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Our Mission:
The Workforce Development Board of Contra Costa County exists to promote a workforce development system that meets the needs of businesses, job seekers, and workers in order to ensure a strong, vibrant economy in Contra Costa County.

Full Board Agenda

February 5, 2019

3:00 p.m. – 5:00 p.m.

4071 Port Chicago Hwy, Suite 250
Concord, CA 94520

3:00 PM CALL TO ORDER AND REMINDER OF POTENTIAL CONFLICT OF INTEREST

PUBLIC COMMENT

3:05 PM CONSENT AGENDA

C1 Approve Minutes from November 6, 2018 meeting

C2 Approve Minutes from August 14, 2018 meeting as necessary

3:10 PM PRESENTATION ITEM

P1 Local Plan Presentation by Glen Price Group

3:40 PM ACTION ITEMS

A1 Approve the Draft Local Plan Modification

A2 Approve release of board member

A3 Approve moving forward with establishing a 501c3

4:30 PM D1 Update on new AJCC/Career Services Delivery Model

**4:45 PM CHAIR'S REPORT
OTHER WDBCCC MEMBER REPORTS
EXECUTIVE DIRECTOR & STAFF REPORTS**

5:00 PM ADJOURN

Executive Committee Meeting: Wednesday, March 13, 2019

Next WDB meeting: Tuesday, May 7, 2019

Any appropriate public records related to an open session item on a regular meeting agenda and distributed by the Workforce Development Board and any of its committees to a majority of members of the Workforce Development and/or its committees, less than 72 hours prior to that meeting are available and for public inspection at 300 Ellinwood Way, 3rd Floor, Pleasant Hill during normal business hours.

The Workforce Development Board will provide reasonable accommodations for individuals with disabilities planning to attend Board meetings. Arrangements can be made by contacting the Workforce Development Board at 925.602.6800.

FULL BOARD MINUTES

Tuesday, November 6, 2018

The Full Board met on Tuesday, November 6, at 4071 Port Chicago Highway, Board Rooms A & B Concord, California. Chair Bhupen Amin called the meeting to order at 3:20 pm. Chair Bhupen Amin reminded everyone of potential conflict of interest.

ATTENDANCE

MEMBER PRESENT - Bhupen B. Amin, Kristin Connelly, Jason Cox, Terry Curley, Ashley Georgian, Margaret Hanlon-Gradie, Thomas Hansen, Richard Johnson, Melissa Johnson, Michael McGill, John Montagh, Steve Older, and Yolanda Vega

MEMBERS EXCUSED – Joshua Aldridge, Carol Asch, Vittoria Abate, Bob Rivera, Justin Steele, Robert Williams, III

WDB STAFF PRESENT –Donna Van Wert, Noramah Burch, Patience Ofodu, Maureen Nelson, George Carter, Charles Brown III, and Rochelle Soriano

OTHERS IN ATTENDANCE – Janyce Wong (EDD), Alejandra Chamberlain (CCCOE), Sean Laurant and Maxine Younger (DOR)

PUBLIC COMMENT:

None

CONSENT AGENDA:

C1 Approve August 14, 2018 Full Board Meeting minutes

Motion\Second - Due to the focus of this meeting on engaging board members in a discussion on the local plan modifications the details of this item were not recorded and therefore put forward to the board for clarification.

Motion Approved

DISCUSSION ITEM:

D1 Update on AJCC Transition and 501c3

Rubicon/Collaborative New Service Delivery Model

Rubicon Programs is a 501(c)3 nonprofit whose mission is to transform East Bay communities by equipping people to break the cycle of poverty. The organization serves the people of Contra Costa and Alameda counties, and provides services that help low-income individuals enter the workforce and develop fulfilling lives.

New Countywide Collaborative Will Expand Access and Quality of Resources for Those in Need of a Job or Career Change

The Collaborative is an innovative public-nonprofit partnership of Contra Costa County workforce development organizations that currently operate within the County and was created specifically in response to WDBCCC's RFP#1158 for Adult and Dislocated Worker Career Services. The Collaborative consists of our Community Colleges, our Adult Education partners, Opportunity Junction, Lao Family Community Development, New Horizons, San Pablo EDC, and Rubicon as the lead. The Concord AJCC will remain the comprehensive site with Rubicon providing services on-site and partners providing access points at their existing sites throughout Contra Costa County.

The CCWC will be coordinated by Rubicon Programs, a nonprofit that works to end poverty in the East Bay, as well as the following CBOs and educational institutions:

- Mt. Diablo Adult Education (MDUSD)
- Liberty Adult Education (LUHSD)
- Martinez Adult Education (MUSD)
- Pittsburg Adult Education (PUSD)
- Contra Costa Community College District
- Lao Family Community Development

Comments/Feedbacks:

- All systems go and fully staff
- Started enrolling each access points
- Possibly have data report on enrollments thru the use of CalJobs

501c3:

This item is intended to explore the options, benefits, and costs associated with creating a new corporation and potentially authorizing WDB staff to pursue the creation of a nonprofit Public Benefit Organization to support the WDB.

It has been suggested that a nonprofit Public Benefit Corporation with state and federal tax exempt status (commonly known as a 501(c)(3)) could support the mission, vision, and activities of the WDB by providing a discretionary source of funding that is not restricted to a particular government program or activity. Further, the WDB has found itself limited in its ability to solicit grant funding and private contributions to support potentially beneficial economic and workforce development-related activities.

Comments/Feedbacks

- We need to make sure that the Board of Supervisors (BOS) will recognize this new entity and agree to partner with it and allow it to operate as the WIOA Board.
- The option to create or set-up 501C3
 - What is the vision?
 - What is the goal?
 - What is the purpose and strategy?
 - What is the timeline?
- We need to engage discussion among committee members
- Make it valuable and meaningful to the organization and to the board

CHAIR'S REPORT

None

COMMITTEE REPORT

None

EXECUTIVE DIRECTOR'S REPORT

None

PRESENTATION AND PLANNING SESSION:

Regional, Local and Prison to Employment

Steve Schultz from Glen Price Group facilitated an engaging conversation to solicit input from board members around the topics of the required Local Plan Modifications: How the WDB and other workforce system partners can work together to enhance employment opportunities for: People with Developmental and Intellectual Disabilities, Child Support Clients, CalFresh and CalFresh Employment and Training participants, English Language Learners, and Re-entry populations in Contra Costa County.

The Function of the Local Plans:

Under the State Plan, the primary purpose of local workforce plans and partnerships is to facilitate access to workforce services at the local level. While WIOA Section 106 regional plans and partnerships are specifically focused on construction of a regional training and education architecture that aligns with regional labor markets, individuals will access and experience this regional workforce architecture primarily through local service delivery efforts, principally those of WIOA partners operating in the America's Job Cents of California (AJCC) system, formally known as a One-Stop Centers, but potentially through other partners of the workforce system as well. In this regard, it is typically at the local level where services will be integrated, resources braided and supportive services provided to individuals being served by partners.

Meeting Objectives

1. Review Local Plan Modification timeline and deliverables
2. Review Key areas for strategy development, required plan content
3. Review approach to local/regional public meetings
4. Gather input from Board Members on each of the key areas

Key Areas for Local Plan Modification and Input Topics of Discussion:

- **CalFresh Employment and Training Participants**
- **Child Support Clients**
- **People with Intellectual and Developmental Disabilities**
- **English Language Learners**
- **Prison to Employment (Regional Plan)**

Approach to Public Meetings

- Invitations have been sent to a wide array of stakeholders for each of the strategy areas
- Meetings will include an introduction to the process, with the majority of the time spent in breakout groups for each of the five target populations
 - Small Group Discussions
 - Five small groups, each corresponding to a key section of the plan modifications required by the State board.
 - Within each group, discuss the following;
 1. What is working well in providing the following workforce services to this population – what can we build upon and expand?
 - Outreach and referral to workforce services
 - Preparing individuals (and employers) for placement in employment
 - Supporting retention in employment
 - Characteristics of employers that have been successful and hiring and retaining individuals in this population?
 2. Where are the key gaps in each of these areas?
 3. Who are the most important partners that the WDB needs to be working with to be successful in this area?
 4. What are concrete steps that should be taken to improve employment outcomes for this group?
- Goal is to obtain input on specific actionable steps that can have the greatest possible impact in improving employment outcomes for each group.

Notes were taken by Steve Schultz and will be incorporated into the development of the Local Plan Modification Narrative. The WDB will be hosting regional and local planning sessions on the following dates and all board members are welcome to attend:

November 15, 2018 (Thursday) – 3:00pm-5:00pm

Richmond Auditorium
Bermuda Room
403 Civic Center Plaza
Richmond, CA 94504

Please register:

<https://www.eventbrite.com/>

November 29, 2018 (Thursday) – 5:00pm-7:00pm

America's Job Center/EASTBAY Works
Room A
4071 Port Chicago Hwy., Suite 250
Concord, CA 94523

Please register:

<https://www.eventbrite.com/>

December 4, 2018 (Tuesday) – 10:00am-12:00pm

City of Pittsburg Council Chambers
65 Civic Ave., 3rdFloor
Pittsburg, CA 94565

Please register:

<https://www.eventbrite.com/>

THE MEETING WAS ADJOURNED AT 5:30 P.M.

Respectfully Submitted,
Rochelle Martin-Soriano, Board Secretary

/rms

FULL BOARD MINUTES

Tuesday, August 14, 2018

The Full Board met on Tuesday, August 14, 2018, at 4071 Port Chicago Highway, Board Rooms A & B Concord, California. Chair Bhupen Amin called the meeting to order at 3:07 pm. Chair Bhupen Amin reminded everyone of potential conflict of interest.

ATTENDANCE

MEMBER PRESENT - Bhupen B. Amin, Carol Asch, Jose Carrascal, Kristin Connelly, Ashley Georgian, Richard Johnson, Melissa Johnson, Bill Mahoney, Michael McGill, Steve Older, Bob Rivera, Justin Steele, Yolanda Vega, Vittoria Abbate

MEMBERS EXCUSED – Jason Cox, Margaret Hanlon-Gradie, John Montagh, Robert Williams, III, Thomas Hansen

WDB STAFF PRESENT –Donna Van Wert, Noramah Burch, Maureen Nelson, George Carter, Jeff Shoji, Charles Brown III, and Rochelle Soriano

OTHERS IN ATTENDANCE – Brianna Robinson (Opportunity Junction), Josh Aldrich (Del Sol Energy), Alejandra Chamberlain (CCCOE), Robert Muller (Shell), Jane Fishburg and Gary Goodson (Rubicon), Terry Curley (United Business Bank)

PUBLIC COMMENT:

None

CONSENT AGENDA:

C1 Approve May 1, 2018 Full Board Meeting minutes
Motion\Second Michael McGill /Richard Johnson
Motion Approved

PRESENTATION ITEMS:

P1 AJCC Certification

Focusing on the Hallmarks of Excellence, The One-Stop Administrator and Concord staff completed a Self-Assessment of the Concord AJCC and presented results to Ad Hoc Committee members during the official on-site review.

One-Stop Operator (Steve Shultz) facilitated a discussion with AJCC MOU Partners to gather additional feedback related to effectiveness of the partnerships, the AJCC as an on-ramp for skill-development/industry recognized credentials, and cross-training opportunities for all partners in the AJCC system. The One-Stop Operator has prepared a presentation regarding the results of the Ad Hoc Committee’s review.

Criteria #1: Location and Facility

Strengths

- Center is accessible by bus and BART and has a large free parking lot
- Resource room includes 21 computers; Assessment Center with 16 computers
- Friendly customer-centered services with info on all partner programs

Continuous Improvement

- Additional signage in the front of the building and at the entrance to the center would be a helpful addition to enable people to more easily identify the center.

Criteria #2: Universal Access with emphasis on individuals with barriers to employment

Strengths

- The Center uses principles of human-centered design to provide access to those w. disabilities, limited English and other barriers
- Veterans receive priority of service at the AJCC and can access specialized EDD services
- Services are provided outside regular hours and virtually

Continuous Improvement

- Better integration with the EEO for review of policies and procedures
- Develop a limited English Proficiency Plan
- Explore expansion of services outside of regular hours
- Expand virtual services
- Maintain data on delivery of language and other accessibility services

Criteria #3: Effective partnerships

Strengths

- Monthly partner-staff meetings provide the opportunity to share information and resolve onsite issues
- Bi-monthly regional WIN meetings enable cross-promotion, cross-referral and networking, as partners host community resource and job fairs

Continuous Improvement

- Implement a survey tool to regularly poll the satisfaction of partners
- Develop a system to record referral follow up and outcomes
- Create a brochure to provide continually updated information on all partner services
- Develop and track outreach to non-located partners

Criteria #4: Integrated customer –centered services

Strengths

- Customers are informed of all programs and/or services relevant to their needs
- Referrals among colocated partners are easy and timely
- Staff are cross-trained in partner program services and eligibility criteria
- If new, customers are offered a Center orientation
- Partners collaborate to share case management and avoid duplication of services

Continuous Improvement

- Increase outreach to non-located partners to encourage their presence at the Center
- Train and support AJCC front line staff to actively engage new customers entering the Center in order to make the customers feel welcome

Criteria #5: On-ramp for skill development in targeted regional sectors

Strengths

- Center includes an Assessment Center for customers to assess skills and interests
- EDD LMI consultant is colocated at the Center and provides monthly reports
- Staff support customers in training to obtain industry-recognized credentials in priority sectors
- Work-based learning offered to promote skill development
- Supportive services provided based upon need

Continuous Improvement

- Expand use of EDD Labor Market Information consultant to inform staff regarding current occupational trends
- Use data to track number and percentage of individuals participating in training who receive a credential in a priority sector

Criteria #6: Engages industry and labor thru business services strategies that focus on quality jobs

Strengths

- AJCC staff are able to provide information about the regional economy and high-growth sectors to customers
- Employer Liaisons communicate employer skill needs to jobseekers
- The AJCC participates in and hosts employer-focused groups

- AJCC offers on-site recruitments, OJTs, Rapid Response, and seeks feedback through post-event surveys and debrief meetings

Continuous Improvement

- Continue to provide staff with up to date priority sector information
- Explore ways to increase employer response rates to surveys
- Work to strengthen communication with AJCC business services representatives and employers receiving employee training support in order to create a seamless hiring process

Criteria #7: High quality, well-informed, cross-trained staff

Strengths

- The AJCC holds regular meetings to discuss site issues, policies, procedures, program changes, activities and improvement strategies, with frequent guest speakers
- Collocated partners provide training for staff on their programs
- All staff are able to assist customers with barriers and help them to register in the CalJOBS system

Continuous Improvement

- Including additional training for staff on the following
 - New occupational/industry trends
 - Career pathways in priority sectors
 - Matching customers to jobs in CalJOBS
 - Eligibility, services and referral to core and partner programs
 - Customer-centered design

Criteria #8: Achieves business results through data-driven continuous improvement

Strengths

- All partners have committed to refer customers through a single point of contact at each agency, using a common referral form
- Participant data and outcomes are regularly communicated and used to modify strategies
- The Center has a history of meeting or exceeding WIOA performance outcomes
- Managers, staff and partners meet regularly to review performance and plan for continuous improvement

Continuous Improvement

- Development of a strategy to track participant outcomes across all AJCC partner programs, in order to document achievements, identify areas for improvement, and determine service allocation
- Implement a cross-organizational referral system that facilitates follow up and quantify referrals

P2 Year End Review

WDB staff will present end-of-year performance information in Youth, Adult, and Dislocated Worker program areas for PY 2017-2018. This presentation will include a review of the following elements:

- Context (regional economic data & climate)
- Program Performance
 - Youth Programs
 - WIOA Adult & Dislocated Worker Services
 - America’s Job Centers of California

AJCC Accomplishments Program year 2017-2018

WIOA	ADULTS	DISLOCATED WORKERS
New Enrollments	236	30
Placements	194	67
Median Wage	\$16.06	\$20.00
Median Annual Earnings	\$33,405	\$41,600

165 Customers Trained

136 Adults for \$382,597 (~\$2,800/client)

29 Dislocated Workers for \$73,916 (~\$2,550/client)

Metrix Online Learning

197 people put in 883 hours and completed 598 courses

WIOA Youth

Contractors:

Bay Area Community Resources

Contra Costa County Office of Education

Mt. Diablo Unified School District

LOCATION	New Enrollments	Exits	ITAs	Spend
BACR	21	8	3	\$11,386
CCCOE	46	3	6	\$9,433
MDUSD	29	0	1	\$3,407
Total	96	11	10	\$24,226

117 On-Site Recruitments

335 Known Hires

Top 5 Recruitment Industries

- Staffing Agencies – 60
- Transportation & Logistics – 12
- Security & Safety – 10
- Retail – 10
- Healthcare -8

P3 Rubicon/Collaborative New Service Delivery Model

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- Mt. Diablo Adult Education (MDUSD)
- Liberty Adult Education (LUHSD)
- Martinez Adult Education (MUSD)
- Pittsburg Adult Education (PUSD)

- Contra Costa Community College District
- Lao Family Community Development

DISCUSSION ITEM:

D1 WDB Standing and Ad Hoc Committees

The 2018-2019 Fiscal/Program Year (July 2018-June 2019) presents very different challenges and needs in terms of governance and standing committees. The WDB is undergoing very significant changes under the full implementation of WIOA and more specifically for Contra Costa, the restructuring of its' service delivery model for Adult and Dislocated Worker Career Services, both of which bring other new responsibilities and requirements. In consideration of these significant changes, it is an opportune time for the WDB to re-envision our current committee structures to ensure we have the optimal and appropriate model to support some of these new elements.

Workforce boards need to be able to identify and evaluate challenges and opportunities and align resources accordingly in a timely manner. Flexibility within the committee structure will support this need with optimal board engagement.

Topics:

- How can the workforce development board best interact and engage with the new Contra Costa collaborative to best provide services to our target populations?
- How can the workforce development board best incorporate a 501(c)(3) to improve our funding sources and provide operational flexibility?
- Communication strategy for informing and engaging the Board of Supervisors and additional community stakeholders

Comments/Feedbacks:

- Robust Committees
 - Active board participant
 - Call-in option for commuters
- Engagement of board members
 - Committee commitment

ACTION ITEM:

A1 Approve Local Board Determination Training Policy which provides guidelines and criteria for participants to utilize trainings by adult education, community college, and Regional Occupation Programs (ROP) not registered on the State ETPL.

Motion\Second Yolanda Vega / Jose Carrascal
Motion Approved

AYES: - Bhupen B. Amin, Carol Asch, Jose Carrascal, Richard Johnson, Melissa Johnson, Bill Mahoney, Michael McGill, Steve Older, Bob Rivera, Justin Steele, Yolanda Vega, Vittoria Abbate

NAYS: None

ABSENT: – Jason Cox, Margaret Hanlon-Gradie, John Montagh, Robert Williams, III, Thomas Hansen, (left early) Kristiin Connelly and Ashley Georgian

ABSTAIN: None

CHAIR'S REPORT

None

COMMITTEE REPORT

None

EXECUTIVE DIRECTOR'S REPORT

- WDB staff will be presenting at the Family and Human Services Committee a sub-committee of the Board of Supervisors on Tuesday, September 25th
- Upcoming Conferences CWA Meeting of the Minds at Monterey, CA on Sept. 4-6, 2018
 - WDB Staff and board chair will be in attendance

THE MEETING WAS ADJOURNED AT 5:05 P.M.

Respectfully Submitted,
Rochelle Martin-Soriano, Board Secretary

/rms

DATE: February 5, 2019
TO: Workforce Development Board Members
FROM: Workforce Development Board Staff
RE: **Presentation on WDBCCC Local Plan Modification**

Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for “changes in labor market and economic conditions or in other factors affecting the implementation of the local plan” (29 U.S. Code § 3123). The California Workforce Development Board (State Board) has also made changes to the State Plan which require that Local Boards update their plans to keep them consistent with the policy direction of the State Plan. Pursuant to the State Plan modifications submitted to the U.S. Department of Labor in the spring of 2018 and approved on June 11, 2018, the State Board is providing guidance to Local Boards on the requirements associated with local and regional planning modifications.

The WDBCCC engaged Glen Price Group to develop our local plan modification in compliance with the State’s requirements, and to facilitate the coordination of the local plan as one document. GPG will be presenting the results of these efforts today for the Board’s review.

The **Glen Price Group** (GPG) is a results-oriented consulting firm with extensive experience providing planning, facilitation, research, policy analysis, and fund development support to nonprofit organizations, public agencies, and philanthropic foundations.

DATE: February 5, 2019
TO: Full Board/Executive Committee
FROM: Workforce Development Board Staff
RE: **WIOA WDBCCC Local Plan Modification**

The WDB has expended a great deal of time, effort and resources responding to our local and regional plan modifications required under EDD's Workforce Services Directive WSD18-01 issued July 27th, 2018. This report brings forward the culmination of these efforts for board approval.

A. BACKGROUND AND DISCUSSION

Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for "changes in labor market and economic conditions or in other factors affecting the implementation of the local plan" (29 U.S. Code § 3123). The California Workforce Development Board (State Board) has also made changes to the State Plan which require that Local Boards update their plans to keep them consistent with the policy direction of the State Plan. Pursuant to the State Plan modifications submitted to the U.S. Department of Labor in the spring of 2018 and approved on June 11, 2018, the State Board is providing guidance to Local Boards on the requirements associated with local and regional planning modifications. This Directive provides specific guidance and instructions on both required and elective modifications to local and regional plans.

This Directive includes the following:

- Conditions and processes for robust stakeholder engagement during the regional and local plan modification process.
- Deliverables for regional and local plan modifications:
 - Required and elective regional plan modifications to align, coordinate, and integrate reentry and workforce services to the formerly incarcerated and other justice-involved individuals.
 - Required and elective local plan modifications arising from regional or local partnerships with county human service CalFresh programs.
 - Required and elective local plan modifications arising from regional or local partnerships with Local Child Support Agencies (LCSAs) to provide workforce services to unemployed, underemployed, and payment-delinquent non-custodial parents.
 - Required and elective local plan modifications arising from regional or local partnerships with programs that serve individuals with disabilities, including detail on strategies to implement Competitive Integrated Employment.
 - Required and elective local plan requirements pertaining to services for English Language Learners, the Foreign Born, and Refugees.

- Required regional plan content detailing compliance with State Plan guidance and state law relating to Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships.
- Required regional self-assessment using Indicators of Regional Coordination and Alignment.
- Other changes to regional and local plans made pursuant to changes in labor market and economic conditions or in other factors affecting the implementation of local or regional plans, including modifications to negotiated performance goals
- Submission process and Scoring Rubric

B. CURRENT SITUATION

The CWIB’s Strategic Workforce Development Plan for California has a broad vision and outlines ambitious goals for how the public workforce system can work with its partners to shape and support economic prosperity across the state and its regions. Under WIOA, Regional Planning Units (RPU) have been established and are required to develop a regional strategic plan that aligns workforce development activities and resources within the context of a larger regional economy and to develop and deploy available resources to provide coordinated and efficient services to job seekers and employers. The Workforce Development Board of Contra Costa County is the fiscal lead within the designated East Bay Regional Planning Unit (RPU) which includes the four local Workforce Development Boards in the Region: Alameda County, City of Oakland, and the City of Richmond.

The Function of the Regional Plans:

Regional plans and partnerships required by WIOA function under California’s State Plan as the primary mechanism for aligning educational and training provider services with regional industry sector needs in California’s fourteen WIOA Regional Planning Units (RPUs). California state law requires coordination between the K-12, Community Colleges, and WIOA systems and requires the use of sector strategies as the operational framework for the state’s workforce system. These two state mandated requirements are met under the State Plan by making federally required WIOA regional plans and partnerships the primary mechanism for aligning educational and training programs with regional industry sector needs. As such, a focal point of regional plans is the identification, development, and utilization of “regional sector pathway” programs, aligned with regional industry sector needs.

The Function of the Local Plans:

Under the State Plan, the primary purpose of local workforce plans and partnerships is to facilitate access to workforce services at the local level. While WIOA Section 106 regional plans and partnerships are specifically focused on construction of a regional training and education architecture that aligns with regional labor markets, individuals will access and experience this regional workforce architecture primarily through local service delivery efforts, principally those of WIOA partners operating in the America’s Job Cents of California (AJCC) system, formally known as a One-Stop Centers, but potentially through other partners of the workforce system as well. In this regard, it is typically at the local level where services will be integrated, resources braided and supportive services provided to individuals being served by partners.

C. RECOMMENDATIONS

1. Approve the Draft Local Plan as presented and authorize the WDB Executive Committee to approve any changes to the Plan that may arise from the 30-day public comment period at the March 13th 2019 meeting

D. SCHEDULE

- November 15—West County Public Meeting in Richmond – completed
- November 29—Central County Public Meeting in Concord- completed
- December 4—East County Public Meeting in Pittsburg – completed
- January 18—Draft of Local Modified Plan submitted to WDBCCC Staff for review – completed
- February 5—Local Modification Plan provided to WDBCCC Board for approval
- February 6—Local Modification Plan made public for 30-day comment period
- February 11 – Regional Modification Plan provided to Local WDBs and posted for comment
- March 7 – Review of public comments
- March 13—Approval of any revisions to Local plan by WDBCCC
- March 13—Final version of both plans provided to Regional Coordinator
- March 15—Plans submitted to State Board for review
- June 15—State Board approves/conditionally approves plans
- July 1—State Board notifies local boards/regions of any deficiencies
- August 1—Final corrected plans due with CLEO signature
- September 1—State Board provides final approval of plans

Both Regional and Local plans are due to the State Board no later than 5:00 pm on March 15, 2018. Both plans will need to be out for public comment for 30 days prior to that and will need local elected official and Board of Supervisor approval.

D. FISCAL IMPACT

These modifications to the WDB 2017-2021 Strategic Workforce Development Plan will help to prioritize and align the WDB's investments in different programs, initiatives, and activities supporting the workforce system in Contra Costa County and the region.

E. CUSTOMER IMPACT

As the guiding document for an organization's mission, vision, goals, objectives, and priorities the strategic plan should help the WDB be more responsive to the needs of the local economy and to customers that utilize programs and services under its purview. Additionally, the refinement of specific metrics related to the plan should help to ensure a greater level of accountability and transparency to all stakeholders.

F. ATTACHMENTS

A1a – EDD Directive WSD18-01 Regional and Local Plans PY 17-21 Two Year Modifications Guidance dated *July 27th, 2018*

A1b – Local Plan Modifications – Narrative

A1c – Local Plan Modifications – Informational Attachments

REGIONAL AND LOCAL PLANS PY 17-21 – TWO YEAR MODIFICATIONS

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding the two year modification of regional and local plans required by the *Workforce Innovation and Opportunity Act* (WIOA). This policy applies to Regional Planning Units (RPU) and Local Workforce Development Boards (Local Boards), and is effective on the day of issuance.

This Directive finalizes Workforce Services Draft Directive *Regional and Local Planning Guidance PY 18-19* (WSDD-180), issued for comment on April 30, 2018. The Workforce Development Community submitted 12 comments during the draft comment period. A summary of comments, including all changes, is provided as Attachment 12.

Retain this Directive until further notice.

REFERENCES

- *United States Code* (USC) Section 3123
- WIOA (Public Law 113-128) Sections 106 and 107
- Title 20 *Code of Federal Regulations* (CFR): 679.500 through 679.580
- *California Government Code* Section 54950 et al.
- Assembly Bill (AB) 2288 (Burke), Chapter 692, Statutes of 2016
- AB 109 (Committee on Budget), Chapter 15, Statutes of 2011
- AB 554 (Atkins), Chapter 498, Statutes of 2011
- Workforce Services Draft Directive WSDD-178, Subject: *Quality Apprenticeship and Pre-Apprenticeship Opportunity* (March 12, 2018)
- Workforce Service Directive WSD16-07, Subject: *Regional and Local Planning Guidance for PY 2017-2020* (September 16, 2016)

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

- Workforce Services Information Notice WSIN17-26, Subject: *Prison to Employment Initiative* (February 28, 2018)
- WSIN17-24, Subject: *Public Comment Period – Modifications to California’s State Plan* (February 9, 2018)

BACKGROUND

Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for “changes in labor market and economic conditions or in other factors affecting the implementation of the local plan” (29 U.S. Code § 3123). The California Workforce Development Board (State Board) has also made changes to the State Plan which require that Local Boards update their plans to keep them consistent with the policy direction of the State Plan. Pursuant to the [State Plan modifications](#) submitted to the U.S. Department of Labor in the spring of 2018 and approved on June 11, 2018, the State Board is providing guidance to Local Boards on the requirements associated with local and regional planning modifications. This Directive provides specific guidance and instructions on both required and elective modifications to local and regional plans. This Directive includes the following:

- Conditions and processes for robust stakeholder engagement during the regional and local plan modification process.
- Deliverables for regional and local plan modifications:
 - Required and elective regional plan modifications to align, coordinate, and integrate reentry and workforce services to the formerly incarcerated and other justice-involved individuals.
 - Required and elective local plan modifications arising from regional or local partnerships with county human service CalFresh programs.
 - Required and elective local plan modifications arising from regional or local partnerships with Local Child Support Agencies (LCSAs) to provide workforce services to unemployed, underemployed, and payment-delinquent non-custodial parents.
 - Required and elective local plan modifications arising from regional or local partnerships with programs that serve individuals with disabilities, including detail on strategies to implement Competitive Integrated Employment.
 - Required and elective local plan requirements pertaining to services for English Language Learners, the Foreign Born, and Refugees.
 - Required regional plan content detailing compliance with State Plan guidance and state law relating to Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships.
 - Required regional self-assessment using Indicators of Regional Coordination and Alignment.
 - Other changes to regional and local plans made pursuant to changes in labor market and economic conditions or in other factors affecting the

implementation of local or regional plans, including modifications to negotiated performance goals.

- Submission process and Scoring Rubric.

Required and elective local and regional plan modifications marked with an asterisk * in the guidance that follows must be included as informational attachments to the main narrative descriptions of local and regional plans to serve the identified populations. These include, but are not limited to, items pertaining to community engagement, outreach and the public comment process, background information, and information pertaining to the assessment of need and population size. All other required and elective local and regional plan modifications are expected to be addressed in the ten page narratives of the associated local and regional plans.

POLICY AND PROCEDURES

Community Engagement and Public Comment Process

Local Boards are subject to the open meeting requirements of the *Ralph M. Brown Act* (Brown Act). The intent of the law is to ensure that meetings are properly noticed, agendas are made available and that the public has an opportunity to provide comment on local policy and operations.

For purposes of the forthcoming planning process, the State Board recognizes that a greater level of meaningful stakeholder, community, and service population participation is more necessary than that which is minimally required to comply with the Brown Act. As such, the State Board is providing additional community engagement requirements to ensure that the interests of client populations are placed at the center of planning conversations as Local Boards move forward and work with stakeholders to modify regional and local plans.

Requirements for Planning Process are as follows:

- Follow applicable open meeting guidelines.
- Must “notice” stakeholders listed by the State Board in each RPU about public meetings and planning activities, and related open events to ensure opportunities to participate in and provide feedback on local/regional plan modifications. Boards are expected to contact every partner listed in their RPU in the [Directory of Planning Partners](#) as well as the partners listed in the [Interactive Corrections Map](#).
 - An established list of stakeholders is provided on the State Board website and can be accessed the [Directory of Planning Partners](#). Boards must contact all of the stakeholders on this Directory of Planning Partners in your region and document outreach activities.
 - Stakeholders invited to participate in planning processes must include all of the following: organizations providing services to the re-entry population and English learners, as well as adult education partners, refugee resettlement

agencies, Human Service program leads/providers, community college and other education partners, immigration services providers, disability organizations associated with the Department of Rehabilitation and located within other systems, along with other required planning partners detailed in the Directory of Planning Partners. Refer to this directory providing a list of stakeholders in your region. Boards are required to contact each organization listed in their respective RPU. Note that the list of organizations in the *Directory of Planning Partners* is not comprehensive, and as such, Boards are not precluded from contacting other organizations not listed in the directory.

- Boards must hold one listening session or planning meeting outside of regular business hours (regular business hours are presumed to be 8am-5pm Monday through Friday). This meeting should be public and made available to participants in the geographic area where the board has jurisdiction. A Meaningful Community Engagement for Workforce Planning guide with recommended engagement processes is attached as a resource for conducting outreach and interacting with community partners.
- RPUs and Local Boards must notify the State Board of any planning meetings, listening sessions, or other public meetings related to the planning process. This information will be collected and posted on the State Board website. The dates and times of each planning meeting, listening session, or other public meeting related to the planning process must be provided to the State Board for posting at least ten days in advance of the planning meeting, listening session, or other public meeting related to the planning process. The information should be provided to the State Board through email communication to the State Board's State Plan and Policy Manager Bethany Renfree at Bethany.Renfree@cwdb.ca.gov, the Information Technology Specialist Michael Dowdy at Michael.Dowdy@cwdb.ca.gov, and the Corrections Team Field Specialist, Rafael Aguilera at Rafael.Aguilera@cwdb.ca.gov. Include in the subject line or the body of the email the purpose for the attached document(s) (i.e., Local and Regional Planning Meeting Schedule and Location for "_____".) and any corresponding deadlines.
- Local Boards must post the meeting notice in a prominent, clear location on the Local Board website, in the lobby of office(s), and at America's Job Centers of California (AJCCs) in the board jurisdiction. When the planning meetings are scheduled and if any changes are made, postings must be updated.
- RPUs and Local Boards must provide, as an attachment to the local and regional plans, an overall narrative description of the manner in which the stakeholder involvement and community outreach requirements were met for both the local and regional plans, must include documentation of outreach efforts to all required planning partners, and must provide documentation that the State Board was provided the relevant information on all planning meetings, listening sessions, or other public meetings related to the planning process. RPUs and Local Board plans will be scored on their stakeholder engagement and community outreach efforts as part of the local and regional plan scoring rubric.

Additionally to comply with Title 20 CFR Sections 679.500-580, Local Boards representing each Local Workforce Development Area (Local Area) in a RPU must provide an opportunity for

public comment on local and regional plan modifications developed through both the local and regional planning process before submitting the plan modifications to the Governor. To provide adequate opportunity for public comment, the Local Boards must additionally do all of the following once planning modifications have been drafted:

- Make copies of the proposed regional and local plan modifications available to the public through electronic and other means, such as public hearings and local news media.
- Include an opportunity for comment by members of the public, including representatives of business, labor organizations, education, and other relevant stakeholders.
- Provide no more than a 30-day period for comment on the plan before its submission to the Governor, beginning on the date on which the proposed plan is made available.
- The Local Boards must submit any comments that express disagreement with the plan modifications as an attachment to the plan modifications submitted to Governor.

Consistent with WIOA Section 107(e), the Local Board must make information about the development of plan modifications available to the public on a regular basis through electronic means and open meetings.

Planning Deliverables and Regional and Local Planning Processes: Do I Modify the Regional or Local Plan, and Do I Use a Local or Regional Planning Process?

Given the movement towards regional partnerships, local boards are encouraged to utilize a regional planning process to develop all regional and local plan modifications, though regional planning processes are only required for the development of regional plan modifications as well as any local plan modifications that involve coordination of multiple Local Boards with a common county or a common LCSA. For example, Local Boards in Los Angeles County (which has seven Local Boards, but only one county welfare department) should engage the county human services agency collectively as a region during the planning processes to eliminate duplication of efforts.

Local Boards should also note the following:

- Required and elective content pertaining to efforts to coordinate and integrate reentry and workforce services to the formerly incarcerated and other justice-involved individuals are submitted as part of regional plan modifications.
- Required content pertaining to compliance with State Plan guidance and state law in regards to Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships is submitted as part of regional plan modifications.
- Required content pertaining to required regional self-assessments using Indicators of Regional Coordination and Alignment are submitted as an attachment to regional plan modifications.
- Required and elective content pertaining to regional or local partnerships with county human service CalFresh programs are submitted as part of local plan modifications.

- Required and elective content pertaining to regional or local partnerships with LCSAs to provide workforce services to unemployed, underemployed, and payment-delinquent non-custodial parents are submitted as part of local plan modifications.
- Required and elective local plan modifications arising from regional or local partnerships with programs that serve individuals with disabilities, including detail on strategies to implement Competitive Integrated Employment are submitted as part of local plan modifications.
- Required and elective local plan requirements pertaining to services for English Language Learners, the Foreign Born, and Refugees are submitted as part of local plan modifications.
- Other changes to regional and local plans made pursuant to changes in labor market and economic conditions or in other factors affecting the implementation of local or regional plans are submitted as modifications to the regional or local plan they propose to modify
- Regional and local plan modifications are limited to ten pages each. Submission length will be ten pages plus ten pages for each local plan submitted as part of the regional plan. Information in attachments does not count toward these page limits. As stated above, required and elective local and regional plan modifications marked with an asterisk * in the guidance that follows must be included as informational attachments to the main narrative descriptions of the local and regional plans. These include but are not limited to items pertaining to community engagement, outreach and the public comment process, background information, and information pertaining to the assessment of need and population size. All other required and elective local and regional plan modifications are expected to be addressed in the ten page narratives of the associated local and regional plans.

Workforce-Corrections Partnerships: A New Element of Regional Plans

The State Board has entered into a formal partnership with the California Department of Corrections (CDCR), the California Prison Industry Authority (CALPIA), and the California Workforce Association (CWA), with the goal of improving labor market outcomes of the state's formerly-incarcerated population. This partnership seeks to provide the state's 14 RPUs with resources that will enable regions to better serve the formerly-incarcerated by fostering partnerships between RPUs, Local Boards, CDCR reentry service providers, parole field offices, county probation departments, employers, and community-based organizations (CBOs), labor organizations, vocational training providers, and social enterprises that serve the formerly incarcerated and justice-involved individuals. Additional information on the partnership can be found in *Prison to Employment Initiative* ([WSIN17-26](#)).

Background

In 2011, Governor Brown signed AB 109, commonly referred to as "Realignment." This legislation has sought to reduce the volume of inmates convicted of low-level crimes in state prisons, placing more of these individuals under the purview of county probation departments. As the impact of this legislation has taken hold and additional state prison inmates are released

into the community, increasing attention has been placed on the state's rate of recidivism (the rate that former inmates are convicted of new crimes and return to prison). Studies suggest a link between an individual's ability to find a job after release from prison and a reduced risk of returning to prison.

Individuals released from state prisons are almost always released under some type of supervision. Traditionally these individuals were released under State Parole. However, under Realignment, roughly half of individuals released from the state prison system are now under the supervision of County Probation Departments, known as Post-Release Community Supervision (PRCS). County Probation Departments now supervise the PRCS population and individuals under county probation supervision—both those who have been released from the County Jails and those who have not been incarcerated at all. Workforce services are typically provided to this population in an ad hoc fashion, with a broad range of program and service availability depending on funding and the existence of local and regional partnerships, which have generally been formed independent of state-level partner agencies.

Implementing Workforce-Corrections Partnerships

This corrections system has historically existed without systematized, statewide linkages to the workforce development system, presenting several gaps along the pathway from incarceration to employment. Individuals reentering society often have limited experience finding, obtaining, and sustaining employment and may not have career-ready skills. Most of these individuals will, however, have an immediate need for income upon release in order to meet their basic needs and meet conditions of their supervision. Further, formerly incarcerated individuals often require supportive services like substance abuse treatment, trauma-informed healing, and housing assistance, which are necessary for successful employment and/or participation in training or education. Research suggests shared case management, beginning pre-release, between corrections-side case managers (e.g. parole and probation officers) and workforce case managers, contributes to better outcomes for the formerly incarcerated. Developing such partnerships at the regional level requires coordination between workforce and corrections stakeholders to establish integrated pathways from the corrections system to employment.

The Legislature recently approved the Prison to Employment Program Trailer Bill, SB 866 (Committee on Budget and Fiscal Review, Chapter 53, Statutes of 2018), and the State Budget, SB 840 (Mitchell, Chapter 29, Statutes of 2018) and appropriated the first round of state funds to support partnership development through a regional planning process, as well as funds to build or, alternatively, scale-up existing programs that serve the needs of the reentry population. The funding in the 2018 State Budget will be distributed in three ways, with each region receiving one grant for each of the three categories as follows:

- **Regional Planning Grants** to fund collaborative development of regional partnerships and plans to serve the formerly incarcerated and other justice involved individuals. Approximately \$1.75 million will go to all 14 regions in fiscal year 2018-19. CWDB is currently developing the planning grant RFA with anticipated release in July 2018.
- **Regional Implementation and Direct Services Grants** to fund the implementation of regional workforce corrections plans and provide direct services provided pursuant to

these regional plans. Approximately \$6 million will go to some regions who identify high need and program readiness in fiscal year 2018-19, and approximately \$8 million will be provided to the remaining regions in the early part of fiscal year 2019-20. CWDB will develop this RFA with anticipated release in the spring of 2019.

- **Regional Supportive Services and Earn and Learn Grants**, which will provide funds to provide supportive services and “earn and learn” opportunities that offer access to immediate income for justice-involved and the formerly incarcerated. Approximately \$8 million will go to some of the regions who identify high need and program readiness in fiscal year 2018-19, and approximately \$12 million will be provided to the remaining regions in the early part of fiscal year 2019-20. CWDB will develop this RFA with anticipated release in the spring of 2019.

Required Regional Plan Content Pertaining to the Corrections Workforce Partnership and the Prison to Employment Initiative

The RPU's are required to submit an updated regional plan which describes how to best coordinate workforce and reentry services in each of the state's 14 regions. Regional plan updates must specify how Local Boards and RPU's will partner with CBO's, CDCR contracted reentry service providers, and representatives of State Parole and County Probation Departments to provide seamless, integrated, and effective services to the formerly incarcerated and other justice-involved individuals in each of the 14 regions. The CBO's will play a central role in successful corrections partnerships due to their expertise (often firsthand) and unique capacity to understand and provide impactful services to the reentry population. Regional plans should include specific strategies for how Local Boards will engage and work with specific partner CBO's to offer new, effective services that better meet the needs of their local reentry population.

The RPU's are required to regionally convene relevant stakeholders to develop the required modification to their regional plans. Required planning partners include the following:

- Local Boards and existing regional workforce partners, including WIOA core program partners, Adult Education Block Grant (AEBG) consortia, and regional Community College Consortia.
- Representatives of State Parole offices for the California Department of Corrections and Rehabilitation.
- Representatives of County Probation Departments who elect to participate.
- CBO's that elect to participate and who provide services to the reentry population in the region.
- Labor organizations and joint labor-management partnerships that elect to participate and who have prioritized and developed capacity in working with the reentry population.
- Public and private employers who have labor shortages or who have expressed a history or an interest in employing the formerly incarcerated and other justice involved individuals.

Local Boards are encouraged to work with stakeholders, including community based organizations to better understand the data, demographics, employment trends and other relevant information specific to the populations served by this agreement to develop better strategies to serve this population. This engagement could be conducted through specific stakeholder input sessions that are focused on these populations.

Regional Plan updates are required to provide the following information:

*Assessment of Need and Population Size**

- Provide an overview of the size and, to the extent feasible, demographics of the supervised population in the region, an assessment of the types of services needed, and the evidence, rationale, and/or track record of success as to why those types of services are needed to help the supervised population achieve long-term employment outcomes in occupations that pay a family-sustaining, livable wage.*
- Provide the number of individuals released annually from the state prison to the region.*
- Provide, on an annual basis, the number of formerly incarcerated individuals served by the region's workforce development system since July 1, 2016 and any data on rates of success (e.g. training completions, job placements, long term employment outcomes, wages, demographics, etc.).*
- Describe the ways in which program partners will facilitate information sharing to evaluate need.*

Services – Who, What, When, and How of Regional Alignment

- Describe existing and prospective partnerships with stakeholders in the RPU and the Local Areas of each RPU to coordinate reentry, workforce, and related education service delivery to the formerly incarcerated and justice-involved populations.
- Describe strategies for offering services that are accessible to people who are likely to face the greatest challenges in the labor market such as persons with disabilities facing barriers to employment or low-income disconnected women and men with little to no previous work experience or education attainment and who require immediate income assistance.
- Describe the types of services that are currently funded by existing, new, and prospective regional partners, the baseline levels of service (number of individuals and types of service) currently being provided in the region to individuals from this population, and how the regional plans will modify the types and quantity of services provided if granted additional resources under the Prison to Employment Initiative. These modifications should reflect the diversity of services needed to address the evolving needs of individuals prior to and upon release.
- Identify potential barriers to successful participation and completion of workforce education and training among the region's reentry population, and describe which supportive services (e.g. transportation, childcare, housing assistance, etc.) will be provided, the partners responsible for providing those services, and the process by

which individuals will be furnished with those services. Included in this description should be a plan that articulates outreach and recruitment strategies for ensuring these services are provided to those individuals who need the services most.

- Identify existing and potential opportunities to collaborate with parole and probation partners to determine pre-release when formerly incarcerated individuals are being released into the community and how workforce partners will work with parole and probation to link those being released to workforce services that align with the level of support each individual needs.
- Identify existing intake and case management needs for serving the justice-involved population, and describe how case managers will obtain current information about the education and training an individual received while incarcerated so as to build on both prior assessments of needs and pre-release education and training when determining which services and training to provide as well as how to best position individuals for job placement. This should include the sharing of transcripts or other training information acquired while incarcerated (e.g. certificates, diplomas, degrees, documented work experience, etc.) with LWDBs.
- Identify data collection methods and reporting procedures that will ensure outcomes of justice-involved individuals are tracked in accordance with the performance reporting requirements outlined in AB 1111 (E. Garcia, Chapter 824, Statutes of 2017) and the Prison to Employment Program Trailer Bill, SB 866 (Committee on Budget and Fiscal Review, Chapter 53, Statutes of 2018).
- Describe how supportive services will support job retention.

Relationship to Regional Labor Market Needs, Regional Sector Pathway Programs, and Regional Partnerships

- Describe how regional partnerships to serve the formerly incarcerated will interface with existing regional sector pathways efforts described in existing WIOA regional plans.
- Describe how regional partnerships to serve the formerly incarcerated will interface with existing State Board grantees that serve this population, including Forward Focus, Workforce Accelerator Fund, and High Road Partnerships for Construction Careers grantees. Locations and contact information for these grantees can be found on the [Workforce-Corrections interactive map](#) located on CWDB's website.
- Describe how information about priority industry sectors and occupations will be provided to partners.
- Describe the process in which identification of and engagement with employers, industry sector partnerships, and labor-management partnerships who are willing to hire formerly incarcerated and justice-involved individuals, including those with felony convictions, and those who are currently under state or county supervision will occur.
- Develop resources to inform employers about AB 1008 Fair Chance Hiring (McCarty, Ch. 789, Statutes of 2017), the federal Work Opportunity Tax Credit, California New Employment Tax Credit, Federal Fidelity Bonding through the California Employment Development Department's state bonding services, information about CBOs and other organizations that provide job placement services for formerly incarcerated people, and the benefits of hiring formerly incarcerated people.*

- Identify and catalog employers willing to employ the formerly incarcerated and other justice involved individuals to utilize for job placement efforts. This employer list should be used as an internal resource for case managers and local workforce development professionals.*
- Describe anticipated changes to existing Memorandum of Understandings (MOUs) with AJCCs and/or new MOUs with other service providers that correspond with the requirements of this Directive.
- Describe how new MOUs will be established with other service providers to meet the requirements of this Directive, including but not limited to addressing any challenges associated with local ordinances or policies relevant to executing new MOUs.
- Describe staff and training needs of RPUs, Local Boards, and partners to adequately serve this population.
- Describe how the region will pursue shared case management of the formerly incarcerated and justice involved individuals served pursuant to the workforce-corrections partnership, including the following:
 - How workforce professionals will coordinate services and referrals with representatives of State Parole and County Probation supervision.
 - How workforce professionals will work with CBOs to provide peer support, housing, transportation, food, family reunification, and other supportive and direct services.

Additional Planning Partners for Corrections Workforce Partnership Regional Plans

RPUs should build on existing regional partnerships, including existing Community Corrections Partnerships (CCPs) to develop a comprehensive regional vision and plan for successfully integrating the formerly incarcerated and other justice-involved individuals into the labor market. The State Board has developed an interactive web [map](#) containing contact information for a range of required and preferred corrections partners. Local Boards should consult this map as RPUs work to identify planning partners. In addition to entities identified by the State Board, RPUs are strongly encouraged to include the stakeholders listed below in the planning process. If these stakeholders are not included, the RPU must provide an attachment documenting outreach efforts to those stakeholders.*

- CCPs, which exist in every county, under Realignment and are administered by County Probation Departments.
- Programs operating in the region under the CALPIA, and potential engagement with those programs.
- County Departments of Human Services that administer CalFresh Employment and Training Programs
- County and regional Human Services departments that administer CalWORKS child support programs (Many formerly incarcerated individuals carry child support debt that may present a barrier to self-sufficiency.)
- CBOs who serve the formerly incarcerated and justice-involved populations but who may not currently be partners.

- Local reentry councils who are generally comprised of County Probation Departments and CBOs.
- Other local government entities providing services to the formerly incarcerated and justice involved individuals.
- Existing State Board grantees that serve this population, including Forward Focus, Workforce Accelerator Fund, and High Road Partnerships for Construction Careers grantees.
- Other private entities who employ the formerly incarcerated or justice-involved populations, or who have an interest or stake in this population.
- Local and/or regional Department of Rehabilitation affiliates

Some Local Boards may wish to make modifications to their local plans that correspond with the regional planning requirements described above. Such modifications are welcome but are not required, and all local plan modifications relevant to the workforce-corrections partnership component of this Directive should align with content included in the regional plan. The State Board will continue to publish content that supports the planning activities described in this section online at [the corrections-workforce partnership page](#).

New Partnership Agreement with CalFresh and Strengthened Partnerships with Human Service Agencies

The State Board has entered into a formal partnership with the California Department of Social Services (CDSS), the County Welfare Directors Association (CWDA), and the CWA with the goal of improving labor market outcomes for all recipients of CalFresh, including but not limited to participants in CalFresh Employment & Training services. This new partnership builds on existing partnerships with Human Service agencies and the California Work Opportunity and Responsibilities to Kids (CalWORKS) benefits and services, and also complements the new partnership with the Immigrant and Refugee Program’s employment services. This partnership focuses efforts on:

- Coordinating between Local Workforce Development Boards (Local Boards) and county Human Service Agencies to ensure strategic implementation of the State Plan.
- Better aligning employment outcome measures of CalFresh, CalWORKs, and Immigration and Refugee Programs with WIOA.
- Improving employment rates and wage gains for all people who receive public benefits, a priority population for both Workforce Development Boards and Human Service Agencies.

Background

Currently in California, 38 county Human Service agencies offer CalFresh Employment and Training (CalFresh E&T) program services to CalFresh participants on a voluntary basis. Importantly, CalFresh E&T program participation is not time-limited. Participants develop an Individual Employment Plan with the goal of identifying a prompt path to employment without being limited to a specific program length.

According to the CDSS's [California State Employment and Training Plan](#) (E&T Plan), California's E&T program helps CalFresh recipients gain skills, training, and work experience that will increase participants' ability to obtain regular employment, advance on a career pathway, and achieve economic self-sufficiency. The program is now serving more Californians than ever before. In FFY 2018, CalFresh E&T expects to serve over 100,000 CalFresh recipients. This growth is supported by a unique funding opportunity. CalFresh E&T providers, including County Human Services Agencies and other third-party partners, are eligible to receive uncapped federal 50 percent reimbursement for costs paid using non-federal funding to provide allowable E&T services to people receiving CalFresh.

CalFresh E&T services are delivered by county Human Service Agencies and a variety of other service providers, including CBOs and community colleges. A number of County Human Service Agencies already work closely with their CWDBs and AJCCs to deliver some or all of their E&T components directly. In other counties, E&T participants have access to, and may be referred to, AJCCs to receive available services, since a number of employment programs other than CalFresh E&T are available to CalFresh recipients.

As most county CalWORKs programs have partnerships with AJCCs, these partnerships can serve as an avenue for CalFresh E&T programs to connect to or expand workforce services. Additionally, a few counties use their CalWORKs contractors as providers of E&T services. All of these partners are actively working to build partnerships, expand access to CalFresh E&T, and to improve the quality and diversity of workforce services offered to people receiving CalFresh. These entities are committed to achieve quality employment outcomes for people receiving public benefits.

A renewed focus on the quality of services offered has resulted in new program models and innovative practices. An increasing number of counties have developed "third party match" models in which counties, community colleges and CBOs deliver E&T services to CalFresh participants and receive 50% reimbursement of federal funds. Additionally, counties can reimburse participants for transportation needed to effectively participate in E&T activities. A number of counties also provide reimbursements for federally approved ancillary costs that are reasonably necessary and directly related to E&T participation, including text books, tools/supplies, uniforms and clothing, shoes, eye glasses, and haircuts. A few counties provide specified E&T participants with short-term housing stabilization services.

Local Boards are encouraged to contact County Human Service agencies and invite them to participate in regional planning efforts. Local Boards in single county RPUs are required to engage County programs at the RPU/County level so as to reduce duplicative efforts between Local Boards and County Human Services Agencies. [An example of reducing duplicative efforts is to develop cross-training of partner staff so as to facilitate smoother transitions of information between county/local entities].

Required Plan Content Pertaining to the CalFresh Employment and Training (E&T) Partnership Agreement

Local Boards must submit local plan modifications to address the way in which Local Boards will engage with and work with the county Human Service agencies and other local CalFresh E&T partners such as CBOs and community colleges to serve their local CalFresh populations.

While WIOA Section 106 regional plans and partnerships are specifically focused on constructing a regional training and education architecture that aligns with regional labor markets, individuals will access and experience this regional workforce architecture primarily through local service delivery efforts, principally those of WIOA partners operating in the AJCC system, but potentially through other partners of the workforce system such as Human Services Agencies and organizations. In this regard, it is typically at the local level where services will be integrated, resources braided, and supportive services provided to individuals being served by the partners.

Local plan modifications must specify how Local Boards will partner with CBOs, service providers, community colleges, and representatives from County Human Service agencies for individuals in their local area*. WIOA designates priority of service to focus on recipients of public assistance. CalFresh recipients are considered recipients of public assistance for the purpose of local and regional implementation of the CalFresh partnership agreement.

Local Boards, in partnership with their local County Human Service Agency, are required to convene relevant stakeholders to develop the required modification to their local plans. Required planning partners for the CalFresh partnership includes the following:

- Local Boards and existing workforce partners, including core program partners, AEBG consortia, and relevant regional Community College Consortia. CBOs and social enterprises that elect to participate and who provide services to human services program participants in the local area.
- Representatives of County Human Service Agency.
- Public and private employers who represent the regional sectors emphasized in regional sector pathway content of regional plans and who have expressed an interest or have an historical interest in partnering with county Human Services providers.
- Local Boards are encouraged to work with stakeholders, including community based organizations, to better understand the data, demographics, employment trends and other relevant information specific to the populations served by this agreement to develop better strategies to serve this population. This engagement could be conducted through specific stakeholder input sessions that are focused on these populations.

Local Plan updates are required to provide the following information:

*Population Overview & Needs Assessment for People Receiving CalFresh**

- Provide an overview of the size and characteristics of both the total CalFresh recipient populations in the local/area region and the CalFresh E&T participant populations, if

CalFresh E&T is available in the local area/region (e.g., gender, race/ethnicity, age, Limited English Proficient (LEP), foreign born, formerly incarcerated, etc.).*

- Assess the types of workforce services needed to help people receiving CalFresh succeed in the regional and local labor market, including those services that are eligible for 50% federal reimbursement from CalFresh E&T (e.g. ESL classes, work experience, apprenticeship).*
- Describe the employment barriers experienced by people receiving CalFresh in your local area/region, including potential barriers faced by people with disabilities, and resources that can be utilized to assist with overcoming these barriers, including those resources eligible for 50% federal reimbursement from CalFresh E&T (e.g. job readiness, child care, criminal history).*
- Explain current and prospective local partnerships, including partnerships with local workforce development boards, local Human Service Agencies, and other CalFresh E&T providers, including those that are eligible for 50% federal reimbursement from CalFresh E&T (e.g. community colleges, community-based organizations, and other third-party providers). Describe the quality and level of intensity of services provided by these partners.*
- Describe the ways in which program partners will facilitate information sharing to evaluate need.*

Regional Alignment, Coordination, and Integration

- Describe how local/regional partners will braid resources and coordinate service delivery to people receiving CalFresh, including by leveraging 50% federal reimbursement from CalFresh E&T for workforce services, sector pathway programs, supportive services and retention efforts described below.
- Explain how local/regional partners will identify and partner with local/regional organizations that serve specific types of CalFresh populations (i.e. formerly incarcerated individuals, non-custodial parents, etc.) and strategies for leveraging existing resources in the community.
- Describe the types of workforce services available to people receiving CalFresh that are and can be funded by local/regional partners, the baseline level of service (e.g. number of individuals and types of services), and how the local/regional plan will modify the types and quantity of workforce services provided to this population.
- Describe the role of local/regional partners in helping provide services to and integrating people receiving CalFresh into sector pathway programs, including participation in program development, outreach, and the provision of specialized supportive services.
- Describe the ways in which local/regional partners will work together to provide *supportive services* to this population and facilitate program completion
- Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

Partnership Agreement with the California Department of Child Support Services

The State Board has entered into a formal partnership with the California Department of Child Support Services (DCSS) with the goal of improving labor market outcomes for unemployed, underemployed, and payment-delinquent non-custodial parents.

Background

The DCSS serves as the state Title IV-D agency (*Social Security Act*, Child Support Enforcement) and is responsible to the federal government for the overall administration and regulatory oversight of the Child Support Program. Services are delivered through a network of over 48 LCSAs that serve over 3.5 million children and families annually. DCSS oversees the entire administration of the state's child support program and ensures compliance with all federal requirements and laws.

The vision of DCSS is that all parents are engaged in supporting their children. This is achieved through the delivery of services including: establishing paternity, locating parents, establishing child and medical support orders, enforcing and modifying child and medical support orders, and collecting and disbursing child support payments.

The DCSS has a current caseload of 1.2 million cases and serves over 3.5 million children and families. In Federal Fiscal Year (FFY) 2015-2016, 297,057 of the 1.2 million cases were receiving public assistance and 647,448 formerly received public assistance. The remaining cases are families who have never received public assistance.

Required Plan Content Pertaining to the DCSS and Workforce System Partnership

As explained in the Executive Summary, Local Boards must submit local plan modifications to address the way in which Local Boards will engage with and work with LCSAs and specific partner CBOs to serve their local non-custodial parent population.

Local plan updates must specify how Local Boards will partner with CBOs, service providers, community colleges, and representatives from LCSAs and county Human Service agencies for individuals in their local area*.

Local Boards, in partnership with the LCSA, are required to convene relevant stakeholders to develop the required modification to their local plans. Required planning partners for the DCSS Workforce partnership includes the following:

- Local Boards and existing workforce partners, including core program partners, AEBG consortia, and relevant regional Community College Consortia.
- Local Child Support Agencies in the local area or region.
- CBOs and social enterprises that elect to participate and who provide services to non-custodial parents, including justice-involved individuals, the formerly incarcerated and social services program participants, in the local area.

- Public and private employers who represent the regional sectors emphasized in regional sector pathway content of regional plans and who have expressed an interest or have an historical interest in partnering with LCSAs and/or county human services providers.
- Local Boards are encouraged to work with stakeholders, including community based organizations, to better understand the data, demographics, employment trends and other relevant information specific to the populations served by this agreement to develop better strategies to serve this population. This engagement could be conducted through specific stakeholder input sessions that are focused on these populations.

Local Plan updates are required to provide the following information:

*Assessment of Need and Population Size**

- Provide an overview of the size of the Child Support Program population in your local area including the following:
 - An assessment of areas of high concentration.*
 - The percentage of noncustodial parents who are unemployed.*
 - The percentage of noncustodial parents who are ex-offenders.*
 - To the extent feasible, demographic information including race, ethnicity, gender, etc. *
- Provide an assessment of the types of services needed for each targeted group challenged with meeting their parental responsibilities.*
 - Describe the relative importance of the types of services needed to help program participants succeed in the labor market.*
- Describe the types of baseline services that are currently being provided in the local area to individuals from the Child Support Program population and how the regional and/or local plans will modify the types and quantity of services provided.*
- Describe barriers experienced by Child Support Program participants in your local area, including potential barriers faced by people with disabilities.*
 - What existing resources can be utilized to assist with overcoming these barriers?*
- Describe the ways in which program partners will facilitate information sharing to evaluate need.*

Existing Workforce and Education Program Partnerships

- Describe the ways in which the program partners work together to provide supportive services to noncustodial parents to support job retention.
- Discuss the steps to be taken to ensure that a comprehensive provision of services is provided to noncustodial parents to facilitate successful labor market outcomes and progression into livable wage jobs and careers.
- Discuss how eligibility criteria for workforce services impacts the Local Board's ability to provide workforce services to the Child Support Program population.
- Explain obstacles to providing services to the Child Support Program population.

- Explain additional tools that can be explored to motivate and support participation and any legal or regulatory barriers to utilizing these tools.
- Explain obstacles to meaningfully engaging in local partnerships.

Plans for Building Successful Partnerships or Scaling up Existing Successful Partnerships

- Describe the process Local Boards and LCSAs will use to retain individuals in relevant workforce and education training programs to support progression into livable wage jobs and careers.
- Describe existing, new, and prospective partnerships with stakeholders to coordinate workforce and related training and education service delivery to Child Support Program participants.
- Describe how local partners, including LCSAs, County Human Service Agencies, Local Boards, community colleges, adult education providers, CBOs, social enterprise, and other stakeholders will braid resources and coordinate service delivery.
- Describe how local workforce development boards will engage CBOs with a history of serving and working with the targeted populations, such as vocational training providers, in order to offer basic skills and occupational training, job and career search assistance, and supportive services within the local workforce development system.
- Describe the referral process and forms utilized to track this population as they are referred from:
 - LCSA office
 - Family Court

Working with LCSAs to identify incentives to increase the success of NCPs sustained participation in local workforce programs

- Discuss the tools and incentives that LCSAs can provide to noncustodial parents to promote their participation in workforce development and education training programs.
 - Incentives and tools used to facilitate a successful referral.
 - Incentives and tools used to foster a sustained program participation.

Revised Partnership Agreement Pertaining to Competitive Integrated Employment

Background

In 2015, the Department of Rehabilitation (DOR) and the State Board developed a partnership agreement that outlined collaboration activities to achieve policy objectives of the State Plan. This agreement outlined four policy priorities identified by DOR: services to youth, employer engagement, capacity building and Competitive Integrated Employment (CIE). In the fourth priority area, CIE, the DOR indicated this statewide strategy would be further specified in the [CIE Blueprint](#) which was not publicly posted at the time. Key partners, which include DOR, the Department of Developmental Services (DDS), and the California Department of Education (CDE), developed this document and it was publicly posted in May 2017. In July 2017, the CIE partners (DOR, DDS, and CDE) created the [Local Partnership Agreement template](#) (LPA) to help

guide Local Educational Agencies (LEAs), DOR districts, and DDS regional centers in establishing agreements that work to create more CIE opportunities for individuals with intellectual disabilities and developmental disabilities (ID/DD). The LPA Template was designed to facilitate conversations amongst partners that result in collaborative plans to assist individuals in achieving CIE. To provide information and resources to local workforce boards about California's CIE Initiative and CIE LPAs, the State Board developed a [CIE policy brief](#) in September 2017.

In January 2018, the DOR partnership agreement was updated to include new language about how workforce, DOR, and additional CIE partners would collaborate to create more CIE opportunities for Californians with ID/DD. This updated agreement required further specificity in the local and regional planning guidance for Local Boards and Regional Planning Units to update their regional and local plans.

CIE partners:

- The DOR administers the largest vocational rehabilitation (VR) program in the country. Employment services are provided annually by approximately 1,300 staff in over eighty-five offices in California over an extended period of time to approximately 100,000 individuals with significant physical and mental disabilities to assist them to prepare for and obtain competitive employment in integrated work settings at or above minimum wage. More information about VR services can be found in Chapter 2 of California's WIOA Unified State Plan.
- The Special Education Division of the CDE provides general supervision of LEAs which provide transition services to 137,000 students with disabilities (SWDs) statewide. Additionally, 94,000 SWDs are served by LEA WorkAbility I programs. More information about the CDE can be found in Chapter 2 of California's WIOA Unified State Plan.
- The Department of Developmental Services (DDS) is the agency through which the state provides services and supports to individuals with ID/DD (intellectual disability, cerebral palsy, epilepsy, autism and related conditions). Services are provided primarily through contracts with 21 nonprofit organizations called regional centers which help find and access the services and supports available to individuals with ID/DD (including pre-employment and employment support services). As of January 2016, DDS, through regional centers or developmental centers, provided services to 291,896 consumers, of which 141,207 were of working age (18-61 years old). More information about regional center services can be found in Chapter 2 of California's WIOA Unified State Plan.

Partnerships and Engagement to Increase CIE

As explained in the Executive Summary, Local Boards must submit a local plan to address the way in which Local Boards will engage and work with partners to align with the State's CIE strategy, also called, "the Blueprint." Plans should outline how partnerships allow for the creation of more opportunities for CIE. Additionally, plans should identify the LEAs, regional centers, DOR districts and other partners that Local Boards and job centers are collaborating with to develop these opportunities. The State Board recommends that Local Boards and One-

Stop Operators/AJCCs are also engaged with the CIE LPA process as described in the LPA Template in the previous section.

- Explain how your area is engaged or plans to become engaged with local partners to increase CIE for jobseekers with ID/DD.*
- List the names of organizations the Local Board is partnering with to implement these plans.*
- If participating in CIE LPA as explained above, please describe the level of participation.*

Needs of Individuals with ID/DD

Staff at AJCCs are expected to understand the needs of jobseekers with ID/DD and be knowledgeable about additional programs and resources that can aid in the success of the individual. The DOR, in coordination with CIE Blueprint partners, DDS and CDE, will provide CIE technical assistance to the Local Boards, partners, and employers to assist in filling potential knowledge gaps. DOR and State Board executive staff will also work collaboratively to ensure resources for disability expertise and cross-training of frontline staff in the AJCCs.

- Describe in your plan the ways in which AJCC staff have gained knowledge or training about serving individuals with ID/DD and the additional programs and resources available in the area.

Supportive Services and Earn and Learn Strategies to Increase Opportunities for CIE

To assist Local Boards and AJCCs in helping to create CIE opportunities through the provision of supportive services and utilization of "Earn-and-Learn strategies," the DOR's district staff will designate a point of contact for the Local Boards to help provide linkages to service providers of consumers with ID/DD. DOR district staff will provide supportive services (i.e., job coaching) to individuals with ID/DD who are VR consumers consistent with the individuals' Individualized Plan for Employment.

- Please explain how your area has or will connect with your DOR point of contact who can provide linkages to service providers and/or supportive services (i.e., job coaching) to individuals with ID/DD who are VR consumers.

Employer Engagement Strategies to Increase CIE Opportunities

To better identify earn and learn opportunities, DOR district staff will partner with the Local Boards to outreach to employers and partners to develop strategies to achieve CIE opportunities for consumers. The State Board recommends that Local Boards support the recruitment, referral, and employer engagement efforts of DOR representatives.

- Please describe how your DOR district partner is connecting with your area in their work to outreach to employers and partners to support opportunities for individuals with ID/DD to achieve CIE. If your area is developing its own recruitment, referral, and employer engagement strategies, please describe.

Provision of Services to English Language Learners, the Foreign Born, and Refugees

Existing requirements in [WSD16-07](#) (page 15) require counties with 15 percent or more Limited English Proficient (LEP) to adequately describe, assess the needs of and plan for serving the LEP population in their jurisdictions. Updates to service delivery strategies, new partnerships, demographics and any other relevant information should be incorporated in this update. In an effort to better serve the LEP, Immigrant and Refugee populations, local plan updates are required to provide the following information:

- Describe how local/regional partners will braid resources and coordinate service delivery to people English learners, the foreign born and refugees, including increasing access to sector pathway programs, supportive services and retention efforts.
- Describe the process Local Boards and their partners will use to *retain* this population in regional sector pathway programs as they progress into livable wage jobs and careers.
- Local Boards are required to review and incorporate any workforce or employment service plans developed by stakeholders (e.g. Employment Services Plans developed by County Welfare Departments etc.). Refugee Employment Service plans for counties with significant Refugee populations are available at the [California County Plans](#) page.
- In areas where County Employment Service Plans do not exist, Local Boards are required to engage with stakeholders, including community based organizations, to better understand the data, demographics, employment trends and other relevant information specific to the LEP, foreign born and refugee populations. This information should inform the development of strategies to serve this target population. Specifically, Local Boards should engage stakeholders to accomplish the following: *
 - Understand the demographics, barriers to employment and any other relevant information about the target population. *
 - Develop an assessment of gaps in services that English Learners, foreign born and refugees experience in the workforce system. *
 - Identify strategies for outreach and recruitment to these target populations.*
 - Identify strategies detailing how Local Boards will work with partners to better serve the LEP, foreign born and refugee population.*
- In communities where there are significant Migrant Seasonal Farmworker populations, Local Boards are required to coordinate with the 167 National Farmworker Jobs Program grantees. [Training and Employment Guidance Letter 18-16](#) describes program eligibility and enrollment guidance for the National Farmworker Jobs Program.
- Implementation of best practices around co-enrollments, leveraged funds and partnership and delivery of services with community based organizations is encouraged. Refer to the State Board Policy Brief on [Serving English Language Learners](#) for examples.

Required compliance with State Plan guidance and State Law regarding Multi-Craft Core Curriculum pre-apprenticeship partnerships

In all industry sectors, it is the policy of the State Board that pre-apprenticeship training must connect directly to apprenticeship programs approved by the California Division of

Apprenticeship Standards. In the construction industry, it is also the policy of the State Board that pre-apprenticeship training utilize the Multi-Craft Core Curriculum (MC3). This is required by state law if utilizing WIOA Title I funds. See Directive [WSDD-178](#).

Background

The MC3 is a standardized comprehensive pre-apprenticeship curriculum that delivers an industry-recognized credential. To become an MC3 training provider, an entity must contact a local building trades council in the entity's area of operation.

MC3 partnerships, or what the State Board refers to as *High Road Partnerships for Construction Careers*, are established collaborations led by local building trades councils and can include local workforce boards, community organizations, colleges, and schools. In these partnerships, workforce entities work closely with building trades councils to establish pathways for and provide support to disadvantaged populations in accessing state-approved apprenticeship through joint apprenticeship training councils. Effective programs are embedded in large public works or commercial-scale infrastructure projects through community workforce agreements negotiated with or by local building trades councils. Job seekers get to explore different trades through introductory programs and decide which craft is the best fit. The building trades and construction contractors get a pool of qualified, diverse candidates who have received a minimum of 120 hours of rigorous pre-construction instruction.

Required Content

The RPU's are required to submit an updated regional plan which describes in detail how each local workforce board and core regional planning partners will ensure coordination and partnership with one or more local building trades council when pursuing pre-apprenticeship training in the construction industry, as per state law and the State Plan.

Regional Coordination and Alignment Indicators

Background

The State Board has developed Regional Coordination and Alignment Indicators as a framework for assessing regional implementation progress in achieving the three objectives of the State Plan: demand driven skills attainment, upward mobility and equity for individuals with barriers to employment, and system alignment.

Required Content

As an attachment of the Regional Plan modifications submitted to the State Board, each region must provide a self-assessment of regional coordination using the Regional Coordination and Alignment Indicators. The self-assessment must include, at a minimum, progress achieved through the Regional Plan Implementation (RPI) grants and should also include, to the extent feasible, regional achievements made with other investments, such as SlingShot, Regional

Training, Prop 39 High Road Partnerships for Construction Careers, Forward Focus, Workforce Accelerator Fund (Accelerator) and funds leveraged through other strategic partners.

A matrix of RPI goals cross walked to Regional Indicators is attached.

The Regional Coordination and Alignment self-assessment will be used to determine progress made to date in regional planning unit (RPU) workforce plan implementation and allow the State to assess in aggregate all RPU efforts underway. Additionally, the initial self-assessment will be used for subsequent assessment of regional coordination and alignment throughout the duration of regional plan implementation. The following are the Regional Coordination and Alignment Indicators:

Regional Coordination and Alignment Indicators

Demand Driven Skills Attainment Indicators

Indicator A: Region has a team that jointly convenes industry and is led by Industry Champions

Indicator B: Region has shared industry sector focus and pools/shares resources to meet demand in the region

Indicator C: Region has a process to communicate industry workforce needs to supply-side partners.

Indicator D: Region has policies supporting equity and strives to improve job quality

Upward Mobility and Equity for Individuals with Barriers to Employment Indicators

Indicator E: Region has shared target populations of emphasis

Indicator F: Region deploys shared/pooled resources to provide services, training, and education to meet target population needs.

Indicator G: Region utilizes shared/common case management and capacity building strategies such as co-enrollment, professional development, to develop shared responsibility for providing services and ensure quality outcomes

System Alignment Indicators

Indicator H: Region has shared/pooled administrative systems or processes to achieve administrative efficiencies and program outcomes

Indicator I: Region has created formalized structures for decision-making

Indicator J: Region has developed a process for evaluating performance that includes, but may not be limited to:

- Qualitatively evaluating progress towards meeting regional industry and occupational demand;
- Tracking the number of Industry-Recognized Credentials and Apprenticeships;
- Aligning negotiated performance measures to regional Indicators; and

- Using the Indicators of Regional Coordination and Alignment to evaluate progress.

Using the guidelines outlined in the Attachment, *Regional Coordination and Alignment Regional Assessment Indicators*, each region should determine how it scores on each of the Indicators listed and provide a narrative rationale justifying the score it has given itself as part of the self-assessment. For each of the Indicators, three scores are possible: Learning/Experimenting; Operationalizing/Doing; and Growing/Expanding/Scaling. RPU's should provide to the extent feasible a robust self-assessment.

It is important to note, that the State is aware that each RPU may not have made progress on all indicators. Where this is evident, the RPU may elect the "no progress made at this time" option.

Employment Development Department's Labor Market Information

The Employment Development Department's Labor Market Information Division has created the Regional Planning Unit LMI Dashboard as a web-based interactive tool for (optional) use by Local Workforce Development Boards and Regional Planning Units when modifying their strategic plans. This labor market information resource can be found [here](#).

Submission Requirements and Deadline for Regional and Local Plan(s)

Regional and local plans must be submitted to the State Board no later than March 15, 2019.

Each RPU and Local Boards within the RPU must submit one package that includes the following:

- One electronic version of the regional plan and local plan(s) in a pdf format.
- One original of the regional plan and each local plan(s) with the original signatures of the RPU Local Board Chairs and the CEO(s) or their designated alternates.
- Three copies of the regional plan and each local plan(s). If local approval cannot be achieved by the submission deadline, the Local Board must submit at least one copy of the unsigned plan by the due date and provide a detailed explanation for the signature absence(s) and the date by which the signed original and copies will be sent. A signed copy must be submitted no later than August 1, 2019.

A CEO signature is required for local plans, but not for regional plans. However, CEOs are still required to approve final regional plans and include documentation of the approval (meeting minutes, resolution, etc.) with their submission.

Electronic copies of the signature approval page will be accepted and should be sent to Bethany.Renfree@cwdb.ca.gov, Attention: Regional and Local Plans. Please note, alternates

must be formally designated by official action of their respective Local Board or locally approved policy.

ACTION

Bring this Directive to the attention of staff and other relevant parties.

This planning guidance provides an outline of the submission process, including dates for submission and review as well as the scoring rubric for plan modifications. All required elements specified in the final guidance will be scored on a 0 to 2 scale based on whether the element's narrative content exceeds, meets, or fails to meet expectations. Plan modifications will be due March 15, 2019.

INQUIRIES

If you have any questions, contact Bethany Renfree at 916-657-1446.

/S/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

Attachments are available on the internet:

1. [Regional Coordination and Alignment Indicators](#)
2. [Crosswalk: Regional Coordination and Alignment Indicators](#)
3. [Directory of Local and Regional Planning Partners](#)
4. [Community Engagement Resource Guide for CBOs](#)
5. [Meaningful Community Engagement for Workforce Planning Resource Guide for Local Boards and RPU's](#)
6. [PY 2018-2019 Regional and Local Planning Timeline](#)
7. [PY 2018-2019 Regional and Local Plan Format](#)
8. [Stakeholder Engagement and Community Outreach Efforts Scoring Matrix](#)
9. [Regional Plan Scoring Matrix](#)
10. [Local Plan Scoring Matrix](#)
11. [Assurances](#)
12. [Summary of Comments](#)

A. Regional Alignment, Coordination, and Integration of Services for CalFresh Recipients

Braiding Resources and Coordinating Service Delivery Among Local Partners

Describe how local/regional partners will braid resources and coordinate service delivery to people receiving CalFresh, including by leveraging 50% federal reimbursement from CalFresh E&T for workforce services, sector pathway programs, supportive services and retention efforts described below.

By partnering with the Contra Costa Workforce Collaborative (CWCC), a partnership of 10 local organizations who provide workforce development services, many of whom provide direct CalFresh services, the WDBCCC is able to network and disseminate information to diverse constituents across the county.¹ The WDBCCC will continue to provide labor market data, information on priority industry sectors, and in-demand occupations to help connect CalFresh recipients to employment opportunities in strategically identified industry sectors that pay a livable wage (advanced manufacturing, healthcare, transportation/logistics). The WDBCCC will utilize existing supportive/retention resources, and incorporate additional supportive/retention services available through additional partners such as CalWORKs (Childcare, Transportation). The WDBCCC will also work to strengthen and leverage existing relationships, while looking to expand networks with various resource providers in the coming year.

The WDBCCC has also contributed administrative and other support in the development of Workforce Integration Networks (WINs) in West, Central and East Contra Costa County. The WINs provide an opportunity for community based and local government service providers to come together to give updates on their work, and to collaborate on shared services for individuals in need. The WINs will serve as an important vehicle for coordination of services for people receiving CalFresh.

The Workforce Development Board of Contra Costa County (WDBCCC) has served in an advisory capacity to the partnership of organizations coordinating and delivering services to people receiving CalFresh E&T services in the county. This partnership includes Opportunity Junction, Rubicon, the Food Bank of Contra Costa, and EHSD CalFresh E&T. Rubicon and Opportunity Junction are the entities that currently operate under the “third party match” model, delivering E&T services to CalFresh participants and receiving 50% reimbursement of federal funds.

Over the past nine months, the WDBCCC has played an active role in a CalFresh planning process in the county to prepare for the end of the waiver of the work requirement (in September 2019) for those classified as Able Bodied Adults Without Dependents (ABAWDs). The process resulted in the development of three *Shared Impact Strategy* workgroups. The WDBCCC is continuing its participation in two of these workgroups, one related to the expansion of CalFresh E&T opportunities in the county, and another focused on outreach and recruitment of individuals that will soon be required to meet the work requirement. Participation in these workgroups will offer multiple opportunities for braiding resources and coordinating service delivery among partners for CalFresh recipients

Partnering with Organizations that Serve Specific Types of CalFresh Populations

¹ The CWCC includes: Rubicon, Adult Education (Mt. Diablo, Liberty, Martinez, Pittsburg), Contra Costa Community College District, Lao Family Community Development, New Horizons, Opportunity Junction, and San Pablo Economic Development Corporation (EDC).

Explain how local/regional partners will identify and partner with local/regional organizations that serve specific types of CalFresh populations (i.e. formerly incarcerated individuals, non-custodial parents, etc.) and strategies for leveraging existing resources in the community.

The WDBCCC has identified and collaborates with local/regional partners serving CalFresh populations to ensure awareness of resources available through WIOA (Contra Costa Workforce Collaborative, SparkPoint, Rubicon, Opportunity Junction, EHSD CalFresh Employment & Training). All of these organizations provide direct services to CalFresh recipients. The WDBCCC also convenes business information forums which provide information, resources, and hiring incentives to employers. These include the Work Opportunity Tax Credit (WOTC), Employment Training Panel (ETP), and additional resources. The forums also provide an opportunity for partnering organizations to highlight their particular programs/resources available to targeted CalFresh populations.

The WDBCCC will conduct direct outreach to specific groups of jobseekers to highlight opportunities, including the reentry population and people with disabilities. In February 2019, the WDBCCC will sponsor an event for people with disabilities through its Disability Accelerator grant, many of whom are CalFresh participants. The WDBCCC hosts monthly PACT (Parole And Community Team) meetings of organizations promoting services available to the reentry population. These meetings are facilitated by the California Department of Corrections and Rehabilitation, and offer support for employment, CalFresh support, and disability services.

Types of Workforce Services Available to CalFresh Recipients Funded by Local/Regional Partners

Describe the types of workforce services available to people receiving CalFresh that are and can be funded by local/regional partners, the baseline level of service (e.g. number of individuals and types of services), and how the local/regional plan will modify the types and quantity of workforce services provided to this population.

Workforce services available to people receiving CalFresh that are and can be funded by local/regional partners include: services provided through the AJCC/One Stop system; computer technology skills through Opportunity Junction, and releasing of a driver's license by the Child Support Program. WIOA Title I places priority of service on low-income individuals, including those who are receiving CalFresh. In some instances, the income guidelines for CalFresh are higher than the LLSIL used for Title I priority eligibility. Because individuals receiving services from partners are not currently tracked by their CalFresh status, baseline data on the number of individuals and types of services that they are receiving is not available.

A total of 88 people on CalFresh in Contra Costa County in 2017 received CalFresh E&T services, including: case management; assessments; pre-employment job readiness training; career skills training, including job search, communication skills, career advancement; resume and job application preparation support; interview preparation; placement assistance including referrals to sector based employment; college orientation and success planning; financial education and financial coaching; and vocational training for administrative careers. The WDBCCC is part of the planning team that is working to increase access to CalFresh E&T services through expanding the pool of providers.

The Workforce Development Board of Contra Costa County (WDBCCC) operates a One-Stop, branded as America's Job Center of California/EASTBAY Works, in Concord, CA, serving East, Central and West County. Services are also provided at numerous access points throughout the county. They include but are not limited to: Access to computers, faxes and phones for job search; Career, educational and work readiness assessments; A variety of

career and job readiness workshops; Resource referrals for support services from public, private and non-profit agencies in Contra Costa County.

Providing training opportunities to eligible participants is a key service provided by the Workforce Development Board through the AJCC. The WDBCCC trains toward priority sectors that have been identified as opportunities for career advancement and income mobility for our job seekers. The priority sectors for this period include: (1) advanced manufacturing; (2) health and life sciences; (3) energy; (4) information communications technology (ICT) and digital media; and (5) construction.

Contra Costa County Eastbay Works AJCC is integrated with the county CalWORKs program. In addition, the One-Stop Administrator manages the CCWORKS subsidized employment program for CalWORKs. The CCWORKS Employment Placement Counselors attend meetings across both bureaus (WFS & WDB/AJCC), conducting outreach and marketing for both bureaus.

A number of participants are co-enrolled across CalWORKs & Workforce Innovation & Opportunity Act (WIOA) programs and therefore able to take advantage of additional leveraged resources that may include individualized occupational job training, cohort trainings, support services, and subsidized work opportunities. CalWORKs and the WDB/AJCC works collaboratively on outreach and recruitment for all cohort training opportunities.

Integration of People Receiving CalFresh into Sector Pathway Programs

Describe the role of local/regional partners in helping provide services to and integrating people receiving CalFresh into sector pathway programs, including participation in program development, outreach, and the provision of specialized supportive services.

A number of WDBCCC partners offer sector pathway programs into which CalFresh recipients are integrated. FutureBuild offers extensive wrap-around services for participants in their pre-apprenticeship construction program, leading to employment opportunities in multiple building trades. Opportunity Junction provides computer training and a broad range of supportive service to help individuals prepare for administrative careers. Rubicon Programs provides wrap-around and specialized supportive services specifically targeted to the re-entry population. The Association of Manufacturers Bay Area (AMBAYArea) is interested in providing work-based learning/training opportunities to underserved populations in the county. All programs include active outreach to CalFresh participants.

Partnering to Provide Supportive Services and Facilitate Program Completion

Describe the ways in which local/regional partners will work together to provide supportive services to this population and facilitate program completion.

As mentioned elsewhere in this report, the CalFresh population faces significant challenges that impact employment and successful completion of workforce development training. These include health and mental health issues, lack of housing, responsibility of caring for dependents, and lack of access to transportation. The WDBCCC will collaborate with multiple partners on the delivery of services to address these challenges for people receiving CalFresh. Key partners in the provision of services include: Rubicon, the Contra Costa Workforce Collaborative (description on page 1), CalWorks (if co-enrolled), WIOA Title I Adult/DW programs, Pell grants, housing providers, county-based services that address issues such as transportation and childcare, and a range of community based organizations across the county.

Retaining Participants in Regional Sector Pathway Programs

Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

It can be a challenge to support retention in sector pathway programs for individuals with the level of barriers experienced by many people on CalFresh. The local board and its partners will engage in frequent communication and updates regarding the status of individual participants, in order to identify and serve participant needs. Tailoring the program to meet the specific needs of the individual is another way to facilitate retention and increase motivation. Delivering program services in a culturally sensitive way can also be an effective strategy for supporting retention.

B. Existing Workforce and Education Program Partnerships to Serve Non-Custodial Parents

Partner Collaboration to Provide Supportive Services

Describe the ways in which the program partners work together to provide supportive services to non-custodial parents to support job retention.

The Workforce Development Board of Contra Costa County (WDBCCC) helps participants in its workforce services programs to access a variety of supportive services that assist them in successfully securing livable wage employment. The WDBCCC provides assistance with transportation, subsidies for materials for education and training programs, and/or work tools or clothes. The WDBCCC also provides referrals to other organizations and services in the community that provide supportive services, including child care assistance, housing support, mental and physical health services, and substance abuse support.

In addition, the WDBCCC and the Child Support Program (CSP) currently participate in the Parole and Community Team (PACT), a collaborative effort organized around parolees. In the past, CSP participated in the Workforce Integration Networks (WIN) of the WDB, where CBOs, adult education and training providers, and workforce development partners convened regularly to improve services and outcomes across the County.

Ensuring a Comprehensive Provision of Services

Discuss the steps to be taken to ensure that a comprehensive provision of services is provided to noncustodial parents to facilitate successful labor market outcomes and progression into livable wage jobs and careers.

To ensure that non-custodial parents receive the comprehensive services they need to achieve successful employment outcomes, the WDBCCC will explore the possibility of creating a Memorandum of Understanding with the CSP to facilitate greater communication, coordination of services, and tracking of non-custodial parents. This will help to ensure that individuals seeking higher wage employment can get access to GED support, ESL classes, or adult basic education classes, as well as the skills and credentials to obtain higher wages. Greater coordination with the CSP will allow the WDBCCC to provide the full range of support to these individuals.

Impact of Eligibility Criteria on Ability to Provide Workforce Services

Discuss how eligibility criteria for workforce services impacts the Local Board's ability to provide workforce services to the Child Support Program population.

As part of the process of determining priority for services, WDBCCC has to document six months to a year of income for potential recipients of services. Sporadic employment or non-reporting of income, which are common for the NP population, can create difficulty in documenting this history. The desire on the part of some NPs to show as little income as possible to avoid garnishment of their wages can thus impact their eligibility for workforce services.

Obstacles to Providing Services to the Child Support Program Population

Explain obstacles to providing services to the Child Support Program population

There are currently several obstacles to providing services and establishing meaningful partnerships for service delivery. First, the CSP cannot spend money on direct services to NPs, limiting their ability to support them directly. In addition, many of the CSP tools are punitive and can increase the individuals' barriers to employment, for example, through suspending their driver's license for delinquent child support payments. Furthermore, current child support laws are written with the assumption of a traditional family structure of a husband and wife who divorce. These laws do not reflect the reality of many non-custodial parent situations.

An additional challenge is that NPs may not want the CSP to know they are working, due to a fear of wage garnishment. Furthermore, the CSP, the WDB, and other service providers are also not always aware of all of the programs in which an NP may participate. This could be addressed through a formal partnership where CSP includes a referral to WDBCCC services and a waiver on increased payments while the client is meeting specified workforce development goals. This will increase the likelihood of good communication between CSP, the WDBCCC and the client.

Additional Tools to Motivate and Support Participation

Explain additional tools that can be explored to motivate and support participation and any legal or regulatory barriers to utilizing these tools.

The CSP could incentivize their clients to participate in workforce programs by reinstating suspended driver's licenses upon enrollment in a training or education program, or upon meeting another defined employment goal. In addition, the CSP could also work with non-custodial parents to reduce their child support payments in exchange for participation in a workforce training program, until new employment is secured.

Obstacles to Meaningful Engagement in Local Partnerships

Explain obstacles to meaningfully engaging in local partnerships.

There are several potential obstacles to expansion of the partnership between the WDBCCC and the CSP. First, the CSP operates on a "One-strike, you're out" approach, which can make it challenging to establish relationships with individuals who may be facing multiple barriers to employment and may need greater support to achieve their goals. A second potential barrier is that NPs may not want the CSP to know they have started working, since that could impact their required child support payment amount. This could be mitigated, however, by reducing child support payment during the duration of a work training program to increase participant buy-in. Finally, the CSP, the WDBCCC, and other service providers may not always be aware of all the programs in which the client participates, which makes it more difficult to coordinate efforts to help an individual.

Retaining Individuals in Relevant Workforce and Education Training Programs

Describe the process Local Boards and LCSAs will use to retain individuals in relevant workforce and education training programs to support progression into livable wage jobs and careers.

The WDBCCC will work closely with program participants to ensure that they have access to the full range of services they need to successfully complete their training. The WDBCCC will identify the unique mix of supports and training services that each individual needs and will coordinate with relevant partners, including the CSP, to ensure they get everything they need and to address any challenges that arise.

Existing, New and Prospective Partnerships for Workforce Training and Education

Describe existing, new, and prospective partnerships with stakeholders to coordinate workforce and related training and education service delivery to Child Support Program participants.

The WDBCCC will build upon its current partnerships with employers, educational systems, unions, and community-based organizations to continue improving the coordination and leveraging of resources. In addition, the WDBCCC will further strengthen and codify its partnership with the CSP, including through the potential signing of a Memorandum of Understanding.

Braiding Resources and Coordinating Service Delivery

Describe how local partners, including LCSAs, County Human Service Agencies, Local Boards, community colleges, adult education providers, CBOs, social enterprise, and other stakeholders will braid resources and coordinate service delivery.

The WDBCCC will continue to work with partners to braid resources and coordinate service delivery in the county, with a strengthened focus on providing support to non-custodial parents. Coordination with partners will primarily take place through the Contra Costa Workforce Collaborative (CCWC), Parole and Community Team (PACT), and the Workforce Integration Network (WIN). The CCWC is an innovative public/non-profit partnership of Contra Costa County workforce development organizations that currently operate within the County. It was created specifically in response to the request for proposals to provide Adult and Dislocated Worker career services under WIOA. The PACT is a mandatory orientation meeting that gives people just released from prison a chance to see what services are available in their communities to help them succeed at home. The WIN is a network of public, private, and government agencies committed to working together to create a broader, more integrated system of workforce services designed to leverage public and private resources, enhance access to WIN member services and improve long-term outcomes for individuals using these services, reducing duplication and increasing efficiency.

Engaging CBOs with a History of Serving the Targeted Populations

Describe how local workforce development boards will engage CBOs with a history of serving and working with the targeted populations, such as vocational training providers, in order to offer basic skills and occupational training, job and career search assistance, and supportive services within the local workforce development system.

As evidenced by the networks listed above (CCWC, PACT, WIN) the WDBCCC has a history of working collaboratively with CBOs, education partners, and private and public agencies, in effort to not only leverage resources but to better connect target populations to the services best suited to their needs. The WDBCCC and its partners continue to research and reach out to organizations that can add value to the network. The CSP will be invited to participate in the PACT and WIN meetings.

Referral Process and Forms for Tracking this Population

Describe the referral process and forms utilized to track this population as they are referred from LCSA office and Family Court.

The WDBCCC does not currently have a referral process with the CSP or the family court, but is in discussions with the CSP about establishing a Memorandum of Understanding that would lay out the referral process between the organizations and that would establish data sharing so the CSP can track the non-custodial parents with whom they work.

Tools and Incentives that LCSAs can use to Promote Workforce Development Participation

Discuss the tools and incentives that LCSAs can provide to noncustodial parents to promote

their participation in workforce development and education training programs.

- *Incentives and tools used to facilitate a successful referral.*
- *Incentives and tools used to foster a sustained program participation.*

As indicated elsewhere in this document, there are a number of tools and incentives that can be employed by LCSAs to provide motivation to NPs to participate in workforce development and training. One key approach is to negotiate a reduction in the amount of child support payments during participation in workforce training, as a way to support enrollment and retention. Another is for the LCSA to develop a more collaborative relationship with NPs, so that they understand that participation in workforce development and education can be beneficial to them as well as their families. Increasing non-custodial parents' awareness of available hiring incentives, such as the Work Opportunity Tax Credit, is another useful incentive for motivating individuals to participate in these employment training opportunities.

C. Serving Individuals with Intellectual and Developmental Disabilities

Ways in Which AJCC Staff have Gained Knowledge About Serving Individuals with ID/DD

Describe in your plan the ways in which AJCC staff have gained knowledge or training about serving individuals with ID/DD and the additional programs and resources available in the area.

In addition to focusing on college graduates with disabilities, a central focus of the Workforce Board's Disability Employment Accelerator (DEA) project is improving employment outcomes specifically for individuals with Intellectual/Developmental Disabilities (ID/DD). This has been achieved by partnering with two Community Based Organizations (CBOs) (East Bay Innovations and Futures Explored) that are experts in this field and that also receive funding from Regional Centers. As the DEA Project Lead, the One-Stop Administrator has participated in DEA quarterly convenings and learning community meetings and provided information to the AJCC staff on best practices to improve services to this population.

Representatives from the Department of Rehabilitation (DOR) and Futures Explored (staff and consumers) have served as experts and facilitators of the Strategic Planning break-out sessions which focused on ID/DD needs and identified a wealth of resources to help AJCC staff expand their knowledge and strengthen their capacity for working with this population.

In an effort to ensure AJCC staff are fully trained, AJCC MOU partners recently completed a matrix that identified which trainings each MOU partner agency can provide as well as areas in which training is needed. The DOR will provide training on serving individuals with ID/DD through this mechanism.

Additional programs and resources about serving individuals with ID/DD that the WDBCCC can access include the following:

- Partnership with CBOs East Bay Innovations and Futures Explored (both funded by Regional Centers)
- Disability Employment Accelerator Employment Development Department Project Managers to provide technical assistance regarding effective work with the ID/DD population
- Department of Rehabilitation - including Work Incentive Planners (WIPS) and Windmills Training²
- Contra Costa BRIDGES to Success program, which provides a alternate route to specific County jobs for people with developmental disabilities

² The Windmills curriculum, used by more than half of Fortune 500 companies, is aimed at raising awareness of the limitations often imposed upon people with disabilities due to lack of knowledge or low expectations.

- EHSD Navigators who connect individuals with needed services within Contra Costa's Employment and Human Services Department and beyond
- CCCOE Workability programs provide pre-employment training, job placement, and follow-up for high school students in special education including those with ID/DD

Connecting with DOR Point of Contact on Supportive Services

Please explain how your area has or will connect with your DOR point of contact who can provide linkages to service providers and/or supportive services (i.e., job coaching) to individuals with ID/DD who are VR consumers.

The DOR point of contact offers direct services at the Concord Comprehensive AJCC and serves as a "resident expert" and link to additional supports for individuals with ID/DD. Additional partnerships with CBOs receiving Regional Center funds also maximize WIOA Title I training dollars while providing the additional supports (specialized assessments, job coaching, life skills, social skills, etc.) individuals with ID/DD may need.

Outreach to Employers to Support CIE

Please describe how your DOR district partner is connecting with your area in their work to outreach to employers and partners to support opportunities for individuals with ID/DD to achieve CIE. If your area is developing its own recruitment, referral, and employer engagement strategies, please describe.

The WDBCCC will be participating in local discussions with its DOR District partner to align strategies with the CIE BLUEPRINT which seeks to:

1. Improve collaboration and coordination between local educational agencies, DOR districts, and regional centers to prepare and support all individuals with ID/DD who choose CIE;
2. Increase opportunities for individuals with ID/DD who choose CIE to prepare for and participate in the California workforce development system and achieve CIE within existing resources; and
3. Support the ability of individuals with ID/DD to make informed choices, adequately prepare for, transition to, and engage in CIE.

The WDBCCC has been invited to join the Local Partnership Agreement (LPA) as a community partner whose participation supports the intention of the LPA to foster collaboration in order to streamline service delivery, engage communities, and increase CIE opportunities for individuals with ID/DD.

In addition to supporting employer engagement strategies identified in the LPA, a component of the DEA grant is the creation and hosting of Employer Forums (next forum to occur in February 2019,) which aim to reduce stigma and to educate employers on the benefits of hiring people with disabilities including ID/DD. Because the DEA partners have specific expertise with ID/DD, a host of strategies have been identified to improve employment outcomes for this specific population, including:

1. Windmills Disability Etiquette training for an employer audience
2. Expansion of the type and duration of employment retention services after placements with ongoing support for both employee and employer
3. Job Task Analysis to address the disconnect between the qualifications advertised in job postings and what is really required for the job

4. Customized employment in which jobs are reconfigured to address the specific capacities/talents of the individual (example: Google created a low-light, distraction-free environment to maximize productivity of their employees with autism)
5. Assessments of AJCC facilities, services, and program delivery done by ID/DD consumers/customers
6. Identification of Employer Champions willing to share their experiences with other employers

D. Serving English Language Learners, Foreign Born, and Refugees

Braiding Resources and Coordinating Service Delivery

Describe how local/regional partners will braid resources and coordinate service delivery to English learners, the foreign born and refugees, including increasing access to sector pathway programs, supportive services and retention efforts.

Refugee program benefits and services in California are provided at the local level by county social services/welfare departments. Refugee programs and services are administered by a County Refugee Coordinator. Refugee forum meetings are held to discuss the issues and concerns of the refugee population in an effort to develop solutions for implementing services for successful refugee resettlement.

The WDBCCC will partner with the County Refugee Coordinator to collaborate and the CBOs that have specific expertise in serving this population to collaborate and coordinate service delivery. One major convener of refugee service providers is the East Bay Refugee Forum. Some members of the Forum include:

- **Afghan Coalition** provides safety net wrap around services including advocacy for access to services, translation, health education, mental health referrals, English as a second language (ESL), computer literacy, microenterprise, cultural counseling, and cultural events.
- **African Advocacy Network** provides safety net service assistance, immigration legal services, education, interpretation, community navigator services for new arrivals who herald from countries across the African continent.
- **Catholic Charities of the East Bay** assists with refugee resettlement and refugee employment services, social adjustment services for new arrivals, housing assistance, general legal services, social support and mental health services, financial assistance and emergency shelter services.
- **Jewish Family and Community Services of the East Bay** is a provider of refugee resettlement services in Contra Costa County.
- **Lao Family Community Development** provides employment and job training, ESL, youth programs & services, microloans, financial literacy, and crime victim support assistance.

The WDBCCC will engage in numerous activities to encourage coordination and the braiding of resources. First, WDBCCC will facilitate the co-enrollment of clients in workforce programs and supportive services to leverage support for potential barriers to progress, such as housing, transportation, job training, and child care. The WDBCCC will work with partners to facilitate warm hand offs and referrals. It will also encourage collaboration rather than competition among organizations through its grantmaking processes, by awarding points for collaboration in RFPs.

The WDBCCC will convene CBOs to seek additional resources to support this population in Contra Costa County in a coordinated way. Potential funding opportunities include the

Reception and Placement program funding through the U.S Department of State Diplomacy in Action and the California Workforce Accelerator fund.

Process for Retaining this Population in Regional Sector Pathway Programs

Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

The WDBCCC will seek to retain this population in regional sector pathway programs by effectively matching the skills of immigrant workers to the local economy and capitalizing on any training and education the individual has received prior to coming to Contra Costa County. This will help increase participant success in programs.

In addition, by collaborating with partners, the WDBCCC will also be able to offer participants access to an array of programs so that they have more support (such as child care or transportation) and more options for securing livable wage jobs. The WDBCCC will work with partners to ensure participants have access to program navigators and case managers to help them understand their current skills and future career path, and can navigate the available resources. The WDBCCC will also work to structure programs in a way that supports long-term participation by avoiding duplicative assessments and undue paperwork, and offering employment services and work experience programs that allow flexibility to work and study part-time (i.e., earn and learn opportunities such as On the Job Training (OJT) and apprenticeship programs).

The WDBCCC will also ensure that training is focused on critical skills, including foundational soft and work-readiness skills needed for retention and advancement and stackable certificates in high-demand sectors so individuals can follow a clear path to build on current skills.

Incorporation of Workforce or Employment Services Plans Developed by Stakeholders

Local Boards are required to review and incorporate any workforce or employment service plans developed by stakeholders (e.g. Employment Services Plans developed by County Welfare Departments etc.). Refugee Employment Service plans for counties with significant Refugee populations are available at the California County Plans page.

The Contra Costa County Employment and Human Services Department has a Refugee Services Plan for 2016-2019 that describes the support available to refugees in the county to help them attain self-sufficiency. The goal of Refugee Social Services (RSS) is to engage all eligible refugees in social services and work activities to prepare them for employment and the move into self-sufficiency. The following services are available to assist refugees in becoming self-sufficient, by helping them address the language, cultural, and other barriers they face: employment and training services (including American workplace culture; resume writing; and interviewing, networking, and computer skills), ESL classes, retention services, referrals to other services, and more). The WDBCCC will coordinate with these providers to determine how to integrate and coordinate the existing services for refugees into other efforts by the WDBCCC.

Implementing Best Practices Regarding Co-enrollment, Leveraging and Partnership

Implementation of best practices around co-enrollments, leveraged funds and partnership and delivery of services with community based organizations is encouraged. Refer to the State Board Policy Brief on Serving English Language Learners for examples.

The WDBCCC Local Plan Modification public input meetings included stakeholders and community-based organizations in the region who represent English Language Learners (ELLs), and asked for their input on how the WDBCCC might better serve this population. Suggestions included the provision of services at night and on weekends, navigators to help

people understand available options, programs offered in different languages, sensitivity training for employers, work authorization document training, translators, outreach to faith-based organizations, career and technical training while learning English, and warm hand offs to other service providers as needed. These suggestions align with best practices outlined in the California Workforce Development Board Policy Brief on Serving ELLs.

Building on these two sources of recommendations, the WDBCCC will implement the following practices to most effectively serve ELLs:

- convene an ad hoc committee to focus on immigrant and ELL workforce issues, braid resources, and increase coordination with the existing county refugee services, adult education partners, and community-based organizations;³
- collaborate among diverse partners and draw on the unique expertise of each to provide more robust services;⁴
- use trusted agents (such as public libraries and adult education providers) to recruit and serve ELL job seekers; and
- work closely with adult education organizations to integrate services and supports, such as transition counseling and math and reading classes.

³ As recommended by the State Board, this effort will build on existing local organizational structures.

⁴ This could include adult schools, community colleges, libraries, municipal government, immigrant advocates, and other community groups.

A. CalFresh Population Overview and Needs Assessment

1. Size and Characteristics of CalFresh Population

*Provide an overview of the size and characteristics of both the total CalFresh recipient populations in the local/area region and the CalFresh E&T participant populations, if CalFresh E&T is available in the local area/region (e.g., gender, race/ethnicity, age, Limited English Proficient (LEP), foreign born, formerly incarcerated, etc.).**

As of November 30, 2018, there were 24,228 individual CalFresh participants in Contra Costa County, equal to approximately 2.0% of the total population of the county. The participant population is 35% male and 65% female. Of adult CalFresh recipients, 76% are between the ages of 19 and 49, and 24% are from age 49 to 64. Of the adult CalFresh population, slightly more than 1% have limited English proficiency, and 1.9% are not citizens of the United States.¹

An important CalFresh target population for employment and training supports are those identified as ABAWDs (Able Bodied Adults Without Dependents), who became subject to work requirements during the welfare reform process in the 1980s.² Since the great recession in 2008, ABAWDs in Contra Costa County have had a waiver of work requirements due to higher than average unemployment rates in the county. However, in September 2019, the federal waiver of work requirement for ABAWDs will expire for Contra Costa County. The County Employment and Human Services Policy and Planning Division estimates that between 3,900 to 4,600 individuals classified as ABAWDs will be at risk of losing their CalFresh benefits unless they can begin meeting the requirement that they be enrolled in an employment and training program or employed for at least 80 hours per month.³ The ABAWD population includes 61% male and 39% female. According to County data, 33% of this group is Black/African American, 29% are white, 14% are Hispanic or Latino, 4% are Asian, 2% are multiracial, 4% are "Other" and 14% are identified as "Unknown." The age distribution of the population includes: 20 and younger: 8%, 21 to 30: 38%, 31 to 40: 28%, and 41 to 50: 25%. Data show that 98% of the ABAWD population in Contra Costa County is proficient in English, and that 2% are Spanish speakers, with fewer than 1% who have another primary language. In the category of citizenship, just 3% of those classified as ABAWDs are non-citizens.

CalFresh E&T has been available to residents of Contra Costa County for a number of years, although it has included a relatively small number of participants, in part due to the voluntary nature of the program. The small scale is also due to the lack of capacity among local providers to support the necessary administrative overhead and also provide eligible 50% matching funds in order to receive reimbursement. In Federal Fiscal Year 2017 there were a total of 88 CalFresh E&T participants in Contra Costa County, of whom 30% were female and 70% were male. Within that group, 45% were Black/African American, 30% were White, 10% were multiracial, 8% identified as "Other", 3% Asian, and 2% American Indian or Alaska Native. In addition, 18% of the group identified as Hispanic or Latino. The age range of participants was as follows: 18 to 35: 48%, 36 to 49: 41%, 50 to 59: 9%, and 60 or older: 2%. Among current

¹ Data provided by Contra Costa County Employment and Human Services Department, Workforce Services Division on December 19, 2018.

² The ABAWD classification includes adult CalFresh recipients between the ages of 18 and 49 who are considered able-bodied and do not have dependent children.

³ Fact Sheet: Contra Costa County CalFresh Recipients May be Facing ABAWD Time Limits Previously Waived, Contra Costa County Employment and Human Services Department, Policy and Planning Division, March 2018, for internal distribution.

participants in CalFresh E&T programs in Contra Costa County, 100% are English proficient.⁴

2. Workforce Services Needed

*Assess the types of workforce services needed to help people receiving CalFresh succeed in the regional and local labor market, including those services that are eligible for 50% federal reimbursement from CalFresh E&T (e.g. ESL classes, work experience, apprenticeship).**

CalFresh recipients in Contra Costa County who are able to work have multiple challenges to success in the regional and local labor market. Many have a limited work history, lack a high school diploma or GED, lack stable housing, and have physical or mental health challenges. These characteristics of the CalFresh population have particular implications for the types of workforce services that are most beneficial. While optimal outcomes can be obtained by participating in sector-based training, many CalFresh participants need a more basic level of workforce and other supportive services that can include remedial education, basic/essential skills training, and social emotional skills required to navigate the workplace.

A history with the criminal justice system and limited English proficiency represent other challenges common to the CalFresh population. Based upon their differing circumstances, CalFresh recipients have the need for a range of workforce services. Each individual is unique, and it is critical that services be tailored specifically to meet individual needs.

For individuals who lack previous experience in the workplace, training in basic or essential skills is critical to helping them function effectively in the workplace. These skills include effective communication with customers, fellow employees, and supervisors.

Those with educational limitations may require support in obtaining a GED or high school diploma, or may need more basic literacy instruction. Adult Education programs associated with local school districts in the county offer support in obtaining a GED or high school diploma, and other community based organizations can provide literacy support. Limited English proficiency CalFresh recipients can also be served by Adult Education and these community based partners.

As the WDBCCC expands the array of workforce services accessible to CalFresh recipients, it will be guided by the following best practices identified in a recent report by the USDA Food and Nutrition Service, Office of Policy Support:

- Services are based on an individualized assessment of the workforce-related strengths and weaknesses of SNAP clients;
- Services comprehensively address an individual's need for skills training, basic skills education, and overcoming barriers to employment;
- Services help participants earn credentials valued by employers in their chosen industry or sector; and
- Services help develop skills that are closely linked to labor market demands in the local area.⁵

3. Employment Barriers

Describe the employment barriers experienced by people receiving CalFresh in your local area/region, including potential barriers faced by people with disabilities, and resources that can be utilized to assist

⁴ Data provided by the California Community College Foundation on December 12, 2018.

⁵ Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E & T) Best Practices Study: Final Report, USDA Food and Nutrition Service, Office of Policy Support, November 2016.

*with overcoming these barriers, including those resources eligible for 50% federal reimbursement from CalFresh E&T (e.g. job readiness, child care, criminal history).**

While the majority of those who receive SNAP/CalFresh benefits have a strong commitment to participating in the workforce, there are significant barriers that prevent them from doing so. These barriers were identified by both participants in public forums throughout the county, as well as in a recent national study on SNAP recipients. Perhaps the most important barrier is a lack of recent work experience. In a recent study, more than two-thirds (68 percent) of non-employed SNAP recipients had not worked in the past 18 months.⁶ The longer an individual remains outside the workforce, the more difficult it becomes to reenter.

Physical and mental health conditions were identified by public meeting participants as another major impediment to successful employment. A substantial portion of people on SNAP/CalFresh have a physical, mental, or other health condition that limits their capacity for work. National data show this number to be close to half of all participants.⁷

Limited education is another barrier experienced by a significant number of CalFresh recipients in Contra Costa County. More than 30 percent of SNAP recipients lack a high school diploma, and 9 percent have not completed the eighth grade.⁸ In an era where job requirements for education and training continue to grow, this represents a major hindrance to successfully entering the job market.

Taking care of children or other individuals was mentioned multiple times as a barrier to employment in the public forums and in the national study. Nearly one quarter of SNAP participants nationally had at least one child younger than 3-years-old.⁹ The cost of childcare can easily account for a majority of the earnings for someone in an entry-level job or less than full time employment.

Limited access to transportation is frequently identified by CalFresh recipients as a barrier, with public transportation unavailable or requiring an inordinate amount of time to get to training or the workplace. This barrier is particularly acute for individuals living in the eastern portion of the county.

A range of resources eligible for CalFresh E&T 50% reimbursement are available through the existing CalFresh E&T program in Contra Costa County. These include:

- Case management, including goal setting
- Participant assessments
- Pre-employment job readiness training
- Career skills training, including job search, communication skills, career advancement
- Resume and application preparation support
- Interview preparation
- Placement assistance including referrals to sector based employment
- College orientation and success planning

⁶ Supplemental Nutrition Assistance Program Participants' Employment Characteristics and Barriers to Work, Mathematica Policy Research, James Mabli, Irina Cheban, July 19, 2017.

⁷ The Mathematica study found that 49% of individuals receiving SNAP fell into this category, p. 27.

⁸ Ibid, page 28.

⁹ Ibid, page 28.

- Financial education and financial coaching
- Vocational training for administrative careers (Opportunity Junction)

Participant reimbursements for the following costs related to CalFresh E&T are also available:

- Dependent care to enable participation in CalFresh E&T activities
- Transportation to training or work
- Clothing and tools required for training, interviews or work
- Emergency housing assistance and one-time utility payments
- Legal services related to housing, employment and expungement
- Medical expenses as required for employment
- Test and registration fees such as GED

4. Current and Prospective Local Partnerships

*Explain current and prospective local partnerships, including partnerships with local workforce development boards, local Human Service Agencies, and other CalFresh E&T providers, including those that are eligible for 50% federal reimbursement from CalFresh E&T (e.g. community colleges, community-based organizations, and other third-party providers). Describe the quality and level of intensity of services provided by these partners.**

The WDBCCC recently participated as a member of the Core Planning Team for a process in Contra Costa County designed to prepare for the expiration of the ABAWD work requirement waiver in the county. As a result, the WDBCCC has been able to become better informed about CalFresh and CalFresh E&T. It has also forged stronger relationships with key partners providing workforce services for those participating in CalFresh, including the following:

- Contra Costa County Employment and Human Services-Workforce Services department, which provides assessments for CalFresh eligibility and maintains data on CalFresh participants in the County.
- Rubicon Programs, which serves as one of the two CalFresh E&T providers in the county, using AB109 matching funds to focus services on individuals experiencing reentry. Rubicon served a total of 74 CalFresh E&T participants in 2017.
- Opportunity Junction, an east county CalFresh E&T provider. Opportunity Junction provided CalFresh E&T services to 14 participants in 2017.; and
- The California Community College Foundation, which serves as an intermediary for CalFresh E&T providers in Contra Costa County.

The WDBCCC will build upon these strengthened relationships to better provide WIOA services to CalFresh participants.

The WDBCCC is currently engaged in the next stage of the process of planning for the expiration of the ABAWD work requirement waiver, participating in two multi-stakeholder workgroups involved in planning and implementation. The first group is focused on the expansion of CalFresh E&T provider capacity in Contra Costa County, will be planning outreach to potential CalFresh E&T providers, assessing their capacity to serve in this role, and providing support as needed. The second workgroup and providing outreach and assessments to CalFresh recipients to determine who may be eligible for exemptions.

5. Information Sharing to Evaluate Need

*Describe the ways in which program partners will facilitate information sharing to evaluate need.**

The WDBCCC will continue to expand its collaboration and information sharing with staff in Contra Costa County Employment and Human Services-Workforce Services who are responsible for the CalFresh program. Participation in the CalFresh E&T workgroup will also help the WDBCCC to keep fully updated on the development of new workforce services for the CalFresh population. As a result, the WDBCCC will better understand the workforce services needs of the CalFresh population, and can plan for delivery of Concord AJCC/One Stop services to meet those needs.

The WDBCCC will share information with the backbone organization for CalFresh E&T in Contra Costa County, the California Community College Foundation, regarding its planned expansion of CalFresh E&T capacity in the county. This will enable the WDBCCC to determine how it can best provide support to CalFresh E&T participants through WIOA-funded services. Because demand for CalFresh E&T services in Contra Costa County will increase significantly following the expiration of the ABAWD waiver in September of 2019, this will be a particularly important time to strengthen information sharing regarding needed services.

B. Assessment of Need and Population Size for Non-Custodial Parents

1. Child Support Program Population Overview

Provide an overview of the size of the Child Support Program population in your local area including the following:

- *An assessment of areas of high concentration.*
- *The percentage of noncustodial parents who are unemployed.*
- *The percentage of noncustodial parents who are ex-offenders.*
- *To the extent feasible, demographic information including race, ethnicity, gender, etc.**

There are 25,274 open cases with non-custodial parents (NPs) in Contra Costa County; 9,500 of those individuals have a physical address in the county. Of those local individuals, 3,707 (39%) have no active employment record¹⁰ and 1,936 of these individuals (20.4%) have a current or past record of incarceration.

With regard to sex, 89.8% of NPs are male while 9.86% of NPs are female, and 0.34% are unknown. In addition, 26.99% of NPs are African-American, 29.73% are Hispanic, 22.64% are white, 14.84% are unknown, fewer than 5% are Asian or Pacific-Islander, and 0.2% are Native American or Alaskan Native.

The table below shows the areas of the county with the highest concentrations of NPs. These areas are largely concentrated in the eastern and western portions of the county.

Table 1: Cities in Contra Costa County with Highest Concentration of Non-custodial Parents			
	Percentage of Total County Population	Percentage of Total Child Support	Location in County

¹⁰ An active employment record is an indicator that Contra Costa County Department of Child Support Services received information of an active relationship between the non-custodial parent and an employer and has not received subsequent information informing them that the employment status has changed.

Workforce Development Board of Contra Costa County
 PY 17-21 Local Plan Modifications--Informational Attachments

		Population	
Bay Point	1.97%	4.49%	East County
San Pablo	2.72%	6.05%	West County
Pittsburg	6.29%	13.04%	East County
Antioch	9.74%	19.01%	East County
Richmond	9.59%	16.54%	West County
El Sobrante	1.10%	1.69%	West County
Oakley	3.64%	5.12%	East County
Martinez	3.35%	4.31%	Central County

2. Services Needed

*Provide an assessment of the types of services needed for each targeted group challenged with meeting their parental responsibilities.**

- *Describe the relative importance of the types of services needed to help program participants succeed in the labor market.**

This population faces the challenge of needing to earn a sufficient wage to both provide child support and pay for the cost of living in a region with a skyrocketing cost of living. Many non-custodial parents are underemployed or sporadically employed, and have low levels of education, making it even more challenging to secure employment and earn sufficient wages. Individuals with a history of incarceration face a particular challenge because they often have substantial child support payments in arrears when they are released from prison.

The populations in Contra Costa County have need for a variety of services to help them in meeting their parental responsibilities. Some of the most critical services for this population include the following:

1. Support to obtain a GED in order to better qualify for positions
2. Support and training to gain basic skills and other essential skills required to be successful in the workplace
3. Improved tracking of Child Support participants and coordination with them to set payment amounts at an appropriate level

Additional services that would be useful for this population include:

1. English as a Second Language instruction for those who are learning English.
2. Sector-based training so people can obtain higher paying jobs.
3. Legal assistance in renegotiating the terms of their child support obligation so that it is an appropriate amount in relation to their financial circumstances.
4. Greater communication between the Child Support Program and partners, including the WDBCCC, regarding client participation in training programs, to inform decisions on renegotiating terms of child support obligations until the individual has become employed.
5. Realistic financial planning support.

Overall, there is a need for a less punitive approach to working with non-custodial parents that encourages employment and can lead to better outcomes for everyone involved. In addition, there is a need for enhanced identification of individuals who are *willing* to pay child support, but are financially unable. Since motivation is a key element to success in workforce training and

employment, these individuals could then be more strongly targeted for workforce services, compared to other groups.

3. Services Currently Provided

*Describe the types of baseline services that are currently being provided in the local area to individuals from the Child Support Program population and how the regional and/or local plans will modify the types and quantity of services provided.**

Non-custodial parents (NPs) are included among the population of those who receive services from the Workforce Development Board of Contra Costa County (WDBCCC), but the WDBCCC has not separately tracked those individuals in the past. The WDBCCC and partners do provide services that may benefit individual members of the Child Support program population, such as reentry and financial mobility services.

The WDBCCC will work with the Child Support Program (CSP) to better coordinate efforts to work with NPs. The CSP will work on improved identification of NPs who would benefit from workforce services, and on referring those individuals to the appropriate supportive services. The WDBCCC and partners will also start tracking NPs so they can improve communication and coordination with the CSP and make it easier for the CSP to track individual's employment status.

4. Barriers Experienced by Child Support Program Participants

*Describe barriers experienced by Child Support Program participants in your local area, including potential barriers faced by people with disabilities.**

- *What existing resources can be utilized to assist with overcoming these barriers?**

Child Support Program (CSP) participants in Contra Costa County face a variety of barriers to meeting their parental responsibilities.

First, many individuals face challenges such as the extremely high cost of housing, a suspended drivers license (as a result of delinquent child support payments), substance abuse, domestic violence, and/or bad credit history and difficulty accessing low-interest loans.

In addition, many individuals in this population face barriers to becoming employed. Undocumented, formerly incarcerated, and individuals with intellectual and developmental disabilities all face specific challenges to employment, as described elsewhere in this plan, which can compound the challenges faced in securing a job that allows the individual to meet their child support payments.

The CSP also faces barriers in effectively serving this population. CSP cannot spend their funding on direct services. In addition, the program faces significant challenges in communicating with case participants about updates to their employment status. Participants often do not realize they need to communicate updates or choose not to out of fear of losing wages to child support payments.

There are a wealth of resources in Contra Costa County available to support job seekers that could benefit non-custodial parents seeking employment. The CSP could better support program participants in addressing their barriers to employment by being more aware of these services and resources, and by implementing systems to better identify participants that may be eligible for or would benefit from those services. Some of the existing resources that could help non-custodial parents address their barriers to employment include:

1. **Opportunity Junction** provides comprehensive financial services, job training, career counseling, and placement assistance. Their services can be useful to individuals with a

past history of incarceration and other individuals with limited employment history or employable skills.

2. **SparkPoint Centers** are financial education centers. The services focus in three areas: managing credit, increasing income (from accessing public benefits to finding a good job), and building savings and assets for financial literacy. These services could help non-custodial parents establish greater financial stability, which would help them with meeting child support payments and get support in finding a good job.
3. **Free and low cost adult education resources** offered by school districts and community colleges throughout the county.
4. **Workforce Innovation Opportunity Act** funding of up to \$5,000 for individual training, including case management and supportive services.
5. **Fidelity Bonding Program** through the Employment Development Department, which can help individuals with low credit become bonded. This can help individuals increase their employability.
6. **Pell Grants** to support further education.

5. Information Sharing to Evaluate Need

*Describe the ways in which program partners will facilitate information sharing to evaluate need.**

To best evaluate the needs of this population, the Child Support Program (CSP) will identify individuals that would benefit from training and employment support and will connect those individuals with WDBCCC and other partners for assessment and delivery of needed workforce services. The WDBCCC will also work with the CSP to establish a communication pathway for updating CSP staff on the progress of clients in workforce training, employment, and retention. To support this, the WDBCCC will amend their intake process to track whether they are working with a non-custodial parent and will get necessary permissions from participants so they can share information with CSP, depending on confidentiality requirements. The WDBCCC has taken part in initial conversations on setting up a system to enable those who are working towards employment to get temporary relief on their child support payments. Finally, the WDBCCC will coordinate with other relevant partners that serve this population to better identify needs and track progress.

C. Partnerships and Engagement to Increase Competitive Integrated Employment for Jobseekers with Intellectual and Developmental Disabilities (ID/DD)

1. Engagement with Local Partners

*Explain how your area is engaged or plans to become engaged with local partners to increase CIE for jobseekers with ID/DD.**

The Workforce Development Board of Contra Costa County (WDBCCC) has existing partnerships with several organizations, in an effort to increase Competitive Integrated Employment (CIE) for jobseekers with Intellectual and Developmental Disabilities (ID/DD). Current partnerships include: Adult Education programs through West Contra Costa Unified School District and Mt. Diablo Unified School District (WCCUSD), Earn and Learn, Regional Center, Futures Explored, East Bay Innovations, the Department of Rehabilitation, Employer Advisory Council, and Bridges to Success. Potential partners include Best Buddies, Adult Living Center, Commercial Support Services, Toolworks., and Green Ridge.

One example of WDBCCC work in this area includes current implementation of a grant from the California Employment Development Department for the Disability Employment Accelerator

grant. Through this grant the WDBCCC serves a diverse population that includes: 1) People with intellectual and developmental disabilities, 2) Those with physical disabilities, and 3) Veterans with disabilities. This project seeks to accelerate employment for people with disabilities (PWD) in regional high-demand industry sectors through three key strategies: 1) Developing and supporting work-based training that can facilitate the transition to full time employment; 2) Educating employers in regional high-demand sectors about the benefits of hiring PWD; and 3) Strengthening partnerships and communication between education, high-demand employers and workforce service providers in order to create a more direct path to employment for PWD in the East Bay Region. Other project partners include community colleges, University of California Berkeley, St. Mary's University, and the other workforce development boards within the Regional Planning Unit.

In addition, many of the organizations in Contra Costa County have participated in the development of the Alameda and Contra Costa Local Partnership Agreement (ACC-LPA), where a wide set of partners from both counties came together to foster preparation for and achievement of Competitive Integrated Employment (CIE) in the region.

The core ACC-LPA partners that are located in Contra Costa County include:

- Regional Center of the East Bay
- Department of Rehabilitation, Greater East Bay District
- Contra Costa County Office of Education
- Mount Diablo Unified School District
- San Ramon Valley Unified School District
- West Contra Costa Unified School District

This group will continue to meet quarterly to expand and solidify their efforts, bringing in new partners (including the WDBCCC), and creating county-specific sub-groups that can focus on the specific issues and collaboration needed within each county.

To increase engagement with local partners and increase support for jobseekers with ID/DD, WDBCCC would like to enhance coordination among partners working with this population. The ACC-LPA lays out significant thinking on referral processes, information sharing, and other practices for guiding the collaborative work of partners. To improve partner coordination in Contra Costa County, WDBCCC and other partners will work to align with and build off the approaches identified in the LPA to establish consistency and cohesion in practices. WDBCCC will also work with partners to coordinate regular (quarterly or semi-annual) meetings of all local partners to improve coordination, information sharing, and partnership.

WDBCCC will work with partners to analyze the current service delivery systems to identify modifications that would make them more effective and accessible. For example, WDBCCC will work with partners to improve the referral system with steps such as increasing linkages between partners to service providers, creating a partner referral mechanism for tracking referrals, and ensuring warm handoffs in both directions. Other steps may include revising the information that is available to partners and the ID/DD population to make the language more accessible (such as fewer acronyms), and fleshing out training opportunities that can affect individuals with ID/DD, such as training direct service providers to become certified to ask if people have a disability and what supports they need.

2. Local Board Partnerships

*List the names of organizations the Local Board is partnering with to implement these plans.**

The Workforce Development Board of Contra Costa County (WDBCCC) currently has

partnerships with a variety of organizations (as described in Section 1) to coordinate their efforts to serve individuals with ID/DD. In order to implement the plans described elsewhere in this document, WDBCCC will form additional partnerships with organizations in the community. In the future, the WDBCCC will build upon relationships established through its DEA initiative. Additional planned partnerships include the Office of Federal Contract Compliance and the Ernst and Young Centers for Excellence to explore the possibility of creating a pilot for employing autistic individuals in Contra Costa County. The WDBCCC will also research models such as Toolworks, a social enterprise in the County that employs more than 100 individuals with disabilities in janitorial and staffing businesses, and Project Search, a national program with local branches that prepares young people with significant disabilities for success in CIE.

WDBCCC has a number of employer partners that have expressed interest in hiring individuals with ID/DD. The WDBCCC will seek to further educate employers on how to work with individuals with ID/DD. To further the plans described in this document, WDBCCC will develop long term partnerships with employers to improve education and awareness levels for working with ID/DD populations and increase employment opportunities for individuals with ID/DD.

3. Level of Participation

*If participating in CIE LPA as explained above, please describe the level of participation.**

The initial CIE LPA meeting in Contra Costa County will be held on January 29, 2019. While the regional CIE LPA was originally structured to include both Alameda and Contra Costa counties, the core partners determined that it would be valuable to meet at the county level in order to make the meetings more productive. The WDBCCC will attend this meeting as an invited community partner, will participate in the development of strategic goals for 2019, and plans to become a regular participant in subsequent quarterly meetings.

D. Engaging with Partners to Better Understand the Needs of English Language Learners, the Foreign Born, and Refugees

1. Local Board Engagement with Stakeholders

*In areas where County Employment Service Plans do not exist, Local Boards are required to engage with stakeholders, including community based organizations, to better understand the data, demographics, employment trends and other relevant information specific to the LEP, foreign born and refugee populations. This information should inform the development of strategies to serve this target population. Specifically, Local Boards should engage stakeholders to accomplish the following:**

- *Understand the demographics, barriers to employment and any other relevant information about the target population.**
- *Develop an assessment of gaps in services that English Learners, foreign born and refugees experience in the workforce system.**
- *Identify strategies for outreach and recruitment to these target populations.**
- *Identify strategies detailing how Local Boards will work with partners to better serve the LEP, foreign born and refugee population.**

1. Target Population

*Understand the demographics, barriers to employment and any other relevant information about the target population.**

A total of 6.7% of the households in Contra Costa County are limited English speaking households, with higher concentrations of limited English speakers in some areas. In the county, 24.7% of the population is foreign-born.^{11, 12}

¹¹ U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, Table S1602.

Contra Costa County is designated by the California Department of Social Services as one of ten refugee-impacted counties in the state, with a large population of refugees residing there.¹³ These resettled refugees have varying levels of education; some are highly educated but may not understand the American job market or what employment opportunities are open to them while others have low education levels and require intensive assistance.¹⁴ In 2013-2017, 43% of refugees were from the Middle East/Iraq, 27% were from Iran, 10% were from Africa, 4% were from Afghanistan, and 4% were from Southeast Asia.¹⁵

Barriers for the refugee population include: lack of documentation; limited education, lack of computer literacy, and limited English proficiency; limited access to childcare and transportation; homelessness; for undocumented individuals, a mistrust and fear of seeking help; lack of self-confidence; the double barrier of lacking general literacy skills and lacking English language skills; cultural stigma about applying for benefits; and cultural limitations for women from countries where education and employment are not encouraged for females. Refugees with higher levels of education and professional experience in their country may not be aware of the resources available to help them obtain employment related to their previous training. Additionally, refugee women who traditionally would have stayed home to raise children are increasingly seeking employment due to the high cost of living in the United States.

The political climate has also decreased the feeling of safety in these communities, causing even documented individuals to experience the fear of separation from their families. This can make it less likely for individuals to pursue services and workforce training that they are eligible for.

Furthermore, addressing the needs of refugees requires an understanding the different circumstances of various refugee groups. For instance, according to WDBCCC partners, Afghan refugee families are often Special Immigrant Visa holders and can work as soon as they arrive. The men are often well educated and have fewer barriers, while the women tend to experience more employment barriers and may be illiterate in their own language. Serving such a family requires a customized approach for each individual in order to meet their particular needs.

2. Gaps in Services

*Develop an assessment of gaps in services that English Learners, foreign born and refugees experience in the workforce system. **

Gaps in services for English Learners (ELs), foreign born, and refugees include the following: a need for greater availability of resources in all the languages that individuals need, additional support for people who are contradicting cultural norms, training in cultural competence (e.g., eye contact in a job interview or working in teams once employed), job coaching, and educational training programs targeted specifically to this population. Several key gaps in services include access to supportive services for child care, transportation, resources that are available on evenings and weekends, and mental health services and support. Public input meeting participants also cited knowledge-based gaps that affect this population's ability to

¹² U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, Table DP02.

¹³ Refugee Impacted Counties. California Department of Social Services. Accessed on December 11, 2018. <https://www.cdss.ca.gov/inforesources/Refugees/CRCs/Refugee-Impacted-Counties>

¹⁴ Refugee Services Plan. Contra Costa County Employment and Human Services Department. Plan Years 2016-2019.

¹⁵ Refugee Arrivals Into California by Country/Region of Origin. Federal Fiscal Years 2013-2017. California Department of Social Services.

participate in the workforce system, including computer and technology skills and knowledge (along with low access to computers), education, knowledge on legal rights in the workplace (i.e., on issues such as hours and safety), language barriers, and vocational training.

For service providers, meeting participants also named the following gaps: a lack of smooth handoffs between agencies and services, insufficient interagency communication, low cultural competence of staff delivering services, and a lack of agency capacity. There is also a lack of connections to other organizations, including faith-based organizations and organizations that help more highly-educated professionals. Participants also cited a need for more contextualized ESL classes to help students bridge from language instruction to skills needed for employment (e.g., working in groups, critical thinking, etc.).

3. Strategies for Outreach and Recruitment

*Identify strategies for outreach and recruitment to these target populations.**

Public input meeting participants suggested a number of strategies that the WDBCCC plans to implement to improve outreach and recruitment to target populations. For reaching the Hispanic community, strategies included advertising services through the Spanish media, including bilingual radio stations, television, and Spanish Facebook ads. More broadly, meeting participants recommended identifying community-based, faith-based, and cultural organizations that serve specific populations and have a strong position in specific communities and/or are run by individuals from those communities. WDBCCC will work with those organizations to share information and resources in a targeted way to specific groups. Similarly, WDBCCC will make information about workforce services more broadly available by providing information and resources at other community access points, including schools (preschools, K-12, adult schools, and community colleges), libraries, SparkPoint centers, the Employment and Human Services Department (EHSD) office, Latina Center, Lifelong Medical Care, and local businesses. Finally, WDBCCC should consider working with members of this population who have received employment support to provide information to others in their community.

Meeting participants also suggested strategies for partnering with organizations that serve specific populations. For example, WDBCCC should partner with Adult Schools, which have a strong history of serving this population and could provide transition specialists that can support individuals in transitioning to community college. In addition, WDBCCC should build partnerships with key organizations that work with refugees in the area, such as Catholic Charities of the Bay Area (the primary supporter of refugees in the Bay Area), International Refugee Council, Monument Impact, and Lao Family Services.

In addition, meeting participants recommended that WDBCCC strengthen referral relationships to improve client outcomes. This would include identifying community-based organizations for referrals for wrap-around support for clients receiving workforce services; establishing a cross-referral relationship with CoCo Kids for identification of parents who need workforce services; and establishing referral relationships with organizations that provide support in applying for an Individual Tax Identification Number for those who do not have a social security number.

The WDBCCC will also seek to expand opportunities for communication with partners that directly serve this population, in order to learn more about their resources and how the WDBCCC can leverage and support their activities.

Finally, meeting participants recommended WDBCCC help organizations improve their capacity to work with this population by increasing the number of their staff and leadership that reflect the communities of the populations they serve and by building the cultural competence of all staff.

4. Strategies for Working with Partners

*Identify strategies detailing how Local Boards will work with partners to better serve the LEP, foreign born and refugee population.**

The Workforce Development Board of Contra Costa County (WDBCCC) identified a number of strategies for working with partners to better serve the LEP, foreign born, and refugee populations.

First, the WDBCCC will work to increase collaboration among partners by using Workforce Integration Network (WIN) meetings to convene providers to discuss how to best support this population and working with partners to help them figure out how they can support their client's employment and training needs.

The WDBCCC will also work to improve the referral process with partners and coordination of services through the WINs. They will ensure warm handoffs between organizations and follow up on referrals to confirm clients are receiving the services they need. The WDBCCC will also increase coordination with partners to provide more integrated services for clients. They will work with partners to hire community navigators to serve the populations and individuals most in need, to help them navigate the services they require.

In addition, the WDBCCC will work with partners to increase communication and outreach to the community. First, they will work with partners to support the development of a centralized information hub that outlines all relevant resources available to this population to ensure WDBCCC, partners, and community members are aware of all community resources available. They will also work with partners to streamline messaging to the immigrant community about services and programs to make it clear that available resources are integrate and connected. The Contra Costa Workforce Collaborative will also play an important role as a referral network for this population.

The WDBCCC will work to expand relevant educational opportunities for this population, such as concurrent vocational and language training, and partnering with community colleges to enable individuals to participate in non-credit community college courses (which they can enroll in regardless of citizenship status).

The WDBCCC will work to expand connections to employers and opportunities for employment. They will expand employer partnerships to encourage direct employment where possible. They will also partner with a foreign degree evaluation service (i.e., Upwardly Global) to help individuals find employment opportunities to apply training and education from their home country. Finally, WDBCCC will work with partners to host job fairs with job opportunities targeted for this population.

DATE: February 5, 2019
TO: Full Board and Executive Committee
FROM: Workforce Development Board Staff
RE: **Recommend Termination of Board Member**

This memo brings forth the recommendation for termination of the following individual to the Workforce Development Board of Contra Costa County per Section X-B of the bylaws:

Robert Williams III – Labor Seat #2

A. BACKGROUND AND DISCUSSION

The Workforce Innovation and Opportunity Act (WIOA) calls for the majority of the members of local workforce boards to come from private sector businesses.

Currently all business, education, economic development and flex seats are filled. There is one (1) labor seat vacancy and with the release of this member there will be two (2) labor seat vacancies.

ARTICLE X - TERMINATIONS

Any member may be terminated from membership on the WDBCCC by one of the following actions:

- A. Resignation. Resignation of WDBCCC members should be effected by a written letter of resignation submitted to the Chairperson of the WDBCCC and the Contra Costa County CEO.
- B. Failure to attend three consecutive regularly scheduled full WDBCCC and/or committee meetings, excessive excused absences from regularly scheduled WDBCCC and/or committee meetings, or failure to resign when he/she ceases to be a representative of the group from which he/she was selected. Said conduct shall automatically be reviewed by the WDBCCC Executive Committee, which in turn shall present a recommendation to the WDBCCC. A majority vote of the WDBCCC membership is needed to affirm the recommendation.
- C. For conduct, activities, or interest detrimental to the purpose of the WDBCCC. Said conduct is subject to review by the Executive Committee, which in turn shall present a recommendation to the WDBCCC. An affirmative vote of fifty percent (50%) rounded-up, plus one (1) of the full membership is needed to ratify the recommendation.

B. CURRENT SITUATION

Robert has missed 11 out of 11 Full Board meetings.

The County Clerk of the Board is recommending termination in accordance to WDB Bylaws due to lack of attendance.

C. RECOMMENDATION

Recommend the termination of Robert Williams III from WDB Labor Seat #2 to the Full Board and subsequently the Family & Human Services (FHS) Committee of the Contra Costa County Board of Supervisors.

D. SCHEDULE

Action on this item will result in review and request for approval at the February 5th Full Board meeting and subsequently the FHS Committee of the Board of Supervisors. Pending approval of the FHS committee, final removal will be made at the subsequent Board of Supervisors' meeting.

E. ATTACHMENTS

A1a – Termination Letter

A1b- 2016- 2018 Full Board Attendance

February 5, 2019

Robert Williams III
IUPAT 741 Joint Labor Management Apprenticeship

Dear Robert,

On behalf of the Workforce Development Board of Contra Costa County, we would like to thank you for your service as a board member. We value and appreciate the commitment that our board members make as volunteers.

We understand that the time commitment can be a challenge and try to ensure that board members understand this commitment before they are appointed and are prepared to make that commitment. As a Federal mandated board, our work not only depends on the commitment of our board members but we measured and held accountable based on the commitment and actions of our board.

According to the WDB bylaws, Article X-B:

Failure to attend three consecutive regularly scheduled full WDBCCC and/or committee meetings, excessive excused absences from regularly scheduled WDBCCC and/or committee meetings, or failure to resign when he/she ceases to be a representative of the group from which he/she was selected. Said conduct shall automatically be reviewed by the WDBCCC Executive Committee, which in turn shall present a recommendation to the WDBCCC. A majority vote of the WDBCCC membership is needed to affirm the recommendation.

You have missed 11 out of 11 Full Board meetings since your appointment in 2016. Based on your attendance the Board has taken the action outlined in our bylaws.

Again, we sincerely appreciate your service and wish you the best in your future endeavors.

Sincerely,

Donna P. Van Wert
Executive Director
Workforce Development Board of Contra Costa County
4071 Port Chicago Hwy., Suite 250
Concord, CA 94520

Bhupen Amin
Board Chair



BOARD MEMBERS ATTENDANCE RECORDS
FULL BOARD MEETINGS
PY 2016-2018

Name	Seat #	Appointment Date	Term End Date	Total # meetings HELD since appointment	Total # meetings ATTENDED since appointment date	Total # of Absences	Committee
Michael McGill	1	3/29/2016	6/30/2020	11	9	2	Executive
Joshua Aldrich	2	10/9/2016	6/30/2020	1	1	0	BED
Meaghan Doran (Pending BOS Confirmation)	3		6/30/2020				
Terrv Curlev	4	10/9/2018	6/30/2020	1	1	0	BED
Bhupen B. Amin	5	3/29/2016	6/30/2020	11	9	2	Executive/BED
Jose Carrascal	6	3/29/2016	6/30/2020	11	9	2	Executive/Youth
Jason Cox	7	3/29/2016	6/30/2020	11	8	3	Executive
Ashley Georgian	8	3/29/2016	6/30/2020	11	8	3	BED
Robert Muller (Pending BOS Confirmation)	9		6/30/2020				
Robert Rivera	10	3/29/2016	6/30/2020	11	7	4	BED
Justin Steele	11	3/29/2016	6/30/2020	11	7	4	BED
Romina Gonzalez (Pending BOS Confirmation)	12		6/30/2020				
Melissa Johnson-Scranton	13	3/13/2018	6/30/2020	3	2	1	BED
Name	Seat #	Appointment Date	Term End Date	Total # meetings HELD since appointment	Total # meetings ATTENDED since appointment date	Total # of Absences	Committee
Thomas Hansen	1	10/17/2017	6/30/2020	5	2	2	TBD
Robert III Williams	2	3/29/2016	6/30/2020	11	0	11	Youth
Steve Older	3	3/29/2016	6/30/2020	11	8	3	BED
Margaret Hanlon-Gradie	4	3/29/2016	6/30/2020	11	7	4	Executive
Vacant	5		6/30/2020				
Name	Seat #	Appointment Date	Term End Date	Total # meetings HELD since appointment	Total # meetings ATTENDED since appointment date	Total # of Absences	Committee
G. Vittoria Abbate	1	10/17/2017	6/30/2020	5	5	0	Youth
Fred Wood (Pending BOS Confirmation)	2		6/30/2020				
Name	Seat #	Appointment Date	Term End Date	Total # meetings HELD since appointment	Total # meetings ATTENDED since appointment date	Total # of Absences	Committee
Kristin Connelly	1	3/29/2016	6/30/2020	11	7	4	BED
Richard Johnson	2	3/29/2016	6/30/2020	11	7	4	Youth
Carol Asch	3	3/29/2016	6/30/2020	11	6	5	Youth
Name	Seat #	Appointment Date	Term End Date	Total # meetings HELD since appointment	Total # meetings ATTENDED since appointment date	Total # of Absences	Committee
Yolanda Vega	1	3/29/2016	6/30/2020	11	9	2	Executive/Youth
John Montag	2	6/6/2017	6/30/2020	7	5	2	BED

	BUSINESS
	WORKFORCE & LABOR
	EDUCATION AND TRAINING
	GOVERNMENTAL AND ECONOMIC AND COMMUNITY DEVELOPMENT
	FLEX ADDITIONAL MEMBERS
	PENDING APPROVAL/CONFIRMATION
	VACANT SEAT

Term length: 48 months

WDBCCC Bylaws

ARTICLE X - TERMINATIONS

B. Failure to attend three consecutive regularly scheduled Full WDBCCC/ and or committee meetings, excessive excused absences from regularly scheduled WDBCCC and/or committee meetings, or failure to resign when he/she ceases to be representative of the group from which he/she was selected. Said conduct shall automatically be reviewed by the WDBCCC Executive Committee which in turn shall present a recommendation to the WDBCCC. A majority vote of the WDBCCC membership is needed to affirm the recommendation.

DATE: February 5, 2019
TO: Full Board/Executive Committee
FROM: Workforce Development Board Staff
RE: **Creation of a Public Benefit Corporation to Support the Workforce Development**

This report brings forward a request for approval to take actions as needed to support the creation of a Public Benefit Corporation, more commonly known as a 501(c)(3). The purpose of this Not-For-Profit Public Benefit Corporation (Public Benefit Corporation) would be to support the ongoing activities of the Workforce Development Board of Contra Costa County (WDB) consistent with the mission and vision of that organization.

A. BACKGROUND AND DISCUSSION

Both the Full Board and the Executive Committee, have had previous discussions regarding the value of establishing a nonprofit Public Benefit Corporation with state and federal tax exempt status (commonly known as a 501(c)(3)) could be used to support the mission, vision, and activities of the WDB by providing a discretionary source of funding that was not restricted to a particular government program or activity. Further, the WDB has historically found itself limited in its ability to solicit or accept grant funding and private contributions to support economic and workforce development-related activities because it lacked an appropriate vehicle to receive, disseminate, and steward such funding. Creating a Public Benefit Corporation would address this need.

B. CURRENT SITUATION

This item is intended to provide an outline of next steps required to pursue the creation of a nonprofit Public Benefit Corporation.

Initial steps to create a nonprofit Public Benefit Corporation consist of the following:

- i. Pursue approval by respective county entities (EHSD, CAO, BOS)
- ii. Develop a 5-year business plan and budget for the 501(c)(3)
- iii. Select a name for the corporation
- iv. Develop a vision and mission statement complimentary and consistent with the WDB
- v. Develop and file articles of incorporation with the CA Secretary of State, naming the WDB Executive Director as the Organizer and for Process of Service with the WDB office serving as the address of the corporation
- vi. Pay the filing fee (approximately \$300)
- vii. Acquire an Employer Identification Number from the Internal Revenue Service to proceed with filing for state and federal tax-exempt status
- viii. Pursue securing state and federal tax-exempt status, and
- ix. Prepare for review and approval of those documents required to secure state and federal tax-exempt status.

C. RECOMMENDATION

1. Authorize and direct staff to pursue approval from the Employment and Human Services Department, County Administrator, and Contra Costa County Board of Supervisors to form a nonprofit Public Benefit Corporation, which could include releasing a procurement for services from a legal entity to support this endeavor (not to exceed \$3,000).

C. SCHEDULE

Establish a non-profit organization for the Workforce Development Board, subject to final review and consideration by its parent department, the Contra Costa County Employment & Human Services Department (EHSD), as well as county counsel/county administrator and the Board of Supervisors. Pending the approval of these entities, the timeline for the establishment of a not-for-profit organization supporting the Workforce Development Board is subject to federal and state regulations, guidelines, and processes.

It is estimated that this will take approximate 8- 12 months with the hope that a viable 501(c)(3) can be established by January of 2020.

The Executive Committee and the Full Board will continue to be briefed on this item and subsequent necessary approvals will be sought for Bylaws, Board of Director appointments, etc.

DATE: February 5, 2019
TO: Workforce Board/Executive Committee
FROM: Workforce Development Board Staff
RE: UPDATE ON AJCC NEW SERVICE DELIVERY MODEL

This memo brings forward an update and discussion on the transition to our new service delivery model for Adult & Dislocated Worker Services.

A. BACKGROUND AND DISCUSSION

AJCC New Service Delivery Model:

On August 14th the Board of Supervisors approved a contract with Rubicon Programs to operate the Comprehensive AJCC located in Concord and to provide Adult & Dislocated Worker career services throughout Contra Costa via a very unique Contra Costa Workforce Collaborative (CCWC) model which will provide access points at existing partner sites from far East Contra Costa to West Contra Costa (total of 10 access points).

B. CURRENT SITUATION

AJCC New Service Delivery Model:

Our new service delivery model went into effect August 1st and all locations are operational serving and enrolling customers. As we enter the ½ way mark of our first transitional year, WDB staff continue to work closely with Rubicon and the CCWC to ensure the highest level of service to those in need of these services throughout the county.

C. SCHEDULE

Staff will continue to update the Board on a regular basis on this topic to ensure Board members are apprised of any areas of concern and engaged in any decisions needed.

D. ATTACHMENTS

D1a- AJCC-CCWC Operator and Access Point

D1b- Map of CCWC Sites

D1c- CCCWC Progress Report Jan 2019



AMERICA'S JOB CENTER OF CALIFORNIA

Hours: 8:30--5:00 M-F

RUBICON PROGRAMS

Concord AJCC Site Operator

4071 Port Chicago Hwy., Suite 250
Concord, CA 94520
(925) 671-4500

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

Workforce Services Division
4071 Port Chicago Hwy., Suite 250
Concord, CA 94520
(925) 765-7293

CONTRA COSTA WORKFORCE COLLABORATIVE (CCWC) ACCESS POINTS

RUBICON PROGRAMS - ANTIOCH

418 W 4th Street
Antioch, CA 94509
(925) 399-8490

Hours: 8:30-5:00 M-F

NEW HORIZONS

Career Development Center

199 Parker Avenue
Rodeo, CA 94572
510-799-2916

Hours: 9:00-12:00 & 1-3:45 M-F

LAO FAMILY COMMUNITY DEVELOPMENT

1865 Rumrill Blvd
San Pablo, Ca 94806
(510) 215-1220

Hours: 9:00-12:00 and 1:00-5:00 M-F

OPPORTUNITY JUNCTION, INC.

3102 Delta Fair Blvd
Antioch, CA 94509
(925) 776-1133

Hours: 9:00-9:00 M-TH; 9:00-5:00 F

LIBERTY ADULT COMMUNITY EDUCATION CENTER

929 Second Street
Brentwood, CA 94513
(925) 634-2565 x1039

Hours: 8:00-7:00 M-TH; 8:00-4:30 F

PITTSBURG ADULT EDUCATION CENTER

1151 Stoneman Avenue
Pittsburg, CA 94565
(925) 473-4460

Hours: 10:00 - 2:00 M, W, F

MARTINEZ ADULT EDUCATION

600 F Street
Martinez, California 94553
(925) 335-5890

Hours: 8:00-4:00 & 5:30-8:00 M-TH; 8:00-1:00 F

SAN PABLO ECONOMIC DEVELOPMENT CORPORATION

13830 San Pablo Ave., Suite D
San Pablo, CA 94806
(925) 765-7293

Hours: 8:00-12:00 & 1:00-5:00 M-F

MT. DIABLO ADULT EDUCATION

1266 San Carlos Avenue
Concord, CA 94518
(925) 685-7340 x6730

Hours: 8:00-4:30 M-F

STATE DISABILITY INSURANCE OFFICES

OAKLAND/ALAMEDA
7677 Oakport Street, Suite 325
Oakland, CA 94621

SAN FRANCISCO
745 Franklin Street, Suite 300
San Francisco, CA 94102

SAN JOSE
297 West Hedding
San Jose, CA 95110

**EDD CUSTOMER SERVICE – UNEMPLOYMENT
INSURANCE**

1-800-300-5616

www.edd.ca.gov

To apply go to :

www.edd.ca.gov/Unemployment/UI_Online.htm

SDI CUSTOMER SERVICE

1-800-480-3287 English

1-800-658-8846 Spanish

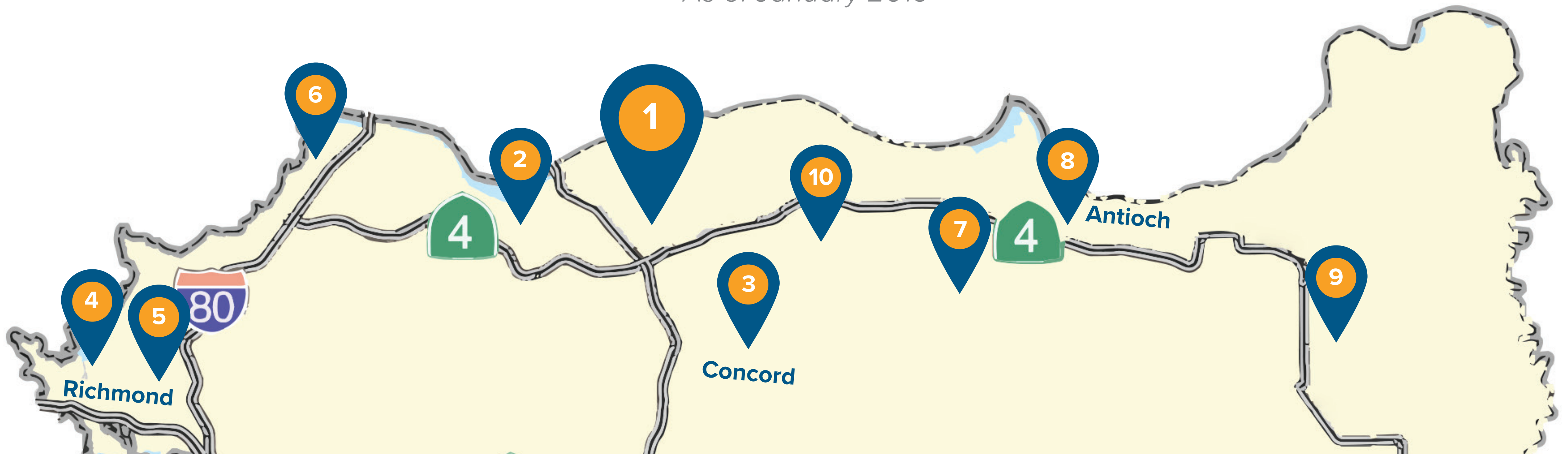
PAID FAMILY LEAVE

1-877-238-4373

1-877-379-3819

Map of Contra Costa Workforce Collaborative Sites

As of January 2019



1. Rubicon Concord Comprehensive AJCC

4071 Port Chicago Hwy #250 | Concord, CA 94520
(925) 765-7293
M-F, 8:30 am – 5 pm

2. Martinez Adult Center

600 F St. | Martinez, CA 94553
(925) 335-5890
M-TH, 8 am – 4 pm & 5:30pm – 8pm & F, 8am – 1pm

3. Mt. Diablo Adult Center

1266 San Carlos Ave. | Concord, CA 94518
(925) 685-7340 x6730
M-F, 8am – 4:30pm

4. Lao Family Community Development

1865 Rumrill Blvd. Ste. B | San Pablo, CA 94806
(510) 215-1220
M-F, 9:00am – 12pm & 1pm – 5pm

5. San Pablo Economic Development Corp.

13830 San Pablo Avenue, Ste. D | San Pablo, CA 94806
(925) 765-7293
M-F, 8am – 12pm & 1pm – 5pm

6. New Horizons

199 Parker Ave. | Rodeo, CA 94572
(510) 799-2916
M-F, 9am – 12pm & 1pm – 3:45 p.m.

7. Opportunity Junction

3102 Delta Fair Blvd. | Antioch, CA 94509
(925) 776-1133
M-TH, 9am – 9pm & F, 9am – 5pm

8. Rubicon Antioch

418 W. 4th St. | Antioch, CA 94509
(925) 399-8490
M-F, 8:30am – 5pm

9. Liberty Adult Center

929 2nd St. | Brentwood, CA 94513
(925) 634-2565 x1039
M-TH, 8 am – 7pm & F, 8 am – 4:30pm

10. Pittsburg Adult Center

1151 Stoneman Ave. | Pittsburg, CA 94565
(925) 473-4460
M & W & F, 10 am – 2 pm

America's
JobCenter
of CaliforniaSM
Access Points

2500 Bissell Avenue, Richmond, CA 94804 | (510) 235-1516 | (800) 735-2929 TT

Workforce Innovation and Opportunity Act (WIOA) America Job Center of California (AJCC) and Adult and Dislocated Worker (A/DW) Career Services

January 2019 Progress Report

Submitted by Rubicon Programs on behalf of the Contra Costa Workforce Collaborative (CCWC)

This report summarizes key activities and accomplishments, to date, centered around the launch of the CCWC and the transition of Contra Costa County Career Services to Rubicon Programs and the other CCWC partners.

CCWC Launch

During August and September, the CCWC focused on establishing partner agreements, MOUs, and budgets. The CCWC also successfully implemented structures and practices to facilitate communication and decision making among the newly established collaborative. The CCWC Steering Committee convened monthly, with ongoing communicating happening via email. CCWC designated regional leads and systems leads to further facilitate communication and decision making. Lao Family Community Development (LFCD) and Opportunity Junction, are the West and East County leads, respectively Vittoria Abbate and Drew Douglass are the leads for the Adult Schools and Community College partners, respectively. We have designated a CCWC Planning Taskforce, tasked with leading CCWC evaluation and sustainability efforts.

Performance Management and Quality Assurance (QA)

During the initial months of the contract period, we finalized procedure and protocols and trained staff throughout CCWC. Rubicon’s leadership and QA team worked closely with WDBCCC staff to design and deliver initial trainings around eligibility, enrollment, and service flow. Rubicon’s QA team worked closely with each access point to ensure that eligibility and enrollment activities are in compliance with WIOA parameters.

Transition of Career Services Provider

Due to multiple factors, including delayed contract execution and the need to first establish QA procedures and staff training, the CCWC officially began new enrollments in October 2018. Prior to October, we received and coordinated transfer cases from prior provider, with an effort to maximize continuity for the WIOA participant. The chart below reflects progress from October 2018 to date of preparation this report. Consistent with January increase, CCWC anticipates continued increase in rate of enrollment and activity in February and March, and throughout the remainder of the program year.

Table 1. CCWC Enrollment Progress Towards Goal

	Goal	As of December 31, 2018	As of Jan 25, 2019 (time of report)
Adults	308	60	91
Dislocated Workers	91	18	29
Total	399	78	120