

**Ohio Board of Regents
University System of Ohio**

Adult Workforce Education

**Summary for the Scope of Full Service Center Operations
(FY 2010)**

The Full Service Centers represent Ohio's premier providers of adult career-technical education and customized training. Committed to partnering with business and industry to meet the ever-changing workforce needs, they are equally dedicated to ensuring that residents in Ohio have the skills needed for gainful employment and improved quality of life. Programming and services focus on the academic and technical skills necessary to be successful in lifelong learning and work.

Mission

Adult workforce education builds the academic and technical and employability skills of the emerging and incumbent workforce through full and part-time training opportunities complimented by a full range of supportive services to remove barriers that prevent program completion and job placement. For employers, adult workforce seeks to improve performance through customized and specific services and training. It is the goal of adult workforce centers to contribute to the economy of local communities.

Rationale

The purpose of the full-service center is to provide employers, regardless of their location in Ohio, a cost efficient, educationally sound way to train and upgrade the skills of their personnel. Criteria for full-service designation were initially developed in the mid-1980's by adult workforce leadership and, although modified overtime, they held true to the needs of employers. These criteria provide consistency to the operation of adult workforce education centers across the state.

Each site designated as a full-service center offers a common core of services. The core of services includes both training and student support services. Training services include supplemental, full time/development, and customized training for business and industry, agencies and other organizations. Student services include adult basic and literacy education (ABLE), General Education Development (GED), career counseling, assessment, displaced worker support, placement, financial aid assistance and access to child care.

The concept of the full-service adult workforce education center is based on the following philosophical beliefs:

Adult Workforce Education

- Is a locally based, integral part of public education.
- Responds quickly and effectively to business, industrial and community training needs.
- Trains, retrains and/or provides upgrading of skills for the unemployed, underemployed or employed adult. These adults may include individuals who have completed or discontinued their formal education and want preparation to enter the labor market as well as those who want to learn new skills to remain employable. Individuals who are most likely to benefit from adult workforce education programs are competent in the basic skills.
- Provides programs designed to enhance the quality of work/family life. Referrals to accessible child care services are essential for individuals who need and qualify for such services.

- Provides job readiness and employability skills allied to a specific occupation.
- Provides programs for special populations such as disadvantaged, handicapped, limited English speaking persons, older workers, displaced homemakers, single parents, criminal offenders and those persons entering non-traditional occupations.
- Includes student support services including ABLE/GED, career counseling, assessment, job placement, financial aid assistance, employability/job readiness instruction and pre- and post-employment programs.
- Seeks to meet the training needs of the existing business and industrial community while also establishing programs to fulfill the training needs of new and expanding business and industry.
- Is easily accessed by individuals as well as the business and industry community and are available at a reasonable cost.
- Includes financial resources for the operation of adult workforce education programs. These funds are obtained from a combination of federal, state and local moneys in conjunction with student tuition and business/industry fees.
- Is accountable and responsible for effective, results oriented, labor market driven adult programming at the local, regional and state levels with coordination and leadership from staff within the University System of Ohio, Office of Adult Workforce Education.
- Complements secondary career-technical education program offerings and articulates programs with postsecondary educational partners.

Expectations

1. Serve as a full partner and maintain compliance with federal initiatives as required in the Workforce Investment Act and the Perkins IV Act of 2006.
2. Serve as a full Board of Regents partner in the implementation of state initiatives.
3. Fulfill the goals and strategies of the Ohio Board of Regents in the Strategic Plan for the University System of Ohio.
4. Maintain strong linkages to the local Board of Education, the administration and the secondary programs of the career-technical planning district.
5. Attains and maintains institutional accreditation status through AdvancED NCA/CASI for postsecondary schools.
6. Provide comprehensive workforce education programs and services that support local and regional labor markets.

ADULT CENTER CRITERIA

OPERATIONS

- Provide training and services to adults and employers 12 months per year.
- Provide all programs and services at convenient times for adults/employers and all support services when students are attending.

ADMINISTRATION/LEADERSHIP

Employ full time adult workforce administration and staff to:

- Engage local and regional employers to impact economic development in the community through general and programmatic advisory committees and active participation in agency and employer collaborations.

- Analyze and monitor local, regional and state labor markets and workforce trends to establish appropriate programs and services.
- Monitor, track and report federal, state and local accountability measures to continuously improve adult workforce programs and services.
- Provide for highly qualified certified and classified staff by focusing on ongoing continuous improvement through feedback, professional development and active participation in association and state sponsored meetings and conferences.
- Promote and market programs and services.

TRAINING SERVICES CRITERIA

Career Development/Full Time Programs

Innovate, develop and maintain a minimum of **5** career development (full time)/job training programs **in a minimum of 3 career fields**. Each program must fulfill the following criteria:

- Are eligible for Title IV funds (Pell Grants).
- Directly relate to and are justified by local and regional labor market and employer need and are based on national/state technical skill standards.
- Are targeted toward high-skill, high-wage, high-demand occupations.
- Have accredited programs (by a third party accrediting body) or are pending program accreditations where applicable.
- Incorporate state approved industry credentials/licenses into the curriculum.
- Are validated and approved for the statewide transfer of credit through the Career-Technical Credit Transfer initiative (CT2).

OR

- Provide for articulation or a transfer of credit to the next level of education (i.e. bilateral articulation agreements to a college or university or to a higher level credential).
- Are approved and in compliance with program regulatory agencies and boards (i.e. Board of Regents, Public Safety, Board of Nursing, Cosmetology, etc.).

Career Enhancement/Part Time Training

- Directly relate to and are justified by local and regional labor market and/or employer need.
- Offer innovative programming to meet short term current and emerging workforce trends.
- Provide employability skills training and services.
- Can be sustained by tuition, registration, contracts and/or local funds.

STUDENT SUPPORT SERVICES CRITERIA

ABLE/GED

- Provide ABLE and GED services and programs either on-site or in close geographic proximity. If not the ABLE grantee, an MOU with an ABLE grantee must be in place for the services.

GUIDANCE AND CAREER COUNSELING

- Provide guidance services with a licensed or certified guidance counselor (licensed professional counselor, licensed social worker or Ohio Department of Education licensed or certificated guidance counselor).
- Assist individuals with individualized career planning and individualized education plan.

FINANCIAL AID

- Provide grants, loans and/or scholarships to eligible students through financial aid services.

JOB SKILLS

- Provide job placement assistance.
- Provide job seeking skills instruction.
- Provide job readiness training.
- Provide coaching and mentoring.
- Provide work-based learning experiences.
- Provide pre-employment and training.

ASSESSMENT SERVICES

Maintain an active and comprehensive assessment center that includes:

- An assessment evaluator with expertise in offering, deploying and interpreting a variety of education and workforce assessments, including ACT/WorkKeys assessments.
- Appropriate assessment security, facilities and a secure environment for assessing students.
- Capacity to offer a variety of workforce assessments that includes the capacity for securing immediate feedback and results and linking the assessments to current and future employees/jobs.

ANCILLARY STUDENT SERVICES

- Provide referrals to child care and transportation.

BUSINESS SERVICES

Consultant Services

- Provide a minimum of two different customized training and service specialists to meet the needs of local, regional employers. Customized training specialists include those engaged in business, human resources, industrial training, health, transitional services, agricultural/small business or public safety services.
- Provide job profiling, assessments and follow up training to fill gaps.
- Develop customized training plans, internships, cooperative education and clinical training sites.
- Conduct needs analysis and provide additional training programs and services, e.g. strategic planning, continuous improvement, pre-employment and training, curriculum development, technology skills upgrade, OSHA compliance, job advancement strategies, etc.

SUPPORT

GENERAL DISTRICT SUPPORT

In order to support the adult workforce education center, the career-technical planning district or comprehensive school district must provide a resolution signed by the Superintendent, Treasurer and Board of Education President that fully supports the intent and operation of the Full Service Center.

In addition, the adult center operation must receive financial support from the general fund in a minimum amount of \$50,000 each year of operation.

Quality Enhancement Grant

Designated Full Service Centers will receive a Quality Enhancement Grant each fiscal year. The amount is based upon the availability of funds and is to be used for business and industry partnerships, professional development, marketing and promotion and innovative program design. These grants will be part of the fiscal year guarantee.

Newly designated Full Service Centers will receive the grant the fiscal year following their approval/designation.

APPROVAL

PRELIMINARY APPROVAL

Preliminary Approval will be granted upon completion of a business plan and an on-site peer review team visit. The center will then be on probationary status for a period of three years, whereupon, the center will receive a status audit and review of records submitted through the AWE Data Reporting System.

Designation

The designation as Full Service Center will be granted to centers meeting the current criteria. Those centers designated prior to July 1, 2007 will be “grandfathered” and will be reviewed every five years according to the same or updated criteria.

New centers will need to apply using an approved method determined by the Board of Regents, Adult Workforce Education staff.

Centers that fail to meet criteria for three consecutive years will not retain the designation. All attempts will be made from state staff to support the center to upgrade or rebuild in order to maintain the designation.

Conditional Status

Upon any change of administration for adult workforce education including new or a change of administrator, the designation for Full Service will change to conditional approval for a period of three years whereupon the designation may be resumed by all or a combination of self, desk, phone and on-site peer reviews.