

**PERFORMANCE VOLUMES and DEMOGRAPHICS**

**WIOA Enrollments: 347**

	PY19	347		PY18	449
<b>Disabled:</b>	18	5%		19	4%
<b>Offender:</b>	77	22%		99	22%
<b>Veteran:</b>	22	6%		30	7%
<b>Female:</b>	133	38%		196	44%
<b>Male:</b>	213	61%		251	56%
<b>Black:</b>	178	51%		218	49%
<b>White:</b>	144	41%		202	45%
<b>Other:</b>	32	9%		29	6%

**WIOA Employments: 304**

Median wages increased over last program year by the following: All Employments: \$0.12, Training Related: No Change and Non-Training Related: \$1.25

All reported jobs are full-time (30 hours or more per week).

- Maximum Wage: \$120.10
- Minimum Wage: \$9.40

**Average Wages:**

- All Employments: \$22.05
- Training Related: \$23.65
- Non-Training Related: \$15.11

**Median Wages:**

- All Employments: \$17.00
- Training Related: \$20.00
- Non-Training Related: \$14.75

**Front Door Activity**

Visitors to the Center self-register and check-in by utilizing 1 of 2 computer stationed at the entrance to the resource room.

However, due to Covid-19, social distancing restrictions, we have closed the resource room to help keep the spread of the virus as low as we're able. We have placed the job postings and other pertinent information, flyers and handouts in the entrance lobby so that the community is able to get job and other information without entering the building.

**Total Visits: 9,324**

- Attended Hiring Event: 286
- Attended Job Search Workshop: 572
- Info on Supportive Services: 1,199
- Unemployment: 1,293
- Resource Room Services: 6,087

**Total Clients: 3,265**

- New Clients: 947
- Returning Clients: 2,318
- Female: 2,174
- Male: 1,055
- Veteran: 132
- Listed a Disability: 127
- 55 Years & Older: 682
- High School Diploma/GED: 933
- Did not complete High School: 264
- Unemployed: 377
- OWF/TANF Recipient: 96

**Training Enrollments: 338**

	PY19	338		PY18	398
<b>ITA</b>	264	78%		291	73%
<b>OJT</b>	74	22%		107	27%

- ITA: \$1,039,255.54
- OJT: \$353,285.60
- Supportive Service: \$19,674.95

We focus on Training Programs that Lead to High-Demand Jobs:

ITA by Program Industry	Total
Admin/Supervisory	72
Construction	5
Healthcare	55
IT	42
Logistics	84
Manufacturing	3
Technical	3
ITA Total	264

**Efficiencies**

COVID-19 and Audit related challenges have reduced efficiencies. They will continue to be challenges along with MOU funding, and the broader economy in 2021. We are adding WIOA staff now and expect to serve relatively fewer people more intensively in in the coming months.

**STATE PERFORMANCE MEASURES and IMPROVEMENTS**

Most Recent State Performance Report		Hamilton		Cuyahoga		Franklin		State
Adult	Employment 2nd Quarter after Exit	77.4%	Meets	84.3%	Exceeds	88.7%	Meets	83.7%
	Employment 4th Quarter after Exit	82.8%	Meets	87.0%	Exceeds	69.1%	Exceeds	83.0%
	Median Earnings 2nd Quarter after Exit	\$ 7,291	Exceeds	\$6,240	Exceeds	\$ 6,289	Exceeds	\$ 6,500
	Credential Attainment	75.1%	Exceeds	74.7%	Exceeds	50.0%	Exceeds	75.9%
Dislocated Worker	Employment 2nd Quarter after Exit	82.5%	Meets	79.4%	Meets	83.5%	Meets	84.3%
	Employment 4th Quarter after Exit	88.5%	Exceeds	90.0%	Exceeds	80.4%	Meets	86.6%
	Median Earnings 2nd Quarter after Exit	\$ 9,880	Exceeds	\$7,717	Exceeds	\$ 9,106	Exceeds	\$ 8,400
	Credential Attainment	90.0%	Exceeds	80.7%	Exceeds	59.1%	Meets	81.1%

We do not have the 4th quarter or the Final PY19 report. In the third quarter of PY19 OhioMeansJobs center scores include five "Exceeds" and three "meet's". Area 13 has improved it's credential attainment scores. We've focused on the employments for the 2nd and 4th qts after exit. and the final report should show improvement. We don't expect to receive the report until this fall.

**Staff Training**

OhioMeansJobs Center staff attended mandatory training sessions the last Friday of each month. We hosted various community and core partners that presented information regarding their programs to our staff as well as our partners residing in the building. Our State partners required their staff to attend the trainings as well.

They also presented their various programs in sessions. A few the topics and presenters follow:

- Working Together: Deaf and Hearing People – Presenter: Elizabeth Whelpdale, Community Services for the Deaf Program Manager
- University of Cincinnati Higher Education Mentoring Initiative (HEMI): Presented by Keith Schomaker, M.A., HEMI Program Specialist and Denise Hewitt, HEMI Community Engagement Specialist
- Professional Use of Social Media – Presented by Michael Vaughn Cincinnati State EOS

An online training curriculum has been developed, enabling staff to work at their own pace and from any location. The online curriculum is a valuable resource with the Covid-19 shutdowns and social distancing. To meet mandated requirements many staff are working from home.

A few of the topics:

- At Your Service: Welcoming Customers with Disabilities
- Teamwork and Professionalism
- OWCMS Systems Training
- Case Notes Guidelines in OWCMS

**Efficiencies**

Direct service spending was 58% of all operator expenses, maximizing services to customers and minimizing staff costs and overhead.

The HCJFS staff at OhioMeansJobs provided \$7.87 million in non-WIOA work supports and barrier removal services to 7,793 distinct families in this program year. That sum included 4.87 million in PRC dollars and 3 million in COVID PRC funds.

**Process and Procedure Changes:**

- We now offer enterable forms and electronic signatures to provide for remote access to services
- We have entirely rebuilt our Individual Employment Plan to better explore resources, strengths and barriers to better match customers with appropriate training
- We have expanded on-line workshop offerings for job seekers to leverage the best resources on the web and to improve services that don't require a trip to the OhioMeansJobs center
- Two staff have been added to our WIOA intake team to improve service quality, timeliness, and depth of service.
- Files management has been entirely rebuilt and reassigned to assure greater consistency and audit readiness.
- We have added a SWORWIB contracted fiscal monitor to our annual schedule to identify opportunities to improve internal controls.

**FUNDING**

**Money**

- Jul 19 – Jun 20 Funds In: \$3,321,181
- Jul 19 – Jun 20 Funds Out: \$2,781,489
- Jul 19 – Jun 20 Direct Service Spending: \$1,616,832 (58%)
- Expected Carry Forward: \$309,120 (9.3%)
- Jul 20 – Jun 21 (PY20) Allocation: \$2,581,428
- Jul 19 – Jun 20 MOU partner costs: \$222,414
- Current number of WIOA paid staff: 11
- Current number of staff paid with other program funds: 13

Audits, school closures, and revised intake methods have slowed spending. We will add another intake worker to increase capacity but will continue to enroll fewer job-seekers into training. OJT agreements will be rare following the DOL audit. Professional certifications will be rare. Furloughed workers will be difficult to authorize. We will not hit 60% direct service spending in the year ending 6/30/20.

- On 5/29/20 we received the third quarter 2019 (July 2019 - March 2020) WIOA performance report for Area 13. We meet or exceed all standard measures, but struggle with one of the “adjusted measures”.
- Youth measures remain exceptional with high exceeds on all fronts.
- We previously struggled with Adult credential measures. Those rose five percentage points following process changes. We need another .7% increase this quarter and see no problems on that front.
- We continue to struggle with “Adult 2nd quarter post exit employment” measure. We will pull every case included in that measure identifying why there is this pattern of failure. We need to drive that up 3% from 77.4% to 80.2% before the close of the year (August).

**MOU:**

The year starting 7/1/20 will be challenging for the MOU that supports the 1916 facility. To date, we have lost three center partners, 21.5 funded cubicles, and 27.7% of funding for the center. Additional losses are likely as remote work settles into a more permanent business model. The immediate effect is the loss of \$122,461 per year. That is probably manageable absent major expenses like the roof/AC/garage. Additional staff losses will challenge core functions of the 1916 operations budget.

**Prevention, Retention and Contingency (PRC):**

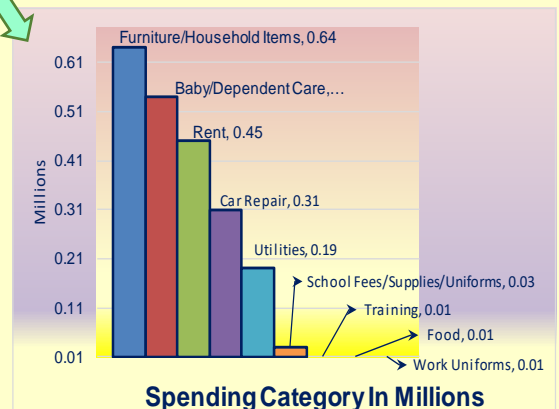
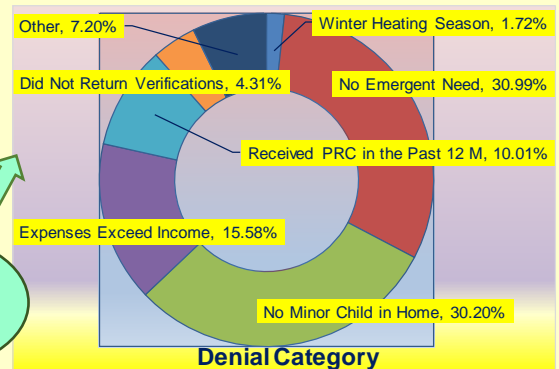
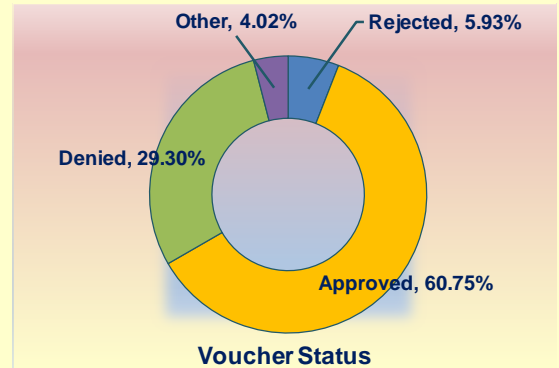
Fuel Cards: \$248,600  
Bus Cards: \$53,038

We issued 6,415 vouchers, spending \$4,866,538 on items such as: Property taxes, water bills, work clothing, tuition and school uniforms. Expenditures include the following breakdown:

- \$ – Training (ITA) (Most training programs were State Tested Nursing Assistant (STNA) and Personal Care Attendant (PCA) certifications.)
- \$ – Baby items, bedding and household items.
- \$ – Hardware, work boots, furniture
- \$ – Eliminating eviction notices
- \$ – Utilities

**We also received and spent \$3,000,000 in Covid-19 relief funds.**

**PRC  
Graphs**



**EMPLOYERS, COMMUNITY and PARTNERS**

**Online Job Postings - COVID-19 Impact - Hamilton County**

A total of 14,553 job openings were posted online from May 24, 2020, through May 30, 2020, for Hamilton County. This represents a 21.7% decrease when compared to the total number of job ads for the week prior to the Ohio Stay at Home Order (March 15, 2020 - March 21, 2020). Among all job openings posted online from May 24, 2020, through May 30, 2020, 3,689 (25.3%) represent new job ads. posted over the last several weeks.

**Ford Transmission Plant - Sharonville:**

The OhioMeansJobs Business Services Team worked closely with Human Resources at Sharonville’s Ford Transmission Plant in FY 2019 – 2020. During initial discussions, Pete Rogers, Sharonville’s H.R. Manager, shared that his production department had plans to bring on a large group of new hires within a few weeks. BSU staff worked with Pete and his team to develop a seamless approach to On-the-Job Training (OJT), including development of appropriate training plans, personally meeting with new hires to determine OJT eligibility and guiding the team through the reimbursement process.

Many of the OJT new hires at Ford did not have production or manufacturing experience and the rest had not worked in an environment like Ford’s which requires stringent adherence to protocol. H.R. was pleased to utilize the OJT program for new hires since more training time could be provided, with the goal of keeping retention high. Thirteen new hires were designated as OJT new hires with a 100% retention rate after 8 months.

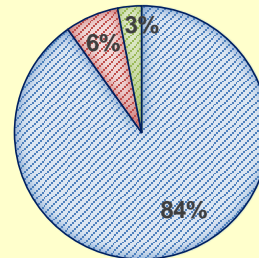
**Employers Served More than Once: 326**

- Total Employers Served: 444
- Hiring Events: 47
- Job Postings: 437
- Application and Assessment Assistance: 8
- Information to employers regarding hiring ex-offenders: 61

**Exited Job - Seeker Satisfaction**

**SATISFACTION**

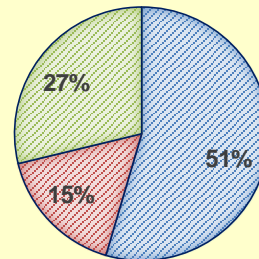
■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied



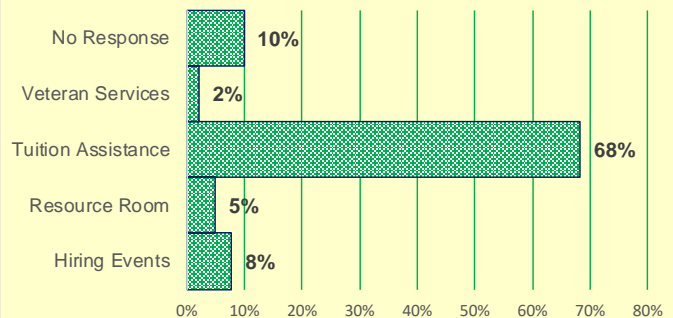
132 Exited WIOA participants were surveyed after exiting their program. They were reviewed via telephone.

**EMPLOYMENT**

■ Full-Time ■ Part-Time ■ Not Employed



**MOST VALUED SERVICE**



**Employer Satisfaction**

Ratings are 1-5, with 5 being highest. Averages of the results follow:

- |   |      |
|---|------|
| 1. Staff Professionalism / Courtesy     | 5    |
| 2. Staff responsiveness / Timeliness    | 5    |
| 3. Staff Understood Your Business Needs | 5    |
| 4. Quality of Applicants                | 4.18 |
| 5. Quantity of Candidates               | 4.45 |
| 6. Facilities                           | 5    |

**OhioMeansJobs Cincinnati-Hamilton County Mission Statement**

*To provide high-quality workforce development services that improve the skills of our diverse workforce while connecting suitable employers with well-prepared and capable employees.*