



**SOUTHWEST  
CONNECTICUT  
LOCAL WORKFORCE  
DEVELOPMENT PLAN**

**2018 PLAN UPDATE**

**The WorkPlace**  
**2016 - 2020 WIOA Local Plan**  
**Plan Modification Elements**

In addition to updating plans to reflect changes in labor market and economic conditions, 20 CFR 679.580 requires Workforce Boards to address other factors affecting the implementation of the local plan, including the following.

1. Significant changes in local economic conditions (See Plan Page 10);

The Southwest workforce region did not experience significant changes in local economic conditions. However, there are a few noteworthy elements to the regional economy.

- The region's labor force experienced modest growth between 2015 and 2016 (+1,182). Two communities, Bridgeport (-326) and Derby (-10) saw declines in their labor force.
- From 2014 to 2016 average annual employment in the Southwest region increased 3,966, with the largest growth in the Information and Accommodations and Food Services industries.
- The three industries with the largest employment in the region include Health Care and Social Assistance, Retail and Government.
- Accommodations and Food Services moved past Manufacturing to become the industry with the 5<sup>th</sup> most employees in the Southwest region.

Industry	2016 Annual Avg. Employ.
Health care and social assistance	52,835
Retail trade	39,771
Total Government	37,570
Finance and insurance	32,446
Accommodation and food services	27,216
Manufacturing	25,887
Professional and technical services	25,232
Administrative and waste management	21,571
Other services, except public administration	16,073
Information	11,856
Wholesale trade	11,824
Management of companies and enterprises	10,871
Construction	10,557
Educational services	10,304
Arts, entertainment, and recreation	9,415

Industry	2014 Annual Avg. Employment	2016 Annual Avg. Employment	Change In Employment
Health care and social assistance	52,146	52,835	689
Retail trade	39,691	39,771	80
Government	37,881	37,570	(311)
Finance and insurance	32,359	32,446	87
Accommodation and food services	<b>26,292</b>	<b>27,216</b>	924
Manufacturing	<b>26,857</b>	<b>25,887</b>	(970)
Professional and technical services	25,294	25,232	(62)
Administrative and waste management	21,220	21,571	351
Other services, except public administration	15,312	16,073	761
Information	10,825	<b>11,856</b>	1031
Wholesale trade	11,907	11,824	(83)
Management of companies and enterprises	10,979	10,871	(108)

Construction	10,243	10,557	314
Educational services	9,904	10,304	400
Arts, entertainment, and recreation	8,961	9,415	454

One item we continue to watch is employment growth within industries which historically have lower wages. In 2016, four of the top five industries, measured by employment, ranked in the bottom half for annual average wage.

Industry	Size of Industry (employed)	2014 Annual Avg. Wage	2016 Annual Avg. Wage	Change In Wage
Finance and insurance	4	\$268,328	\$270,381	\$2,053
Management of companies and enterprises	12	\$234,177	\$249,951	\$15,774
Wholesale trade	11	\$114,421	\$128,315	\$13,894
Professional and technical services	7	\$116,066	\$117,293	\$1,227
Information	10	\$103,205	\$114,212	\$11,007
Manufacturing	6	\$95,726	\$93,334	(\$2,392)
Construction	13	\$61,686	\$66,090	\$4,404
Government	3	\$62,154	\$65,389	\$3,234
Health care and social assistance	1	\$52,564	\$55,022	\$2,458
Educational services	14	\$51,346	\$53,481	\$2,135
Administrative and waste management	8	\$51,566	\$52,271	\$705
Retail trade	2	\$41,250	\$41,594	\$344
Other services, except public administration	9	\$35,013	\$35,497	\$484
Arts, entertainment, and recreation	15	\$33,303	\$35,242	\$1,939
Accommodation and food services	5	\$23,335	\$25,067	\$1,732

2. Changes in the financing available to support WIOA title I and partner-provided WIOA services (See Plan Page 33);  
The changes in available financing were minimal to support WIOA Title I. Through the IFA's, the Southwest goal remained the same; to build an integrated model that served our customers' needs. Through our partnerships we now have more services for customers available in our AJC's.
3. Changes to the Local WDB structure (See Plan Page 4);  
There have been no changes to the structure of the local Workforce Development Board.
4. The need to revise strategies to meet local performance goals (See Plan Page 29);  
Our system is designed to progressively move customers into successful outcomes. With the addition of measurable skill gains, we are better accounting for the progression to successful outcomes. We are not revising any strategies, but are accounting for the performance in real time rather than solely upon exit.
5. The current status of MOUs and IFAs and development plans for post June 30, 2018 (See Plan Page 35);  
In accordance with The Office of Workforce Competitiveness (OWC) IFA and MOU guidance, GP 17-02 the Southwest convened its partners to execute MOU's and IFA's. All required MOUS and IFA were executed by the December 31<sup>st</sup>, 2017 deadline. We are currently in discussions with our partners for the post June 30<sup>th</sup> deadline.

6. A brief description of the one-stop certification process, and identification of certified one-stops. Identify recommendations to be implemented or pursued going forward based on the certification review (See Plan Page 40);

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Section 121(f), Connecticut Department of Labor's General Policy 17-01 and The WorkPlace's local One-Stop Certification Policy, The WorkPlace conducted an evaluation of the Southwest American Job Centers (SW AJC) as part of the one-stop certification process. Per WIOA, each local area must have at least one physical comprehensive one-stop center. Furthermore, the one-stop center must be certified in order to be eligible to receive infrastructure funding. WIOA partners were asked to contribute to the effort by serving on the one-stop certification team. The certification team was charged with conducting independent and objective evaluations of one-stop sites and providing feedback to The WorkPlace.

The certification team first convened on October 18th to evaluate the comprehensive site in Bridgeport. Following an overview of the certification process, the certification team was introduced to the evaluation tool and given an opportunity to ask questions regarding the overall certification process. The team was then taken on an interactive tour of the Bridgeport AJC, during which they viewed the physical space, met frontline staff and reviewed documents and materials on display and/or distributed to customers. At the end of the tour, the certification team reconvened for another Q&A session before being given an opportunity to independently complete the evaluation of the site. There were 7 certification criteria:

1. Functional and Programmatic Integration
2. Performance and Accountability
3. Service Provision including Services, Universal Access, and Outreach to Population with Barriers
4. Customer Satisfaction
5. Staff Competence and Staff Training Participation
6. Partnerships
7. Employer Engagement

The certification team met again on October 25<sup>th</sup> in Stamford and on October 31<sup>st</sup> in Derby and Ansonia for the evaluations of the affiliate sites. Overall, all sites received favorable feedback from the certification team. The evaluations and scores from the certification team were then compared to the self-evaluation completed by the SW AJC operator, Career Resources, Inc.

Per CTDOL GP17-01, for the purposes of initial certification, one comprehensive site in each of Connecticut's five workforce development areas must be certified. The WorkPlace submitted documentation to the Office of Workforce Competitiveness for the certification of the comprehensive site in Bridgeport. Certification for the affiliate sites is underway.

Through this certification process, The WorkPlace has initiated an ongoing dialogue with the mandated partners regarding the needs of jobseekers in the Southwestern Connecticut service delivery area and how best, as a system, to enhance the services provided in the SW AJC. Most notably, The WorkPlace is coordinating with the Bureau of Education and Services for the Blind to ensure that each affiliate site offers the same level of adaptive technology that exists in Bridgeport to better serve customers with disabilities. Furthermore, The WorkPlace is actively working with the State Department of Education to increase the breadth of workshops available to customers by aligning resources and broadening the availability of the workshops.

Going forward The WorkPlace is also working with the partners to coordinate staff cross-training. The objective of this cross-training is to increase the programmatic awareness of all frontline staff in the SW AJCs and partner organizations so that these individuals are better equipped to make referrals to one another. The WorkPlace believes that this initiative will help streamline one-stop system services as well as broaden

outreach to populations with barriers. All of these efforts directly speak to the idea of continuous improvement articulated in WIOA.

7. Identify current career pathways and career pathways strategies supported by the local Board and future planning activities to be pursued (See Plan Page 43);

In the Southwest we have always had strong career pathways for our customers. We have operated healthcare, retail, manufacturing and construction pathways. Our future pathways will address educational advancements for our academically low-performing at-risk students and out-of-school youth.

8. Provide a current matrix of WDB members (See Plan Page 5 and Appendices Page 14)

See Attachment C

## Board of Directors of The WorkPlace

<b>Alvarado, Frank</b> Senior Area Manager, Veteran Affairs Officer, U.S. Small Business Administration, Bridgeport	<b>Grant, Herbert A.</b> President/CEO, DMG & Associates, Norwalk	<b>Morgan, David</b> President & CEO, TEAM, Inc., Derby
<b>Bailey, Leon (Chair)</b> HR Consultant, Community Foundation for Greater New Haven, New Haven	<b>Hoekenga, Craig</b> Chief Executive Officer, Microboard Processing, Seymour	<b>Napolitano, Marc</b> Executive Director, UBS Investment Bank, Stamford
<b>Bentley, Larry</b> Consultant, Westport	<b>Holcomb, Doug</b> Chief Executive Officer, Greater Bridgeport Transit, Bridgeport	<b>Oddo, Jim</b> VP, Talent Acquisition & Development, Frontier Communications, Stamford
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<b>Broadie, Paul</b> President, Housatonic Community College, Bridgeport	<b>Iannucci, Richard</b> Commander, Port 5 Naval Veterans, Bridgeport	<b>Peralta, Ramon</b> Founder & Creative Director, Peralta Design, LLC, Shelton
<b>Burgard, Mary</b> Vocational Rehabilitation Supervisor, Department of Rehabilitative Services, Windsor	<b>Johnson, Aresta</b> Superintendent, Bridgeport Public Schools, Bridgeport	<b>Rafael, Cindy</b> Vocational Rehabilitation District Director, Department of Rehabilitation Services, Western Region
<b>Condlin, John P.</b> President, Stamford Chamber of Commerce, Stamford	<b>LaBella, Michael</b> Regional Vice President, TD Bank, Westport	<b>Robinson, Danielle</b> Director of Alcohol Policy & Reputation Management, Diageo
<b>Falcon, Clodomiro</b> President & CEO, La Guia Hispana, Stratford	<b>Levinson, David</b> President, Norwalk Community College, Norwalk	<b>Samper-Horak, Catalina</b> Executive Director, Neighbors Link, Stamford
<b>Feldman, Garry</b> President & Co-Founder, U.S. Computer Connections LLC, Stamford	<b>Loeser, John</b> Program Director, IBM, Weston	<b>Sheahan, Margaret</b> Law Officer, Mitchell & Sheahan, P.C., Stratford
<b>Fuda, Victor</b> Director, State of Connecticut, Department of Labor – Bridgeport & Stamford, Bridgeport	<b>Lohr, Jim</b> Deputy Director, Carpenters Labor Management Program, Fairfield	<b>Silverstone, Bruce</b> VP for Corporate Affairs, Aquarion, Bridgeport
<b>Giegengack, Teresa</b> Assistant Director, Client Services, Fairfield Senior Center, Fairfield	<b>Mancini, Sabrina</b> Education Consultant, CT ST Dept of Ed - Bureau of Health/Nutrition, Family Services & Adult Education, Middletown	<b>Sportini, Thomas J.</b> Training Director, IBEW Local 488 JATC, Monroe
<b>Gill, Fred</b> Sourcing/Recruitment Manager, Metro-North	<b>Marasco, Reina</b> Director, Valley Regional Adult Education, Shelton	<b>Watson, Debra</b> Vice President and Fair Lending Officer, People's United Bank, Bridgeport
<b>Gold, Lindy Lee</b> Senior Regional Manager, State of Connecticut DECD, Hartford	<b>McSpedon, Matthew</b> Senior Vice President, New England Middle Market Banking, JP Morgan Chase, Shelton	<b>Wilkinson, Thomas A.</b> Executive Vice President, Local 371 United Food & Commercial Workers International Union, Westport
<b>Grabinski, Joseph</b> Chief Union Environment Health & Safety Steward, Sikorsky Aircraft, Stratford		