



**THE FIVE-YEAR
WORKFORCE INVESTMENT ACT PLAN**

FOR THE

**PROVIDENCE/CRANSTON
WORKFORCE INVESTMENT AREA**

FOR THE PERIOD

July 1, 2012 to June 30, 2017

SUBMITTED BY

**THE PROVIDENCE/CRANSTON
WORKFORCE INVESTMENT BOARD**

TABLE OF CONTENTS

Section (s)	Page (s)
Section I: Executive Summary	3
Vision Statement/Mission Statement	4
Section II: Local Area Market Analysis and Assessment of Workforce Investment Activities	5-7
Section III: Adult and Dislocated Worker Service Delivery	7-21
Section IV: Youth	21-27
Section V: Businesses	27-29
Section VI: Procurement	29-30
Section VII: Performance	30-32
Section VIII: Transparency	32
Section IX: Monitoring and Oversight	33-35
Section X: Memorandum of Understanding	35-36
Section XI: Local Board Composition and Governance	36-37
Section XII: Equal Access and Opportunity	37
Section XIII: Program Year 2012 Specific Information	38-39
Section XIV: Assurances	39-40
Section XV: Contact Information and Signature Page	41-42
Index of Attachments	43
Attachments	44-65

SECTION I: EXECUTIVE SUMMARY

Workforce Solutions of Providence/Cranston, as the administrative entity for the Providence/Cranston Workforce Investment Board, is pleased to submit its five-year plan to deliver services to the residents and employers of the cities of Providence and Cranston.

This five-year plan embodies the following key principles of the Workforce Investment Act and is guided by the Vision and Mission of Workforce Solutions of Providence/Cranston.

- Streamlined services delivered through the co-location of employment, education and job training partners at our netWORKri office in Providence;
- A system of empowerment for individuals seeking training by providing better information on the performance outcomes of training providers and by giving eligible individuals more choice through the use of individual training accounts at eligible institutions;
- Universal access for all individuals of comprehensive core and intensive services designed around a “work-first” approach;
- A system of increased accountability as evidenced by the 17 core performance measures detailed in the plan;
- Technical assistance and information for area businesses to enable them to meet their workforce needs;
- A strong role for our local Workforce Investment Board that is focused on strategic planning, policy development and oversight of our local workforce investment area;
- Direction and guidance from business and labor with respect to the identification of demand jobs, needed skills and training programs that most meet their needs;
- Youth programs that are linked more closely to local labor market needs and that focus on educational attainment.

Youth programs that promote youth development and citizenship, such as leadership development thorough voluntary community service opportunities, adult mentoring and follow-up.

VISION STATEMENT

To create a rich, vibrant, competitive economy in the Providence/Cranston workforce investment area where people find good jobs, employers find the skilled workers they need and where all parties find the Providence/Cranston workforce investment area a place where they want to live, work, and invest.

MISSION STATEMENT

To continuously improve the Providence/Cranston workforce investment area's capacity to connect people, employers, jobs, education and service.

The development of the Providence/Cranston Workforce Investment Area plan affords us the opportunity to reaffirm our commitment to the purpose, goals and objectives of the Workforce Investment Act.

SECTION II: LOCAL AREA LABOR MARKET ANALYSIS AND ASSESSMENT OF WORKFORCE INVESTMENT ACTIVITIES

1a, 1b, 1c Describe the Workforce Investment needs in your local area of Businesses, Job Seekers and Workers.

Based on data from the 2010 census and the Labor Market Information Unit of the RI Department of Labor & Training, the Providence/Cranston Workforce Investment Area (WIA) includes the capital city of Providence and the state's third largest city, Cranston. Together, these two cities had a combined Census population of 258,429 in 2010. This represented a +2.2 percent increase (+5,542) in estimated total population between Census 2000 and Census 2010. In comparison, the state's population as a whole increased by 4,248 residents (+0.4%) during this period. Approximately 24.6 percent of all Rhode Islanders lived in the Providence/Cranston WIA in April 2010. Between 2001 and 2011, the labor force of Providence/Cranston increased by 7,394 people (+6.3%). During this period, resident employment declined by 2,266 (-2.0%), while the number of unemployed in the area increased by 9,660 (+154.3%). Providence/Cranston had an annual average unemployment rate of 12.8 percent for 2011, notably higher than the statewide annual average unemployment rate of 11.3 percent.

In 2011, Providence/Cranston's annual average private sector wage was \$46,565. This was \$3,039 higher than the statewide private sector average of \$43,526. Management of Companies & Enterprises led all of Providence/Cranston's economic sectors with an annual average wage of \$109,333, followed by Finance & Insurance (\$89,823), Information (\$69,541), and Professional & Technical Services (\$67,694). The lowest annual average wages were reported in Accommodation & Food Services (\$17,786), Arts, Entertainment & Recreation (\$23,206), and Retail Trade (\$24,995), industry sectors that generally rely upon part-time help and require limited previous work experience and skill sets.

Long-term unemployed, that is unemployment spells of fifteen weeks or longer, was slightly higher (25.8%) among Providence/Cranston area residents than in the state (24.2%) as a whole. Workers 65 or over and between the ages of 60 and 64 living in the Providence/Cranston area were more likely to face long term unemployment (29.1% and 36.4% respectively) than their counterparts statewide (27.0% and 30.9%, respectively). Twenty-nine percent of the Providence/Cranston area residents collecting unemployment insurance benefits were between the ages of 25-34 and an additional 22.7 percent were between 35 and 44 years of age.

Nearly twenty-one percent of the unemployed Providence/Cranston residents collecting benefits in December 2012 were previously employed as Administrative & Waste Services (20.5%) followed by Health Care & Social Assistance (12.3%). Over fifteen percent of the unemployed Providence/Cranston residents collecting benefits in December 2012 were

previously employed as Production workers (15.3%) followed by Office & Administrative Support (14.8%), Management (8.1%) and Building & Grounds Cleaning & Maintenance (8.1%). Over half of the Education, Training & Library (52.9%) sector employees had been unemployed for fifteen weeks or longer.

2. Describe the current and projected employment opportunities in your local area. Cite the sources of information used to identify local demand occupations. Discuss in context of adult, dislocated worker and youth populations.

With an annual average of 140,652 private sector and government jobs in 2011, Providence/Cranston-based employers accounted for 31.4 percent of all Ocean State employment. Approximately 25 percent of all private sector employment in the WIA was in the Health Care & Social Assistance industry sector, followed by Educational Services (10.2%), Retail Trade (9.3%), Accommodation & Food Services (9.3%), Administrative Support & Waste Management (7.6%), and Manufacturing (7.2%).

Overall, 7,177 private sector jobs were lost in the Providence/Cranston area between 2003 and 2011, a 5.7 percent decline compared to the 4.5 percent (-18,502) decline experienced statewide. Despite this loss, local employment gains occurred in five economic sectors, with the largest growth reported in Health Care & Social Assistance (+2,616) and Educational Services (+2,204). Job growth was also reported in Professional, Scientific & Technical Services (+532), Accommodation & Food Services (+167), and Information Services (+38) between 2003 and 2011.

On a percentage basis, industry sector job growth in the Providence/Cranston area generally lagged behind statewide growth. Employment in the Management of Companies sector declined by 12.1 percent between 2003 and 2011, a significant loss as opposed to the industry sector growth throughout the Ocean State (+29.5%). The Professional, Scientific & Technical Services sector increased their total employment by 7.2%, a rate of growth slightly below the 8.6% increase experienced statewide in this industry sector. Similarly, the rate of job growth in Providence/Cranston's Health Care and Social Assistance (+9.8%) and Accommodation & Food Services (+1.5%) sector was below that of the state (+11.6% and +2.0%, respectively). On a more positive note, local job growth in Educational Services (+22.0%) outpaced industry sector job growth throughout Rhode Island (+19.2%) between 2003 and 2011.

As was the trend statewide, manufacturing firms in Providence/Cranston shed nearly 4,500 jobs between 2003 and 2011. Manufacturing jobs currently account for 7.2 percent of total private sector employment in the area, down from 10.4 percent in 2003. Significant job losses were also reported in Finance & Insurance (-2,576), Construction (-1,836), Retail Trade (-1,251), Administrative & Waste Services (-1,097), and Transportation & Warehousing & Utilities (-392).

Of the private industry sectors that reported job losses in Providence/Cranston between 2003 and 2011, most experienced percentage

declines greater than the state as a whole. For example, local Finance & Insurance employment dipped by 32.2 percent during this period, while throughout Rhode Island, Finance & Insurance firms shed 9.3 percent of their employment. Likewise, the Transportation & Warehousing & Utilities sector in Providence/Cranston shed 18.0 percent of their employment compared to a statewide decline of just 3.3 percent. Also, Construction sector jobs in the area fell by 38.5 percent, while the state as a whole lost 24.6 percent of this sector's employment.

In addition, Arts, Entertainment & Recreation employment in Providence/Cranston dropped by 6.0 percent, while the Ocean State as a whole increased industry sector employment by 2.8 percent.

3. Describe the job skills necessary to obtain the current and projected employment opportunities identified above.

As noted above, the Providence/Cranston Workforce Investment Area is expected to show a growth of 9.8% in Health Care and Social Assistance which require certificate training offered through the WIA Individual Training Account Eligible Training Provider List.

Growth of 1.5% is expected in Accommodations and Food service which require skills that can be learned on the job. The other growth areas in the local workforce area, Information Technology, Professional Scientific and Technical Services and Education require college degrees.

Regardless of the work specific skills and the educational level needed for a job, surveys of employers indicate that all workers need work readiness skills. Workforce Solutions of Providence/Cranston, through its participation in the Workforce Innovations Grant, is considering a work readiness certificate that will be endorsed and accepted by employers.

SECTION III - ADULT AND DISLOCATED WORKER SERVICE DELIVERY

1. Describe the design of your Local Area's One-Stop delivery system, including the number of comprehensive centers and any supplementary arrangements.

OVERVIEW OF THE ONE-STOP SYSTEM

The Providence netWORKri Career Center is the state's largest and most comprehensive One-Stop Career Center. The Providence Center opened in June, 1999 at 220 Elmwood Avenue and subsequently moved to its current location at 1 Reservoir Ave., Providence, RI. The Providence netWORKri Career Center is operated by a consortium which includes the Department of Labor and Training and Workforce Solutions of Providence/Cranston. Since the Center became operational in 1999 it has grown in both the diversity of the customer base it serves and the array of services

offered. Occupying 25,000 square feet at its current location the Center features a state of the art Resource Area with computers with internet access; copiers and fax machines; Computer Lab with remedial software; Conference Room Space for meetings and job fairs.

The Providence netWORKri Career Center is unique in that the Local Board Administrative staff is involved in the daily activities and management of the Center and is committed to its successful operation. This has a positive impact on the quality of management and program performance.

In addition, with the closing of Pawtucket netWORKri, four staff of the Workforce Partnership of Greater Rhode Island have been re-located to Providence netWORKri with the approval of the Providence/Cranston Workforce Investment Board. The presence of additional staff enable customers displaced by the closing of Pawtucket to receive services and increases the capacity in the Providence one stop to service WIA customers.

The P/C WIB has chosen the Department of Labor & Training as the one-stop operator to manage the day-to-day activities of the center.

CLIENT FLOW /ONE STOP SERVICES

While the state of the economy has had a significant impact on the workforce development system, the increased utilization of this Center is attributable to the ability of the Center and its partner agencies to meet customer demand, both job seeker and employer, most notably:

- Customized services to meet employer recruitment/hiring needs
- Access to Training Programs (WIA, Trade)
- Expanded ITA training vendor list
- “Skills Tutor”, on-site facilitated remediation
- Welcoming and accessible centers for people with disabilities
- Location easily accessible to both Providence and Cranston residents
- Creative marketing strategies
- Industry Partnerships:
 - Tech Collective
 - My Turn (Marine Trades)
 - Hospitality
 - Construction
- Memorandum of Understanding (MOU) between CCRI and DLT, to provide remedial services, for Trade Adjustment Assistance (TAA)-eligible workers

MANDATORY PARTNERS

Conceptually, the One Stop Center would house the staff of the WIB in addition to a variety of partners, required by the Workforce Investment Act (WIA), whereby clients would be able to access the services offered by the WIB and the various partner agencies.

Some of the agencies listed in Section 662-200 of the Regulations as a required One Stop Partners in addition to programs offered by the WIB are:

- Job Corps
- Native American programs
- Migrant and seasonal farm-worker programs
- Veterans' workforce programs
- Wagner-Peyser Act (Job Service)
- Senior Community Service Employment
- Trade Adjustment Assistance (TAA)
- State Unemployment Compensation (UC)
- Office of Rehabilitation Services
- Department of Human Services, RIWorks

With all of the required One Stop partners committed to the system by Memorandums of Understanding (MOU), users have services provided by the partner agencies available to anyone seeking them.

Due to limited agency funding and the high cost of space at the Providence One-Stop, the ability to maintain a presence at the One-stop by the various partners has proven to be difficult, if not impossible. Currently, Workforce Solutions of Providence/Cranston, the Office of Rehabilitation Service and DLT are the only contributing partners in the one-stop.

ONE-STOP STAFFING

Partner Agencies are:	<u>Number of Staff</u>
Workforce Solutions of Providence/Cranston (WIA)	12 F/T, 1 P/T
Dept. of Labor & Training	23 F/T
Office of Rehabilitation Services (3 days per week)	1
Veteran's Affairs Representative	2F/T
Workforce Partnership of Greater Rhode Island (WIA)	4 F/T

With respect to our Providence netWORKri career resource center, a distinction is made between those individuals who visit and become customers of the one-stop office and those who become WIA customers. The services at our one-stop office are

offered as an entitlement program and everyone who is eligible to work in the United States can be served. Becoming a WIA customer, however, is different. It is not an entitlement program. Only those one-stop customers who can benefit from WIA services, and who are not in need of substantial pre-employment or pre-training services are registered in WIA. As a general rule those individuals who are reading at very low levels or those who have significant barriers to employment or training are not considered for WIA. Instead they are referred to partner programs or other local community agencies where they can receive the remediation needed to enter employment or job training.

Our eligible WIA customer base is twofold: (1) adults in general and (2) dislocated workers. Adults are considered those 18 years of age and older who are unemployed or underemployed or those wishing to get back into the job market after an absence. Dislocated workers are those 18 of age and older who have a work history and who have been laid-off, displaced or otherwise unemployed.

2. Provide a description and assessment of the type and availability of Adult and Dislocated Worker employment and training activities in your local area, including the local Individual Training Account (ITA) system.

At our Providence netWORKri office, adults and dislocated workers progress through three levels of service in order to obtain employment. The first level is referred to as "Core Services." Here customers are provided an initial assessment of skill levels, aptitudes, abilities and supportive service needs such as child care and transportation. They also receive job search and placement assistance. For those customers who are not able to obtain employment following these core services, they then may receive the second level of service referred to as "Intensive Services." Here customers are offered more comprehensive assessments of skill levels and needs. They receive an in-depth evaluation to identify employment barriers and appropriate employment goals and receive group and individual counseling, career planning and case management services. For those customers who are not able to obtain employment following these intensive services, they then may receive the third level of service referred to as "Training Services." Here customers are offered the opportunity to enter occupational skills training in one of three training program types.

3. Describe the procedures for ensuring that exceptions to the use of ITAs, if any, are justified. These exceptions include On the Job Training, Customized Training, Group Training, contracted training due to a determination that there is an insufficient number of eligible providers in the area or contracted training to serve special participant populations.

Individual Training Accounts or ITAs enable customers to enter into any one of our approved training programs offered by statutory education agencies and other training providers who are listed on the Eligible Training Provider List. The training must be in a demand occupation as identified by labor market information or demonstrated employer need. With WIA funds, our current policy enacted by the Workforce Investment Board is to pay up to \$5,500 for the cost of the occupational skills training for the customer.

A second training type is referred to as On-the-Job Training or OJT. Here customers are referred to employers who agree to hire and provide training on the job. Once the training is completed, the employers agree to retain in employment those who successfully complete the training. In consideration for providing the training, employers may be reimbursed on a sliding scale up to 90 percent of the starting wage during the training period depending upon the size of the employer. This reimbursement period may be up to six months in duration. OJT reimbursement is capped at \$7,500 by action of the Workforce Investment Board.

A third type of training is referred to as Customized Training. This type of training is designed to meet the special requirements of an employer or group of employers and is conducted with a commitment by the employer to employ individuals who successfully complete the training. The actual training may take place in a classroom or in an on-the-job situation or a combination of both.

The Workforce Investment Act (WIA) allows local Workforce Investment Boards (WIB) to offer occupational skills training to qualified WIA customers through three delivery methods.

These include Individual Training Account (ITA) programs in which individuals may be referred to training organizations that have been approved to be on the Rhode Island State's Eligible Training Provider List (ETPL). A second program option is On-the-Job Training (OJT) in which individuals are placed into employment and begin receiving training at an employer's job site. The third program option is customized training that may combine both classroom training and OJT and is designed to meet the specific needs of an employer or group of employers.

While these three types of training programs offer local Workforce Investment Boards a variety of training options, in July of 2010 WIBs were given the authority to award group contracts for training WIA customers. WIBs may award these types of contracts following a competitive bidding process. Group training can not duplicate what is available as an ITA.

The advantages of group-size training include:

- The ability to increase training capacity of in-demand occupations
- The ability to respond to training needs by an employer or group of employers
- The ability to include additional support services such as case management, basic skills training, world of work training and other services to support the individuals' participation in the training program
- The ability to include performance requirements as a condition of training contract

4. Describe the steps that the Local Board takes to ensure the continuous improvement of eligible providers of services through the Adult and Dislocated Worker system.

Performance of the training providers on the Eligible Training Provider List is being tracked and evaluated by the local boards and the State Workforce Development Office. Providers are required to provide outcomes data for WIA-funded training participants.

The two local WIBs and the state have made it a policy to only approve training providers that offers credential that meets the WIA standards. This policy assures that all WIA-funded participants receive an industry recognized, portable credential.

5. Describe how the Local Board will determine that providers are meeting the employment needs of local businesses and Adult and Dislocated Worker participants; include the information that is reviewed to make the determination.

All training must be in occupations that are determined to be in-demand by the Rhode Island Department of Labor & Training Labor Market Information unit. In addition, data from the Governor's Workforce Board funded industry partnership inform decisions on targeting training resources as does internal data tracking placements in specific occupational areas of past participants.

6. Describe new service delivery strategies, if any, being considered to better meet the needs of Adult and Dislocated Worker participants.

Workforce Solutions of Providence/Cranston is a partner in the Workforce Innovations Grant that was awarded to the Department of Labor & Training. The three year grant will build "on-ramps" to career pathways or a job by integrating funding, developing a work readiness credential, creating work experience internships and mapping careers in the health field, information technology and a yet to be determined third industry sector.

To implement the changes, Providence netWORKri will undergo a business redesign that will alter how the career one-stop provides services to its customers. In these times of diminishing resources and continued high unemployment, it is important to examine current processes, to identify policy changes needed to align funding and to re-organize Providence netWORKri to implement a pilot program that is better able to prepare both low literacy and high skilled individuals for a job or career. This is expected to begin in February 2013.

7. Describe the criteria to be used to determine whether funds allocated to a local area for Adult employment and training activities are limited, how this will be communicated to staff and the process by which any priority will be applied.

With the decrease in the Adult and Dislocated Worker sub-state allocation to the Providence/Cranston Workforce Investment Board, Workforce Solutions of Providence/Cranston issued Workforce Investment Act Notice 10-03 informing staff the training funds are indeed limited in the Providence/Cranston Workforce Investment Area and the priority of services policy set forth in the notice are in effect. (Attachment #5)

8. Describe your Local Area's process for developing the Eligible Training Provider List for ITAs.

A training provider wishing to be included on the Eligible Training Provider List submits an on-line application that is received by the State Workforce Investment Office. The application is forwarded to one of the two local Workforce Investment Boards for review. The local boards review the financial stability of the applicant, determine if the proposed training is in an in-demand occupation, examine the credential issued and determine that the cost to WIA is the same as the cost to the general public by reviewing published material. When the applicant meets all the requirements, a contract is developed and the approved training is included on the Eligible Training Provider List.

9. Describe, if any, the limits that the Board has established for ITAs (such as duration or amounts).

Local Workforce Investment Act Notice 07-13 issued on June 17, 2008 sets the Individual Training Account cap at \$5500.

10. Describe, if any, the priorities that the Board has established for ITAs (such as targeted industries/occupations or specific wage levels).

The ITA must be in an in-demand occupation as determined by the Labor Market Information Unit, offer an industry recognized credential and be in an occupation with a reasonable expectation of employment based on internal data.

11. Describe your Local Area's process for determining a participant's eligibility and appropriateness for training services.

Workforce Solutions of Providence/Cranston adheres to WIA regulations regarding eligibility for Training:

- Be unable to obtain or retain employment through core and intensive services;
- Be determined to be in need of training after an individual interview, evaluation, and assessment;
- Meet the prerequisite requirements of the training provider
- Be unable to obtain other grant funds for training or require assistance beyond the level made available under other grant programs including Pell Grant or
- Demonstrate the ability to meet the financial obligation in excess of the training cap

12. Describe, if any, the limits that the Board has established if exceptions to the ITA process are utilized (OJT, Customized, Group Training, etc.)

Local policy 10-02 established the following policy with regard to OJT:

- 1. *With respect to the cap on reimbursement:***

The reimbursement amount to an employer cannot exceed \$7,500

2. *With respect to employer reimbursement*

The following reimbursement rates will be permitted:

- a. up to 90 percent for employers with 50 or fewer employees;
- b. up to 75 percent for employers with 51-250 employees;
- c. the current statutory requirements (50 percent reimbursement) for employers with more than 250 will continue to apply.

3. *With respect to the number of OJT slots in any one contract:*

Unless approved by the OJT Manager:

All OJT contracts will be limited to one position per contract. Additionally, an employer may not have more than one OJT at any one time.

4. *With respect to additional contracts with the same employer:*

Consideration for an additional contract with an employer will be based on the successful completion of the OJT program by the customer, to include continuation of employment with the employer. An exception may be made to this policy if sufficient evidence is presented to the OJT Manager that the program completion or job retention requirement is not the fault of the employer and a new contract is appropriate.

Also, an employer with a current OJT contract may be awarded an additional contract prior to the completion of the current contract if sufficient evidence of performance is provided to, and accepted by, the OJT manager.

5. *With respect to credential performance exclusion*

All participants in OJT contracts with an effective date of January 11, 2011 (the date of the waiver approval letter), or later will not be included in the credential performance standard.

Whereas credential attainment status remains a WIASRD/ DRVS data element, staff must continue to enter this information in EmployRI.

Local notice 11-01 amends policy notice 10-02 with respect to the cap on reimbursement:

1. *With respect to the Cap on Reimbursement:*

The reimbursement amount to an employer cannot exceed 125% of the state's average hourly wage as published in the Occupational Wage Report issued by the Rhode Island Department of Labor and Training Market Informational Unit. As of the effective date of this policy, the state's average hourly wage is \$16.80. Therefore, the reimbursement amount from WSPC cannot exceed \$21.00 per hour (125% of \$16.80). The employer will provide a match according to the approved sliding scale of employer reimbursement.

This reimbursement cap may be waived if deemed appropriate by the Administrator of Workforce Solutions of Providence/Cranston.

Local notice 11-02 sets the policy for OJTs at staffing agencies.

OJT cannot be offered to a staffing agency that places an individual at an employer under an agreement with the staffing agency. WIA Regulations 20 CFR Paragraph 663.700 clearly state that reimbursement is to compensate the employer for the extraordinary cost of the training and the additional supervision related to the training. Since the staffing agency is neither providing the training or supervision of the trainee it is not eligible for reimbursement of wages for the training period. This policy applies to all placements by a staffing agency at another employer whether the placement is temporary, permanent or temporary to permanent.

However, a staffing agency wishing to train an individual for a job at the staffing agency will be treated as any other employer requesting an OJT.

Local Notice 10-01 set employer contribution policy for Customized Training:

Rhode Island has been granted a waiver of section (c) governing the employer contribution to the cost of the training permitting the use of a sliding scale based upon the size of the employer. Under the waiver, the following sliding scale is to be used to determine employer contribution to the cost of the training:

less than 50 employees	10% match
51-250 employees	25% match
251 employees	50% match

13. Describe, if any, the priorities that the Board has established if exceptions to the ITA process are utilized (OJT, Customized, Group Training, etc.)

Workforce Solutions of Providence/Cranston will continue to use OJT, Customized Training and Group Training when appropriate to meet the needs of its job seekers and employers.

14. Are multiple/stackable training programs available to individual participants? If so, under what circumstances?

Individuals that complete an ITA are eligible for OJT training provided the individual will receive additional skills in the OJT. Workforce Solutions of Providence/Cranston conducts an assessment on all WIA customers and through core and intensive services develops an employment plan with the customer utilizing the resources and services available from the one-stop partners, the Industry Partnerships and the greater community.

15. Describe how the employment and training activities provided to adults and dislocated workers in your Local Area will support the priorities identified in the Governor's Workforce Board's Biennial Plan.

Employer Partnerships

Workforce Solutions of Providence/Cranston issued a Group Training RFP in PY 11 that placed a priority on proposals with employer commitments. Of the three programs funded, two were with industry partnerships supported by the Governor's Workforce Board; Marine Trades and Construction.

Providence/Cranston Workforce Investment Board members participated in employer fora that informed the proposal that was awarded a Workforce Innovations Grant by the US Department of Labor.

Workforce Solutions of Providence/Cranston has met with the Advanced Manufacturing industry partnership as well as individual employers in preparing an application to the Ford Foundation for a pre-apprenticeship program in advanced manufacturing. The intent of this effort is to imbed pre-apprenticeship in a Providence high school which will lead to a registered apprenticeship upon graduation. This concept is fully supported by RIMES, Walco Electric and consortia of manufacturers led by Swissline Precision.

Work Readiness

One clear message from employers is that many individuals are not prepared to enter the workforce. Workforce Solutions of Providence/Cranston is a part of a cross-agency team that has been research existing work readiness credentials as part of the work of the Workforce Innovations Grant. The team has conducted informational sessions with community based organizations and employers and is currently examining options.

The credential will be recognized by employers, utilized by the entire workforce system from K - 12 education, career and technical education, adult education, higher education and the public workforce system, appropriate for lower literacy levels and is financially sustainable.

In addition to teaching the “soft skills” required by employers, the team is exploring work experience internships as a value added component of work readiness.

Career Pathways

The Workforce Innovations Grant is intended to implement changes in the workforce system in support of career pathways. These changes will create a seamless system designed to move individuals to jobs in high growth, high-demand careers with the support, training and skills needed to succeed. A pilot program in health and information technology will be mapped with trainings and funding identified.

The pilot program will be implemented in Providence netWORKri and staffed by individuals trained in career coaching. Participants from participating agencies will be provided information on training and employment opportunities with integrated supportive services and work readiness training with work experience internships that are employer endorsed.

The re-design of the career one-stop will create on-ramps to careers pathways that will assist low skilled, low literacy residents and the long-term unemployed access career pathways that will enable them to develop skills in demand by industry.

Public Workforce System

The Providence/Cranston Workforce Investment Board has formed a sub-committee to explore funding for the public workforce system.

The Workforce Investment Board agreed with the sub-committee finding that the Rhode Island workforce system needs money to serve its residents and employers. The system has faced and will continue to face a decrease in federal funding and an uncertain future with the possibility of sequestration and federal budget constraints.

The system has relied on federal dollars and employer money paid into the Job Development Fund. No state money has been allocated for workforce development as has been done in other states. The need for more funds is clearly demonstrated by the recent decrease in occupational skills training supported by the two local workforce investment boards and the closing of the Pawtucket one-stop office. Of greatest concern is the continuing high unemployment rate that has characterized the Rhode Island economy for the last several years.

The board is recommending that the Rhode Island State Legislature enact legislation that would allocate \$5 million each fiscal year to support workforce development. A coalition of organized labor and the local workforce boards will lead the effort to get the legislation passed. These funds would be used to address immediate and long-range issues associated with improving Rhode Island workforce development and by extension, the Rhode Island economy. The public workforce system is in place and supported by federal funds. Any general state revenue funds would be used to train Rhode Island residents for jobs with a demonstrated demand.

16. Describe how the employment, re-employment and training needs of the following targeted populations will be met:

a. Unemployment Compensation Claimants

Unemployment claimants are served as Dislocated Workers under the Workforce Investment Act. Dislocated Workers receive core, intensive and training services as appropriate and necessary to meet the goals of their employment plan.

b. The Long-Term Unemployed

The long-term unemployed are served as an Adult under the Workforce Investment Act. Adults receive core, intensive and training services as appropriate and necessary to meet the goals of their employment plan.

c. The Under-Employed

In this economic climate, many individuals accept part-time employment or a job that does not pay wage that leads to self-sufficiency. These individuals are able to use the resources of the one-stop center including workshops, employer recruitments and job fairs. The under-employed may also receive WIA core services if appropriate and Workforce Solutions of Providence/Cranston policy 10-03 sets aside 75% of its adult training allocation for individuals whose family income falls at or below 100% of the Lower Living Standard Income Level.

d. Dislocated Workers (including trade impacted dislocated workers and displaced homemakers)

As stated above, dislocated workers may receive WIA core, intensive and training services.

Trade Adjustment Assistance eligible customers are able to access the DLT administered TAA program as well as WIA services. Dual enrolling TAA customers with WIA results in leveraging of funds and services enabling trade impacted workers to re-enter the labor force more quickly by providing income support, re-employment services and training.

Displaced Homemakers

Under the Workforce Investment Act, displaced homemakers are considered Dislocated Workers and thus are afforded the same services while acknowledging that displaced homemakers have needs, experiences and skills different from dislocated workers. The Providence netWORKri office has a menu of workshops that are able to assist the displaced homemaker transitioning from being dependant on the income of another to self-sufficiency.

e. Low-income individuals (including recipients of public assistance)

Recipients of Public Assistance

Workforce Solutions of Providence/Cranston policy 10-03 states:

The Providence/Cranston Workforce Investment Area will set aside 75 percent of its adult allocation for individuals whose family income falls at or below 100 percent of the Lower Living Standard Income Level (LLSIL) or who are members of families that receive cash public assistance payments.

The following priority of services is established:

1. The first priority for entrance into WIA adult training programs shall be given to individuals who meet both the Veterans' preference and those whose who are members of a family that receives cash public assistance payments or whose family income falls at or below 100 percent of the Lower Living Standard Income Level (LLSIL).
2. The second priority for entrance into WIA adult training programs shall be given to individuals who do not meet the Veterans' preference but who are members of a family that receives cash public assistance payments or whose family income falls at or below the 100 percent of the Lower Living Standard Income Level (LLSIL) or who is an individual with a disability as defined in Section 101 (17) of the Workforce Investment Act.

f. Migrant and Seasonal Farmworkers

Migrant and seasonal farmworkers receive WIA services as appropriate and necessary. The migrant and seasonal farmworkers program is represented on the Providence/Cranston Workforce Investment Board thus has a voice in local workforce policy.

g. Veterans

Local policy 10-03 as noted above gives a priority of service to veterans and spouses of veterans in some instances. In addition, Providence netWORKri has a two full time FTEs dedicated to veterans.

h. Individuals with Limited English Proficiency

When, through an assessment, an individual is determined to not be able to meet the English proficiency qualification of a job or training, a referral is made to local educational agency skilled and experienced in English language instruction. Through regular contact with the WIA career counselor and reports from the educational agency, the individual is referred to the employer or

occupational skills provider when able to meet the requirements of the job or training.

i. Homeless Individuals

In order to successfully obtain and retain a job, basic needs must first be met. Workforce Solutions of Providence/Cranston has developed relationships with area community based organizations that serve the homeless. Many of those agencies provide supportive services that address the cause of the homelessness prior to placement in employment or training.

j. Ex-Offenders

Administrative staff of Workforce Solutions of Providence/Cranston serve on a state task force charged with informing ex-offenders and employers of the incentives and support available when employing this population. The Workforce Solutions of Providence/Cranston job developer is knowledgeable and experienced in assisting ex-offenders and has business contacts that have had success employing this population.

k. Older Workers

Career Counselors work very closely with workers who have been in the workforce for over 30 years or who have many years of experience in a single industry but have a need to upgrade their skills. Staff works assesses their level of computer knowledge and understanding then make referrals to appropriate programs that provide no-cost options to upgrade existing skills. These referrals include, but are not limited to, registration in the One-Stop Computer Literacy Workshops, referrals to the municipal public libraries and referrals to free online tutorial sites such as www.alison.com, www.gclearnfree.org, and www.metrixeti.com.

Workforce Solutions of Providence/Cranston also has utilized the Senior Employment Program administered by SER Jobs for Progress.

l. Individuals Training for Non-Traditional Employment

Staff works intensively one-on-one to provide individualized resume revisions and cover letter strategies that highlight transferable and soft skills. These strategies are built around making the client marketable in several industries, including those that are considered non-traditional. Job Club workshops held by our Job Developer provide clients with specific strategies on self-marketing, networking and job seeking within new environments. Clients are informed of, and encouraged to attend, all recruitments and job fairs held by the One-Stop Centers and One-Stop partners in an effort to expose job seekers to a myriad of opportunities outside of their most recent occupational experience

m. Individuals with Multiple Challenges to Employment

All individuals are assessed during the registration process. Those with barriers to employment that cannot be remediated by services offered at the one-stop are referred to our community partners.

Workforce Solutions of Providence/Cranston policy on supportive service payments are articulated in local policy 05-02 (attachment 6) and 08-05 (attachment 7).

17. Describe how the Local Area will serve the employment and training needs of individuals with disabilities. Include plans for the promotion and development of employment opportunities, job counseling and placement.

Rhode Island's 14.2 percent disability rate is higher than the national average of 12.8 percent. One in five Rhode Islanders is considered disabled, the highest rate in New England and slightly more than the national average, according to the 2000 U.S. Census. Among people who have disabilities and are of working age (21 to 64), only 6 out of 10 are employed, the lowest rate in New England. According to the census data, 41.6 percent of Rhode Island's disabled people are unemployed.

Rhode Island was awarded a grant by the US Department of Labor to address this need. The goals of the grant are to address the gaps that currently exist in outreaching adults with disabilities and to improve educational, training and employment opportunities and outcomes of adults with disabilities who are unemployed or under-employed.

Two Workforce Solutions of Providence/Cranston career counselors will be trained in the special needs of persons with disabilities and to streamline one-stop services and coordinate support services.

SECTION IV: YOUTH

1. Describe the Youth delivery system that has been established in your local area.

The Providence/Cranston Workforce Investment Area's youth program services are delivered by local area service providers through a Request for Proposal (RFP) process. Proposals are processed through the Youth Council, which makes recommendations to the full board for its approval. This system funds WIA

programs at our two local Youth Centers (one in Providence, one in Cranston) as well as comprehensive WIA programs at specific agencies.

All WIA youth contractors are required to:

- Include strategies for referring youth that are either not eligible or not suitable for WIA enrollment
- Provide all ten mandated WIA elements, either directly or through partner agreements submitted with the program proposal
- Insure that each participant's individual assessments include information necessary to establish if the need for WIA elements included in the Individual Service Strategy.

2. Describe how comprehensive services will be delivered to eligible youth, particularly youth with significant barriers to employment.

Meetings are held monthly with WIA youth service providers and they are required to attend. Services are coordinated across the local area, and guests present information about new or continuing programs that can provide additional services to youth participants.

Comprehensive services are delivered to eligible youth through our Youth Centers and other selected service providers as well as participation in the statewide Shared Youth Vision Forum, the membership of which includes:

- RI Office of Rehabilitative Services,
- RI Department of Children, Youth and Families,
- RI Department of Education,
- RI Department of Human Services,
- RI Department of Labor & Training,
- RI Department of Corrections,
- RI Department of Health,
- RI Juvenile Justice Commission,
- Exeter Job Corps Academy,
- Workforce Partnership of Greater RI,
- RI Housing,
- Transition Academies
- Community College of RI
- numerous private youth-serving agencies

Workforce Solutions of Providence/Cranston youth staff and service providers are also available as presenters about the local youth system and its connection portals. One successful example at the Providence School Department, where local youth staff and WIA service providers present to guidance counselors during the school day as part of their professional development program.

3. Provide a description and assessment of the type and availability of Youth employment and training activities in your local area; include an identification of successful providers of such activities.

The Providence/Cranston youth delivery system makes available the WIA ten program elements to all youth visiting our Youth Centers or those receiving services from our program service providers. These include:

➤ **Preparation for post-secondary educational opportunities**

All participants in our service provider youth programs offer academic instructions to improve basic literacy skills, provide a GED and prepare individuals for post-secondary education.

➤ **Alternative secondary school services**

Participants may be referred for scheduled alternative educational opportunities that are designed to improve the student's academic performance and lead to continuation in secondary school or graduation.

➤ **Summer employment opportunities linked to academic and occupational learning**

Summer employment opportunities are viewed as one element among many available to in-school programs. Summer employment opportunities are directly linked to academic and occupational learning and are based on the interest and needs of each youth served. Service providers develop summer employment opportunities that are related to each student's career goal and integrated with the student's high school education plan.

➤ **Paid and unpaid work experience**

Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. Work experiences are designed to enable youth to gain exposure to the world of work and its requirements and may include internships and job shadowing. Work experience is designed to help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide the youth participant with opportunities for career exploration and skill development and not exclusively to benefit the employer. Work experience may be subsidized or unsubsidized.

➤ **Occupation skill training**

Occupational skills training provided through the WIA youth program will lead to a credential in the field of study and related full-time employment.

➤ **Leadership development opportunities**

Leadership development opportunities for youth will include exposure to post secondary educational opportunities, community and service learning projects, peer-centered activities, including peer mentoring and tutoring; organizational and team work training, including team leadership training, training in decision-making including determining priorities; citizenship training, including life skills training such as parenting, work behavior training and budgeting or resources; employability skills improvement; and/or positive social behaviors, often referred to as soft skills, which include positive attitudinal development, self-esteem building, cultural diversity training, and work simulation activities.

➤ **Supportive services**

Supportive services include those necessary to assist youth to be successful in achieving their goals and will be made available based on the needs of individual if other sources of funding or services are not available to assist. It will be the responsibility of our service providers to ensure that other sources of supportive service funding are coordinated and accessed prior to utilizing Title I WIA funds.

➤ **Adult mentoring during participation and subsequent 12 months**

This element will be available to participants as a means of career exploration and personal development. Service providers may identify adult mentors who are interested in the advancement of youth in the community and/or refer participants for the service. Adult mentoring may include job shadowing and guidance provided by an adult to assist the participant in increasing his/her academic performance, goal-setting, support meetings to increase the motivation of the youth served, career exploration assistance and work readiness and social skills improvement. Individuals selected as adult mentors will be those who have had or will have mentoring training prior to or during the program.

➤ **Comprehensive guidance and counseling**

The element will provide eligible youth with intensive guidance and counseling related to career exploration, personal counseling, drug and alcohol abuse counseling, financial counseling, and goal setting. Specialized counseling and services may be conducted through referral to appropriate organizations or by service provider counselors experienced in various areas of concern. Comprehensive guidance and counseling is ongoing and may be provided throughout the duration of services and follow-up.

4. Describe the metrics used to determine whether or not a youth provider is successful.

Workforce Solution of Providence Cranston utilizes a “Demonstrated Youth Past Performance Worksheet” to evaluate whether a youth provider has achieved satisfactory results in past programs. There is worksheet for both Older and for Younger youth since the performance expectations are different for each.

Each worksheet measures two criteria: Program Performance and Administrative Responsibility. For the Younger Youth worksheet, program performance consists of enrollment performance, skill attainment performance and certificate attainment performance.

For the Older Youth worksheet, program performance consists of enrollment performance, job placement performance and credential attainment performance.

For both the Younger and Older Youth worksheets, the administrative criteria consists of measuring reporting and recordkeeping performance, responsiveness to requests for information/meetings performance and corrective action response criteria.

Workforce Solutions of Providence/Cranston has established a minimum performance threshold for each criterion.

5. Describe the steps that the Local Board takes to ensure the continuous improvement of eligible providers of services through the Youth system.

Regular monthly meeting with Youth Service Providers provides an excellent opportunity for our Youth Service Providers to share program successes, make any corrective actions necessary and connect with additional opportunities for participants through presentations.

6. Describe how the Local Board will determine providers are meeting the employment needs of local business and youth participants; include the information that is reviewed to make the determination.

Reference is made to question number four above.

7. Describe how the programs and services provided to out-of-school youth are designed to connect these youth with quality secondary and post-secondary educational programs and high-growth employment opportunities.

All out-of-school youth programs are required to offer skills training in high demand occupation to all participants.

8. Describe new service delivery strategies, if any, being considered to better meet the employment and training needs of youth.

In-School Providence Youth Center participants have been eligible to enroll in an Extended Learning Opportunities program (through PASA, see table in # 9 below) and design projects which will link their work to the curriculum standards and enable them to receive credit toward their high school diploma. Workforce Solutions of Providence/Cranston is working with PASA and CCAP to bring this program to the Cranston School Department to serve Cranston youth.

Workforce Solutions of Providence/Cranston has been advocating for the implementation of pre-apprenticeship programs for juniors and seniors in high school in the major industry sectors recognized by the Governor's Workforce Board RI.

Workforce Solutions of Providence/Cranston is presently seeking funds from the Governor's Workforce Board RI and other grant sources to support what is believed to be a much needed systems change in the manner in which we prepare our secondary school students for today's and tomorrow's workplace.

Workforce Solutions of Providence/Cranston is partnering with Foster Forward in their federally-funded *Works Wonders* research grant and through the youth centers, will provide services to all foster care youth referred by this program. Youth will be enrolled in WIA as appropriate.

9. Describe how the employment and training activities provided to youth in your Local Area will support the priorities identified in the Governor's Workforce Board's Biennial Plan.

GWB Plan Priorities	Activities
Increase Employer Engagement	<ul style="list-style-type: none"> Youth staff have developed employer outreach brochure and attended expos and other business events to meet with employers All WIA service providers have in-house job developers who work directly with employers Youth are matched with employers through assessments of skills, abilities and the needs of both the employer and the youth Continuous improvement of services through employer feedback surveys
Work Readiness	<ul style="list-style-type: none"> All youth programs require a rigorous work readiness component with measurable skill gains in each category. Facilitated the commitment of the RI Department of Education to work with service providers to create systems through which participants' work readiness activities may be eligible for school credit In the process of adopting the RI Department of Education Work Readiness benchmarks model, which connects skill attainments to school transcripts.
Career Pathways	<ul style="list-style-type: none"> Continue to coordinate with the Providence After School Alliance (PASA) and participate in their Extended Learning Opportunities (ELO) program, enabling youth to receive school credit for out of school time learning. The ELO includes placement with an employer, who has an active role in the learning process and in many cases, hires the youth after their placement. Working with PASA and CCAP to bring ELO to the Cranston School Department Participating in the GWB Internship task force

SECTION V: BUSINESSES

1. Describe what system or processes, if any, your Local Board has in place, or plans to put in place, to consult with businesses to determine what their needs are.

The Providence/Cranston Workforce Investment Board has representatives of the major employment sectors in the Providence/Cranston workforce area. These members are involved in policy and program decisions that impact the business community.

As noted previously, Workforce Solutions of Providence/Cranston issued a group training RFP intended to meet the skills shortages identified by employers. Two of the three contracts awarded were to industry groups.

2. Describe the partnerships with regional business associations that your Local Board has developed, such as with Chambers of Commerce, local economic organizations, Industry Partnerships, and others.

Representatives of the Greater Providence Chamber of Commerce and the Greater Cranston Chamber are members of the Providence/Cranston Workforce Investment Board. The Providence chamber representative serves as the Chair of the board. The Economic Development Director of the City of Cranston and a representative of the City of Providence Planning Department also serve on the WIB as does a representative of the Rhode Island Economic Development Corporations and the Vice-president of Operations of the Hospitality Association.

3. Describe what industries your Local Board has focused on. Include your methodology for choosing these industries and any service strategies (including training programs) that you have undertaken to meet the needs of the industry.

The Providence/Cranston Workforce Investment Board has focused on the industries that have been identified by available labor market information as being high growth and employ the greatest number of workers.

The following information has been developed for Providence/Cranston by the DLT Labor Market Information Unit.

Providence/Cranston WIA Covered Employment
Annual Average Employment

	2011	2003-2013	
Construction	2,935	(1,836)	-38.5%
Manufacturing	8,647	(4,488)	-34.2%
Wholesale Trade	3,812	(365)	-8.7%
Retail Trade	11,080	(1,251)	-10.1%
Transportation & Warehousing & Utilities	1,784	(392)	-18.0%
Information	5,514	38	0.7%
Finance & Insurance	5,419	(2,576)	-32.2%
Real Estate & Rental & Leasing	1,737	(299)	-14.7%
Professional, Scientific & Technical Svcs.	7,915	532	7.2%
Management of Companies	1,769	(243)	-12.1%
Administrative & Waste Services	9,101	(1,097)	-10.8%
Educational Services	12,223	2,204	22.0%
Health Care & Social Assistance	29,326	2,616	9.8%
Arts, Entertainment & Recreation	1,208	(77)	-6.0%
Accommodation & Food Services	11,085	167	1.5%
Other Services	6,117	(109)	-1.8%
Government	20,932	(4,809)	-18.7%

4. Describe new service delivery strategies, if any, being considered to better meet the employment and training needs of businesses.

Workforce Solutions of Providence/Cranston is quick to respond to individual employers with specific needs. This has been demonstrated in response to CVS request for pharmacy technicians. The Providence Skills Center provided training with equipment donated by CVS and an instructor on loan from the company.

A training provider expressed the need for Spanish speaking welders in the Providence area. Working with the Institute for the Study and Practice of Non-violence and the training provider, a class for six Spanish speaking participants were trained by a Spanish speaking instructor and placed at area businesses.

5. Describe the methods that have been developed to respond expeditiously to plant closings and layoffs. These methods are to address coordination with statewide rapid response activities as well as when statewide rapid response staff are not involved.

The Department of Labor & Training is responsible for providing rapid job response services through the Business Workforce Center. Affected workers are informed of the services of the one-stop and Workforce Solutions of Providence/Cranston is notified of a plant closing or mass layoffs by the Business Service Specialists.

SECTION VI: PROCUREMENT

1. Describe the competitive process used to award grants and contracts for activities carried out under WIA, including the processes used to procure training services that are made as exceptions to the ITA process (OJTs, etc.) as well as for youth services.

In PY 11 Workforce Solutions of Providence/Cranston issued an RFP for group training according to the following timeline and procedures:

DATE	REFERENCE
November 16, 2011	Announcement of availability of the RFP. Legal notice publication and release of the RFP
November 21, 2011	Bidders' conference held
November 28, 2011	All questions must be received by this date
December 2, 2011	Answers to last questions posted
December 16, 2011	Proposals due
December 20-30, 2011	Review of proposals
February 1, 2012	Awards approved
March 1, 2012	Contracts completed
March 1, 2012	Earliest start date for programs

In compliance with the Workforce Investment Act, Workforce Solutions of Providence/Cranston has a policies and procedures governing the issuing and awarding of youth contract (attachment 8).

SECTION VII: PERFORMANCE

1. Describe new service delivery strategies, if any, being considered to improve performance measure attainment.

Workforce Solutions of Providence/Cranston continually monitors performance and establishes corrective action procedures when performance issues are identified. Performance for Program Year 2012 is shown in attachment 9. Staff has been assigned to conduct intensive follow up on WIA customers. One-stop management staff meets with the employment counselors on a on-going basis to ensure WIA registered customers are receiving appropriate services and to manage outcomes.

Workforce Solutions of Providence/Cranston has a Job Developer on staff to conduct job search workshops and assist customers the job hunt. Career counselors are now engaged in developing jobs for participants and matching customers with published job openings.

2. Describe any additional Local Area specific performance measures, if any that the Local Board has decided to track.

Performance of OJT is tracked and reported as is the performance of individuals that receive and ITA voucher. The Workforce Investment Board uses that data to allocate funds.

Past performance is considered when awarding youth contracts. Every proposal must meet a performance threshold on past WIA contracts or and those ratings are considered by the reviewers when making funding recommendations.

3. Describe the on-going process that the Local Board uses to monitor performance to ensure that year-end outcomes meet the negotiated goals.

Workforce Solutions of Providence/Cranston senior staff monitors performance throughout the year.

Areas of concern with the adult and dislocated worker performance are addressed with the management staff at Providence netWORKri. Specific corrective action steps are developed and follow up conducted.

Youth performance issues are addressed to the Youth Manager and the Statewide Youth Center Manager. Workforce Solutions of Providence/Cranston relies upon its youth service providers for providing the information needed for performance and reporting. When issues are identified corrective action is recommended and communicated at the monthly vendor meeting.

Workforce Solutions of Providence/Cranston staff continues to monitor performance to ensure the areas of concern are resolved.

4. If needed, how are corrective action plans implemented?

Corrective action is recommended when an issue of performance or non-compliance with the terms of a contract is identified.

Performance issues are described in #3 above,

In the case of non-compliance issues under the terms of a contract, the person identified as responsible for the contract is contacted by the program manager to attempt to mitigate the issue without a formal corrective action plan. If this is not successful, a letter is sent to the party responsible identifying the problem(s) and the a meeting is scheduled with the program manager and senior staff. A corrective action plan is developed, including a compliance timeline, and agreed to by all parties. Every opportunity is given to bring the offending party into compliance and to ensure the services for which the party was contracted are provided to the participants.

If the problems are not solved the contract can be terminated. The grantee has appeal rights under State policy notice 02-11 and local policy notice 08-06.

5. Describe how “best practices” that result in successful outcomes for participants and employers are shared and expanded upon.

The Providence/Cranston Workforce Investment Board and Workforce Solutions of Providence/Cranston are committed to continuous improvement.

When “best practices” are identified in youth program they are shared at the monthly vendor meetings. Adult and Dislocated Worker best practices are shared at the one-stop staff meetings.

6. Describe how follow-up services are delivered with a particular emphasis on improving performance measure attainment and positive outcomes for participants.

Workforce Solutions of Providence/Cranston sincerely believes that improved performance means improved outcomes for WIA participants.

A “best practice” identified by Workforce Solutions of Providence/Cranston is the importance of thorough follow up activity and its impact on program performance. This practice was identified while administering ARRA funds. A number of ARRA staff was dedicated to providing follow up activity. Overtime was approved so the follow up could be conducted in the evenings when there was a greater likelihood of contacting the customer. These efforts resulted in improved performance and continue as career counselors dedicate Friday mornings to follow up activity.

7. Describe any priorities (performance, strategies, etc.) that the Local Board has identified. Include a description of how the priorities will be measured.

The WIB has formed a sub-committee to explore funding options and develop strategies to infuse additional workforce development resources into the local area. Staff has been tasked with exploring grant opportunities and board members have been briefed on talking points when discussing funding opportunities with public, private or philanthropic funding sources.

SECTION VIII: TRANSPARENCY

- 1. Taking into consideration the requirements addressed in the “Plan Development” section of this guidance, describe the process utilized by the Local Board to ensure the opportunity for public comment on and input into the development of the plan prior to its submission.**

Workforce Solutions of Providence/Cranston publishes a public notice notifying all interested individuals that there is a 30-day public comment period on the plan before it is submitted to the State. All comments heard and received as well as our response are included with the submittal of the plan.

- 2. Describe how the Board meets the requirement to conduct business in an open manner under the “sunshine provision” of WIA section 117 (e).**

All Board meetings are posted in several locations to ensure the public has ample opportunity to attend if they so desire. These locations include:

- The administrative office of the Board located at 444 Westminster Street in Providence,
- The Providence netWORKri
- Cranston City Hall
- The website of Workforce Solutions of Providence/Cranston
- The website of the Rhode Island Secretary of State

SECTION IX: MONITORING AND OVERSIGHT

1. Describe the process utilized by the Local Board to provide oversight of the One-Stop (Adult and Dislocated Worker) delivery system.

The Providence/Cranston Workforce Investment Board has identified an oversight committee and charged it with conducting on-site monitoring visits of the Providence netWORKri office. Staff from Workforce Solutions of Providence/Cranston utilizes a standard monitoring instrument for this purpose. A copy of this instrument, as well as the results of completed monitoring visits is available at the State Workforce Investment Office (SWIO).

On-site monitoring visits take place at least once a program year and a report is presented to the Workforce Investment Committee of the board as well as the full Workforce Investment Board.

2. Describe the process utilized by the Local Board to provide oversight of the Youth system.

Workforce Solutions of Providence/Cranston delivers its youth services through its Youth Centers in Providence and in Cranston. Also, programs and services are delivered by service providers selected through a competitive Request for Proposal (RFP) process.

Both the Youth Centers and the service providers are monitored on a regular basis by the Monitoring Chief of Workforce Solutions of Providence/Cranston. He utilized a standard oversight instrument and reports his findings to the Youth Program Manager and the Administrator of Workforce Solutions of Providence/Cranston.

The monitoring areas covered in those visits include the extent to which the Youth Centers and the service providers are adhering to the planned activities and general provisions contained in their respective contracts. Copies of the results of completed monitoring visits are available at the State Workforce Investment Office (SWIO).

The Youth Council has established an Advisory Committee to closely monitor youth program and to make recommendations to the Youth Council. Youth program vendor found not in compliance with the terms of the contract are subject to corrective action.

3. Describe the process utilized by the Local Board to provide oversight and monitoring of Adult and Dislocated Worker program activities.

All adult and dislocated worker programs are delivered through our Providence netWORKri office. At that office, adults and dislocated workers are registered for WIA, and provided core, intensive and training services.

The Monitoring Chief of Workforce Solutions of Providence/Cranston conducts regular monitoring visits at the Providence netWORKri office to insure all registered WIA individuals meet eligibility requirements. Additionally, he reviews the services provided and the extent to which these services are documented in customer folders.

The Monitoring Chief also conducts on-site monitoring visits to entities that provide individual training account services and to employers participating in on-the-job training programs. For both of these training activities, the Monitoring Chief reviews the extents to which the providers are adhering to the training requirements of their contracts.

4. Describe the process utilized by the Local Board to provide oversight and monitoring of Youth program activities.

The Monitoring Chief of Workforce Solutions of Providence/Cranston utilizes a standard oversight instrument to conduct on-site monitoring visits to service providers in the youth program and to the Youth Centers in Providence and Cranston.

In addition, the Monitoring Chief customer files to ensure youth participants meet the WIA eligibility guidelines.

5. Describe the process utilized by the Local Board to provide oversight to ensure that negotiated performance measures are met.

The Director of Operations for Workforce Solutions of Providence/Cranston regularly reviews the performance for all WIA programs. This includes regular meetings with management staff at the Providence netWORKri office as well as the employability counselors to discuss performance results and plans for corrective action if required.

In addition the performance results are reviewed with the Workforce Investment Act Committee of the board as well as the full board and recommendations for corrective action (if appropriate) are discussed.

6. Describe the process utilized by the Local Board to provide oversight and monitoring of the administrative and financial functions of the One-Stop system.

The Workforce Investment Act requires that each Local Workforce Investment Board (WIB) of every Workforce Investment Area in a State must establish a “bricks and mortar” One Stop Center within its area and to select an entity to operate the center for the WIB. In the case of the Providence/Cranston Workforce Investment Area, we have established our One Stop Center at 1 Reservoir Avenue, Providence and have selected the State Department of Labor & Training (DLT) to be the One Stop Operator.

The Act further states that: *“The local board, in partnership with the chief elected official, shall conduct oversight of the one-stop delivery system in the local area.”*

To this extent, the Providence/Cranston Workforce Investment Board established a One-Stop Oversight Subcommittee, chaired by the chairman of the WIA Committee, to accomplish this oversight task. WIB members volunteered to assist in this review.

The Subcommittee’s approach was to develop a review that would cover three areas: One-Stop Overview, Center Management and Customer Focus.

To prepare this report the subcommittee utilized interviews, surveys, data reports and meetings with the One Stop’s leadership team. The report was accepted by the WIB and presented to the one-stop operator for a response.

7. Describe the process utilized by the Local Board to provide oversight and monitoring of sub-recipients, vendors and contracts.

Reference is made to the responses to the questions above.

SECTION X: MEMORANDUM OF UNDERSTANDING

1. What is the current status of the Memoranda of Understanding (MOU) between the Local Board and the One-Stop partners?

A Memoranda of Understanding (MOU) is presently in place with all required one-stop partners and is in effect through June 30, 2013.

2. Describe the process, if any, that will be utilized to update the MOUs when necessary.

Several months prior to when updated or new MOUs are required, the Director of Operations of Workforce Solutions of Providence/Cranston meets with all the required and optional one-stop partners to review the MOU in place and to

discuss any proposed changes or additions. Once, changes or additions are made, appropriate signatures are obtained and updated or new MOUs are forwarded to the State Workforce Investment Office (SWIO).

For those MOUs that are common to both local Rhode Island Workforce Investment Areas (e.g., programs under the Departments of Labor and Training, Education, Human Services and others), Workforce Solutions of Providence/Cranston collaborates with the Workforce Partnership of Greater Rhode Island to conduct joint meetings in order to reduce the number of meetings such departments would have to have if they were to meet separately with each local WIB.

3. Has the Local Board developed MOUs or partnership agreements with any entities other than the required One-Stop partners?

Yes, MOUs have been developed with the Department of Human Services for their TANF program and with Goodwill Industries of Rhode Island.

SECTION XI: LOCAL BOARD COMPOSITION AND GOVERNANCE

1. Describe the nomination and selection process used to appoint business and labor representatives to the Local Board.

For business appointments, nominations are solicited from the Greater Providence and the Greater Cranston Chambers of Commerce. The Cranston nominations are then reviewed by the Mayor of the City of Cranston who then makes his recommendation known. Both the nominations from the Greater Providence Chamber of Commerce and those from the Mayor of the City of Cranston are submitted to the Mayor of the City of Providence who will then make appointments.

Labor representatives are solicited from AFL/CIO and other local labor federations. These are then submitted to the Mayor of the City of Providence who then makes appointments.

2. Describe the process used to notify the Chief Elected Official of any vacancies and the process used to fill those vacancies with appropriate representatives.

Once the Board has a vacancy, the Membership Committee of the Board is notified and steps are taken to obtain nominations. For business nominations, the process identified in item 2 above is used. The same is true for labor nominations. For those of state departments and local community agencies and local education as well as the other required partners, the administrator of those entities are contacted and asked to submit names in recommendation. Once received they are submitted to the Mayor of the City of Providence who then make appointments.

5. Describe the roles and responsibilities of the Youth Council.

The Youth Council is responsible for making recommendations to the full Board on the selection of services providers to administer and operate our youth program. The Youth Council is also responsible for reviewing youth performance and the extent to which youth service providers are meeting their contractual requirements.

The Youth Council of the Providence/Cranston Workforce Investment Board adopted the following mission statement:

The Providence/Cranston Workforce Investment Board will establish and maintain a youth service system that has the capacity to reengage youth who have dropped out of school or are in danger of leaving schools before graduation and one that expeditiously matches young people with appropriate and responsive development options that enable them to prepare for successful careers.

SECTION XII: EQUAL ACCESS AND OPPORTUNITY

1. Who is the Local Area's designated Equal Opportunity Officer?

Laura Lee Costello, Employability Coordinator of Workforce Solutions of Providence/Cranston is the Equal Opportunity Officer.

2. Describe local procedures to address grievances and complaint resolutions.

Workforce Solutions of Providence/Cranston is required to follow the grievance policy of the City of Providence.

3. Describe how the Local Area implements universal access to program and activities to all individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, etc.

The Providence netWORKri office regularly notifies community based organizations and other human service providers in the workforce investment area of the services and activities available in the one stop. In addition, the Department of Labor and Training markets our one stop as well as others in Rhode Island to encourage individuals to visit and avail themselves of our programs and services.

Orientations for new customers are held on a regular basis and provide comprehensive assessments to best serve all customers.

SECTION XIII: PROGRAM YEAR 2012 SPECIFIC INFORMATION

1. WIA establishes that Title I funds can be used to provide core, intensive, and training services. Identify the amount of Program Year 2012 funds that the Board has allocated to the 3 service categories for the Adult funding stream.

Workforce Solutions of Providence/Cranston has allocated \$172,795 for core and intensive services and \$147,721 for training services.

2. Show the percentages for core, intensive, and training allocations for the Adult funding stream for PY 2012.

30.6% of adult funds are allocated for core and intensive services and 15.5% for training.

3. Of the amount of Adult funds that the Board has allocated for training, identify the percentage of training funds earmarked for ITAs, OJTs, Customized, and Group Training for PY 2012.

55.8% of training funds have been dedicated to ITA training and 44.2% to OJT but the board can modify that policy as needed.

4. Identify the amount of Program Year 2012 funds that the Board has allocated to the 3 service categories for the Dislocated Worker funding stream.

Workforce Solutions of Providence/Cranston has allocated \$275,328 for core and intensive services and \$174,213 for training.

5. Show the percentages for core, intensive, and training allocations for the Dislocated Worker funding stream for PY 2012.

34% of dislocated worker funds are allocated to core and intensive services and 21.6% are allocated to training.

6. Of the amount of Dislocated Worker funds that the Board has allocated for training, identify the percentage of training funds earmarked for ITAs, OJTs, Customized, and Group Training for PY 2012.

All training funds have been dedicated to ITA training but the board can modify that policy as needed.

7. Complete the PY 2012 Projected Service Level Chart using Attachment 3.

Attached

8. Complete the PY 2012 Projected Budget using Attachment 4.

Attached

SECTION XIV: ASSURANCES

1. The Local Workforce Investment Board, including the chief elected official of the area, agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations and policies.
2. The Local Workforce Investment Board, including the chief elected official, affirm that the Grant Recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §667.705 of the rules and regulations.
3. The Local Workforce Investment Board, including the chief elected official of the area, and providers receiving funds under Title I of the WIA, will maintain all fiscal controls and fund accounting procedures to ensure the proper disbursement of, and accounting for, all funds received through the Workforce Investment Act.
4. The Local Workforce Investment Board will assure that it shall keep records that are sufficient to permit the preparation of reports required by the Act and shall maintain records, including standardized records for all individual participants, and submit such reports as the State may require.
5. The Local Workforce Investment Board assures that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of the Act. The Board assures compliance with Section 504 of the Rehabilitation Act of 1973 and The Americans with Disabilities Act of 1990.
6. The Local Workforce Investment Board assures that funds will be spent in accordance with the Workforce Investment Act, regulations, written Department of Labor guidance, State guidance and all other applicable Federal and State Laws.
7. The Local Workforce Investment Board assures that veterans and eligible spouses will be afforded employment and training activities authorized in the Workforce Investment Act and in compliance with the Jobs for Veterans Act.
8. The Local Workforce Investment Board assures that no funds received under WIA will be used to assist, promote, or deter union organizing.
9. The Local Workforce Investment Board assures that it developed this plan in consultation with the business community, labor organizations, and required partners.
10. The Local Workforce Investment Board assures that it will comply with any grant procedures prescribed by the Secretary which are necessary to enter into contracts for the use of funds under WIA, including but not limited to the following:

a. General Administrative Requirements

29 CFR part 97 (OMB Circular A-102) - Uniform Administrative Requirements for State and Local Governments (as amended by the Act)

29 CFR part 95 (OMB Circular A-110) - as applicable Uniform Administrative Requirements for Institutions of Higher Education

b. Audit Regulations and Requirements

29 CFR part 96 (as amended by OMB Circular A-133) - Single Audit Act

29 CFR part 99 (OMB Circular A-133) - Audit Requirements for recipients for Federal Financial Assistance

c. Cost Principles

OMB Circular A-87 (as amended by the Act) - Cost Principles for State, Local, and Indian Tribal Governments

OMB Circular A-122 and A-22 - Cost Principles for Non-Profit Organizations, as applicable

d. Assurances and Certifications

SF 424 B - Assurances for Non-construction Programs

29 CFR part 31, 32 - Nondiscrimination and Equal Opportunity Assurance (and Regulation)

e. Miscellaneous Provisions

CFR part 93 - Certification Regarding Lobbying (and Regulation)

29 CFR part 98 - Drug Free Workplace and Debarment and Suspension; Certifications (and Regulation)

SECTION XV: CONTACT INFORMATION AND SIGNATURE PAGE

1. Name of the Local Workforce Investment Area (LWIA)
Providence/Cranston Workforce Investment Area

2. Contact information for the Chief Local Elected Official:
Name: Angel Taveras
Title: Mayor of Providence
Address: City Hall, 25 Dorrance Street, Providence, RI 02903
Phone: 401-421-2489
Email: ataveras@providenceri.com

3. Name of the Fiscal Agent:
City of Providence

4. Contact information of Local Area Director:
Name: Robert L. Ricci, Esq.
Title: Administrator
Address: 444 Westminster Street, Providence, RI 02903
Phone: 401-680-8582
Email: ricci@providenceri.com

5. Contact information for the Local Workforce Investment Board Chair:
Name: Janet Raymond
Title: Chair
Address: 31 Exchange Center, Providence, RI 02903
Phone: 401-521-5000
Email: jraymond@provchamber.com

6. Contact information for Youth Council Chair:
Name: Hillary Salmons
Title: Chair
Address: 140 Broad Street, Providence, RI 02903
Phone: 401-490-9599
Email: hsalmons@mypasa.org

We affirm that the Local Area Workforce Investment Board and the Chief Elected Official of the Local Area, in partnership, have developed and now submit this comprehensive, strategic Local Area Plan for Program Years 2012 through 2016 in compliance with the Workforce Investment Act of 1998, the Final Rules and Regulations and instructions issued by the State of Rhode Island under authority of the Act

Signature of Local Workforce Investment Board Chair

Date

Signature of Local Workforce Investment Board Director

Date

Signature of Chief Elected Local Official

Date

ATTACHMENTS

Attachment No. 1	Local Board Composition
Attachment No. 2	Youth Council Composition
Attachment No. 3	WIA Service Plan
Attachment No. 4	Budget
Attachment No. 5	Priority of Service Policy
Attachment No. 6	Supportive Services Policy for WIA Registrants
Attachment No. 7	Supportive Service Policy
Attachment No. 8	Youth RFP Review Policies and Procedures
Attachment No. 9	Program Year 2012 Performance

Local Board Composition <i>WIN 09-16</i>			Attachment No. 1
Sector	Name	Organization	Expiration
Economic Development	Barros, Victor	RI Economic Development Corporation	6/30/2014
Economic Development	Bliss, Garry	City of Providence	6/30/2014
Economic Development	DiBoni, Lawrence	City of Cranston	6/30/2015
Labor	Delaney, Robert	Inst. For Labor Studies & Research	6/30/2015
Education	Alba, Guy	Providence School Department	6/30/2015
Labor	Lombardi, Chris	Laborers Local 226	6/30/2014
Community Based Organization	McGunagle, Joanne	Comprehensive Community Action	6/30/2013
Community Based Organization	Salmons, Hillary	Providence Community Action	6/30/2015
Education	Smith, Robin	Community College of Rhode Island	6/30/2013
Labor	Traficante, Michael	New England Laborers Union	6/30/2014
One Stop Partners:			
Post Secondary Vocational	Cooley, Vanessa	RI Department of Education	6/30/2013
Community Service Block Grants	Gooding, Ann	Providence Community Action	6/30/2013
Veterans Employment and Training	White, James	RI Department of Labor & Training	6/30/2014
Job Corps	Riolo, Mark	Exeter Job Corps Academy	6/30/2013
Vocational Rehabilitation	Dzialo, Monica	Office of Rehabilitation Services	6/30/2015
Unemployment Insurance	Langlais, Bob	RI Department of Labor & Training	6/30/2013
Adult, Dislocated Worker, Youth Activities, CDBG	Gooding, Ann	City of Providence	6/30/2013
Optional Partner	Machado, Jeff	Goodwill Industries	6/30/2013
Title V Older Worker	Rivera, Hector	RI Department of Labor & Training	6/30/2014
Housing and Urban Development - HUD	Devine, Sorrel	Providence Housing Authority	6/30/2014
Adult Ed and Literacy	Less, Philip	RI Department of Education	6/30/2014
Native American Programs	Waldron, Darrell	Rhode Island Indian Council	6/30/2014
Trade Adjustment Assistance	Rivera, Hector	RI Department of Labor & Training	6/30/2014
NAFTA Transitional Adjustment Assistance	Rivera, Hector	RI Department of Labor & Training	6/30/2014
Employment Service	Rivera, Hector	RI Department of Labor & Training	6/30/2014
Migrant and Seasonal Farmworker	Rivera, Hector	RI Department of Labor & Training	6/30/2014
Businesses (must be majority)			
Business Services	Boyle, Stephen	Greater Cranston Chamber of Commerce	6/30/2015
Business Services	Raymond, Janet	Greater Providence Chamber of Commerce	6/30/2015
Construction	Duvel, Steve	Gilbane Building	6/30/2015
Financial Services	Ferdinandi, Sherry	Restivo, Monacelli, Providence	6/30/2011
Green Economy	Jacobson, John	JTJ Investments	6/30/2015
Green Economy	Filarski, Ken	Filarski Architecture	6/30/2014
Health Services	Devine, Alexis	Lifespan	6/30/2015
Health Services	Paruta, Michael	Women's & Infants' Hospital	6/30/2015
Hospitality & Tourism	Colasante, Michael	Michelangelo Restaurant & Catering	6/30/2013
Hospitality & Tourism	Ramirez, Socrates	Renaissance Hotel	6/30/2013
Hospitality & Tourism	Singleton, Heather	RI Hospitality & Tourism Association	6/30/2013
Information Technology	Sepe, Raymond B	Electro Standards Laboratory, Inc.	6/30/2015

Manufacturing	Amato, Marc	Walco	6/30/2013
Manufacturing	Paolucci, Karen	Yushin America	6/30/2015
Manufacturing	Sipe, Craig	Electric Boat, Quonset Point	6/30/2011
Private Education	Senese, Jeffery	Johnson & Wales University	6/30/2014
		Society of Human Resource	
Professional Services	Quinn, Debra	Management	6/30/2015
Professional Services	Clapprood, Gina	Manpower	6/30/2015
	Diaz-Justino,		
Professional Services	Carmen	Center for Women & Enterprise	6/30/2014
Professional Services	Kinnerman, Tim	Ocean State Technical Services	6/30/2014
Retail	Laferriere, Rick	CVS Corp.	6/30/2015
Retail	Stipe, Peter	AAA of Southern New England	6/30/2014
Transportation	Goldman, Hy	Greylawn Food, Inc.	6/30/2013

**Providence/Cranston
YOUTH COUNCIL COMPOSITION**

Attachment No. 2

WIN 99-10 & 99-24 & 10-16

<i>SECTOR</i>	<i>NAME</i>	<i>ORGANIZATION</i>	<i>EXPIRATION</i>
Members of the local WIB with special interest or expertise in youth policy	Dr. Guy Alba	Providence School Department	6/30/2014
	Joanne McGunagle	CCAP	6/30/2014
Representatives of local public housing authorities	Sorrel Devine	Providence Housing Authority	6/30/2014
Parent of eligible youth seeking youth services	Chiara Cooper	Parent	6/30/2014
Representatives of the Job Corps	Mark Riolo	Job Corps	6/30/2014
Individuals who have experience related to youth activities	Hillary Salmons	Providence After School Alliance	6/30/2014
	Joann Nanning	ORS	6/30/2014
	Dennis Langley	Urban League of Rhode Island	6/30/2014
	Marti Rosenberg	New Roots Providence	6/30/2014
Juvenile Justice	Mike Burk	DCYF	6/30/2014
Local Law Enforcement	Mike Wheeler	Providence Police Department	6/30/2014
Representative of Youth Service Agencies	Deb Golding	RI Department of Health	6/30/2014
	Nicole Dufresne	Boys & Girls Club	6/30/2014
Former Participant	Joshua LaGuerre	AmeriCorp	6/30/2014
Businesses	Alexis Devine	LifeSpan , Youth Development Coordinator	6/30/2014
	Jeffery Senese	Johnson & Wales University	6/30/2014
	Elaine Budish	UPD Consulting	6/30/2014
	Craig Sipe	Electric Boat	6/30/2014
	Steve Duvel	Gilbane Building	6/30/2014
	Karen Paolucci	Yushin America	6/30/2014
	Socrates Ramirez	Renaissance Hotel	6/30/2014
Secondary Education	Luke Driver	Director of Career & Technical Training	6/30/2014
	Nancy Stevenin	Providence School Department	6/30/2014
	Paul Williams	Career & Technical Education	6/30/2014
	Suzanne Coutu	Cranston Career & Technical Center	6/30/2014
	Theresa Curran	West Bay Transitional Center	6/30/2014
Post Secondary Education	Emilio Colantonio	CCRI	6/30/2014
Union Representative	Robert Delaney	Institute for Labor & Studies Research	6/30/2014
	Christopher Lombardi	Laborers Local 226	6/30/2014

Local Workforce Investment Board:

<i>Group/Service</i>	<i>PY11 Carry-in (c/i)</i>	<i>New WIA Customers</i>	<i>Q1 Plan (includes carry-in)</i>	<i>Q2 Plan (includes carry-in)</i>	<i>Q3 Plan (includes carry-in)</i>	<i>Q4 Plan (includes carry-in)</i>	<i>Annual PY12 Plan</i>
Adult Core Services	226	176	270	314	358	402	402
Adult Intensive Services	149	116	178	207	236	265	265
Adult Training Services	51	55	75	106	106	106	106
- ITA	33	45	53	78	78	78	78
- Customized Training	0	0					0
- OJT	4	10	8	14	14	14	14
- Group Training	14	0	14	14	14	14	14
Supportive Services							12
<i>Group/Service</i>	<i>PY11 Carry-in</i>	<i>New WIA Customers</i>	<i>Q1 Plan (includes carry-in)</i>	<i>Q2 Plan (includes carry-in)</i>	<i>Q3 Plan (includes carry-in)</i>	<i>Q4 Plan (includes carry-in)</i>	<i>Annual PY12 Plan</i>
Dislocated Worker Core Services	154	149	191	228	265	303	303
Dislocated Worker Intensive Services	69	67	86	103	119		
Dislocated Workers Training Services	47	8	50	55	55	55	55
- ITA	45	8	51	53	53	53	53
- Customized Training		0					0
- OJT	2	0	2	2	2	2	2
- Group Training							
Supportive Services							10
<i>Group</i>	<i>PY11 Carry-in</i>	<i>New WIA Customers</i>	<i>Q1 Plan (includes carry-in)</i>	<i>Q2 Plan (includes carry-in)</i>	<i>Q3 Plan (includes carry-in)</i>	<i>Q4 Plan (includes carry-in)</i>	<i>Annual PY12 Plan</i>
In-School Youth	75	59	105	134	134	134	134
Out-of-School Youth	90	102	160	192	192	192	192

WORKFORCE INVESTMENT ACT ADULT BUDGET SUMMARY AND EXPENDITURE PLAN	WIA NAME: Workforce Solutions of Providence/Cranston	PY2012/FY2013 MOD.NO. _____ DATE: <u>2/28/2013</u>
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ADULT ALLOCATION SUMMARY				
		PY2012	FY2013	TOTAL
1	ALLOCATION	72,827	881,693	954,520
2	TRANSFER - DW/ADULT (+/-)			
3	REALLOCATION (+/-)			
4	SUPPLEMENTAL ALLOCATION			
5	CARRY-IN			
6	TOTAL ADJUSTED ALLOCATION			954,520

ADULT BUDGET SUMMARY						
	ALLOCATION	ADMIN.	PROGRAM			
			WIB SUPPORT	ONE STOP	CORE INTENSIVE	TRAINING
PY 2012/FY2013	859,048	95,452	151,065	172,795	292,015	147,721

ADULT EXPENDITURE PLAN					
		9/30/12	12/31/12	3/31/13	6/30/13
1	ADMIN.	23,863	47,726	71,589	95,452
2	WIB SUPPORT	37,766	75,532	112,699	151,065
3	ONE-STOP	43,199	86,397	129,596	172,795
4	CORE/INTENSIVE	73,006	146,007	219,013	292,015
5	TRAINING				147,721
a	ITA	52,000	75,721	75,721	75,721
b	OJT	30,000	60,000	60,000	60,000
c	CUSTOMIZED				
d	CONTEXTUALIZED				
6	SUPPORTIVE SERVICES	8,000	12,000	12,000	12,000
7	TOTAL				859,048

WORKFORCE INVESTMENT ACT <i>DISLOCATED WORKER</i> BUDGET SUMMARY AND EXPENDITURE PLAN	WIA NAME: Workforce Solutions of Providence/Cranston	PY2012/FY2013 MOD.NO. _____ DATE: <u> 2/28/2013 </u>
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DISLOCATED WORKER ALLOCATION SUMMARY				
		PY2012	FY2013	TOTAL
1	ALLOCATION	118,705	689,075	807,780
2	TRANSFER - DW/ADULT (+/-)			
3	REALLOCATION (+/-)			
4	SUPPLEMENTAL ALLOCATION			
5	CARRY-IN			
6	TOTAL ADJUSTED ALLOCATION			807,780

BUDGET SUMMARY						
	ALLOCATION	ADMIN.	PROGRAM			
			WIB SUPPORT	ONE STOP	CORE INTENSIVE	TRAINING
PY 2012/FY2013	807,780	80,780	145,687	131,772	275,328	174,213

EXPENDITURE PLAN					
		9/30/12	12/31/12	3/31/13	6/30/13
1	ADMIN.	20,195	40,390	60,585	80,585
2	WIB SUPPORT	36,421	72,483	109,263	145,687
3	ONE-STOP	32,943	65,886	98,829	131,772
4	CORE/INTENSIVE	71,832	143,664	215,496	275,328
5	TRAINING				174,213
a	ITA	154,000	164,213	164,213	164,213
b	OJT				
c	CUSTOMIZED				
d	CONTEXTUALIZED				
6	SUPPORTIVE SERVICES	8,000	10,000	10,000	10,000
7	TOTAL				807,780

WORKFORCE INVESTMENT ACT YOUTH BUDGET SUMMARY AND EXPENDITURE PLAN	WIA NAME: Workforce Solutions of Providence/Cranston	PY2012/FY2013 MOD.NO. DATE: 2/28/2013
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		PY2012/FY2013
1	<u>ALLOCATION</u>	1,207,884
2	<u>REALLOCATION (+/-)</u>	
3	<u>CARRY-IN</u>	
4	<u>TOTAL ADJUSTED ALLOCATION</u>	1,207,884

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<u>YOUTH BUDGET SUMMARY</u>						
	<u>ALLOCATION</u>	<u>ADMIN.</u>	<u>PROGRAM</u>			
			<u>WIB</u> <u>SUPPOR</u> <u>I</u>	<u>ONE</u> <u>STOP</u>	<u>CORE</u> <u>INTENSIV</u> <u>E</u>	<u>TRAINING</u>
PY2012/FY2013	1,087,106	120,788	457,240	N / A	N / A	509,078

<u>YOUTH EXPENDITURE PLAN</u>					
		<u>9/30/12</u>	<u>12/31/12</u>	<u>3/31/13</u>	<u>6/30/13</u>
1	<u>ADMIN.</u>	30,197	60,394	90,591	120,788
2	<u>WIB SUPPORT</u>	114,310	228,620	342,930	457,240
3	<u>ONE-STOP</u>				
4	<u>CORE/INTENSIVE</u>				
5	<u>CONTRACTED</u> <u>SERVICES</u>				509,078
a	<u>IN SCHOOL</u>	43,863	87,726	131,590	175,453
b	<u>OUT OF SCHOOL</u>	83,406	166,125	250,218	333,625
6	<u>TOTAL</u>				1,087,106

WORKFORCE SOLUTIONS OF PROVIDENCE/CRANSTON
WORKFORCE INVESTMENT ACT

NOTICE NUMBER:	PY 10-03
ISSUE DATE:	March 16, 2011
TO:	Providence netWORKri WIA Staff Workforce Solutions of Providence/Cranston Administrative Staff
FROM:	Robert L. Ricci, Esq. Administrator
SUBJECT:	Priority of Service Requirements for WIA Training Services
REFERENCES:	Workforce Investment Notice: 04-09 Workforce Investment Notice: 04-09 (change 1) Workforce Investment Notice: 04-10 Workforce Investment Notice: 04-10 (change 1)

PURPOSE:

The purpose of this notice is to identify priority for service for selection into WIA adult training programs.

BACKGROUND:

Paragraph 663.600 of the Workforce Investment Act (WIA) final regulations requires that in the event funds allocated to a local area for adult employment and training activities are limited, priority for intensive and training services funded within the Title I adult funds must be given to recipients of public assistance and other low-income individuals in the local area.

Also, on November 2, 2002 President Bush signed the “Jobs for Veterans Act” (Public Law 107-288). Section 2 (a) of the Act 38 U.S.C. 4215 (a) creates a priority of service for veterans (and some spouses) “who otherwise meet the eligibility requirements for participation” in Department of Labor (DOL) training programs.

Since funds are generally limited in the Providence/Cranston Workforce Investment Area, the Providence/Cranston Workforce Investment Board has established the policies contained herein that provides a priority to public assistance and other low-income individuals in the Providence/Cranston Workforce Area.

POLICY

The Providence/Cranston Workforce Investment Area will set aside 75 percent of its adult allocation for individuals whose family income falls at or below 100 percent of the Lower Living Standard Income Level (LLSIL) or who are members of families that receive cash public assistance payments.

While this will ensure that the majority of customers placed into our WIA adult training programs are low income, it also enables us to satisfy the requirement in Paragraph 663.600 (d) that the priority of service does not necessarily mean that only the recipients of public assistance and other low income individuals may receive WIA adult funded intensive and training services when funds are determined to be limited in a local area.

The following priority of services is established:

3. The first priority for entrance into WIA adult training programs shall be given to individuals who meet both the Veterans' preference and those whose who are members of a family that receives cash public assistance payments or whose family income falls at or below 100 percent of the Lower Living Standard Income Level (LLSIL).
4. The second priority for entrance into WIA adult training programs shall be given to individuals who do not meet the Veterans' preference but who are members of a family that receives cash public assistance payments or whose family income falls at or below the 100 percent of the Lower Living Standard Income Level (LLSIL) or who is an individual with a disability as defined in Section 101 (17) of the Workforce Investment Act.
5. The third priority for entrance into WIA adult training programs shall be given to individuals who are not members of a family that receives cash public assistance payments or whose family income does not fall at or below the 100 percent of the Lower Living Standard Income Level (LLSIL) but who meet the Veterans' preference.

DEFINITION OF VETERAN

Individuals eligible for Veterans' preference are:

- A person who served in the active military, naval or air service, and who was discharged or released under conditions other than dishonorable.
- A person who is on full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.
- Eligible spouses of any veteran who:

- Died of a service-connected disability;
- Is a member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - ✓ Missing in action;
 - ✓ Captured in line of duty by a hostile force; or,
 - ✓ Forcibly detained or interned in line of duty by a foreign government or power.
- Has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or,
- Who died while a disability, as indicated above, was in existence.

DEFINITION OF PRIORITY OF SERVICE

Priority of service means the right to take precedence over other individuals for entrance into adult training programs. Taking precedence may mean:

- The individual receives access to entrance into a training program earlier in time than another individual; or,
- The individual receives access to training programs that are limited in capacity.

CLARIFICATION WITH RESPECT TO DISLOCATED WORKER PROGRAMS

The priority of service requirements with respect to low income and those on public assistance apply only to WIA adult training programs. With respect to WIA dislocated worker training programs, prioritization for entrance into training programs is limited to the veterans' preference. **NOTE:** Dislocated Workers do not have to meet the requirement that family income must fall below the 100 percent of the Lower Living Standard Income Level (LLSIL).

With respect to classifying military service members and military spouses as dislocated workers, the following policies shall apply:

1. Military Service Members Policy

A basic requirement to qualify as a dislocated worker is that the worker be terminated or laid-off. The term "terminated" is not defined in the WIA law or regulations. It is a Department of Labor policy that being discharged (under honorable circumstances) either voluntarily or involuntarily terminates an employment relationship between an individual and the military and thus falls within the scope of the termination component of the WIA definition of a dislocated worker. The separating military personnel must also satisfy the

other criteria for dislocated worker eligibility, including the requirement that the individual is “unlikely to return to a previous industry or occupation.” Additionally, under the priority of service provisions of the Jobs for Veterans Act, separate service members who, upon discharge, meet the eligibility criteria for dislocated workers would be afforded priority over individuals who are not veterans.

2. Military Spouses Policy

A military spouse who leaves his/her job to follow his/her spouse can be served with dislocated worker formula grant funds in certain circumstances. When the spouse is unable to continue an employment relationship because of the service member’s permanent change of military station, or the military spouse loses employment as a result of the spouse’s discharge from the military, then the cessation of the employment can be considered to meet the termination component of the WIA definition of dislocated worker. The military spouse must also satisfy the other criteria for dislocated worker eligibility, including the requirement that the spouse is unlikely to return to a previous industry or occupation. When these criteria are met, the military spouse is eligible to be served under the Dislocated Worker formula Grant Program.

Additionally, a military spouse may also qualify to be served as a dislocated worker if he/she meets the definitional requirements for a displaced homemaker.

Surviving spouses of veterans and military service members may also be served with WIA funds. If a surviving spouse qualifies as a dislocated worker or displaced homemaker, he/she could be served under the WIA Dislocated Worker Formula program.

ACTION REQUIRED

All staff engaged in providing direct customer service will become knowledgeable of these policies. Additionally, staff that will ensure that all customers become aware of:

- Their entitlement to priority of service;
- The full array of employment, training and placement services available under priority of services, which includes not only training services but also, core and intensive services; and,
- Any applicable eligibility requirements for those programs and/or services.

This policy replaces the following Workforce Investment Act (WIA) Notices:

- PY 05-03: PRIORITY FOR WIA SERVICES
- PY05-04: VETERANS’ PRIORITY FOR SERVICE

- PY 05-05: MILITARY SERVICE MEMBERS AND MILITARY SPOUSES UNDER THE WIA DISLOCATED WORKER FORMULA GRANT

INQUIRIES

Any questions relating to this issuance can be directed to Robert L. Ricci at 861-0800.

LOW INCOME STANDARD

For the purpose of determining "low income", total family income for the 6-month period prior to application can not exceed 100% of the Lower Living Income Standard Level (LLISL).

FAMILY INCOME FOR 6 MONTHS					
FAMILY OF ONE	TWO	THREE	FOUR	FIVE	SIX
\$ 13,958	\$22,877	\$31,397	\$38,759	\$45,743	\$53,491

For families larger than six persons, an amount equal to the difference between the six person and the five person family income levels should be added for each additional person in the family. In this case, the difference equals \$7,748.

Attachment No. 6

WORKFORCE SOLUTIONS OF PROVIDENCE/CRANSTON

WORKFORCE INVESTMENT ACT (WIA) NOTICE

NOTICE NUMBER:	PY 05-02
ISSUE DATE:	July 28, 2005
TO:	Providence/Cranston netWORKri Staff Providence/Cranston Administrative Staff
FROM:	Robert L. Ricci, Esq., Administrator
SUBJECT:	Supportive Service Policy for WIA Registrants

PURPOSE

The purpose of this notice is set forth the supportive services policy for individuals registered in WIA at the netWORKri Office.

BACKGROUND

The Workforce Investment Act (WIA) reforms Federal job training programs and creates a new coordinated workforce investment system. As part of this new system, local Workforce Investment Boards must develop a policy on supportive services. This policy must ensure resource and service coordination in the local area, and should address procedures for referral to services, including how services will be funded when they are not otherwise available from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the core services that must be available to adults and dislocated workers through the one-stop delivery system and to youth through providers of youth services.

POLICY

Supportive services may only be provided to adults and dislocated workers who are participating in core, intensive or training services and eligible youth who have been determined in need of such services for program participation, based on each youth's objective assessment and individual service strategy. Title I funded supportive services should be provided only to participants that are unable to obtain supportive services through other programs providing such services. Supportive services may only be provided when they are necessary to enable adults, dislocated workers or youth to participate in Title I activities. Title I funded assistance for supportive services cannot be provided to participants receiving only follow-up services.

Documentation of the need (s) for support services shall be as follows:

1. For all customers, support services needs will be documented in the customer's case notes and in the Individual Service Strategy (ISS);
2. The best available resources to provide the supportive service based upon the eligible customer's needs must be identified; and,

3. Supportive service payments will be made only with WIA funding is available and after all other sources of funding, such as Pell Grant funds, have been exhausted.

The supportive services categories include:

- **TRANSPORTATION**

This supportive service category is to be used in cases where assistance is required in order for a customer to commute to and from work, training or other WIA activities in a private vehicle. Mileage reimbursements will be made at the rate of 37 cents per mile. Transportation services may also include costs for public transportation when appropriate. Auto repair will only be allowed when it is necessary for the successful completion of training or employment. Auto repair is generally capped at \$300 for any one vehicle and such repairs can only be for minor repairs, such as tires, brakes and water pump, etc..

- **CHILD CARE**

This supportive service category may be provided when it has been determined that the lack of childcare is a barrier to WIA activities.

- **HEALTH CARE**

This supportive service category shall only be provided in cases where such assistance is essential for an individual to participate in or complete training or to obtain employment. Health care supportive services include, but are not limited to: physical exams; eye exams and/or eye glasses; safety equipment that is work related; and immunization.

- **BOOKS**

This supportive service category may be provided when it has been determined that the customer has a definite need for such assistance in order to participate in training. The books shall coincide with the classes being taken for training.

- **MEALS**

This supportive service category may be provided when it has been determined that the customer has a definite need for such assistance in order to participate in training. Meals can only be provided for those who are receiving training out of their local area.

- **FINANCIAL COUNSELING**

This supportive service category may be provided as a case management service; however, referral to credit counseling should be considered in extreme cases.

- **TOOLS**

This supportive service category may be provided when they are a requirement for the customer's successful completion of training or when the customer has:

1. A bona fide job offer, and,
2. It has been documented that the employer does not supply the tools

The following supporting documentation is required:

1. An itemized list of required tools;
2. The employer or instructor must approve the tools; and
3. If the customer has a bona fide offer of employment for which tools are required, a written statement from the employer confirming which tools are needed is required; and if the customer is in training, the training provider must provide a list of tools required

In using this supportive service, the service provided must exercise caution when approving WIA funds for the purchase of tools to ensure such tools will not be used to capitalize a business.

- **CLOTHING**

This supportive service category may be provided when it has been determined that the customer has a definite need for such assistance in order to secure a job. Costs for clothing will be determined on a case-by-case basis. These services should only be provided after other resources such as a family, friends and other agencies have been exhausted.

Attachment No. 7

WORKFORCE SOLUTIONS OF PROVIDENCE/CRANSTON

LOCAL AREA WORKFORCE INVESTMENT ACT NOTICE

NOTICE NUMBER: PY 08-05

ISSUE DATE:	February 17, 2009
TO:	Providence netWORKri WIA Staff Workforce Solutions of Providence/Cranston Administrative Staff
FROM:	Robert L. Ricci, Esq. Administrator
SUBJECT:	Supportive Service Policy
REFERENCES:	Local Area Workforce Investment Act Notices 05-02 and 06-04 and Workforce Investment Act Sections 134 (e)(2)and(3), and 101(146).

PURPOSE: The purpose of this issuance is to set the policy with respect to supportive service payments for transportation that may be made to WIA registered adults, dislocated workers and youth.

BACKGROUND: The Workforce Investment Act gives local workforce boards the authority to develop policy and establish limits on supportive service payments to individuals who are participating in core, intensive or training services that have been determined in need of such service for program participation.

POLICY: Mileage reimbursement will be made at the published IRS rate at the time of the authorized travel. Mileage reimbursement is subject to the supportive service payment limits as established in a separate policy notice.

EFFECTIVE DATE: This policy is effective 02/17/09

INQUIRIES: Any questions relating to this issuance can be directed to Robert L. Ricci at 861-0800.

Attachment No. 8

WORKFORCE SOLUTIONS OF PROVIDENCE/CRANSTON

YOUTH REQUEST FOR PROPOSAL (RFP) REVIEW
POLICIES AND PROCEDURES

OVERVIEW

Periodically Workforce Solutions of Providence/Cranston engages in a Request for Proposal (RFP) process in order to select service providers to administer and operate youth programs funded under the Workforce Investment Act (WIA) and through the Governor's Workforce Board – Rhode Island Job Development Fund (JDF).

While the Workforce Investment Act extensively defines the services to be provided to youth, beyond the need to competitively procure services, the law does not prescribe an exact process for how these services are to be procured. Section 117 (d) (2) (B) of WIA states that the "local board shall identify eligible providers of youth activities in the local area by awarding grants or contracts on a competitive basis."

It is the intent of these policies and procedures to establish, describe and implement a standard procedure for selecting proposals for funding that reflects the highest standards of quality and responsibility. In order to insure that youth programs procurement is conducted in a fair, equitable and open manner, the procedures set forth below shall apply to the procurement process.

ROLE OF THE RFP COMMITTEE

An RFP Committee consisting of Providence/Cranston Youth Council members will oversee all youth requests for proposals (RFP). The responsibilities of the RFP Committee include, but are not limited to:

- Participating in the design of the RFP package;
- Assisting Workforce Solutions of Providence/Cranston staff in the development of an RFP timetable, RFP initial review criteria, RFP evaluation criteria, and RFP documentation requirements;
- Overseeing the selection of RFP teams that will read and rank proposals; and,
- Working in conjunction with the administrative staff of Workforce Solutions of Providence/Cranston, the RFP Committee will review the rankings of the RFP teams and past performance history in order to develop funding recommendations to the Youth Council.

RFP REVIEW PROCESS

RFP teams will be formed and consist of individuals from the Youth Council. Members may also include representatives from the Providence/Cranston Workforce Investment Board, representatives from state and local youth-serving agencies, representatives from state and local education, representatives from the private sector, representatives from individuals having an interest in services to

youth, including youth who have participated in prior youth programs or who have an interest in contributing to the improvement of youth services in the Providence/Cranston workforce area.

The principal responsibilities of these teams will be to read, evaluate and rank proposals received during the RFP process. The number of teams selected will be based on an estimate of the number of proposals projected to be received. When possible, teams will consist of at least four members with each team selecting a team leader.

In the selection of team readers, all potential conflicts of interests will be reviewed. A team reader will have a conflict if they:

- Have a business or paid professional partnership with the proposer;
- Are an employee of the proposer or an organization that is a partner in the proposal;
- Serve on the board of the proposing organization or an organization that is a partner in the proposal;
- Receive any form of remuneration or benefits from the organization or an organization that is a partner in the proposal;
- Have a family relationship covered by state or city ethical standards;
- A business or professional relationship with the proposer such as where either the team reader or the proposer serves on one or the other's board; or,
- Other relationships, such as close personal friendship, that might tend to affect judgment or may be seen as doing so by a reasonable person familiar with the relationship.

In the event any of the preceding conflicts apply, a team reader will not be selected to read and rank any proposal falling within a funding category. For example, if a team reader has a conflict with respect to a WIA proposal, he or she will not be placed on any team that is assigned WIA proposals. However, that individual may, providing no other conflict exists, be assigned to read and rank proposals to be funded under the JDF category.

Each team will receive an orientation and training with respect to how proposals should be read and evaluated. Following this, team members will be given a sufficient period of time to read and rank proposals. They will be given the following instructions:

- Team members will be encouraged to include as many comments and in as much detail as possible to reflect their scores on each evaluation criteria;
- During the reading and ranking period, team members will be encouraged to contact other team members to share opinions;
- Team members will be asked to carefully complete the evaluation forms paying particular attention to insuring scores are calculated accurately. Where it is necessary to erase or cross out or otherwise make changes to scores they will be asked to initial such changes.

- Team members will be instructed that all proposals are strictly confidential and may not be distributed for any reason by team members. Discussion of any aspect of their review outside of with other team members or staff from Workforce Solutions of Providence/Cranston is strictly forbidden.
- All copies of the proposals will be returned to Workforce Solutions staff and will not be kept by readers.

Following the reading and ranking period, a team meeting will be held to receive the rankings of the team members. During this meeting, each proposal will be discussed and team members will present their overall and specific comments for each. Team members will have the opportunity to make changes to their scores based on input from other team members. Again, team members will be reminded that if changes are made to scores they will need to initial each change.

At the conclusion of the team meetings and when all rankings have been received, staff from Workforce Solutions of Providence/Cranston will arrange the proposals by funding category and order them from top to bottom based on their total score on a spreadsheet (Highest scores will top the list.) This spreadsheet is referred to as a "Summary Matrix of Proposals." In addition to the name of the proposer, the proposal number and the ranking score, each proposal will reflect the amount of funds requested, the number of slots request, and the average cost per slot. Space on the matrix will be included for recommendations.

Once the Summary Matrix of Proposals is complete, the RFP Committee, along with the Team Leaders will meet with administrative staff from Workforce Solutions of Providence/Cranston. The purpose of this meeting (or meetings) will be to evaluate the proposal rankings in order to develop recommendations for the Youth Council.

In addition to the proposal ranking, additional factors will be considered in making recommendations. These include:

- The proposer's past performance with respect to achieving enrollment levels and performance standards;
- The proposer's past performance with respect to adhering to administrative requirements;
- The proposer's budget with respect to cost reasonableness; and
- Other factors that are pertinent for funding consideration.

Once a recommendation is finalized, an RFP Committee Report will be prepared and sent to the Youth Council members in advance of its meeting to consider funding recommendations. The agenda materials for this meeting shall include, the RFP Committee Report, the Summary Matrix of Proposals and the Executive Summary of each proposal.

APPROVAL PROCESS

At a regularly scheduled or special Youth Council meeting, the RFP Committee will present its recommendations. Prior to the start of any discussion on RFP funding recommendations, the Youth Council chair, or his/her designee, will ask members to consider whether they may have a potential conflict of interest. The Chair will explain that in accordance with WIA Regulations paragraph 667.200 (a) (4)

(i), members must neither cast a vote on, nor participate in, any decision-making capacity on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member or a member of his/her immediate family." In addition, the Rhode Island Ethics Commission requires that an individual recuse himself/herself from voting on or otherwise participating in the agency's consideration and disposition of the matter at issue.

Note: At first, considering the preceding, it would appear that all Youth Council members who are potential vendors need to stay out of the entire RFP process. However, this is not the case. Section 667.200 (a) (4) (ii) of the regulations specifically states that being a member of the Board or the Youth Council and a recipient of WIA funds in itself does not violate the conflict of interest provisions. This is an important provision since a WIB/Youth Council needs to include major youth service providers in an area and their automatic exclusion for a potential conflict of interest could adversely affect the WIB/Youth Council's ability to do their mandated job under WIA. This means that there are two areas that the procedures must address for the WIB/Youth Council.

1. *Unfair Competitive Advantage Provision*

The unfair competitive advantage provision prohibits a contractor that develops specifications, requirements, statements of work, invitations for bid, and requests for proposals from competing for the award. To enable members who are vendors to provide needed input while not creating an unfair competitive advantage, the WIB and Youth Council needs to ensure that vendors – or potential vendors – do not participate in certain processes. At a minimum, Board and Youth Council members who are vendors should be excluded from the development of the RFP statement of work and the development of the evaluation and selection criteria.

2. *Conflict of Interest*

In order to avoid a conflict of interest, WIA requires that a Youth Council member must excuse himself or herself from the decision-making process on a contract selection that could benefit the member's organization. Obviously this applies to any decision on whether to award a contract to the Youth Council member's organization. It will also apply to participating in the decision-making on competitors' proposals, since their rejection improves the chances of the member's proposal being selected. For example, if the Youth Council member's organization has submitted a proposal for a WIA program, they cannot be involved in the decision-making of any other WIA proposal. They may however be involved in the decision-making of JDF proposals.

Note: Decision-making includes participating in a discussion or casting a vote.

Following an explanation of the Conflict of Interest requirements, the Chair will ask members to refrain from taking part in any discussions and from voting on any matter for which they have a potential conflict of interest. The Chair will ask that the member identify himself/herself and state the reason for recusal in order that the minutes can reflect the recusal. In addition, members who identify themselves as having a conflict will be asked to complete a Recusal Form for submittal to the Rhode Island Ethics Commission in order that they may adhere to the Ethics Commission requirement that an individual recuse himself/herself from voting on or otherwise participating in the agency's consideration and disposition of the matter at issue.

Attachment No. 9

PROGRAM YEAR 2012 PERFORMANCE

PY 12 EXPECTED MEASURE	PY 12 Standard	PY 12 Min. Passing	PY 11 Standard	PY 11 Min. Passing	PY 11 ACTUAL
ADULT					
<i>Entered Employment Rate</i>	69.0%	55.2%	59.0%	47.2%	75.1%
<i>Retention Rate</i>	86.4%	69.1%	83.1%	66.5%	85.1%
<i>Average Earnings</i>	\$11,503	\$9,202.40	\$10,000	\$8,000	\$11,503
<i>Credential Rate</i>	63.2%	50.6%	55.0%	44.0%	72.9%
DW					
<i>Entered Employment Rate</i>	76.4%	61.1%	63.0%	50.4%	84.3%
<i>Retention Rate</i>	88.9%	71.1%	85.0%	68.0%	88.5%
<i>Average Earnings</i>	\$16,400	\$13,120.00	\$16,000	\$12,800	\$15,648
<i>Credential Rate</i>	66.6%	53.3%	57.0%	45.6%	80.1%
OLDER YOUTH					
<i>Entered Employment Rate</i>	74.3%	59.4%	67.0%	53.6%	68.8%
<i>Retention Rate</i>	76.0%	60.8%	76.0%	60.8%	69.6%
<i>Average Earnings</i>	\$1,700	\$1,360.00	\$1,400	\$1,120	\$1,722
<i>Credential Rate</i>	58.5%	46.8%	46.0%	36.8%	52.1%
YOUNGER YOUTH					
<i>Retention Rate</i>	72.4%	57.9%	54.0%	43.2%	77.1%
<i>Diploma or Equivalent Rate</i>	62.0%	49.6%	62.0%	49.6%	65.7%
<i>Skill Attainment Rate</i>	96.7%	77.4%	88.0%	70.4%	95.3%
EMPLOYERS					
Customer Satisfaction	79.0%	63.2%	76.0%	60.8%	74.1%
PARTICIPANTS					
Customer Satisfaction	76.0%	60.8%	79.0%	63.2%	70.5%