



Workforce
Development Board
Contra Costa County

www.wdbccc.com

Our Vision:

Contra Costa County's Workforce Development Board supports a network that creates and promotes dynamic education systems, high-performing businesses, and a prosperous local economy with an abundance of high-quality jobs and skilled workers to fill them.

Executive Committee Meeting

AMENDED

Agenda

April 13, 2022

3:00 p.m. – 4:30 p.m.

ZOOM Meeting

Meeting ID: 816 8406 3744

Passcode: 969675

<https://us06web.zoom.us/j/81684063744?pwd=VDRWwWRHbUNLT1hpdHU1dGx0VlBBQT09>

Join in Dial-In

+1 669 900 9128 US

+1 253 215 8782 US

- 3:00 PM CALL TO ORDER AND REMINDER OF POTENTIAL CONFLICT OF INTEREST
PUBLIC COMMENT**
- 3:05 PM STAFF UPDATE
CHAIR REPORT
COMMITTEE CHAIR REPORTS**
- 3:25 PM CONSENT AGENDA
C1 Approve minutes from March 9, 2022 Meeting**
- 3:30 PM ACTION ITEMS
A1 Approval of Board Applications
A2 Approval of Amended Supportive Services Policy**
- 4:30 PM ADJOURN**

Upcoming Committee Meetings:

FULL BOARD RETREAT is on Thursday, May 12, 2022 @ Roundhouse Market & Conference Center

YOUTH Committee Meeting is on Tuesday, May 10, 2022

BED Committee is on Wednesday, June 1, 2022

EXECUTIVE Committee Meeting is on Wednesday, June 8, 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 Board at 925.671.45

**Workforce Development Board (WDB) of Contra Costa County
Executive Committee Charter**

Charter Element	Charter Agreement Information
Business Objective	The primary objective of the WDB Executive Committee is to support system alignment, service integration, and continuous improvement, using data to support evidence-based policymaking.
Case for Action`	<p>As we advance our work toward realizing our vision for creating shared opportunity and economic prosperity, a number of key factors drive our work:</p> <ul style="list-style-type: none"> • Good jobs in today’s economy and labor market require workers to have a growing level of knowledge and skill in order to compete for them; • The employment gap is widening between those with higher levels of education and credentials and those who lack them; • Jobs are growing at both the high-skill and low-skill end of the labor market, while growth of “middle skill” jobs has been lagging; however, the retirement of baby boomers from the labor force will create openings in nearly every industry and occupation; • The incoming workforce does not have the education and skill-sets needed to perform many of these jobs, as manifested by a continued lag in the educational attainment levels of young people (although beginning to show some signs of improvement, student preparedness for post-secondary education remains very low); and • The difference between supply and demand indicates that there is a “skills gap” between what most workers have to offer and what businesses need, creating the urgency to develop and support new strategies that can better equip and train people for jobs in today’s economy.
Requirements	<p>The WDB Executive Committee will:</p> <ul style="list-style-type: none"> • Improve and expand the Workforce Development Board's communications systems and networks • Develop and present legislative/advocacy platforms and position statements for consideration by the Contra Costa County Board of Supervisors and other local elected officials • Recruit qualified board member candidates who are able to effectively advance the board’s strategic priorities and recommend membership appointments to the Board of Supervisors • Support and strengthen administrative, fiduciary, management, and oversight roles and responsibilities of the WDB, including monitoring performance of the WDB Executive Director • Help secure, leverage, and expand resources that help to support workforce and economic development in Contra Costa County and the greater region
Boundaries / Guidelines	The Executive Committee will advise and influence the direction and implementation of the WDB’s strategic objectives as outlined the WDB 2021-2024 Strategic Plan, particularly with regards to work related to systems alignment, administration, coordination, and overall accountability.
Team Membership	The Executive Committee is comprised of the Chair, Vice Chair(s) and Immediate Past Chair of the WDB; the Co-Chairs of each of its subcommittees, and up to three at-large members to provide appropriate representation of the overall membership. The Executive Committee and the WDB work on behalf of the Contra Costa County Board of Supervisors and the businesses and residents of Contra Costa County. The WDB and the Executive committee often draw upon the knowledge and expertise of other individuals and organizations that are not members of the WDB and occasionally form <i>Ad Hoc</i> committees to do work.
Timing	The work of the Executive Committee is aligned with the timeline of the WDB’s 2021-2024 Strategic Plan.
Resources	The WDB and the Executive Committee provide and/or support convening and networking functions that draw together a wide spectrum of stakeholders that contribute to the health of the local economy and prepare residents for effective participation in the workforce. These include local and regional businesses, economic development experts and organizations, public agencies, education, labor, and community-based organizations.
Review Process	The Executive Committee monitors and reports its progress at regular committee meetings and full WDB member meetings as appropriate. Progress against the WDB 2021-2024 Strategic Plan is reviewed at regular intervals as determined by the WDB and any of its relevant governing authorities at the local, state, and/or federal levels.

EXECUTIVE COMMITTEE MINUTES

Wednesday, March 9, 2022

The Executive Committee met on Wednesday, March 9, 2022 via a ZOOM meeting. Vice-Chair Terry Curley called the meeting to order at 3:09 pm. Vice-Chair Terry Curley reminded everyone of potential conflict of interest.

ATTENDANCE

MEMBERS PRESENT: Yolanda Vega, Terry Curley, Michael McGill, Stephanie Rivera, Thomas Hansen, Joshua Anijar

MEMBERS ABSENT – Kwame Reed (Ex)

OTHERS PRESENT – Sonja Stanchina (Contra Costa Water District), Camille McCuistion, Jennifer Quallick

WDB STAFF PRESENT – Tamia Brown, Patience Ofodu, Maureen Nelson, Noramah Burch, Verneda Clapp, Rochelle Soriano, Donn Matsuzaki, Veronica Ramos,

PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT (Check Recording)

Tamia Brown, WDB Executive Director

COVID-19 Updates

- Mask Mandate lifted as of March 4th. Moving towards to more in-person activities.

ANNOUNCEMENT

- AMBay Area is holding a Summit April 26, 2022, 3rd Annual Summit providing a forum for Bay Area manufacturing leaders to reconnect.

REGIONAL PLAN IMPLEMENTATION

- Solicitation for Regional Equity and Recovery Partnerships opened and will be released to Regional Planning Units across the State. The East Bay Works regions is slated to receive 1.5M to serve 158 job seekers across the East Bay Works region; Contra Costa will serve as the fiscal lead for the funding.

FUNDING

- Submitted Good Jobs Challenge to EDA, over 500 applications were received.
- Waiting for award on the submitted a proposal for \$250K, California Workforce Development Board (Workforce Accelerator Fund)
- Youth Employment Pilot Project submitted by Noramah Burch to focus on occupations in food security and COVID impacts. Goals to train and subsidize wages for foster care youth in garden apprentices, community health workers, community health worker support.

EHSD STAFFING

- George Carter, has transitioned to his new role as an Economic Development Project Manager for the Contra Costa County Department of Conservation and Development transferred management of CCWORKS to Maureen Nelson.
- WDB Deputy Director Position was denied by County Administrators office through the Budget Proposal process for 2022-2023
 - Looking to submit new strategy after this program year.

CHAIR'S REPORT

Yolanda Vega, Chair

- Working with separate business to connect with WDB to understand the available resources can help their business thrive.

- Will be attending the NAWB Forum 2022 at Washington, DC with Tamia and a report to follow

COMMITTEE MEMBER REPORTS

Youth Committee (YC) (Michael McGill)

- YC Meeting is on March 8, 2022
- The meeting has a discussion on WIOA Programs in Practice -Youth Discussion Panel (Moderator Verneda Clapp)
 - Youth participant gave their insights and experience from their programs
 - Youth participant was engaging
 - Youth Panel is the highlight
- Youth Committee is discussed proposed agenda for the Full Board Retreat

Business & Economic Development Committee (BED) (Stephanie Rivera)

Agenda includes: Presentations Items

City of Pittsburg Economic Development Presentation by :

Jordan Davis, Director of Community & Economic Development & Derek Hull, Economic Development Manager

Micro-Easy Vocational Institute Presentation by Kola Onafowode, Founder and CEO

Discussion of 2022 BED Committee Goals and Strategic Planning

CONSENT ITEMS

C1 Approve January 12, 2022 Executive Committee Meeting Minutes

C2 Approve Board Resignation of Carol Asch, Governmental & Economic & Community Development Seat #1

Motion/Second Micheal McGill/Thomas Hansen

Motion Approved

AYES: Yolanda Vega, Terry Curley, Michael McGill, Stephanie Rivera, Thomas Hansen

NAYES: None

ABSENT: Kwame Reed

ABSTAIN: Joshua Anijar

ACTION ITEMS

A1 Approval of AJCC Provider Contract RFP#1180

That the Workforce Development Executive Board approve the following:

1. The selection of Rubicon Programs to operate Contra Costa County’s America’s Job Center of California (AJCC) and to administer Title I Workforce Innovation and Opportunity Act (WIOA) career services to our Adult and Dislocated Worker population.
2. Direct staff to initiate contracts and negotiate contract performance goals commencing July 1, 2022, using final funding allocations from the State.

Motion/Second Michael McGill/Thomas Hansen

Motion Approved

AYES: Yolanda Vega, Terry Curley, Michael McGill, Joshua Anijar, Stephanie Rivera, Thomas Hansen

NAYES: None

ABSENT: Kwame Reed

ABSTAIN: None

A2 Approval of Officer Nominations of Selection of Officers for PY 2022-2023

1. That the Executive Committee open nominations for Board Chair and Vice-Chair of the Workforce Development Board.
2. That the WDB to operate with two (2) Vice Chair positions for the 2022-2023 fiscal year in order to ensure effective succession planning.

3. Allow Education & Training and Workforce Labor Seats to serve as a Board Chair or Vice-Chair
4. Allow Chair to continue for one (1) additional year to serve the board

Nominations for the Chair and Vice-Chair:

Chair

1. Yolanda Vega, Principal, Peak Performance Corporate Training

Vice Chairs

1. *Stephanie Rivera, CEO, Lazarex Cancer Foundation*
2. *Terry Curley, Executive Vice President. United Business Bank*
3. *Joshua Anijar, Executive Director, Centra Labor Council Contra Costa County*
4. *Thomas Hansen, Business Manager, IBEW Local 302*

Motion/Second **Michael McGill/ Yolanda Vega**
Motion **Approved**

AYES: Yolanda Vega, Terry Curley, Michael McGill, Stephanie Rivera, Thomas Hansen

NAYES: None

ABSENT: Kwame Reed, Joshua Anijar

ABSTAIN: None

THE MEETING ADJOURNED AT 4:13 PM

Respectfully Submitted,
Rochelle Martin-Soriano, Board Secretary

/rms

DATE: April 13, 2022
TO: Executive Committee
FROM: Tamia Brown, Executive Director
RE: **Recommend Appointment to the Workforce Development Board**

RECOMMENDATION

That the Executive Committee recommend for appointment to the Workforce Development Board of Contra Costa County:

1. **Sarah A. Chodakewitz** fill Business Seat #6
2. **Nichol Carranza** to fill Business Seat #7

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. With, 1 Education and Training seat vacancy, WDBCCCC staff and board members will continue to strategically recruit key leaders to fill the position.

Per WDBCCC ByLaws Section B, business seat appointments should reflect the following:

1. Majority business members who are individuals with optimum policymaking or hiring authority on behalf of the entity he or she represents (50% + 1) and are:
 - a. Business owners, or
 - b. Chief executives, or operating officers, or
 - c. Other business executives, or
 - d. Employers.
 1. These representatives shall include a representative(s) of small businesses
 2. Private sector representatives may be from organizations representing businesses, that provide employment opportunities in the Contra Costa County workforce area, in in-demand industry sectors or occupations or provide employment opportunities that, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area

Refer to WDBCCC ByLaws (**Attachment A1a**) for definition of all board seat designations.

B. CURRENT SITUATION

Filling all seats on our board is an important criterion in how our local area will continue to be viewed by the CWDB as part of continued board recertification and subsequent designation of our local area.

C. SCHEDULE

Action on this item will result in applicant's approval and final appointment will be then be made at the Board of Supervisors' meeting.

D. ATTACHMENTS

A1a [WDBCCC BYLAWS](#)

A1b Sarah A Chodakewitz Application Form

A1c Nichol Carranza Application Form

A1d Board member roster with term end-dates as of 04.04.2022

For any questions, please contact Tamia Brown, Executive Director at 925-671-4514 or email at tbrown1@ehsd.cccounty.us

Application Form

Profile

Sarah _____ A _____ Chodakewitz _____
 First Name Middle Initial Last Name

_____ Suite or Apt _____
 Home Address

Oakland _____ CA _____ _____
 City State Postal Code

 Primary Phone

 Email Address

[District Locator Tool](#)

Resident of Supervisorial District:

N/A - Out of County

John Muir Health _____ Director, Government and _____
 Employer Job Title
 Community Affairs

Length of Employment

1 year and 3 months

Do you work in Contra Costa County?

Yes No

If Yes, in which District do you work?

District 4

How long have you lived or worked in Contra Costa County?

1 year and 3 months

Are you a veteran of the U.S. Armed Forces?

Yes No

Board and Interest

Which Boards would you like to apply for?

Workforce Development Board: Submitted

Seat Name

Have you ever attended a meeting of the advisory board for which you are applying?

Yes No

If Yes, how many meetings have you attended?

Previously, Stephanie Rivera represented John Muir Health at the Workforce Development Board and prior to that Ashley Georgian. I have not yet attended a meeting but am eager to join.

Education

Select the option that applies to your high school education *

High School Diploma

College/ University A

Name of College Attended

University of Washington

Degree Type / Course of Study / Major

Masters in Public Health/Health Systems and Policy

Degree Awarded?

Yes No

College/ University B

Name of College Attended

Brown University

Degree Type / Course of Study / Major

Bachelors Degree/Anthropology

Degree Awarded?

Yes No

College/ University C

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

Other Trainings & Occupational Licenses**Other Training A**

Certificate Awarded for Training?

Yes No

Other Training B

Certificate Awarded for Training?

Yes No

Occupational Licenses Completed:

Qualifications and Volunteer Experience

Please explain why you would like to serve on this particular board, committee, or commission.

My interest in serving on the Workforce Development Board of Contra Costa comes from both my desire to engage on the board as a representative of my employer, John Muir Health, and also from my own individual interests. As a representative of John Muir Health I am interested in joining the Workforce Development Board of Contra Costa because of the critical role this board plays in promoting health and wellbeing our community. More specifically, as one of the largest employers in Contra Costa, ensuring our community cultivates a robust healthcare workforce is an important strategic priority for our organization as well as other healthcare entities across the county. Being able to provide real time feedback on not only the current needs, but to help forecast the future needs in the healthcare workforce will ensure our community is prepared to respond to the healthcare needs of Contra Costa's residents. Additionally, beyond immediate healthcare workforce issues, at John Muir Health we provide care to one in four individuals living in Contra Costa. Economic stability acts as a key social determinant of health, meaning that the work conducted by the Workforce Development Board helps to promote health and wellness for all members of our community, including many of our patients. In addition to my interest in joining this board as a representative of John Muir Health, I am excited by the possibility of joining this board as a result of my own specific interest in cultivating opportunities for professional development. During my time at the Washington State Department of Health I created a comprehensive program for student engagement consisting of resources for informational interviews, a more comprehensive approach to internships, and ultimately, a summer speaker series program for current interns. Similarly, when I was at Kaiser Permanente, I participated in multiple mentorship programs, including providing summer-long mentorship for specific interns. Finally outside of my professional roles, I have frequently participated in alumni panels for the University of Washington's MPH program where I've spoken about job search skills for graduating students. To me, participation on the Workforce Development Board would allow me to marry this ongoing passion with the more robust infrastructure and scope that the Workforce Development Board provides.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

During my initial conversation with the leadership team at the Workforce Development Board, they shared that some of the qualities they were seeking in board members including individuals who brought deep subject matter expertise in key industry areas, who were collaborative, thoughtful and willing to engage meaningfully in group conversations, and individuals who would represent the board in the community and help extend the reach of the work that the board conducts. I believe I bring many of these qualities to bear. As someone who has worked in healthcare systems for many years I have a strong understanding of the healthcare workforce needs. I would be able to act as a resource for the board for example, should they receive the federal American Rescue Plan Good Jobs Challenge grant and in instances where I would not be able to provide the level of detail needed to effectively advise the board I would be able to reach out to other stakeholders within the healthcare sphere to gather more information as needed. Beyond subject area expertise, I have over the course of my career worked frequently in large teams on long term strategic initiatives. My understanding of this type of work process would allow me to be an active collaborator and meaningfully engage in strategic conversations to help inform the larger initiatives the board conducts. Finally, I have a strong background in community engagement and would look forward to participating in events hosted by the workforce development board as well as identifying potential partnerships and educational opportunities in the community.

Upload a Resume

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

Yes No

Do you have any obligations that might affect your attendance at scheduled meetings?

Yes No

If Yes, please explain:

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Yes No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

While I have not specifically had the experience of serving as a board member previously, I believe that I bring a strong background that would allow me to be an effective member of this community. For example, I have participated in volunteer opportunities such as with the Pierce County United Way where I assisted in conducting reviews of submitted grant applications. Similarly, I have acted on leadership teams within professional communities. While at Kaiser Permanente I was on the Oakland Leadership team for the genKP employee resource group. Currently at John Muir Health I serve as a taskforce member of our Gender Equity employee resource group.

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

Yes No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

I Agree

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

Sarah Chodakewitz

Oakland, CA

Summary

Experienced health policy and communications professional with proven track record of launching initiatives, overseeing projects, and strategically planning and implementing health policy campaigns. I draw experience from across the health care delivery system, government agencies, and community level direct service. In professional roles I have been known as someone who skillfully builds bridges between teams, works well with limited direction, learns quickly and tackles challenging problems, and who can think 'outside-the-box' while still achieving excellent results.

Experience

Director, Government and Community Affairs at John Muir Health, Walnut Creek, CA (January 2021 - present)

- Provide organizational leadership in tracking state, local, and federal policy issues of importance to the organization. Provide guidance to leadership on key policy changes and advocacy opportunities.
- Participated in organizational Crisis Communications response team for the COVID-19 pandemic. Coordinated with mobile health clinic to conduct community outreach strategies.

Senior Public Advocacy Advisor at Kaiser Permanente, Oakland, CA (April 2018 - December 2022)

- Provided interim leadership for public advocacy function; managed a team consisting of two groups of vendors as well as two full time contract workers for approximately 1 year, represented the team at key strategic meetings, led change management with internal stakeholders.
- Provided program management for Kaiser Permanente's voluntary grassroots advocacy platform; oversaw 9 campaigns, 4,000 advocate actions, and 187% growth in participants. Routinely spoke publicly regarding the program and developed and moderated multiple webinars with up to 1,500 audience members.
- Co-led strategy development for the Government Relations Drug Pricing Policy Initiative; facilitated 2020 and 2021 strategic planning resulting in a multi-year work plan with multiple work streams, research grantees, and thought leadership activities.

Speechwriter and Health Policy Consultant at Washington State Department of Health, Tumwater, WA (September 2015 – September 2017)

- Provided direct staffing to Washington State Secretary of Health; developed talking points for 70+ speaking engagements, stakeholder meetings, and media relations events on a variety of complex and technical subjects;
- Provided project management for legislatively-mandated Patient Out-of-Pocket Costs Taskforce; facilitated weekly tactical meetings with DOH executive leaders (State Health Officer and Legislative Director), organized three full day stakeholder meetings to assess policy options; managed stakeholder communications, directed project budget, co-wrote final report submitted to the legislature;
- Coordinated cross-agency team for top legislative priority (Tobacco 21); managed policy research efforts, developed legislative testimony, participated as a member of the legislative team, responded to information requests from partner agencies and legislators, and represented the agency with external partners;
- Assisted in launch of new Center for Public Affairs and thrived in fast-paced environment (Office of the Secretary) with strong emphasis on leadership, independent judgment, and collaboration.

Assistant Director at Odegaard Writing & Research Center, University of Washington, Seattle, WA (June 2014 –July 2015);

- Hired, trained, mentored and provided leadership in an organization with 75+ employees;
- Launched and implemented key projects and initiatives, including new satellite location;
- Collaborated with external partners to form long-term partnership and secure funding source (\$14,753 grant);
- Co-writer for biennium budget proposal (\$419,000 annually).

Writing Consultant at Odegaard Writing & Research Center, University of Washington, Seattle, WA(September 2013 – June 2014)

- Assisted others in clarifying, developing and articulating their line of thought;
- Conducted 350+ writing sessions; developed history of repeat clients (higher than average rate of repeat use).

Executive and Internal Communications Internship at PATH, Seattle, WA (February 2015 – May 2015)

- Produced tracking system to assess alignment of executive team speaking engagements with strategic vision;
- Assessed strength of internal newsletters from user perspective and crafted recommendations for improvement.

Health Policy Intern at Washington State Health Care Authority, Olympia, WA (June 2014 – September 2014)

- Key editor and co-writer for \$65M State Innovation Model (SIM) Medicaid grant application;
- Produced draft design for Medicaid Accountable Communities of Health (ACHs) granting process;
- Finalized design of ACH grant process by facilitating collaborative meeting with agency policy leadership;
- Post-internship invited to become a member of the ACH pilot grant evaluator team.

Elder Care Advisor and Care Transition Facilitator at Somerville Cambridge Elder Services, Somerville, MA (July 2012 – June 2013)

- Facilitated clients enrollment in home and community-based Medicaid waiver (40+ clients);
- Participated in pilot program for Medicare/Medicaid dual eligible individuals to build connections between large hospital systems and home and community based services for Medicare Care Transition pilot project.

Nursing Home Transition Advocate at Boston Center for Independent Living, Boston, MA (August 2011 – July 2012)

- Worked with Medicaid enrolled population living in skilled nursing facilities and assisted in coordinating housing search and identifying social support services needed to transition back to community based living;
- Oversaw 300% increase in successful nursing home discharges, achieved through proactive identification of clients and building long-term, collaborative relationships with referring facilities;

Education

University of Washington, Seattle, Washington (June 2015)
MPH, Health Systems and Policy

Hebrew University of Jerusalem, Jerusalem, Israel (June 2011)
Fulbright Fellowship

Brown University, Providence, Rhode Island (May 2010)
BA in Cultural Anthropology

Application Form

Profile

Nichol Carranza
 First Name Middle Initial Last Name

[Redacted] Suite or Apt

Concord CA [Redacted]
 City State Postal Code

[Redacted]
 Primary Phone

[Redacted]
 Email Address

[District Locator Tool](#)

Resident of Supervisorial District:

District 4

Marathon Petroleum Corporation Sr. Representative, Corporate Social Responsibility & Public Affairs
 Employer Job Title

Length of Employment

4.5 years

Do you work in Contra Costa County?

Yes No

If Yes, in which District do you work?

District 5

How long have you lived or worked in Contra Costa County?

34 years

Are you a veteran of the U.S. Armed Forces?

Yes No

Board and Interest

Which Boards would you like to apply for?

Workforce Development Board: Submitted

Seat Name

Board of Directors

Have you ever attended a meeting of the advisory board for which you are applying?

Yes No

If Yes, how many meetings have you attended?

Education

Select the option that applies to your high school education *

High School Diploma

College/ University A

Name of College Attended

San Francisco State University

Degree Type / Course of Study / Major

Communications

Degree Awarded?

Yes No

College/ University B

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

College/ University C

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

Other Trainings & Occupational Licenses

Other Training A

Incident Command System (ICS)

Certificate Awarded for Training?

Yes No

Other Training B

Advertising

Certificate Awarded for Training?

Yes No

Occupational Licenses Completed:

Qualifications and Volunteer Experience

Please explain why you would like to serve on this particular board, committee, or commission.

Through my voluntary involvement and professional roles, I am committed to the community and passionate about preparing Contra Costa residents for jobs in the East Bay. As a long-standing member of this community, I have in-depth knowledge of the local economy and opportunities to enhance its workforce pipeline. I have lived in Concord for 34 years and attended Mt. Diablo High School, ultimately graduating from Diablo Valley College (DVC) and San Francisco State University. I also have two children who are currently enrolled in the Mt. Diablo Unified School District and a third who attends DVC. I will work to create opportunities for our residents to obtain high-paying jobs through training and education.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

Please see attached resume.

[Upload a Resume](#)

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

Yes No

Do you have any obligations that might affect your attendance at scheduled meetings?

Yes No

If Yes, please explain:

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Yes No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

Industrial Association of Contra Costa County, Board Member, Mar 2021 – Present Monument Impact, Board Member, Nov 2018 – May 2020 Boys & Girls Clubs of Contra Costa County, Board Member, Nov 2019 – Dec 2021 Concord Chamber of Commerce, Board Member, Jul 2020 – Present Mt. Diablo Unified School District, Business Education Alliance, Advisory Committee, Aug 2019 – Present Math, Engineering & Science Achievement (MESA), Advisory Board Member, Oct 2019 – Present Concord Rotary Club, Member, Mar 2018 – Present Year Up, Mentor & Guest Presenter Apr 2015 – Present

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

Yes No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

I Agree

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4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

NICHOL CARRANZA

• [linkedin.com/in/NicholCarranza](https://www.linkedin.com/in/NicholCarranza)

Mission-driven public affairs professional specializing in community engagement, corporate social responsibility, and strategic communication to elevate and enhance the organization's reputation.

Passion for equity in education, workforce development and environmental stewardship. Solid experience in all areas of public affairs and program management; stakeholder engagement; community partnerships; messaging strategy; media relations; executive communications; and crisis communications.

Specialties:

- Board member and advisory council experience
- Community-focused solutions and approach
- Corporate investment strategy
- Technology, energy, and education
- Politically astute with strong business acumen
- Briefing and staffing executives
- Event planning and management
- Analytical, collaborative and detail oriented

INDUSTRY & COMMUNITY INVOLVEMENT

- **Industrial Association of Contra Costa County**, Board Member *Mar 2021 – Present*
- **Monument Impact**, Board Member *Nov 2018 – May 2020*
- **Boys & Girls Clubs of Contra Costa County**, Board Member *Nov 2019 – Dec 2021*
- **Concord Chamber of Commerce**, Board Member *Jul 2020 – Present*
- **Mt. Diablo Unified School District**, Business Education Alliance, Advisory Committee *Aug 2019 – Present*
- **Math, Engineering & Science Achievement (MESA)**, Advisory Board Member *Oct 2019 – Present*
- **Concord Rotary Club**, Member *Mar 2018 – Present*
- **Year Up**, Mentor & Guest Presenter *Apr 2015 – Present*

EXPERIENCE

Marathon Petroleum Corporation (MPC) *September 2017 – Present*

Sr. Representative, Corporate Social Responsibility & Public Affairs

- Manages \$2 million charitable budget for Northern California, Pacific Northwest, and Alaska regions; advances strategic partnerships and programs connecting MPC with schools, civic organizations and community groups.
- Cultivates community support leading stakeholder engagement efforts for \$2 Billion renewable fuels project, manages Community Advisory Panel and identifies opportunities for employee engagement with nonprofits.
- Represents company in multiple Board and Advisory Council positions, actively seeking to understand and address community needs.
- Serves as PIO and manages media inquiries and public affairs activities related to refinery operations.

University of California (UC), Office of the President *January – September 2017* **Communications Specialist III, UCPath**

- Engage stakeholders and provide consultative support to operational leads, campus leads, and public affairs. Oversee executive communications, developing talking points and presentations to the UC President.
- Lead development and execution of strategic plan driving change communication across the UC system.

Cisco Systems, San Jose, CA *May 2015 – November 2015*

Sr. Manager, Executive Communications – Supply Chain Operations

- Developed executive communications strategy for SVP, prepped executive for media interviews, customer engagements, and leadership meetings. Managed stakeholder relationships across Cisco's marketing, corporate relations, investor relations, sales, and event teams.
- Managed divestiture executive announcement to supply chain employees supporting Mergers & Acquisitions team, including regional launches, town halls and follow-up communications during transition.
- Developed 45-minute keynote speech for SVP, delivered to 600+ global suppliers; distilled input from 20+ stakeholders; 88% of attendees rated "message resonance" very good/excellent; 86% rated "value of information" very good/excellent.

Pacific Gas and Electric Company

February 2009 – May 2015

Principal, Corporate Affairs – Gas Operations

(August 2012 – May 2015)

- Led stakeholder engagement program for PG&E's 2015 Gas & Transmission Storage rate case to gain community and government support; educate and inform community; organized pipeline safety demos at public participation hearings, managed agency and collateral.
- Led multi-year communications program for PG&E's Gas Safety Excellence initiative; developed messaging and executive spokespeople, planned officer field visits, organized events and press conferences.
- Chief Editor of Gas Matters newsletter to educate employees, managed creative direction, content, editorial team, contractors, budget, production and vendors.
- Witness Assistant in PG&E's 2017 General Rate Case, responsible for meeting regulatory deadlines, briefing executives, developing testimony, analyzing data, solving issues, tracking and responding to data requests.

Sr. Representative, Corporate Affairs – Crisis Communications

(January 2011 – August 2012)

- Developed winning testimony for Corporate Relations in PG&E's 2014 General Rate Case, a three-year proceeding securing \$18 million per year in funding for the department.
- Envisioned and developed Gas Operations Improvement Tracker, a formal public document used by external-facing teams to ensure consistent data for government, media, and regulatory stakeholders, cataloging gas system upgrades. Managed team of 30+ subject-matter experts, and legal and executive approvals.
- Led crisis strategy and collateral development for SmartMeter™ program to educate customers and employees on technology benefits during time of intense public opposition.

Project Manager, Customer Communications

(February 2009 – January 2011)

- Successfully led San Bruno crisis communications to victims and customer impact team and developed critical stakeholder outreach strategies for legal and regulatory announcements after the accident.
- Developed communications strategies and messaging for SmartMeter™, competitive issues (CCAs) and customer privacy matters. Advocated for customer-centric solutions to complex billing and operational issues.
- Managed marketing review for 80+ energy management programs, dynamic pricing, energy efficiency and demand response programs.

Insight Express

October 2006 – December 2008

Project Manager

- Launched global research study in less than 48 hours on 75 web sites with 2.5 billion impressions. Supervised large-scale, digital research studies for major brand advertisers, agencies and online publishers.

Chevron Corporation

July 2005 - July 2006

Account Manager, Contract Position

- Provided strategic counsel to senior executives to ensure effective program branding, developed and oversaw project scopes, schedules, budgets, vendor negotiations and deliverables.

Oracle (formerly PeopleSoft, Inc.)

September 2004 – January 2005

Intranet Manager

- Managed fulfillment website and content for software sales team, vendor negotiations, contractual agreements, cost containment and all day-to-day communications.

EDUCATION

- **San Francisco State University**
Bachelor of Arts, Communications
- **University of California Berkeley Extension**
Business Communications coursework
- **Advanced Institute of Advertising Studies**
Certificate, Advertising Studies



BOARD MEMBERS Public Roster

Tamia Brown
Executive Director

BUSINESS SEATS

MICHAEL MCGILL	JOSHUA ALDRICH	YOLANDA VEGA (CHAIR)
<p>MMS Design Associates, Inc. President/Principal Engineer Committee: Executive & Youth</p> <p>Business Seat #1 Appointment Date: 7/1/2020 Term End Date: 6/30/2024</p>	<p>Del Sol NRG, Inc. CEO Committee: Business & Economic Development</p> <p>Business Seat #2 Appointment Date: 10/9/2018 Term End Date: 6/30/2022</p>	<p>Peak Performance Corporate Training Principal Committee: Executive & Business & Economic Committee</p> <p>Business Seat #3 Appointment Date: 7/1/2020 Term End Date: 6/30/2024</p>
TERRY CURLEY (CO-CHAIR)	DOUGLAS R. LEZAMETA	VACANT
<p>Executive Vice President United Business Bank Committee: Executive & Business & Economic Development</p> <p>Business Seat #4 Appointment Date: 10/9/2018 Term End Date: 6/30/2022</p>	<p>Founder Fusion Latina Network Committee:</p> <p>Business Seat #5 Appointment Date: 08/01/2021 Term End Date: 06/30/2025</p>	<p>Committee:</p> <p>Business Seat #6 Appointment Date: Term End Date: 6/30/20XX</p>
VACANT	CAROLINA HERRERA	ROBERT MULLER
<p>Committee:</p> <p>Business Seat #7 Appointment Date: Term End Date: 06/30/20XX</p>	<p>Kaiser Permanente Manager, Community & Government Relations Committee: Business & Economic Development</p> <p>Business Seat #8 Appointment Date: 7/1/2020 Term End Date: 6/30/2024</p>	<p>Martinez Refining Company Learning Manager Committee: Executive & Youth</p> <p>Business Seat #9 Appointment Date: 7/11/2017 Term End Date: 6/30/2023</p>
LAURA TREVINO - FERNANDEZ	STEPHANIE RIVERA	MONICA MAGEE
<p>Coast Personnel Services Vice President of Sales Committee: Business & Economic Development</p> <p>Business Seat # 10 Appointment Date: 7/1/2020 Term End Date: 06/30/2024</p>	<p>John Muir Health Director, Community Health Improvement Committee: Executive & Business & Economic Development</p> <p>Business Seat # 11 Appointment Date: 7/1/2020 Term End Date: 06/30/2024</p>	<p>Bishop Ranch Director of Marketing Committee: Business & Economic Development</p> <p>Business Seat #12 Appointment Date: 7/1/2020 Term End Date: 06/30/2024</p>
CORRY KENNEDY		
<p>Chevron Human Resource Manager Committee: Business & Economic Development</p> <p>Business Seat # 13 Appointment Date: 7/1/2020 Term End Date: 06/30/2024</p>		

WORKFORCE AND LABOR SEATS

THOMAS HANSEN (CO-CHAIR)	JOSHUA ANIJAR	TIMOTHY JEFFRIES
IBEW Local 302 Business Manager Committee: Executive & Youth Workforce & Labor Seat #1 Appointment Date: 07/01/2021 Term End Date: 6/30/2025	Central Labor Council Contra Costa County Executive Director Committee: Executive Workforce and Labor Seat # 2 Appointment Date: 12/10/2019 Term End Date: 6/30/2023	BM Local 549 Committee: Workforce and Labor Seat #3 Appointment Date: 07/1/2021 Term End Date: 6/30/2025
STEVE OLDER	TRACI YOUNG	
Machinists Union Local 1173 Area Director/Business Representative Committee: Workforce and Labor Seat #4 Appointment Date: 08/01/2021 Term End Date: 6/30/2025	Central Labor Council Contra Costa County Community Services Director, Labor Liaison to UWBA Committee: Workforce and Labor Seat #5 Appointment Date: 08/01/2021 Term End Date: 6/30/2025	

EDUCATION AND TRAINING SEATS

VACANT	KELLY SCHELIN	
Education & Training Seat #1 Appointment Date: Term End Date: 06/30/20XX	Contra Costa College Associate Vice Chancellor, Educational Services Committee: Business & Economic Development Seat No: Business #2 Appointment Date: 7/1/2020 Term End Date: 6/30/2024	

GOVERNMENTAL AND ECONOMIC AND COMMUNITY DEVELOPMENT SEATS

CAROL ASCH	RICHARD JOHNSON	KWAME REED
Department of Rehabilitation District Administrator Committee: Youth Governmental & Eco. & Community Dev. Seat #1 Appointment Date: 7/1/2020 Term End Date: 6/30/2024	California Employment Development Department Employment Service/Program Manager II Committee: Business & Economic Development Governmental & Eco. & Community Dev. Seat #2 Appointment Date: 7/1/2020 Term End Date: 6/30/2024	City of Antioch Economic & Community Development Committee: Executive & Business & Economic Development Governmental & Eco. & Community Dev. Seat #3 Appointment Date: 7/1/2020 Term End Date: 6/30/2024



BOARD MEMBERS
Public Roster

Tamia Brown
Executive Director

FLEX SEATS

LESLAY CHOY	DEVONN POWERS	
San Pablo Economic Development Executive Director Committee: Business & Economic Development Flex Seat #1 Appointment Date: 7/1/2020 Term End Date: 6/30/2024	Humanity Way, Inc. Founder/Chief Executive Director Committee: Flex Seat #2 Appointment Date: 12/1/2020 Term End Date: 6/30/2024	

DATE: April 13, 2022
TO: Executive Committee
FROM: Verneda Clapp, Workforce Services Specialist
RE: **Policy for Supportive Services for Workforce Innovation and Opportunity Act (WIOA) Title I Adults, Dislocated Workers (DW), and Youth**

RECOMMENDATION

That the Executive Committee Approve:

1. Amendment to the Supportive Services Policy adding a maximum allowable cap per participant of \$3000.00 for supportive services assistance.
2. Some components of this policy may be subject to waiver under special grants.

A. BACKGROUND AND DISCUSSION

Supportive services are defined as services such as transportation, childcare, and housing assistance that are necessary to enable an individual to successfully participate in Workforce Innovation and Opportunity Act (WIOA) and Workforce Development Board Contra Costa County (WDBCCC) operated programs. This policy updates workforce policy bulletin #02-20 adding per-person limits and a process for waivers.

B. FISCAL IMPACT

There is no impact on the budget of the Workforce Development Board Contra Costa County (WDBCCC).

C. ATTACHMENT

A2a WDBCCC – WPB#02-20 Supportive Services Policy

A2b DRAFT AMENDED WPB#04-22 Supportive Services Policy

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

WORKFORCE POLICY BULLETIN #02-20

DATE: May 15, 2020

TO: Contracted Service Providers

FROM: Donna Van Wert, Executive Director
Workforce Development Board



SUBJECT: Supportive Services for WIOA Adults, Dislocated Workers and Youth

Replaces WPB #04-13

Purpose:

The purpose of this policy is to:

1. Provide guidance to Service Provider staff for providing Supportive Services for Workforce Innovation and Opportunity Act (WIOA) Adults, Dislocated Workers and Youth, including formula and specially funded grants.
2. Ensure accurate and timely tracking and reporting.
3. Ensure that similarly situated customers receive comparable supportive services.

Background:

Supportive Services are defined as services such as transportation, childcare, and housing assistance that are:

1. Necessary to enable an individual to successfully participate in:
 - WIOA Title I Career Services [WIOA Section 134 (c)(2)]
 - WIOA Title I Training Services [WIOA Section 134(c)(3)]
 - WIOA Title I Youth Services. [WIOA Section 129(c)(2)]**AND**
2. Not attainable through other programs

Supportive services may include but are not limited to the following:

1. Linkages to community services
2. Assistance with Transportation
3. Assistance with childcare and dependent care
4. Assistance with housing
5. Assistance with educational testing
6. Reasonable accommodations for individuals with disabilities
7. Legal aid services
8. Referrals to health care
9. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses, protective eye gear, and other essential safety equipment
10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes and
11. Payments and fees for employment and training related applications, tests, and certifications

12. Technology: Laptops, digital tablets, pertinent accessories, voice and data service for cell phones, and other devices required for work, training, or to otherwise enable the participant to participate in a Title I program.

Policy:

It is the policy of the WDBCCC to provide supportive services to customers in accordance with the law and regulations contingent upon the availability of funding and local priorities established by the WDBCCC.

This policy establishes minimum requirements for the provision of supportive services. Service providers may propose additional elements in their policies so long as they comply with WIOA, DOL Regulations, State of California Directives, and have the approval of the WDBCCC.

1. **The provision of Supportive Services must be determined on an individual basis. And thoroughly documented in the case-file.** Approval of supportive services shall be made on a case-by-case basis only when it is determined that the assistance is necessary and reasonable and:
 - a. When need is established and alternate assistance is not available; and
 - b. When need and lack of alternative resources have been documented; and
 - c. When services are necessary for the customer to participate in career services and other activities of WIOA to achieve the goals outlined in their Individual Employment Plan (IEP), Youth Individual Service Strategy (ISS), or, in the case of a special grant, other planned activities of the grant.
2. **Customer Eligibility for Supportive Services – *during active participation***

WIOA funded supportive services may only be provided to WIOA-enrolled customers who:

 - a. Are participating in WIOA Individualized Career Services or Training services or who are participating in the Youth Program (approved training, job search, or employment retention services and have not yet exited);
 - b. Determined to be in need of supportive services to enable their participation in designated WIOA Title I activities based on an assessment and documented in the customers Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
 - c. Are Unable to obtain the supportive services themselves, or through a personal support network or through other programs including community organizations
3. **Supportive Services – *after exit***
 - a. WIOA Title I Youth Program – Supportive services may be provided during program participation and during follow-up as long as the need is documented and identified in the Youth's ISS
 - b. WIOA Title I Adults and Dislocated Work – Supportive services that take place after exit are classified as follow-up services and have the following restrictions:
 - i. Exited Participants must be in full-time unsubsidized employment.
 - ii. The supportive service must be needed for the participant to retain or do a job
4. **Use of Non-WIOA Alternative Resources & Non-Duplication**

WIOA funded supportive services shall only be issued when all other non-WIOA funded resources have been exhausted or if untimely delivery of other services would create undue hardship for the customer. Service providers shall assist customers in identifying non-WIOA resources and record the outcome of referrals made prior to using WIOA supportive service funds.

5. Limitations & Prohibitions

The following are **NOT** allowable uses of WIOA funds:

- a. Payments towards goods or services received prior to enrollment into WIOA
- b. Fines, penalties, late charges and interest
- c. Deposits (including rental or lease, etc.)
- d. Payments for real or personal property that bears title (cars, homes, etc.)
- e. Advances against future payments

6. Reasonable Costs

Supportive services costs must be reasonable. A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.

7. Client Participation Requirements

Participants must be in good standing to continue to receive Supportive Services payments.

8. Activity Codes in CalJOBS

All Supportive Services shall be recorded in CalJOBS using the appropriate Supportive Service Activity Code.

9. Documentation Requirements

Supporting documentation, which must be available for review, is necessary to substantiate:

- a. Financial need
- b. Proof of Delivery is required to document that the supportive service was received.
- c. Validity of the Purchase/Receipts

Original Receipts are required for each supportive service provided.

At minimum, receipts must contain:

- i. Name and contact information of the company or service provider
- ii. Date(s) of the Service
- iii. Item or Service that was purchased – Itemized if more than one
- iv. Cost

NOTE: Some components of this policy may be subject to waiver under special grants.

Citations & References:

CalJOBSSM Manual

Use of Funds for Employment and Training Activities, WIOA Section 134 (c)(3)

Use of Funds for Youth Workforce Investment Activities, WIOA Section 129 (c)(2)(D)

Coordination of WIOA Training Funds and Other Grant Assistance, Title 20 CFR 680.230

Guidance on Services Provided Under WIOA, DOL ETA TEGL 19-16

WIOA Youth Program Transition Guidance, DOL ETA TEGL 08-15

WIOA Youth Formula Program Guidance, DOL ETA TEGL 21-16

Administrative and Audit Requirements for Federal Awards, 2 CFR Part 200

Equipment, defined, 2 CFR 200.33

Supplies, defined, 2 CFR 200.94

Funds, Property, Assets to be Safeguarded against Loss or Misuse, 2 CFR 200.302 and § 200.303

If you have any questions regarding this Workforce Policy Bulletin, please contact Maureen Nelson at mnelson@ehsd.cccounty.us or 925-671-4542 and Noramah Burch at nburch@ehsd.cccounty.us or 925-671-4532.

cc: Kathy Gallagher, Director, EHSD
Mike Roetzer, EHSD Director of Administration
Maureen Nelson, One-Stop Operator Consortium Administrator
Verneda Clapp, Workforce Services Specialist, Adult Programs, WDB
Noramah Burch, Workforce Services Specialist, Youth Programs, WDB
Jeff Shoji, Business Systems Analyst, Workforce Development Board
Alejandra Chamberlain, Youth Development Manager, Contra Costa County Office of Education
Stephanie Roberts, Mt. Diablo Unified District
Gerald Dunbar, Future Build Administrator
Merl Craft, Future Build Program Manager
Jane Fischberg, President & CEO, Rubicon Programs
Carole Dorham-Kelly, Chief Program Officer, Rubicon Programs
Monique Brown, Director of Workforce Services, Rubicon Programs
Janyce Wong, Regional Advisor, EDD Workforce Services Division



WORKFORCE POLICY BULLETIN #04-22

DATE: April 13, 2022

TO: Contracted Service Providers

FROM: Tamia Brown, Executive Director
Workforce Development Board

SUBJECT: **AMENDED** Supportive Services for WIOA Title I Adults, Dislocated Workers (DW) and Youth
Replaces WPB #02-20

PURPOSE:

The purpose of this policy is to:

1. Provide guidance to Service Provider staff for providing Supportive Services for Workforce Innovation and Opportunity Act (WIOA) Adults, Dislocated Workers and Youth, including formula and specially funded grants.
2. Ensure accurate and timely tracking and reporting.
3. Ensure that similarly situated customers receive comparable supportive services.

BACKGROUND:

Supportive Services are defined as services such as transportation, childcare, and housing assistance that are:

1. Necessary to enable an individual to successfully participate in:
WIOA Title I Career Services (WIOA Section 134 (c)(2)
WIOA Title I Training Services (WIOA Section 134(c)(3)
WIOA Title I Youth Services (WIOA Section 129(c)(2)
AND
2. Not attainable through other programs

Supportive services may include but are not limited to the following:

1. Linkages to community services
2. Assistance with Transportation
3. Assistance with childcare and dependent care
4. Assistance with housing
5. Assistance with educational testing
6. Reasonable accommodations for individuals with disabilities
7. Legal aid services
8. Referrals to health care
9. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses, protective eye gear, and other essential safety equipment

10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes and
11. Payments and fees for employment and training related applications, tests, and certifications

POLICY:

It is the policy of the WDBCCC to provide supportive services to customers in accordance with the law and regulations contingent upon the availability of funding and local priorities established by the WDBCCC.

This policy establishes minimum requirements for the provision of supportive services. Service providers may propose additional elements in their policies so long as they comply with WIOA, DOL Regulations, State of California Directives, and have the approval of the WDBCCC.

1. **The provision of Supportive Services must be determined on an individual basis. And thoroughly documented in the case-file.** Approval of supportive services shall be made on a case-by-case basis only when it is determined that the assistance is necessary and reasonable and:
 - a. When need is established and alternate assistance is not available; and
 - b. When need and lack of alternative resources have been documented; and
 - c. When services are necessary for the customer to participate in career services and other activities of WIOA to achieve the goals outlined in their Individual Employment Plan (IEP), Youth Individual Service Strategy (ISS), or, in the case of a special grant, other planned activities of the grant.
2. **Customer Eligibility for Supportive Services – *during active participation***

WIOA funded supportive services may only be provided to WIOA-enrolled customers who:

 - a. Are participating in WIOA Individualized Career Services or Training services or who are participating in the Youth Program (approved training, job search, or employment retention services and have not yet exited);
 - b. Are determined to be in need of supportive services to enable their participation in designated WIOA Title I activities based on an assessment and documented in the customer's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
 - c. Are Unable to obtain the supportive services themselves, or through a personal support network or through other programs including community organizations
3. **Supportive Services – *after exit***
 - a. WIOA Title I Youth Program – Supportive services may be provided during program participation and during follow-up as long as the need is documented and identified in the Youth's ISS
 - b. WIOA Title I Adults and Dislocated Work – Supportive services that take place after exit are classified as follow-up services and have the following restrictions.
 - i. Exited Participants must be in full-time unsubsidized employment.
 - ii. The supportive service must be needed for the participant to retain or do a job
4. **Use of Non-WIOA Alternative Resources & Non-Duplication**

WIOA funded supportive services shall only be issued when all other non-WIOA funded resources have been exhausted or if untimely delivery of other services would create undue hardship for the customer. Service providers shall assist customers in identifying non-WIOA resources and record the outcome of referrals made prior to using WIOA supportive service funds.

5. Limitations & Prohibitions

The following are **NOT** allowable uses of WIOA funds:

- a. Payments towards goods or services received prior to enrollment into WIOA
- b. Fines, penalties, late charges and interest
- c. Deposits (including rental or lease, etc.)
- d. Payments for real or personal property that bears title (cars, homes, etc.)
- e. Advances against future payments

6. Reasonable Costs

Supportive services costs must be reasonable. A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.

7. Supportive Service Amount Limit and Waiver

The total dollar amount of all Supportive Services provided to any individual participant may not exceed \$3,000 without written authorization from the WDBCCC.

8. Client Participation Requirements

Participants must be in good standing to continue to receive Supportive Services payments.

9. Activity Codes in CalJOBS

All Supportive Services shall be recorded in CalJOBS using the appropriate Supportive Service Activity Code.

10. Documentation Requirements

Supporting documentation, which must be available for review, is necessary to substantiate:

- a. Financial need
- b. Proof of Delivery is required to document that the supportive service was received.
- c. Validity of the Purchase/Receipts

Original Receipts are required for each supportive service provided.

At minimum, receipts must contain:

- i. Name and contact information of the company or service provider
- ii. Date(s) of the Service
- iii. Item or Service that was purchased – Itemized if more than one
- iv. Cost

NOTE: Some components of this policy may be subject to waiver under special grants.

Citations & References:

CalJOBSSM Manual

Use of Funds for Employment and Training Activities, WIOA Section 134 (c)(3)

Use of Funds for Youth Workforce Investment Activities, WIOA Section 129 (c)(2)(D)

Coordination of WIOA Training Funds and Other Grant Assistance, Title 20 CFR 680.230

Guidance on Services Provided Under WIOA, DOL ETA TEGL 19-16

WIOA Youth Program Transition Guidance, DOL ETA TEGL 08-15

WIOA Youth Formula Program Guidance, DOL ETA TEGL 21-16

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Equipment, defined, 2 CFR 200.33

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If you have any questions regarding this Workforce Policy Bulletin, please contact Maureen Nelson at mnelson@ehsd.cccounty.us or 925-671-4542 and Noramah Burch at nburch@ehsd.cccounty.us or 925-671-4532.

cc: Marla Stuart, Director, EHSD
Emilia Gabriele, EHSD Director of Administration
Maureen Nelson, One-Stop Operator Consortium Administrator
Verneda Clapp, Workforce Services Specialist, Adult Programs, WDB
Noramah Burch, Workforce Services Specialist, Youth Programs, WDB
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Carole Dorham-Kelly President & CEO, Rubicon Programs
Donte Blue, Chief Program Officer, Rubicon Programs
Vi Ngo, Director of Workforce Services, Rubicon Programs
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