

CSS System Operational Plan

This operational plan outlines the essential functions and operations of each of the four Career Centers in adherence to the 2018/2021 RFP key attributes. The operational plan is developed to promote system improvements and integration to create a seamless network of services for job seekers and businesses. This operational plan will continuously evolve, particularly when adjustments are necessary to improve the system based on partner feedback or system improvements due to funding and performance requirements. The Site Management teams will review the plan on a minimal quarterly basis.

| SYSTEM SERVICES  | DETAILS  | PROVIDED BY | WHEN | PROGRESS/IDEAS |
|--|--|-------------|------|----------------|
| <p><b>Continued integration al all WIOA</b><br/> <b>Title 1 Career Services with Wagner-Peyser and Veterans Services</b><br/> <b>Professional Support of the Resource Room to Include:</b></p> | <p>The One Stop delivery system provides access to an integrated array of labor exchange services so that workers, job seekers, and businesses can find the services they need in 4 locations. The Career Centers focus on providing a variety of employment related labor exchange services including but not limited to job search, referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance, job search workshops and referral to training may be available. Job seekers who are Veterans receive priority referral to jobs and training, as well as special employment services and assistance. In addition the system provides specialized attention to individuals with disabilities, migrant and seasonal farm works, ex-offenders, youth, minorities, and older works. Some of the Career Center services may be available virtually.</p> |             |      |                |

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| <p>A. Training customers on resources available</p> | <p>Orientations are provided for those new to the Career Center and seeking access to basic career services and/or individualized career services.</p> <p>Basic Career Services are universally accessible and are available to all individuals seeking employment and training services.</p> <p>Individualized Career Services are provided to participants after an Initial Assessment determines that such services are required to retain or obtain employment.</p> <p>The Career Center Orientation is an overview of the programs and services offered at the Career Centers located throughout Steuben, Schuyler and Chemung counties</p> <p>Orientations are administered via PowerPoint presentation in person or virtually. Customers will learn how to gain access to training support, guidance and expertise as it pertains to advancing or beginning a rewarding and fulfilling career. Customers can register by calling or visiting any of our 4 Career Centers:</p> <p>Bath Career Center, 117 E. Steuben St., Bath, NY (607) 776-7712<br/>                     Elmira Career Center, 318 Madison Ave., Elmira NY (607) 733-7131<br/>                     Hornell Career Center, 107 Broadway, Hornell, NY (607) 324-8388<br/>                     Montour Falls Career Center, 323 Owego Street, Montour Falls, NY (607) 535-6840<br/>                     * Or by , emailing info@csswfnny.com</p> | <p>Career Center orientations are provided by Career Center system staff.</p> | <p>Career Center Orientations are provided once the registration is completed in person or virtually.</p> | <p>*Continual Development</p> |
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| <p>B. Screening customers on their needs and background</p> | <p>A key service provided by the Career Centers is the initial assessment of a participant's skills, knowledge, and abilities in order to support the participant's employment goal. The initial assessment determines needs and strategies to achieve sustainable employment. A thorough initial assessment will determine if the participant is job ready or not, identify any barriers to employment the participant may have, assist in determining appropriate referrals as well as to entities who can provide supportive services needed by the participant.</p> <p>Staff will establish service needs such as the desire to pursue training or education and information regarding those services are provided so that the participant has an opportunity to make sound decisions when selecting a career path. The initial assessment will result in a determination of the participants' need for individualized career services. The initial assessment process begins with the completion of the New York State</p> | <p>Services are provided by Career Center system staff.</p> | <p>The initial assessment is provided after the completion of the orientation in person or virtually.</p> | <p>*Continual Development</p> |
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| C. Referring customers to appropriate programs | <p>Department of Labor Career Center customer registration form. The initial assessment begins with the customer registration form.</p> <p>Career Center partner programs work together to ensure individuals are provided with employment, education, and training services that are needed</p> <p>Individuals needing a referral to another agency will have a referral form filled. A copy of the referral form will be faxed/email to the referred agency. The original copy is given to the customer or emailed to them. Staff will document referral in OSOS.</p>   | Referrals are provided by Career Center system staff.  | Referrals are made during career center operations.   | *Continual Development |
| 1. Adult                                       | <p>The WIOA Adult program provides Career and Training services through the Career Center to help job seekers who are at least 18 years old succeed in the labor market. The following Individualized Career Services are made available:</p> <ul style="list-style-type: none"> <li>•Comprehensive and specialized assessments of skill levels</li> <li>•Development of an individual employment plan</li> <li>•Group and individual counseling</li> <li>•Career planning</li> <li>•Short-term pre-vocational services</li> <li>•Internships and work experiences that are linked to careers</li> <li>•Financial literacy services</li> <li>•Workforce preparation activities</li> <li>•Out-of-area job search assistance and relocation assistance</li> <li>•English language acquisition, integrated education/training programs</li> </ul> <p>*Individual Training Account<br/>*On the Job training<br/>*Customized training</p> <p>In Compliance with WIOA law, priority of service may be provided for individualized career and training services per CSS WFNJ Priority of Service Policy.<br/>Customers can be referred to the WIOA Adult Program if the customer is 18 years or older, requesting Individualized Services and the Initial Assessment determines that the customer is:</p> <ul style="list-style-type: none"> <li>* 18 years or older</li> <li>•Authorized to work in the United States</li> <li>•Registered for Selective Service (Male Only)</li> </ul> | Career Center System Staff   | Referrals are made during center operations.  |                        |
| 2. Youth                                       | <p>The WIOA Adult program works closely with the WIOA youth program to ensure young adults receive the services they need to succeed in education and the workforce.</p> <p>Customers can be referred to the youth program if they are 16-24 years old. The customer will need to complete a registration packet as well as a youth referral form that will be reviewed by the youth navigator to determine eligibility or simply provide name and contact information enabling a navigator to reach out. Once the youth navigator determines if a customer is eligible, the navigator will complete the enrollment process into the program.</p> <p>Non eligible youth will be served in the Career Center and can expect to receive job search</p>  | <p>Referrals are provided by Career Center system staff.</p> <p>Eligibility is determined by Emerging Workforce staff.</p> | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after regular program hours | Completed              |

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| 3. Dislocated Worker (DW)                      | <p>information to include (but not limited to) how to obtain working papers, job search resources, America's Job Bank listings, community resources, referrals to training providers and much more.</p> <p>The WIOA Dislocated Worker program offers employment and training services for eligible workers who are unemployed through no fault of their own or due to circumstances beyond their control. The following Individualized Career Services are made available:</p> <ul style="list-style-type: none"> <li>*Comprehensive and specialized assessments of skill levels</li> <li>•Development of an individual employment plan</li> <li>•Group and individual counseling</li> <li>•Career planning</li> <li>•Short-term pre-vocational services</li> <li>•Internships and work experiences that are linked to careers</li> <li>•Financial literacy services</li> <li>•Workforce preparation activities</li> <li>•Out-of-area job search assistance and relocation assistance</li> <li>•English language acquisition, integrated education/training programs</li> <li>*Individual Training Account</li> <li>*On the Job training</li> <li>*Customized training</li> </ul> <p>To be eligible to receive WIOA services as a dislocated worker an individual must:</p> <ul style="list-style-type: none"> <li>*Be 18 years or older</li> <li>•Authorized to work in the United States.</li> <li>•Registered for Selective Service (Male Only).</li> </ul> <p>*Meet the definition of a dislocated worker. (Career Center System Staff will assist with this determination).</p> | Career Center System Staff   | Referrals are made during center operations.  | Completed      |
| 4. Adult Education and Family Literacy (AEFLA) | <p>AEFLA activities are designed to assist adult to become literate and obtain knowledge for employment and economic self sufficiency; assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in educational development of their children and lead to sustainable improvements in the economic opportunities for their family; assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training; assist immigrants and other individuals who are English language learners in improving their reading, writing, speaking and comprehension skills in English as well as mathematics.</p> <p>Information regarding AEFLA activities can be found in the 3 Career Centers. Adult Basic Education (TASC) GST Adult Literacy provides these activities.</p>   | Referrals are made directly to GST BOCES if a customer expresses interest in Adult Education or Family Literacy. | <p>Bath - Adult Basic Education (TASC) classes are offered Mondays and Wednesdays from 8:30-3:00 in room 103. Tutors are available for customers 21 and older who are interested in English as a second language, reading, and/or writing skills.</p> <p>Elmira - TBA</p> <p>Montour Falls-Adult Basic Education (TASC) classes are offered on Mondays 8:30-12:30 in room 3. Additional classes are offered off site. For more information regarding these classes stop in the Career Center or call GST BOCES.</p> | Completed      |

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| 5. Wagner-Peyser Act / Employment Service       | <p>The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Employment Service focuses on providing a variety of employment related labor exchange services to the public as well as employers.</p> <p>Each of the four Career Centers provide self-directed services, allowing customers to use computers with internet access for reviewing job listings, developing resumes, and researching labor market information. In cases where customers are less skilled in the use of internet tools, a second level of service include the assistance of a greeter and/or resource technician. One-on-one services are available to customers needing an assessment of skills, abilities, and aptitudes, as well as career guidance or counseling if a career change is being considered. In addition to these services each of the 4 Career Centers offer workshops where job search techniques are discussed or resume preparation assistance is provided.</p> <p>Services offered to employers include but are not limited to:</p> <ul style="list-style-type: none"> <li>Referral of job seekers to available job openings</li> <li>Assistance in development of job order requirements</li> <li>Matching job seeker experience with job requirements</li> <li>Assisting employers with special recruitment needs</li> <li>Arranging job fairs</li> <li>Helping employers deal with layoffs</li> </ul> | Services are provided by Career Center system staff.  | Monday - Friday 8:30-4:30 by walk in or appointment | Completed      |
| 6. Vocational Rehabilitation Program (ACCES-VR) | <p>The Vocational Rehabilitation Program ensures workers with disabilities have the supports and opportunities to acquire the skills that they need to pursue in-demand jobs and careers. The Rehabilitation Act seeks to empower individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society. Individuals with disabilities represent a vital and integral part of our society, and our Career Centers are committed to ensuring that individuals with disabilities have opportunities to compete for and enjoy high quality employment.</p> <p>The 4 Career Centers work closely with Vocational Rehabilitation organizations to make referrals for customers with disabilities who are interested in finding employment. Vocational Rehabilitation organizations provide assistance with career exploration and resume development, as well as finding, training for, and keeping a job.</p>  | Referrals are provided by Career Center system staff. | Monday - Friday 8:30-4:30 by walk in or appointment | Completed      |

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| 7. National Farmworker Jobs Program (NFJP)   | <p>ACCES-VR assists individuals with disabilities to obtain and maintain employment, within the community. In order to be determined eligible for VR, an individual must have a permanent disability, an impediment to employment, and the ability to benefit from services.</p> <p><a href="http://www.acces.nysed.gov/vr">For a more detailed overview of VR services, please visit: http://www.acces.nysed.gov/vr to view the virtual Orientation/s.</a></p> <p>The National Farmworker Jobs+B144:B154 Program (NFJP) is a nationally directed, locally administered program of services for migrant and seasonal farmworkers (MSFWs) and includes 52 employment and training grants, as well as 17 housing grants across the United States and Puerto Rico. The program partners with community organizations and state agencies to counter the chronic unemployment and underemployment experienced by farmworkers who depend on primarily on jobs in agricultural labor performed across the country. The NFJP is an integral part of the public workforce system and a partner in the nationwide network of One-Stop Career Centers. In addition, the NFJP partners with state monitor advocates to provide services to farmworkers and their families working in agriculture employment.</p> <p>NFJP Contact: Patricia Stovall-Lane<br/>Executive Director, Workforce Program Administration NY/VT/OH<br/>PathStone Corporation<br/>Phone: (585) 340-3386, Fax-585-340-3307; Email: Pstovall-Lane@pathstone.org</p> | Referrals are provided by Career Center system staff.                                 | Monday-Friday by appointment                         |                |
| 8. Senior Community Service Employment Program (SCSEP)<br>Bath, Elmira, Hornell, and Montour Falls | <p>The Senior Community Service Employment Program is a community service and work-based job training program for older Americans. The program provides training assignments for low-income, unemployed seniors 55 and above. SCSEP participants gain work experience in a variety of community service work assignments at local non-profit and public facilities. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage. or the comparable wage for similar employment. These paid trainings serves as a bridge to unsubsidized employment opportunities for participants.</p> <p>All Career Centers serve as an access point to assist with program referrals and enrollment. Referrals will be made to the SCSEP Program Coordinator. Program participants have access to both SCSEP services and other training and employment assistance through the Career Centers. Opportunities for part-time work experience coupled with access to Career Center resources promote opportunities to develop relevant job skills that lead to unsubsidized employment.</p>  | Referrals are provided by Career Center system staff to the SCSEP Program Coordinator | Monday - Friday 8:30-4:30 by walk in or appointment. | Completed      |
| 9. Trade Adjustment Assistance   | The Trade Adjustment Program provides assistance to workers who have been adversely affected by foreign trade. The program seeks to provide adversely affected workers with   | Career Center system staff referral<br>DOL will complete application                  | Monday - Friday 8:30-4:30 by appointment or walk-in  | Completed      |

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| <p>10. Community Services Block Grant (CSBG)<br/>Pro Action</p>           | <p>opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.</p> <p>Front line staff will triage customers inquiring about the Trade Act program by using a Trade Act reference sheet. This sheet will assist staff in determining if the customers has received the necessary Trade Act paperwork from their Employer and/or Albany. If a customer has received the paperwork staff will assist them in returning the completed paperwork to the necessary location. If the customer has received Form TA722 staff will ensure that the customer is registered and has a current initial assessment in OSOS. Once registration and initial assessment is complete; the customer can be scheduled for an appointment to meet with an Employment Counselor. If the customer has not received any paperwork, but believe that he or she may be eligible for the Trade Act Program the customer will be assisted in calling the necessary agency to request the paperwork.</p> <p>The Community Services Block Grant provides assistance to States and local communities, working through a network of community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low income communities, and the empowerment of low income families and individuals in rural and urban areas to become fully self-sufficient.</p> <p>Pro Action works to build a community of resilient individuals and families who can meet their basic needs, overcome adversity, and prosper. Our comprehensive family of services empowers participants to access a broad network of support while promoting efficiency in service delivery.</p> | <p>ProAction's Employment and Training Team in Hornell and Bath</p> <p>Career Center system staff in Montour Falls and Elmira</p> | <p>Monday-Friday 8:30-4:30<br/>by walk ins or appointment</p> <p>Monday - Friday 8:30-4:30</p>  |                  |
| <p>Economic Opportunity Program (EOP)<br/>Chemung and Schuyler County</p> | <p>EOP, Inc and the Community Action Network is responding to COVID-19 activity. The video encompasses and demonstrates the work of EOP and other agencies within the NYS Community Action Network since the beginning of the COVID-19 pandemic. As an "essential business" during the COVID-19 pandemic, EOP is providing food services, including CFJP Bistro (take out/delivery), and more than 350 meals served daily at curbside and delivered to homes; basic necessities to economically disadvantaged populations; and childcare services.</p>   |   |   |                  |
| <p>11. Unemployment Insurance</p>   | <p>Individuals who have lost employment due to lack of work and have sufficient prior earnings may receive Unemployment Insurance (UI) benefits if they meet initial and continuing eligibility requirements. The Career Center can expedite their return to work and reduce the duration of their UI claims by providing early intervention, tailoring services to individual customer needs, and speeding the referral of customers who need additional assistance to services available within the workforce system.</p>  | <p>Career Center system staff.<br/>DOL staff conduct RESEA, C3E and DVOP appointments</p>   | <p>Monday - Friday 8:30-4:30<br/>On demand, except for UI claimants who are mandated to report to RESEA, C3E and DVOP appointments.</p> | <p>Completed</p> |

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| 12. Temporary Assistance For Needy Families (TANF)          | <p>By providing job search assistance and referrals to employment, referrals to and application assistance for training and education resources and programs; referrals to additional supportive services available within the workforce system; and information and meaningful assistance in filing UI claims in the Career Center. In additions, UI claimants report to either a mandatory Reemployment Services and Eligibility Assessment (RESEA) appointment or a Career Center Customer Engagement (C3E) appointment, based on their UI profile score, which calculates their likeliness to return to work. The purpose of these three or four step 'one on one' appointments is to provide resume assistance, review labor market information, discuss UI work search requirements for continued UI eligibility, demonstrate Job Zone, provide job referrals, and to provide referrals as appropriate to remove barriers to employment. DVOP-eligible veterans that are collecting UI benefits are seen by DVOP staff every 4 weeks until they obtain employment.</p> <p>The Temporary Assistance for Needy Families program provides grant funds to states and territories to provide families with financial assistance and related supportive services.</p> <p>Chemung County Department of Social Services provides TANF services, support and resources through the Pathways to Employment Program that is located onsite. The services provided are transportation, child care assistance, job readiness training, one on one support, resume development, work skill experience, and employment placements. TANF clients who are or may be disabled and thus potentially eligible for Social Security/Supplemental Security Income (SSA/SSI) benefits work together with LDSS.</p> <p>Chemung DSS makes the referral to the Pathways to Employment Program. LDSS Disability Analyst serves as a client advocate, particularly for those who have difficulty in pursuing SSA/SSI benefits on their own; motivating the client to initiate the application; assisting in collecting or developing supporting documentation and monitoring the case through the disability determination process; intervening where necessary; and initiating appeals of denied cases, as appropriate.</p> | PTE Staff<br>Chemung County DSS Disability Analyst                                    | Elmira - Monday - Friday 8:00-4:30<br>Elmira - Monday - Friday 8:00-4:30   |                |
| Steuben County - DSS TANF (Bath and Hornell Career Centers) | <p>The Temporary Assistance for Needy Families program provides grant funds to states and territories to provide families with financial assistance and related supportive services.</p> <p>To find out if you are eligible to receive Temporary Assistance, including help with an emergency, you need to file an application with your county Department of Social Services</p> <p>Case management and monitoring for nonexempt or exempt adults. The TANF program is</p>   | TANF Employment Development Specialists, Job Developer and Career Center System Staff | The TAN Employment Development Specialist are available in the Bath Career Center Monday through Friday 8:30-4:30 by appointment only. Customers who are enrolled in the TANF program are notified of their appointment ahead of time. The Job Developer is in the | Completed      |

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|  | <p>designed to promote job preparation and support for those transitioning into work and end the dependence of families on government benefits. Typical services of these programs provide access to onsite job search; staff assisted job search including match and referral, training and resume development and coordinated efforts with childcare and transportation. The coordinated efforts refer to service navigation and not provision of daycare or transportation through these project funds. Target populations such as working families, long term assistance cases, sanctioned cases and nonexempt adults who are deemed eligible by the Department of Social Services will be referred to a TANF Case Manager located in the Career Center. Job placement and retention services to promote job preparation and support for those transitioning into work and end the dependence of families on government benefits. The services included are assisting clients with transition into the work environment, provide non-recurring wrap around including alarm clocks, personal hygiene items and gas cards. Assist with development of the work site, act as liaison between LDSS and private work sites in the community. The Case Manager will engage TANF and SN-MOE applicants and recipients in assessing strengths and needs; in developing a short-term and long-term plan for employment and in obtaining and/or maintaining employment. S/he will assist the participant in identifying available resources to help achieve the goals of the plan. The case manager will help guide the participant through the phases of the plan while serving as a liaison with other units in the Department of Social Services, outside agencies and community resources. The case manager will facilitate referrals and make support linkages, while ensuring that participants receive necessary and timely services. In addition, services will be offered to participants who are facing sanction, are sanctioned or have recently been sanctioned and include any combination of the following: in-depth assessment; home visits and other outreach efforts. If facing sanctions; the steps necessary to prevent sanction from occurring. If sanctioned; assisted participant in understanding the sanction; including the fiscal and compliance requirements; understand the process (es) needed to become compliant; assistance as needed to maintain compliance after sanction requirements have been met. Under funding through OTDA, Non-Custodial Parent Employment Program (NCPEP) services will be provided to non-custodial parents under 200% poverty who either seek them or are court order to participate.</p> |   | <p>Bath Career Center Monday-Friday 8:30-4:30 by appointment only. The Career Center staff are available Monday through Friday 8:30-4:30 to assist individuals enrolled in the TANF program with any job search services they may need.</p> |                  |
| Schuyler County DSS - TANF                         | <p>Temporary help for families, men, women, LGBTQ and children in need. The TA program includes Emergency Assistance to Needy Families, Emergency Assistance to Adults, and Safety Net Assistance. Eligibility for Family Assistance and Safety Net Assistance is determined based on income, resources, and cooperation with all required actions.</p>   | <p>Referrals are provided by Career Center system staff</p> |   |                  |
| 13. Carl D. Perkins Career and Technical Education | <p>The Carl D. Perkins Career and Technical Education Act develops more fully the academic,</p>   | <p>SUNY Corning Community College</p>                       |   | <p>Completed</p> |

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| Act  | <p>career, and technical skills of secondary and postsecondary students who elect to enroll in Career and Technical education programs.</p> <p>SUNY CCC's Perkins grant has a full time Career Coordinator. The Coordinator's responsibilities include: a weekly 4-hour shift as a Technical Assistant in the Elmira Career Center. Other responsibilities include: offering career workshops to Career Center customers, working with CCC students to refer them to the Career Centers for resume and job search assistance and coordinating the regional job fair.</p>  |                            |   |                        |
| Referrals to employers based on a fit between skills/experience and the employers stated qualifications. | Career Centers provide a wide array of resources and strategies for customers in their attempts to identify suitable long-term employment. One of these resources is referring customers to employers based on a fit between skills and experience and the employers stated qualifications Career Center Staff use information from the customers record in OSOS including education and license information, employment objective, sills, work history and employment preferences to match a customer's record with information on open job orders to see if they can find a connection between the person's past experience and education with the business needs/ requirements.  | Career Center System Staff | Monday - Friday 8:30-4:30 by appointment or walk in   | *Continual Development |
| Provide bilingual services to minority customers at the career center including workshop opportunities.  | All career center locations provides interpretation services information at no cost. As the New York State Department of Labor, vital documents are provided in Chinese, Haitian Creole, Italian, Korean, Russian, and Spanish. Materials in other languages may also be available. Language interpretation services are provided in more than 200 languages. A poster called called Language Identification is displayed at each local office. The poster says "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you." in more than thirty languages.  | Career Center System Staff | Monday - Friday 8:30-4:30 by appointment or walk in   | *Continual Development |
| Serving special populations assuring access to the One Stop services                                     | <p>The vision of the one-stop system is that service providers leverage all available assets, ensure universal access, and allocate funding for low income and special populations. Special populations include, but are not limited to: •Veterans and eligible spouses •Individuals with disabilities, both youth and adults •English language learners •Migrant and seasonal farmworkers •Out-of-school Youth •Adult and youth ex-offenders •Public assistance recipients •Youth in, or previously in, foster care •Homeless individuals, both youth and adults •Runaway youth •Pregnant and parenting youth •The long-term unemployed •Low-income workers earning wages below self-sufficiency •Basic skills deficient individuals •The over 55 age group *Justice involved</p> <p>The Career Centers are committed to ensuring both programmatic and physical accessibility to the One-Stop system by maintaining compliance with the American Disabilities Act of 1990</p> | Career Center System Staff | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after regular program hours | *Continual Development |

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| Perform comprehensive assessment and intake WIOA customers including those accessing training programs/grants such as, but not limited to, ITA, OJT, Customized training | <p>and all other applicable statutory and regulatory requirements.</p> <p>Each of the Career Center’s locations and layouts are inclusive of individuals regardless of their range of abilities and mobility. The Career Centers programmatic accessibility ensures access to all required programs, services and activities to eligible participants and to employers regardless of their range of abilities, mobility, age, language, learning styles, or education level. Examples include: computer accessibility, set up, screen reading, software programs, and access to interpreters. To comply with federal EEO and Minimum wage requirements, all posters are available in English and Spanish. Career Center staff will work partnering and local agencies such as GST BOCES, The Department of Labor, Corning Community College or local Vocational Rehab agencies to provide detailed referrals for customers who are deaf, hard of hearing or in need of English Language acquisition. It is the responsibility of the Career Center system to provide priority of service to all (but not limited to) the special populations listed above. All 4 Career Centers have a uniform sign in process to assist in the identification of individuals with additional need. In order to encourage individuals to self-identify all Career Centers have prominently displayed signs that clearly describe priority of service. This information is also conveyed electronically on csswfnny.com. Career Center system staff receive training to provide appropriate agency and community referrals.</p> <p>Following enrollment in WIOA and prior to receiving training services, all participants must complete a comprehensive assessment for the purpose of documenting the rational for providing training services; and helping the participant determine what training program will best meet his/her career goals and needs.</p> <p>When determining whether the participant requires training in order to reach their employment goal, Career Center staff uses information obtained from the initial assessment such as work history, education levels as well as information regarding labor market opportunities to complete a comprehensive assessment.</p> | Career Center System Staff | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after regular program hours | <a href="#">*Continual Development</a> |
| Standardized assessment of customers in the following areas<br>Basic Literacy - TASC   | <p>Adult Basic Education (TASC) tests for math and reading are standard tests used to assess the basic skills and knowledge of adult learners.</p> <p>GST BOCES staff administer TASC testing based on referrals from the Career Center system staff.</p>  | Career Center System Staff | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after regular program hours | <a href="#">*Continual Development</a> |
| Career Assessment, Work Readiness and Work Ethic   | <p>Each of the 4 Career Centers provide tools that are designed to help individuals understand a variety of personal attributes (interests, values, motivations, aptitudes, skills) impact their potential success and satisfaction with different career options and work environments.</p> <p>Career Center staff work with customers to complete career assessments online through a</p>  | Career Center System Staff | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after                       |  |

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| Provide proactive case management   | <p>number of websites including Job Zone, Career Zone, O*Net Interest Profiler and myskillsmyfuture. Customers can come to the Career center to use the computers and get help from staff, or if they prefer, do them on their own.</p> <p>Career Center system staff has developed several work readiness workshops that can be presented in a group in person or virtually.</p>   | Career Center System Staff | regular program hours   | *Continual Development |
| Provide basic career services, individualized career services and follow up services are provided to qualified customers.   | <p>Basic Career Services are universally accessible and available to all individuals seeking employment and training services to include:</p> <ul style="list-style-type: none"> <li>• Eligibility Determination • Initial Skill Assessments • Labor Exchange Services</li> <li>• Provision of information on programs and services • Program Referrals</li> </ul> <p>Individualized Career Services are provided to customers after Career Center staff determine that such services are required to retain or obtain employment. Generally, these services are customized to each individual's need and include:</p> <ul style="list-style-type: none"> <li>• Specialized Assessments • Developing an individual employment plan • Counseling</li> <li>• Work experiences</li> </ul> <p>Follow-up Services are provided for up to 12 months after the first day of employment</p> | Career Center System Staff | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after regular program hours | *Continual Development |
| <p>A wide variety of quality workshops and other learning opportunities are available to job seekers</p> <p>A. Workshops should be coordinated with partners who will provide input on their customer need and will be evaluated on a regular basis.</p> <p>B. Use of technology to increase the variety and frequency is strongly encouraged</p> | <p>A variety of workshops are offered in person or virtually. Workshops are reviewed on a regular basis by the system team to determine real time needs of customers.</p> <p>The Career Center system will work together to develop and coordinate workshop</p> <p>The workshops are advertised to customers via a monthly calendar.</p> <p>Workshops are evaluated to measure effectiveness using a Workshop Evaluation tool after every offering</p> <p>Currently, workshops are offered virtually which allows flexibility in scheduling.</p>  | Career Center System Staff | Services are provided Monday through Friday 8:30-4:30 by appointment or walk in based on availability. Services are also provided virtually and based on availability after regular program hours | *Continual Development |

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| <p>Data and performance management</p> <p>The operator is responsible for leading the site management teams to ensure quality control, accuracy, completeness, and timely input of customer information into OSOS including all required fields.</p>    | <p>The System Leader has developed a team of partners referred to as the Site Management Teams. These teams have been developed for each of the 3 counties.</p> <p>Site Management teams meet in a group setting once a month to discuss the operations of the Career Centers. The teams discuss customer need, customer flow, processes as well as gaps that need to be addressed relating to the operation of the center. The teams also communicate via email when necessary. The team ensures that all necessary information is documented in OSOS and identify any gaps as a group.</p> <p>The System Leader ensures the timely and accurate reporting of WIOA participants, activities, and performance information by using OSOS (One Stop Operating System).</p> <p>WIOA Performance Reports are generated quarterly by NYS DOL. Upon publication, the Site Management Team reviews for those areas at or below target to discuss strategies for improvement.</p> <p>Career Counselors are trained in gathering and the timely and accurate documentation of WIOA performance outcome information.</p> <p>Training services are monitored internally once per quarter and staff training is conducted as needed.</p> <p>Career Center service delivery and foot traffic summaries are developed by the Operator/Provider staff and presented to the Board along with the site management team. (Need to develop in the site management meetings and avenue for discussion on improvement strategies)</p> <p>Workshop and Career Center satisfaction surveys are used to gather information from center users to ensure satisfaction and/or apply improvement actions.</p> | <p>Site Management Teams - 3 teams<br/>Youth Bureau<br/>DOL<br/>CCC<br/>DSS<br/>PTE<br/>GST BOCES<br/>PROACTION<br/>ACCES VR</p> <p>Improvements are reviewed by the sitemanagement team monthly and implemented by all Career Center System staff as needed.</p> | <p>Once a month</p>  | <p><a href="#">*Continual Development</a></p> |
| <p>Integration and ongoing alignment with business services team. Operator will ensure operational plan integrates and aligns with:</p> <p>1. Local areas must establish and develop relationships and networks with large and small employers; and</p> | <p>The Business Information Network (BIN) is a system business services group. The BIN is responsible for identifying opportunities to assist businesses with resources such as training, On-The-Job training (OJT) and customized training. Recruitment activities such as job posting, virtual Meet the Employer sessions, job fairs (virtual and in person) and access to grants for new hires. HR resources such as labor market and tax incentive information is also made available. BIN representatives develop relationships with employers by networking with businesses in the 3 counties and local training providers.</p>   | <p>Business Information Network (BIN)</p> <p>BIN Representatives</p>  | <p>Services are provided Monday through Friday 8:30-4:30 and based on availability after regular program hours. Also some of the services are available virtually.</p> | <p><a href="#">*Continual Development</a></p> |

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| <p>2. Local areas also must develop/convene or implement industry or sector partnerships</p> <p>B. Customized business services may be provided to employers, employer associations, or other such organizations. These services are tailored for specific employers.</p> <p>May include:</p> <ol style="list-style-type: none"> <li>1. Customized screening and referral of qualified participants in training services.</li> <li>2. Customized services on employment related issues.</li> <li>3. Customized recruitment events including targeted job fairs.</li> <li>4. Customized labor market information.</li> </ol> <p>C. Intake and completion of training packet/eligibility determination for on-the-job and customized trainings.</p> | <p>The BIN develops sector partnerships by providing industry based job fairs that give the employers the chance to meet with job seekers. The BIN team responds to business need for job postings in real time.</p> <p>The System Leader and Career Center system staff ensure that space is available in the Career Center for local businesses to hold recruitment events, interviews, job fairs and any other needs the business may have, ensure that any information regarding said events is available for customers, and ensure quality screening and referrals of qualified participants in training services.</p> <p>The System Leader and Career Center staff ensure that space is available in the Career Center for local businesses to hold recruitment events, interviews, job fairs and any other need the business may have, ensure that any information regarding said events is available for customers, and ensure quality screening and referrals of qualified participants in training services.</p> <p>BIN team with partners offers targeted job fairs in the tri county area.</p> <p>BIN representatives provides labor market information to businesses as requested/needed.</p> <p>BIN staff and Career Center Staff work together to ensure intake and completion of training packets and determinations for on the job trainings and customized trainings</p> <p>BIN staff determine eligibility and forward to Career Center staff to ensure that the intake and completion of the training packet is completed to Workforce policy standards</p> | <p>BIN Representatives</p> <p>Career Center System Staff and BIN team</p> <p>Career Center System Staff</p> <p>BIN Representatives</p> <p>BIN Representatives<br/>Career Center System Staff/BIN Staff</p> <p>Career Center System Staff/BIN Staff</p> |      |                |