

Workforce Development Board of Rockland County

# Local Plan

July 1, 2021 – June 30, 2025; rev. June 2023

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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].

5/4/2020

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

In September 2020 the board began meeting to assess the alignment of the demand occupations to the priority sectors and delegated a subcommittee to make recommendations. At the March 2020 board meeting a draft list was shared and the final list which has been emailed to the board will be approved at the June 10, 2021 meeting.

The recent revisions were shared with the board at the June 8, 2023 board meeting.

a. Provide an analysis of regional economic conditions, including:

i. Existing and emerging in-demand sectors and occupations; and

Rockland County's in-demand sectors include Advanced Manufacturing, Data Technology (IT) and Biomedical/Healthcare Industries and Hospitality and Tourism, Education, and the following sub clusters:

- Filming & Digital Media
- Renewable Energy
- Small-Scale/Place-Based Manufacturing
- "Manufacturing" (food-related manuf./processing/packaging/distribution)
- Construction
- Warehouse/Distribution/Transportation/Logistics
- Sports & Recreation

Some of the occupations associated with these industries which were recently added to the demand occupation list include:

Data Technology: Computer and Information Systems Managers, Credit Analysts, Financial Analysts, Information Security Analysts, Database Administrators and Information Technology Project Managers.

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BioMed/Healthcare: Mental Health & Substance Abuse Social Workers, Community Health Workers, Physician Assistants, Respiratory Therapists, Medical and Clinical Laboratory Technologists, Medical and Clinical Laboratory Technicians, Cardiovascular Technologies & Technicians, Radiologic Technologists, Magnetic Resonance Imaging Technologists, Pharmacy Technicians, Respiratory Therapy Technicians, Surgical Technologists and Pharmacy Aides.

Advanced Manufacturing: Mechanical Engineering Technicians and Mechanical Engineering Technologist.

Hospitality and Tourism: Food Service Manager, First-Line Supervisors of Food Preparation and Serving Workers, First-Line Supervisors of Housekeeping and Janitorial Workers and Front Line Supervisor of Retail Sales Workers.

Education: Teaching Assistants, Preschool, Elementary, Middle, and Secondary School, Special Education.

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

A qualified workforce is needed by all of our industries. This spans entry level to highly specialized positions.

These employers need a qualified workforce across the entire spectrum, from entry level to management.

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.

The knowledge, skills and abilities are as diverse as the positions themselves. Everything from industry credentials, college graduates at all levels is needed.

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

i. Current labor force employment and unemployment numbers;

According to NYSDOL data, Rockland County's labor force has increased by about 2,700 people between April 2022 and April 2023. Approximately 2.1% or 3,400 people were unemployed (a decrease of 700 over the past twelve months) and 156,700 were employed at that time.

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

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In a mid to post COVID environment we see that some Rockland County businesses are continuing to grow and expand while others are trying to rebuild. The need for skilled employees is unchanged

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

According to the 2019 American Community Survey (1 year data) Rockland County's educated workforce continues to expand. 42.2% of the population has earned a Bachelor's degree or higher. 21.3% have earned a HS diploma or its equivalency, 17.1% have completed some college, 8.2% have earned an Associate's degree, 22.8% have a Bachelor's degree while 19.4% have a Graduate or professional degree.

Individuals with different abilities sometimes have more barriers to employment. According to US Census data 9.1% of the population or 29,522 people have a reported disability and 45,095 of which 2,316 are under 18 years of age and 12,257 are between 18 and 64 years of age.

- d. 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 strength of the workforce development activities in the area is that there is true partnership amongst stakeholders. We are a community of leaders leveraging our resources to support the economic vitality of the county through workforce development. The partners are all committed to working together to assist the job seekers and the employers.

We are well positioned to make a difference. With Rockland BOCES taking on the role of Career Center Operator (Rockland Works) and youth program provider we are poised to maximize the impact of our programs.

Always critical is the well-trained experienced staff that will continue working to align workforce and economic development activities.

The major weakness is bouncing back from the impacts of COVID-19 and responding to the changes in a timely fashion with the resources available. Going into the pandemic we were looking at a workforce shortage and the need to prepare individuals with significant barriers to employment for the available jobs. Now we will continue to help those with barriers to employment, and those impacted by the pandemic as well as prepare a pipeline of skilled workers for the new jobs created in our significant industries.

- ii. 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.

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Yes, the board is comprised of engaged representatives from priority business sectors, higher education, nonprofits labor, economic development, DOL, NYS ACCES VR, Literacy Solutions, and nonprofit organizations that serve those with barriers to employment and veterans. They are all well qualified to address the capacity in the area

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

Our mission and vision is to lead the workforce development system in supporting economic development by providing talent for business and skills for job seekers to be successful. We aim to build a world-class workforce enabling Rockland County's economic prosperity and global competitiveness.

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

With significant changes in the world of work and education we keep track of local, state, and federal policy, grant opportunities and tax incentives that support the growth of a skilled workforce.

The Workforce Development Board of Rockland County plays a critical role in supporting the Workforce system. We convene partners to address the changing economic trends and labor market needs and leverage resources to innovate programming and training opportunities. When a training program does not exist, workforce partners and industry sector leaders collaborate to design curricula which meets new skills demanded by the labor market.

Rockland Works also plays a critical role in creating new workforce programs. They research best practices and work with state and national partners to bring the best solutions that will lead to a competitive advantage for the county.

- ii. 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?

Partners agree to:

A.) Participate in a customer focused referral system that seamlessly accesses resources from involved partners to increase quality outcomes and opportunities for employment and training that are in line with the priority sectors for Rockland County (Biomedical, Information Technology, Advanced Manufacturing, and Hospitality).

B.) Communicate regarding the status of interagency referrals,

C.) Offer customers information on how to apply for a partner's services and/or arrange an appointment for the customer,

D.) Continually develop agreed-upon standards and protocols for making quality referrals between program partners,

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- E.) Identify a partner referral liaison for each System partner,
- F.) Provide ongoing training to all partner frontline staff in partner services and eligibility, and
- G.) Consistently strategize to improve referrals toward a standard of real-time referrals to all applicable local program partners

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

Performance accountability measures have been set for the Career Center Operator and the Youth Services provider. At all WDB meetings, the providers report on their performance and the board provides input for the enhancement of services to ensure economic growth and self-sufficiency.

### 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;

The core programs are: WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL); Adult Education and Literacy Act programs administered by the Department of Education (DoED); Wagner-Peyser Act employment services administered by DOL; and Rehabilitation Act Title I programs administered by DoED.

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

Rockland Community College and BOCES

- iii. Other workforce development programs, if applicable.

N/A

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

The local area will continue to work with the businesses and partners to provide continuous improvement.

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

The ability to attract, recruit, screen, and retain a qualified workforce is critical to the success of our employers. We actively engage businesses to identify their needs and then we provide direct and indirect linkages to resources. We also actively and continuously communicate these needs to job seekers, career changers and youth entering the workforce. Job seekers are matched with available jobs based on their skills, aptitude and interests.

- d. Describe the roles and resource contributions of the Career Center partners.

The partners include: Career and Technical Education (Perkins), Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, Senior Community Service Employment Program, Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance Programs, Unemployment Compensation Programs, and TANF.

They participate in a customer focused referral system that seamlessly accesses resources from involved partners to increase quality outcomes. Partners agree to communicate regarding the status of interagency referrals.

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They participate in a customer focused referral system that seamlessly accesses resources from involved partners to increase quality outcomes. Partners agree to communicate regarding the status of interagency referrals.

Offer customers information on how to apply for a partner's services and/or arrange an appointment for the customer.

Continually develop agreed-upon standards and protocols for making quality referrals between program partners.

Identify a partner referral liaison for each System partner.

Provide ongoing training to all partner frontline staff in partner services and eligibility.

Consistently strategize to improve referrals toward a standard of real-time referrals to all applicable local program partners.

## 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.

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We will help guide and support the development of career pathways by helping identify them as well as possible partners to engage in the process. For example, our higher education institutions are important partners who support and prioritize workforce training as well. They are creating career pathways for today's youth to become tomorrow's professionals in priority sectors. From degree and certificate programs to customized corporate training, they are often both a starting point and stepping stone as people progress from entry level employee to seasoned professional.

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

The board will improve access by working to ensure all partnerships are in place to maximize funding and opportunities for the customers.

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

Some credentials will be portable. There are skills that are common for all occupations. These include computer skills as well as others related to a career pathway.

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

They can be stackable depending on the credential that is being offered. The goal is to provide stackable credentials at all times.

## 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 board will expand access by working to ensure all partnerships are in place to maximize funding and opportunities for eligible individuals.

- 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.

To ensure access for all customers, including the most vulnerable populations, all partners have agreed to

A.) follow the priority of service set by the Rockland WDB for Veterans and their spouses;

B.) provide opportunities for virtual access to all enrollment and training opportunities when applicable;

C.) and follow all ADA compliance mandates

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Rockland Works, along with many of our partners, ramped up technological capabilities quickly to be responsive to the needs of the community in 2020. We now have the ability and expertise to provide services remotely using platforms such as zoom, google meets and Microsoft Teams. We have begun and will continue to conduct intake and assessment sessions, career counseling, workshops and other services virtually. This will allow the greatest flexibility and access to services for those we serve.

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

Currently, Rockland Works uses the Zoom platform to hold virtual meetings with customers. Additionally, all workshops have been moved to the Zoom virtual platform. Rockland Works is in the process of purchasing DocuSign, an electronic signature system that will allow for virtual intakes. Additionally, we have been meeting with DOL to use their Virtual Career Center platform.

- 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.

Services are provided by numerous organizations including but not limited to ACCES VR, Jawonio, Bridges, DSS, BOCES, Center for Safety and Change, etc.

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

Partnerships with DSS and supportive services funds, if available, will assist with transportation needs.

- 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.

Rockland Works staff has been trained by ACCES-VR in ADA compliance. We have also partnered with Bridges to provide specific services around benefits advisement and employment activities for individuals with a disability.

- 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.

All staff has been trained on priority of service.

- 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:

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

The current facility is ADA compliant and follows all non-discrimination requirements. The Center is currently located at Rockland BOCES in Nyack, NY.

- ii. Technology and materials for individuals with disabilities; and

Assistive technology has been provided to the Center and training for staff is provided by Visions, Inc.

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

Staff has been trained by ACCES-VR in ADA compliance.

- iv. 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.).

Their role is to comply with the regulations as stated above in partnership with Rockland BOCES.

## 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?

Partner activities involve directing training resources to prepare job seekers to apply for opportunities in demand occupations within Healthcare, Hospitality, Government, Education, Retail and Manufacturing sectors.

Long-term activities include developing pipeline programming to ensure the immediate and future needs of the three significant industries that are driving economic development in Rockland County: Advanced Manufacturing, Biomedical/Healthcare and Data Technology.

Additionally, our unique BRIDGES program is also available to provide training and consultation for large and small employers who seek to hire and retain individuals with disabilities, who are court-involved, and who are veterans.

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

N/A

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

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Rockland Works' Business Team is dedicated to serving the local businesses and providing them with skilled workers to meet their needs. The Business Coordinator hosts multiple job fairs each year, as well as manages a "hot jobs" board on our website

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

Rockland County's Workforce/Economic Development Collaborative is spearheaded by the Workforce Development Board of Rockland County, the Rockland Community Foundation and the Rockland County Division of Economic Development and Tourism because of a shared interest in workforce issues.

We are committed to supporting the economic mobility of Rockland's residents through strategic planning and innovative partnerships.

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

Workshops are offered on this topic and the Career Counselors discuss this option with customers.

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

In partnership with the NYS DOL Rapid Response team, the Center coordinates its efforts by assigning one staff member to work on rapid response activities.

## 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?

They are co located and work together to serve the customers.

- 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;

The Executive Director hosts regular meetings with higher education partners and with the relevant secondary and post-secondary education programs in the County to ensure program coordination.

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

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Review of curriculum, demand occupations and other relevant topics are discussed with relevant local organizations and partners.

- iii. A description of how the LWDB will avoid duplication of services.

Duplication of services is avoided by having staff trained on the services provided including the required partners and community organizations.

- 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.

Partnership with the NYS DOL will continue as part of WIOA. They are co located with the Rockland Works staff.

- 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.

In addition to the WIOA Partner MOU we also have the following contracts

- Rockland Works to Bridges
- Rockland Works to Impact Support Services
- Operator Agreement from the Workforce Development Board of Rockland County (WDBRC) to Rockland BOCES (RBOCES)
- Multiple Roles Agreement from WDBRC to RBOCES
- Fiscal Agent Agreement from WDBRC to Rockland Community College

## 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.

Utilizing the most recent ALICE (Asset Limited, Income Constrained, Employed) data released by United Way we plan to identify the zip codes of residents and their children who may benefit from learning about the services and supports available to them designed specifically to remove barriers to employment, provide supportive services, articulate opportunities, fund training and connect to employment opportunities and reach out to them. We want to:

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1. Collaborate with all of our partners to create career pathways which lead to entry level work within a priority sector and also provides strategies for moving up into work that offers a living wage in that sector as well.

2. Assess the availability and accessibility of supportive services which includes amongst others transportation, childcare and internet connectivity which will enable individuals to access services whether they are in person or virtual.

3. Identify when and how to develop and or provide priority sector specific ESL training in order to support the out-of-school youth and adults who are 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.

Through our partnership with agencies such as Literacy Connections we will meet regularly to provide updates, share best practices on serving the targeted population and coordinate joint events such as workshops, orientations or intake sessions.

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

Rockland Works will host regular meetings so partners have an opportunity to share upcoming events, strategies and obstacles in order to create opportunities of continuous improvement while serving Title II participants. Always a focus will be career pathways as they are a priority for the local area. Many stakeholders are regularly convening to define the naturally occurring career pathways within our priority sectors that not only provide customers a starting point but include strategies for moving along the pathway. Strategies may include suggestions for upskilling, certification or degree attainment and other professional development.

Building upon our customer focused referral system we will continually communicate the status of interagency referrals and discuss co-enrollments as appropriate.

- 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.

The Workforce Development Board of Rockland County will support the strategy identified in the State Plan by creating a Partner MOU with entities that carry out core programs and other workforce development programs, including those authorized under the Carl D. Perkins Career and Technical Education Act to facilitate referrals and support the alignment of services.

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## 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](#).

Stephanie Compasso, PhD Director, Rockland Works Career Center 131 N Midland Ave, Nyack, NY 10960 (O): 845-770-2900 ext. 3530 (C): 845-376-4282 (F): 845-348-3559 scompasso@rcbooces.org
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- 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

35
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- ii. Carry-over OSY

30
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- iii. New ISY

5
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- iv. Carry-over ISY

1
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- v. Work experiences

25
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\*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 (NYS DOL) [website](#) under the Local Planning section, identify the organization providing the Design Framework

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

Youth Counselors work with youth participants to construct an Individual Services Strategy that aligns with their short-term and long-term goals. This document is the foundation for all services that are provided. The ISS is updated as the goals are accomplished and/or changed.

Youth staff has been trained in ADA compliance. Through the partnerships with ACCES-VR and Bridges, staff is able to make appropriate referrals if necessary.

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

Youth staff participates in the annual NYATEP Youth Practitioner’s Conference, as well as other professional development opportunities, to network with other youth providers and share successful program elements.

- 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.

Rockland Community College

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

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We issue RFP to procure WIOA Title I activities in the local area.

- 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.

- PY 20: Adult Employment Rate 2nd Qtr After Exit: 66.3% (PY 21 67.3%)
- PY 20: Dislocated Worker Employment Rate 2nd Qtr After Exit: 60.4% (PY 21 61.4%)
- PY 20: Youth Employment Rate 2nd Qtr After Exit: 73% (PY 21 73.5%)
- PY 20: Adult Employment Rate 4th Qtr After Exit: 68% (PY 21 68.5%)
- PY 20: Dislocated Worker Employment 4th Qtr: 65.6% (PY 21 67.5%)
- PY 20: Youth Employment 4th Qtr: 63% (PY 21 63.5%)
- PY 20: Adult Median Earnings 2nd Qtr After Exit: \$5,300 (PY 21 \$5,400)
- PY 20: Dislocated Worker Median Earnings: \$6,500 (PY 21 \$6,600)
- PY 20: Youth Median Earnings 2nd Qtr After Exit: \$3,000 (PY 21 \$3,100)
- PY 20: Adult Credential Attainment 4th Qtr After Exit: 46% (PY 21 46.5%)
- PY 20: Dislocated Worker Credential Attainment: 34.8% (PY 21 35.8%)
- PY 20: Youth Credential Attainment: 63% (PY 21 63.5%)

- 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.

Yes

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## 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.

Training services will be provided both in-house through Rockland Works' workshops, and via the use of ITAs, OJTs, and Customized Training.

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

Contracts will be issued after a thorough assessment with a Career Counselor and the customer is given the choice of training programs and providers. The Contracts will be approved by the Career Center Director after ensuring that the training requested is for a occupations listed on the demand occupations list and that the funding is available.

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

The board requires that the Director of the Career Center train all Counselors on the process for issuing ITAs which includes giving the choice of training programs and providers using the NYS ETPL to guide the decision making process. The process is also reviewed by the WDB Executive Director to ensure compliance

## 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 plan will be emailed to the WDBRC as well as posted on both the Rocklandwork.org and Rocklandworks.org websites.

## 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:

**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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