

WIOA MEMORANDUM OF UNDERSTANDING

BETWEEN

THE WORKFORCE INVESTMENT BOARD OF SAN FRANCISCO

AND

**THE SAN FRANCISCO AMERICAN JOB CENTER OF CALIFORNIA ONE STOP SYSTEM
PARTNERS**

I. Purpose of the MOU

This MOU was developed in fulfillment of the Workforce Innovation and Opportunity Act’s (WIOA) requirement that Local Boards develop MOUs with their American Job Center of California (AJCC) required partners. The 2022-2025 San Francisco WIOA MOU is a record of the local partners’ commitment to working together to create a unified service delivery system that best meets the needs of our shared customers.

II. Parties to the MOU

WIOA Required Partner	Local Partner AJCC System Partner
Title I Adult	WISF/OEWD
Title I Dislocated Worker	
Title I Youth	
Title II Adult Education/Literacy	City College of San Francisco
	Refugee & Immigrant Transitions
	Five Keys Charter School
	Self-Help for the Elderly
Perkins Career/Technical Education	City College of San Francisco
Title III Wagner-Peyser/Employment Service	EDD Field Division
Veterans	
Trade Adjustment Assistance Act	
Unemployment Insurance	

Vocational Rehabilitation	DOR District Office
Senior Community Service Employment Program	Felton Institute
Job Corps	Job Corps, Treasure Island
YouthBuild	Success Center San Francisco Inc.
TANF/CalWORKs, SNAP/CalFresh	HSA

III. The San Francisco Workforce System

San Francisco’s local Workforce Investment Board (the WISF) envisions a workforce development system that is the bridge between employers and job seekers and that follows a dual-customer approach, ensuring that workforce development programs and services are tailored to the needs of job seekers and provide a skilled and ready workforce for local businesses. In order to ensure that job seekers and local businesses are well served, and to meet performance accountability goals based on WIOA performance indicators, the WISF and its WIOA partners and other stakeholders are committed to working together to serve San Francisco’s employers and job seekers.

The San Francisco workforce development system is designed to be accessible to diverse job seekers and employers through a network of AJCCs and other partner services hubs. Each partner plays an important role within San Francisco’s workforce system, customizing services and facilitating access to residents of target neighborhoods, job seekers with barriers to employment, and those seeking to enter or advance in a specific industry sector.

AJCCs, Access Points, and Partner Service Hubs

San Francisco has one comprehensive AJCC, located in downtown San Francisco. The Comprehensive AJCC, the Comprehensive Job Center (CJC), is operated by Goodwill Industries of San Francisco, San Mateo and Marin Counties. Additionally, the WISF has also certified two affiliate AJCCs: The Visitacion Valley Job Center which is operated by Family and Child Empowerment Services – San Francisco (FACES SF) and The Chinatown Job Center, operated by Self Help for the Elderly.

In addition to the three AJCCs in San Francisco, clients are served by the broad coalition of WIOA and other workforce and training partners through additional hubs such as:

- The San Francisco Office of Economic and Workforce Development’s network of fifteen Neighborhood and Specialized Job Centers

- City College of San Francisco’s ten locations throughout the city as well as its new Virtual Campus
- The California Employment Development Department’s Workforce Services Office at 801 Turk St
- The San Francisco Human Services Agency’s Workforce Development Centers at 3120 Mission Street and 1800 Oakdale, and its Employment Information Center at 170 Otis Street.
- The Department of Rehabilitation’s offices at 455 Golden Gate Avenue, Suite 7727

In order to leverage the many workforce, education, and training service providers and partners operating in San Francisco, the WIOA partners team strives to build a system where there is no “wrong door.” The partners have been working since the signing of WIOA (and before) to develop a methods and processes for seamless, coordinated referrals and follow up.

The AJCC partner commits to continuing working with the team to build systems, processes, and communication networks that support the partners shared goal of “successful” customer referrals. A successful referral is one in which the customer is eligible and prepared, and which are most appropriate to their goals, abilities and needs, based on the results of assessment(s).

A Commitment to Shared Customers

Shared customers are defined as any individual co-enrolled in two or more WIOA-programs. Shared customers are further defined as any individual enrolled in a WIOA program that utilizes any of the San Francisco’s three AJCCs.

The AJCC Partner commits to helping the WIOA partners team establish better information about shared customers and as described above, to participate in developing and maintaining strong service delivery and referral strategies for serving shared customers.

A Commitment to Individuals with Barriers to Employment

The AJCC partner commits to creating a physical space, service mechanisms, and organizational culture that support individuals with barriers to employment as defined in WIOA Sec. 3¹.

¹ WIOA defines individuals with barriers to employment as displaced homemaker; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; eligible migrant and seasonal

The AJCC Partner commits to ensuring their policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

Additionally, the AJCC Partner commits to offering priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.

IV. One-Stop System, Services

A detailed accounting of the WIOA career services provided by each partner is included in Attachments 1a, 1b, and 1c: IFA and Other Shared System Costs

V. Responsibility of AJCC Partners

The AJCC Partner agrees to

- Work together, as appropriate, to implement WIOA program strategies through a value-added partnership in which program partners contribute on the basis of their programmatic expertise.
- Partner to achieve the policy objectives of the state plan
- Participate in local and regional WIOA plan development
- Ensure the individuals with barriers to employment have access to employment services, supportive services, training, and education programming that will help these individuals eventually get a good job
- Ensure that customers have access to high-quality AJCCs that provide the full range of services for all customers
- Provide access to AJCC clients to partner services
- Work together to identify and implement best practices and model partnerships that deepen program coordination and alignment
- Participate in activities to enhance cross-training, coordinated intake and referral, and co-enrollments.

farmworkers; individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act; single parents (including single pregnant women); and long-term unemployed individuals.

VI. Methods for Referring Customers

The AJCC Partner will work with the broader team of WIOA partners to refer customers to services and programs for which they are eligible and prepared, and which are most appropriate to their goals, abilities and needs, based on the results of assessment(s).

The AJCC Partner commits to continuing to work on developing a reciprocal referral procedure that will do the following:

- Ensure intake and referral processes are customer-centered and provided by staff trained in customer service. When possible, a warm hand-off will be employed.
- Ensure that there is follow up with the referring agency and staff member after a customer referral has been made.
- Ensure that general information regarding AJCC programs, services, activities, and resources shall be made available to all customers as appropriate.
- Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with partners and AJCC operators.
- Provide a direct link or access to other AJCC partner staff that provides meaningful information or service, through the use cross trained staff or real-time technology (two-way communication and interaction across AJCC partners that results in services needed by the customer).

VII. Shared Technology and System Security

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection.

To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this

MOU) in the strictest confidence, and use them solely for purposes directly related to such services.

- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.

VIII. Confidentiality

The AJCC Partner agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

IX. Non-Discrimination and Equal Opportunity

The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with

the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

X. Grievances and Complaints Procedure

The AJCC partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

XI. American's with Disabilities Act and Amendments Compliance

The AJCC partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the civil Rights act of 1964, the Age Decimation Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

XII. Effective Dates and Term of MOU

This MOU is effective July 1, 2022 and terminates on June 30, 2025 and will continue in effect until such time as it is revised, extended, or terminated as provided below. This MOU will be reviewed on an annual basis with the first review to be performed prior to July 1, 2023.

This MOU is not in force or effect until signed by authorized representatives of the Parties, and until approved by the Director of OEWD on behalf of WISF. This MOU constitutes the entire agreement between the Parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the Parties.

XIII. Modifications and Revisions

The name of each AJCC One-Stop System partner entity, name of representative(s) and contact information are included in Attachment 2 for information purposes only. AJCC Program Partners and Services will be updated periodically as appropriate. Doing so will not constitute amending this MOU and will not require that the parties again sign this MOU.

XIV. Termination

The Parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The Parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

XV. Infrastructure Funding Agreement & Other Shared System Costs

Attachments 1a, 1b, and 1c IFA and Other Shared System Costs

XVI. Administrative and Operations Management Sections

License for Use

During the term of this MOU, all partners to this MOU shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

Supervision/Day to Day Operations

Supervision of staff assigned to the AJCCs will remain with the original employer, but day-to-day coordination of staff physically assigned to the AJCCs will be handled by the site operator(s) in coordination with the original employer's WIOA co-location management liaison. The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled jointly by the site supervisor(s) and the management of the original employer.

The office hours for the staff at the AJCCs will be established by the site operator(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions will be handled by the primary employer, in coordination with the AJCC site operator as appropriate, and may result in removal of co-located staff from the AJCCs.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsive and save all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

Dispute Resolution

The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.

Press Releases and Communications

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage for shared outreach and initiatives. Partners are not required to incorporate the AJCC logo into their own collateral materials.

Hold Harmless/Indemnification/Liability

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

XVII. Hold for Signatures

(sign attachment – signatures pages will be inserted after all have been signed)

Attachment 1a: San Francisco IFA Process and AJCC Infrastructure Costs

Process and Development

Local Workforce Development Area (Local Area): San Francisco

Date Submitted: June 2022

1. The period of time this agreement is effective: July 1, 2022 – June 30, 2025
2. Identification of all AJCC partners, Chief Elected Officials (CEO), and Local Boards participating in the infrastructure and other system costs funding agreements.
 - CEO/s: Kate Sofis, Director of OEWD on behalf of the CEO
 - Local Board/s: WISF
 - AJCC Partners Participating in the Infrastructure Funding Agreement (IFA): n/a. San Francisco has three Certified AJCC's – one comprehensive and two affiliates – operated by WIOA Title IB Contractors. None of the AJCCs have any co-located partners.
 - AJCC Partners Participating in the Shared Other System Costs Agreement:

WIOA Required Partner	Local Partner AJCC System Partner
Title I Adult	San Francisco Office of Economic and Workforce Development (OEWD) San Francisco Workforce Development Board (WISF)
Title I Dislocated Worker	
Title I Youth	
Title II Adult Education/Literacy	City College of San Francisco
	Refugee & Immigrant Transitions
	Five Keys Schools and Programs
	Self-Help for the Elderly
Perkins Career/Technical Education	City College of San Francisco
Title III Wagner-Peyser/Employment Service	EDD Field Division
Veterans	
Trade Adjustment Assistance Act	
Unemployment Insurance	
Vocational Rehabilitation	DOR District Office
Senior Community Service Employment Program	Felton Institute
	Self Help for the Elderly

Job Corps	Job Corps, Treasure Island
YouthBuild	Centers for Equity and Success, Inc.
TANF/CalWORKs, SNAP/CalFresh	San Francisco Human Services Agency

3. Steps the Local Board, CEO, and AJCC partners took to reach consensus and/or an assurance that the Local Area followed guidance for the state infrastructure funding mechanism.

Since there are no co-located partners at any of the AJCC's, there are no IFAs to report in this MOU. Attached are infrastructure budgets for each of the three San Francisco AJCC's.

4. A description of the process to be used among partners to resolve issues during the MOU duration period when consensus cannot be reached.

n/a

5. A description of the periodic modification and review process that will be used to ensure all AJCC partners continue to contribute their fair and equitable share of infrastructure and other system costs, including the identification of who will fulfill this responsibility. This must include a reconciliation schedule. (Who, What, When, How)

n/a

The San Francisco WIOA Partners meet quarterly to discuss shared action items and raise issues pertinent to the MOU. Since there are currently no plans to co-locate or share infrastructure costs there is no schedule for reconciliation.

AJCC Infrastructure Costs

As noted above, because there is no co-location at the AJCC's, there is no cost allocation methodology or proportionate share to report.

San Francisco AJCCs

AJCC #1

Name and Address:

Comprehensive Job Center

Goodwill Industries of San Francisco, San Mateo and Marin Counties

750 Post Street, San Francisco, CA 94109

Type of AJCC: Comprehensive

Partners Colocated at This AJCC: n/a

AJCC #2

Name and Address:

Chinatown Job Center

Self Help for the Elderly

601 Jackson St, San Francisco, CA 94133

Type of AJCC: Affiliate

Partners Colocated at This AJCC: n/a

AJCC #3

Name and Address:

Visitacion Valley Job Center

FACES SF

1099 Sunnydale Ave #2, San Francisco, CA 94134

Type of AJCC: Affiliate

Partners Colocated at This AJCC: n/a

Infrastructure Costs

Included in this attachment are the infrastructure budgets for the three AJCC's.

Comprehensive AJCC Infrastructure Budget Comprehensive Job Center		
Cost Category/Line Item	Line-Item Cost Detail (if applicable)	Cost
Rent		
Rental of Facilities	\$72,000 for mortgage payment, based on 20% of total cost	\$72,000
Rental Costs Subtotal:		\$72,000
Utilities and Maintenance		
Electric	\$4,800 for annual PG&E cost, based on 20% of total cost	\$4,800
Water	\$400 for annual water cost, based on 20% of total cost	\$400
Sewer Connections	\$2,650.18 for annual trash/dump cost, based on 20% of total cost	\$2,650.18
High-Speed Internet	\$1,447.89 for annual internet cost, based on 20% of total cost	\$1,447.89
Facility Maintenance Contract	\$2,717.45 for annual facility maintenance and building alarm cost, based on 20% of total cost	\$2,717.45
Utilities and Maintenance Costs Subtotal:		\$12,016
Equipment		
Assessment-related products	Annual Traitify cost	\$3000
Copiers	Annual copier license costs	\$2500
Equipment Costs Subtotal:		\$5,500
Technology to Facilitate Access to the AJCC		
Technology used for the center's planning and outreach activities	Annual Linked In + Mailchimp subscriptions	\$2000
Technology to Facilitate Access Costs Subtotal:		\$2,000

Affiliate AJCC Infrastructure Budget Self Help for the Elderly		
Cost Category/Line Item	Line-Item Cost Detail (if applicable)	Cost
Rent		
Rental of Facilities	Including facilities maintenance and upkeep	\$9,819
Rental Costs Subtotal:		\$9,819
Utilities and Maintenance		
Electric	Combined cost	\$183
Gas		
Water		
Sewer Connections		
High-Speed Internet	Including fax	\$2,272
Telephones (Landlines)		
Facility Maintenance Contract		
Utilities and Maintenance Costs Subtotal:		\$2,455
Equipment		
Assessment-related products		
Assistive technology for individuals with disabilities (Access and Accommodation)		
Copiers	As equipment lease and maintenance	\$566
Fax Machines		
Computers		
Equipment Costs Subtotal:		\$566
Technology to Facilitate Access to the AJCC		
Technology used for the center’s planning and outreach activities		\$1,130
Creation and maintenance of a center website		
Technology to Facilitate Access Costs Subtotal:		\$1,130

Affiliate AJCC Infrastructure Budget FACES - SF		
Cost Category/Line Item	Line-Item Cost Detail (if applicable)	Cost
Rent		
Rental of Facilities	Annual Rent	\$ 35,193
Rental Costs Subtotal:		\$ 35,193
Utilities and Maintenance		
Utilities and Maintenance Costs Subtotal:		n/a
Equipment		
Equipment Maintenance	Annual contract	\$ 4,500
Telephone/Fax	Annual cost	\$ 4,000
Office Supplies	Annual share of cost	\$ 3,000
Equipment Costs Subtotal:		\$ 11,500
Other		
Liability Insurance Fees	Annual contract	\$ 5,000
Other Subtotal:		\$ 5,000

Attachment 1b: Hold for Agreement to Share Costs signatures

Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data are Available

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-colocated partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the MOU must include an assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

(sign attachment – signatures pages will be inserted after all have been signed)

Attachment 1c: Other One-Stop System Costs: Required Consolidated System Budget for “Applicable Career Services”

WIOA Partner	WIOA Adult, DW, Youth	Adult Ed/ Literacy	Career/ Technical Ed	EDD UI	W-P, Veterans, TAA	Voc. Rehab	SCSEP	Job Corps	YouthBuild	TANF
WIOA Basic Services										
T-I Eligibility	Δ	Δ					Δ	Δ	Δ	
Outreach, Intake, Orient	Δ	Δ			Δ		Δ	Δ	Δ	
Initial Assessment	Δ	Δ					Δ	Δ	Δ	
Labor Exch/Job Search	Δ	Δ		Δ	Δ		Δ	Δ	Δ	
Referrals	Δ	Δ			Δ	Δ	Δ		Δ	
LMI	Δ				Δ		Δ	Δ	Δ	
Performance/Cost Info	Δ						Δ		Δ	
Support Service Info	Δ				Δ		Δ		Δ	
Financial Aid Info	Δ						Δ		Δ	
UI Info/Assistance	Δ			Δ	Δ		Δ			
WIOA Individual Career Services										
Comp Assessment	Δ	Δ					Δ	Δ	Δ	
IEP	Δ				Δ	Δ	Δ	Δ	Δ	
Career Counsel	Δ				Δ		Δ	Δ	Δ	
Short-Term Prevoc.	Δ							Δ	Δ	
Internships/WEX	Δ						Δ	Δ	Δ	
Out-of-Area Job Search	Δ						Δ	Δ	Δ	
Financial Literacy	Δ						Δ	Δ	Δ	
IET/ELA	Δ	Δ					Δ	Δ		
Workforce Preparation	Δ	Δ			Δ		Δ	Δ	Δ	
Consolidated Career Services Delivery Budget										
	\$2,181,667	\$202,176	\$ -	\$25,153	\$1,295,000	\$5,110,242	\$556,938	\$2,727,313	\$150,000	\$ -

Attachment 2: San Francisco WIOA MOU Partner Representatives

WIOA Required Partner	Local Partner AJCC System Partner	Representative(s)
Title I Adult	San Francisco Office of Economic and Workforce Development (OEWD)	Joshua Arce, Director of Workforce Development (OEWD)
Title I Dislocated Worker		
Title I Youth		
Title II Adult Education/Literacy	City College of San Francisco	John al-Amin, Vice Chancellor, Finance and Administration
	Refugee & Immigrant Transitions	Laura Vaudreuil, Executive Director
	Five Keys Schools and Programs	Steve Good, President & CEO
	Self-Help for the Elderly	Anni Chung, President/ CEO
Perkins Career/Technical Education	City College of San Francisco	John al-Amin
Title III Wagner-Peyser/Employment Service	EDD Field Division	Maria Lucero, Region 1, Deputy Division Chief EDD
Veterans		
Trade Adjustment Assistance Act		
Unemployment Insurance		
Vocational Rehabilitation	DOR District Office	Theresa Woo, Regional Director
Senior Community Service Employment Program	Felton Institute	Amy Yu, Program Director
	Self Help for the Elderly	Anni Chung, President/ CEO
Job Corps	Job Corps, Treasure Island	Paulette Lewis, Treasure Island Center Director
YouthBuild	Centers for Equity and Success, Inc.	Liz Jackson-Simpson, Chief Executive Officer
TANF/CalWORKs, SNAP/CalFresh	San Francisco Human Services Agency	Trent Rhorer, Executive Director