languages.	Career Center Staff	Services are provided Monday through Friday 8:30-4:30	<b>* IN PROGRESS</b> IDEAS EXPRESSED:CREATING BI LINGUAL ORIENTATION VIDEOS TO BE POSTED ON THE CSS WFNY WEBSITE

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<b>SERVING SPECIAL POPULATIONS ASSURING ACCESS TO THE ONE STOP SERVICES</b>		<p>The vision of the one-stop system is that service providers leverage all available assets, ensure universal access, and allocate funding for low income and special populations.</p> <p>Special populations include, but are not limited to:</p> <ul style="list-style-type: none"> <li>•Veterans and eligible spouses</li> <li>•Individuals with disabilities, both youth and adults</li> <li>•English language learners</li> <li>•Migrant and seasonal farmworkers</li> <li>•Out-of-school Youth</li> <li>•Adult and youth ex-offenders</li> <li>•Public assistance recipients</li> <li>•Youth in, or previously in, foster care</li> <li>•Homeless individuals, both youth and adults</li> <li>•Runaway youth</li> <li>•Pregnant and parenting youth</li> <li>•The long-term unemployed</li> <li>•Low-income workers earning wages below self-sufficiency</li> <li>•Basic skills deficient individuals</li> <li>•The over 55 age group</li> </ul>	<p>The Career Centers are committed to ensuring both programmatic and physical accessibility to the One-Stop system by maintaining compliance with the American Disabilities Act of 1990 and all other applicable statutory and regulatory requirements. Each of the Career Center's locations and layouts are inclusive of individuals regardless of their range of abilities and mobility. The Career Centers programmatic accessibility ensures access to all required programs, services and activities to eligible participants and to employers regardless of their range of abilities, mobility, age, language, learning styles, or education level. The indoor space is evaluated to make sure there is equal and meaningful access to program for individuals with disabilities. Examples include computer accessibility, set up, screen-reading, software programs, and access to interpreters. To comply with federal EEO and Minimum wage requirements, all posters are available in English and Spanish. Career Center Staff will work with partnering and local agencies such as GST BOCES, The Department of Labor, Corning Community College or local Vocational Rehab agencies to provide detailed referrals for customers who are deaf, hard of hearing or in need of English Language acquisition. It is the responsibility of the Career Center system to provide priority of service to all veterans and eligible spouses. All 5 Career Centers have a uniform sign in process as well as a military service questionnaire to identify veterans and eligible spouses. In order to encourage individuals to self-identify all Career Centers have prominently displayed signs that clearly describe priority of service. This information is also conveyed electronically on CSSWFNY.com. Veterans and eligible spouses will be served first by the next available staff member, get first priority for jobs and training for which they are eligible and qualified as well as have priority of service for Career Counseling, Skills Assessments, Job Search Assistance, Referrals to other agencies that provide service to veterans as well as much more. Detailed referral agreements and referral processes with partners and public agencies, comprehensive needs-based assessments, extensive record-keeping of all participant characteristics and co enrollment in additional programs are just a few of the services special populations can expect to receive while visiting the Career Centers.</p>	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*IN PROGRESS STAFF NEED TRAINING ON ADA EQUIPMENT, WAITING ON GUIDANCE FROM WORKFORCE
<b>PERFORM COMPREHENSIVE ASSESSMENT AND INTAKE OF WIOA CUSTOMERS INCLUDING THOSE ACCESSING TRAINING PROGRAMS/GRANTS SUCH AS, BUT NOT LIMITED TO, ITA, METRIX, OJT, CUSTOMIZED TRAINING</b>		Following enrollment in WIOA and prior to receiving training services, all participants must receive a comprehensive assessment for the purpose of documenting the rationale for providing training services; and helping the participant determine what training program will best meet his or her career goals and needs	When determining whether the participant requires training in order to reach their employment goal, Career Center staff use information obtained from the Initial Assessment such as work history, education level as well as information regarding labor market opportunities to complete a comprehensive assessment.	Career Center Staff	Following enrollment in WIOA and prior to receiving training services	*COMPLETED
<b>STANDARDIZED ASSESSMENT OF CUSTOMERS IN THE FOLLOWING AREAS</b>	<b>A. BASIC LITERACY-TABE</b>	The Tests of Adult Basic Education for Math and Reading are standard tests used to assess the basic skills and knowledge of adult learners	RAEN trained staff administer TABE testing based on referrals from Career Center Staff	RAEN trained Career Center staff	Monday-Friday from 8:30-4:30 by appointment only	*COMPLETED
	<b>B. WORK READINESS; WORK ETHIC</b>	*NEEDS ATTENTION IDEAS EXPRESSED: LOOKING AT ROCHESTER WORKS CURRICULUM	*NEEDS ATTENTION IDEAS EXPRESSED: LOOKING AT ROCHESTER WORKS CURRICULUM	*NEEDS ATTENTION IDEAS EXPRESSED: LOOKING AT ROCHESTER WORKS CURRICULUM	*NEEDS ATTENTION IDEAS EXPRESSED: LOOKING AT ROCHESTER WORKS CURRICULUM	*NEEDS ATTENTION IDEAS EXPRESSED: LOOKING AT ROCHESTER WORKS CURRICULUM
	<b>C. CAREER ASSESSMENT</b>	Each of the 5 Career Centers provide tools that are designed to help individuals understand how a variety of personal attributes (interests, values, motivations, aptitudes, skills) impact their potential success and satisfaction with different career options and work environments	Career Center Staff work with customers to complete career assessments online through a number of websites including JobZone, CareerZone, O*net Interest Profiler and myskillsmyfuture. Customers can come to the Career Center to use the computers and get help from staff, or if they prefer, do them on their own.	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*COMPLETED
<b>PROVIDE PROACTIVE CASE MANAGEMENT TO MAXIMIZE FIT BETWEEN CUSTOMERS' SKILLS AND JOBS, AS WELL AS ACHIEVE ALL PERFORMANCE MEASURES</b>		Providing guidance, support and motivation to customers that seek training, employment and career advancement	Career Center staff take a case management approach that utilizes multiple techniques such as assessing and triaging, determining customer needs, advising customers on current employment opportunities, growing industries and available training options and providing career guidance to address and provide solutions for a variety of barriers and assessed needs of their customers	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*COMPLETED

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<b>ENSURE BASIC CAREER SERVICES, INDIVIDUALIZED CAREER SERVICES AND FOLLOW UP SERVICES ARE PROVIDED TO QUALIFIED CUSTOMERS</b>		<p><b>Basic Career Services</b> are universally accessible and available to all individuals seeking employment and training services. Generally, these services involve less staff time and involvement and include services such as:</p> <ul style="list-style-type: none"> <li>• Eligibility Determination</li> <li>• Initial Skill Assessments</li> <li>• Labor Exchange Services</li> <li>• Provision of information on programs and services</li> <li>• Program Referrals</li> </ul> <p><b>Individualized Career Services</b> are provided to customers after Career Center Staff determine that such services are required to retain or obtain employment. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include:</p> <ul style="list-style-type: none"> <li>• Specialized Assessments</li> <li>• Developing an individual employment plan</li> <li>• Counseling</li> <li>• Work experiences</li> </ul> <p><b>Follow-up Services</b> are provided for up to 12 months after the first day of employment</p>	Registration is the process for collecting information to support a determination of eligibility. Program participation begins after the registration process of collecting information to support an eligibility determination and begins when the individual receives a basic career service triggering participation, individualized career service, or training service which is funded by the WIOA Adult or Dislocated Worker program. The System Leader ensures the timely and accurate reporting of WIOA participants, activities, and performance information by using OSOS (One Stop Operating System)	Career Center Staff	Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability	*COMPLETED
<b>A WIDE VARIETY OF QUALITY WORKSHOPS AND OTHER LEARNING OPPORTUNITIES ARE AVAILABLE TO JOB SEEKERS</b>	<b>A. WORKSHOPS SHOULD BE COORDINATED WITH PARTNERS THAT CURRENTLY OFFER A VARIETY OF WORKSHOPS</b>	The Elmira Career Center currently offers a variety of workshops including but not limited to: <ul style="list-style-type: none"> <li>•Basic Computer Training</li> <li>•Resume Preparation</li> <li>•Microsoft Word</li> <li>•Professional You</li> <li>•Civil Service</li> <li>•Effective Interviewing</li> <li>•Legal Barriers</li> </ul>	The Department of labor and Pathways to Employment work together to coordinate workshop offerings based on the needs of Career Center and Pathways to Employment Customers. The workshops are advertised to customers via a monthly Workshop Calendar that includes both partners workshop offerings	Department of Labor Pathways to Employment Career Center Staff	Workshop calendars are available to customers Monday through Friday 8:30-4:30. Customers should notify Career Center Staff if interested in attending a workshop	*COMPLETED
	<b>B. PARTNERS WILL ALSO PROVIDE INPUT ON THE NEEDS OF THEIR CUSTOMERS</b>	Site Management Teams consisting of co located and non colocated partners have been developed in each Career Center to provide input and identify the needs of their customers	Site Management Teams meet once a month and communicate via email throughout the month to discuss and determine the needs of customers	Elmira Site Management Team	Meetings are held once a month. Teams communicate via e-mail when needed.	*COMPLETED
	<b>C. WORKSHOPS SHOULD BE EVALUATED ON A REGULAR BASES TO MEASURE EFFECTIVENESS AND THE ACQUISITION OF KNOWLEDGE AND SKILLS</b>		Workshops are evaluated to measure effectiveness using a Workshop Evaluation tool after every offering	Career Center Staff	SEE HOURS OF OPERATION	
	<b>D. USE OF TECHNOLOGY TO INCREASE THE VARIETY AND FREQUENCY IS STRONGLY ENCOURAGED</b>		<b>NEEDS ATTENTION</b> WAITING ON TRAINING FROM WORKFORCE PTE IS CURRENTLY WORKING ON RECORDING WORKSHOPS TO BE UTILIZED IN CAREER CENTERS	<b>NEEDS ATTENTION</b> WAITING ON TRAINING FROM WORKFORCE PTE IS CURRENTLY WORKING ON RECORDING WORKSHOPS TO BE UTILIZED IN CAREER CENTERS	<b>NEEDS ATTENTION</b> WAITING ON TRAINING FROM WORKFORCE PTE IS CURRENTLY WORKING ON RECORDING WORKSHOPS TO BE UTILIZED IN CAREER CENTERS	<b>NEEDS ATTENTION</b> WAITING ON TRAINING FROM WORKFORCE PTE IS CURRENTLY WORKING ON RECORDING WORKSHOPS TO BE UTILIZED IN CAREER CENTERS
<b>DATA AND PERFORMANCE MANAGEMENT</b>	<b>A. THE OPERATOR IS RESPONSIBLE FOR LEADING THE SITE MANAGEMENT TEAMS TO ENSURE QUALITY CONTROL, ACCURACY, COMPLETENESS, AND TIMELY INPUT OF CUSTOMER INFORMATION INTO OSOS INCLUDING ALL REQUIRED FIELDS</b>	The System Leader has developed a Team of partners referred to as the Site Management Teams. These teams have been developed for each of the 5 Career Centers	Site Management Teams meet in a group setting once a month to discuss the operations of the Career Centers. The teams discuss customer need, customer flow, processes as well as any gaps that need to be addressed relating to the operation of the Center. The teams also communicates via email when necessary. The team ensures that all necessary information is document in OSOS and identifies any gaps as a group.	Elmira Site Management Team •DOL •CCC •DSS •PTE •GST BOCES •PROACTION	Once a month at the Elmira Career Center	*COMPLETED

KEY ATTRIBUTES	DETAILS	WHAT	HOW	PROVIDED BY	WHEN	PROGRESS/IDEAS * IN PROGRESS *COMPLETED *NEEDS ATTENTION
INTEGRATION AND ONGOING ALIGNMENT WITH BUSINESS SERVICES TEAM. OPERATOR WILL ENSURE OPERATIONAL PLAN INTEGRATES AND ALIGNS WITH:	<b>A. CERTAIN CAREER SERVICES MUST BE MADE AVAILABLE TO LOCAL EMPLOYERS IN A LOCAL AREA</b> 1. LOCAL AREAS MUST ESTABLISH AND DEVELOP RELATIONSHIPS AND NETWORKS WITH LAE AND SMALL EMPLOYERS; AND 2. LOCAL AREAS ALSO MUST DEVELOP, CONVENE, OR IMPLEMENT INDUSTRY OR SECTOR PARTNERSHIPS	The Business Services Function is provided by business services representatives from partner and WIOA funded staff. Business services teams are responsible for building positive relationships with employers, identifying opportunities to address the human resource needs of employers, and designing services and products to assist employers in meeting their needs.	Business Services Representatives develop relationships with Employers by networking with new businesses, joining local committees such as the Chamber of Commerce and JSEC, and working with local training providers. Business Services work to develop sector partnerships by providing industry based job fairs that give the employers the chance to meet with job seekers. The Business Services Team can also respond to any Business needs regarding posting available jobs in real time.	Business Services Representatives	Services are provided Monday through Friday 8:30-4:30.	*COMPLETED *NEEDS ATTENTION
	<b>B. CUSTOMIZED BUSINESS SERVICES MAY BE PROVIDED TO EMPLOYERS, EMPLOYER ASSOCIATIONS, OR OTHER SUCH ORGANIZATIONS. THESE SERVICES ARE TAILORED FOR SPECIFIC EMPLOYERS .</b> MAY INCLUDE: 1. CUSTOMIZED SCREENING AND REFERRAL OF QUALIFIED PARTICIPANTS IN TRAINING SERVICES; 2. CUSTOMIZED SERVICES ON EMPLOYMENT-RELATED ISSUES; 3. CUSTOMIZED RECRUITMENT EVENTS, INCLUDING TARGETED JOB FAIRS 4. CUSTOMIZED LABOR MARKET INFORMATION	The System Leader and Career Center staff ensure that space is available in the Career Center for local businesses to hold recruitment events, interviews, job fairs and any other needs the business may have, ensure that any information regarding said events is available for customers, and ensure quality screening and referrals of qualified participants in training services.	The System Leader and Career Center staff ensure that space is available in the Career Center for local businesses to hold recruitment events, interviews, job fairs and any other needs the business may have, ensure that any information regarding said events is available for customers, and ensure quality screening and referrals of qualified participants in training services.	Career Center Staff Business Services Representatives	Services are provided Monday through Friday 8:30-4:30.	*COMPLETED
	<b>C. INTAKE AND COMPLETION OF TRAINING PACKET/ELIGIBILITY DETERMINATION FOR ON-THE-JOB TRAININGS AND CUSTOMIZED TRAININGS</b>	Business Services Staff and Career Center Staff work together to ensure intake and completion of training packets and determinations for on the job trainings and customized trainings	Business Services Staff determine eligibility and forward to Career Center Staff in the Bath and Montour Falls Career Centers to ensure that the intake and completion of the training packet is completed to Workforce policy standards	Business Services Representatives Career Center Staff	Services are provided Monday through Friday 8:30-4:30.	*COMPLETED