



Letter from the Editor...

Welcome to the first edition of **THE PILOT PAGE**. We are now many months into this Pilot project and it has become quite apparent, through the site visits and general discussions with all of you, that we are beyond the basic training stage and now into the real heart and soul of this project – better, more efficient, and more complete customer service. The purpose of this bimonthly newsletter is to provide another forum to share best practices, discuss common issues, tout successes, advise of upcoming events and monitor activity. The bi-monthly site visits have been a fantastic source for communicating ***within*** the Pilot area but we wanted to provide a source for the Pilots to communicate with ***each other***. In this publication, each issue will feature one of the Pilot areas. We will ask that a representative from the featured area provide an article

on any topic of their choosing as well as share some success stories. This month's featured area is **Montgomery, Greene, Fayette, Clinton and Highland** area as they appear to have seen the most activity. The featured article was provided by Keith Hyde, Executive Director of Workforce Services. Next publication will feature **Adam, Brown, Pike and Scioto** area.

I have had the pleasure of attending most, but unfortunately not all, of the site visits. This has given me an opportunity to not only meet many of you but I have also witnessed, first hand, the level of compassion and knowledge of those fortunate enough to have been called upon to administer the Trade and WIA Programs. Needless to say, I am quite impressed. I am impressed

with the level of commitment and enthusiasm of those involved in this project. I am impressed with the common realization that we all share a mutual goal and stand to gain invaluable knowledge, resources and positive exposure by working together. Most importantly, however, I am moved by the experiences you all have shared and the success stories contained in this publication. Those who have found themselves to have fallen upon devastating times are beginning to realize the benefits of integrating our services and for this, you should all feel quite proud. I look forward to tomorrow and the continued success of this project. Now, sit back and enjoy the first edition of **THE PILOT PAGE**.

Julie

PILOT ACTIVITY

PILOT ACTIVITY	Area 1	Area 2	Area 3	Area 4	Area 5	
	Adams, Brown, Pike, Scioto	CUYAHOGA	Montgomery, Clinton, Fayette, Highland, Greene	Hancock, Wood, Wyandot	Sandusky, Ottawa, Erie, Huron, Seneca	Total
Submitted	26	0	69	8	18	121
Approved	26	0	64	7	18	115
Pending	0	0	0	1	0	1
Denied	0	0	5	0	0	5

*Statistics as of 3/31/06

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Upcoming Events

- March 20th & 22nd Trade moves to 4020 East 5th Avenue, Columbus, Ohio
- April 12- Montgomery, Greene, Fayette, Clinton, Highland County Site Visit
- April 21-Ottawas, Sandusky, Seneca, Huron County Site Visit
- April 26-Cuyahoga County Site Visit

Pilot Spotlight on The Five Star Job Centers of Southwest Ohio

Before the official start up of the Pilot Program in September 2005, the Five County area (Clinton, Fayette, Greene, Highland, and Montgomery) had been successfully working together with One-Stop ODJFS Partners to provide better, faster service for trade customers.

Using Rapid Response funds as front-end resources and as supplement to track resources, we have co-enrolled almost 100 WIA/TAA customers since 7/1/2004. Although exact outcome results are not final, the retention in training of co-enrollments is approximately 85 percent. In addition, many are now gainfully employed but not yet exited from SCOTI. They are kept on board as “active” to ensure post-placement support services from WIA Rapid Response funds are legally payable.

We are pleased to inform you that the improved assessment, case management, support services, and follow up has had a marked improvement in outcomes to date. “Word of mouth” now has trade-eligible customers coming into the five-county area where via the Pilot, decisions are made as promptly and close to the customer as possible.

WIA Case Managers and ODJFS CSRs are empowered to make good decisions and access resources to get customers back to work and paying taxes in the shortest time. Wages earned to date are exceeding performance measures.



WIA/Trade Assessment Record Goes Live

We are pleased to inform you that the WIA/Trade joint assessment record was deployed in SCOTI-WIA on December 17, 2005. In order to utilize the tool, users must have access to the WIA “side” of SCOTI. Once there, you’ll find it under the WIA menu, listed as “Trade Assessment.” As you know, this is not intended to be a Trade-specific assessment tool. We are seeking input from staff in the pilot areas as to what to call this tool within the WIA menu. We have two suggestions thus far: “Training Assessment” and “Career Assessment.” Please send your suggestions via e-mail to maybrk01@odjfs.state.oh.us.

The screens are an exact duplicate of the paper version, with seven screens that correspond to the categories on the form. The screens are not tied to WIA eligibility, so it is possible for users to begin capturing assessment information immediately following the entry of the first three basic intake screens. This functionality lends itself well to recording non-registered core services and Rapid Response services prior to entry into the WIA Dislocated Worker program, and the sharing of information between the WIA, Trade, and other One-Stop partner staff members who have access to these screens.

Keep in mind that these screens are simply receptacles of data related to a training assessment, and will not be used to extract reports, determine eligibility, or drive program performance.

For those of you who have not yet explored this, here are a few tidbits about the functions within the screens. Comment fields are updatable by the User to input notes, comments, etc. with a total of 4000 characters in each field. The Trade-specific data elements from the basic intake screens fill into the Assessment screen. Each of the six Trade training criteria are listed, with the User clicking the appropriate “yes” or “no” radio button. None of these yes/no questions are mandatory, as these screens can be used for purposes other than WIA/Trade integration. The bottom portion of each screen contains the list of services, some of which are followed by Yes/No radio buttons. These are linked to certain related Seeker Services and if present, the radio buttons and gray box will be updated. They are not updatable by Users.

All WIA/Trade staff in each of the pilot areas are encouraged to explore the use of automating the assessment process as much as possible to better facilitate the sharing of information. Further enhancements to these screens will be coming and Users will be informed as they become available. If you have questions about the functionality of the tool, feel free to contact the SCOTI Help Desk at 1-888-385-2588. Suggestions for future enhancements should be directed to Kathy Maybriar at maybrk01@odjfs.state.oh.us.



A Success Story...



The following represents a few examples from our featured area concerning the benefits of integration and team work!

Greene County: In October of 2005 Mr. Charles Furlow was laid off from MT Picture Display where he was a Chemical Mixer for six years. Mr. Furlow, a 46 year old veteran, sought reemployment services through the Green County One Stop. On March 8, 2006 he was locally approved for a 4 week Truck Driving Training through Clark State University TDTI to begin on March 23, 2006. This training is seemingly perfect for Mr. Furlow as he drove a transportation truck in the military and also has prior work experience driving a delivery truck. The training will provide Mr. Furlow with a Class A/B Commercial Driver's License with Hazmat and passenger endorsements. **Total contract cost:** \$3949.00. **Cost allocation:** VSTP (State Veteran's Fund) \$2,000; WIA Funds \$974.50; TAA funds \$974.50.

Additional supportive service: Vehicle Transmission repair – **Total estimated cost \$1800.** **Cost allocation:** Greene County Veteran Services \$1300; VSTP \$500.

Mr. Furlow is also receiving the 65% HCTC on his COBRA benefits.

Mr. Furlow expressed his sincere satisfaction and was particularly impressed with how quickly his needs were addressed and indicated **"all programs gave 150%."**

"Thanks to all for their care and concern in dealing with this customer. I'm glad we have VSTP, but am more proud of the relationships and teamwork it has fostered in the One Stops and with other partners such as the VSOs. The Vet staff could not do what they do without the support and involvement of their fellow State staff, partners and community resources. We at the State and programmatic level can only provide the tools, and understand that it is in the local One Stops where the rubber meets the road and customers are taken care of. Even though this particular gentleman was a veteran, I'm sure all of your customers are served in the same manner. This is a great example of your willingness to do whatever it takes to serve your customers. Great job!" **-John Savage, Veteran Services Unit Manager**

Montgomery County: Customer was laid off from MT Picture Display in October of 2005 where she worked for 7 years as a Chemical Mixer and Mill Process Controller. This 52 year old customer with a medical background, was interested in a two year Biotechnology training through Sinclair Community College which would enable her to become a medical lab technician. LMI data revealed the growth potential for this particular occupation was stable in the Montgomery County area but increasing in surrounding areas. The Pilot review team raised some concerns with respect to the LMI data and the fact that the field of choice was not "increasing" in occupational demand. Further, the Pilot review team raised some concerns with respect to the required computer literacy level upon completion of the program. Through creative discussion and problem solving the group approved the training when the customer signed a statement indicating she is willing to travel outside the Montgomery County area to seek employment and agreed to take core computer classes. The customer began training on 1/3/06.

Total contract cost: \$7,055.30. WIA funds used to fund first quarter (\$1006.00) and Trade funds will be used for the remainder of the training.

Reminders !

*Effective 1/1/2006 the transportation rate increased to \$.44.5 per mile

*Please remember to forward DENIED Contracts to Trade Central office so a formal determination can be issued to the Customer.



Practice Tip:

Some Pilots are using a file flow sheet which is attached to the file and documents each step of the assessment process. Staff members check off each stage of the process as it is completed. This allows for a clear, concise record of action taken on each file.