

## ATTACHMENT AA

### Massachusetts FY15 Local Annual Plan Narrative Questions

Please respond to each question within this template. Narrative response must provide sufficient detail so the general public or interested parties are able to understand the process or procedure described.

1. **Labor Market Information** (Note: if the information below is clearly delineated in the WIB Strategic Plan (SP) you may insert a reference to the SP page number(s)).
  - a. Please provide a profile of the region's current and projected employment opportunities by business and industry, including the job skills necessary for participants to obtain employment in these jobs.
  - b. Please describe the demographics of the jobseekers in your region, including special/targeted populations. Please include skill sets and analysis of skill gaps.
  - c. Please describe the LMI tools that staff are currently using with customers.
  - d. What training or staff development is currently offered or planned to keep staff abreast of LMI trends?
  - e. Please verify that the Career Center Seminar (CCS) that is being delivered is the most current version, as directed in MassWorkforce Policy Issuance #14-29.
2. **One-Stop Delivery System Information**
  - a. **Customer Flow:** Please provide a description of triage or other process for customer flow: WP, UI assistance, Trade, REA, NEG, Adult, DW, Youth, SCSEP, Re-Entry, Individuals with Disabilities, Veterans, TANF, etc.
  - b. **Assessment:** Please describe the local area's system for assessment and list the tools that are currently available.
    - o If applicable, please identify any tools that are being planned for the future.
  - c. **Required Partners:** Is each of the required WIA partners included in your One-Stop delivery system? If a required partner is not involved, please explain the reason. [WIA §112(b) (10) and 121(c)(2)(A)(ii)].
  - d. **MSFW:** States and local Career Centers have a responsibility under Wagner-Peyser regulations to provide services to Migrant Seasonal Farmworkers (MSFW) on a basis that is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs. Please describe how employment services are provided to customers and how the Career Center will ensure that services to MSFWs are provided similarly.

- e. **Individuals with Disabilities:** Please describe and assess your local area's delivery of services to people with disabilities.
  - o What partnerships and collaborations exist to provide services to this population?
- f. **Priority for Veterans and Other Eligible Persons (Covered Persons):** One-Stop Career Centers must incorporate priority of service for Veterans and eligible spouses in accordance with the provisions of TEN 15-10 (11/10/10). This requires Veterans and eligible spouses to receive service priority over recipients of public assistance and low-income individuals [WIA §§112(b)(17)(B) and 121(b)(1)(B)(1)]
  - f1. How are you identifying "the point of entry" of federal employment and training programs in order for covered persons to take full advantage of priority of services?
    - o Their entitlement to priority of service
    - o The full array of employment, training, and placement services
    - o Any applicable eligibility requirements for those programs or services.
  - f2. How are you ensuring that Covered Persons continue to receive the full advantage of Priority of Service in all employment, training and placement services "after point of entry"?
  - f3. How do you incorporate the monitoring and evaluation of priority of service within your current policies and procedures?
  - f4. Does your area have exemplary examples of providing service to Covered Persons?  
     \_\_\_Yes     \_\_\_No     If "Yes," please describe:
- g. **Service to Eligible Veterans:** Please describe how are you ensuring that JVSG staff delivers intensive services and job-driven employment, training services to statutorily, and JVSG program identified eligible veterans and eligible persons?
- h. **Service to Trade Customers:**
  - h1. Please describe the steps that the local area takes to ensure that Trade Participants are able to meet their deadlines for TRA cash benefits eligibility.
  - h2. Please describe the types of activities that are used to outreach to TAA Participants.

### 3. Priority of Service to Low-Income Adults

- a. Please refer to MassWorkforce Policy #09-20, Attachment C "Priority of Services" for WIA Title I Adult funding. [20 CFR §663.200]. Please describe the process that is used by the board to determine whether or not WIA Adult funds are limited.
- b. If the board has determined that funding is limited and the low-income priority is in effect, please describe the process that gives priority for services to the recipients of public assistance and other low-income individuals.

- c. If the board has determined that WIA Adult funds are not limited, please describe the process and criteria used to determine the expansion of eligibility requirements (including assurance that this will not affect services to the neediest populations) .

#### 4. Local Adult and Dislocated Worker Training Opportunities

- a. MassWorkforce policy #12-44, "Training Expenditure Requirement" requires that in a fiscal year, local Workforce Investment Areas ensure that at least thirty percent (30%) of formula-allocated program funds are expended on allowable training costs for the WIA Adult and Dislocated Worker programs, combined. This requirement does not include administrative expenditures. Please describe your local area's plan to meet the MA 30% training threshold requirement.
- b. Please describe the process used by your local area to administer Individual Training Accounts (ITA), including the parties responsible for ITA approval.
  - o Does your local area impose any limitations on ITA funding? If yes, please describe.
- c. Is the local board currently providing or planning to provide training services that are made available as exceptions to the ITA process (Class-Sized (Group) Training, OJT, Customized Training, etc.)? [20CFR §663.430] If yes, please describe the plan and process used to procure and justify these exceptions and to deliver these services.

#### 5. Rapid Response Coordination

- a. Please provide a description of the local process for career center notification to the Regional Rapid Response Unit of any layoffs/plant closings.
- b. Please describe the process for career center business services staff to assist Rapid Response staff as needed on regional events.
- c. Please identify the process for coordination with Rapid Response staff for Set Aside, National Emergency Grants and Trade related activities.

#### 6. Expanding Business Engagement (EBE) Connection

- a. Please describe the local plan for Career Center staff participation in EBE regional Team Meetings , committees and events.
- b. Please identify the local process to share information regarding business-related activities (e.g. job fairs, business forums) with Rapid Response staff.
- c. Please describe your local plan to ensure that Career Center business services staff attend EBE BSR-related trainings

## 7. Youth Services

- a. Please provide a description of the local area's WIA eligible youth population and needs, in general. [WIA §118(b)(6)]
- b. Please discuss the partnerships and collaborations that provide services to the youth in your local area.
- c. Please provide a list of the entities that provide WIA youth services in the local region:
  - Framework Services,
  - Pre-Employment Skills Training
  - ITA
  - Each of the Ten Program Elements [WIA §129(c)(2); 20 CFR §664.410]
- d. Please refer to MassWorkforce Policy #10-42 "Locally Defined Additional Youth Barriers." Please identify any additional barriers currently utilized or planned, describe the WIB/Youth Council process for approval of those barriers as well as the documentation that will be used to verify the barriers.

## 8. Public Review and Comment

Please provide a statement that describes the local public review and comment process.