



www.wdbccc.com

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.

Workforce Development Board of Contra Costa County

AGENDA

November 2, 2021

3:00 p.m. – 5:00 p.m.

Join to ZOOM Meeting

<https://us06web.zoom.us/j/82622360964?pwd=bjZOS3NDZVNibTlsMnk5cmtWR1dZQT09>

Meeting ID: 826 2236 0964

Password: 177773

Join by Dial In

+1 253 215 8782 US

+1 346 248 7799 US

- 3:00 PM** WELCOME AND CALL TO ORDER
REMINDER OF POTENTIAL CONFLICT OF INTEREST
PUBLIC COMMENT
- 3:05 PM** EXECUTIVE DIRECTOR REPORT
CHAIRS REPORT
COMMITTEE CHAIR REPORTS
- 3:30 PM** CONSENT AGENDA
C1 Approve Minutes from August 3, 2021 meeting
C2 Approve the 2022 Board Committee Meeting Calendar
- 3:40 PM** ACTION ITEMS
A1 Approval of PY 2021-2022 WDB Budget
A2 Approval of Funds Transfer Request – DW to Adult
A3 Approval of AJCC Certification
- 4:25 PM** PRESENTATION ITEMS
P1 East Bay Works Regional Plan Implementation Update
P2 Economic Empowerment at the International Rescue Committee
- 5:00 PM** ADJOURN

UPCOMING MEETINGS:

Youth Committee Meeting: Tuesday, November 9, 2021

BED Committee Meeting: Wednesday, December 1, 2021

Executive Committee Meeting: Wednesday, December 8, 2021

FULL BOARD RETREAT: Tuesday, February 1, 2022

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 4071 Port Chicago Highway, Suite 250 Concord, CA 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 925.671.4560

FULL BOARD MINUTES
Tuesday, August 3, 2021

The Full Board met on Tuesday, August 3, 2021, met via ZOOM meeting. Chair Yolanda Vega called the meeting to order at 3:02 pm. Chair Yolanda Vega reminded everyone of potential conflict of interest.

ATTENDANCE

MEMBER PRESENT – Carol Asch, Leslay Choy, Terry Curley, Richard Johnson, Corry Kennedy, Monica Magee, Stacey Marshall, Michael McGill, Robert Muller, DeVonn Powers, Kwame Reed, Stephanie Rivera, Kelly Schelin, Laura Trevino-Fernandez, Yolanda Vega

MEMBERS ABSENT – Leslay Choy (EX), Joshua Aldrich, Joshua Anijar, Carolina Herrera, Stacy Marshall

WDB STAFF PRESENT – Tamia Brown, Patience Ofodu, Maureen Nelson, Rochelle Soriano, Jed Silver Patricia Conley, George Carter, Noramah Burch, Charles Brown, Veronica Ramos, Jennifer Joel

OTHERS IN ATTENDANCE – Tom Hansen, DC Carole-Dorham Kelly, LeRoy Gainey, Kareem Ervin (Rubicon), Alejandra Chamberlain (CCC Office Ed.), Celina Shands (Full Capacity Marketing), Harumi Murata (Oakley), Sam Driggers, Maura Connell, Mitchell Margolis, Gina Del Carlo, Drew Douglass, Dom Pruett

PUBLIC COMMENT:

None

CONSENT AGENDA:

C1 Approve May 4, 2021, Full Board Meeting minutes

Motion\Second Michael McGill\Terry Curley

Motion Approved

AYES: Carol Asch, Leslay Choy, Terry Curley, Richard Johnson, Corry Kennedy, Monica Magee, Stacey Marshall, Michael McGill, Robert Muller, DeVonn Powers, Kwame Reed, Stephanie Rivera, Kelly Schelin, Laura Trevino-Fernandez, Yolanda Vega

NAYES: None

ABSENT: Leslay Choy, Joshua Aldrich, Joshua Anijar, Carolina Herrera, Stacy Marshall

ABSTAIN: None

PRESENTATION ITEMS:

P1 Presentation from Rubicon and the Workforce Collaboration

Contra Costa Workforce Collaborative (CCWC)

Serving Community in the COVID Context

- Service Continuity
 - Quick Adaptation to Remon Service
 - Virtual workshops
 - Electronic Signatures
- Some Access Points quickly resumed live/hybrid services Ex – LAEC and LFCD
- Rubicon implemented **Warm Line** for navigation support and resource connection
- WDB launched Bounce Back Contra Website
- Distribution of Emergency Support Services (ESS)
- Business Services Team Expansion

Sevices Snapshot 2020-2021

Goals/Targets	Actuals
Adults	326
Dislocated Worker – DW	136
Adult & DW	462
Additional Assistance – AA	284
Emergency Support Services – ESS	Goal met. 160 participants received ESS

Training and Employment Experiences

	2020-2021	2019-2020	2018-2019
Exit with Employment	114	146	93
Trainings Completed	85	144	----
New ITAs Issued	168	131	88
ITA Dollars Spent	\$577,889	\$457,855	\$303,881
ITA Dollars Remaining	\$65,493	\$133,687	\$145,119
New Adult Enrollments	326	359	298
New DW Enrollments	136	113	79

Training and Employment Experiences: Sectors

	2020-2021	2019-2020
Healthcare	41%	44%
Business	19%	3%
Construction/Building Trades	4%	2%
Transportation	15%	19%
ICT	5%	27%

CCWC Reflectins and Learnings:

- Strong Partnerships and Structure are Key
- Continue to strengthen collective branding and marketing
- Consistent and Adequate Budget Resources are need to support the Access Point System
- Continue efforts to leverage available resources and relative strengths of partners
- Increase innovation and flexibility in the pathways to access WIOA
- Demystify and simplify community experience of WIOA program and resources

P2 Presentation from Contra Costa Office of Education

Overview: CCCOE-Youth Services Department

WIOA Program Funds (Contract with EHSD):

Contract Specifications

- Provide WIOA youth (age 16-24) services in East/Far East and West Contra Costa County
- 80% Out of School program expenditures
- 20% In-School program expenditures
- 20% minimum must be spent on work experience (WEX)
- 3.5 FTE, 140 youth, case load of 40-20 youth/FTE
- Ensure that required WIOA 14 program elements are made available to participants, as appropriate to each individual service strategy (ISS)

Notable Accomplishments (during COVID)

Case Management Services

- Enrolled and served 120 youth
- Lending Laptop, phones & hotspot
- Home visits-weekly wellness checks
- Pilot the WIOA/Probation Graduate at Mt. McKinley Schools

WEX

Developed Virtual Work Experience in partnership with

1. Social Express
2. Eastbay Regional Park District
3. COE-Youth Services by means of Metrix

Paid \$15 per hour as per CCCOE WEX policies
WEX that accommodated social distancing requirements
(e.g. Family Harvest Farm, Urban Tilth, CoCo Sustainable Farm)

Participant Performance

Performance Measure	2021-22 GOAL
Placed in Employment Q2	70%
Placed in Employment Q4	70%
Median Earnings	TBD
Credential Rate	80%
Measurable Skills Gains	95%

Performance Outcomes PY 2019-2020

Performance Measure	Goal	CCCOE 19/20 Actual (Rolling Q4)	Performance Rate
Placed in Employment Q2	68%	65%	95%
Placed in Employment Q4	65%	65%	100%
Median Earnings	(baseline)	\$14.59	N/A
Credential Rate	56.6%	65%	114%
Measurable Skills Gains	31.27%	50%	161%

Major Partnerships and Leveraged Funds

CCCOE Leveraged funding to supplement WIOA; \$201, 926

- Supplements staffing costs
- Provides additional Non-WIOA funded supports to targeted group
- Matching funds from CCCOE's Foster Youth Services Coordinating Program and in-kind from AUSD and WCCISD to fund additional case manager in East and West County for In-School (and out of school) foster youth

We partner with –

- **18 CC districts particularly Antioch USD (AUSD) and West Contra Costa USD (WCCUSD).**
- **Family Justice Center,**
- **CCC Child and Family Services (CFS),**
- **Probation Department,**
- **Health, Housing, and Homeless Services (H3),**
- **Department of Rehabilitation (DOR)**
- **Foster group homes**

to scaffold supports for foster, justice-involved, homeless, and youth with disabilities.

Major Partnerships and Leverage Funds

Benefits of this Service Model

- Leveraged funding increases capacity for **more staff** with more touchpoints in the community serving youth with increased barriers to employment or education.
- Co-funded and co-located staff to have more opportunities to receive **referrals from our partners** already serving WIOA eligible youth.
- Staff have more opportunity to **build relationships** with eligible youth prior to WIOA services.
- Youth can receive **increased level of services**, through braided funds (additional work experiences, intense case management due to smaller caseload, and better coordination of services with partners and providers without duplication of services).

New Program Developments for PY 21-22

- Expand Probation /WIOA Alignment – Enrolled youth into WIOA from the Briones Youth Academy Grads Program at Juvenile Hall.
- Provide:
 - Community College Class
 - Career Exploration
 - Building and Constructio/MC3
 - Contra Costa Community College District will provide enrollment workshops
 - Job-Tech – Action Planning
 - Fostering Resilience: Community Resilience Model
 - Financial Literacy
 - Digital Media Literacy
 - The Social Express
 - Conover

Comments/Feedback

- Way to collaborate on this effort.
- Reach out to the community
- Data Sharing partnerships: Unemployed, Veterans, People with Disabilities
- Very excited for this opportunities to collaborate
- Working together and working smarter.

- Best practice with partnership between the WDB and Community Colleges.

P3 2021 Board Orientation Manual

Along with the staff of the Workforce Development Board, Yolanda Vega, Board Chair is pleased to present the Board's Orientation Packet. The decision to design this packet was made in 2020 - a two-fold agreement between myself and the prior Executive Director, Donna Van Wert – prior to her retirement. Board members (seasoned and new) would benefit from a packet which would provide an overview of the workings and vision of the board, the county, the state and the nation.

The project took on a life of its own. And, with the unending assistance of Rochelle Soriano, Board Secretary and Patience Ofori, prior Interim Executive Director, we challenged each other on how to design and develop this important document. The result is what you have.

The intent is to make the Orientation Packet your own. Add information which is relevant to your committee, then share it (in writing) through the Board Secretary. The information is mostly an overview of the programs, projects, vision, plans which are either directed or proposed by board members.

During this exciting last year of collecting, reviewing and confirming information, we found there was a packet which was developed in the first years of the board. It had not been used since. We looked at it from the “eyes” of board members who are interested in our cultures, our responsibilities, our directives and are pleased with the packet you now have.

This packet is yours. Chairs, you are asked to keep the information updated. Board Members, refer to it, write in the columns, ask us questions about it.

Thank you, everyone for the work you perform which benefits our community. Continue to engage in our outreach programs. Collaborate with other board members. And, spread the word about our work.

P4 WDB Website Update by Full Capacity Marketing

Celina Shands, Full Capacity Marketing shared Updates:

Working with the Executive Committee on the Strategic Communications Plan – Branding Marketing Communications. A strategic communications plan is a roadmap to position the organization and engage its target audiences through effective messages and mediums.

Positioning & Messaging are Critical

WDBs talk a lot about what we do, but not why we do it. What's your WHY?

Brand Development

A SCP is highly specialized process that needs to align with the board's strategic plan/goals to demonstrate how the board makes good on the brand promises in the strategic plan!

The benefits of the actions taken by the organization as articulated in the strategic plan comprise the value propositions the board provides within its market.

These value propositions need to be distilled into a simple brand narrative/story and a tagline for the organization to deploy through various mediums identified in the SCP to reach targeted audiences.

Messages are further fine-tuned for each of the board's target audience.

Stages of Improving Brand Equity

1. Awareness
2. Comprehension
3. Value
4. Engagement

WDB Website Update:

Achieving Equity

Equitable economic growth for Contra Costa County through innovative, sustainable solutions

Target Audiences

- Business/Industry
- Jobseekers
- Youth & Young Adults
- Partners

Brand Narrative in a Video

- Can be use for staff and board members for presentation
- Created a PowerPoint Deck and fact sheet that can be printed that can be use for elevator pitch

COMMITTEE REPORTS

BED Committee (Stephanie Rivera)

- Reviewed and have initial conversation about the agenda for the meeting on August 18th
 - Discussion on Returning to Work Challenges
 - Presentations from: (Oakland Black Chamber, Healthcae Career Pathway, & Martinez Adult - Small Businesses for their Optical Assistant Training)

Youth Committee (Micheal McGill)

- August 10th meeting is scheduled and the upcoming will be on September 14th.
- Agenda for the August 10th meeting
 - Presentation from Gladeo: Career Navigation Platfrom from Michelle Cho
 - Action Items on :
 - YC Co-Chairperson Nominations
 - YC Memberbship Application
 - WIOA Youth Funding – Approval for Release of RFI

Chairs Report

NPower California

Launching tech careers for youth adults, veterans and their spouses in the San Francisco Bay Area since 2015

Program

California program provides tuition-FREE technology training and certifications to veterans, veteran spouses and youth adult job seekers, offering an alternative fast-track to tech jobs with employers committed to hiring diverse IT talent. NPower has shifted from in-class instruction to a virtual learning environment; adapting our curriculum to engage students virtually. The virtual environment has made it possible for personal and professional skill building that is integral to the NPower model to continue.

Partners for Success

NPower CA of has served over 500 veterans and youth adults to date. Have strong record of repeat hiring among our employers partners.

(Apex, Astrays Partners, LLct at Google, Deloitte Services, LP, Lawrence Berkeley National Library, etc.)

Example of TECH Jobs

Helpdesk, Jr. Network Engineer, Executive Level Support, Jr. CRM Administrator, Field Technician, etc.

EXECUTIVE DIRECTOR'S REPORT

- Reopening Pland: EDD has begun seeing individuals by appointment only Tuesdays and Thursdays, Rubicon will mirror EDD hours of operation for now. Re-opening scheduled fo August 16th.
- COVID-19 Mandate on mask started today for Contra Costa County, and across many Bay Area cities and county's.
- EDD State Monitoring
 - WAF grant monitoring week of July 26th in progress
 - Fiscal and Procurement Monitoring week of July 12th, No findings or observations
 - Program Monitoring week of July 19th. No finding or observation.
 - Results are preliminary, kudos to staff and fiscal for a job well done.

Staffing:

- Fiscal and Contract support staff has accepted another position within another county agency. Staff and I will be interviewing for the position this week.
- Patience Ofodu, nomited to EDM Chair Elect East Bay EDA
- Deputy Director Position – your board approved recently, just beginning the county process, could take 3-6 months.
- Advisory Council on Equal Employment Opportunity
 - Discussion regarding alignment with the Board of Supervisors expanded policy on equity and inclusion
 - Collaborate with County's new Office of Racial Equity and Social Justice
 - Continue to make recommendation to leadership to ensure the voices are heard.

Regional Plan Implementation:

- WDB directors are participating in a leadership planning session, with new Directors, determining regional roles.
- East Bay team continues to work AMBayArea to develop virtual manufacturing program
- East Bay Health Workforce Partnership – Summer Internship program
 - Health Aid Apprenticeship and
 - EMT new program scheduled for October 2021
 - Regional website is getting a facelift – website team is seeking feedback from internal customers.

Funding:

- NDWAG – National Dislocated Worker Additional Assistance Grant through 12/31/2021
 - As of June 64% of planned enrollments
 - 28% enrolled in training
 - Treading in the right direction to meet goal by end of grant.
- CAREER – Comprehensive and Accessible Reemployment through Equitable Employment Recovery (NDWAG) staff are working with partners to develop a competitive proposal.
- 3.1 billion is set aside for WOIA grants (an increase of \$250 million from FY21) and \$285 million for registered apprenticeships (an increase of \$100 million) and \$100 million (an increase of \$55 million over the FY21 enacted level)
 - To continue and expand Strengthening Community College Training Grants to help meet local and regional labor market demand for a skilled workforce by providing training to workers in in-demand industries at community colleges and four-year partners.
- Funds that may likely come to the workforce board through CWDB from the governor’s workforce proposals
 - Community and Economic Resilience Fund – RPI
 - High Road Training Partnerships – expansion of existing apprenticeships
 - Regional Equity and recovery partnerships – WDB that partner with community colleges to align workforce training programs
 - High road Construction – Construction Apprenticeships
- American Rescue Plan Act of 2021
How ARPA funds are investing in communities related to workforce investment.
 - Investments to create quality jobs and upgrade infrastructure
 - To easier support harder to serve populations to access high quality training programs that lead to in-demand, quality jobs.
 - Support bringing together employer’s training partners, labor unions, workforce boards (state and local)
 - Provide training to workers adversely affected by COVID trade, technology
 - Wrap around services vital to receive and complete training
 - Addressing system capacity to meet the skills needs and demand for workers
- Measure X - Advisory board overseeing the annual assessment of community needs 95% of funding recommendation for priorities. Additional Sales Tax for 20 years, which estimated to generate 81 million per fiscal year for regional hospital, community health centers, safety net services, early childhood services, and protection of vulnerable populations. In a presentation with EHSD, staff proposed funding request to address disparities in workforce.
 - “Seeking game changing funding to achieve equity” asking for annual funding 1M.

THE MEETING ADJOURNED AT 4:52 PM

Respectfully Submitted,
Rochelle Martin-Soriano, Board Secretary

/rms

REVISED
**** SUBJECT TO CHANGE**
IF NEEDED**

Workforce Development Board of Contra Costa County
Board Committee Meeting Calendar Year 2022

C2

JANUARY				
M	T	W	T	F
3	4	5	6	7
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17	18	19	20	21
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31				

FEBRUARY				
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MARCH				
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31				

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DECEMBER				
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26	27	28	29	30

Legend:

- Full Board
- Executive
- BED Committee
- Youth Committee
- Holidays

(1st Tuesday in Feb, May, Aug & Nov. from 3:00 pm to 5:00 pm)
 (2nd Wednesday of alternate month of Full Board from 3:00 pm to 5:00 pm)
 (1st Wednesday of the month from 3:00 pm to 5:00 pm)
 (2nd Tuesday of the month from 12:00 pm to 1:30 pm)
 (Legal holidays)



DATE: November 2, 2021
TO: Workforce Development Board
FROM: Donn Matsuzaki, Administrative Services Assistant III
RE: **PY 2021-22 WDB BUDGET**

RECOMMENDATION

That the Workforce Development Board of Contra Costa approve the PY 2021-22 budget proposed.

A. BACKGROUND

The WDB historically approves the fiscal year (FY) budget for the activities and services implemented in the Local Workforce Development Area (Local Area). The budget includes the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Rapid Response, and Youth funding allocated to the Local Area. The budget also includes grant-source revenues. Typically, staff will bring back a revised budget at the mid-year point to better balance revenues (and specific funding sources) with expenditures, as well as account for changes in our funding sources and/or amounts.

B. CURRENT SITUATION

This report brings forward a presentation from the Employment and Human Services Department (EHSD) on the WDB program/fiscal year 2021-22 budget for review and approval by the Board. As the fiscal agent for the WDB EHSD is tasked with the responsibility of supporting the development and oversight of the WDB budget process and execution. EHSD fiscal staff and WDB staff will be presenting the proposed WDB 2021-2022 budget.

Currently, WDB has three discretionary grants programs ending in the PY 21/22; the Workforce Acceleration fund, National Dislocated Worker Assistance Grant and Prison 2 Employment Initiative.

C. FISCAL IMPACT

A fiscally sound budget is imperative to the operation and integrity of local boards to ensure compliance and continued funding under the Workforce Innovation and Opportunity Act.

D. SCHEDULE

Staff continue to work with fiscal to balance and monitor the budget.

E. ATTACHMENTS

A1a: Exhibit A – Fiscal Year 2021-2022 Funding Sources

A1b: Exhibit B – Fiscal Year 2021-2022 Contracts

A1c: Exhibit C – Fiscal Year 2021-2022 Budget

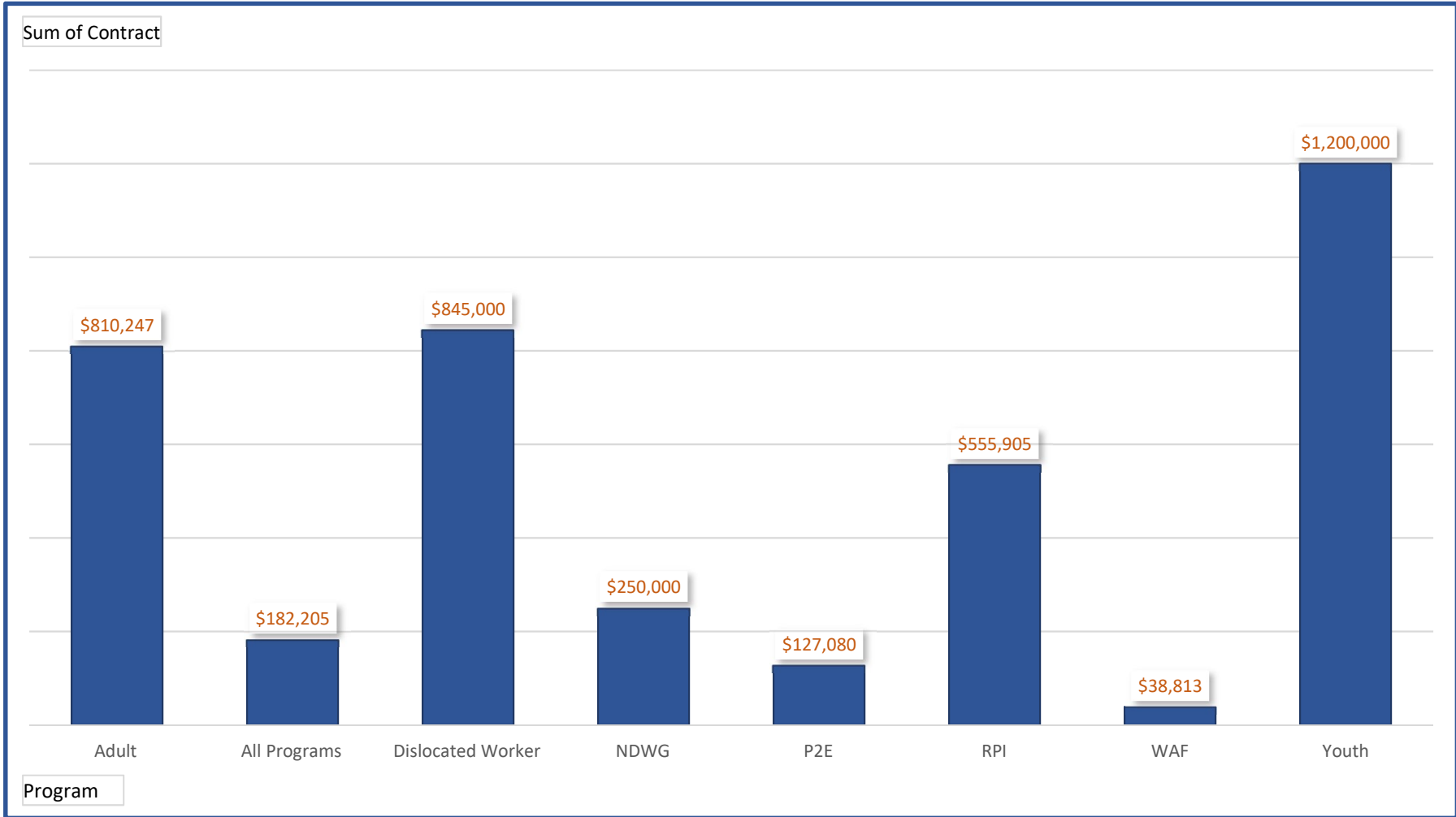
For any questions, please contact Donn Matsuzaki, Administrative Services Assistant III at 925-671-4545 or email at dmatsuzaki@ehsd.cccounty.us

**Workforce Development Board
Fiscal Year 2021-2022
Funding Sources by Program**

A	B	C	D E F		
			PROPOSED BUDGET		
ORG	Sub-object	WIOA: Adult/Dislocated Worker/Youth Revenues "CORE" Grants (aka Formula Funds)	FY 21/22 Budgeted Revenue (WSIN 19-45)	Prior Year Carry-in (plan/est 20%)	TOTALS
5608	9555	WIOA Adult Carry-In Revenue From FY20/21 (AA-11)		\$ 285,498	\$ 285,498
5608	9555	WIOA Adult New Allocation FY21/22 (AA-21)	\$ 1,427,492		\$ 1,427,492
5608	9555	WIOA Adult Transferred from DW			\$ -
5608	9555	SUB-Total: WIOA Adult Allocation 201/202	\$ 1,427,492	\$ 285,498	\$ 1,712,990
5656	9555	WIOA Dislocated Worker Carry-In Revenue from FY20/21 (AA-11)		\$ 350,012	\$ 350,012
5656	9555	WIOA Dislocated Worker New Allocation FY 21/22 (AA-21)	\$ 1,750,059		\$ 1,750,059
5656	9555	WIOA DW Transferred To Adult			\$ -
5656	9555	SUB-Total: WIOA Dislocated Worker Allocation 501/502	\$ 1,750,059	\$ 350,012	\$ 2,100,071
5688	9555	WIOA Youth Carry-In Revenue from FY 20/21 (AA-11)		\$ 293,587	\$ 293,587
5688	9555	WIOA Youth New Allocation FY21/22 (AA-21)	\$ 1,467,937		\$ 1,467,937
5688	9555	SUB-Total: WIOA Youth Allocation 301/302	\$ 1,467,937	\$ 293,587	\$ 1,761,524
TOTAL: WIOA FORMULA - ADULT/DW/YOUTH			\$ 4,645,488	\$ 929,097	\$ 5,574,585
			PROPOSED BUDGET		
ORG	Sub-object	WIOA: Rapid Response/15% Governor's Discretionary/COVID Revenues (non-Formula WIOA Grants)	FY 21/22 Budgeted Revenue (RR WSIN 20-04)	Prior Year Carry-in	TOTALS
5602	9555	WIOA Rapid Response Layoff Aversion Carry-In from FY20/21 (AA-11)	\$ 27,731		\$ 27,731
5602	9555	WIOA Rapid Response Layoff Aversion New Allocation FY21/22 (AA-21)			
5602	9555	WIOA Rapid Response Formula Carry-In from FY20/21 (AA-11)	\$ 116,826		\$ 116,826
5602	9555	WIOA Rapid Response Formula New Allocation FY21/22 (AA-21)			
5602	9555	Budget Balance Adjustment			\$ -
5602	9555	SUB-Total: WIOA Rapid Response 292/293/540/541	\$ 144,557	\$ -	\$ 144,557
5666	9555	Regional Plan Implementation Carry-In from <u>3.0</u> FY 19/20 (AA-01)	\$ 68,550		\$ 68,550
5666	9555	Regional Plan Implementation New <u>4.0</u> FY20/21 (AA-11)	\$ 451,080		\$ 451,080
5669	9555	Workforce Accelerator Fund Carry-In from 8.0, FY19/20 (AA-01)	\$ 54,320		\$ 54,320
5666-5669	9555	SUB-Total: WIOA 15% Governor's Discretionary 1169/1218/1173/1174	\$ 573,950	\$ -	\$ 573,950
5656	9555	COVID-19 Employment Recovery NDWG Carry-In from FY19/20 (AA-01)	\$ 250,000		\$ 250,000
5656	9555	SUB-Total: WIOA COVID Gov Allocation 1194	\$ 250,000	\$ -	\$ 250,000
TOTAL: WIOA RAPID RESP./15% GOV. DISCRETIONARY/COVID - RR/RPI/WAF/COVID			\$ 968,507	\$ -	\$ 968,507
WIOA	GRAND TOTAL: ALL WIOA ALLOCATIONS		\$ 5,613,995	\$ 929,097	\$ 6,543,092
			PROPOSED BUDGET		
ORG	Sub-object	NON-WIOA: RENT/AB109/EBRPU Revenues	FY 21/22 Budgeted Revenue	Prior Year Carry-in	TOTALS
5601	9194	4071 Port Chicago Rev Rent from EDD	\$ 157,320		\$ 157,320
5601	9194	SUB-Total: RENT (Port Chicago-EDD)	\$ 157,320	\$ -	\$ 157,320
5620	9966	AB109 Allocation	\$ 190,221		\$ 190,221
5620	9966	SUB-Total: AB109 Allocation	\$ 190,221	\$ -	\$ 190,221
5674	9966	EBRPU-P2E (IDS)	\$ 80,000		\$ 80,000
5674	9966	EBRPU-P2E (SSEL)	\$ 120,240		\$ 120,240
5674	9966	SUB-Total: EBRPU-P2E	\$ 200,239	\$ -	\$ 200,239
5601	GF	Contra Costa General Fund (NCC)	\$ 18,642		\$ 18,642
5601		SUB-Total: CCC General Fund	\$ 18,642	\$ -	\$ 18,642
NON-WIOA	TOTAL: NON-WIOA - RENT/AB109/EBRPU		\$ 566,422	\$ -	\$ 566,422
ALL	GRAND TOTAL: ALL REVENUE SOURCES		\$ 6,180,417	\$ 929,097	\$ 7,109,514

ALL Revenue Sources (without General Fund NCC) \$ 7,090,872

Workforce Development Board
 Fiscal Year 2021-2022
 Budgeted Contracts



Workforce Development Board Funding Sources

Adult	National Dislocated Worker Grant (NDWG)	Workforce Accelerator Fund (WAF)
Distributed to All Programs	Prison 2 Employment (P2E)	Youth
Dislocated Worker (DW)	Regional Plan Implementation (RPI)	

Workforce Development Board
Fiscal Year 2021-2022
Budget

	A	B	C	D	E	F
	WDB	2021-22 Proposed Budget	Percent of Budget Allocation	YTD Actual Expenditures	Unencumbered Balance	Percent of Budget Spent
Expense						
1 Salaries And Benefits		1,837,000	25.84%	424,319	1,412,681	23.10%
2 Services And Supplies		4,731,000	66.55%	496,454	4,234,546	10.49%
3 <i>2310 - Contracts</i>		<i>4,009,250</i>	<i>56.40%</i>	<i>228,986</i>	<i>3,780,264</i>	<i>5.71%</i>
4 Other Charges		539,000	7.58%	92,469	446,531	17.16%
5 Expenditure Transfers		2,000	0.03%	0	2,000	0.00%
6 Expense Total		7,109,000		1,013,242	6,095,758	14.25%
7						
Revenue						
9 Rent of Office Space		157,000		26,223	130,777	16.70%
10 Intergovernmental Revenue - Grants		6,543,000		-18,634	6,561,634	-0.28%
11 Misc Grants (AB 109, P2E)		391,000		-38,227	429,227	-9.78%
12 Revenue Total		7,091,000		-30,637	7,121,637	-0.43%
13						
14 Net County Cost:		18,000		1,043,880	-1,025,880	5799.33%

DATE: November 2, 2021
TO: Workforce Development Board
FROM: Noramah Burch, Workforce Services Specialist
RE: **Approve Funds Transfer Request for FY 2021-22 funds**

RECOMMENDATION

That the Workforce Development Board of Contra Costa approve a funds transfer request to EDD. The transfer, if approved, would move \$1,000,000 out of the WIOA Dislocated Worker program into the WIOA Adult program to balance each of these funding streams in accordance with customer demand, priority of service provisions, and changes in the local labor market.

A. BACKGROUND

This item seeks approval from the Workforce Development Board (WDB) to transfer \$1,000,000 of FY 21/22 Dislocated Worker funds to the Adult program in order to respond to labor market changes, the availability of COVID-19 funding, customer demand and ensure that the WDB maintains balanced funding into Fiscal Year (FY) 22/23.

Workforce Innovation and Opportunity Act (WIOA) formula funds (Adult, Dislocated Worker, and Youth) make up a significant portion of the WDBs revenue and provide funding for three (3) types of job-seeker populations as well as for services to support the needs of businesses. WIOA funds have a two-year lifespan, meaning that funds that appropriated July 2021 are available for use through June 2023.

WIOA allows the transfer of funds between the Adult and Dislocated Worker funding streams in order to maximize customer service and provide Local Workforce Development Boards (Local Boards) with greater flexibility to provide services in the areas of greatest need. The WIOA Section 133(b)(4) states that up to and including 100 percent of funds allocated to Title I Adult and Dislocated worker programs may be transferred between these two funding streams.

Adult funds can be used to support workforce activities for individuals aged 18 and older. Although there are numerous ways be eligible for the Adult program, most Adult program participants tend to have less attachment to the labor market than their Dislocated Worker counterparts. This often means that the Adult program participants have lower incomes and may have other attributes that impede their employment. In contrast, eligibility for the Dislocated Worker program is for people who were displace from jobs through no fault of their own and are unlikely to return to their previous occupation without acquiring additional skills.

B. CURRENT SITUATION

Adult program funds from the FY 20/21 allocation have been fully expended and we have begun to draw on PY 21-22 funds. As of mid-October, Dislocated Worker funds had a total remaining balance of \$2,118,053 (\$394,829 of PY 20/21 funds and the full PY 21/22 Allocation of \$1,723,224).

Many of the currently enrolled Dislocated Workers are being served with special COVID-19 funds which has reduced demand for DW formula funds. To balance formula funding, a transfer of funds is being requested.

WIOA places a priority of service in the WIOA Adult program (individualized career services and training services) for individuals who are low-income, public assistance recipients or basic skills deficient (reading and math levels below high school level). The pandemic continues to present a special set of problems in identifying and serving Dislocated Workers. Early in the pandemic many of the DWs were still attached to the workforce but with reduced hours or were in a suspended state waiting to hear if their employers would remain open.

WDB has also seen an increase in funding for workers who have been displaced as a direct result of COVID-19 which has decreased the demand for Formula Dislocated Worker funds.

C. FISCAL IMPACT

The \$1,000,000 transfer of funds from Dislocated Worker to Adult will help balance the revenues and expenditures in each of these respective funding streams and has a net zero effect on the overall budget.

D. SCHEDULE

The transfer of funds from WIOA Dislocated Worker to WIOA Adult will also be processed immediately as a part of this action.

E. ATTACHMENTS

A2a Transfer of Funds Request Form

For any questions, please contact Noramah Burch, Workforce Services Specialist Youth Program Manager at 925-671-4532 or email at nburch@ehsd.cccounty.us

A2a

The Contra Costa Local Workforce Development Area (LWDA) is requesting to transfer \$1,000,000 from the Dislocated Worker funding stream to the Adult funding stream in order to align revenues and expenditures with the participants being served. While formula funding allocations for Dislocated Workers has tended to be greater than Adult allocation levels, demand from the eligible Dislocated Worker population is mostly being met via special grants. As the East Bay labor market has improved for those with transferable skills (mainly DWs), there has been an increase in demand for Adult services from those with barriers to employment. In addition to the priority of service provisions outlined in WIOA legislation, the local board has established a priority of service that focuses on reaching the very hard to serve such as formerly incarcerated individuals and those currently on County Supervision. The local board is also actively engaged in connecting better with immigrants, refugees and the housing-insecure. Adult participants tend to be enrolled in the program longer and require significantly more staff time and resources. Making this transfer will balance the resources allocated to provide eligible participants with appropriate services under the Workforce Innovation and Opportunity Act.

Instructions for Completing the Transfer of Funds Request Form

TRANSFER OF FUNDS REQUEST FORM

- Line 1. Enter the Local Area name.
- Line 2. Enter the subgrant number.
- Line 3. Enter the date of the request
- Line 4. Enter the program year.
- Line 5. Enter the transfer request number for reference purposes. If this is your Local Area's first transfer of funds request enter 01; subsequent requests are 02, 03, etc.
- Line 6. Check the appropriate block regarding the direction of transfer. Only one type of transfer can be entered on each form.
- Line 7. Provide the amount of the transfer. Do not include any amount previously transferred.
- Line 8. Enter the contact person's name.
- Line 9. Enter the contact person's telephone number.
- Line 10. Enter the date of the Local Board meeting during which the transfer request was a specific agenda item with public comment time made available. This is needed to fulfill the "Sunshine Provision" requirement. Also enter the date that the Local Board approved the transfer.
- Line 11. Have the Local Area Administrator/Designee sign the form. Also enter the name of the Local Area Administrator/Designee, title, and the date the Local Area Administrator/Designee signed the Transfer of Funds Request forms.
- Line 12. Provide the reason(s) for the transfer of funds along with any other pertinent data.



DATE: November 2, 2021
TO: Workforce Development Board
FROM: Verneda Clapp, Workforce Services Specialist
RE: **AJCC Comprehensive and Affiliate/Specialized Certification**

RECOMMENDATION

That the Workforce Development Board of Contra Costa approve the AJCC Certification Process that includes the Baseline Certification and the AJCC Certification Indicator Assessment.

A. BACKGROUND AND DISCUSSION

The Workforce Innovation and Opportunity Act (WIOA) Local Boards are responsible for maintaining a network of high-quality effective America's Job Centers of California (AJCCs). As part of this charge, Local Boards are responsible for certifying AJCCs in their Local Areas once every three years using criteria and procedures established by the State Board in three key areas:

- Effectiveness of the AJCC
- Physical and Programmatic Accessibility for Individuals with disabilities
- Continuous improvement

The State Board has established two sets of criteria for AJCC Certification: **Baseline Criteria** focus on key WIOA statutory and regulatory requirements while the **Certification Indicator Assessment** (formerly "Hallmarks of Excellence") addresses quality indicators and aligns with the law's intent to encourage continuous improvement.

B. CURRENT SITUATION

Local Boards must select an evaluation panel(s) to perform an independent and objective evaluation of the AJCCs in their Local Areas once every three years using criteria and procedures established by the CWDB. The Local Board can choose to add additional certification criteria tailored to the needs of their Local Area, but they may not remove or replace any of the federal or state criteria. Local Boards have maximum flexibility to conduct an AJCC Certification through an on-site, remote/virtual or desk review evaluation due to COVID-19 and must meet the requirements of directive WSD20-08.

- Who will conduct the independent review
- What firewalls are in place to avoid a conflict of interest (if applicable)
- What steps will be included to note the changes that have taken place in the form of virtual services due to COVID-19, to be included in the Continuous Improvement Plan
- Any additional criteria the local board has chosen to include

There are certain provisions in place regarding who may be part of the certification process to safeguard against potential conflicts of interest.

Because the WDBCCC has competitively procured One-Stop Operator and Career Services Provider functions, the Board is able to be the certifying entity of the Contra Costa Comprehensive AJCC.

Local Boards may choose to use staff, the AJCC Operator (unless it's the Local Board), a subcommittee, or a neutral third-party to conduct the open, and independent evaluation of each comprehensive and affiliate/specialized AJCC. Based on those evaluations, the individual(s) or entity that conducted the independent review can provide recommendations to the Local Board regarding certification status and continuous improvement strategies. It is the Local Board, however, that must officially decide and submit the Baseline Criteria Matrix and accompanying AJCC Certification Indicator Assessment for each of the comprehensive and specialized/affiliate AJCCs in the Local Area.

To avoid potential conflicts of interest, the entity that conducts the evaluations cannot be an AJCC program partner staff or the Title I Adult and Dislocated Worker Career Services Provider. If a Local Board contracts out with a provider to serve as both the AJCC Operator and the Title I Adult and Dislocated Worker Career Services provider, that entity is also not allowed to conduct the evaluation.

C. Directive TIMELINE

Schedule as listed in Directive WSD20-08.

November 2, 2021	Local Boards submit the Baseline Criteria Matrix, and the AJCC Certification Indicator Assessment to their assigned Regional Advisor.
December 17, 2021	Local Boards receive the CWDB certification status for each comprehensive or affiliate/specialized AJCC.
December 31, 2021	Local Boards submit continuous improvement plans for each comprehensive AJCC.

D. ATTACHMENTS

A3a: [AJCC Comprehensive and Affiliate/Specialized Certification - WSD20-08](#)

A3b: Comprehensive AJCC Certification Baseline Criteria Matrix –ATTACHMENT 1

A3c: AJCC Certification Indicator Assessment – ATTACHMENT 3

For any questions, please contact Vernada Clapp, Workforce Services Specialist WIOA Adult/Dislocated Worker Program Manager at 925-671-4533 or email at vclapp@ehsd.cccounty.us

Comprehensive AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of CaliforniaSM (AJCC) Certification is intended to ensure that every comprehensive AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each comprehensive AJCC by November 1, 2021.

Name of Local Board Workforce Development Board of Contra Costa County

Name of AJCC Concord

Implements the signed Memorandums of Understanding (MOU)	Yes	No
A Memorandum of Understanding (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a comprehensive.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to comprehensive centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Implements the Local Board defined roles and responsibilities of the AJCC Operator and Career Services Provider	Yes	No
AJCC Operator selected in compliance with WSD19-13.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of AJCC Operator are clearly identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Career Services Provider selected in compliance with WSD19-13.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider within the AJCC are clearly identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Meets all regulatory requirements to be a comprehensive AJCC (WIOA Joint Final Rule Section 678.305)	Yes	No
AJCC has least one Title I staff person physically present. (Note: Consideration may be given for remote/virtual services implemented due to the COVID-19 pandemic)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

AJCC provides access to all basic and individualized career services identified in WIOA Joint Final Rule Section 678.430 .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides access to training services for adult and dislocated workers identified in WIOA Joint Final Rule Section 680.200 .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides access to any employment and training activities carried out under WIOA Section 134(d).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides access to programs, services, and activities of all required AJCC partners by having partner staff physically co-located at the AJCC, having a staff person at the AJCC who has been cross-trained to provide information about partner programs, or having direct linkage through technology to staff who can provide meaningful information or services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides workforce and labor market information.	<input type="checkbox"/>	<input type="checkbox"/>
AJCC provides customers with access programs, services, and activities during regular business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52) • <i>Disabled Persons Act</i> (California Civil Code Section 54-55) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135 <p>Such requirements include, but are limited to, the following:</p> <ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<ul style="list-style-type: none"> • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. • Providing for the physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 2019-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
If yes, briefly describe the findings: Click here to enter text.		
Was a corrective action plan submitted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open or closed?: Click here to enter text.		
If closed, as of what date: Click here to enter text.		
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Yolanda Vega

Name

WDB Board Chair

Title

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessement is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with Training and Employment Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use in order to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria, or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Boards must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Workforce Development Board of Contra Costa County

Name of AJCC Concord

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.	<ul style="list-style-type: none">a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Indicators

- All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

All AJCC staff are responsive to a diverse customer population and can accommodate those with disabilities. The center uses the principles of human-centered design to provide access to those with disabilities, limited English proficiency as well as other barriers to obtaining self sufficiency or employment. The Resource room is spacious with a clear line of sight for customers that are seated or standing for them to obtain most of the resources. There is enough space for assistive devices or personal assistants. EDD staff is onsite to assist with delivering veteran services as veterans are given priority of service in WIOA and other programs where priority services are mandated. In addition to veterans, prioritized services is given to the justice involved, low-income, English Language Learners as well as Dislocated Workers and Senior Workers.

The AJCC provides services outside of regular business hours on an *ad hoc* basis (e.g., Rapid Response) and offers hybrid services which includes but is not limited to virtual orientations, online learning, ZOOM workshops/meetings, Bounce Back Contra Costa information and website, EDD Unemployment Navigation, Job Fairs/Recruitment events that allow options and flexibility for customers to access services. There are more options for candidates to co-enroll into other programs in collaboration with other agencies that are serving them. Text messaging has been implemented for some of the programs to better communicate with customers. AJCC staff includes bilingual Spanish speaking staff and a subscription to the Language Line for translation of over 100 languages as well as DCARA representative for deaf and hard-of-hearing customers and staff who can assist with the assistive device Merlin for those that vision impaired.

The building is ADA compliant as it includes a handicap door opener at the building entrance and an elevator for access to the AJCC located on the second floor. There is sufficient navigational signage throughout the AJCC which identifies various areas of the resource room and the meeting rooms and there is signage regarding safety and COVID-19 protocols.

Continuous Improvement Opportunities

There is not an workstation dedicated for Language Line assistance, therefore a language line workstation is recommended to improve visibility and accessibility to customers with language barriers. There is not an automatic door opener to access the suite, therefore It is recommended that one be installed. (This is in the works.)

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.</p>	<p>a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.</p>

Quality Indicators

- A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.
- Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC’s contribution to the system and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.
- The AJCC’s partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC builds and maintains its partnerships by four ways: 1) Monthly Contra Costa Workforce Collaborative (CCWC) Steering Committee meetings to share information, to discuss items of mutual benefits and to resolve on-site/virtual issues. 2) Monthly regional Workforce Integration Network (WIN) meetings, attended by on and offsite partners throughout the county. 3) Weekly AJCC Manager's Meeting with managers from EDD, WDB and the CBO to collaboratively resolve any issues affecting customers or the One-Stop system. 4) Weekly AJCC Staff Partnership meetings attended by staff and managers to brainstorm innovation for better access and to resolve any issues affecting customers and staff of the One-Stop system.

Partner program information regarding partner services is available online through the EASTBAY Works website. Such information is also distributed by AJCC staff and partners to share with the public upon reception via email or onsite. Job opportunities, job fairs and events are regularly shared among collocated partners and CCWC access points.

Continous Improvement Opportunities

All meetings are currently being held virtually and the option of in-person or hybrid should be available as well.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none">a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required.	<ul style="list-style-type: none">a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Indicators

- AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training
- AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has establish protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

An integrated triage team works the reception desk to ascertain customer needs and direct them to appropriate services and programs. Customers are advised of additional programs that might be beneficial to them. Throughout COVID, services were delivered remotely (and still are, as an ongoing alternative for those who prefer to receive that way). The AJCC reopened for in-person services on September 14, 2021. Non-located partners like SCSEP and DOR have returned as well. All referrals are made as direct linkages/warm hand-offs.

For many months, the WDB and the AJCC team worked with County Risk Management and the Employment and Human Services Department Safety team to put into place structures and protocols to ensure the health and safety of customers (and employees). Examples: Plexiglas barriers, physical distancing, sanitizing supplies and protocols, and masks. Employees and contractors self-attest daily and are required to be vaccinated (or test negatively weekly if exempt).

Concurrently, a leadership team representing WDB, Rubicon Programs (service providers) and EDD have been meeting twice a week to focus on customer flow, welcome and check-in procedures and staffing levels to support the full service complement. This agile, responsive team convenes to ensure cross-training is taking place, technology issues are addressed timely and that the customer has the best possible experience every time he or she visits the AJCC.

Continuous Improvement Opportunities

Continue to adapt to the changing landscape of County health directives. Work toward restoring all services, e.g., typing tests and workshops, that had been paused during COVID.

AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathway.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<ul style="list-style-type: none"> a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today’s global economy. b. Value skill development by assessing and improving each individual’s basic, occupational, and employability skills. c. Balance traditional labor exchange services with strategic talent development within a regional economy. d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services. 	<ul style="list-style-type: none"> a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials. b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation. c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses. d. AJCCs as an access point for programs that provide for “demand-driven skills attainment.” From this perspective, AJCCs will be operated as an “on ramp” or “gateway” to the “Regional Sector Pathways” programs either built-out or identified through the regional planning process described above. e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

AJCC Certification Indicators

- All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Staff are committed to guiding clients onto career pathways to high-wage occupations; they are knowledgeable about priority sectors, local labor market and employer needs.

Staff are knowledgeable about regional and local priority sectors and encourage customers to explore career opportunities in these industries.

The AJCC encounters customers at all skill and work experience levels. If a customer is interested in training, staff are competent in helping customers navigate training options that result in industry-recognized credentials. WIOA orientations are held regularly. Customers in targeted groups (e.g., veterans, justice-involved, Dislocated Workers) are often given expedited enrollment. Co-enrollments are encouraged to braid funding and streamline services.

Supportive services are offered based on need and work-based learning is emphasized to assist clients to obtain real-world skills efficiently as possible. Examples of work-based learning are partnering with local pre-apprenticeship programs that practically guaranteed pick up by unions and use of on-the-job training (OJT) in targeted industry sectors.

Continuous Improvement Opportunities

COVID depressed several industries, such as leisure and hospitality, but at the same time, it strengthened other industries like technology (virtual meetings), transportation (delivery services), sanitation/disinfection, health care. The AJCC could do more to identify industries that benefitted from the conditions of the past couple of years, identify trainings in those industries and assist customers to connect to those trainings.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.</p> <p>b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.</p> <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.</p> <p>b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs.</p> <p>c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.</p>

AJCC Certification Indicators

- All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff are knowledgeable about the regional and local economy, LMI conditions and high-growth industry sectors — and are able to steer job seekers toward these sectors. Some of the industries that were hardest hit by COVID are recovering and the AJCC is assisting people to take advantage of this revival. Business Services Representatives communicate frequently with employers; employer skill needs are shared with clients through Career Coaches. Although onsite recruitments had to be paused during COVID, virtual recruitments and virtual job fairs continued, allowing job seekers to interact with employers directly.

Regional efforts in the health care industry and advanced manufacturing has maintained strong ties with employers that the local area and the AJCC benefit from. Also, local efforts in health care have resulted in partnerships to offer transitional jobs in the County Health Services Department.

Bimonthly Rapid Response and Layoff Aversion webinars have benefitted employer and job seekers. Business needs continue to drive the design and delivery of services, including training.

Continuous Improvement Opportunities

Continue to take advantage of the area's emergence from pandemic lockdown. The Concord AJCC has taken part in, and will continue to take part in, several local in-person job fairs, community resource fairs and other events. An employer education forum focused on the insecurely housed population is slated for January. This is definitely moving in the right direction. Restore in-person onsite recruitments as County health directives allow.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

AJCC Certification Indicators

- The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.

- All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- All AJCC staff has received training on providing excellent customer service and customer-centered design.
- All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Staff receive ongoing training on programs internal and external to the center in order to competently refer customers. Staff understand their role as career professionals and are committed to their own development. Partners ensure that eligibility and services of their programs are clear to staff so they may explain options to customers in a way that is easy to understand. AJCC management invites appropriate subject matter experts to present several times a year effort to build staff transparency.

The AJCC has regular meetings to discuss site issues, policies, procedures, program changes, activities and strategies for improvement.

- **Partner-Staff:** Collocated partner staff – Rubicon, WDB and EDD (weekly)
- **Management Team:** Rubicon, WDB and EDD managers (weekly)
- **Contra Costa Workforce Collaborative:** Staff from the CCWC access points
- **WIOA Team:** Managers, Case Managers, Employer Liaisons and Quality Assurance
- **Workforce Integration Network (WIN):** Collocated partners and external partners; to aid in cross-promotion and cross-referral. Eligibility, services and referral processes are shared between partner programs
- **Rapid Response:** WDB, Business Services and WIOA Case Managers (Career pathways in priority industry sectors and new occupational/industry trends and labor market for the local area)
- **RESEA:** EDD and Rubicon Case Management staff; to aid in cross-promotion, and cross-referral. Eligibility, services and referral processes are shared between partner programs (bi-weekly)
- **HCD/WAF Project:** Collocated partners and external partners; system redesign project with regard to connecting homeless residents to employment/training-based services

Collocated partners provide training for staff on their programs. All staff can assist customers with barriers (including disabilities) and help customers register in CalJOBS.

The WAF grant has made it possible to provide AJCC staff with cross-trainings from the Health, Housing and Homeless (H3) Services (last Spring). Another professional development event is scheduled for November 2021 to help staff assist insecurely housed customers to obtain employment.

Continuous Improvement Opportunities

Some cross-trainings paused of necessity during COVID when not all staff and partners were on site. Continue to take advantage of the return of staff by reinstating those trainings. Trainings on CalJOBS have continued virutally but now perhaps they can happen in person. An in-person

cross-training for all staff and partners on accessible technology in the career center is being scheduled in the next few months. This is a move in the right direction.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

US DOL Characteristics of a High Quality AJCC	California State Plan Vision and Strategies
<p>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</p> <p>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</p>	<p>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</p>

AJCC Certification Indicators

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Data is collected, analyzed, reported and shared by collocated partners in meetings to allow managers and staff to reflect on performance and make suggestions for improvement. Data and logic provide the rationale for changes while staff creativity and commitment ensure the AJCC remains responsive and flexible.

All partners have committed to refer customers through a single point of contact at each agency via email or in-person. A cross-organizational referral system has also been implemented among collocated partners through the Employment and Human Services Department and Bounceback Contra Costa websites.

CalJOBS is the central data management system used to provide the Local Board with access to real-time customer-counts, services provided and outcomes. AJCC Operations routinely communicates participant data and outcomes for special grants as well using the CalJOBS platform. The AJCC has also used data such as the ratio of referrals-to-enrollments to identify additional outreach strategies and modify intake processes to make programs more accessible to participants seeking services. Services are tailored to individuals as much as possible.

Managers, staff and partners meet regularly to review performance at center and develop plans for continuous service improvement.

The AJCC takes advantage of numerous opportunities for technical assistance:

- Webinars (via Workforce GPS or GeoSolutions)
- Cross training with other organizations (HealthRight 360, Hope Solutions, Shelter Inc., Workforce Acceleration Fund Project)
- Workforce Integration Networks (WIN) presentations
- Topical trainings at all-staff meetings (e.g., serving PWDs, services for homeless)
- Technical assistance on CalJOBS and WIOA requirements, provided by the MIS Unit.
- Regional technical assistance trainings (East Bay Region)
- Trainings offered by any of the AJCC partners are made available to all, when relevant and depending on capacity.

Continuous Improvement Opportunities

Performance has been challenging because of COVID as customers were not seeking services for self-sufficiency. Most customers were coming into to see our collocated partner EDD, seeking unemployment insurance benefits.

By signing below, the Local Board Chair attests to the **AJCC's Certification Indicator Assessment** and agrees to develop a continuous improvement plan with target dates with the AJCC.

Signature

[Click here to enter text.](#)

Yolanda Vega

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Board Chair

DATE: November 2, 2021
TO: Workforce Development Board
FROM: Michael Katz, EastBay Works Regional Organizer
RE: **East Bay Works Regional Implementation Plan Update**

A. BACKGROUND

Michael Katz is the regional coordinator for EastBay *Works*. The East Bay Regional Planning Unit (EBRPU) includes the following Workforce development entities in Alameda and Contra Counties: Alameda County Workforce Development Board, Workforce Development Board of Contra Costa County, Oakland Workforce Development Board and Richmond Workforce Development Board. Michael will present an update on the regional plan 2021-2024.

DATE: November 2, 2021
TO: Workforce Development Board
FROM: Workforce Development Staff
RE: **Economic Empowerment at the International Rescue Committee**

A. BACKGROUND

The International Rescue Committee provides direct assistance for people as they try to feed their families and find a safe place to live, and we work to improve livelihoods opportunities for long-term economic wellbeing. Economic well-being goals of the IRC include:

1. Ensure that people in crisis areas have what they need to survive—including food, water, shelter and basic household items—without falling into debt or resorting to desperate measures

How we get there:

- Providing cash assistance—through debit card accounts with no strings attached, where appropriate—so that people can buy what they need themselves, which benefits the local economy;
- Supporting local markets to ensure that basic necessities are available at affordable prices and in sufficient quantities to meet people’s needs;
- Providing emergency supplies when these essential goods aren’t readily available.

2. Ensure that people resettled in the United States have what they need to rebuild their lives and grow their assets

How we get there:

- Assisting people to identify realistic, achievable career paths that have the potential to offer a living wage;
- Ensuring people have information about the job market and requirements for their specific fields;

3. Ensuring people have and can maintain good credit, and that they have an understanding of more advanced concepts of financial Ensure that people can become self-sufficient by engaging in safe and decent work and by managing and saving their resources

How we get there:

- Providing business-skills training for in-demand jobs and strengthening connections in local labor markets so that prospective employers can more easily find employees with the skills they need;

- Encouraging new entrepreneurs and helping local businesses to grow through mentorship, financial management training, technical support and access to grants and loans;
 - Addressing barriers to employment for people resettled in the United States, including English-language and computer skills, childcare and access to transportation.
4. Ensure that women have the decision-making power to safely use and control resources

How we get there:

- Providing women with equitable access to information, skills training, business support and markets so that they can meet their basic needs and generate income and assets;
- Addressing social norms that underpin and maintain gender inequalities and cause increased risks of violence to economically empowered women;
- Working with governments, businesses and local nonprofit organizations to encourage and actively promote women's safe economic empowerment.

For any questions, please contact Kevin A. Davis, Program Officer of International Rescue Committee Oakland at Kevin.Davis@rescue.org