

Performance Improvement Plan (PIP)

Progress Update: 2/25/2021

Description of Performance Deficiencies:

Area 12 WIOA resources are currently being underutilized. FY20 resources are set to expire by June 30, 2021. Unused resources do not return to taxpayers; instead these unutilized resources are typically redistributed to other workforce areas across the state. In order to optimize these resources, serve the current job seeker and employer customer needs, and ultimately support the local community, the following Performance Improvement Plan is being proposed.

As of January 2021, FY 20 Adult funds are currently 90.13% obligated and FY 20 Dislocated funds are currently 85.02% obligated.

Step 1: Improvement Plan

These items are the strategies/goals of the OMJ Operator/Career Services Provider to improve performance. (Strategies should include bold/ambitious targets and approaches); Additional strategies can be added.

1.	Increase dual enrollments
2.	Connect Universal visitors to Basic and Individualized Career Services
3.	Direct more people to the OMJ Center services
4.	Increase expenditure limits

Step 2: Goals and Actions

These items are the action steps of the OMJ Operator/Career Services Provider that will help accomplish the strategies/goals listed in Step 1. Additional action steps can be added.

1.	<ul style="list-style-type: none"> • OMJ BCW will explore the ODJFS request to deliver the RESEA program. The RESEA program will require a certain number of UI recipients to receive individualized career services. Administering this program will likely increase dual enrollments with WIOA. OMJ Operator/Career Services Provider will support the RESEA program by offering RESEA customers Individualized Career Services. <p><i>The RESEA program was put on hold by ODJFS.</i></p>
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	<ul style="list-style-type: none"> • OMJ BCW will increase connectivity with all Partners by assigning a WIOA Career Advisor as an ambassador to each partner. The Career Advisor will participate in graduations, classes and other activities with the partners. An established time will be set with each partner so the Career Advisor can directly speak with partner participants about WIOA services and send the message that their “journey doesn’t end here”. Partner connectivity will be revisited during regular partner meetings. <i>Each partner has a relationship with a WIOA career advisor so that referral and warm hand off may be made.</i> • OMJ Operator will work with ODJFS management to develop an engaging script that Employment Professionals can use when contacting Unemployment Insurance benefit recipients. This “hook” will help more people connect to WIOA services. <i>Operator and ODJFS have worked together to improve communication with job seekers receiving unemployment and those participating in virtual workshops, so participants are aware of OMJ opportunities available to them – including funding for training and education.</i>
2.	<ul style="list-style-type: none"> • OMJ BCW management staff will apply the Goal4 It! principles learned through CCMEP training when supervising WIOA Career Advisors. (Goal4 It! is a science-informed approach to achieving economic independence by activating motivation and commitment to change.) WIOA Career Advisors will work with Universal Customers to engage them in Individualized Career Services. <i>WIOA Career Advisors have been trained in the Goal4 It! approach to help customers set and achieve career goals. Supervisors are also using this method to coach staff to support increased job seeker engagement.</i> • OMJ BCW will work with Board staff and ODJFS to document career services within the current systems so service provision can be accurately reported. <i>OMJ BCW management has been working with David Felty, OWD Data Conversion & Ad-Hoc Reporting Team Lead who has been helping to correct the reports that are provided by the state system.</i>
3.	<ul style="list-style-type: none"> • OMJ BCW will consult with the ODJFS marketing firm in order to customize the ODJFS outreach materials, develop a “no cost” social media campaign, and optimize the ODJFS approved assets. <i>OMJ BCW has worked with ODJFS and received customized outreach materials for use on social media, Midpoint Library Drive Through Job Fair, Employer Tool Kits, Community Action Agency rental assistance, and print materials.</i> <i>In addition, Operator has worked with Board contracted Dimalanta Design Group on a daily basis for outreach. Recent success includes over 200 requests for workshop training as well as promotion for the Virtual Career Fair on March 9.</i>

	<ul style="list-style-type: none"> Operator will continue to work on the Middletown City “Upskilling Project” along with the Middletown Chamber of Commerce, Middletown City Schools, and Community Behavioral Institute. Meetings occur as scheduled by the Chamber. Operator will have the role of connecting new parties into the Area 12 Workforce Development system. <i>Operator has continued to work with Middletown City stakeholders to help citizens link to upskilling and careers. The Sonny Hill Community center continues to assess and refer any individuals interested in training and education. Many of the individuals seeking help are struggling to meet their basic needs and require crisis intervention and supportive services in order to prepare for WIOA education or training.</i> Warren County OMJ staff will continue to work on the “GTEP – Growth Together Employment Program” along with the United Way with a goal of reaching people who are seeking community resources and directing them to OMJ services. <i>Warren County OMJ has established a relationship with Warren County Community Services/United Way to create a referral process for individuals receiving their assistance. WCCS caseworkers will identify participants who may benefit from career services at the OMJ and give their contact information to WIOA staff. Staff will then contact them and present all career services available to them. In addition to direct referrals, we have sent flyers to be posted at their offices to increase awareness of OMJ services.</i>
4.	<ul style="list-style-type: none"> OMJ BCW will work in conjunction with Board staff to update policies, so increased expenditures can be obligated toward direct services. Sample policies in need of update are: ITA policy, Supportive Service policy, Incumbent Worker policy <i>Updated ITA and Supportive Services policies continue to be a mission critical need from the WIBBCW. As more individuals are struggling to meet their basic needs, the supportive services policy needs updated. OMJ BCW also requests that the current \$15,000 limit for Individual Training Accounts be applied to both short-term and long-term programs. Funding the full amount of training and education programs keeps potential students from walking away from the program unable to fully fund their courses and helps customers refrain from student loan debt. Attached are the policy changes originally requested April 2020.</i>

Step 3: Resources: Listed below are resources available to help complete the Improvement activities.

1.	RESEA funding activation is needed so the positions can be planned.
2.	A work session with WIB Deputy Director, OMJ management representatives and OWD Workforce Analytics will be scheduled. Once consensus is achieved, changes within the CFIS registration will be made so all participants receiving services at the OMJ are accounted for.
3.	Briana Phillips of Singleton and Partners, ODJFS marketing consultant is available through ODJFS at no cost.
4.	A work session with WIB Deputy Director and OMJ Operator will be set and dedicated to policy revisions.

Step 4: Timeline (estimated) for accomplishment of goals/action steps

1.	<ul style="list-style-type: none"> RESEA plan will be submitted within 30 days of receiving the allocation and details from ODJFS. WIOA Career Advisors will formalize their meeting schedule with partners with 30 days. OMJ Operator will work with Matt Owens on developing the script effective November 2020 with implementation occurring January 2021.
2.	<ul style="list-style-type: none"> Goal4 It! initiatives will be implemented with WIOA staff November 2020. Workforce data entry work session will be scheduled within 30 days.
3.	<ul style="list-style-type: none"> Consulting sessions will occur prior to January 31, 2021 with implementation occurring within 30 days of session. Middletown Upskilling and GTEP- Growth Together Employment Program projects are underway.
4.	<ul style="list-style-type: none"> Local policy work session will occur within 30 days.

Step 5: Progress Update:
Updates provided above.

Submitted by (OMJ Operator):



Conclusion:

_____ Achieved required improvements as described above.

_____ Not achieved required improvements as described above.

Additional Comments: