

OHIOMEANSJOBS Area 15

Monroe, Morgan, Noble, Washington Counties



“Working to serve businesses and individuals”

OPERATIONS MANUAL

Table of Contents

• Introduction	2
• Mission Statement	2
• Vision Statement	2
• Attainment of the Mission and vision Statement	2
• Contact Information: Area 15 Counties	3
• County Partners	4
• Meetings/Planning/Communication	8
• Cross-Training	8
• Dress Code	8
• Hours of Operation	8
• Vacation/Holidays/Sick time/Other Leave	8
• Partner Responsibilities	8
• Supervision	9
• Confidentiality	9
• Outreach	9
• Customer Satisfaction	9
• Customer Registration and Tracking	10
• Customer Referrals	10
• EEO	10
• ADA	10
• Interpreter Services	10
• Customer Orientation	10
• Veteran Intake Process: Veteran Questionnaire (VIQ)	11
• Job Posting Instructions	12
• Safety and Health	13
• Inclement Weather and other Emergencies	14
• Threats and Incidents	14
• Emergency Situations	15
• Attachments	

Introduction

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. The purpose of the Act is ...

- Increase for individuals, particularly those with barriers to employment, access to and opportunities for the employment, education, training and support services needed to succeed in the labor market.
- Support the alignment of the workforce investment, education and economic development systems in support of a comprehensive, accessible and high quality workforce development system in the United States.
- Provide workforce investment activities through statewide and local systems that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

OhioMeansJobs Washington County/Area 15 Mission Statement

To plan, create, and continuously improve a coordinated Area One-Stop Delivery System where business, government, education, training, and community providers collaborate to improve access to jobs services for individuals and employers in a manner that will stimulate economic growth and prosperity for the region.

OhioMeansJobs Washington County/Area 15 Vision Statement

To successfully meet the needs of employers and job seekers by stimulating employment opportunities and economic growth in the area.

Attainment of the Mission and Vision Statements

- Partners work together as one entity.
- Partner focused.
- Partners give priority to job center customers.
- Partners provide the highest level of customer service to individuals and employers.
- Partners maintain good relationships with employers that currently use our services and create opportunities with new employers through outreach.

Contact Information

OhioMeansJobs Morgan County
155 East Main Street,
McConnelsville, Ohio, 43756
(740) 962- 2519

Hours: M-F 7:30 AM – 4:00 PM (Closed 12 to 1 for lunch)

Website: ohiomeansjobs.com/Morgan

OhioMeansJobs Monroe County
100 Home Avenue,
Woodsfield, Ohio 43793
(740) 472-1602

Hours: M-Thursday 7 AM to 4:30 PM

Website: ohiomeansjobs.com/Monroe

OhioMeansJobs Noble County
46049 Marietta Road,
Caldwell, Ohio, 43724
(740) 732-2392

Hours: M-Thursday 6 AM to 4 PM

Website: ohiomeansjobs.com/Noble

OhioMeansJobs-Washington Co. Center
1115 Gilman Ave.
Marietta, Ohio 45750
(740) 434-0758

Fax: (740) 373-3486

Hours: M-F 8 am to 4:30 PM

Website: ohiomeansjobs.com/Washington

Morgan County Partners

Morgan County Commissioners: Provide county leadership.

Morgan County Department of Job and Family Services: Provides the Ohio Works First Program, Food Stamps, TANF, WIOA Youth (CCMEP), Medicaid, Transportation, Child Protective Services and Child Support services.

Workforce Innovation and Opportunity Act: Provides education, training and employment assistance to eligible adults, and dislocated workers.

Ohio Department of Job and Family Services: Provides employment services, Trade Adjustment Assistance, unemployment compensation, re-employment services and Labor Market Information. Other services for Migrant/Seasonal Farm Workers and Native Americans.

Washington-Morgan Counties Community Action Programs:

Washington Co. Center-Operators. Provides over 25 programs to help low income residents of Washington/Morgan County overcome poverty. Programming is offered in the areas of employment, housing, education, health, nutrition, transportation, Head Start, weatherization and income management.

Opportunities for Ohioans with Disabilities: Provides vocational evaluation, diagnostic testing, medical treatment, job training and placement services, and employment and training opportunities for persons with disabilities.

Senior Community Service Employment Programs: Provides part-time employment opportunities for low income persons' age 55 or over. Program participants work at community and government agencies and are paid the Federal or State minimum wage, whichever is higher. They may also receive training and use their participation as a bridge to other employment positions which are not supported with Federal funds.

Veterans' Employment and Training Program: Provides intensive employment and training assistance to Veterans and qualifying spouses.

Washington State Community College: Provides postsecondary education through multiple certificate and associate degree programs, continuing education opportunities, financial aid assistance, career counseling, and workforce training and development for area businesses.

Washington County Career Center-Adult Education: Provides postsecondary hands-on training in several fields including Medical, Industrial, Computers and Building and Construction. They also offer the Adult Basic and Literacy Education Program and the Adult Diploma Program. WCCC is a test site for the WorkKeys Assessments.

Mid-East Career and Technology Centers: Provides Career & Academic Readiness Education including Aspire services which offers educational opportunities for adults who lack the academic and professional skills needed. Services include pathways to high school completion.

Allwell Behavioral Health Services: Provides services to integrate mental health and physical care to offer the hope of wellbeing for individuals. Allwell works with Southeast Ohio employers to create a healthier, more productive work force through education, prevention and early intervention.

Zane State Community College: Provides postsecondary education through multiple certificate and associate degree programs, continuing education opportunities, financial aid assistance, career counseling, and workforce training and development for area businesses.

Morgan Local Schools: Provides post-secondary education and training, career technical classes, college classes as well as mentoring, tutoring, budgeting and leadership.

Morgan County Development Office: offers Entrepreneurial Skills training and Labor Market information.

Hocking Technical College: Provides postsecondary education through multiple certificate and associate degree programs, continuing education opportunities, financial aid assistance, career counseling, and workforce training and development for area businesses.

OSU Extension Office: Provides Leadership development, Adult Mentoring, Financial Literacy Education and Labor Market information.

Monroe County Partners

Guernsey, Monroe, Noble Tri-County C. A. C., Inc.- provides multiple youth element services

Aspire (formerly ABLE) – provides GED classes and multiple youth elements

Juvenile Court System/Youth Probation Officers – provides mentoring, WEP, etc.

Neil Polk, ODJFS Employment Specialist – provides job searching assistance

Julie Mettler, ODJFS Workforce Specialist – provides apprenticeship programs

Todd Wellman, Vocational Rehabilitation Counselor – provides opportunities for Ohioans with disabilities

Tri-County Help Center – provides mental health services

Crossroads Counseling Services – provides addiction services

Suicide Prevention Coalition – provides counseling services

OSU Extension Office – provides multiple programs

Jared Smith, Veterans Representative – provides veterans services/programs

Metropolitan Housing, HUD – provides low income housing

Monroe CDJFS – provides multiple services (IM, PCSA, CSEA)

Belmont College – provides educational training

Washington County Career Center – provides vocational training

Workforce Inventory of Education and Training (WIET) – provides training

Noble County Partners

Noble County Commissioners: Provide county leadership.

Noble County Department of Job and Family Services: Provides the Ohio Works First Program, Food Stamps, TANF, WIOA Youth(CCMEP), Medicaid, and Transportation.

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Washington County Career Center: Provides the Adult Basic and Literacy Education Program which offers educational opportunities for adults who lack the basic skills needed for effective citizenship, continuing education and productive employment.

WASCO: Provides employment and other services to individuals with development disabilities.

Meetings/Planning/Communication

Partner meetings will be held quarterly or more often as needed. Agendas will be developed for each meeting to address issues pertinent to the development and operation of the workforce development system. These meetings will provide staff the opportunity to provide input on the procedures and policies that drive the system. As needed, subcommittees will be developed to work on specific projects, and the committee will present the results of their work to the rest of the partners for discussion and approval.

Minutes will be recorded for each meeting. The minutes will be e-mailed to the partners and will also be sent to the Workforce Development Board and Commissioners to keep them updated on the activities of the system.

Cross-Training

Cross-training is critical to the operation and success of our system so all partners are familiar with the eligibility requirements and services of their respective programs. Cross-training will be accomplished through staff meetings and individual partner meetings.

Dress Code

Partners will abide by the policy established by their respective agencies.

Hours of Operation

See Contact information. Varies by county.

Vacation/Holidays/Sick Time/Other Leave

Partners will abide by the policies of their respective agencies. The job center manager must be notified when a partner will not be present at the center.

Partner must notify the receptionist of their vacation and other time-off.

If a partner is on vacation or off due to illness and is requested by a customer, only inform the customer that the individual is not in the office. Do not disclose the reason.

When a holiday is observed by the job center but not by a partner agency, partner must make work arrangements per their agency's policy.

Attached please see further information relating to "Attendance Policy".

Partner Responsibilities

In addition to providing the services of their respective programs, partners' staff located at the job center, as allowable by the rules and regulations of their programs, may assist in delivering services to the universal customer including but not limited to job center registration, use of OhioMeansJobs, referring customers to job orders, providing information to customers, creating resumes, and referring customers to other agencies for services.

Supervision

For job center services, partners will follow the direction provided by the job center manager and the guidelines of the Operations Manual.

For all other employment and personnel issues, partners will be under the supervision of their respective agencies.

Confidentiality

Partners will abide by the confidentiality policies established by their own agencies. Customer information will be shared and utilized by partners for the sole purpose of providing the requested services to the customers.

While speaking to a customer, partners must be sensitive to the environment and only discuss basic information. If privacy is needed, the conference room and interviewing room are available. When a customer is referred to another staff person for assistance, only provide the basic information to the co-worker. The co-worker will address specific issues with the customer.

Outreach/Marketing

Employer - Business Services

The employer/business services team is comprised of all job center partners. All partners will participate in the promotion of OhioMeansJobs and services during their daily work duties as appropriate. Outreach efforts and information will be shared via partner meetings and e-mail.

General Public

Partners will promote OhioMeansJobs to individuals by:

- informing customers about the job center while providing them agency-specific services
- making brochures and other material on job center services available at their respective agencies as appropriate
- promoting job center services to the community while promoting their agency-specific Services

Customer Satisfaction

Customer satisfaction will be obtained and reviewed through a customer satisfaction survey. See Attachment A. Customers will be given the survey at the end of their visit and asked to complete the survey and either mail it to the appropriate OMJ Center or complete the survey and leave it. Also, see section "Customer Orientation" for more information on the survey.

Customer Registration and Tracking

Customers will be registered into the CFIS Tracking System. This system ties in with the Ohio Workforce Case Manage System (OWCMS). If the system is not working or there is a problem with the registering then a paper application will be completed and entered by the staff.

Customer Referrals

Customers will be referred to partners, other job centers, and other agencies for services by the following methods: CFIS, e-mail, voice mail, person-to-person, written note, and others means deemed appropriate.

EEO

OhioMeansJobs Area 15 does not exclude individuals from opportunities or make decisions based upon race, color, religion, national origin, political affiliation, age or disability.

OhioMeansJobs Area 15 promotes and provides equal opportunity for all individuals.

ADA

OhioMeansJobs Area 15 is designed and operated to make its services and facility accessible to individuals with disabilities to meet their employment and training needs.

Interpreter Services

When a person presents that they are in need of Interpreter Services, they will be ask to point to the language or service that they need. The staff will then contact the appropriate service for the help that is needed. Some OMJ Centers have video phones so that you can talk and view with the service. The telephone number of the interpreter service used by Area 15 counties is 1-800-. Sign language is provided through contracts with each individual county. Please check with your County OMJ Operator for the specific contract covering your county.

Customer Orientation

In order to maintain consistency in explaining our services to customers, the following steps will be followed:

- 1) CFIS Registration: All new customers must complete the registration and sign-in.

If there is an issue a paper application will be completed. Review this form to make sure all required information is provided.

- 2) Ask customers why they are here and how we can assist them.

- 3) For Veteran customers, please follow the VIQ/Veteran Intake process.
- 4) Provide an overview of our services:
 - OhioMeansJobs: register, establish an account, post resume, search jobs, career assessment, and other resources
 - OhioMeansJobs.com/Washington: job postings Mid-Ohio Valley.com, USA Jobs, employer recruitment information and other resources
 - Job orders (white board, bulletin boards and website)
 - Job search resource books
 - Fax machine, copier and phone for employment purposes
- 5) Give the customer satisfaction survey to the customer.
 - Resume assistance: resume form
 - The Job Shop
 - Partner services: ASPIRE/GED, OOD, Senior Employment
 - WIOA and training information
 - Resource room computers
- 6) In the resource room, please show the customer WWW.OHIOMEANSJOBS.COM and how to search for jobs on web sites.
- 7) Make customer referrals to partners, other Area 15 OMJ job centers, and outside agencies as needed.
- 8) After orientation is completed, partner will be available to assist the customer in the resource room as needed.
- 9) All customers complete and return the survey to the front desk (or mailed back to the County OMJ Center), check out on CFIS.

PLEASE STRESS TO CUSTOMERS TO VISIT OUR OFFICE FREQUENTLY AND CHECK OUR WEB SITE FREQUENTLY FOR NEW JOB INFORMATION. THIS INFORMATION CHANGES DAILY.

Veteran Intake Process

Please see attachments for 1) Veteran Process 2) 2017 200% Federal Poverty Guidelines 3) OMJ Center Veteran Customer Flow 4) OMJ Center Training Topics for the Disabled Veteran’s Outreach Program.

Job Posting Instructions

“How to Post a Job on OhioMeansJobs”

- Go to www.ohiomeansjobs.com
- Go in as employer
- Click on Posting a Job Opening
- For email address, put your email address so you will receive the email generated from the State.
- For the beginning and end dates of the posting, put **90 days** which is the max unless otherwise noted by the employer.
- Provide All Information
 - In the box, put the job description, duties, qualifications, hours, days of week, wage, benefits, etc. Put the following at the end of your comments: For application instructions, contact OhioMeansJobs (Your county).
For contact name, enter OhioMeansJobs (Your county).
 - For preferred method of contact, check “calls wanted”.

NOTE: THIS WILL DIRECT APPLICANTS TO OUR OFFICE TO OBTAIN THE APPLICATION METHOD SO WE CAN TRACK ALL REFERRALS. THIS IS NOT THE SAME AS HOW THE EMPLOYER WANTS APPLICANTS TO APPLY.

- For contact, put OhioMeansJobs (your county).
- For phone number, put County Office phone number.
- When finished entering all information, click save. A confirmation screen will appear: Job Post/Training Opportunity Complete. This will generate an email from the State to your email address. It usually takes a few minutes but can be longer.
- When you receive the email, click on the link to activate the job posting.
- When the job posting appears again, double check your information for accuracy and then click save.
- Save your email generated from the State. You will need this link to edit the posting. Create a New Folder to store your job posting e-mails.

“How to Create a Word Document from the Job Posting”

- After clicking “save” the second time to activate the job, a page will appear that says “print this job post/training opportunity”. Click on it and the job posting will appear.
- Open up a Word document.
- At the top of the document, type the job title such as welder.
- Go to the job posting, highlight the job description, and copy and paste to the Word document.
 - NOTE: FOR SOME REASON, YOU CAN’T COPY AND PASTE THE ENTIRE JOB POSTING AT ONCE.
- After the job description on the Word document, type in the employer’s name and address.
- Then type in the contact method listing how the employer wants the applicant to apply such as apply in person, email resume, fax resume, call employer, etc. Please remember to list the phone number, fax number and email address as applicable. In this instruction line, put “referred by OhioMeansJobs”.
- Copy and paste the rest of the job posting to the Word document down to the work site zip code.
- **ON THE WORD DOCUMENT THAT YOU CREATED, REMEMBER TO DELETE YOUR EMAIL ADDRESS SO IT WILL NOT SHOW ON THE WORD DOCUMENT.**
- Save the Word Document. You should create a folder to save all of your job postings.
- Forward the job posting email/link with the Word document attached to the office staff **ONLY** so everyone has a copy of the job posting. **DO NOT SEND THE WORD DOCUMENT ATTACHMENT WITH YOUR SECOND EMAIL.**
- Send a second email to office staff just listing the job title, employer name, job posting number, and job description.
- The second email will also be sent to the email network.
 - **NOTE: THE EMAIL NETWORK DOES NOT RECEIVE THE WORD DOCUMENT JOB POSTING.**

- In order for you to have my “e-mail network”, keep one of the job postings e-mails that I send out. Then you can use it with “reply to all” option to send out your job posting to the network.

“Posting for Bulletin Board”

- Make copies of the posting: job title, employer name, job number and job description and place on the bulletin board. **DO NOT INCLUDE APPLICATION INSTRUCTIONS**

“Job Posting Tracking and Follow-up”

- You need to develop a log of your job postings created so you can follow-up with the employer.

“Working the Job Posting: Search Resumes on OhioMeansJobs”

- Go to OhioMeansJobs.com
- Go in as the Employer
- Click on “searching resumes”
- Enter username and password
- Click on OMJJobs Portal
- Under Action, select “search resumes”
- Access OMJ resumes
- Search resumes
- Make sure radio button is “Monster.com”
- Enter in keyword based on the job posting; e.g. welder
- Resumes posted from: today to All
- Radius: usually do 10 or 20 miles depending on job; if good job, may extend radius
- Zip: employer’s zip
- Click “search”
- Resumes appear
- Click on the name to screen for qualifications
- If want to notify the seeker, click on the seeker’s e-mail address to send an e-mail
- Below is an example e-mail to use:

Example:

Subject line: parts coordinator job

I found your resume on Monster/OhioMeansJobs. Our agency, OhioMeansJobs (Your County), is assisting e.g. ABC Company in Marietta, Ohio fill the following position. If you would like to apply, please call OhioMeansJobs at (your county phone number).

Safety and Health

Work safety and health are primary concerns at the job center. The safe and healthful performance of all work assignments is the responsibility of all employees. Each employee must immediately report any observed hazards in the work environment to the job center manager or designee. The manager will inform the CDJS director and/or director of maintenance. Issues may also be submitted to the CDJFS Safety Committee.

Inclement Weather and Other Emergencies

Staff will abide by the policies of their respective agencies. The job center will be open unless the media states that all county offices are closed or the sheriff declares a Level Three emergency. Staff should monitor appropriate media.

Threats and Incidents

Staff will abide by their agency's policy, and all incidents must be reported to the job center manager or designee.

Procedures for Reporting a Fire or Other Emergency

The job center manager, partner, or other staff will dial "911" to report the emergency. The emergency will also be reported to the CDJFS Director and/or HR Administrator. Fire extinguishers are located throughout the facility. Other emergency procedures specific to the county will be discussed with the partners on a one to one basis.

Procedures for Emergency Evacuation, Including Type of Evacuation and Exit Route Assignments

- Fire Evacuation: Signs are posted throughout the center identifying exits.
- Staff will assist and direct customers with the evacuation.
- Tornado: Signs are posted throughout the center to identify the tornado shelter.
- Staff will assist and direct customers to the tornado shelter.

Procedures to be Followed by Employees Who Remain to Operate Critical Plant Operations Before They Evacuate

This requirement is not applicable to the job center.

Procedures to Account for All Employees After Evacuation

Staff will gather at the designated area (determined by your county).

Procedures to be Followed by Employees Performing Rescue or Medical Duties

This requirement is not applicable to the job center.

The Name or Job Title of Every Employee Who May be Contacted by Employees Who Need More Information About the Plan or an Explanation of Their Duties Under the Plan

The job center manager or designee is the contact person.

Employee Alarm System: An Employer Must Have and Maintain an Employee Alarm System

Smoke alarms are posted throughout the job center. Additional security measures maybe in individual counties and must be discussed with staff and partners.

Training: An Employer Must Designate and Train Employees to Assist in a Safe and Orderly Evacuation of Other Employees

All staff will assist each other and other staff with an evacuation. Staff will be trained at meetings on evacuation procedures per your county.

OMJ Center Registration Form

The OMJ Center Registration Form (revised 7/2017) can be accessed at this link.
WWW.omj15.com/policies Use this policy for registration and referrals when the kiosk is unavailable.

ATTACHMENTS

Area 15 Veteran Process

DVOPS Income Guidelines

Veteran Flow Chart

Training Topics for DVOP

Sample Customer Survey

Job Posting Form

Washington County Certification



Area 15 Veteran Process



1. Ask all customers, **“have you ever served in the military?”**
 - a. If customer states they have not but are a spouse (eligible person) of a Veteran, is the spouse:
The term **“eligible person”** means:
 - i. the spouse of any person who died of a service-connected disability,
 - ii. the spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section [556](#) of title [37](#) and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety days:
 1. missing in action,
 2. captured in line of duty by a hostile force, or
 3. forcibly detained or interned in line of duty by a foreign government or power,
or
 - iii. the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability, or the spouse of a veteran who died while a disability so evaluated was in existence.
 - b. If the customer states they are a family care giver:
The term **“family care giver”** means, (38 U.S.C. 1720G (d):
 - transitioning members of the Armed Forces who have been identified as in need of intensive services;
 - members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units; **AND**
 - the spouses or other family caregivers of such wounded, ill, or injured members.
 - i. The term ‘caregiver’, with respect to an eligible veteran.., means an individual who provides personal care services to the veteran.’
 - ii. The term ‘family caregiver’, with respect to an eligible veteran.., means a family member who is a caregiver of the veteran.
 - iii. The term ‘family member’, with respect to an eligible veteran.., means an individual who-
 1. is a member of the family of the veteran, including—
 - a. a parent;
 - b. a spouse;
 - c. a child;
 - d. a step-family member; and
 - e. an extended family member; or
 2. lives with, but is not a member of the family of the veteran.
2. If the customer is a Veteran, eligible person, or family care giver, thank them for their service, and/or the service of their Veteran.

3. If the Customer is a Veteran, eligible person, or family care giver, and is requesting staff assisted service, have them complete a Veterans Questionnaire (VQ). If the customer is simply here to use computers in the resource room or other self-assisted services, the customer does not need to complete the VQ.
4. The customer must complete the Area 15 Basic Intake Form.
5. If the customer answers at least one of the questions “**yes**” **OR** they are income eligible as self-attested on the VQ, then the customer should be entered into OWCMS through a full registration and a note be placed in the general notes as a “**referral**” referring the customer to the DVOP with the VQ significant barrier to employment noted. After electronic referral is in OWCMS, the customer maybe referred to the DVOP along with a copy of the VQ and Area 15 Basic Intake Form.
6. Staff should provide an orientation as they would for each core customer coming into the OhioMeansJobs Center, have the Veteran register on OhioMeansJobs.com, and assist the customer in uploading his/her resume. If customer does not have a resume, please have the customer complete a resume or assist the customer with building a resume as needed. (Step 6 can be completed after the referral to the DVOP).
7. If the DVOP is not in the office, OMJ Center staff will provide services, provide other community partner referrals, and make a referral to the DVOP as mentioned before. The customer will be given priority of service (POS) in accordance with the local area POS policy.
8. If the customer does not answer “**yes**” on the Veteran Questionnaire and is not income eligible (200% of the poverty level following local WIOA standards) then he or she shall be provided services the same as a core customer, but the POS would still be in effect as defined by the local area POS policy. The customer however **WOULD NOT** be referred to the DVOP.
9. Veteran Questionnaire (VQ)
 - If the customer is referred to a partner, “**check**” the appropriate box at the bottom of the form. If an education partner or other, write the partner’s name such as ASPIRE, Washington State Community College, OOD, Senior Employment, ect.
 - Maintain the original copy in a central file folder at the front desk. These must be kept for three years.
 - Send a copy of the form to the appropriate partner if referred: DVOP, WIOA, OOD, ect.



DVOPS Income Guidelines

2017 - 200% FEDERAL POVERTY GUIDELINES (Follow WIOA IG)

Size of Family Unit	Poverty Guidelines
1	\$24,120
2	\$32,480
3	\$40,840
4	\$49,200
5	\$57,560
6	\$65,920
7	\$74,280
8	\$82,640

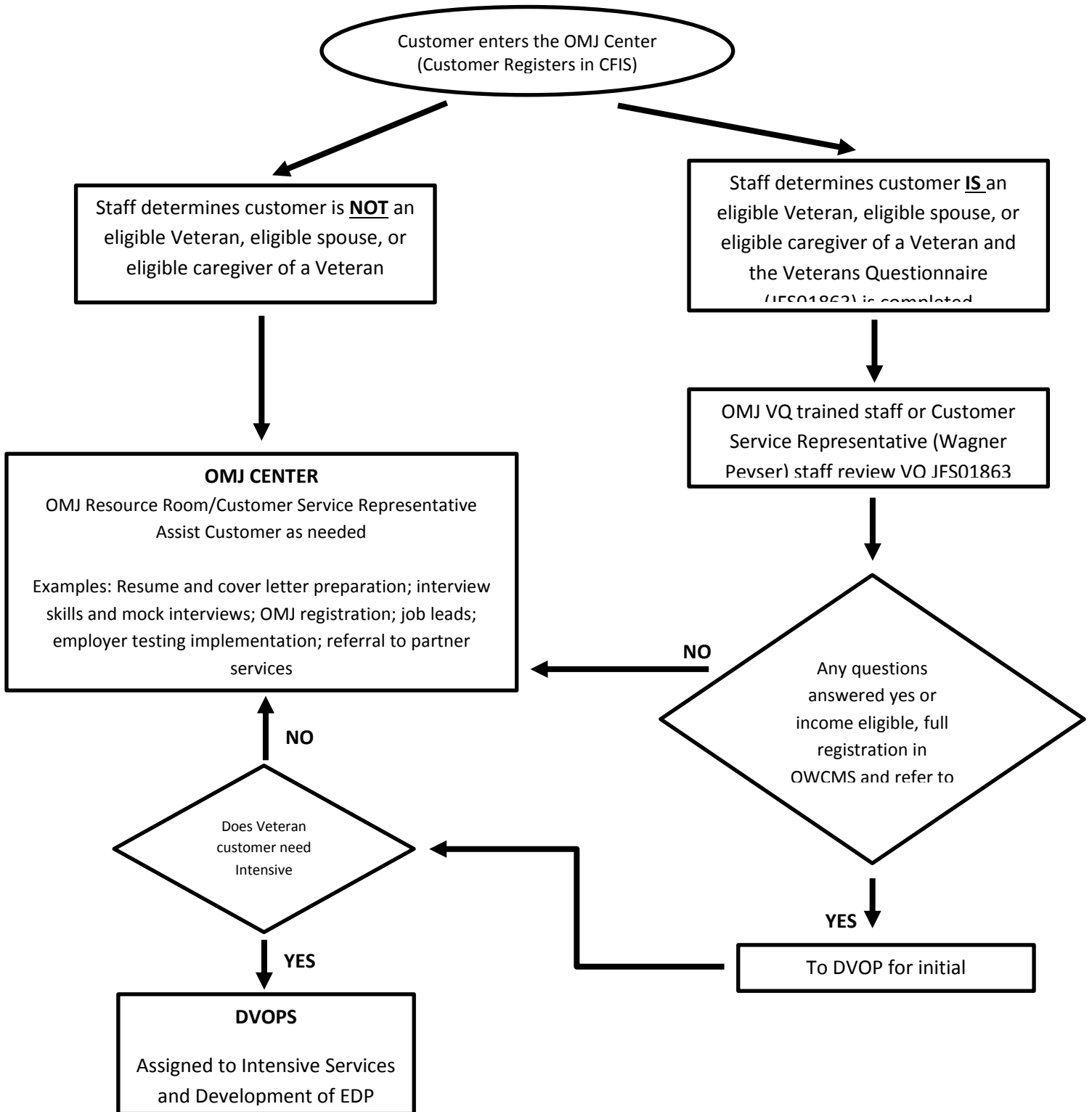
For families/households with more than 8 persons, add \$8,360 for each additional person.

METRO – Washington

NON-METRO – Noble, Morgan, Monroe



OhioMeansJobs Center Veteran Flow Chart





Training topics for the Disabled Veterans' Outreach Program:

1. What does DVOPS stand for?
 - a. Disabled Veterans' Outreach Program Specialist
2. What is the role of the DVOP?
 - a. To provide Intensive Services for eligible Veterans that have been identified as having one or more significant barriers to employment, as defined by DOL by way of the Veterans Questionnaire (JFS01863). Also provides services to eligible persons, and eligible family caregivers of a Veteran as notated on the VQ.
3. What barriers would cause a Veteran to be referred to the DVOP?
 - a. Any barriers listed on the VQ that have a yes checked, or who are income eligible.
4. What income guidelines do you use?
 - a. The income guidelines are the same used by WIOA Adult and WIOA Youth which are 200% of the federal poverty level.
5. What does CFIS stand for?
 - a. County Finance Information System
6. What steps would you take if a Veteran walks in and stated they were homeless and the DVOP was not available?
 - a. Address all needs and concerns that brought them to the OMJ Center, see if there is anything else the Veteran feels we can assist with and then do referrals to Supportive Services for Veterans Families, and do a referrals to the Veteran Service Commission. Referral means to brief the Veteran of the services available, ask the Veteran if they would like their services, then call and schedule an appointment as soon as available ensuring the other party knows the Veteran is currently homeless.
7. How do you inform staff of the roles of the DVOP?
 - a. Desk Aids, and training as needed or when changes, updates, or new information becomes available. This occurs quarterly or as needed.
8. What does CFIS track?
 - a. Customers name, ssn, birthday, address, phone number, race, education level, Veteran Status, reason for visit today.
9. Is there EVER a time when a Veteran gets referred directly to the DVOP?
 - a. **NO**, Veterans are always referred to the **OhioMeansJobs** Center. From the OMJ Center the Veteran is screened to see what services best suit the Veteran. The Veteran is referred to Opportunities for Ohioans with Disabilities, ABLE, County Job and Family Services, County Veteran Service Commission, DVOPS, or other partners based on the VQ and the screening conducted with the Veteran. Veterans on the DVOPS current caseload are allowed by appointment or walk in, all others must be screened or rescreened. You may ask the Veteran if they are currently on the DVOPS caseload. If the Veteran is unsure if they are on the DVOPS current caseload, ask, "Have you been placed into employment by the DVOP and if so, when were you placed into employment?" If within one year you may send the customer to the DVOP.
10. How long is a Veteran on the DVOPS caseload?

- a. One year from the time they were placed into employment.
11. A Veteran was on the DVOPS caseload two years ago and wants to see the DVOP, can he?
- a. No, once off the DVOPS caseload they must
 - b.
 - c. be rescreened.
12. How does a Veteran get to the DVOP (Veteran Customer Flow)?
- a. They fill out the VQ, which is then reviewed by Resource Room or Wagner-Peyser staff, the staff talks with the Veteran about what brought them in to the **OhioMeansJobs** Center and reviews the questionnaire for appropriate referrals. If the Veteran can be assisted at the core service level (resource room), then they will be assisted accordingly and be given proper referrals if warranted; if the Veteran is in need of intensive services (as indicated on the VQ), then the Veteran will be referred to the DVOP and the DVOP will be given the VQ.
13. What type of training is given for the Veterans program?
- a. Informal – Done through conversation due to best practices or identified improvements needed. (Quarterly or as needed)
 - b. Formal – Classroom style with power point and handouts. (Annual or as needed)
14. What is the definition of Veteran?
- a. **Priority of Service** - Any person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than "dishonorable." Active service includes full-time Federal service in the National Guard or a Reserve component, other than full-time duty for training purposes.
 - b. **DVOPS Program** – The term "**eligible veteran**" means a person who —
 - (A) Served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge;
 - (B) Was discharged or released from active duty because of a service-connected disability; or as a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.



ATTACHMENT A
(SAMPLE ONLY)

AREA 15

A proud partner of the
American Job Center network

CUSTOMER SURVEY

OUR STAFF WOULD BE VERY APPRECIATIVE IF YOU WOULD TAKE A FEW MINUTES TO COMPLETE THIS SURVEY
REGARDING YOUR EXPERIENCE AT OHIOMEANSJOBS (Your) COUNTY.

Date of Visit _____ Customer Name (optional) _____

How satisfied were you with our customer service and the way you were treated by our staff?

Very Satisfied Satisfied Dissatisfied

How helpful were the services and assistance you received in meeting your needs?

Very Helpful Helpful Not Helpful

Would you use our services again if needed?

Yes No

Would you recommend OhioMeansJobs Washington County to other people?

Yes No

Please give your comments (positive, negative and suggestions) about your experience at OhioMeansJobs.

THANK YOU FOR COMPLETING THIS SURVEY!

Please leave with receptionist or drop in box or by return mail.

OHIO MEANS JOBS WASHINGTON COUNTY: JOB POSTING
1115 Gilman Ave. Suite B, Marietta, Ohio 45750 (740) 434-0758
WWW.OHIOMEANSJOBS.COM

PLEASE COMPLETE AND RETURN: FAX (740) 633-3179

EMPLOYER INFORMATION

Employer Name _____ Contact Name _____
Address _____ Phone _____
_____ Fax _____
Email Address _____

JOB INFORMATION

Job Title _____ Number of Openings _____
Job Duration ___ Permanent ___ Temporary ___ Seasonal Hours Per Week _____
Days S M T W T F S Shift 1 2 3 Rotating Split Work Time _____
Wage _____ Benefits ___ Medical ___ Dental ___ Sick Leave ___ Vacation ___ Retirement ___ Paid Holiday
Duties _____

JOB REQUIREMENTS

Months of Experience _____ Minimum Age _____ Education Required _____
Qualifications _____

Special License/Certification Required _____
___ Drug Test ___ Physical ___ Driving Record Check ___ Reference Check ___ Background Check
Driver's License Required ___ Yes ___ No Travel Required ___ Yes ___ No; Explain _____
Physical Demands of Job _____

HOW TO APPLY

___ Apply at Ohio Means Jobs Washington County ___ Call Employer ___ Apply at Employer
___ Mail Resume or General Application ___ Email ___ Apply Online ___ Fax Resume or General Application

Special Instructions _____ How long do you want to keep the job posting open? (maximum is 3 months) _____



December 12, 2016

Kathy Lott-Gramkow, Washington Co. OMJ Center Director
Rebecca Safko, Area 15 Director
Ohio Means Jobs- Washington County Marietta Facility
1115 Gilman Ave. Suite B
Marietta, Ohio 45750

Re: Facility ADA Inspection

Dear Director Gramkow,

We met with Candy Nelson, your Civil Rights Coordinator on Tuesday, August 23, 2016 at the above referenced building for the purpose of performing an accessibility survey. Utilizing the 2010 ADA Standards for Accessible Design (ASAD), this survey was conducted to pinpoint possible areas of concern at the Washington County location. Please note the following:

Parking

The Center's handicap parking is located on the parking lot of the building and is *"located on the closest accessible route to the accessible entrance"* as required in the ASAD. Parking consists of three (3) handicap spaces that measure 8'10" wide in a parking lot of 100 spaces, which is one less space than required in Section 208.8 of ASAD which requires a minimum of four (4) accessible parking spaces for parking lots containing 76 – 100 spaces. The access aisle for the van accessible handicap space measured 12'3" wide. The accessible spaces were marked with appropriate upright signage, though the van accessible handicap space is still in need of a sign per 506.2 Identification, which states: *"Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be 60 inches (1525 mm) minimum above the finish floor or ground surface measured to the bottom of the sign."*

Recommendation:

- Reassign/configure a standard parking space as a handicap accessible space to meet the required number of accessible spaces.
- Install appropriate signage to designate the van accessible space.

Exterior Accessible Route

The sidewalk measured 94" wide, has a level surface and a gradual sidewalk path of travel that is "stable, firm, and slip-resistant." There are no grates or openings on the route. There is a curb ramp measuring 66" long by 5" high on the accessible route crossing the curb, with its level surface measuring 95" wide leading to a level landing.

Recommendation: N/A

Ramps

The ramp leading to the accessible entrance measures 38.5” wide, with a stable, firm, slip resistant surface measuring 5’ long for every 2” of rise. There are level landings at both the top and bottom of the ramp, and the level landing where the ramp changes direction measures 54” by 59.5.” The continuous unobstructed handrail gripping surface measures 40” above the ramp surface, and is 1.5” in diameter. Both the handrail and the ramp surface extend at least 12” beyond the top and bottom of the ramp.

Recommendation: N/A

Entrance

There is an alternative entrance which can be used independently during normal business hours as the main entrance is not ADA accessible. The door has a clear opening width of 43” with acceptable maneuvering clearance in front of it. The door is equipped with a handle which is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist. The door closer has a close time of three (3) seconds; per ASAD 404.2.8, the closer should be adjusted so that it closes more slowly and has a close time of at least five (5) seconds. The mat at the entrance is less than 0.5” thick and the edges are secured to minimize tripping hazards.

Recommendation:

- Install signage using the International Symbol of Accessibility near the accessible parking spaces indicating the location of the accessible entrance.
- Adjust door closer mechanism so door takes at least five (5) seconds to close.

Interior Accessible Route/Elevators

There is a LULA (Limited Use Limited Application) elevator with the call button 40” above the floor which leads to the public floor. The doors, both with an opening measuring 36,” are not power operated, and its interior measures 54” by 36.” The in-car controls are centered 39” above the floor on a side wall. It can be operated without assistance from others and has clear floor space at least 30” wide by 48” long in front of both doors in which to maneuver.

The accessible route leading to the public space is 75” wide and is stable, firm, and slip resistant. There is a large wooden desk along the wall in the hallway which will need to be moved further away from the doorway so that it does not potentially obstruct the passing space in front of the door. It does not protrude more than four (4) inches into the accessible route.

Recommendation:

- Move large desk along the wall further down the hall from the doorway to ensure adequate maneuverable space in front of the door.

Signs/Interior Doors

The signage designating permanent rooms and spaces are wall mounted on the latch side of their respective doors and the text characters contrast with the backgrounds. Some signage includes raised text characters and Braille.

The interior doors have openings measuring 34.5” with level thresholds and ample room for maneuvering on either side of them. They are equipped with door handles that are operable with one hand and do not require tight grasping, pinching, or twisting of a handle. The operable parts are located

36" from the floor. The doors require only 3lbs. of force to open and the closers take at least five (5) seconds to close.

Recommendation: N/A

Rooms and Spaces/Controls/Seating

The aisle into the main customer service area is at least 47" wide and the surface is stable, firm, and slip resistant. The carpet is no higher than 1/2" and it is securely attached along the wall edges.

There is clear floor space of at least 30" by 48" in front of the light switch, which is located on the wall 47" above the floor. It can be operated with one hand and without tight grasping, pinching, or twisting of the wrist.

There is clear floor space of greater than 30" by 48" in front of the non-employee work surfaces. The work surface desks measure 29" high, 28" wide, with 10.5" of knee room underneath.

Recommendation: N/A

Toilet Rooms

The toilet room available to the public is located in an accessible area. While there was no signage including the International Symbol of Accessibility installed, it is noted that the facility was in the process of being painted at the time of the accessibility survey, and the installation of proper signage was expected to happen once the painting was completed.

The door opening for the toilet room measures 34", and has an accessible approach with more than 18" by 60" of maneuverable space in front of it. The door is equipped a handle that is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist. This handle is mounted on the door 40" from the floor. The door can be opened with no more than 5lbs. of force, and the closer takes five (5) seconds to close the door.

The layout of the toilet room is a single occupancy, open plan design with a clear path to each fixture in the room. There is both at least 60" diameter worth of maneuverable room as well as clear floor space of greater than 30" by 48" beyond the swing of the door. The bottom edge of the mirror measures 40" from the floor.

Recommendation: N/A

Lavatories The 2010 Standards refer to sinks in the toilet rooms as lavatories.

The lavatory has a clear floor space of at least 30" by 48" in front of it. It extends 17" from the wall and its highest point measures 34" from the floor. There is 30" of clearance underneath it with 8" of knee clearance. The pipes are insulated and allow for 15" of toe clearance. The faucets can be operated without tight grasping, pinching, or twisting of the wrist and require minimal force to activate. The soap dispenser and towel dispenser are both located not over an obstruction, and measure 41" and 43" from the floor, respectively.

Recommendation: N/A

Water Closets in Single-User Toilet Rooms The 2010 Standards refer to toilets as water closets.

The centerline of the water closet measures 21” from the side wall. There is 64” by 64” worth of clearance around the water closet measured from both the side and back wall. The water closet itself measures 19” from the floor at the top of the seat. The flush control is hand operated and can be operated with one hand without tight grasping, pinching, or twisting of the wrist. There is minimal force required to operate it and it is located on the open side of the water closet.

The grab bar on the side wall measures 44” long; it is located 12” from the rear wall and extends at least 54” from the rear wall. It is mounted 35” from the floor with no protruding objects above, 15” between the bar and projecting objects below, and 1.5” or space between the wall and the bar itself. The grab bar along the rear wall measures 36” long, extending 17” on the open side of the water closet and 19” on the wall side. It is mounted 37” from the floor with 13” of clearance between it and protruding objects above and 1.5” of clearance between the bar and the rear wall. The toilet paper dispenser is located 8” from the front of the water closet, and 18” from the floor.

Recommendation: N/A

Drinking Fountains

The accessible drinking fountain has clear floor space of at least 30” by 48” in front of it. It is no deeper than 20” and the controls are located 30” from the floor. They can be operated with one hand and without tight grasping, pinching, or twisting of the wrist. The spout measures 36” from the floor and is located 15” from the rear of the fountain. The leading edge of the fountain protrudes 3.5” into the circulation path.

Recommendation: N/A

Public Telephones

There is at least one public telephone available which has volume control identified with appropriate signage. It is also equipped with a face camera to allow communication for hearing impaired customers.

Recommendation: N/A

Fire Alarm System

The fire alarm system for the building is located in easily visible areas and include both flashing lights and audible signals.

Recommendation: N/A

Thank you for your patience and cooperation with this inspection. We hope that the above is helpful to you. If you have any questions or concerns, please do not hesitate to contact us via the email/telephone number listed below.

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