

Cattaraugus-Allegany Workforce Development Board

# Local Plan

July 1, 2021 – June 30, 2025

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## Strategic Planning Elements

Local Workforce Development Areas (LWDAs) and Regional Demand Lists are now maintained [online](#). Changes to the Demand Lists can be made by following the directions on the webpage.

I attest that the priority ranked list of the LWDA's demand occupations was last updated on [specify date in the text box below].

9/30/2019

How is this information shared with the Local Workforce Development Board (LWDB)? What was the last date on which it was shared?

Our Operations Oversight Committee reviews the list every 6 months. It is shared with the Board in the minutes of those meetings when we review it. It was last reviewed January 21st, 2021. If changes to the list occur during those reviews then they are presented to the full Board for approval and then posted to our website.

- a. Provide an analysis of regional economic conditions, including:
- i. Existing and emerging in-demand sectors and occupations; and

While the number of jobs has increased, the number of available workers in the labor force has declined. An aging, declining labor force combined with increasing demand for labor, particularly in the advanced manufacturing, health services, logistics and the leisure and hospitality has created shortages of workers across most occupations. These sectors have been targeted by the Western New York Regional Economic Development Council's long term strategy through exhaustive analysis. In collaboration with the Department of Labor's Western New York labor market analyst, the regional demand list was compiled to support these sectors. Part of the overall goals of the regional strategy was to create opportunities for and increase labor for participation rates of segments of the population that have been under represented in the past. Balancing the skills and abilities of the available labor force with the needs of businesses in these sectors requires a diverse approach. Everything from soft skill training, mathematical competency, to highly specialized technical training is currently in demand.

For example - Advanced manufacturing has experienced growth for the first time in decades. While the total amount of growth may be small, opportunities exist across the skilled trades and production occupations due to the rapidly aging workforce. A similar situation exists among skilled tradesmen in the construction sector.

The health services sector's growth is being fueled by the aging of the population. As people age, they require more health care so demand increases. These sector will remain

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high for the foreseeable future. Demand for every occupation from home health aide to radiologists will increase.

Over 50 million people live within a few hours' drive time of Western New York making the region highly desirable as a logistics hub. Many companies already operate large warehouse and distribution centers in the region and the addition of the Amazon Sortation Center will only increase demand for labor by this sector.

The region has been experiencing rapid growth in the leisure and hospitality sector. Most occupations in this sector do not require educational attainment beyond high school and can provide excellent advancement opportunities. These positions require a high degree of soft skills in order to be successful. demographic changes also affect the labor force of the sector.

ii. The employment needs of businesses in those sectors and occupations.

The employment needs of businesses in those sectors vary based on time of year, contract obtainment, retention, etc. Employment opportunities in all areas are posted on a regular basis which is one of the basis for them being included on the Demand Occupation List.

- iii. When reviewing the Demand Occupation List, the Board's Operations Oversight Committee is provided statistical analysis by the NYSDOL Labor Market Analyst and real time feedback regarding open jobs unfilled due to a lack of trained job seekers by local American Job Center staff. The Committee members review and discuss the information provided to ensure that the proposed Demand Occupation List is meeting the employment needs of the local community.

b. Describe the knowledge, skills, and abilities needed to meet the employment needs of businesses, including those in in-demand sectors and employing individuals in demand occupations.

- c. For many employment opportunities in hospitality/tourism, a minimum of a High School Diploma or High School Equivalency is required. For Health Care, the required certification or license is required for dependent upon the position (RN, LPN, etc). For Advanced Manufacturing, the required certification for positions is determined by the job title and in many cases some experience is also required. Most individuals can begin in one of these careers with some type of entry-level certification dependent upon the individual employer's requirements.

d. Provide an analysis of the regional workforce, including:

i. Current labor force employment and unemployment numbers;

- ii. As of March 2021 the unemployment rate was 7.2%, labor force stood at 639,100, the number of employed was 592,900 and the number of unemployed persons was 46,200 for the Western Region. The Unemployment rate from March of 2018 to March of 2021 stayed the same at 6.8 for the Cattaraugus-Allegany LWIA. The Labor Force for the LWIA from March of 2018 to March of 2021 went from 53,900

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to 52,700 a decrease of 1200 while the number of unemployed individuals remained the same at 3,600 for the same time period.

iii. Information on any trends in the labor market; and

iv. It is worth noting that the Unemployment Insurance rates above do not include discouraged workers, defined as people of legal employment age who are not actively seeking employment or who have not found employment after long-term unemployment, but who would prefer to be working. The data also does not delineate the large number of long-term unemployed individuals, i.e., individuals who have been unemployed for more than 26 weeks. The local area is already experiencing an increase in closures of businesses as well as a decrease in earnings for those in some of our demand occupations such as hospitality and tourism, retail trades, and advanced manufacturing.

v. Educational and skill levels of the workforce in the region, including individuals with barriers to employment.

88.2% of 25+ population report having a high school diploma or higher. 86.7% Nationally  
18.9% percent of population is below 100 percent poverty level. 15.5% Nationally  
35.9% of people with a disability are at 125% of poverty level of less. 19,525 people have a disability. 29.4% Nationally.  
24,061 worked less than full time year round. 35% versus 36% Nationally.

vi. Of the adult population (age 25+) just over 90% have a high school diploma or higher. However, the 10 percent that do not have a high school diploma represent an estimated 95,637 residents in the region and concentrations of poverty and low educational attainment exist in each of the 5 counties. Major barriers such as transportation, childcare and skill mismatch still exist throughout the region.

e. Provide an analysis of workforce development activities, including education and training, in the region.

i. Identify strengths and weaknesses of these workforce development activities.

The region has many training providers that provide a wide array of training programs from HS Equivalency, ESL, Certificates, Licenses, Associates Degrees, and Bachelor's Degrees in all of the identified Demand Occupations. Our training providers are open to feedback from employers in designing specific training when additional needs are identified.

ii. Due to our large geographic area and limited transportation, some training provider locations are not easily accessible for individuals without reliable transportation. There are waiting lists for some health care related trainings such as RN and LPN illustrating the need for greater capacity. Soft Skills continue to be identified by businesses as their greatest need. All training providers have been provided this information and asked to incorporate Soft Skills training in all of their programs.

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- iii. Does the local area have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and the employment needs of businesses? Please explain.

The local area has the capacity in some areas to address the education and skill needs of the local workforce such as healthcare training for CNAs, however the demand for RNs and LPNs remains high due to the capacity of the local training programs as additional instructors for these programs are needed. In other areas, the local area is fully capable of providing the education and skills needs through its training providers. Providers are ready to develop and/or modify training programs to meet the needs of local businesses whenever needed, however due to limited funding, it is difficult to provide all individuals with access to these programs. We work closely with partner agencies to utilize all training funding that an individual is eligible for and to address individuals' barriers to employment through referral and blending of funds.

- f. Describe the LWDB's strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

The LWDB's vision is to empower job seekers with the skills required by businesses that will create lifelong employment opportunities for the individual and results in economic prosperity for the employer. We seek to accomplish this by providing direction and coordination of programs that link the education and training of jobseekers to the needs of employers thereby strengthening the area's economy. Goals of the LWDB are:

1. Provide opportunities for life-long learning to all work-force members.
2. Integrate all workforce development resources, services and providers, including but not limited to the following: Economic Development, Employment and Training, Organized Labor, Businesses, Government, Education, Social Services.
3. Assist employers to meet their current and future workforce needs.
4. Assist individuals to obtain the necessary skills to access and advance in the workplace.

- g. 5. Assure universal access to quality service.

- i. How do the local area's workforce development programs, including programs provided by partner agencies, support this strategic vision?

- ii. All of the local area's workforce development programs are designed to support this strategic vision. All staff and partner agency staff are focused on referring qualified job seekers to fill the employment needs of businesses. Additionally, all staff and partner agency staff strive to fill skills gaps of job seekers with the goal of employment. All WIOA Titles now have the same Performance Measures which all focus on obtaining Employment and, if identified as needed, obtaining the skills required to obtain employment.

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iii. How will the local area, working with the entities that carry out the core programs, align available resources to achieve the strategic vision and goals?

iv. The local area is utilizing the MOU process as a resource to strengthen relationships and collaboration with partners. Through these efforts, resources are being identified and defined and opportunities for sharing and/or braiding resources are being explored. For example, TANF and ACCES-VR programs that are available at the American Job Centers has targeted training funding which can be utilized in partnership with WIOA training funding to ensure that training needs are met and work readiness and employment are attained. This is also being facilitated by our One Stop System Operator.

h. Describe the LWDB's goals relating to performance accountabilities measures. How do these measures support regional economic growth and self-sufficiency?

i. Meeting the employment needs of businesses and work readiness needs of job seekers successfully will lead to positive performance measure outcomes. Meeting these goals will also support economic growth and self-sufficiency. When employment needs of businesses are met with a prepared workforce, businesses are profitable and contributing to a healthy economy. When job seekers are prepared and obtain employment, individuals become self-sufficient and actively contribute to the economy.

## Local Workforce Development System

a. Identify the programs, whether provided by the Career Center or any partners, that are a part of the local area's workforce development system, including:

i. Core programs;

WIOA Title I (Adult, Dislocated Worker, and Youth formula programs) - Our partners are Cattaraugus County and Allegany County.  
Adult Education and Family Literacy Act (AEFLA) program, authorized under WIOA Title II - Our partner is NYS Education Department.  
Wagner-Peyser program under Title III of WIOA (WP) - Our partner is NYS DOL.

ii. The State Vocational Rehabilitation (VR) Services program, authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA Title IV - Our partners are NYS Education Department - New York State Adult Career & Continuing Education Services (NYS ACCES-VR) and Office of Children and Family Services (OCFS)/New York State Commission for the Blind (NYSCB).

iii. Programs that support alignment under the Carl D. Perkins Career and Technical Education Act of 2006; and

iv. Our partners are SUNY College of Technology at Alfred and SUNY Jamestown Community College.

v. Other workforce development programs, if applicable.

Trade Adjustment Assistance (TAA) under Title II of Trade Act - Our partner is NYSDOL.

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Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. - Our partner is NYSDOL.

State Unemployment Insurance (UI) programs - Our partner is NYSDOL.

Temporary Assistance for Needy Families (TANF) program, authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.) - Our partners are Cattaraugus County Department of Social Services and Allegany County Department of Social Services.

Job Corps - Our partner is Cassadaga Job Corps, located in Chautauqua County.

Native American programs - Our partner is the Seneca Nation of Indians Employment and Training.

Senior Community Service Employment Program (SCSEP) National Grantees under Title V of Older Americans Act - Our partner is Goodwill of Western NY.

vi. Employment and training activities carried out under the Community Services Block Grant (CSBG) programs (42 U.S.C. 9901 et seq.) - Our partners are Cattaraugus Community Action and ACCORD Corporation.

b. Describe how the local area will ensure continuous improvement of services and service providers.

c. Across the system, continuous improvement will be carried out by monitoring the outcomes of the service providers and customer satisfaction. Data will be collected from customers via surveys to ensure that services are meeting local needs. In addition, we will collect data from partner agencies regarding their outcomes related to employment, etc. This information will be shared within the partnership, the WDB, and chief elected officials. Where there is room for improvements, we will work with the partnership to implement new or different policies/procedures that can improve services and outcomes.

d. Describe how eligible providers will meet the employment needs of local businesses, workers, and jobseekers.

e. Eligible providers will meet the employment needs of local businesses, workers and jobseekers by being provided feedback from these customer groups via the survey implemented in the above section. In addition, whenever warranted, meetings can be held including representatives of relevant groups to ensure that services and programs being provided are meeting the needs.

f. Describe the roles and resource contributions of the Career Center partners.

An Infrastructure Funding Agreement will give a detailed description of the financial contributions of each partner to the one-stop delivery system in our area, which is prepared and approved by all partners. All resource contributions will be allocated according to the proportion of benefit received by each of the partner program, consistent with the Federal law authorizing the program, and consistent with all other applicable legal requirements, including Federal cost principles in 2 CFR part 200. In this section, the focus is on a more general description of the resources that will be brought to the one-stop delivery system by our partners.

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WIOA Title I Adult, Dislocated Worker, and Youth formula grants. The grant recipient for these programs is Cattaraugus County. The activities and services of these programs are generally provided through staff members in our Centers. Consequently, these WIOA Title I grants will cover a substantial portion of the infrastructure costs of these centers. Each of these programs is regarded as a “core” program in the American Job Center network.

Job Corps. Representative will be physically present in our one-stop centers by appointment only to provide outreach and admissions services and an opportunity for students completing other programs for further education and training.

Native American Programs. The Seneca Nation provides employment and training services and programs to help qualifying American Indians, Alaska Natives and Native Hawaiians obtain employment in occupations that provide a wage that leads to self-sufficiency.

Examples of coordination include:

Co-enrollment of participants with partner programs such as the title I, Adult, Dislocated Worker and Youth programs, the VR program, and the AEFLA program. Individuals that seek services from the INA program should also be made aware of the services that are available by other partner programs and conversely, partner programs should make their clients aware of the INA program.

Coordination with the AEFLA program to assist individuals to attain a secondary school diploma and transition to postsecondary education and training.

The Wagner-Peyser Employment Service (ES) program is a “core” program in the American Job Center network. The ES program provides “universal access” to job seekers seeking employment and career services, provides referrals to partner programs, and provides reemployment services to individuals receiving unemployment insurance.

Services contributed by Wagner-Peyser include:

outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system; initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;

labor exchange services, including job search and placement assistance and, in appropriate cases, career counseling,

appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, which services may include services described in this subsection, such as providing information and referral to specialized business services not traditionally offered through the one-stop delivery system;

provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, in appropriate cases, other workforce development programs; provision of workforce and labor market employment statistics information.

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ES staff will also deliver high-quality business services, including providing information about tax credits and federal bonding for targeted populations. The TAA Program will offer assistance to workers who have been impacted by foreign trade. Career services delivered by TAA will include: outreach, intake, and orientation to the information and other services available through the one-stop delivery system; provision of referrals to and coordination of activities with other programs and services; services, if determined to be appropriate in order for an individual to obtain or retain employment, that consist of— comprehensive and specialized assessments of the skill levels and service needs development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and coordinate appropriate services; and out of area job search and relocation.

Programs Authorized under State Unemployment Compensation Laws. The NYS Department of Labor makes Unemployment Insurance (UI) payments to thousands of unemployed workers each year. It also offers Reemployment Services and Eligibility Assessment (RESEA) activities through a grant funded by the U.S. Department of Labor.

RESEA services include:

- UI eligibility assessment and referral to adjudication, as appropriate, if an issue or potential issue(s) is identified;
- Requirement for the claimant to report to an American Job Center;
- Orientation to services; • The provision of labor market and career information that addresses the claimant’s specific needs;
- Registration with the state’s job bank;
- Enrollment in Wagner-Peyser-funded Employment Services;
- Development or revision of an individual reemployment plan that includes work search activities, accessing services provided through the career center or using self-service tools, and/or approved training; and
- Provision of at least one additional career service, such as:

Jobs for Veterans State Grants (JVSG) program. As described on the Benefits.gov website, the JVSG program:

“...helps Veterans find good jobs by providing employment services at One-Stop Career

Centers and other locations through funding for Disabled Veterans Outreach Program

(DVOP) specialists and Local Veterans Employment Representative (LVER) staff. DVOPs and LVERs are state employees who provide employment services to the states and territories of the United States.

“JVSG program funds support services to Veterans, including special disabled Veterans, disabled Veterans, economically or educationally disadvantaged Veterans, and Veterans with other barriers to employment (especially homeless Veterans).”

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Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965. The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. Participants also have access to employment assistance through American Job Centers.

The Adult Education and Family Literacy Act (AEFLA) program. This is another “core” program in the American Job Center network that provides literacy services as well as has resources for training and ESL learners. The AEFLA program refers individuals to the American Job Centers for additional services and vice versa.

Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV).

We coordinate with these programs by:

Using common labor market data to inform local CTE program development;

Aligning education, training, and supportive services;

Streamlining efforts to engage and involve employers in local program development;

Each local grantee has its own funding agreement, and each one is slightly different. One common element, however, is a focus on the development of Career Pathways.

Consequently, our local workforce will rely on our Postsecondary Perkins grant partners to participate actively in our career pathways initiatives.

The State Vocational Rehabilitation (VR) Services program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV. NY's VR Services program, managed by the NYS Education Department, is another “core” partner in the American Job Center network.

Title IV of WIOA makes a number of significant changes to the Rehabilitation Act of 1973, many of WIOA's changes are designed “to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society.”

Alignment activities include referrals to another program that may be able to meet their needs. Therefore, effective partnering with the Adult, Dislocated Worker, Youth, and Wagner-Peyser Act ES programs is essential in order to ensure individuals with disabilities seeking employment and training services receive the services they need for employment.

Employment and training activities carried out under the Community Services Block Grant (CSBG) programs. The Community Services Block Grant provides assistance to local communities, working through a network of community action agencies and other neighborhood-based organizations, for the reduction of

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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.

Enrollment into CSBG supportive services (e.g. child care, transportation subsidies, emergency food services, etc.) through CSBG-funded staff at the American Job Center, other American Job Center staff, or direct linkage to CSBG-funded organizations through technology. Technology linkages may be conducted remotely at the American Job Center by phone or computer.

Temporary Assistance for Needy Families (TANF) program, authorized under part A of title

IV of the Social Security Act. The TANF program is a required partner in the American Job Center network. TANF serves individuals who also may be served by WIOA programs and, through appropriate linkages and referrals, these customers will have access to a broader range of services through the cooperation of the TANF program in the one-stop delivery system. TANF participates in the American Job Center network, including the following:

Program staff are physically present in the centers and provide intake services and initial eligibility determinations for TANF assistance and non-assistance benefits, including employment services and related supports.

## Workforce Development and Career Pathways

- a. Describe how the LWDB will facilitate the development of career pathways, including co-enrollment in core programs when appropriate.

The LWDB will take the lead in convening the partners in the development and implementation of career pathways. As a region, we chose to concentrate our work on the industries identified by the WNY REDC as priority sectors and will continue with next moving on to development of Manufacturing Career Pathways. We will continue to facilitate communication between business and training providers so collaboration can occur to ensure that training programs are aligned with local opportunities. In addition, the LWDB will inform employers of training programs currently available and facilitate meetings where employers can speak directly with training providers to make sure they understand new technologies and needs that should be added to curricula. In regards to co-enrollment in academic and training programs, we will ensure that staff are cross-trained to facilitate the possibility of co-enrollment whenever appropriate.

- b. Describe how the LWDB will improve access to activities leading to recognized postsecondary credentials.

To accomplish this goal, we will focus on strengthening pathways to certificates and degrees, increasing postsecondary opportunities in high school, expanding adult degree completion efforts, improving basic skills remediation efforts, and

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providing supportive services for participants who need financial assistance. We also recognize that valuable industry-recognized post-secondary credentials may result from education and training programs, career tech schools, trade schools, etc.

One of our objectives will be to provide effective career counseling for unemployed, underemployed, and dislocated workers. We intend to improve awareness of viable paths to career entry and career building. A special priority will be given to demand occupations in the LWDA. Priority consideration for training services shall be given to programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the LWDA.

- i. Are these credentials transferable to other occupations or industries (“portable”)? If yes, please explain.

ii. While some of the credentials, such as OSHA, CDL, etc. could be transferable to other occupations or industries, not all will be - for instance, certified welding or CNC machinist, RN or LPN credentials will be limited to the subject occupation/industry.

- iii. Are these credentials part of a sequence of credentials that can be accumulated over time (“stackable”)? If yes, please explain.

iv. Yes, we plan to implement career pathways that will demonstrate the sequence of credentials that an individual can obtain while moving along the pathway. The career pathways that we will be first working on include advanced manufacturing, healthcare and tourism/hospitality.

## Access to Employment and Services

- a. Describe how the LWDB and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.

The local board is committed to working with our core program partners to expand access to employment, training, education, and supportive services. We will do this by:

Improving our outreach efforts to the community – aiming to increase awareness of our services, particularly with regard to community groups with barriers to employment.

Locating our services in places that are conveniently accessible.

Creating and maintaining electronic service delivery systems that are user-friendly, effective, and accessible to individuals who reside in remote parts of our area.

Maintaining our efforts to identify individuals with barriers to employment when they present themselves during intake.

Making sure that the participants of all core partners are made aware of the full scope of services that are available.

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Assuring that services are delivered equitably, in full compliance with Section 188 of WIOA – “Nondiscrimination” — including the language accessibility provisions of the law. Assuring compliance with the Americans with Disabilities Act, including a focus on physical accessibility.

- b. Describe how the local area will facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology.

We have already begun to use virtual services meeting participants remotely by using Zoom, Microsoft Teams and other means. We will also be partnering with NYSDOL to begin using the Virtual Career Center once it is fully operational.

- c. Describe how Career Centers are implementing and transitioning to an integrated technology-enabled intake case management information system.

The One-Stop partnership is very interested in using an integrated, technology enabled intake and case management information system to support service integration. At this time, resources do not allow for another system to be implemented and so we will concentrate on utilizing the OSOS system. In order to facilitate this transition, we will:

Establish a Common Intake and Case Management committee to work on developing a common intake form and procedures/guidelines for data entry within OSOS. The committee will review options and make a recommendation to the board. In addition, appropriate partner staff will be provided data entry training in OSOS. In terms of Case Management, we intend to focus on referrals between the One Stop Center and the various one-stop partners and ensuring that those details are entered in OSOS as well.

- d. Provide a description and assessment of the type and availability of programs and services provided to adults and dislocated workers in the local area.

There is generally a shortage of resources to support services to adults and local workers in the LWDA. We have previously referred in this document to the many one-stop partner programs that provide career services for Adults and Dislocated Workers. These partner programs include the Wagner-Peyser program, which provides a valuable array of basic career services to any adult who is eligible to work in the United States. Also, the RESEA program provides valuable reemployment services.

Other one-stop partner programs serving the LWDA include the WIOA Title I Adult and Dislocated Worker grants. Special subsets of Adults and Dislocated Workers are served by our SCSEP program partners, our AEFLA program partner, the WIOA Native American programs, TANF, TAA, and the Jobs for Veterans State Grant. The types of services available to Adults and Dislocated Workers include all of those listed in WIOA Section 134(c)(2)(A). In addition to the career services required by WIOA, there are a limited number of training activities and supportive services offered through the WIOA Adult and Dislocated Worker formula grant

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programs. These services are generally limited by a shortage of program resources. Pursuant to WIOA Section 134(c)(3)(E), priority is given recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. We also enforce the priority guidelines of the Jobs for Veterans Act

- e. Describe how workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area.

Each partner program has different eligibility for providing transportation, child care, and other supportive services. The local board realizes the potential to coordinate these services to potentially yield cost savings and perhaps expand supportive services.

The first step will be to survey the partners to determine the types of supportive services each program provides to its participants. We will find out how many participants receive support services, by type and by program, and if there are supportive service needs have been unmet because of a lack of resources.

We will then attempt to determine the approximate dollar value of these services. This will give us an indication of the potential for cost savings through closer cooperation on the delivery of supportive services.

Another factor to consider is the number of participants in each program and whether they have the same service needs. Because of the rural nature of our local area and the lack of public transportation, ensuring that transportation services are available throughout the entire area will be a major challenge. After the survey has been completed and other data gathered, a summary of this information will be shared with our partners and with the leadership of the local board. A task force will be formed to identifying specific opportunities for cost sharing. The task force members will explore the feasibility of jointly procuring some supportive services and options of entering into a resource sharing agreements or other type of joint-use agreements.

- f. Describe the replicated cooperative agreements in place to enhance the quality and availability of services to people with disabilities, such as cross training to staff, technical assistance, or methods of sharing information.

Currently the only cooperative agreements in place to enhance the quality and availability of services to people with disabilities, such as cross training to staff and technical assistance, or methods of sharing information is the Memorandum of Understanding which we have recently renewed.

- g. Describe the direction given to the One-Stop System Operator to ensure priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Since the last Local Plan was completed LWDB has instituted a Priority of Service Policy that provides direction to the One -Stop System Operator on how to ensure priority is

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given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient for adult career and training services. That has been in place since February of 2018.

h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of the Workforce Innovation and Opportunity Act (WIOA) (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:

i. The physical and programmatic accessibility of facilities, programs, and services;

ii. All partners of the One Stop System will be provided with guidelines as how to ensure that their facilities, programs and services meet the provisions of the ADA. In addition, we may call upon NYSDOL and other area agencies to assist us in conducting periodic visits to assess the accessibility of the physical facilities. The programs and services of the partnership will be reviewed to ensure that all are being offered in a manner available to individuals with disabilities.

iii. Technology and materials for individuals with disabilities; and

iv. Technology and materials will be reviewed in the same manner as outlined above to ensure ADA compliance. This will include review of partner websites and other printed information available. Assistance from the NY Commission for the Blind and NY State Department of Labor both of our Career Centers have adaptive equipment to assist participants with disabilities.

v. Providing staff training and support for addressing the needs of individuals with disabilities.

vi. Staff training will be coordinated by the LWDB utilizing the resources of our partner ACCESVR and the Commission for the Blind and Visually Handicapped in addition to other area resources such as Directions in Independent Living.

vii. Describe the roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).

viii. The One Stop partners will all be required to implement and adhere to the local policy regarding nondiscrimination as outlined in WIOA and the applicable provisions of the ADA. We will utilize our ACCES-VR, Commission for the Blind and Visually Handicapped, and other area agencies that specialize in assisting individuals with disabilities to provide training to the partnership staff and guidance to ensure that local policies are aligned with applicable provisions. Those partners will be our main resource to ensure that the partnership remains compliant with both WIOA and the ADA. Each partner within the system will be required to participate in annual training to ensure that all staff are cognizant of the requirements.

## Business Engagement

a. What strategies and programs, including training programs, will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations?

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The partners in our system understand that businesses play a large role in workforce development. Therefore, we will regard employers not just as customers of our workforce development system but in many cases, they may also be partners with us. For example, they may collaborate with us in providing work experience activities, Transitional Jobs, workplace literacy activities, OJTs, and customized trainings, etc. When we engage employers as providers of training or as partners in other types of workforce development activities, we will approach this task with professionalism and honesty. We recognize that the best partnerships are those which yield benefits to all stakeholders including the employer as well as the local workforce development system

i. If applicable, describe the local area's use of business intermediaries.

ii. The board engages with its local Chambers of Commerce whenever needed to solicit information/input from area employers, to coordinate job fairs/events and to continuously recruit additional members.

b. What strategies or services are used to support a local workforce development system that meets the needs of businesses in the local area?

Many of the one-stop partners in our local workforce development system offer valuable services that are intended to improve the productivity and profitability of businesses in the LWDA. These services are designed to meet the needs of area employers.

Examples of business services include: Business Needs Assessment – Discussing and evaluating with businesses what their needs are and matching services to address those needProvide Labor Market Information – Gathering and analyzing labor market data and changing it into workforce intelligence that assists the businesses in being more competitive. Some examples of information business may use are: average salaries and benefits for specific jobs within the community, number of individuals within the labor force with specific competencies, number of individuals within the talent pipeline with specific competencies, commuting patterns, percentages of populations within the labor, and education levels within the workforce and population as a whole;

Tax Credits – Explaining and offering Federal or state programs that provide tax savings to employers who hire people from certain target groups, including public assistance recipients, veterans, youth and ex-felons;

Job Fairs – Planning, hosting and/or conducting a fair for employers, recruiters and schools to meet with prospective job seekers.

Job Posting – Contacting employers to learn about and help them list job openings on physical or virtual job boards so they can be viewed and accessed by the employer, job seekers, or agencies that work with job seekers;

Job Screening – Assessing a job candidate's competencies (knowledge, skills and attitudes), interest, experience, aptitude, style, against the requirements of a current job opening. This may include activities such as testing, interviewing, observation, and data research;

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Job Matching – Using the job requirements set by the employer for the job opening, find the preferred number of top job candidates that meet those requirements and give the list to the employer;

Job Referrals – Giving an employer the list of matched and screened job candidates for the business’ current job openings;

Schedule interviews – Contacting job candidates electronically, by phone or in person on behalf of a business to schedule a time for the business to interview the candidate for a job;

Provide Interviewing Space – Providing space within your facility for an employer to conduct interviews. This may include, but is not limited to: providing a room, equipment, refreshments, staff to greet the job candidates, and logistics for the interviews;

Job Coaching / Post Employment Support – Assisting the business to reduce new employee turnover by providing on or off site coaching or mentoring of work related skills after placing the job seeker in employment;

Lay-Off Aversion – Activities that connect companies facing financial difficulties to resources that may prevent or reduce the need for layoffs; Rapid Response – Providing short-term, early intervention and immediate assistance with layoffs and/or plant closures (affected by corporate restructuring, plant closures, or loss of jobs due to natural disasters) affecting a significant number of workers. Activities may include, but are not limited to the establishment of onsite contact with employers and employee representatives, the provision of information and access to available employment and training activities, assistance in establishing a labor-management committee with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers, and obtaining services to meet those needs, the provision of emergency assistance adapted to the particular closure.

- c. Describe how the local area’s workforce development programs and strategies will be coordinated with economic development activities.

We will work to coordinate workforce investment activities with economic development activities by:

- Inviting local economic development representatives to all board meetings;
- Participating on the local county economic development team;
- Sharing workforce intelligence with local economic development organizations in our area. Inviting the participation of all one-stop partners in regular meetings;

- i. Describe how these programs will promote entrepreneurial skills training and microenterprise services.

The WIOA Title I programs support entrepreneurial skills training in the following manner:

Entrepreneurial skills training is given as one of the elements of the WIOA Youth program as well as an allowable type of training service that can be supported with WIOA adult and dislocated worker funds. Any participant wishing to engage

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in this type of activity will be referred to the appropriate resource to gain additional information and seek "training." We have several resources as listed below that can assist.

The local board intends to support microenterprise services by determining the availability and type of services available through our partners and others, including:

Local Economic Development and Industrial Development Agencies

SCORE

Small Business Administration

Jamestown Community College Small Business Center

In addition, the local board will ensure that appropriate linkages to provide microenterprise support for eligible participants in the Adult, Dislocated Worker, and Youth programs as well as to other partner programs as listed above.

- d. Describe how the LWDB will coordinate its workforce investment activities with statewide rapid response activities.

Our local board intends to address these activities by following the leadership of NYSDOL, which has assumed responsibility for all statewide Rapid Response efforts. The NYSDOL and local representatives including some system partners will respond quickly to employer, employee and community needs when layoffs and/or plant closures occur.

CAWDB will monitor the engagement of our one-stop partners as they respond to layoff events. Workers impacted by a rapid response event have an urgent need for the Career Services that are delivered through our local workforce development system and the goal is to assure that affected workers receive accurate information on and access to available employment and training activities in a timely and effective manner.

## Program Coordination

- a. How do the local area's programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs?

Through the staff of our NYSDOL offices, our local system will offer services to UI claimants, including services delivered through the voluntary Reemployment Services and Eligibility Assessment (RESEA) program. The LWDA will support these services by assuring that there is space available for these activities at our comprehensive one-stop center in Olean.

- b. Describe how education and workforce investment activities will be coordinated in the local area. This must include:
- i. Coordination of relevant secondary and postsecondary education programs;

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ii. The local board, in conjunction with the One Stop System Operator will work to convene relevant secondary and postsecondary education programs to coordinate these programs to ensure that there is not duplication of services. The local board is already involved in various partnerships in an advisory capacity to help various providers to coordinate their services with other providers. For instance, we are involved with our local BOCES whenever called upon to provide input and information for their career and technical education programs, whether it is to introduce new programming or revamping already established programs. In addition, the local board serves in an advisory role for the advanced manufacturing partnership in the area as well.

iii. Activities with education and workforce investment activities to coordinate strategies and enhance services; and

iv. The local board will help to coordinate education programs and activities with workforce investment activities in our area. This will help to enhance services, and avoid duplication of effort, and promote a closer working relationship between education and workforce partners. One of our main strategies for the coordination and improvement of these services will be our activities to support, develop, and implement Career Pathways.

v. A description of how the LWDB will avoid duplication of services.

vi. The board, as the One Stop System Operator, will coordinate programs by acting as a "clearinghouse" to provide information to other agencies as to what types of services are available in the local area in order to reduce duplication of efforts. We can then redirect resources to develop programs/activities that address gaps in the local area.

c. Describe plans, strategies, and assurances concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services.

Since our inception under the Workforce Investment Act, we have maintained co-located operations in our Olean Center and Wagner-Peyser services have been delivered in a coordinated manner avoiding unnecessary duplication of effort. Most customers are in search of information such as where the job openings are located, what training opportunities exist, or what kinds of community services are available. They may also need a computer, phone, or fax. These core services are available to everyone through the Centers, usually with limited assistance. There are computers and software for customers to prepare a resume, for instance, with books, videos, and even staff nearby to answer basic questions or give limited guidance.

For those individuals who require more in-depth assistance, we require applicants to complete questionnaires which will assist us in determining what services will best fit the customer's needs and which agencies or partners will be best equipped to fill such needs. The customer and the Center staff will discuss items like background, education and/or certifications, experience and work history, skills, etc. and then map out an IEP to get the customer on a career or training

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path. The One Stop Operating System (OSOS) is used to coordinate career services in our onestop centers. This tool is an integrated case management system that is used by WagnerPeyser staff as well as by WIOA staff members who are supported with WIOA Adult and Dislocated Worker funding.

- d. Provide a list of executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center System. This includes agreements between the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

- e. The local board will work to enter into cooperative agreements with service providers after we have completed the implementation of the Memorandum of Understanding. The agreements will define how the providers will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system.

## Title II Program Coordination

- a. Provide a description of the LWDB's strategic vision and goals for preparing an educated and skilled workforce, specifically addressing how to improve access to activities leading to a recognized post-secondary credential, as well as other strategies for serving out-of-school youth (OSY) and adults who have low literacy skills, are English Language Learners, or lack a high school diploma or the equivalent.

VISION- To empower job seekers with the skills required by businesses that will create lifelong employment opportunities for the individual and results in economic prosperity for the employer.

MISSION-The mission of the Cattaraugus-Allegany Workforce Development Board, as a partnership of business, education and community leaders, is to provide direction and coordination of programs that strengthen the area's economy by linking education and training of jobseekers to the needs of employers.

We have worked with partners at BOCES and Jamestown Community College to help develop programs that produce skills needed by area employers. Our Adult and Youth programs work to connect those lacking a high school diploman to progams such as Literacy West, Southern Tier Traveling Teacher and Olean Community Schools to work on obtaining their HSED or improve their low literacy skills. We do not have a high population of individuals who identify as English Language Learners.

- b. Provide a description of how the LWDB will expand access to employment, training, education, and supportive services provided through the NYS Career Center System for Title II participants with barriers to employment.

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Working with our One Stop System Operator to create a seamless and simple referral program for participants of the Title II programs and ensuring that we are discussing these connections in Partner meetings.

- c. Identify how the LWDB will facilitate the development of a career pathways and co-enrollment in academic training programs.

We developed a career pathways study in partnership with Chautauqua County a couple of years ago. Our Career Centers are currently co-enrolling participants in academic training programs. We also have a great partnership with Jamestown Community College to develop programs that think outside the box of accepting traditional students and finding new sources of funding to help them enter training programs that can produce industry recognized credentials.

- d. Provide a description of how the LWDB will support the strategy identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to support service alignment.

We work very closely with Cattaraugus-Allegany BOCES, ACCES VR and the Commission for the Blind. We are also involved with the Ticket to Work Program. We have helped facilitate connections to our Youth Providers and ACCES VR for their PRETS program. Our Youth Providers work closely with BOCES and ACCES VR to provide training and employment opportunities. Our Career Centers have adaptive technology so that those with disabilities are still able to access services.

## Youth Activities

- a. Provide contact details of Youth Point(s) of Contact for your local area including: Name of organization, name(s) of Youth Point(s) of Contact, title, address, phone number, and email address. Youth Point(s) of Contact details are primarily used to refer young adults, parents, and partners about youth programs and posted on the [NYS DOL webpage](#).

Jason Miller, Executive Director, Cattaraugus-Allegany Workforce Development Board, Inc.  
1 Blue Bird Square Lower Level Olean, NY 14760. Phone number is 716-806-0060 ext. 5641. Email is [jmiller@cawfny.com](mailto:jmiller@cawfny.com)

- b. Provide the number of planned enrollments in PY 2021 for new Out-of-School Youth (OSY), carry-over OSY, new In-School Youth (ISY), carry-over ISY, and work experience. \*

- i. New OSY

50

- ii. Carry-over OSY

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7

iii. New ISY

9

iv. Carry-over ISY

4

v. Work experiences

25

\*Please note that PY 2021 enrollments will provide the baseline estimate for the remaining three years of the Plan.

c. In Attachment F, Youth Services, located on the New York State Department of Labor (NYSDOL) [website](#) under the Local Planning section, identify the organization providing the Design Framework which includes: Intake & Eligibility, Objective Assessments, and Individual Services Strategies (ISS), and 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.

d. Explain how providers and LWDB staff ensure the WIOA elements:

i. Connect back to the WIOA Youth Program Design Framework, particularly the Objective Assessments and ISS; and

We ensure that the WIOA elements connect to the design framework and the ISS by ensuring that the ISS is reviewed regularly by the youth participant with their counselor to ensure that the services/elements being offered are consistent with the plan. It is also important to review the ISS regularly to ensure that the youth's situation in terms of barriers has not changed. If so, additional services/elements may need to be offered. In addition, the youth counselor works and consults with other partner programs to ensure that the services/elements are coordinated by one central point of contact.

ii. Are made available to youth with disabilities by describing specific program practices, tools, and services that are tailored to serve youth with disabilities.

iii. Many of the youth served have a disability but some do not disclose that information during intake/eligibility assessment. Our youth counselors work closely with these youth to ensure that they are provided with the appropriate services. In some cases, some services may need to be slightly altered in order to ensure that the youth receives the full benefit. If needed, youth counselors utilize the services and/or consult with one of our various partner agencies that specialize in serving individuals with disabilities. In addition, youth counselors are

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afforded the opportunity to participate in any needed/available training that will aid them in serving these youth.

- e. Describe successful models for youth services from your local area, including but not limited to virtual work experiences, OSY recruitment, and engagement strategies.

We are committed to providing high quality services for youth and young adults beginning with career exploration and guidance; continuing support for educational attainment, opportunities for skills training in in-demand industries and occupations; and culminating with a good job along a career pathway or enrollment in postsecondary education.

Although our focus and resources are primarily aimed at Out-of-School Youth, for In-School Youth, we will support youth workforce investment models that focus on school retention and completion. Our goal will be to help each in-school youth participant to successfully transition to employment and/or postsecondary school enrollment. The complete menu of Youth program elements will be offered to participants, as needed.

For Out-of-School Youth, we will support models that provide a needed continuum of services to help disconnected youth navigate between the educational and workforce systems. All of the elements described in WIOA Section 129 will be available to participants who need them. In particular, we will offer paid work experience activities that have as a component academic and occupational education, including summer employment opportunities and other employment opportunities available throughout the school year; pre-apprenticeship programs; Internships and job shadowing; and On-the-job training opportunities. We will work to coordinate our work experience activities with other youth serving organizations and agencies. We will strengthen our partnership-building efforts by reaching out to Temporary Assistance for Needy Families, Community Services Block Grant activities, Adult Education partners, and Job Corps.

- f. Does your local area plan to serve ISY and/or OSY using the “Needs Additional Assistance” qualifying barrier for eligibility?

Yes (Attach a Needs Additional Assistance policy that defines reasonable, quantifiable, evidence-based, and specific characteristics of ISY and OSY as described in Technical Advisory (TA) #19-2.

No (Not required to attach a policy)

- g. Attach a Basic Skills Deficiency policy of youth program as described in the in TA #19-2.

## Administration

- a. Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official(s) (CEOs) or Governor.

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Cattaraugus-Allegany Workforce Development Board

- b. Describe the competitive process to be used to award subgrants and contracts for WIOA Title I activities in the local area.

As permitted by WIOA, there is no competitive process used in the local area for WIOA Title I adult and dislocated worker activities. These services are provided by the grant recipient(s) counties in the local area through subrecipient contracts awarded by the local board with Cattaraugus County Department of Social Services and the Allegany County Employment and Training Center. Since adult and dislocated worker career services providers are a subrecipient role, local boards do not have to conduct a competitive process to select career services providers. For WIOA Title I youth services, the local board releases an RFP detailing the services to be procured and guidelines for proposals. This RFP is developed by a sub-committee of the board comprised of mostly business representatives and excludes any participation by any agency/organization that may have an interest in responding. The RFP announcement is released directly to known service providers and is also published in the newspapers of record (Olean Times Herald and The Spectator) for the local area. Once proposals are received, the local board staff reviews each for adherence to the technical guidelines. If a proposal does not meet the technical requirements, it is not considered for funding. Proposals meeting technical requirements are then forwarded to the subcommittee for each individual members' review. The subcommittee then meets to discuss each proposal and their ratings. Proposals not meeting a minimum score are not considered for funding. Based upon the combined rating score, the sub-committee chooses a service provider(s) and forwards their recommendation to the full board for approval.

- c. Provide the local levels of performance negotiated with the Governor and CEO(s) to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

At this time, there are not any local levels of performance negotiated with the Governor and CEOs, nor does the local board have any separate measures for the One Stop delivery system. The partnership will be working to recommend local measures to the board to gauge the performance of the entire One Stop system in the near future.

The board has set the following performance standards for Eligible Training Providers that each course must achieve – 1. Completion Rate 75%

2. Individuals who entered unsubsidized employed related to the training 85%
3. Average monthly wage of individuals entering unsubsidized employment \$2,000

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4. Number of individuals who obtained a credential, certification, licensure or other measure of skill attainment after completing this course 90%

In addition, the WDB will also review the following –

1. Number of individuals who successfully completed and then entered military
2. Number of individuals who successfully completed and moved onto higher program

d. Describe the actions taken toward becoming or remaining a high-performing LWDB, consistent with factors developed by the State Workforce Investment Board (SWIB). The LWDB will be defined as high performing if it meets the following criteria:

- i. It is certified and in membership compliance;
- ii. All necessary governance actions and items have been accomplished, including executing a local Memorandum of Understanding (MOU), selecting a One-Stop System Operator, and implementing all required local policies, etc.;
- iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and
- iv. The LWDA meets or exceeds all performance goals.

v. The local board works diligently to ensure board certification and compliance by continuous recruitment of required members to maintain 51% business membership. Board staff is responsible to ensure that the certification process is carried out and completed as directed by NYSDOL.

## Training Services

a. Describe how training services will be provided in the local area. This may include incumbent worker, on-the-job, and customized training programs.

b. Training services in the area are provided primarily through the issuance of individual ITAs for adults and dislocated workers and Work Experiences for Youth. OJTs are provided through the Career Centers through referrals to the TANF program. At this time, the local board does not have WIOA funds budgeted to assist businesses with customized training or incumbent worker training due to the shortage of funding. The board works closely with other entities, such as WDI and the local community college, to link businesses with resources needed for employer training.

c. Describe how contracts will be coordinated with the use of Individual Training Accounts (ITAs).

d. The local board does not use contracts to provide ITAs.

e. Describe how the LWDB will ensure informed customer choice in the selection of training programs regardless of how training services are provided.

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- f. The local board ensures informed customer choice by making available the local and state list of eligible training providers to each individual requesting training. In addition, if an individual finds another provider they wish to utilize that is not currently on the local/state list, individuals are able to request that a training provider be added to the local list through the Career Counselor.

## Public Comment

- a. Describe the process used by the LWDB to provide a period of no more than 30 days for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

The board releases the local plan to the public by printing notices in the local newspapers of record (Olean Times Herald and The Spectator) about the availability of the plan for review on the [www.cawfny.com](http://www.cawfny.com) website. We also provided hard or electronic copies to any party requesting and email the electronic version to all board members, partner agencies, and economic development agencies. The Executive Committee of the board, which includes all officers and the two county administrators, is responsible for the development of the local plan. Once the draft was completed, it was shared with all board members and partner agencies, which includes representatives of business, labor, and education. In addition, the Career Center management is heavily involved in providing information to the development of the plan

## List of Attachments

Please complete all attachments listed below.

**Attachment A** – Units of Local Government

**Attachment B** – Fiscal Agent

**Attachment C** – Signature of Local Board Chair

**Attachment D** – Signature of Chief Elected Official(s)

**Attachment E** – Federal and State Certifications

**Attachment F** – Youth Services Chart

Original signature pages for Attachments C, D and E, must be delivered to NYSDOL in one of the following two ways:

- Electronic signature (if the LWDB has the capability for it) – Note that electronic signatures must follow the requirements and guidelines of the Electronic Signature and Records Act ([ESRA](#)). LWDBs choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.
- Mail original versions – Hard copies of traditional signature pages may be sent to:

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**Attn: Local Plan  
New York State Department of Labor  
Division of Employment and Workforce Solutions  
Building 12 – Room 440  
W. Averell Harriman Office Building Campus  
Albany, NY 12240**

All other attachments must be submitted via email with the LWDB Local Plan Template.

In addition to these attachments, LWDBs must provide copies of the agreements listed in the Program Coordination section of this template under [\(d\)](#). If possible, it is preferable to provide a list of hyperlinks to these agreements available on the LWDB website.

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### Attachment A: Units of Local Government

Please list the unit or units (multiple counties or jurisdictional areas) of local government included in the local area. If the CEO Grant Recipient has designated a local grant subrecipient to administer WIOA pursuant to WIOA § 107, please indicate the unit of local government that is the grant subrecipient. However, if instead, the CEO Grant Recipient has designated a fiscal agent, please indicate this on Attachment B.

Unit of Local Government	Grant Subrecipient
	Yes
Cattaraugus County	<input type="checkbox"/>
Allegany County	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

***§107(6)(B)(i) - When a local workforce area is composed of more than one unit of general local government, the chief elected officials of such units may execute an agreement that specifies the respective roles of the individual chief elected officials.***

If your local workforce area is composed of more than one unit of general local government, is there a written agreement between local officials that details the liability of the individual jurisdictions?

Yes  No

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### Attachment B: Fiscal Agent

WIOA §117(d)(3)(B)(i)(II) indicates that the chief elected official Grant Recipient may designate a local fiscal agent as an alternative to a local grant subrecipient. Such designation to a grant subrecipient or fiscal agent shall not relieve the chief elected official or the Governor of the liability for any misuse of grant funds. If the CEO identified a fiscal agent to assist in the administration of grant funds, please provide the name of the agent.

<b>Fiscal Agent</b>
Cattaraugus-Allegany Workforce Investment Board, Inc d/b/a Cattaraugus-Allegany Workforce Development Board

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**ATTACHMENT C: SIGNATURE OF LOCAL BOARD CHAIR**

**Workforce Innovation and Opportunity Act (WIOA) Local Plan for  
Program Year 2021-2024, for WIOA Title 1-B  
and Wagner-Peyser Programs**

In compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014, the Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable State and federal laws, regulations, and policies;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that this Plan was developed in collaboration with the Local Board and is jointly submitted with the Chief Elected Official(s) on behalf of the Local Board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

Date:	6/28/21	Signature of Local Board Chair:	
Mr. <input checked="" type="checkbox"/>		Typed Name of Local Board Chair:	
Ms. <input type="checkbox"/>		Brad Monroe	
Other <input type="checkbox"/>			
Name of Board:	Cattaraugus-Allegany Workforce Development Board		
Address 1:			
Address 2:			
City:	Olean		
State:	NY	Zip:	14760
Phone:	716-806-0060	E-mail:	bradley.monroe@siemens.com

**Submission directions:** Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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**ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)**


**Workforce Innovation and Opportunity Act (WIOA) Local Plan for  
Program Year 2021-2024, for WIOA Title 1-B  
and Wagner-Peyser Programs**

In compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014, the Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable State and Federal laws, regulations, and policies;
- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §679.420 of the rules and regulations;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that the Chair of the Local Board was duly elected by that board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

**Note:** A separate signature sheet is required for each local Chief Elected Official (CEO). If additional pages are necessary, please replicate this document for each CEO.

Date:	Signature of Local Chief Elected Official (CEO):	
6-30-21		
Mr. <input type="checkbox"/>	Typed Name of Local CEO:	
Ms. <input type="checkbox"/>	Howard VanRensselaer	
Other <input type="checkbox"/>		
Title of Local CEO:	Chair, Cattaraugus County Legislature	
Address 1:	301 Court Street	
Address 2:		
City:	Little Valley	
State:	NY	Zip: 14755
Phone:	716-358-6424	E-mail: hvvanrensselaer@cattco.org
Are you the Grant Recipient CEO?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

**Submission directions:** Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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**ATTACHMENT D: SIGNATURE OF CHIEF ELECTED OFFICIAL(S)**


**Workforce Innovation and Opportunity Act (WIOA) Local Plan for  
Program Year 2021-2024, for WIOA Title 1-B  
and Wagner-Peyser Programs**

In compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014, the Final Rule, and Planning guidelines and instructions developed by the Governor, this Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable State and Federal laws, regulations, and policies;
- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §679.420 of the rules and regulations;
- Affirm that the composition of the Local Board is either in compliance with the law, rules, and regulations and is approved by the State or, will be in compliance within 90 days of Local Plan submission;
- Affirm that the Chair of the Local Board was duly elected by that board; and
- Affirm that the board, including any staff to the board, will not directly provide any career services unless approved to do so by the Chief Elected Official and the Governor.

**Note:** A separate signature sheet is required for each local Chief Elected Official (CEO). If additional pages are necessary, please replicate this document for each CEO.

Date:	Signature of Local Chief Elected Official (CEO):	
6/16/21		
Mr. <input checked="" type="checkbox"/>	Typed Name of Local CEO:	
Ms. <input type="checkbox"/>	Curt Crandall	
Other <input type="checkbox"/>		
Title of Local CEO:	Chair, Allegany County Legislature	
Address 1:	7 Court Street	
Address 2:		
City:	Belmont	
State:	NY	Zip: 14813
Phone:	585-268-9222	E-mail: crandallcw@alleganyco.com
Are you the Grant Recipient CEO? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		

**Submission directions:** Complete this attachment as part of the Plan development process and submit it, with original signatures, as described in the Local Plan Template.

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Bidder Organization Name: **Cattaraugus-Allegany Workforce Development Board**

### **ATTACHMENT E: FEDERAL AND STATE CERTIFICATIONS**

The funding for the awards granted under this contract is provided by the United States Department of Labor which requires the following certifications:

#### **A. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION-LOWER TIER COVERED TRANSACTIONS**

1. By signing this Contract, the prospective lower tier participant certifies, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statement in this certification, such prospective participant shall provide an explanation.
3. The prospective lower tier participant shall pass the requirements of A.1. and A.2., above, to each person or entity with whom the participant enters into a covered transaction at the next lower tier.

#### **B. CERTIFICATION REGARDING LOBBYING - Certification for Contracts, Grants, Loans, and Cooperative Agreements**

By signing this Contract, the Contractor hereby certifies, to the best of his or her knowledge and belief, that :

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Contractor shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The Contractor shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of facts upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S.C. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

**C. DRUG FREE WORKPLACE**

By signing this Contract, the Contractor certifies that it will provide a Drug Free Workplace by implementing the provisions at 29 CFR 94, pertaining to the Drug Free Workplace. In accordance with these provisions, a list of places where performance of work is done in connection with this specific grant will take place must be maintained at the Contractor's office and available for Federal inspection.

**D. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE**

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Innovation and Opportunity Act (WIOA), the Contractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- (1) Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in a program or activity that receives financial assistance under Title I of WIOA;
- (2) Title VI of the Civil Rights Act of 1964, as amended which prohibits discrimination on the basis of race, color, and national origin;
- (3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- (4) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- (5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The Contractor also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Contractor's operation of the WIOA Title I – financially assisted program or activity, and to all agreements the Contractor makes to carry out the WIOA Title I – financially assisted program or activity. The Contractor understands that the United States has the right to seek judicial enforcement of this assurance.

**E. BUY AMERICAN NOTICE REQUIREMENT**

In accordance with Section 502 of the WIOA, none of the funds made available under the WIOA may be expended by an entity unless the entity agrees that in expending the funds it will comply with sections 8301 through 8303 of title 41, United States Code (commonly known as the "Buy American Act").

**F. SALARY AND BONUS LIMITATIONS**

No federal funds appropriated annually under the heading 'Employment and Training' shall be used by a subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall not apply to vendors providing goods and services as defined in 2 CFR 200.330. See Training and Employment Guidance Letter number 5-06 for further clarification. Where applicable, the Contractor agrees to comply with the Salary and Bonus Limitations.

**G. VETERANS' PRIORITY PROVISIONS**

Federal grants for qualified job training programs funded, in whole or in part, by the U.S. Department of Labor are subject to the provisions of the "Jobs for Veterans Act" (JVA), Public Law 107-288 (38 USC 4215). The JVA provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services. Please note that to obtain priority service, a person must meet the program's eligibility requirements. Training and Employment Guidance Letter (TEGL) No. 5-03 (September 16, 2003) and Section 20 of the Code of Federal Regulations (CFR) Part 1010 (effective January 19, 2009) provide general guidance on the scope of the veterans priority statute and its effect on current employment and training programs. Where applicable, the Contractor agrees to comply with the Veteran's Priority Provisions.

**STATE CERTIFICATIONS****H. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND OUTSTANDING DEBTS**

By signing this Contract, the Contractor, as a duly sworn representative of the contractor/vendor, hereby attests and certifies that:

- a) No principal or executive officer of the Contractor's company, its subcontractor(s) and/or successor(s) is presently suspended or debarred; and
- b) The Contractor, its subcontractor(s) and/or its successor(s) is not ineligible to submit a bid on, or be awarded, any public work contract or sub-contract with the State, any municipal corporation or public body for reason of debarment for failure to pay the prevailing rate of wages, or to provide supplements, in accordance with Article 8 of the New York State Labor Law.
- c) The Contractor, its subcontractor(s) and/or its successor do not have any outstanding debts owed to the Department, including but not limited to, contractual obligations, fines related to Safety and Health violations, payments owed to workers for public works projects or the general provisions of the labor Law, unemployment insurance contributions or other related assessments, penalties or charges.

**I. CERTIFICATION REGARDING "NONDISCRIMINATION IN EMPLOYMENT IN NORTHERN IRELAND: MacBRIDE FAIR EMPLOYMENT PRINCIPLES"**

By signing this Contract, the Contractor stipulates that in accordance with the MacBride Fair Employment Principles (Chapter 807 of the laws of 1992), the Contractor, or any individual or legal entity in which the contractor holds a 10% or greater ownership interest, or any individual or legal entity that holds a 10% or greater ownership interest in the contractor, either (a) has no business operations in Northern Ireland, or (b) shall take lawful steps in good faith to conduct any business operations in Northern Ireland in accordance with the MacBride Fair Employment Principles (as described in Section 165 of the New York State Finance Law), and shall permit independent monitoring of compliance with such principles.

**J. NON-COLLUSIVE BIDDING CERTIFICATION**

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his or her knowledge and belief:

(1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;

(2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and

(3) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit to bid for the purpose of restricting competition.

**K. IRAN DIVESTMENT ACT**


By signing this Contract, the Contractor certifies in accordance with State Finance Law §165-a that it is not on the "Entities Determined to be Non-Responsive Bidder/Offerers pursuant to the New York State Iran Divestment Act of 2012" ("Prohibited Entities List") posted at: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>.

The Contractor further certifies that it will not utilize on this contract any subcontractor that is identified on the Prohibited Entities List. The Contractor agrees that should it seek to renew or extend this Contract, it must provide the same certification at the time the Contract is renewed or extended.

During the term of the Contract, should the state agency receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certification, the state agency will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then the state agency shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the Contractor in default.

The state agency reserves the right to reject any request for renewal, extension, or assignment for an entity that appears on the Prohibited Entities List prior to the renewal, extension, or assignment of the Agreement, and to pursue a responsibility review with the Contractor should it appear on the Prohibited Entities List hereafter..

I, the undersigned, attest under penalty of perjury that I am an authorized representative of the Bidder/Contractor and that the foregoing statements are true and accurate.

Signature of Authorized Representative:	
Title:	Chair, Cattaraugus-Allegany Workforce Development Board
Date:	6/28/2021

**Youth Services**

**Name of Local Area:**

Cattaraugus-Allegany

Name of Organization Providing Youth Services (Provide name of organization)	Phone Number	Type of Agreement (When completing, select from the options in the Intake and Objective Assessments columns, and mark an "x" for all other program elements provided by the organization.)	(Mark "x" for all program elements provided by the organization)																							
			Objective Assessments	Individual Service	Strategy	Tutoring/ Study Skills	Alternative	Sec. School	Occupational	Skills Training	Work	Experience	Edu. Offered	Concurrently	Leadership	Supportive	Adult Mentoring	Comp. Guidance/	Counseling	Financial Literacy	Entrepreneurial Skills	Labor Market	Information	Postsecondary	prep./transition	Follow-Up
Allegany County Employment and Training	585-268-9445	Contract	Contr act	X								X	X	X	X				X		X		X			
Cattaraugus County One Stop	716-375-2890	Contract	Contr act	X								X	X	X	X				X		X		X			
Allegany-Limestone HS	716-375-6600	MOA								X																
Hinsdale HS	716-557-2227	MOA								X																
Randolph HS	716-358-6161	MOA								X																
Olean HS-Community Schools	716-375-8001	MOA								X											X					
Portville HS	716-933-6035	MOA								X																
Franklinville HS	716-676-8060	MOA								X																
Gowanda HS	716-532-3325	MOA								X																
West Valley HS	716-942-3293	MOA								X																
Literacy West NY	585-268-5213	MOA								X																
Catt-Allegany BOCES	716-376-8200	MOA								X															X	
Jamestown Community College	716-376-7500	MOA								X															X	
NYSDOL	716-373-1880	MOA																								
Cattaraugus Community Action	716-945-1041	MOA													X											
Cattaraugus County DSS/TANF	716-373-8065	MOA													X											
Cattaraugus County Youth Bureau	716-938-2601	MOA													X											
Catholic Charities	716-372-0101	MOA													X											
Directions In Independent Living	716-372-4602	MOA													X											
CARES	716-373-4303	MOA													X											
Housing Options Made Easy	716-372-4105	MOA													X											
Cattaraugus County Probation	716-373-8047	MOA													X											
Southern Tier Traveling Teacher	585-593-5321	MOA													X											
Allegany County Department of Social Services	585-268-9622	MOA													X											
Allegany County Cooperative Extension	585-268-7644	MOA													X											
ACCORD Corporation	585-268-7605	MOA													X											
Adult Education Opportunity Center	585-268-5213	MOA													X											
Hillside Family of Agencies	585-968-8600	MOA													X											
Allegany ARC	585-593-5700	MOA													X											
ACASA	585-593-1920	MOA													X											
Allegany County Probation	585-268-9370	MOA													X											
ACCESS VR	888-652-7062	MOA													X											



**CATTARAUGUS-ALLEGANY WORKFORCE DEVELOPMENT BOARD**

**TO:** All One Stop Center Staff and Youth Providers

**SUBJECT:** Basic Skills Deficiency Policy

**ISSUANCE DATE:** March 13, 2020

**EFFECTIVE DATE:** March 13, 2020

**LWDB Approval Date:**

**EXPIRATION DATE:** None

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**Purpose:** To clarify and provide guidance to program staff in what it means to be Basic Skill Deficient as well as assessing participants and determining Basic Skills Deficiencies with the proper assessment tools.

**Policy:** Each Youth participant will be assessed for Basic Skills Deficiencies by completing the TABE test at intake. If the youth has had a basic skills assessment in the previous six (6) months prior to enrollment, those results can be used at the time of enrollment.

Reasonable Accommodations will be made available for those youth with disabilities or youth who are Limited English Proficient.

Basic Skills Deficient is defined by 20 CFR 681.290(a) as one of the following:

- (1) Have English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or
- (2) Are unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.

**a(1)-**Youth participants will be given the TABE test within 60 days of their initial application to determine that English reading, writing and computing skills are above an 8th Grade level.

If a participant is determined to be below an 8th Grade in either reading, writing or computing skills they will be considered Basic Skills Deficient in that area.

In OSOS all participants must have the correct information entered in the Comprehensive Assessment tab in the Education section as to if they are or are not Basic Skill Deficient and an English Language Learner. TABE scores should be entered in the Services Module under the Outcomes tab by picking the WIOA enrollment and then clicking the Lit/Num Testing button entering the scores in the appropriate sections.

**a (2)**- each youth should complete the Supplemental Questionnaire. The last question asks if they lack basic skills as defined in part a(2). This information should also be entered in the Comprehensive Assessment section in the Education tab using the drop downs for the Basic Skills Deficient and English Language Learner fields, these fields must be populated in OSOS.

Any field in OSOS that has a “Yes” answer, you must ensure that there is documentation in the hard file to support this answer.

All TABE test results and Supplemental Questionnaires must be kept in each participant’s hard file as well as all corresponding information entered in the appropriate fields in OSOS.

If it is determined that a youth is Basic Skills Deficient the program staff will make the appropriate referrals to a partner agency to ensure that the youth is receiving educational services to improve the Basic Skills Deficiency recognized from the assessment.

In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodations in the assessment process, if necessary, for individuals with disabilities.





**Cattaraugus-Allegany**  
Workforce Development Board

**TO:** All One Stop Center Staff  
**SUBJECT:** Youth Needing Additional Assistance Policy  
**ISSUANCE DATE:** February 21, 2018  
**EFFECTIVE DATE:** February 21, 2018  
**EXPIRATION DATE:** None

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**PURPOSE**

To establish a policy by which to determine youth eligible for services under the “Needs Additional Assistance” category.

**BACKGROUND**

The Workforce Innovation and Opportunity Act allows the local area to provide services to youth who are low income, but do not meet one of the WIOA identified barriers. These participants are considered “youth who need additional assistance” to complete an educational program or to secure and hold employment Sections 129 (1) (B) (iii) VIII) and (1) (C) (iv) (VII).

Providers of Title I Youth services should only use this barrier if none of the other WIOA recognized barriers apply or if the required documentation cannot be obtained for an identified WIOA recognized barrier.

Eligibility criteria for WIOA Youth Services consist of two primary components:

1. Income eligibility, and
2. Employment barriers.

Barriers to employment are specifically listed as the following:

- School dropout
- Basic skills deficient
- Offender
- Homeless
- Pregnant or parenting
- Documented disability
- English language learner

In order to receive services under WIOA, a youth must be income eligible and possess one of the specific barriers listed above.

## **NEEDS ADDITIONAL ASSISTANCE**

The local policy defines “youth who needs additional assistance” based on an assessment of ongoing needs of youth in our communities. The circumstances include:

- has past or present substance abuse problem
- Is part of a family that receives Temporary Assistance (TANF/Safety Net Assistance, and all other non-cash assistance, i.e., Medicaid, Food Stamps, HEAP, etc.)
- has poor school performance either academically or socially
- has a poor work history; for those 18 or older, has not maintained unsubsidized employment with the same employer for 6 months or more
- has no unsubsidized work history (14-17 year olds)
- is living in public housing or receives a rent subsidy
- is in an alternative education program
- has inadequate time for study due to family needs
- is adjudged abused
- lacks family support
- does not have access to reliable transportation

In accordance with Section 129(a) (3) (B), no more than 5% of the youth who meet the “requires additional assistance” barrier may enroll in the youth program.

## **DOCUMENTATION**

Program staff must record in OSOS that the eligible youth is a youth who needs additional assistance, as defined by the local policy. An OSOS Comment must be entered confirming if the additional assistance is to complete an educational program or to secure and hold employment. The information must be recorded at the time of enrollment or first service under the youth program. A copy of the source documentation (including self-attestation where applicable) must be retained in the customer folder.

Self-attestation, except where it is prohibited by Federal or State Guidelines is an acceptable data element validation method. Self-attestation must include the following signed statement:

*“I certify that the information provided on this document is true and accurate to the best of my knowledge. I understand that such information is subject to verification and further understand that the above information, if misrepresented or incomplete, may be grounds for immediate termination from any WIOA program and/or penalties as specified by law.”*