

Workforce Innovation & Opportunity Act



Program Year 2017
Annual Report for Ohio

Table of Contents

Introduction	1
Workforce Innovation and Opportunity Act in Ohio	2
Statewide Workforce Development Initiatives	3
OhioMeansJobs Centers	2
OhioMeansJobs.com	3
In-Demand Occupations	4
Workforce Innovation Fund Grant: Wage Pathway Model	5
National Dislocated Worker Grants	5
Targeted Workforce Programs	5
Rapid Response	6
ApprenticeOhio	7
Adult Program Successes	8
A Previous Occupation Revisited	8
Prepared for a Purpose	8
A Group Effort	9

Dislocated Worker Program Successes	10
Hold on to Your Dreams	10
Mid-Life Career Change	10
Veterans Program Successes	12
Hilton Offers Free Stays for Veterans	12
The Prestigious Dan Bloodsworth Memorial Award	12
American Legion DVOP of the Year	13
Youth Program Successes	14
Back-to-School Success	14
Loving Her Career	14
A New Lease on Life	15
Waiver Usage	16
Negotiated Performance Levels for Program Year PY 2017	17
Effectiveness in Serving Employers	18
Evaluative Studies	19
Workforce Innovation Fund (WIF) Grant	19
CCMEP Evaluative Study	19
Customer Satisfaction Survey	21
Wagner-Peyser Employment Services	21
Regional Planning	22



Introduction

In accordance with Workforce Innovation and Opportunity Act (WIOA) Sections 136 and 185, each state that receives a funding allotment under WIOA Section 127 (Youth Activities) or Section 132 (Adult and Dislocated Worker activities) must prepare and submit an annual report of performance progress to the U.S. Secretary of Labor. This narrative provides an opportunity for Ohio to describe progress toward its strategic vision and goals for the workforce system.



Workforce Innovation and Opportunity Act in Ohio

The federal Workforce Innovation and Opportunity Act (WIOA) replaced the Workforce Investment Act of 1998. It was signed into law on July 22, 2014, and enacted on July 1, 2015. WIOA is designed to help job seekers access employment, education, training and support services so they can succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. It also establishes the structure and relationship between national, state and local workforce investment activities to increase occupational skill attainment, employment, retention and earnings while improving the quality, productivity and competitiveness of the workforce and reducing welfare dependency. This program year (PY) 2017 WIOA Annual Report provides a summary of Ohio's Adult, Dislocated Worker and Youth Programs from July 1, 2017 through June 30, 2018.



Statewide Workforce Development Initiatives

OhioMeansJobs Centers

Eighty-eight local OhioMeansJobs centers in 88 counties provide services to local businesses, as well as to individuals who are employed, underemployed and unemployed. OhioMeansJobs centers work with county departments of job and family services and other partners to deliver a variety of employment and training services to meet the needs of their communities.

Ohio's Workforce Mission

Governor John R. Kasich's workforce mission is to grow Ohio's economy by developing a skilled workforce, promoting effective training programs, and connecting Ohio employers with qualified workers. To that end, he established the Governor's Office of Workforce Transformation, which created three goals and corresponding policy priorities for Ohio's workforce system. They are

(1) developing a skilled and productive workforce, (2) promoting effective training programs, and (3) connecting Ohio employers with qualified workers.

OhioMeansJobs.com

OhioMeansJobs.com is Ohio's premier online career, employment and educational center. It gives individuals, employers and students free 24/7 access to many of the same services available at local OhioMeansJobs centers. The following are just a few of its many recent enhancements.

Financial Literacy

Through a partnership with EBSCO's Learning Express Library, OhioMeansJobs.com now offers self-guided tutorials in Money Management, Investing, Credit, Debt, and Insurance and Taxes. The courses provide strategies for sound money management and financial planning, to help users increase their incomes and achieve financial stability. Each has a post-test so users can check their comprehension of the material.

Work Values Assessment

The Work Values Assessment allows users to prioritize the job conditions most important to them and then view occupations most likely to offer those conditions. The occupations in greatest demand are listed first, with links to local training programs and job postings. This allows users to explore career paths based on their personalities, increasing the likelihood of future career satisfaction and success.

Education Information

The School Finder allows students and others to search for higher education options best suited to their career goals. Individuals can search for two-year, four-year or graduate programs by location, type of school, selectivity and major. They also can conduct advanced searches by filtering for cost, community, athletics, and services for individuals with learning disabilities. Users can then view school profiles showing such information as student body demographics, programs, tuition, financial aid information, incoming freshman test scores, available majors, and athletic programs. They can select multiple schools for comparison and save the information to their virtual OhioMeansJobs.com "backpacks" for future reference and review.

For high school students not necessarily pursuing higher education, Ohio has a new certification: the OhioMeansJobs Readiness Seal. For students who earn it, the seal shows employers that they have the personal strengths, strong work ethic, and professional experience needed to contribute to the workplace and their communities. It appears on qualifying students' diplomas and transcripts.

Search by Degree

The **OhioMeansJobs.com** Occupational Search page has a "Search by Degree" feature that allows individuals to search for occupations that can be pursued based on degrees they have or are pursuing. The search results include links to more information, training programs and job postings.

Career Coach

Several pages on **OhioMeansJobs.com** – including at the end of assessments and tasks – give users the opportunity to connect directly with an online "Career Coach," to ask questions or seek further guidance. This gives them the opportunity to get one-on-one assistance from trained employment counselors via a real-time chat feature.



Adult Diploma Program

Visitors to **OhioMeansJobs.com** also can learn about the Ohio Department of Education's new Adult Diploma Program, which provides job training and a new pathway for adults ages 22 and older to earn a high school diploma **and** industry credentials aligned to one of Ohio's in-demand jobs. The program is available at approved educational institutions throughout the state. To help prepare, adult students can take a variety of practice tests at **OhioMeansJobs.com**, including a High School Equivalency Test; General Educational Diploma test; and tests measuring reading, writing, social studies, science and mathematics skills.

Updates Coming Soon

Many **OhioMeansJobs.com** features will be redesigned next year. For example, the pages for students in grades K-12 will have three landing pages instead of one, catering to students in grade levels K-5, 6-8 and 9-12. Individuals will be able

to receive text notifications for saved events and job leads and use a new mobile app to identify nearby jobs. Several enhancements are coming for employers, as well. For example, they'll be able to pull in data from other sources to help with job descriptions, add screening questions to job postings, extract a summary skills report from individual resumes, use customizable auto-reply letters, track how many people click on a job posting through a new dashboard feature, identify candidates who have been awarded the OhioMeansJobs Readiness Seal, store information in an online "briefcase," and more easily find local colleges that offer training for in-demand occupations.

In-Demand Occupations

Ohio's efforts to reform its workforce development system are driven by a focus on meeting employers' current and projected needs. To identify those needs, the Governor's Office of Workforce Transformation developed a methodology using three key sources: state labor statistics and projections, electronic job posting trend data, and business responses to an online jobs forecasting tool. Hundreds of companies have used this tool. The Ohio In-Demand Jobs Review Committee, part of the Governor's Executive Workforce Board, meets monthly to review the data and update the results, which are then posted on **OhioMeansJobs.com** and disseminated to interested parties.

Ohio has identified 236 in-demand occupations with more than 17,000 related job titles. Workforce Development Board directors receive these reports and are required to spend at least 85 percent of their occupational skills training funds on training that leads to employment in these occupations. In addition, plans are being developed to tailor the in-demand occupations reports so that the Ohio Department of Higher Education and Ohio's two- and four-year colleges can use them to analyze occupational supply and demand, plan curriculums and training programs, and determine appropriate class offerings.

Ohio's in-demand occupations are identifiable by a "thumbs up" sign on **OhioMeansJobs.com**. When job seekers take the Career Profile assessment, they are given a list of occupations they may be suitable for, with in-demand occupations listed first to improve their chances of finding a job quickly.

Workforce Innovation Fund Grant: Wage Pathway Model

In September 2015, Ohio learned that it was one of six states getting a federal Workforce Innovation Fund grant to create collaborative programs that address the needs of specific employers and industries. Workforce Innovation Fund grants are designed to enhance workforce development programs and foster states' sharing of best practices. The Ohio Department of Job and Family Services (ODJFS) received \$6 million to develop a new approach to increasing employment opportunities for low-income youth and young adults who face barriers to employment. The model builds on OhioMeansJobs.com technology to identify occupations with in-demand jobs. It surveys employers about the skills needed for those occupations and then connects participants to job openings. Meanwhile, local partners provide intensive case management services to help participants retain those jobs and build sustainable careers.

National Dislocated Worker Grants

Reemployment and System Integration Grant

Ohio received a \$1.1 million Reemployment & System Integration (RSI) grant in October 2016 to enhance existing case management systems with features that support the ability of front-line staff to better connect dislocated workers, Wagner-Peyser employment services participants and unemployment insurance claimants with services needed to secure full-time in-demand jobs. Specifically, two tools were created: one that allows customers to assign themselves to open slots for meetings with case managers, and a mobile application that allows customers to swipe their driver's licenses or other ID cards to be identified and tracked. This grant was extended to Sept. 3, 2019.

POWER Grant

Ohio received a \$2 million Partnerships for Opportunity and Workforce and Economic Revitalization (POWER) grant in October 2015 to help workers affected by layoffs from coal mines or coal-fired power plants, or layoffs from the manufacturing or transportation logistics chains of

coal mines or coal-fired power plants, so they could be trained for jobs in other industries.

It was administered through a partnership of economic development entities, educational institutions and labor organizations, primarily to 148 dislocated workers in WIOA Area 16 in East/Southwest Ohio. Trainings were offered for oil and gas, medical, construction, trucking, and welding occupations. The grant expired on Sept. 30, 2018.

Sector Partnership Grant

Ohio received a \$7 million Ohio Sector Partnership grant in July 2015 to help six Workforce Development Boards develop regional plans and better collaborate with employers and educational institutions to connect unemployed workers with a broad range of services. Until it expired on June 30, 2018, the grant helped 1,299 unemployment claimants who had been out of work for at least 27 weeks and were either veterans or considered likely to exhaust their unemployment benefits. The services were designed to help them build careers in the following in-demand industries: health care, manufacturing, information technology, transportation and logistics, and energy/oil/gas

Targeted Workforce Programs

Ohio's workforce development system continues to target individuals who need special assistance in finding new careers. In PY 2017, through grants and partnerships, the state operated several special workforce programs designed to place individuals in high-growth fields.

O.N.E.-STOP Project Entering Sixth Year

The Offender Network for Employment to STOP Recidivism, or O.N.E.-STOP project, is now entering its sixth year. What began as a pilot in 2012 at the Trumbull and Pickaway Correctional Institutions has expanded to six Ohio Department of Rehabilitation and Correction sites: Marion and Grafton in 2013, Northeast Reintegration Center in 2014, and the Ohio Reformatory for Women in 2015. Additionally, all three Ohio Department of Youth Services juvenile correctional facilities have been participating since fall 2014. More Ohio Department of Rehabilitation and Correction sites are in the works for 2019.

O.N.E.-STOPs offer many of the same services available at OhioMeansJobs centers, including computer labs, live access to a secure version of OhioMeansJobs.com, job search and skills workshops, career exploration materials, help with resumes and job interviewing, and access to labor market research. The project provides both pre- and post-release support and relies on community and faith-based groups, employers, volunteers, reentry coalitions, and other partners to provide services and workshops in the institutions without additional funding.

Recent technological advancements have allowed more resources to be made available to inmates electronically. In addition, a secure Restored Citizens resume database was created for current and ex-offenders. Inmates within 90 days of release and/or those previously released can choose to be included. This database is made available only to approved employers interested in hiring from this population. After a year of operation, over 1,100 individuals have posted resumes, and over three dozen employers have been granted access. As of June 1, 2018, 20,600 individuals had created accounts on OhioMeansJobs.com either through the O.N.E.-STOPs or at terminals in the institutions' libraries. At any given time, this project benefits over 3,000 recently incarcerated individuals.

Eligible Training Provider List

Ohio maintains a Workforce Inventory of Education and Training (WIET) where higher-learning institutions can register to become eligible, approved training providers. Providers interested in being included in the inventory must meet requirements established by the state and local Workforce Development Boards and then submit a detailed application through an online portal. If approved, they will be added to the inventory, which is made available to OhioMeansJobs center staff, job seekers and others looking for high-quality, endorsed training providers.

Rapid Response

Ohio's Rapid Response system is designed to help employers and workers in times of transition, both before and during layoffs and plant closures. The Rapid Response program is administered by the state, with services delivered locally by Rapid Response teams in the Workforce Development Areas. These teams include staff from ODJFS and

other state and local partners who work together to develop a unique service strategy to rapidly reemploy the impacted workers.

When possible, Rapid Response teams also offer employers services to prevent layoffs, such as incumbent worker training, which allows employers to upgrade workers' skills, and SharedWork Ohio, which allows workers to remain employed and employers to retain trained staff during times of reduced business activity.

Rapid Response is funded by the state-level WIOA grant dollars; local areas may request Rapid Response funds to supplement their Adult and Dislocated Worker allotments. Ohio recently updated its Rapid Response policy and funding application to ensure the most efficient utilization of these funds. A total of \$1,888,396 was awarded to local areas for Rapid Response events and related activities in PY 2017. Of that, approximately 10 percent was used for layoff aversion activities for six employers and 604 workers.

Also in PY 2017, all 20 local workforce areas completed a "Responsible, Accountable, Consulted and Informed" (RACI) exercise, to ensure streamlined, standardized services statewide. As a result, reemployment sessions were condensed to 60 minutes, and a hybrid presentation was created for use with Trade participants, when suitable. The reemployment sessions include information about services available at the OhioMeansJobs centers, including career exploration, job search assistance, resume writing workshops, interviewing workshops and job fairs.

Ohio's Workforce Case Management System documented 527 employer events in PY 2017. Local teams met with 228 employer representatives to discuss outreach to the potentially impacted workers. They collected 3,416 surveys, which were used to develop service strategy plans, conducted 187 reemployment sessions and met with 5,962 individuals. Of the nearly 22,215 individuals impacted by layoffs or closures, 3,424 received at least one service. As PY 2017 ended, Ohio was developing a Rapid Response mobile application. When completed, potentially impacted workers will be able to complete employment needs surveys electronically instead of on paper.

Rapid Response Makes a Difference

When Parker Hannifin announced in July 2017 that it would close its Industrial Gas Filtration Generation Division near Cincinnati, its 62 employees were understandably anxious about their futures. Fortunately, the local Rapid Response team stepped in quickly to help alleviate their concerns.

“Over the course of (2) hiring events and several résumé labs and interview practice sessions, the soon-to-be dislocated workers received much-needed help from the RR team,” noted Peggy Brokamp-Cauvin, who worked in the company’s HR office at the time. “RR helped tremendously with morale from the time we made the layoff announcement. There was a huge sigh of relief from the aging workforce now realizing that help would be available. Employees were very grateful to learn that they wouldn’t have to scramble for jobs while trying to compete with 30-year olds!”

At the hiring events, which took place prior to the layoff, several employers conducted interviews and learned about the availability of on-the-job training funding. Rapid Response team members provided personal help and résumé critiques to the Parker Hannifin employees. In all, they helped 87 percent of them secure new positions at an average starting wage of \$21.99 an hour.

ApprenticeOhio



Registered Apprenticeship programs teach high-level skills for today’s workplace. Ohio has over 600 Registered Apprenticeship programs in fields as diverse as

construction, energy, health care, manufacturing and utilities. Each program includes, at a minimum, 2,000 hours of structured on-the-job training and 144 contact hours per year of related classroom instruction. Apprentices can earn a living as they train for high-quality, reliable employment and a rewarding career. These programs give businesses access to a pool of workers who have been trained at a reasonable cost to industry specifications. The following are some ApprenticeOhio PY 2017 highlights:

- The Ohio Department of Education approved ApprenticeOhio’s pre-apprenticeship certificate as an industry-recognized credential that can be used as part of a pathway to a high school diploma.

- ApprenticeOhio hosted a booth at the Ohio State Fair. Hundreds of people visited the booth and got to see live demonstrations by apprentices training to be electricians, masons, plasterers and sheet metal workers. They received information about Ohio’s Registered Apprenticeship system, OhioMeansJobs.com and Ohio Department of Job and Family Services programs.
- The Ohio Department of Commerce’s Division of State Fire Marshal developed a policy requiring all apprentices seeking state fire protection provisional certification to be enrolled in a Registered Apprenticeship program approved by ApprenticeOhio or the U.S. Department of Labor.
- ApprenticeOhio conducted a successful social media campaign for Manufacturing Day in October. Social media ads reached 152,362 Ohioans, and additional posts (non-paid) reached 40,277 Ohioans, the most ever achieved by the agency.
- ApprenticeOhio revised Ohio Administrative Code Section 5101:11, “Apprenticeship Council,” in response to new federal equal employment opportunity rules. An Ohio State Apprenticeship Council subcommittee approved the changes, and the revision was submitted to the U.S. Department of Labor for review on Jan. 18, 2018.
- The Workforce Development Board overseeing Area 7 became the first workforce board in the state to become a Registered Apprenticeship sponsor. The board will provide administrative services to groups of employers providing on-the-job training to apprentices.

ApprenticeOhio PY 2017 Snapshot

600+ registered sponsors

16,978 registered apprentices

41 new sponsors registered

5,909 new apprentices registered

2,087 apprentice completers

Average starting wage: **\$15.37/hour**

Average completion wage: **\$27.29/hour**



Adult Program Successes

The WIOA Adult Program is designed to provide quality employment and training services to help eligible individuals find and qualify for meaningful employment and to help employers find the skilled workers they need to compete and succeed in business.

Goals

- To increase employment, as measured by entry into unsubsidized employment
- To increase retention in unsubsidized employment six months after entry into employment
- To increase earnings received in unsubsidized employment for dislocated workers
- To enhance customer satisfaction for participants and for employers

A Previous Occupation Revisited

On May 16, 2017, OhioMeansJobs Pike County held a resume workshop for interested customers. During the workshop, a young man named Rick spoke to a staff member about his struggle to find work. He had a Class A commercial driver's license and but could no longer drive a truck driver because of recent health concerns. When a staff member asked him about his interests, he mentioned that he had some experience driving a fork lift and would love to return to that occupation. With that information, the workshop leaders helped him tailor his resume to reflect his forklift experience, add transferrable skills from his previous jobs, and reword his objective.

Soon after applying for jobs with his new resume, Rick landed an interview and was offered a job! If it hadn't been for the help he received that day at the resume workshop, he later said, he would not have been hired. He also shared that he had been looking for work for some time and wished he would have sought help sooner.

Prepared for a Purpose

In the fall of 2017, Christina visited OhioMeansJobs Butler County hoping to enhance her job searching skills. A mother of two, she had never worked outside the home; her husband had been family's the sole supporter. However, he was now incarcerated, her savings was exhausted, and the family was receiving cash and food assistance benefits.

Christina attended one of the center's Interview Preparation Workshops, which are offered twice monthly. Although she had a degree in criminal justice that she'd earned several years earlier and significant volunteer experience, her resume showed no actual employment history. To make it more marketable, a WIOA specialist helped her present her responsibilities, skills and credentials in a more business-oriented context. The specialist also told her about an open case manager position at the Butler County Domestic Relations Court.

Christina applied for the job and practiced interviewing with OhioMeansJobs center staff. She was well-prepared for her actual interview and was offered the job. Now, she no longer receives public assistance and has good-paying, meaningful work.

A Group Effort

A customer walked into OhioMeansJobs Montgomery County seeking a full-time position as a medical billing administrator. She worked with a workforce talent specialist, an engagement specialist and others, and participated in workshops, resume building, job coaching and mock interviews. She also was pre-screened and referred to Paramount Development Association, a behavioral health care agency that also happened to be interested in Montgomery's Project Hire On-the-Job Training Program.

Representatives from Paramount attended a Project Hire information session. They also interviewed and hired the customer. A few days, Paramount's application for Project Hire funding was approved. This was a win-win for both the employer and the individual. A qualified job seeker was hired, and an employer received funds to offset a portion of the training costs.



Dislocated Worker Program Successes

The WIOA Dislocated Worker Program provides employment and training services to individuals who lose their jobs because of layoffs, plant closures or downsizing. The program works to increase the employment and retention outcomes of dislocated workers by increasing their job readiness and occupational skills and by connecting them to in-demand occupations. Ohio provided services to 5,368 individuals in the WIOA Dislocated Worker Program in PY 2017. Approximately 59 percent of them received training.

Hold on to Your Dreams

Rhonda was a secretary at an attorney's office in 2015 when she was told her services were no longer needed. She attempted to find work on her own but was unsuccessful. As a result, she turned to others for help, including a workforce specialist at OhioMeansJobs Sandusky County and a representative from Opportunities for Ohioans with Disabilities.

Those helping her reminded Rhonda of the positives: She had a certificate in Office Administration and an associate's degree in Applied Business. She mentioned a desire to obtain a bachelor's degree in Business Administration. As a result, they helped her research, plan and complete all the requirements for an Individual Training Account. Rhonda enrolled in Tiffin University with a target completion date of May 2017. She studied hard, took care of a family and graduated in April 2017!

Within a month, Rhonda landed a job as an Aspire program instructor at Vanguard-Sentinel Career and Technology Center in Fremont, Ohio. Not long afterward, she also was named the school's Marketing Coordinator for Project Read, which provides free literacy instruction to adults. Rhonda now speaks to groups throughout the area promoting education and training services. She also helps customers at OhioMeansJobs Sandusky County with resumes and career planning. When teaching, she earns \$20 an hour; for other duties, she is paid \$11 an hour.

Rhonda loves her job and enjoys watching students excel. She plans to pursue her master's degree and someday work at Terra State Community College or Tiffin University as an advisor. She is proof positive that at 45, you can still fulfill your dreams!

Mid-Life Career Change

"Like the ground dropped out from underneath you." That's what it felt like for John Twigg, one of 200 employees at The Plastics Group, which announced in early January 2018 that the Fremont plant was closing its doors. As a process technician, John provided job set-ups, troubleshooting, parts sampling and other duties to make plastics and molds for gas cans, hospital beds, kayaks and other products. He began working at The Plastics Group about three years after graduating from high school and had worked there for 30 years.



Wendy Fry also had worked at The Plastics Group for 30 years, but as a quality inspector. She recalls being in a state of shock after hearing the news about the plant's closing. "Devastation," Wendy said. "I'd been at this for 30 years."

John and Wendy were open to changing careers but needed help building resumes, meeting with employers, taking tests and filling out applications—all things neither had done in a long time. "Seeking a new career, finding something different, there are a lot of new things you have to learn," John said. "The terminology is different. Everything is completely different." Wendy added, "I'd never written a resume in my life."

After meeting with staff from OhioMeansJobs Sandusky County at a local job fair, they got the help they needed. Staff helped them with workshops, resume writing and job searches. "OhioMeansJobs is especially helpful for job seekers like John and Wendy who have not had to look for employment in a long while," said Bonnie Nusser, coordinator of OhioMeansJobs Sandusky County. "Employers also rely on OhioMeansJobs to connect with job seekers whose skills suit their workplace needs."

Now, both John and Wendy are new employees at Glatfelter in Fremont, a global supplier of specialty papers and engineered products. Both are happy working at the plant and thankful for OhioMeansJobs Sandusky County for helping them find new careers.



Veterans Program Successes

OhioMeansJobs centers provide a full range of employment and training services to veterans and eligible spouses who are unable to obtain employment through core services. These targeted services are provided to veterans with such educational and economic disadvantages as homelessness, risk of homelessness, disabilities, criminal records, long-term unemployment and underemployment. Disabled Veterans Outreach Program (DVOP) specialists provide intensive case management services to help them find work, enroll in training, or obtain disability or other compensation that can sufficiently serve as the sole source of income. Through these services, the Veterans Program has a 72 percent job placement rate, with average earnings of \$28,148 a year.

Hilton Offers Free Stays for Veterans

Since the Ohio Department of Job and Family Services entered into an agreement with Hilton Worldwide in 2014, eligible Ohio veterans conducting out-of-town job searches have been able to receive financial support for their hotel stays. The Hilton HHonors Military Program is an extension of the Hilton point-based rewards program. Veterans (including National Guard and Reserve), eligible spouses and transitioning service members who are attending job interviews, career fairs or relocating after a job offer may be eligible for 100,000 Honor reward points per year. Once veterans establish their eligibility, Hilton donates 100,000 points to their account. These points are redeemable at any Hilton property, including Hilton, DoubleTree, Embassy Suites, Hilton Garden Inn, Hampton Inn and Homewood Suites. Since the program began, Ohio has assisted 282 veterans with overnight employment-related stays, including 163 veterans in PY 2017.

The Prestigious Dan Bloodsworth Memorial Award

Each year, a Veterans Program staff member who demonstrates outstanding advocacy for veterans is honored with the Dan Bloodsworth Memorial Award, named in honor of a former DVOP specialist and Veterans Services administrator. The 2017 winner was Patrice Wood of OhioMeansJobs Stark County, who received accolades for her exceptional coaching and counseling skills, for ensuring that eligible veterans and spouses receive the best possible combination of services, and for helping several long-standing unemployed veterans obtain full-time employment.



Through her involvement with a Homeless Veteran Task Force, Patrice has educated the public on issues faced by Stark County veterans. She acquainted herself with

local congressional veteran representatives for information and referrals. She also has continually volunteered with the Project Homeless Connect

Stand Down and the S.A.M. (Serving Area Military) Center. S.A.M is an all-volunteer organization that assists Stark County service members, veterans and their spouses with food, VA benefits, housing, clothing, household goods, participation in holiday gift programs and additional resources.

Patrice also has helped more than 100 veterans engaged with the Stark County Honor Court, a specialized treatment court for active duty service members who have been charged with felonies. The program attempts to connect veterans to services and supports so they can become productive members of the community. Colleagues have praised Patrice's optimistic outlook and can-do enthusiasm, which inspire others to put forth their personal best efforts.

American Legion DVOP of the Year

In 2017, the American Legion recognized Jared Smith, a DVOP specialist at OhioMeansJobs Washington County, as its "DVOP of the Year" for his passion, drive and dedication to helping veterans overcome barriers to employment and return to work.

During the year, Jared helped place 40 veterans in jobs. Of those, 37 maintained employment, a retention rate of 93 percent. The average wage of the veterans he helped was \$13.82 an hour, 28 percent higher than Washington County's average median hourly wage of \$10.81.

Jared's referrals to an extensive network of service providers accounted for more than \$112,000 of local, county and state funding going to employment services for veterans in 2017. He referred to a wide variety of agencies, including Washington County Veterans Services, Supportive Services for Veteran Families, local American Legions, Veterans of Foreign Wars, American Veterans, the Marine Corps League and other OhioMeansJobs center partners. The veterans he helped received services through many programs, including the Helping Appalachian Rural People Mission, WIOA, Temporary Assistance for Needy Families, and the Prevention, Retention and Contingency program.



Youth Program Successes

Ohio's WIOA Youth Program, called the Comprehensive Case Management and Employment Program (CCMEP), serves eligible youth ages 14 to 24 who face barriers to education, training and employment. It provides career exploration and guidance; continued support for educational attainment; opportunities for skills training in in-demand occupations, such as through pre-apprenticeships and internships; and employment services. Services are provided locally under the direction of the Workforce Development Boards.

Ohio had 8,674 CCMEP WIOA Youth participants in PY 2017, including 2,661 in-school youth. Out-of-school youth accounted for 80 percent of those served. Ohio exceeded the statewide "Education, Training, or Employment 2nd Quarter after Exit" performance measure.

Back-to-School Success

Alyssa was a 21-year-old single parent of a one-month-old child and receiving food assistance when she applied for CCMEP. Her application indicated that she held a valid State Tested Nurse Aide license, but she wanted to further her education

and get a job at a local hospital. She explored her options, found a suitable program, completed her employment plan and became eligible for CCMEP tuition assistance and supportive services.

With this assistance, Alyssa was able to earn an associate's degree in Applied Science in August 2017. She also received a Leadership Award and was offered a position at Marietta Memorial Hospital, contingent upon passage of her licensure examination. In October, she passed the exam and became a registered nurse. Marietta Memorial offered her a position earning \$24.55 an hour, a \$500 incentive for completing her degree, and a voucher to purchase uniforms. While the offer was good, she later accepted another position closer to home, at Genesis HealthCare System in Zanesville, earning \$23 an hour.

Alyssa shared some of thoughts about her journey: "After unsuccessfully completing nursing school when I was 19, I was so nervous to go back to school again. I was so fortunate to qualify for CCMEP. Not only did they help supply books, gas and tires, but the staff were encouraging every time I went into the office. Once I graduated, they rewarded me with my 'first job' uniforms, which really boosted my confidence. Now I have my dream job, two babies and lifetime job security, and I couldn't have done it without the CCMEP program. Thank you for everything."

Loving Her Career

Emilee was referred to OhioMeansJobs Stark County by Akron Testing Lab and Welding School as a possible candidate for job training assistance. She earned a State Tested Nurse Aide certification in high school and had worked as a nurse's aide but felt it wasn't the right fit. She had always loved working on trucks with her brother and getting her hands dirty.

With the support of her CCMEP case manager, who helped her update her resume, Emilee enrolled



in the Akron Testing Lab program in August 2016. She excelled at welding training. When she finished the program three months later, she immediately found a job at BJE Fabricators in Canton earning \$15 an hour.

Emilee loves her new career. She now not only welds and fabricates, but also is the quality control manager, earning \$16 an hour. She often has to work more than 40 hours a week but says she doesn't mind. She even referred a friend, who's now enrolled at the same welding school.

A New Lease on Life

Monica was an 18-year-old single mother with a 2-month-old child when she walked into OhioMeansJobs Trumbull County in March 2017. She wanted to attend dental assistant school at Ross Medical Education Center in Niles, Ohio, to make a better life for herself and her daughter, but she struggled to find the time or money. In addition to taking care of her daughter, she was working a part-time minimum-wage job at a local daycare center and relying on public assistance.

Applying for Ohio Works First cash assistance made Monica eligible for CCMEP. With support from her CCMEP case manager, she was able to attend the Ross Medical program after all. She earned her Dental Assistant Radiographer certificate on November 1, 2017, and her Dental Assistant diploma a week later. In January 2018, she got a job making \$11.50 an hour with Professional Dental Alliance. Four months later, she got a full-time job making \$16 an hour with Solon Dental Excellence. Now 20, she owns her own home and is no longer on public assistance. She plans to continue her education in the dental field and looks forward to a bright future.

Waiver Usage

In PY 2017, Ohio requested and received approval for two U.S. Department of Labor waivers to support workforce development activities and provide flexibility for individuals using WIOA programs. These waivers were consistent with key guiding principles that improve outcomes through cross-program alignment, increase streamlined services, increase accountability and accessibility, promote state and local flexibility, and strengthen Ohio’s delivery system by easing administrative burdens.

Ohio tracks waiver usage for reporting and evaluation purposes. Listed below are the approved waivers with supporting documentation collected from the state’s database and fiscal reports.

Waiver: Allow Temporary Assistance for Needy Families (TANF) funds to count toward the 75 percent expenditure requirement for out-of-school youth and allow the expenditure requirement to be calculated on a statewide basis.

This waiver supports the implementation of CCMEP by using both WIOA and TANF funding sources to support the unique needs of the same customer while easing administrative burdens associated with managing two federal funding streams. The large infusion of TANF dollars allows WIOA Youth dollars to have a greater impact, and it also allows more disconnected youth to be served. Additionally, by allowing the expenditure rate to be calculated statewide, the waiver gives local workforce development areas more flexibility to address the unique needs of participants in their communities.

To recognize the TANF dollars invested in WIOA out-of-school youth (OSY) under CCMEP, ODJFS

includes the amount of TANF dollars spent on co-enrolled WIOA out-of-school youth during a program year in both the numerator and denominator of the OSY rate calculation. Using federal financial reporting dated September 30, 2018, the formula below defines the alternative calculation.

OSY Rate Calculation Under Waiver Authority		
\$16,139,815 (WIOA OSY)	+ \$5,875,808 (TANF co-enrolled OSY)	= \$22,015,623
\$20,052,959 (WIOA ISY + OSY)	+ \$5,875,808 (TANF co-enrolled OSY)	= \$25,928,767

Using this waiver, the out-of-school youth expenditure rate is 85 percent.

Waiver: Allow the use of individual training accounts (ITAs) for in-school youth.

The intent of ITAs for the WIOA out-of-school youth program is to expand training options, increase program flexibility, enhance customer choice and reduce paperwork. Ohio desired the same benefits for the in-school youth program. This waiver encourages in-school youth to explore in-demand occupations and career pathways and to take responsibility for planning their futures.

Ohio is working to achieve the following goals and programmatic outcomes:

- Improve the ability of local workforce development boards, youth program providers and CCMEP lead agencies to respond quickly to the needs of in-school youth
- Increase the quality of learning opportunities
- Increase employment and training opportunities
- Improve coordination by reducing fragmentation of service delivery
- Improve customer choice and empower youth to make responsible career choices
- Reduce unnecessary paperwork
- Develop an emerging workforce of prepared candidates ready for work
- Increase accountability

During PY 17, ITAs were provided to 29 in-school youth.

Negotiated Performance Levels for Program Year PY 2017

Listed below is the PY 2017 negotiated performance standards. For performance measures without an established standard, data are collected to establish a baseline, and performance is evaluated against a standard beginning in a future program year. For baseline performance measures, a comparative analysis is made against the "Statewide Rate."

PY 2017 Performance Standards		Workforce Area		
Statewise Standard		Adults	Dislocated Workers	Youth
PY 2017	Employment (2nd Qtr After Exit)	79.0%	82.0%	N/A
	Employment, Education, or Training (2nd Qtr After Exit)	N/A	N/A	49.0%
	Median Earnings (2nd Qtr After Exit)	\$5,000	\$6,600	Baseline
	Employment (4th Qtr After Exit)	73.0%	79.0%	N/A
	Employment, Education, or Training (4th Qtr After Exit)	N/A	N/A	49.0%
	Credential Attainment Rate	50.0%	58.0%	49.0%
	Measurable Skill Gains	Baseline	Baseline	Baseline
	Effectiveness in Serving Employers: Retention	Baseline	Baseline	Baseline

Effectiveness in Serving Employers

In accordance with WIOA sec. 116(b)(2)(A)(i) (VI), the U.S. Department of Labor and the U.S. Department of Education are required to establish a primary indicator of performance for effectiveness in serving employers. The departments have determined that this indicator will be measured as a shared outcome across all six core programs within each state to ensure a holistic approach to serving employers.

As described in the Joint WIOA Final Rule and the Joint WIOA Performance ICR (OMB Control No. 1205-0526), the departments have developed three approaches for measuring effectiveness in serving employers, while only two approaches are required. Ohio has selected two: Retention (retention with the same employer) and Repeat Business Customers (percentage of repeat employers using services within the previous three years).

The Retention approach is useful in determining whether the core programs are serving employers effectively by improving the skills of their workforce and decreasing employee turnover. The Repeat Business Customers approach is useful in determining whether employers who receive services from the core programs are satisfied with those services and become repeat customers. This approach also assesses the workforce system's ability to develop and maintain strong relationships with employers over extended periods of time.

Evaluative Studies

Workforce Innovation Fund (WIF) Grant

In 2015, Ohio learned that it would receive a \$6 million federal Workforce Innovation Fund grant to develop a new approach to increasing employment opportunities for low-income out-of-school youth with barriers to employment. The grant was used to create the Wage Pathway program for CCMEP participants at OhioMeansJobs centers in Cuyahoga, Summit, Ashtabula and Ottawa counties, to help them build careers in in-demand occupations.

As a requirement of the grant, ODJFS procured an independent evaluator – The Ohio State University’s Center for Human Resource Research – to study program outcomes from 2016 through 2019. The evaluation is focused on determining whether adding the Wage Pathway program to the CCMEP program improves earnings for participants. Wage Pathway participants are placed in jobs immediately and gain transferrable skills on the job; other CCMEP participants pursue education and degree attainment first.

The evaluation includes three studies: an implementation study, an outcomes study and a cost study.

Wage Pathway Implementation

Evaluation: The Implementation Evaluation uses structured interviews to determine program operation and implementation fidelity.

Wage Pathway Outcomes

Evaluation: The Outcomes Evaluation examines whether CCMEP enrollees in the experimental counties had higher earnings than CCMEP enrollees in counties where Wage Pathway is not offered.

Wage Pathway Cost Study: The Cost Study identifies short- and long-term employment outcomes for participants, as well as the benefits and costs to both participants and the government. Ultimately, it will determine whether the program’s results are enough to justify the costs.

At the conclusion of these studies, key research questions will be examined.

CCMEP Evaluative Study

The Ohio State University’s Ohio Education Research Center is evaluating the CCMEP program, which includes Ohio’s WIOA Youth program, with funding from the Laura and John Arnold Foundation. From 2016 through 2019, the evaluator is assessing the employment, education and human services impacts of comprehensive case management for low-income 14- to 24-year-olds. The complete evaluation is comprised of three studies:

Implementation Study: The Implementation Study investigates the cross-organization implementation practices of CCMEP during years 1 and 2. It includes a statewide survey in years 1 and 2, followed by focus groups in 11 counties and 6 counties, respectively.

Outcomes Study: The Outcomes Study uses existing administrative data to understand the education and employment outcomes of early CCMEP participants in both years in comparison to non-participants.

Impact Study: The Impact Study is a randomized control trial with an option of two randomization designs: “traditional” and “encouragement.” It investigates the education and employment outcomes of youth participating in CCMEP versus non-participants in year 3. The traditional design randomizes Supplemental Nutrition Assistance Program participants into a treatment group who will receive CCMEP services and a control group who will not receive CCMEP services. The encouragement design randomizes sending an encouragement (such as a text message) to assess the take-up rate of participation of those who receive the encouragement in the treatment group versus those who do not in the control group.

A final report, with findings, will be submitted.

Customer Satisfaction Survey

Wagner-Peyser Employment Services

In an ongoing effort to evaluate the impact of Ohio's reemployment services and to continue to seek new ways of providing those services to individuals and employers, in PY 2017 the ODJFS Office of Workforce Development developed a survey. DVOP specialists, employment professionals and Labor Exchange workforce specialists were instructed to include a SurveyMonkey link to their signature blocks on all electronic correspondence. The tag line on the email read: "To provide us feedback on the customer service you received today, please click here!"

Responses were collected and calculated. While the opportunity to take the survey was optional, participation was favorable. Over 800 participants receiving the link from workforce specialists responded, over 500 receiving the link from DVOP specialists responded, and 122 receiving the link from employment professionals responded. Questions were asked regarding initial or recurring visits, location of services, satisfaction of services, types of services received, probability of return visits, and benefit(s) of service(s). The results validated many of the internal processes and procedures already in place in Ohio and gave state merit staff constructive feedback for their ongoing continuous improvement efforts.

Effective and timely feedback, both positive and negative, is critical to improving the employability of Ohioans and to ensuring that ODJFS continues to meet and exceed negotiated performance expectations. Ohio is committed to soliciting customer feedback and using it as a tool to improve performance.

Regional Planning

Local workforce development areas have actively and collectively implemented processes and procedures to ensure economic development, as stipulated in Ohio's Combined State Plan. One of the methodologies utilized is regional planning. Per WIOA Section 106(a)(2), "the State shall identify which regions are comprised of one local area that is aligned with the region; which regions are comprised of two or more local areas that are collectively aligned with the region (referred to as planning regions); and which planning regions are interstate areas contained within two or more states." As required, in March 2016, Ohio developed the following criteria for the identification of regions:

- Single labor market
- A common economic development area
- Federal and non-federal resources to administer workforce development activities
- Commuting patterns, which show movement of workers from their residence to their workplace
- Population centers
- Similar economic bases
- Labor force conditions
- Industrial composition

The state assigned local areas to 10 planning regions using the above criteria. The regions identified submitted regional and local plans in April 2017. All plans were approved in June 2017. As required by WIOA law and final regulations, the regions will review their existing plans and submit any modifications in January 2019.