



WORKFORCE DEVELOPMENT

- Amazon
- Applied Materials
- Carobar Business Solutions
- California Department of Rehabilitation
- California Employment Development Dept.
- Center for Continuing Study of the California Economy
- Code Name Collective
- County of Santa Clara
- Foothill-De Anza Community College District
- Housing Authority of the County of Santa Clara
- MM Hamilton Financial Group
- Organizational Performance Systems, Inc.
- Outset Medical
- Peninsula Family Service
- Pipe Trades Training Center
- RemX Specialty Staffing
- Sacred Heart Community Service
- Sequoia District Adult School
- San Mateo County Building & Construction Trades Council
- San Mateo County Community College District
- San Mateo County Economic Development Association
- South Bay Labor Council
- TexX
- Veritas Technologies

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Director:
Kris Stadelman

March 14, 2019

California Workforce Development Board
Attention: Marissa Clark
P. O. Box 826880
Sacramento, CA 94280-0001

Dear Ms. Clark,

As the lead for the Bay-Peninsula Regional Planning Unit, NOVA hereby submits the Two-Year Regional Plan Modification for the region, along with local plan modifications for NOVA, work2future, San Francisco, and the County of San Benito.

You will note that the local plans are not fully signed. This is due to timing of both workforce development board meetings, as well as obtaining approvals from chief elected officials. We intend to submit original signature pages when all of our workforce areas have completed their local approval processes, prior to the August 1 deadline for submission.

Please let me know if you have any questions or need more information relative to the plans.

Sincerely,

Kris Stadelman
Director

Enclosures

Workforce Innovation and Opportunity Act

Regional Plan Program Years 2017-20 Two Year Modification

Bay-Peninsula Regional Planning Unit

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Regional Plan Two-Year Modification Bay-Peninsula RPU

Introduction and stakeholder and community engagement process

North Valley Consortium (NOVA), as the current lead for the Bay-Peninsula Regional Planning Unit (BPRPU), is submitting this biennial Strategic Local Plan modification, as required under the Workforce Innovation and Opportunity Act (29 US Code 3123). The plan is laid out in accordance with the guidance and requirements outlined in the California Employment Development Department's Workforce Services Directive 18-01: Regional and Local Plans PY 17-21 – Two Year Modifications.

The BPRPU consists of the Workforce Development Boards (WDB) of San Francisco, NOVA, San Jose Silicon Valley Workforce Investment Network (SJSVWIN) and San Benito County, and covers the geographic area of San Francisco, San Mateo, Santa Clara, and San Benito Counties. The four WDBs worked closely together in coordinating their stakeholder engagement process, developing strategies to strengthen the system of reentry and workforce services for formerly incarcerated and other justice-involved individuals, and planning for the successful deployment of Prison to Employment resources.

Extensive and robust community and stakeholder engagement was conducted as part of the development of this regional plan modification. In addition to the partners listed in the "Directory of Planning Partners" and "Interactive Corrections Map," meeting invitations were sent to close to 4,000 additional stakeholders and partners across the region. Listening sessions open to all partners and members of the general public were held in all four counties both during and after business hours to provide the opportunity for input on the topics required for the local and regional plans. Public meeting notices were posted in the AJCC as well as online and on the CWDB website. After hours sessions included the following: OEWD hosted session in San Francisco (10/3/18); NOVA and SJSVWIN hosted session in San Jose (11/7/18); San Benito hosted session in Hollister (11/8/18); General membership meeting of the San Jose Silicon Valley NAACP in Milpitas (12/11/18). In addition, a day session was hosted by NOVA in San Mateo on 11/7/18. Please see each Local Plan for outreach details.

The BPRPU WDBs also held smaller stakeholder sessions with the planning partners who work most closely with justice involved individuals. These planning partners include members of local Community Corrections Partnerships including County Probation Departments; County Sheriffs; Parole Units and California Department of Corrections and Rehabilitation (CDCR) representatives; community-based organizations that serve justice involved individuals both in custody and post release; and core WIOA partners. No state prisons or CALPIA programs are located within the BPRPU.

In addition, WDB staff from across the region participated in a day long planning session hosted by the San Francisco Foundation and the Bay Area Workforce Funders Collaborative, as part of the Project Signal initiative. One focus of the session was workforce services for formerly incarcerated individuals. Funders and service providers had the opportunity to spend the day in discussion with formerly incarcerated individuals and heard from them their perspectives on

system shortfalls and possible solutions. Please see the appendix for a summary of the Project Signal session.

Assessment of need and population size

The region is home to 3.6 million people, with a total labor force of approximately 2.3 million. Based on information provided by corrections partners and available public data, the number of justice-involved individuals falling under local supervision in the region **totals over 34,000 individuals** (please see appendix for numbers by county).

The most recent data available from the CA Department of Finance, CDCR, and the Board of State and Community Corrections (2014) reflects the numbers of state supervised individuals for the four counties within the BPRPU (includes those in prisons, camps, in-state and out-of-state contract beds, and DMH state hospitals) – **for a total of over 13,000 individuals** (please see appendix for numbers by county).

Thus, the region is home to over 47,000 actively supervised individuals.

The following is the breakdown of these figures by county: San Francisco (23.5%); San Mateo (18.5%); Santa Clara (55.9%); San Benito (2.0%).

Data from the CDCR’s *2017 Outcome Evaluation Report: An Examination of Offenders Released in 2012-13* (updated June 2018) provides the number of individuals released from state custody as well as their one, two, and three-year re-conviction rates. The three-year re-conviction rate for the region based on fiscal year 2012-13 was 44%, close to the statewide average for the same fiscal year of 46.1%. Another CDCR report, *Offender Data Points: Offender Demographics for the 24-month Period Ending December, 2017*, provides the numbers released in 2016 by county of commitment. Please also see the appendix for these data by county, as well as demographic data on justice involved populations by county.

The WIOA funded workforce system has only been able to serve a tiny fraction of those 47,000 individuals. The below table reflects the number of self-identifying WIOA clients in reentry served by the region in the last two years. Please note that the San Francisco and San Benito “Total Enrolled” and “Exited” figures includes both WIOA and non-WIOA funded clients.

| WDB | New WIOA Enrollments | Total Enrolled (rollover and new) | Exited | Employed after Exit (within 4 quarters) | |
|----------------------|----------------------|-----------------------------------|--------|---|------|
| NOVA | | | | | |
| 7/1/16-6/30/17 | 69 | 102 | 80 | 61 | 76% |
| 7/1/17-6/30/18 | 68 | 88 | 58 | 31 | 53% |
| San Benito | | | | | |
| 7/1/16-6/30/17 | 10 | 14 | 6 | 6 | 100% |
| 7/1/17-6/30/18 | 10 | 17 | 5 | 5 | 100% |
| San Francisco | | | | | |
| 7/1/16-6/30/17 | n/a | n/a | n/a | n/a | n/a |

| | | | | | |
|--------------------|-----|-----|-----|----|------|
| 7/1/17-6/30/18 | 50 | 162 | 93 | 93 | 100% |
| Work2future | | | | | |
| 7/1/16-6/30/17 | 150 | 274 | 119 | 86 | 72% |
| 7/1/17-6/30/18 | 117 | 331 | 107 | 73 | 68% |

Services needed and evidence for why those services are needed

Californians for Safety and Justice's research report, *Repairing the Road to Redemption in California*, found that 76% of individuals with a criminal conviction have experienced barriers to success, including 46% who have experienced difficulty in finding a job and 35% who have experienced difficulty with obtaining an occupational license. Access to gainful employment is strongly correlated with a reduced likelihood that people re-entering society from the criminal justice system will return to crime. Communities with higher employment rates experience lower crime rates and lower rates of recidivism (Schmitt, J., & Warner, K. 2010. *Ex-Offenders and The Labor Market*. Washington: Center for Economic and Policy Research.) However, employers are less likely to hire a candidate with a conviction history. Studies show that an estimated 72% of U.S. employers use background checks to screen their applicants and many are unwilling to hire applicants with convictions. (Duane, M., La Vigne, N., Lynch, M., & Reimal, E. (2017). *Criminal Background Checks: Impact on Employment and Recidivism* (p. v). Urban Institute.)

Input from stakeholders as well as formerly incarcerated (FI) individuals themselves was consistent with these research findings on barriers for individuals in reentry. Based on research, stakeholder input, and the unique challenges of life in the San Francisco Bay Area, the following list identifies needed supports to ensure success for this population:

Resources specific to challenges of reentry – FI individuals often need supportive services in order to be successful in job training and initial employment. Furthermore, information about resources for incarcerated individuals is limited. Resource directories on paper become outdated very quickly and there are few resources to be found online for those who are internet-savvy.

Job training leading to living wage income and career growth potential - Many career tracks are out of reach due to criminal records. Low wages make survival in the Bay Area, with its high cost of living, untenable. The situation leads to a return to criminal activity or homelessness. Manual labor may seem like the only career path available, which is difficult for disabled or elderly people in reentry. For those who are incarcerated, pre-release training can provide them with a head start in finding a sustainable career pathway.

On-the-job training and receptive employers- FI individuals need the opportunity to prove themselves to employers. Many employers are wary of hiring FI individuals regardless of their actual skills sets. OJT offers best chance to develop a portfolio of accomplishment to help overcome stigma.

Guidance with continuity – FI individuals need continuous, trusted relationships with case workers who can help navigate critical systems. Assistance should start at incarceration and continue all the way through to reentry and employment.

Supportive community - Without trusted family and friends and other forms of community, FI individuals have trouble with reentry, especially after long sentences. Isolation can lead to limited opportunities as well as feelings of depression and hopelessness. FI individuals also need to hear success stories so that they know success is possible.

The BPRPU's vision is a system that helps and supports FI individuals obtain careers that give them an opportunity to make a livable wage and advance in their careers through viable career pathway training and education programs. The three overarching goals of the BPRPU are: 1) an integrated and well-coordinated system of service providers resulting in seamless referrals to appropriate services; 2) a holistic menu of supportive services needed to ensure clients' success in job training and placement; 3) a culture of continuous improvement and learning, so that the BPRPU can make adjustments and identify best practices to be shared throughout the region. The three main strategies that will be adopted are: 1) in-custody job training and education whenever possible; 2) a focus on smooth connections between in-custody to post-release services; 3) an emphasis on data sharing and communication to ensure a systemic rather than piecemeal approach. Tactics for actualizing these strategies will be described in further detail in the P2E Implementation Grant application.

Regional Alignment of Services

The BPRPU WDBs are currently working with and have a robust history of working with Probation, Parole, and community-based organizations (CBOs) to provide services to justice-involved individuals, including pre- and post-release. Below is an overview of current efforts and partnerships already underway that serve justice-involved individuals and improve their employment outcomes -many of them coordinated with Probation and Sheriff Departments, both in-custody and post-release.

As part of this regional planning process, the BPRPU developed a Google map of reentry resources. This map helps to address the concern raised by stakeholders about a lack of information regarding resources for FI individuals. Containing several thousand entries across the greater San Francisco Bay Area and beyond, the map incorporates local county reentry guides as well as the information from the state's "Interactive Corrections Map." Searchable by topic, the map is a new resource to staff, partners, and justice involved individuals.

<https://tinyurl.com/y9bq9w5v>

Current Programming

Reentry Specialized Access Point: America Works (San Francisco)

San Francisco's Office of Economic and Workforce Development (OEWD) builds partnerships with non-profit, community-based organizations to offer the Specialized Access Point (SAP) program, which provides workforce development services customized to the needs and assets of a special population. OEWD's Reentry SAP is America Works, a national organization established in 1984 and committed to workforce development for justice-involved job seekers. OEWD has contracted with San Francisco America Works since 2017. The Reentry SAP provides services including, but not limited to: counseling and coaching, job readiness training and workshops, interview preparation, referral to expungement and other services, and employment assistance customized to meet the needs of justice-involved job seekers, especially those newly re-entering the workforce. The Reentry SAP delivers services in partnership with the San Francisco County Adult Probation Department through the Community Assessment and Service Center, where their offices are co-located for coordinated service delivery.

Reentry Resource Center (Santa Clara)

The Reentry Resource Center (RRC) offers services to formerly incarcerated Santa Clara County residents, supporting reentry efforts and building a safer community. The programs offered through the RRC include AB109 Intake and Assessment; Alternative Custody Programs; the Parole Program which offers comprehensive service delivery and intensive case management for parole clients; and the Faith-Based Resource Centers. A comprehensive list of services is available which includes substance treatment referrals, expungement, counseling, housing assistance, a medical clinic and healthcare coverage, referrals to mental health services, peer mentoring, a computer literacy lab, and transitional case management. Clients are also referred to broader community services, including education, employment, and vocational training.

Five Keys Schools and Programs (San Francisco, Santa Clara)

OEWD's Job Readiness Services (JRS) provider for justice-involved individuals is Five Keys Schools and Programs, established in 2003 and located at multiple sites and jails in San Francisco. OEWD has contracted with Five Keys since 2012. Five Keys offers workforce development, JRS, and barrier remediation services at many of its sites, including basic computer skills and GED classes to currently incarcerated individuals. Additionally, Five Keys acts as an important connector within the larger reentry system, cross-referring clients to wraparound and workforce services, including to the Reentry SAP and OEWD Sector Academies for industry-specific training and employment opportunities. Five Keys is a valuable workforce partner due to its strong relationships with wraparound non-profits and commitment to co-locating services within community-based organizations. The organization works closely with the San Francisco Sheriff's Department and San Francisco County Adult Probation Department.

A Memorandum of Understanding was signed effective July 1, 2018 by the County of Santa Clara, the Five Keys Charter School, the City of San Jose /work2future, and NOVA. This MOU covers the collaboration between the agencies to deliver educational services inside the County Jail and to connect to Workforce Development for a continuation of services post-release with a goal of reduced recidivism. 5 Keys is providing the curriculum and instructors for the educational component. All parties will collaborate to address the viability of other in-demand training that could be provided pre-release and devise a strategy for a seamless transition into marketable skills training and career navigation post-release.

JobTrain (San Mateo County)

JobTrain, a non-profit community-based organization and subcontractor for NOVA, has a relationship with the County Sheriff's Department going back more than a decade. One of the first work furlough programs in the state in 2006, the program allowed inmates to leave the jail each day to attend a training program on site at JobTrain. In 2010, JobTrain began delivering Culinary Arts training inside the jail that can continue and be enhanced upon release. In 2012, the new Maple Street Correctional Facility included a complete commercial kitchen in order to expand the number of inmates trained as well as the curriculum. In 2015, Work Readiness, Success Coaching, and Substance Abuse Counseling training were added. Today, they share a Vocational and Career Navigator with 5 Keys Charter Schools that connects pre- and post-release services.

Service Connect Program (San Mateo County)

The County of San Mateo Probation, Sheriff, Health, Behavioral Health, and Human Services Agencies operate the Service Connect Program to assist justice-involved clients access employment, vocational training, medical treatment, mental health treatment, substance abuse treatment and other supports. Clients qualify under the AB109 requirements and may have a split, straight sentence, or formal supervision via probation. We operate as a multi-disciplinary team and report results to the Criminal Justice Coordinating Counsel.

Community Transition Center (San Benito County)

The San Benito County Community Transition Center (CTC) is the embodiment of a strategic partnership forged by state, county, and community-based entities. The San Benito County Probation Department oversees the CTC facility, where individuals released from custody and/or on probation or parole will receive services, referrals, and peer support to assist them to become productive members of the community. The services provided include custodial alternative supervision, probation risk/needs assessment, behavioral health services, cognitive behavior therapy, health care coverage and public benefits assistance, education, employment, vocational training, faith-based collaborative, housing (also known as a “sober living environment,” or SLE), and food assistance.

While justice involved individuals are still in custody, education and in-custody staff provide them with an array of services including adult education, career and technical education, behavioral health, child support and reentry planning. A pre-release transition plan coordination is completed for every inmate. After release, coordination with the Community & Transitional Center takes place where reentry individuals received the necessary services to adequately transition them back to society. With the support of staff and partners, it is the goal that individuals will obtain meaningful long-term employment at a living wage and transition them successfully out of court supervision.

Outreach Services: Adult, Young Adult, and Sector Academy Programming

OEWD program managers conduct outreach in jail and prison facilities, including to San Quentin State Prison, Santa Rita County Jail, and several San Francisco County Jails. Outreach efforts include representation at semi-annual, prison-to-employment job fairs with individualized referral to appropriate programming, as well as quarterly orientations on OEWD’s Sector Academy programming. OEWD’s Sector Academies provide industry-specific training and employment opportunities in construction, hospitality, health care, and information and communication technology. Outreach in prisons and jails includes an emphasis on OEWD’s CityBuild Construction Training Academy.

Programming Currently in Development

Sector Academy: Construction

OEWD’s CityBuild Construction Academy is in the process of developing a Reentry Construction Training Program in partnership with the San Francisco Sheriff’s Department and will be ready to roll out a pilot in the near future. The pilot will provide currently incarcerated individuals with a tailored transitional job training and placement program inside two San Francisco County jails. This program will serve up to 20 participants in each cycle and will include the opportunity to earn industry-recognized certifications such as OSHA 10, First Aid,

CPR, Confined Space, and HAZWOPER. With these skills and certifications, individuals will be eligible for direct access into union apprenticeship programs immediately upon reentry.

Sector Academy: Introduction to Culinary

From their Hospitality Sector Academy, OEWD is in the process of creating an Introduction to Culinary pilot program for implementation in jails and prisons. The program will include exploration of career pathways within the food services industry, introductory courses on culinary technique, and delivery of industry-recognized credentials (i.e. ServSafe) to achieve gainful employment upon reentry. OEWD has cultivated strong industry partnerships with the Golden Gate Restaurant Association to support reentry hiring.

Sector Career Exploration and Career Pathways Program

OEWD is also developing the Career Exploration and Career Pathways (CECP) pilot program to help incarcerated individuals with career planning. Building on current outreach efforts, CECP is a structured prison-to-employment program offered in prisons and jails to provide an overview of San Francisco's growth sectors and accompanying programming in construction, health care, hospitality, and information and communication technology. Through both classroom instruction and demonstrations from OEWD's employer partners, participants will gain a better understanding of entry-level occupations, industry-recognized training programs, and career pathways for these growth sectors.

Services for Incarcerated Youth (work2future)

work2future is partnering with the Santa Clara Probation Department to serve incarcerated youth. Currently County of Santa Clara has two detention facilities for youth ages 15.5-18 years of age. Juvenile Hall has 390 beds and James Ranch Youth Correctional Facility has 96 beds, with both facilities normally at capacity. At Juvenile Hall, youth can participate in career planning and also have access to services including but not limited to substance abuse treatment, anger management, mental health treatment and counseling, and gang intervention refusal skills. work2future is exploring the expansion of services at Juvenile Hall to include vocational training, and to begin offering career planning services at James Ranch Youth Correctional Facility.

Coordination with Partners

Each of the WDBs in the region plans to continue meeting with their local partners regarding services for justice-involved individuals and the Prison to Employment Initiative. Within the region, the CWDB is not currently funding any Forward Focus, Workforce Accelerator, or High Roads Partnerships projects targeting justice-involved individuals. Given the huge geography covered by the Bay Peninsula RPU, locally driven meetings are the most sensible approach to sustained partner engagement.

OEWD, the San Francisco Sheriff's Office, the San Francisco Adult Probation Department, and the California Department of Corrections San Francisco Office have developed a four-pronged approach to reentry workforce development services involving in-custody training, system referral and coordination, data sharing, and policy recommendations. As a demonstration of commitment to the Prison to Employment Initiative, as well as the reentry requirements of EDD

Directive 18-01, these key partners are in the process of negotiating a partnership agreement reflecting shared priorities and continued engagement for service design and delivery.

NOVA and work2future also share an MOU with the Santa Clara County Sheriff and Five Keys Charter School, regarding the coordination of in-custody educational services and job search assistance post-release. Please see the appendix for this MOU as well as letters of support from the Santa Clara Office of Reentry Services, San Benito Probation Department, San Mateo County CDCR, Santa Clara Adult Probation, Santa Clara Juvenile Probation, Santa Clara Sheriff, and JobTrain.

As part of the new round of regional training funds, the BPRPU will address any staff development needs in order to ensure that staff are well equipped to serve FI individuals. Training topics may include motivational interviewing techniques; enhanced awareness of community resources; and better understanding between Probation, Parole, and workforce system partners on how their respective systems work and how to make effective referrals.

Supportive Services and Continuum of Care

As described earlier, the vast majority of FI individuals face a number of barriers to their success, including substance use, mental health issues, poverty, homelessness and the lack of stable housing, lack of transportation, limited educational attainment and limited work history – in addition to the stigma of their conviction records. The BPRPU is committed to assisting those with the greatest barriers to employment and working with a broad coalition of agencies and partners to ensure that clients are able to access comprehensive wrap around services, some of which are detailed above. Each of the four counties has implemented some steps to ensure a continuum of care from in-custody to post-release. The P2E implementation and supportive services grants will help the region to further strengthen that infrastructure and system of services. Depending on the award amount, the region anticipates that P2E funding will increase the number of individuals able to access vocational training while in custody; the number earning industry recognized certificates; the number accessing apprenticeship programs; the number taking part in job readiness activities; and the number accessing vocational and education programs post-release.

Building off best practices identified by current service providers, key partners will establish linkage from jail-based job centers to post-release job centers, such as the San Francisco Community Assessment Service Center (CASC) and the American Job Center of California (AJCC). By connecting in-custody and post-release service providers to the CASC and the workforce system, the programs that serve re-entering individuals will be able to connect participants to the broader system of workforce services including sector pathways. This will allow clients to build upon the skills and employment gains that they gained while incarcerated or in treatment post-release.

Continuation of care is a key element of system linkage, and includes transition planning in advance of release, establishing client relationships with post-release service providers while in-custody, developing referral systems that allow “warm hand-offs” from in-custody to post-release service providers, ongoing case management and strategic sequencing of delivery of services, and ongoing communication and coordination amongst service providers.

Regional Sector Pathways and the Role of Employers

As described previously, a number of in-custody training programs are currently offered or are under development that would directly link individuals to regional sector pathways and in-demand occupations. Information about priority sectors and occupations will continue to be provided to partners through a number of venues – the regional business services team (developed under the Regional Plan Implementation grant); regional Slingshot efforts; local advisory and steering committees; and labor market analyses and reports.

The regional business services team will be a key component of employer engagement related to the P2E Initiative. Having already worked on common messaging to businesses throughout the region, the group will also be able to strategize ways to inform employers about tax credits, bonding, community resources and the benefits of hiring those in reentry. Business services staff regularly come into contact with the business community through the Employer Advisory Council, Chambers of Commerce, economic development organizations, and human resources professional associations.

The BPRPU currently works with a number of employers who are amenable to coaching and hiring the re-entry population following a successful training period. Partner employers will be engaged to hire program participants who have limited work history. They will continue to provide inclusive job-related skills training while guiding participants from entry level positions to career opportunities with self-sufficient wages and benefits. “Earn and Learn” opportunities include on-the-job training placements with industries and employers driving regional employment, resulting in full-time employment. Staff in each local area have a list of employers that they know are “FI Friendly” – those businesses, however, do not always want to advertise this fact. As such, those lists will remain internal resources only to be shared with staff who work to place job seekers.

Data Collection and Outcomes

All clients benefiting from the P2E Initiative will be enrolled in CalJobs for data collection purposes. In addition to that, the region will explore ways in which to better track client progress and share information with relevant partners. Partners expect that data sharing will shorten clients’ time in workforce development and other services by limiting repetition in service delivery.

For example, the San Francisco Sheriff’s Department will identify a small, jail-based cohort with which to develop business processes for tracking clients at multiple touch points and for sharing client information—with appropriate confidentiality disclosures—among partners. Members of the pilot cohort will be tracked as they move from custody to probation and after referral to the workforce system for services. As clients move through the respective systems, partners will share information about the services accessed and relevant case notes, ultimately identifying the clients’ pathways through various services and the number of agency hand-offs required. Through this data collection, partners can identify whether tracking leads to improved client outcomes, pinpoint areas for system improvement, develop replicable business processes, and establish system efficiencies. The results of this pilot project will be shared for potential best practices throughout the region.

NOVA is currently working with a stakeholder group that is exploring ways to enhance information sharing and referrals between partners. In addition, NOVA is negotiating to join CommunityPro, the platform used by Adult Education Programs for sharing customer information. Any resulting best practices from those efforts will also be shared throughout the region.

Multi-Craft Core Curriculum (MC3) Pre-Apprenticeship Partnerships

NOVA and work2future participate in the Multi-Craft Core Curriculum Construction Trades Introduction and Orientation Projects (TIP and TOP) pre-apprenticeship collaborative initiative, in partnership with the Santa Clara and San Benito Counties Building & Construction Trades Council and the San Mateo County Building & Construction Trades Council, funded in part through Proposition 39. NOVA holds a seat on the board for both projects, provides feedback on program delivery, approach, and placement strategies. In addition, NOVA advises on industry trends and hiring/employment projections in targeted career pathways in the construction industry. NOVA has provided career navigation skills to the TOP participants and has done WIOA eligibility and tracking for TIP participants. work2future's MC3' training in Santa Clara County is conducted by Working Partnerships USA, with Trades-qualified instructors utilizing nationally recognized Multi-Craft Core Curriculum. The partners include: Building Trades Council and industry-operated Joint Apprenticeship Training Center; San Jose Evergreen Community College District. work2future has conducted outreach to eligible participants, ensured that they received skills remediation training and assessments, provided case management, supportive, and retention services, and conducted post data collection and reporting.

San Benito shares an MOU with Monterey County for their Prop 39 Round II Grant, to implement an energy efficiency focused "earn-and-learn" MC3 training and placement program targeted disadvantaged and disconnected job seekers, specifically returning veterans, women, at risk youth ages 18-25. The grant was conducted in partnership with the Monterey/Santa Cruz Counties Building and Construction Trades Council for the provision of the MC3 curriculum. San Benito conducted outreach to eligible participants, ensured that they received skills remediation training and assessments, provided case management, supportive, and retention services, and conducted post testing and data collection and reporting.

San Francisco's City Build Academy leveraged the MC3 to provide hands-on training and instruction in the 26 building trades through an 18-week Pre-Apprenticeship training in partnership with City College of San Francisco's Evans Center. The program partners with labor and employers to link clients to a sustainable wage career pathway in the construction sector. Labor partners include the Bay Area Plastering Industry Joint Apprenticeship Training Committee, Carpenters' Training Committee of Northern California, Cement Mason Pre-Apprenticeship Training Program, Ironworkers Apprenticeship Training, and Northern California Laborer's Training Center.

Regional Coordination and Alignment Indicators - Self-Assessment

Please see appendix for the regional self-assessment on the coordination and alignment indicators.

APPENDICES:

1. Data on population size and need (see below)
2. Regional self-assessment on the coordination and alignment indicators (see below)
3. MOUs and letters of support (attachment)
4. San Francisco Foundation Project Signal report (attachment)
5. Documentation of stakeholder outreach (see attachment to each local plan)

#1: Data on population size and need

Local supervision numbers by county:

| County | Probation | Local Jail | PRCS | Juvenile | TOTAL |
|---------------|---------------|--------------|--------------|--------------|---------------|
| San Francisco | 5,800 | 1,255 | 1,284 | 576 | 8,915 |
| San Mateo | 4,411 | 1,008 | 774 | 277 | 6,470 |
| Santa Clara | 7,626 | 3,495 | 5,982 | 926 | 18,029 |
| San Benito | 511 | 124 | 47 | 42 | 724 |
| TOTAL | 18,348 | 5,882 | 8,087 | 1,821 | 34,138 |

State level supervision numbers by county:

| County | CDCR population | Sentenced population | Non-sentenced population | Total per County |
|---------------|-----------------|----------------------|--------------------------|------------------|
| San Francisco | 953 | 188 | 1,063 | 2,204 |
| San Mateo | 1,264 | 346 | 742 | 2,352 |
| Santa Clara | 4,237 | 1,251 | 2,955 | 8,443 |
| San Benito | 121 | 38 | 86 | 245 |
| TOTAL | 6,575 | 1,823 | 4,846 | 13,244 |

Numbers released from state custody and 3-year re-conviction rates, by county:

| County | 2012-13 # released | 3-year number returned | 3-year conviction rate | 2016 releases |
|---------------|--------------------|------------------------|------------------------|---------------|
| San Francisco | 300 | 97 | 32.3% | 335 |
| San Mateo | 280 | 118 | 42.1% | 274 |
| Santa Clara | 932 | 449 | 48.2% | 839 |
| San Benito | 38 | 18 | 47.4% | 248 |
| TOTAL | 1,550 | 682 | 44.0% | 1,476 |

Current demographic information was not available for all sub populations or for all counties.

Following are the November demographics for individuals on state parole in San Mateo County: Males – 95.7%; Females – 4.3%; under age 30 – 35%; 31-40 years of age – 34%; 41-50 years of age 13%; over age 51 – 18%. In addition, the racial/ethnic make up of this population is 26% White, 19% African American, 39% Latino, and 16% Other.

The following is demographic data for Santa Clara County Probation: Males- 80.2%; Females – 20.8%; Average age for males - 35.9 yrs. Median age for males - 33.8 yrs. Average age for females – 34.5 yrs. Median age for females – 32.5. In addition, the racial/ethnic make-up of the male population is 25.5 % White, 11.9% African American, 51.0 % Latino, 7.0% Asian, 3.7% Other. Female population: 33.1% White, 12.8% African American, 43.5% Latino, 6.7% Asian, 3.9% Other.

The following is demographic data for San Francisco Adult Probation:

Males- 89%; Females – 11%; Age distribution is 18-25 years old 9%, 26-35 years old 23%, 36-45 years old 22%, 46-55 years old 28%, 56-65 years old 13%, 66 and over 4%; Racial/ethnic make-up is White – 49%, African American - 30%, Latino – 12%, Asian – 3%, Other – 5%.

#2: Regional self-assessment on the coordination and alignment indicators

| | Score |
|--|----------------------------|
| Demand Driven Skills Attainment Indicators | |
| Indicator A: Region has a team that jointly convenes industry | Learning/ Experimenting |
| Indicator B: Region has shared sector/occupational focus and shares/pools resources to meet demand in the region | Learning/ Experimenting |
| Indicator C: Region has a process to communicate industry workforce needs to supply-side partners | Learning/ Experimenting |
| Indicator D: Region has policies supporting equity and strives to improve job quality | Learning/ Experimenting |
| Upward Mobility and Equity Indicators | |
| Indicator E: Region has shared target populations of emphasis | Learning/ Experimenting |
| Indicator F: Region deploys shared/pooled resources to provide services, training, and education, to meet target population needs | Learning/ Experimenting |
| Indicator G: Region utilizes shared, common case management strategies such as co-enrollment, navigators, and/or multi-disciplinary teams to developed shared responsibility for providing services and ensuring quality outcomes | No progress at this time |
| System Alignment Indicators | |
| Indicator H: Region has shared/pooled admin systems and/or processes for achieving administrative efficiencies and program outcomes | Learning/ Experimenting |
| Indicator I: Regional decision-making in formalized structures | No progress at this time |
| Indicator J: Regional organization and evaluation of performance | Learning/ Experimenting |

Demand Driven Skills Attainment Indicators: The BPRPU is utilizing its RPI grant to convene a regional business services team and to explore areas of potential collaboration through a Healthcare Taskforce. The BPRPU has also received a new Slingshot grant to advance tech apprenticeships. Through these efforts, there is some joint convening of industry, although not across the entire region. The region has a great deal of overlap between WDB's with regards to sectors and occupations of focus but has not established, nor does it have plans to establish, one regional list.

Upward Mobility and Equity Indicators: The region does share some target populations of emphasis, although this is more determined by WIOA regulations and state initiatives than program focus specific to the region– for example, justice involved individuals for the Prison to Employment Initiative. The region does not share common case management strategies.

System Alignment Indicators: For a variety of logistical reasons, the region has determined that NOVA is the best current fiscal lead for efficiently deploying regional grants and sub contracts. The region does not have nor does it desire formal regional governance infrastructure. The

region does not have a process to jointly evaluate performance, with the exception of tracking regional grant outcomes.

MEMORANDUM OF UNDERSTANDING

By and Among the County of Santa Clara, the Five Keys Charter School, the City of San José – work2future, and NOVA

This Memorandum of Understanding ("MOU") is made on July 1, 2018, by and among the County of Santa Clara ("County"), a political subdivision of the State of California, for the exclusive use and benefit of its Sheriff's Office ("SO"), the Five Keys Charter School ("FKCS"), the City of San José – work2future ("City"), and NOVA (collectively the "Agencies").

I. Recitals

There is mutual interest among the County, FKCS, the City, and NOVA to formalize a relationship by which FKCS will provide onsite educational services, including academic assessment, GED preparation, high school credited classes and special education assistance in the County Jails. FKCS will provide leveraged educational services in exchange for student access to local City work2future and NOVA services, as applicable, upon student release from jail.

II. Purpose

The purpose of this MOU is to define the scope of leveraged services for SO clients and set forth the understanding of the Agencies that the partnership will provide a continuum of service for participants.

Specifically, the goals of this MOU are:

- To define the exchange of services between the County, FKCS, the City, and NOVA.
- To develop a collaborative relationship between the County, FKCS, the City, and NOVA in order to provide services to the inmates in the County Jails.
- To provide a variety of educational services in order to reduce the likelihood of recidivism.
- To deliver FKCS programming at the County Jails.

This MOU covers the collaboration between the County, FKCS, the City, and NOVA to deliver educational services in partnership with the local workforce investment services, authority, administrator, or workforce development provider. FKCS shall deliver the services described in this MOU exclusively through this arrangement and in partnership with the City and the County; however, nothing in this MOU shall limit the Agencies' ability to collaborate with other partners to deliver other educational services. The County, FKCS, the City, and NOVA intend to use this MOU as the basis for developing similar understandings in future fiscal years.

There will be no financial compensation or reimbursement of any kind payable for services provided under this MOU, other than *in kind* services enumerated below.

III. The Five Keys Charter School agrees that it shall:

1. Provide credentialed teachers and administrators at no cost to the County. The number of days per week of instruction is dependent upon reportable Average Daily Attendance ("ADA"); however, a site-based class generally meets daily, and independent study students generally meet a minimum of once a week. The ADA is determined by the average daily student attendance for site-based classes, and by the number of times the student meets with the instructor and the work product completed in an attendance period for independent study students. The Teacher-Student ratios are 25:1 for site-based instruction and 35:1 for independent study.

2. Provide a combination of classroom-based instruction and independent study course work toward a high school diploma, GED, or ESL classes geared toward the Spanish version of the GED. Or, if necessary dependent upon the individual client's needs, Adult Basic Education.
3. Provide classes during the Academic School Year (July 1 through June 30).
4. Provide initial assessments and follow-up assessments.
5. Provide GED testing on site.
6. Provide a program coordinator to liaise between FKCS instructors and SO coordinator.
7. Provide all text books and basic materials to participants.
8. Track enrollment, attendance, and completion of assignments.
9. Provide documentation of attendance and course credit completion to participants.
10. Provide California high school diplomas and certificates of completion as appropriate.
11. Ensure the protection of inmate privacy rights and confidential information, as set forth in Section VII.14.
12. Share information and resources to best meet the needs of inmates, to the extent allowed by law.
13. Follow all SO policies and procedures pertaining to safety, security and professional conduct while in the institution, and conform to all applicable SO policies, standards, procedures, regulations, general orders, requirements, and restrictions.
14. Follow all work2future policies and procedures pertaining to safety, security and professional conduct while in the work2future One Stop centers.
15. Follow all NOVA policies and procedures pertaining to safety, security and professional conduct while in the NOVA Job Centers.
16. Ensure that FKCS staff members report to the County Jails on time and follow all regulations while on site.
17. Ensure that FKCS staff complies with the dress code required by SO when in the County Jails.
18. Attend monthly program meetings to communicate and exchange ideas.
19. Provide a weekly attendance report to SO Programs Unit.
20. Insurance: Maintain all required minimum levels of coverage as required by Exhibit B to this MOU.
21. Work with work2future and NOVA to provide clients with access to work2future and NOVA services.
22. Attend applicable SO briefings concerning safety and security issues involving inmates.

IV. The County agrees that it shall:

1. Complete the County's required clearance process for each FKCS staff member so that they can access the County Jails as necessary to perform work under this MOU. The County shall have the right to terminate any FKCS staff member's jail clearance for any material breach of SO Policy.
2. Designate County staff to coordinate working relationships between the FKCS and the SO.
3. Provide adequate teacher work space and secure, administrative office space, including furnishings and equipment listed below.
4. Provide FKCS staff with access to internet, fax, copier, and telephones.
5. Provide safety, security and dress code training to FKCS staff.
6. Retain full responsibility for care of County inmates.
7. Provide information necessary to allow FKCS staff to serve inmate student enrollees, consistent with Section VII.14.
8. Hold monthly program meetings among SO, FKCS, City, and NOVA staff to communicate and exchange ideas.

9. Coordinate and determine agendas for multi-disciplinary team meetings to track program progress, including on student enrollment and completion of assignments, to occur on a quarterly basis at a minimum. Coordinate and determine agendas for case conferencing meetings as needed.
10. Provide program support and access to inmates to meet FKCS minimum teacher/student ratios.
11. Make every effort possible not to cancel regularly scheduled class meetings. FKCS, as a public school, is required by law to offer a minimum number of instructional days and minutes.

V. FKCS and County jointly agree that they shall:

1. Ensure that both Agencies mutually agree upon the levels of service and the number of staff members involved.
2. Collaborate around identification and implementation of services related to the inmate population.
3. Mutually agree to add or reduce class time, contingent upon the number of students participating. Class size each day will be capped at 25.
4. Create a student waiting list should daily students exceed capacity.
5. Limit eligibility to participate in FKCS classes to only clients without a high school diploma.

VI. The City agrees that it shall:

1. Host FKCS in the work2future One Stop centers to connect participant referrals with the workforce development system.
2. Accept referrals from FKCS for job seekers in need of workforce development services.
3. Link job seekers in the workforce development system to FKCS services.

VII. NOVA agrees that it shall:

1. Host FKCS in the NOVA Job Centers to connect participant referrals with the workforce development system.
2. Accept referrals from FKCS for job seekers in need of workforce development services.
3. Link job seekers in the workforce development system to FKCS services.

VIII. Notices

Notices may be provided via electronic mail with confirmation of delivery, or via certified mail, to each Agency at its respective address:

To the County:

Melanie Jimenez Perez
 Program Manager II
 County of Santa Clara, Office of the Sheriff – Administration
 55 West Younger Avenue
 San José, CA 95110
Melanie.JimenezPerez@shf.sccgov.org

To FKCS:

To the City:

Monique Melchor
work2future Director
5730 Chambertin Drive
San Jose, CA 95118
monique.melchor@sanjoseca.gov

To NOVA:

IX. General Terms

1. **Relationship of Parties.** In the performance of the terms of this MOU, each party shall act as and be an independent contractor and shall not be an agent or employee of any other party. Each party acknowledges and agrees that it neither has, nor will give the appearance or impression of having any legal authority to bind or commit the other party in any way not specified in this MOU.
2. **Nondiscrimination.** The Agencies shall not discriminate against, or grant preferential treatment to, any person on the basis of race, sex, color, age, religion, sexual orientation, actual or perceived gender identity, disability, ethnicity or national origin, in connection with or related to the performance of this MOU.
3. **Term.** The initial term of this MOU shall be from July 1, 2018 through June 30, 2019. Upon mutual agreement of the Agencies, the term of this MOU may be extended for one additional four-year period, from May 1, 2019 through April 30, 2023.
4. **Termination.** This MOU may be terminated by the County or FKCS at any time, with or without cause, upon 60 days' written notice to the other Agencies.
5. **Entire Agreement.** This MOU and its appendices (if any) constitutes the final, complete, and exclusive statement of the terms of the Agreement among the Agencies. It incorporates and supersedes all prior agreements and understandings among the Agencies concerning the subject matter of the MOU, all of which have been merged into this MOU. No agreement or understanding, verbal or otherwise, of the Agencies or their agents shall be valid or enforceable unless embodied in this MOU.
6. **Amendments.** All amendments or modifications to this MOU must be in writing and signed by authorized representatives of all Agencies.
7. **Governing Law, Venue.** This MOU is governed and construed in accordance with the statutes of the State of California. Venue for all actions is in Santa Clara County.
8. **Assignment.** No assignment of this MOU or the rights or obligations hereunder shall be valid without the prior written consent of all Agencies.
9. **Waiver.** No delay or failure to require performance of any provision of this Agreement shall constitute a waiver of that provision as to that or any other instance. Any waiver granted by a party must be in writing, and shall apply to the specific instance expressly stated.

10. **Third-Party Beneficiaries.** This MOU does not, and is not intended to, confer any rights or remedies upon any person or entity other than the Agencies.
11. **Conflicts of Interest.** The Agencies shall comply, and shall require their subcontractors to comply, with (i) all requirements governing avoidance of impermissible client conflicts; and (ii) all federal, state, and local conflict of interest laws and regulations, including without limitation California Government Code § 1090 et seq., the California Political Reform Act (Cal. Gov. Code § 87100 et seq.), and the regulations of the Fair Political Practices Commission. Failure to do so constitutes a material breach of this MOU and is grounds for immediate termination of this MOU. In accepting this MOU, FKCS, the City, and NOVA covenant that they presently have no interest, and will not acquire any interest, direct or indirect, financial or otherwise, which would conflict in any manner or degree with the performance of services under this MOU. FKCS, the City, and NOVA are responsible for assuring compliance of their subcontractors, if any, with the requirements of this provision.
12. **County No-Smoking Policy.** FKCS, the City, and NOVA, and their employees, agents and sub-contractors shall comply with the County's No-Smoking Policy, as set forth in the Board of Supervisors Policy Manual section 3.47 (as amended from time to time), which prohibits smoking: (1) at the Santa Clara Valley Medical Center Campus and all County-owned and operated health facilities, (2) within 30 feet surrounding County-owned buildings and leased buildings where the County is the sole occupant, and (3) in all County vehicles.
13. **California Public Records Act.** The County and City are public agencies subject to the disclosure requirements of the California Public Records Act ("CPRA"). In the event of a request to the County or City for information submitted to it by FKCS and/or NOVA, the County or City will make best efforts to provide notice to FKCS and/or NOVA (as applicable) prior to such disclosure. If FKCS and/or NOVA contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief or other appropriate remedy from a court of law in Santa Clara County before the County or City is required to respond to the CPRA request. If FKCS and/or NOVA fails to obtain such remedy within the time the County or City is required to respond to the CPRA request, the County or City may disclose the requested information. FKCS and NOVA further agrees that they shall defend, indemnify and hold the County or City harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from the denial of a CPRA request for information arising from any representation, or any action (or inaction), by FKCS or NOVA.
14. **Intellectual Property Rights.** The County shall own all right, title and interest to Deliverables developed for purposes of this MOU, including any documentation created by FKCS, the City, or NOVA during the performance of services that are identified in this MOU. FKCS, the City, and NOVA acknowledge that all original works of authorship which are made by FKCS, the City, or NOVA (solely or jointly with others) within the scope of this MOU and which are protectable by copyright are "works made for hire," as that term is defined in the United States Copyright Act (17 U.S.C., Section 101), and shall belong solely to the County. FKCS, the City, and NOVA agree that the County will be the copyright owner in all copyrightable works of every kind and description created or developed by FKCS, the City, or NOVA, solely or jointly with others, in connection with any agreement with the County. If requested to, and at no further expense to the County, FKCS, the City, and NOVA will execute in writing any acknowledgments or assignments of copyright ownership of such copyrightable works as may be appropriate for preservation of the worldwide ownership in the County and its nominees of such copyrights. However, as to FKCS' preexisting educational materials, FKCS shall retain all right, title and interest, and shall grant to the County an exclusive, royalty-free, paid-up, worldwide licenses to reproduce, digitally perform, copy, or otherwise use the materials developed and shared under this MOU, solely for the purposes of the services under, and for the term of, this MOU.

15. **Intellectual Property Indemnity.** FKCS, the City, and NOVA represent and warrant for the benefit of the County and its users that, to its knowledge, as of the effective date of this MOU, FKCS, the City, and NOVA, respectively, are the exclusive owner of all rights, title and interest in the Deliverables and/or services provided by each of them pursuant to this MOU. FKCS, the City, and NOVA shall defend, indemnify and hold the County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and reasonable attorney's fees) by a third party alleging the Deliverables and/or services provided by each of them pursuant to this MOU infringe upon any intellectual property rights of third parties.
16. **County Data.** "County Data" shall mean proprietary information received from County by the other Agencies. As between FKCS, the City, NOVA, and the County, all County Data shall remain the property of the County. Notwithstanding any other provision in this MOU, FKCS, the City, and NOVA shall not acquire any ownership interest in County Data. FKCS, the City, and NOVA shall not, without County's written permission, consent, use or disclose County Data other than in the performance of their obligations under this MOU. FKCS, the City, and NOVA shall be responsible for establishing and maintaining an information security program that is designed to ensure the security and confidentiality of County Data, protect against any anticipated threats or hazards to the security or integrity of County Data, protect against unauthorized access to or use of County Data that could result in substantial harm or inconvenience to the County or any end users; and ensure the proper disposal of County Data upon termination of this MOU. FKCS, the City, and NOVA shall take appropriate action to address any incident of unauthorized access to County Data, including addressing and/or remedying the issue that resulted in such unauthorized access, notifying the County as soon as possible of any incident of unauthorized access to County Data, or any other breach in FKCS's, the City's, or NOVA's security that materially affects the County or end users; and be responsible for ensuring compliance by their officers, employees, agents, and subcontractors with the confidentiality provisions hereof. Should confidential and/or legally protected County Data be divulged to unauthorized third parties, FKCS, the City, and NOVA shall comply with all applicable federal and state laws and regulations, including but not limited to California Civil Code Sections 1798.29 and 1798.82 at FKCS and/or City's sole expense (if applicable). FKCS, the City, and NOVA shall not charge the County for any expenses associated with their compliance with the obligations set forth in this section.
17. **Confidentiality.**
- a. In the course of providing services under this MOU, FKCS may receive from the SO the following Confidential Client Information relating to inmate student enrollees in order to enable FKCS to appropriately tailor and deliver services: names, booking numbers, language preference, Person File Numbers, housing unit information, and information regarding educational accommodations.
 - b. FKCS shall promptly transmit to SO all requests for disclosure of Confidential Client Information, limited to the categories of information listed in the previous paragraph. SO shall obtain written consent from the subject of the information prior to sharing such information. FKCS shall not use this Confidential Client Information for any purpose other than carrying out its obligations under this MOU.
 - c. In obtaining and storing Confidential Client Information, FKCS agrees to comply with all applicable privacy and data protection laws, including but not limited to Section 13102, Sections 13201-13202, and Section 13300 of the California Penal Code, as well as County policies governing data access, and not to make any disclosures to any third parties in violation of these laws or policies. In particular, FKCS shall prevent unauthorized disclosure of Confidential Client Information, except for statistical information not identifying a particular client.

18. **Contract Execution.** Unless otherwise prohibited by law or County policy, the Agencies agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "electronic copy of a signed contract" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term "electronically signed contract" means a contract that is executed by applying an electronic signature using technology approved by the County.

COUNTY OF SANTA CLARA

FIVE KEYS CHARTER SCHOOL

S. Joseph Simitian Date
President, Board of Supervisors

Steve Good Date
Executive Director

Signed and certified that a copy of this
document has been delivered by electronic
or other means to the President, Board of Supervisors.
Attest:

NOVA


Megan Doyle Date
Clerk of the Board of Supervisors

[Name] Date
[Title]

Approved as to Form and Legality:

CITY OF SAN JOSE

Kavita Narayan Date
Lead Deputy County Counsel


 6/6/18

Leland Wilcox Date
Chief of Staff, Office of the City Manager

Approved:

APPROVED AS TO FORM:

Laurie Smith Date
Sheriff

 5/29/2018

Arlene Silva
Deputy City Attorney

EXHIBIT B

INSURANCE REQUIREMENTS FOR STANDARD CONTRACTS ABOVE \$100,000

Indemnity

The Contractor shall indemnify, defend, and hold harmless the County of Santa Clara (hereinafter "County"), its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the sole negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the County. The Contractor shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the Contractor contests its obligation to indemnify, defend and/or hold harmless the County under this Agreement and does not prevail in that contest.

Insurance

Without limiting the Contractor's indemnification of the County, the Contractor shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverages and provisions:

A. Evidence of Coverage

Prior to commencement of this Agreement, the Contractor shall provide a Certificate of Insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Contractor upon request.

This verification of coverage shall be sent to the requesting County department, unless otherwise directed. The Contractor shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the County. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

B. Qualifying Insurers

All coverages, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- V, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Insurance Manager.

EXHIBIT B

C. Notice of Cancellation

All coverage as required herein shall not be canceled or changed so as to no longer meet the specified County insurance requirements without 30 days' prior written notice of such cancellation or change being delivered to the County of Santa Clara or their designated agent.

D. Insurance Required

1. Commercial General Liability Insurance - for bodily injury (including death) and property damage which provides limits as follows:
 - a. Each occurrence - \$1,000,000
 - b. General aggregate - \$2,000,000
 - c. Products/Completed Operations aggregate - \$2,000,000
 - d. Personal Injury - \$1,000,000
2. General liability coverage shall include:
 - a. Premises and Operations
 - b. Products/Completed
 - c. Personal Injury liability
 - d. Severability of interest
3. General liability coverage shall include the following endorsement, a copy of which shall be provided to the County:

Additional Insured Endorsement, which shall read:

“County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds.”

Insurance afforded by the additional insured endorsement shall apply as primary insurance, and other insurance maintained by the County of Santa Clara, its officers, agents, and employees shall be excess only and not contributing with insurance provided under this policy. Public Entities may also be added to the

EXHIBIT B

additional insured endorsement as applicable and the contractor shall be notified by the contracting department of these requirements.

4. Automobile Liability Insurance

For bodily injury (including death) and property damage which provides total limits of not less than one million dollars (\$1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired vehicles.

4a. Aircraft/Watercraft Liability Insurance (Required if Contractor or any of its agents or subcontractors will operate aircraft or watercraft in the scope of the Agreement)

For bodily injury (including death) and property damage which provides total limits of not less than one million dollars (\$1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired aircraft/watercraft.

5. Workers' Compensation and Employer's Liability Insurance

- a. Statutory California Workers' Compensation coverage including broad form all-states coverage.
- b. Employer's Liability coverage for not less than one million dollars (\$1,000,000) per occurrence.

E. Special Provisions

The following provisions shall apply to this Agreement:

- 1. The foregoing requirements as to the types and limits of insurance coverage to be maintained by the Contractor and any approval of said insurance by the County or its insurance consultant(s) are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Contractor pursuant to this Agreement, including but not limited to the provisions concerning indemnification.
- 2. The County acknowledges that some insurance requirements contained in this Agreement may be fulfilled by self-insurance on the part of the Contractor. However, this shall not in any way limit liabilities assumed by the Contractor under this Agreement. Any self-insurance shall be approved in writing by the County upon satisfactory evidence of financial capacity. Contractors obligation hereunder may be satisfied in whole or in part by adequately funded self-insurance programs or self-insurance retentions.

EXHIBIT B

3. Should any of the work under this Agreement be sublet, the Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverages, or Contractor may insure subcontractors under its own policies.
4. The County reserves the right to withhold payments to the Contractor in the event of material noncompliance with the insurance requirements outlined above.

F. Fidelity Bonds (Required only if contractor will be receiving advanced funds or payments)

Before receiving compensation under this Agreement, Contractor will furnish County with evidence that all officials, employees, and agents handling or having access to funds received or disbursed under this Agreement, or authorized to sign or countersign checks, are covered by a BLANKET FIDELITY BOND in an amount of AT LEAST fifteen percent (15%) of the maximum financial obligation of the County cited herein. If such bond is canceled or reduced, Contractor will notify County immediately, and County may withhold further payment to Contractor until proper coverage has been obtained. Failure to give such notice may be cause for termination of this Agreement, at the option of County.

County of Santa Clara

Office of Reentry Services

151 West Mission Street
San Jose, California 95110



August 23, 2018

To Whom It May Concern:

Re: Letter of Support for work2future's Prison to Employment Initiative Grant

Please accept this letter of support for work2future as part of the Bay-Peninsula Regional Planning Unit and their *Prison to Employment Initiative Grant* application. The County of Santa Clara's Office of Reentry Services (ORS) is committed to working with work2future through a stakeholder input and planning process in order to determine how those resources can best be used in our community help formerly incarcerated and other justice involved individuals gain and maintain employment. This effort aligns with the objectives of Reentry Services to improve the employment outcomes for our clients.

ORS is responsible to oversee the implementation of the Public Safety Realignment Program (AB 109) and most importantly, operate the Santa Clara County Reentry Resource Center (RRC) in San Jose. The RRC serves nearly 100 clients (formerly incarcerated Santa Clara County residents) daily, linking them to public benefits, primary health services, substance use and mental health treatment, and housing services. Our clients continue to face the challenge of receiving effective case management and care coordination. Gainful employment aims to address this challenge and bring county stakeholders to implement best practices.

We look forward to working with work2future and bringing these much needed resources to our community. Please do not hesitate to contact me should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Javier Aguirre".

Javier Aguirre

Director of Reentry Services, County of Santa Clara

DIVISION OF ADULT PAROLE OPERATIONS

Northern Region Headquarters
9825 Goethe Road Suite 200
Sacramento, Ca 95827



California Workforce Development Board
800 Capitol Mall
Suite 1022
Sacramento, CA 95814

August 21, 2018

To Whom It May Concern:

This is a letter of support for the NOVA Workforce Board, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. The Division of Adult Parole Operations, which is charged with protecting the public and assisting parolees in their reintegration into society, is committed to working with the NOVA Workforce Board through a stakeholder input and planning process in order to determine how those resources can best be used in our community to help formerly incarcerated and other justice involved individuals gain and maintain employment.

We look forward to working with the NOVA Workforce Board and bringing these much needed resources to our community. Please do not hesitate to contact me should you have any questions.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "G. Weber".

Gregory Weber
Parole Agent III, Unit Supervisor
Redwood City Parole Unit
540 Price Avenue
Redwood City, Ca 94063
(650) 367 – 1444 Ext 226



San Benito County Probation Department

400 Monterey Street
Hollister, CA 95023
831-636-4070
831-636-5682 FAX

R. Ted Baraan
Chief Probation Officer

August 14, 2018

California Workforce Development Board
800 Capitol Mall
Suite 1022
Sacramento, CA 95814

To Whom It May Concern:

This is a letter of support for the San Benito County Workforce Development Board, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. The San Benito County Probation Department is committed to working with the San Benito County Workforce Development Board through a stakeholder input and planning process in order to determine how those resources can best be used in our community to help formerly incarcerated and other justice involved individuals gain and maintain employment. Our department protects the public, serves the courts and changes lives, which directly correlates with the key goals of this essential grant opportunity for the residents of San Benito County.

We look forward to working with San Benito County Workforce Development Board and bringing these vital resources to our community. Please do not hesitate to contact me should you have any questions.

Sincerely,

Renee Hankla
Reentry Program Manager
San Benito County Probation Department



SAN BENITO COUNTY

JAMES A. RYDINGSWORD
DIRECTOR

Health & Human Services Agency

COMMUNITY SERVICES & WORKFORCE DEVELOPMENT

1111 SAN FELIPE ROAD, SUITE 108 • HOLLISTER, CA 95023

(831) 637-9293 • FAX (831) 637-0996

August 15, 2018

California Workforce Development Board
800 Capitol Mall
Suite 1022
Sacramento, CA 95814

To Whom It May Concern:

This is a letter of support for the San Benito County Workforce Development Board, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. San Benito County Health & Human Services Agency (HHSA), which is charged with providing public services including Medical, CalWORKs, CalFRESH, Social Services, Public Health, workforce services, homeless services and other services is committed to working with the San Benito County Workforce Development Board through a stakeholder input and planning process in order to determine how those resources can best be used in our community to help formerly incarcerated and other justice involved individuals gain and maintain employment.

We look forward to working with San Benito County Workforce Development Board and bringing these much needed resources to our community. Please do not hesitate to contact me at 831-636-4180 should you have any questions. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "James A. Rydingsword".

James A. Rydingsword,
Director
Health & Human Services Agency

COMMUNITY ACTION BOARD & WORKFORCE INVESTMENT BOARD
SERVING SAN BENITO COUNTY SINCE 1978

The County CSWD is an equal opportunity employer/program



EQUAL HOUSING
OPPORTUNITY

The County CSWD is an equal opportunity employer/program. - The County of San Benito complies with the Americans with Disabilities Act (ADA) by assuring that auxiliary aids for services are available upon request to persons with disabilities. Persons with hearing disabilities can call the TDD/TTY phone (831) 637-3265. Persons requiring any special needs for access to should call the CSWD office at 831-637-9293 at least five business days before the needed date to arrange for the special accommodations.

County of Santa Clara

Probation Department

Adult Division
2314 North First Street
San Jose, California 95131
(408) 435-2100

Adult Division-South County
17275 Butterfield Blvd., Ste. C
Morgan Hill, California 95037
(408) 201-0600

Adult Division-North County
270 Grant Avenue
Palo Alto, California 94306
(650) 324-6500



Laura Garnette
Chief Probation Officer

California Workforce Development Board
800 Capitol Mall
Suite 1022
Sacramento, CA 95814

DATE: August 23, 2018

To Whom It May Concern:

This is a letter of support for work2future, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. County of Santa Clara, which is charged with providing Adult Services, is committed to working with the work2future through a stakeholder input and planning process in order to determine how those resources can best be used in our community to help formerly incarcerated and other justice involved individuals gain and maintain employment.

We look forward to working with work2future and bringing these much needed resources to our community. Please do not hesitate to contact me should you have any questions.

Sincerely yours,

Jermaine Hardy
Assistant Chief Probation Officer
Santa Clara County Probation Department
Jermaine.hardy@pro.sccgov.org
(408) 435-2241



A PROUD AFFILIATE OF OIC OF AMERICA

Board of Directors:

Chair:

Tamar Pichette

Ruben Abrica

Jesse Cool (on leave)

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Morgan Family Foundation

Dean Morton, Former COO

Hewlett-Packard

Russell Pyne, Managing Director

Atrium Capital

John Sobrato, Chairman

Sobrato Companies

John Volckmann

Chairman & Founder

J. Volckmann & Associates, Inc.

California Workforce Development Board

800 Capitol Mall

Suite 1022

Sacramento, CA 95814

Thursday, August 16, 2018

To Whom It May Concern:

This is a letter of support for the NOVA Workforce Board, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. JobTrain, which is charged with working with underserved populations who experience barriers to employment including those who are incarcerated and formerly incarcerated, is committed to working with the NOVA Workforce Board through a stakeholder input and planning process in order to determine how those resources can best be used in our community to help formerly incarcerated and other justice-involved individuals gain and maintain employment.

We look forward to working with the NOVA Workforce Board and bringing these much needed resources to our community. Please do not hesitate to contact me should you have any questions.

Sincerely yours,

Barrie R. Hathaway

President and CEO

President & CEO:

Barrie R. Hathaway

1200 O'Brien Drive, Menlo Park, CA 94025

T/ (650) 330-6429 F/ (650) 330-6401 W/ jobtrainworks.org



County of Santa Clara

Office of the Sheriff

55 West Younger Avenue
San Jose, California 95110-1721
(408) 808-4900



Laurie Smith
Sheriff

August 21, 2018

California Workforce Development Board
800 Capitol Mall
Suite 1022
Sacramento, CA 95814

RE: Letter of Support for work2future's Prison to Employment Initiative Planning Grant

To Whom It May Concern:

Please accept this letter of support for work2future, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. The Santa Clara County Sheriff's Office is dedicated to health and well-being of communities in Santa Clara County, including those involved in the criminal justice system. For our communities to thrive, we must work to provide those reentering our community with gainful employment.

As one of the largest county jails in the state and even the nation, the Sheriff's Office is committed to working with the work2future through a stakeholder input and planning process to determine how resources can best be utilized in our community to help formerly incarcerated and other justice involved individuals gain and maintain employment.

We look forward to working with work2future and bringing these much needed resources to our community to reduce recidivism in Santa Clara County. Please do not hesitate to contact me should you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Eric Taylor", with a stylized flourish at the end.

Eric Taylor
Assistant Sheriff, Santa Clara County Sheriff's Office Custody Bureau

County of Santa Clara

Probation Department

Juvenile Hall
840 Guadalupe Parkway
San Jose, California 95110

Administrative Offices
840 Guadalupe Parkway
San Jose, California 95110



Laura Garnette
Chief Probation Officer

California Workforce Development Board
800 Capitol Mall
Suite 1022
Sacramento, CA 95814

August 24, 2018

To Whom It May Concern:

This is a letter of support for work2future, as part of the Bay-Peninsula Regional Planning Unit, and their "Prison to Employment Initiative Planning Grant" application. Santa Clara County Probation Department, which is charged with supervising juveniles and adults in the community placed on probation by the courts. Santa Clara County Probation Department strives to promote community safety by implementing proven strategies which enhance and support positive change in our clients, families, and community. The Santa Clara County Probation Department is committed to working with the work2future through a stakeholder input and planning process in order to determine how those resources can best be used in our community to help formerly incarcerated and other justice involved individuals gain and maintain employment.

We look forward to working with work2future and bringing these much needed resources to our community. Please do not hesitate to contact me should you have any questions.

Sincerely yours,

Nick Birchard

Deputy Chief, Juvenile Institutions Division
840 Guadalupe Parkway San Jose, CA 95110
Main (408) 278-5850
Direct (408) 278-5920

Project Signal

How might we use data and user feedback to help our workforce system better serve workers and employers?

Phase 1 workshop recap

Bay Area
Workforce
Funders
Collaborative

Contents

What is Project Signal?

Phase 1 Workshop Overview

Attendees

Exercises

Group Outputs

Themes

Recommendations

Potential Prototypes

Project Signal

Context

Bay Area workers face pressure from low and stagnating wages, inconsistent work schedules, and rising cost of living. At the same time, the nature of work available is changing due to the rapidly developing technology landscape and shifting demographics, and employers are unable to fill open positions.

The regional ecosystem for training workers is complex, siloed, and slow-moving. Data is often seen as an obstacle to service provision rather than an opportunity for learning. Few clear market signals exist to drive innovation.

Hypothesis

The Bay Area Workforce Funders Collaborative has engaged Path Group to take a systems and human-centered approach to exploring how workforce data and user feedback could improve workforce training through increased data transparency and the creation of market signals for the benefit of workers and employers.

Process

Path Group uses a Human-Centered Design process to design solutions that work for end-users. Project Signal is envisioned as a three-phase project:

Scope
Scan,
Sketch

Design
Research

Minimum
Viable
Product

PHASE 1: SCOPE, SCAN, SKETCH

In this current phase, we quickly mapped the landscape of data initiatives in progress at state and regional levels across the country. We conducted twelve interviews with experts and users reflecting the diversity of stakeholders in the system. Phase 1 culminated with a prototyping workshop where multidisciplinary teams gained deeper understanding of worker needs, and imagined prototype solutions.

Tentative future phases:

PHASE 2: DESIGN RESEARCH

Building on the learnings from phase 1, secure additional input from broader and more diverse set of workers and employers, and use it to begin iterative prototyping with providers, workforce experts, data supply and policy advocates.

PHASE 3: MINIMUM VIABLE PRODUCT

With technical partners, develop final MVP.

Workshop Overview

On July 23, 2018, over 40 key workforce system stakeholders converged to better understand the needs of workers and job seekers. We mapped broad themes of their needs, and explored how the current workforce system is, or is not, meeting those needs. This exploration of “what is” lays the foundations for the next stage of the process, which is to imagine “what if.”

Stakeholders in the room included:



Workers



Employers



Training
providers



Funders



Data + Policy
Experts

After a brief presentation of insights from our initial scan of the Project Signal landscape, participants were divided into interdisciplinary groups to hear from four categories of workers: Youth, Gig Workers, Immigrants, and Formerly Incarcerated Individuals.

Groups engaged directly with workers, identified worker needs and insights, partnered with the workers to brainstorm terrible ideas for meeting worker needs, then flipped those bad ideas to imagine great solutions/prototypes.



Workers

Formerly Incarcerated:
Alejandra Landin

Bernard Moss

Annette Corriveau

Immigrant
Uzman

Carmela Martin

Gig
Man B. Mapchan

Sarah Bartley

Youth
Clinay Cameron

Workforce Providers

Aimee Durfee
JVS

Alissa Friedman
Opportunity Junction

Barrie Hathaway
JobTrain

Jeffrey Wallace
LeadersUp

Luis Sandoval
Building Skills Partnership

Nina Miller
Silicon Valley Children's Fund

Zakiya Harris
Hack the Hood

Employers

Alexandra Horton
Genentech

Anna-Liisa Eklund
Chhavi Sahni
Golden Gate Restaurant
Association

Claire Chiara
Bay Area Council

Emylene Aspilla
SFO

John Austin
Hidden Villa

Julina Bonilla
Port of Oakland

Margaret Daoud-Gray
Silicon Valley Leadership Group

Nick Ellis
Bay Ship Company

Nikki West
Kaiser Permanente

Sam Feineh
Google

Stacy Jed
Bluestem Brasserie

Data Supply + Policy

Alexandra Jayeun Lee
Oakland Civic Design Lab

Allison Salisbury
Entangled Studios

Andrew Means
BrightHive

Bob Lanter
California Workforce Association

Efrem Bycer
LinkedIn

Evonne Silva
Code for America

Mitchell Stephens
Stanford Graduate School of
Education

Barbara Baran
CA EDGE Coalition

Funders

Amy Wallace
JPMorgan Chase Global Philanthropy

Bob Giloth
Annie E. Casey Foundation

Dawn Hawk
Ventures Foundation

Elena Chavez Quezada
Walter & Elise Haas Fund

Janan Howell
SF Office of Economic and Workforce
Development

Jamie Austin
Tipping Point Community

Joshua Wiese
Virgin Unite

Leslie Payne
James Irvine Foundation

Luther Jackson
NOVA (Silicon Valley Workforce
Development Board)

Racy Ming
North Bay Workforce Alliance
(Napa/Marin/Lake/Mendocino Co
Workforce Development Board)

Stephen Baiter
Oakland Workforce Development
Board

Attendees



Immigrant Workers Group Detail

Needs & Insights



Immigration status - and immigration status serve as barriers. Legal documents major barrier to employment. Mixed status families. Can work Lyft with ITIN, ITIN to pay taxes, works in gig economy because possible.

Resources - Weaving together part time jobs, multiple employees to fulfill full shift weekly, low pay unsustainable in mother country, came to the USA for economic opportunity and ending up not having enough to survive. Very resourceful in piecing work together, greater opportunity in the USA.

Job Search - Searching for a job by driving around looking. Technology barriers to job search. Look to Facebook, Craigslist and friends to know about roles, and positions.

Benefits - Jobs without benefits, no benefits, no legal status, limited time and access to learn, access to healthcare, there are jobs but mainly without benefits,

Discrimination - Discriminated because of limited English, discrimination at work still exists.

Skills / Training - Some folks lack skills for jobs but need the work and would like to upgrade skills. It's hard transferring skills learned in home country to USA. Needs education to re-engage with profession from back home. Non-transparent, inconsistent credentialing education (people claim to know things they don't.) Tech skills age quickly. Training should be practical (apprenticeship), studied computer science back at home. Self taught skills, willpower and initiative (went out looking for jobs, watched videos to learn trade etc).

Family - Separation from family. Doing it for children. Single parent. Has 2 children who are USA citizens who help with English, painful to not go home, Family in USA helps with network, leaving family the hardest, has family support system at home. Miss home country and can't go back, family separation means has to create community.

Language - English classes conflict with work, Language barrier, needing to work is a barrier to learning English, Language dialect barriers, knowing and reading English opens doors, need flexible ways to learn English while working, empathy and non-verbal communications for multilingual English speakers, English is a barrier to pursue old career,

Really **bad** ideas for immigrant workers



Politicize environment

More forms and surveillance, lists of employers you can trust, locate in Police station, government officials on site, work social network.



Raise credential barriers

Require high barrier certifications, require resumes and testing, employers carry checklist of reasons not to hire.



Make it too expensive

Look through lens of efficiency debt to pay for training, pay up front for training, training in English only, free college w/o living stipend, create full time training w/o opportunity to work.



Put training out of reach

Online only or tech reliant training, put blame on worker, require licenses with paid / fees, instructions in languages other than test language,



Segregate

English only signage, red hats and politics, segregate business by race/ethnicity, team events by culture/ethnicity, different standards by state.



Design to reinforce privilege

Maintain divide between experts and community, meeting only during standard lunch hour, undermines workers/unions, requires inaccessible qualification for participation, emphasize privilege, limit hours you can work



Undermine worker power

Promote workers who don't speak up, community meetings midday and in English, Reinforce leadership by seniority, no friend / family resources, no education or translation services, limit time off, require professional references only, alienate people with non-traditional language and no coverage for dependents, low wage/non billable + submit time off requests far in advance and still no time off

How might we...



... **increase trust** between immigrant workers and their employers and community resources?

... **create transparency** around the real world barriers to jobs?

... better **validate competencies** that people have?

... help employers **create welcoming and inclusive places** for immigrants?

... build immigrant power?

... **harness the power of family and networks** in the workplace?

... **balance immediate needs with long term** skills development and opportunity for economic mobility?

Prototype ideas from Immigrant group

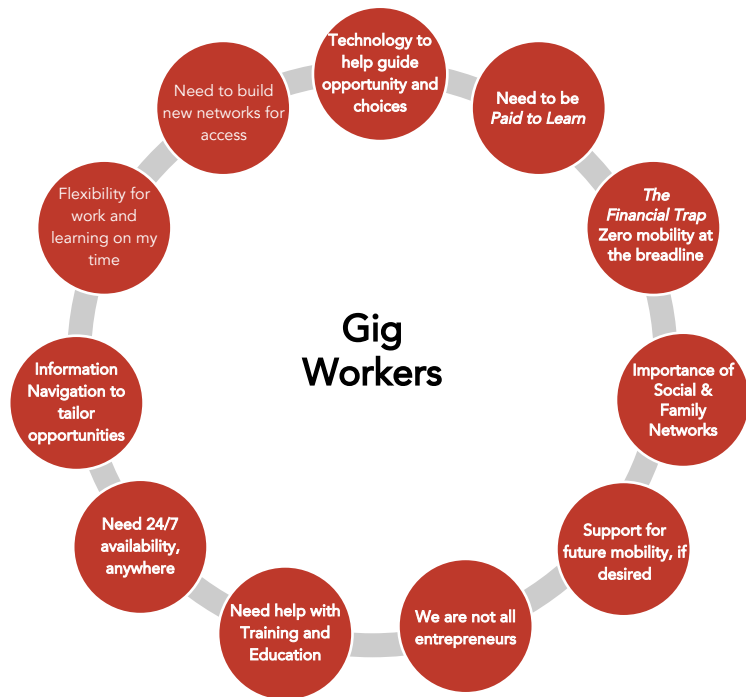


1. A platform that supports the capture, and communication of workers real needs to employers/service providers - asks questions, understands their position and reframes it back to employers/service providers in the appropriate way.
2. A platform that explores what works in engaging and activating the role of the family in regards to immigrant workers and their needs. Allows the sharing of insight, perspectives, and what has worked.
3. A platform that helps employers to better validate competencies that people have? The platform searches and validates people's skills, and allows people to comment.
4. A platform that connects people to reliable/quality/compatible education, learning and job opportunities and allows continual feedback on them - which is flexible and focused on people who are in long term training?



Gig Workers Group Detail

Needs & Insights



Social Capital:

People have immediate credibility through the networks which they are a part of. This hampers many in the Gig economy. Need to teach people how to create their own networks, how to brand themselves and how to break into existing networks. Community driven workforce groups for networking and info sharing of opportunity and tools.

Information:

Difficult to navigate current resources, challenge to find curated resources. Need to use technology to navigate opportunities, need to use apps to find gig work. Career resources need to be promoted, improve the marketing of local workforce programs and opportunities. Information provided by friends and family.

Financial:

Workers cannot afford to upskill. Training while in entry work needs to be supported, opportunity upskilling or career advice for entry level workers, Cannot have unpaid training, entrepreneurship viewed as the central skill base and can be an asset to the whole community,

How might we...



- ... enable people to increase skills *and* pay the bills?
- ... make the case for employers to drive the solution?
- ... create more agency around navigating pathways between education/training and work?
- ... democratize networks for access to work?
- ... help the worker who isn't going to college to navigate this?

Really **bad** ideas for gig workers

How might we enable people to increase skills *and* pay the bills?

- ✗ Charge people for their education
- ✗ Don't communicate/collaborate with others
- ✗ Don't promote upskilling opportunities to workers
- ✗ Require workers to attend physical bricks and mortar schools
- ✗ Pay workers low wages so they can't afford to upskill
- ✗ Locating education opportunities far from where you work
- ✗ Everyone goes to school after working 40 hours per week

How might we make the case for employers to drive the solution?

- ✗ Fine employers for not driving
- ✗ Call employers greedy and heartless
- ✗ Don't build relationships
- ✗ Train people with skills where there are no jobs
- ✗ Require high schools to teach ALL industry needs
- ✗ Draft legislation in a vacuum without consulting employers
- ✗ Focus on 20th Century skills in training
- ✗ Pass a law to make it illegal

How might we create more agency around navigating pathways between education/training and work?

- ✗ Don't show people the pathways that others have taken
- ✗ Focus solely on cohort training
- ✗ Don't give people an opportunity to do anything new
- ✗ Don't encourage cross functional partnerships
- ✗ Keep all information private and protected
- ✗ Avoid career exploration programs
- ✗ Invest in long term training only
- ✗ Make 18 year olds choose what they will do for the rest of their lives
- ✗ Have multiple brands with different info sets, different validations, etc
- ✗ Fined for not having networks

More really **bad** ideas for gig workers

How might we democratize networks for access to work?

- ✗ Pay to play and high barriers to join
- ✗ Have to share private info to join network
- ✗ Jobs only go to those with large networks
- ✗ Get rid of EEO
- ✗ You only have access to those you already know
- ✗ No network = no job
- ✗ Make employment contingent on graduation from college
- ✗ Require referrals to join network
- ✗ Have a ton of ads to pay for platform
- ✗ Networks limited by demographic (age, race, etc)

How might we help the worker who isn't going to college to navigate this?

- ✗ Reduce funding for CTE programs
- ✗ Only get gov benefits if you have been to college
- ✗ Allow K-12 to not invest in CTE
- ✗ All referrals must come from someone you went to college with
- ✗ Promote minimum qualifications including college degree
- ✗ Keep the current culture and system
- ✗ High cost tuition for non post secondary trainings
- ✗ Tell parents college grads are winners
- ✗ Only offer liberal arts degrees
- ✗ Require a college degree for employment and make college very expensive
- ✗ Incentivize schools based on entrance to college
- ✗ Have career fairs be exclusively about college entrance
- ✗ Create exclusive social networks by requiring college students to live together

Some prototype ideas from Path*



Prototype principles:

A new data transparent organization called the Base Network, which is worker centric, enforcing the gig rules/regulations and providing a rating/ranking of work opportunities based on metrics akin to the LEED Green building principles but socially/worker centric:

- Equitable hiring practices
- Working conditions
- Opportunity for mobility (either more gig work, full time employment or support for up-skilling). This tool can then alert the worker to less attractive opportunities and pressure employers to be good employers.

Training opportunities are built into the platform and can be taken remotely and immediately be reflected in a workers profile when proficiency is reached. Focus on an employees North Star, or longer term career goals is supported and combined with training and work to help with overall personal development. And finally a Return on Investment is provided to allow businesses to recoup the cost of supporting the program and ensure viability.

Details from the Terrible Ideas:

Subsidize workers to create a more level playing field, where their voices can be heard
Understand local employer and employment needs and train workers for these
Use the education system to prepare youth for the required industry and skill sets in their local context

*This group ran out of time to create prototype ideas.



Needs & Insights



Mentors

Active mentorship in the desired field is required from multiple mentors and advocates across a student-workers career. Advocates can help identify basic resources for students to be able to focus on learning. As a student-worker increases understanding between trainings and career choices, new types of mentoring needs will emerge.

Soft Skills

Many young student-workers enter college unprepared and often have to double time it to be trained on technical and practical business skills.

Career Information Access

Even at prestigious universities, finding career counselors and college advisors who take time to communicate careers and professions by major can be a challenge. For example, accessing career salaries and connecting insights into initial career choices about a college major is still needed.

Working & Learning

Student-workers often stitch together 3 to 4 jobs in college to pay bills and gain experience. This can be further complicated when needing to manage family emergencies and other surprise life events. Identifying ways to cover college costs helps new and young workers graduate on-time while focusing on learning decisions that result in better skill acquisition and career choices.

Feedback

Young worker job application rejections are frequent and often the feedback, if any, is not helpful. Effective employer job rejection feedback that allows applicants to learn from their applications and to adapt their personal brand for future applications is needed.

How might we...



- ... heighten **awareness and exposure of the future of work?**
- ... equip the next generation with **transferable skills of entrepreneurs?**
- ... **help employers find the right employees** for their roles?
- ... **expand authentic feedback** that is valuable from all stakeholders?
- ... better **identify and incorporate soft power and essential skills** into every aspect of education and workforce?

Really **bad** ideas for youth workers

How might we help employers find the right employees for their roles?

- ✗ For jobs, hire only friends and family of the employer
- ✗ Post unrealistic job descriptions
- ✗ Narrow recruitment efforts
- ✗ Hire only based on first and last name
- ✗ Prejudge applicants based on...

How might we equip the next generation with transferable skills of entrepreneurs?

- ✗ Master 19th century skills
- ✗ Mentors solve everything
- ✗ Unpaid internships
- ✗ Sell the narrative that education equals employment

How might we expand authentic feedback that is valuable from all stakeholders?

- ✗ Conduct physical abuse in feedback
- ✗ Lie to job applicants about why they were not hired

How might we better identify and incorporate soft power/essential skills into every aspect of education and workforce?

- ✗ Mandate standardized tests
- ✗ Continue career tracking from preschool
- ✗ Teach 'success' can only be one thing

Prototype ideas from Youth group



1. Ensure critical dependencies (housing, food, shelter safety are essential)
2. Two way career conversation between employer and job-seeker
3. Multiple Mentorship with high expectations and Student advocates for life needs
4. Cultivate Offline & digital community
5. Ask banks to teach financial and budgeting skills (or shame them if they decline)
6. Self awareness of weakness and strengths
7. Focus on strengths first and skills acquisition second
8. Build space for youth career failures
9. Access to the Future of work job trend data and social awareness
10. Career assessment services using AI to integrate trends, services into career info

Some prototype ideas from Path



Integrate worker needs with benchmark survey data

First, given the breath of the youth worker needs, it makes sense to translate needs into performance metrics for service providers to be able to understand if and how their programs may be directly affecting youth workers. This recommendation also applies to the immigrant, formerly incarcerated and gig worker “needs.” Start with an existing data collaborative, such as the CSW Workforce Benchmarking Network, to see how their data and vulnerable worker needs overlap with vulnerable worker needs is one approach.

Potential Youth Mentoring & Skill Learning Mindset Mobile App

To address the 1:1 career role modeling, a second approach entails developing an online training curriculum to both train the mentor and move the youth toward an ongoing entrepreneurial learning mindset. The focus will start at age 16. The curriculum will include:

For **mentors**, the curriculum will include:

- how to mentor aspiring youth seeking new #FoW skills and career insight.
- a resource guide of service providers providing services in career counseling, higher education application, rapid skill and experience acquisition. Train mentors to connect youth to best service providers and to find additional mentors. Mentors can be trained to ensure accurate data collection from mentees and the skills training services they receive from service providers.

For **youth**, the curriculum will include

- Promote an ongoing learning mindset about how to identify one's strengths, build new skills and review emerging job roles.
- Service provider rating and feedback functionality on the effectiveness of their service offerings.

Data will focus on the effectiveness of the service provider directory, youth guidance curriculum and the effectiveness of the service providers.

An eventual third component will integrate employers hiring from service providers and utilize artificial intelligence to identify future hiring and skill trends.



The image shows a group of people in a workshop setting. In the foreground, a man with glasses and a white shirt is seated at a table covered with papers, markers, and cups. To his right, another man in a dark blue shirt is seated and looking towards the camera. In the background, several other people are standing and talking. A large whiteboard titled "Project Signal workshop journey map" is visible, showing a three-step process: 1. Understand user insights, 2. Brainstorm Terrible ideas, and 3. Prototype Viable solutions. The whiteboard also features a PATH logo and some handwritten notes. The overall atmosphere is collaborative and professional.

Formerly Incarcerated Workers Group Detail

Needs & Insights



Empathy to overcome stigma - Punishment continues after Formerly Incarcerated (FI) individuals serve their time. Parole/probation officers don't want to help, just waiting for them to slip up. Actually create barriers to employment. Caseworkers distant and detached, overwhelmed with caseloads. Don't provide proactive service. Employers shut down once they run background check. Little opportunity for workers to give context to crimes on record or show growth/change.

Guidance with continuity - Need for continuous, trusted relationships with case workers who can help navigate critical systems. Assistance should start at incarceration and continue all the way through to reentry and employment.

Resources specific to challenges of reentry - Information about resources for incarcerated individuals is scant. Resource directories on paper become outdated very quickly and there's little resources to be found online for those who are internet-savvy.

Relatable success Stories - Need to believe that success is possible, and to learn from others who have dealt with their struggles and understand the difficulties involved on a personal level.

Supportive community - Without trusted family and friends and other forms of community, FI individuals have trouble with reentry, especially after long sentences. Isolation can lead to limited opportunities as well as feelings of depression and hopelessness.

Living wage Income, wealth building and Career growth potential - Many career tracks are out of reach due to their records. Manual labor seems like the only career path available, which is hard for elderly people in reentry. Low wages make survival in the Bay Area, with its high cost of living, untenable. The situation leads to return to criminal activity or homelessness.

On-the-job training - FI individuals need the opportunity to prove themselves to employers. OJT offers best chance to develop portfolio of accomplishment to help overcome stigma.

Receptive employers - Many employers come with biases and won't hire FI individuals no matter how much training or skills they acquire. There needs to be a marketplace for employers of FI and Formerly Incarcerated individuals to connect.

How might we...



... help workers **identify aligned, accessible, relevant training** that leads to middle wage careers?

... create opportunities for workers to present themselves accurately to **overcome stigma** of incarceration?

... help workers **identify employer partners** who are invested in their mutual success (or how might we create a marketplace where “formerly-incarcerated friendly” employers and workers might find each other)?

... help workers **avoid the pitfalls of background checks**?

... fund and support providers who **provide empathetic services**?

Really **bad** ideas for formerly incarcerated workers

Identify aligned, accessible, relevant training

- ✗ All Training on iPhone only
- ✗ One-Size-Fits-All training
- ✗ Probation and Parole offices run all training
- ✗ Workers must self-fund training
- ✗ Any mistake returns you to prison
- ✗ Run programs at odd hours & far from home
- ✗ Train workers to commit other crimes
- ✗ Train for jobs you'll hate
- ✗ Train for jobs that will be automated
- ✗ Submit paper records in triplicate
- ✗ Training requirements violate parole
- ✗ No child support available at training
- ✗ Require you to commute by bike
- ✗ Pay too little to cover childcare but enough to become ineligible for benefits/subsidies

Overcome stigma of incarceration

- ✗ Train employers to not hire felons
- ✗ Applicants apply with criminal history
- ✗ All employer decisions are "black box" and final
- ✗ Crimes must be listed as skills
- ✗ Applications submitted by parole officer
- ✗ All interviews in prison clothes
- ✗ Use local law enforcement as references
- ✗ Employers must warn customers they employ felons
- ✗ Local news alerts for potential new hires
- ✗ Require applications to disclose negative thoughts
- ✗ Mark every employer list as "felon friendly"
- ✗ No names, only criminal record numbers

Identify employer partners

- ✗ Ensure probation/parole are visible in office
- ✗ Prohibit talk between employers and felons
- ✗ Only 1 person per HR department
- ✗ Incentivize job placements that require no training
- ✗ Employer evaluations done arbitrarily
- ✗ Employers have unrealistic expectations
- ✗ Online-only application forms that timeout too fast
- ✗ Tax employers that hire formerly incarcerated
- ✗ All applications automated without room for comments
- ✗ Entry level only ever
- ✗ Recruit HR without re-entry experience
- ✗ Profile and pair reentry person with biased counselor

Really **bad** ideas for gig workers

Avoid the pitfalls of background checks

- ✖ Require three background checks for every position
- ✖ Hire investigators to dig deep on all applicants
- ✖ Eliminate all statute of limitations on background checks
- ✖ Charge the jobseeker for the background check
- ✖ Automate reasons to exclude and raise barriers
- ✖ Ban the box, then do background check in secret
- ✖ Disclose any crime, even if not caught
- ✖ Highlight/publish individual cases of failure
- ✖ Incentivize employers to not hire felons
- ✖ Require HR to write risk reports for any potential hire

Fund and support providers who provide empathetic services

- ✖ Bury caseworkers in paperwork
- ✖ Change name and location of service every six months
- ✖ Require grants to be short term
- ✖ Cut all public funding for CBOs
- ✖ No accountability for providers
- ✖ Hire providers with no experience with formerly incarcerated population
- ✖ Hire counselors without work experience
- ✖ Don't tell clients about services unless they ask

Prototype ideas from Formerly Incarcerated group



The group described what wholistic, continuous, and empathetic support would look like, starting in prison and persisting through to post-employment support, including guest speakers at prisons, meeting with case workers while incarcerated, pre-release assessments, help from case workers to navigate relationships with probation/parole officers as well as things like housing, pre-employment and skills training, job placement, and follow-up.

They identified the following elements that would be a part of this solution:

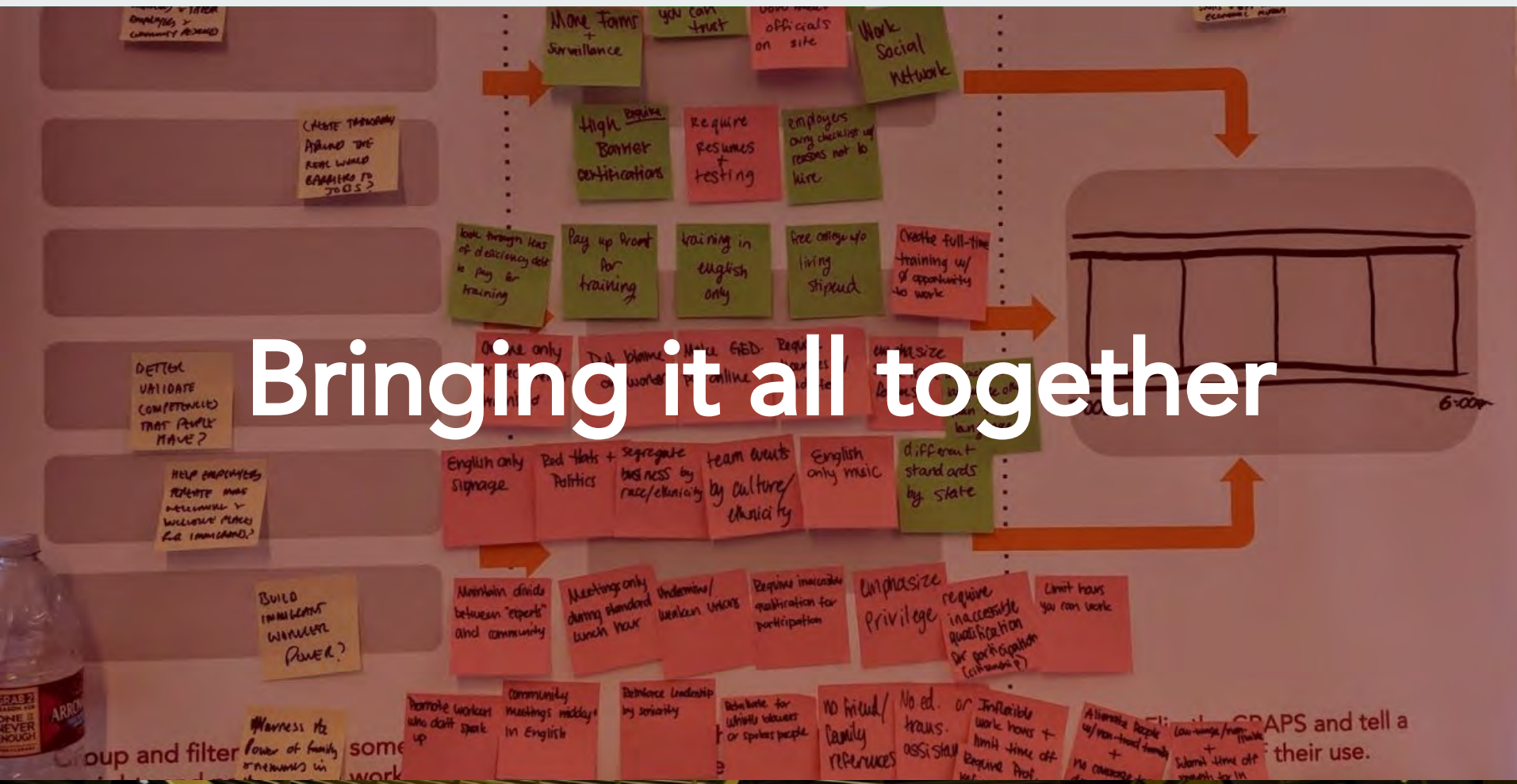
- Peer support
- Pay case workers so they stay
- A re-entry-specific certification for trainers so there are standards for working with the population
- Trainers would have a lower case load to allow for deeper engagement
- Funders would provide flexible money to build the capacity of organizations and allow for lower case loads
- Trainers would have access to user feedback that they would integrate for program improvement
- We would see data on outcomes
- Training would be provided for “careers,” not “jobs”

Some prototype ideas from Path



- Work with LinkedIn to add functionality like tracking providers/trainings to be able to see cumulative effect of provider inputs AND to provide trainer dashboards so they can see the longitudinal effect of their work.
- Create a common longitudinal assessment platform that can be used by multiple providers and provide new data on an individual's status/progress every time they interact with an affiliated service provider. To cover educational attainment, hard and soft skills, housing, family, and other supporting or risk factors. Maybe provide some way for clients to grant providers access to the data?
- A platform that shows data on formerly incarcerated people and the industries/job titles that they hold, with graphic interface that allows people to see progress over time, beginning with release. Would ideally give insights into programs they took while incarcerated, training providers they received services from, educational attainment. Maybe cross-sections on transition path (home, halfway house, etc). Provide a training toolkit and curriculum that could be taught inside the prison.
- A platform that allows Formerly Incarcerated workers a privacy-protected marketplace where they can present themselves accurately and in a humanized way so that employers see their history in context and might give them a chance. The idea would be to provide a place where Formerly Incarcerated-friendly employers can find employees.
- Not a data solution, but identified as a critical need: A platform for real-time updated list of resources targeted to formerly incarcerated. Searchable online and printable for use within the prison.

Bringing it all together



Vulnerable Workers Need



Awareness of opportunity

Workers need information about job skill training opportunities that result with being qualified for high-paying job roles.



Access to opportunity

Workers have barriers to training and career opportunities, such as language barriers and lack of money, tech skills, training, transportation, and time.



Navigating systems

Workers need guidance on navigating relationships, systems, and bureaucracy to get the roles they seek. This includes knowing the best skill and career to get the best return on their investment.



Empathy from employers and trainers

Employers and service providers need to improve their empathy and job qualification approach toward workers that come from unique and non-traditional experiences.



Strong networks

Workers need to leverage community, familial and friend networks to gain professional guidance and access to job opportunities.



Earning while learning

Workers need to balance and often decide between investing in long-term skill acquisition with short-term income.



Relatable role models

Workers of all ages need multiple sets of mentors throughout their skill acquisition and career exploration. Role models are effective when they come from similar experiences.



Stories that reinforce positive identity

Workers need success stories to model and shape their own career identity. This builds confidence when applying to new roles.

Prototype Design Principles



Awareness of opportunities

Create a continually updated and trust-worthy clearinghouse for work and learning opportunities. Tap provider, employer, and social networks to help workers find the prototype.



Access to opportunity

Create free, open access to anyone with an internet connection. Design for multiple languages with a variety of interfaces based on technical ability.



Navigating systems

Help workers choose the best options and opportunities for their situation. Whole worker journey mapping to show potential pathways to success. Full cost benefit analysis of opportunities.



Empathy from employers and trainers

Humanize interaction between stakeholders in the workforce system, especially workers. This could take the form of qualitative feedback on worker experience, or profiles that contextualize their resume and experience for a more holistic view of the worker.



Strong Networks

Build on and foster social networks to change 'word of mouth' to 'broadcasting central'. Accelerate network building for workers within existing and desired fields.



Earning while learning

Highlight paid learning opportunities, flexible schedules, and asynchronous, self-paced online learning opportunities, gig work, and on-the-job training.



Relatable role models

Highlight inspirational success stories. Use data visualization, ratings, reviews, storytelling, and other functionality that helps workers identify what works for people who share characteristics with them.



Stories that reinforce positive identity

Create a platform where workers can learn new ways of telling their own stories in positive ways. Create a platform for online portfolios, video resumes, accreditations, accolades and life stories in a positive way project to employers and others.

Some possible ways forward



Project Signal Learning: Employer data collection / Other actor data collection

- Research on employers by most prevalent in the Bay Area
- Research views and perspectives on workforce system
- Arrange phone calls and interviews with employers and employer groups
- Design workshop with employers at appropriate time
- Develop survey for employers to complete
- Ethnographic observation of employers and their workplace - with video content
- Deeper dive on workers needs, and other system actors needs

Project Signal Platform: Concept & refinement through data collection

- Develop detailed concept paper
- Establish Steering Committee
- Test and refine with Project Signal supporters and critics
- Refine and update based on feedback
- Workshop to further define and design Platform
- Develop survey and feedback form for remote feedback on Concept Paper
- Webinars to gather feedback on Concept Paper

Project Signal Challenges: Explore specific data related issues where user voice could help solve - formerly incarcerated issue / Immigrant family issue / Gig worker issue

- Design a challenge initiative focused on what emerged from the workshop (ex incarcerated or SFO worker)
- Plan process to deep dive and solve the problem
- Test idea and workshop plan with local experts
- Run Deep Dive workshop to explore and solve challenge
- Write up process and learning
- Call out for next challenge?



***Workforce Innovation and
Opportunity Act***

Local Plan Program Years 2017-20

Two Year Modification

**NOVA Local Workforce Development
Area**

Director: Kris Stadelman, kstadelman@novaworks.org

Plan Contact: Jeanette Langdell, jangdell@novaworks.org

NOVA Two-Year Local Plan Modification

Introduction

The Workforce Innovation & Opportunity Act (WIOA) requires that local workforce development boards develop and submit to the State local and regional strategic workforce development plans. NOVA's 2017-20 Local Plan was submitted in March 2017 and is still in effect. WIOA also requires a biennial update of regional and local Plans to ensure they remain current. The California Workforce Development Board has also made changes to the State Plan which require that Local Boards update their Plans to be consistent with the State's policy direction. The State Board is requiring local boards to focus on the following priorities in their local and regional Plans:

- Partnerships with county human service CalFresh programs.
- Partnerships with Local Child Support Agencies to provide workforce services to non-custodial parents.
- Partnerships with programs that serve individuals with disabilities, including strategies to implement Competitive Integrated Employment.
- Services for English language learners, the foreign born, and refugees.
- Aligning, coordinating, and integrating reentry and workforce services to the formerly incarcerated and other justice-involved individuals.

The NOVA Local Plan Modification focuses on the first four priority areas. The final priority is addressed in the Bay-Peninsula Regional Planning Unit regional Plan Modification.

The Plan which follows is written to correspond to direction from the State to respond to certain elements. Please note that per State directive WSD 18-01, certain elements are included in the narrative portion of the Plan immediately below, and certain elements are included in the attachment that follows the narrative.

Narrative

A. CalFresh Employment & Training (E&T) Partnership

(also see attachment)

i. Partnerships for service delivery

This plan details the ways in which NOVA engages and works with the county Human Service agencies and other CalFresh E&T partners to support CalFresh customers on their journeys to sustainable employment and upward mobility.

The CalFresh E&T (CFET) Plans for Santa Clara and San Mateo Counties describe the E&T services available for this population and the services provided both directly and through partners. The direct program provides employment assistance to CF eligible employable clients who are out of work or underemployed. The primary goal of this program is to immediately direct clients toward available employment in an effort to prevent or end their dependency on public assistance. The counties operate one-stop centers with wrap-around services that provide opportunities and support for relief from poverty.

The Santa Clara County Social Services Agency external CFET program services are provided by the following partners: Catholic Charities of Santa Clara County, Goodwill of Silicon Valley, Sacred Heart Community Service, Silicon Valley Children's Fund, work2future Foundation and Working Partnerships USA. These partners provide the following components: job search training, workfare, work experience/internships, education, apprenticeships/pre-apprenticeships, on-the-job training and job retention. In San Mateo County, all E&T services are provided by the County Human Services Agency. Components include workfare, work experience/OJT, job search training, and education.

In addition, CalFresh partners from both counties are members of NOVA's Stakeholders' group. The NOVA Stakeholders' group is comprised of a broad cross-section of the workforce development community including: adult education, community colleges, job center providers, DOR, EDD, County CalWORKs/TANF, LCSS, CDCR, Veterans Administration, housing authorities, regional centers and community-based organizations serving youth, persons with disabilities, formerly incarcerated, veterans, disadvantaged and immigrant workers, among others. The Stakeholders' group is a valuable forum for members to share information about their respective programs to provide additional resources and enhance success for this population. Stakeholder partners are currently developing referral mechanisms and initiatives to enhance services.

viii-x. Braiding resources and expanding services

In Santa Clara County, third party partners providing program services use non-federal dollars to fund their CFET program. Invoices of CFET expenses are submitted to Santa Clara County monthly. Once approved, 50% of the allowable CFET costs are reimbursed to the third party partner. To leverage CalFresh funding and provide access to no- or low-cost training, County staff in both counties refer customers to community resources as appropriate, such as the ACCEL consortium of adult education providers in San Mateo County, and JobTrain. Individuals referred to the NOVA AJCCs may have access to additional grant-funded resources, such as career training.

Through the NOVA Stakeholders' group, the local workforce system partners will learn of programs and organizations serving particular types of CalFresh populations and ways to access and leverage these resources. In addition, the NOVA Workforce Board's Expanding Reach task force is exploring methods and best practices in order to reach a greater geography and underserved target groups, without additional resources from WIOA, such as through remote services and by partner capacity building.

xi. Sector pathway programs

In Santa Clara County, partners providing training funded through CalFresh offer sector pathway programs including those with industry recognized certification: A+ Certification, Google IT Support Professional Certification, Network+ Certification, HVAC Certification, pre-apprenticeship construction training program, Forklift Certification, and Safe Serve Certification. In San Mateo County, CalFresh E&T participants may access distance learning that includes Computer & Data Systems, and Software Applications. CalFresh participants on the autism spectrum may access Neurodiversity Pathways (access to careers in data science), a Goodwill program in which NOVA is a close partner. CalFresh participants working with NOVA may have access to other career pathway programs through WIOA funding. The NOVA Stakeholders' group affords all members the opportunity to learn of each other's training resources and share in program development as appropriate.

xii. Supportive services

The way NOVA and partners work together is to share data about assets and challenges and to connect through the NOVA Stakeholder Group and other forums including the Open Doors initiative, which includes Silicon Valley employers and agencies serving individuals with disabilities. CalFresh participants are eligible for supportive services that may include transportation, costs associated with school/ training, interview clothing, and tools of the trade to start employment. The Stakeholders' group is another resource to inform members of additional supportive services available in the community.

xiii. Retention strategies

CalFresh partners and AJCC staff (for co-enrollees) track attendance and progress for individuals in training programs and provide follow up services to individuals reporting placement to assist participants with retention and career advancement. Services include guidance on soft skills such as employer/co-worker communication, time management, and basic work ethics based on individual needs. Referrals are made to community services as needed. In addition, NOVA's Expanding Reach initiative shares valuable career navigation resources with the Stakeholders group etc. Working through strategic networks, NOVA and partners promote retention and upward mobility.

B. Department of Child Support Services Partnership

(also see attachment)

x, xii, xvi, xvii. Comprehensive provision of services and service coordination

NOVA and Department of Child Support Services staff in both San Mateo and Santa Clara Counties have met to develop an initial understanding of respective services, and will continue dialog to assure a comprehensive provision of services. In addition, the NOVA Stakeholders' group is a means for members to share information about their respective programs to provide additional resources and enhance success for this population. The group also provides professional development through cross-training and is a forum for sharing labor market intelligence such as occupations and industries in demand that will facilitate customer progression into livable wage jobs and careers. The group is also working on details for braiding resources and coordinating services between partners

serving the same customer, including referral and information-sharing mechanisms. Additional partnerships and obstacles to providing services are covered in the Attachment.

ix. Supportive services to support job retention

In San Mateo County, child support services customers undergo a comprehensive vocational evaluation through the Human Service Agency's Vocational Rehabilitation Services (VRS) program. After an initial evaluation, VRS provides employment search support and job coaching services, if appropriate. An assessment of the need for supportive services is part of the evaluation, and referrals are made to appropriate partners, such as those identified in the Plan attachment, to address needs. In Santa Clara County, DCSS resources are not available for retention services; however, staff may refer to local agencies such as those identified in the Attachment. In addition, it is our vision for better coordination to enable county stakeholders to access NOVA content for job search and retention. Customers enrolled in WIOA grants may have access to supportive services resources, such as transportation and clothing assistance, through NOVA.

xi & xiv. Workforce services eligibility impact and obstacles to partnership

The right to work in the United States is a barrier to referral for services. Obligor who reside in rural, less accessible areas face barriers traveling to available services if they do not have their own transportation. In order for a customer to access WIOA Adult training funds, they must meet WIOA priority of service criteria; in addition, funds may be limited. Confidentiality requirements may impact referrals; however, the NOVA Stakeholders' group members are collaborating on a referral process, including necessary information release documentation.

xiii & xx. Tools to motivate and support participation

The DCSS has a Compromise of Arrears Program where eligible obligors can receive "forgiveness" of a substantial portion of arrears owed to the state for public assistance provided to their children. There are also "forgiveness" programs when parents are working to reunify with their children. DCSS can suppress certain automated enforcement actions, including suspension of an obligor's driver's or professional license. DCSS can review the potential postponement of certain court actions including contempt where an obligor can face jail time for lack of payment. Obligor who are working towards making payments may find a more cooperative or collaborative relationship with the other parent, perhaps reaching an agreement waiving a portion of past due arrears or increasing visitation with their minor children. NOVA's Stakeholders' group can help facilitate information sharing so that all workforce partners serving this population are aware of the tools that DCSS can legally use to support participation.

xv. Retention in training programs and incentives to foster sustained participation

DCSS can suppress certain automated enforcement or perhaps suspend other types of enforcement activities including filing contempt actions against those obligors who are not paying towards their child support obligations. DCSS may also release licenses for obligors that are participating in the program. See above for information on tools that can be utilized to incentivize parents obligated to pay support to remain engaged in training and

progress into livable wage jobs. In addition, NOVA is exploring ways to share its career navigation content that fosters retention and upward mobility.

In addition, staff of the agencies working with the individual will be checking on progress, providing support and encouragement, and sharing information and outcomes between agencies.

xviii. Engaging community-based organizations

NOVA regularly meets with community-based organizations to understand their programs and explore ways to work together to serve the non-custodial parent population. Organizations are invited to participate in NOVA's Stakeholders' group to share program information with other CBOs, adult education, community colleges, and other members and to participate in professional development.

xix. Referral process and forms to track participants

The NOVA Workforce Board's vision is to be a catalyst for strategic network development to create a responsive and efficient system of workforce services. The NOVA Stakeholders' group is currently working on a process for referral and tracking of individuals as they are referred from the LCSA office and Family Court. One possibility under exploration is a website accessible only via secure login providing a referral mechanism as well as a structure for information and outcome sharing.

C. Competitive Integrated Employment (CIE) Updated Partnership

(also see attachment)

v-vii. DOR / AJCC connections for service coordination and outreach

NOVA has points of contact at the Department of Rehabilitation in both San Mateo and Santa Clara counties who can provide linkages to service providers and/or supportive services to individuals with ID/DD who are vocational rehabilitation customers. NOVA and DOR (as well as other agencies) are working on the process for referrals and information sharing. Adult education providers are interested in mechanisms for sharing assessments and opportunities for co-enrollment.

NOVA has met with DOR staff in both San Mateo and Santa Clara counties to consider ways to outreach to employers and others to support opportunities for CIE. DOR and the regional centers in our area (San Andreas and Golden Gate) can assist with development of and payment for internships with ID/DD customers. This provides a mechanism for employers to "try out" an individual and assess suitability for a long-term position. The regional centers can also provide support through job coaching. NOVA and DOR staff plan follow-up conversations to work out details for referrals to these and other employment resources, and NOVA will be participating in meetings of the Local Partnership Agreement (LPA) partners. Recruitment, referral, and employer engagement strategies will be included in these conversations.

iv. AJCC staff training

There are several ways that NOVA Job Center staff increase their knowledge about serving individuals with intellectual and developmental disabilities (ID/DD) and of the programs and resources available in the area. NOVA collaborates with a wide range of agencies, beyond the AJCC required partners, and convenes a quarterly meeting of these stakeholders to discuss service coordination and provide professional development and capacity building. Speakers are invited regularly to provide information to the group on topics of interest to all.

In addition, NOVA's career advisor staff have regular meetings that include professional development for working with special populations. Department of Rehabilitation staff have provided their Windmills disability and diversity awareness training. Some NOVA staff attended DOR's training on disclosing disabilities and presented to career advisor staff.

NOVA staff recently attended "Opening Doors for Differing Abilities in our Workplaces," a forum bringing together various organizations with an interest in increasing employment for individuals with disabilities by highlighting the business case for employing those with ID/DD and others. NOVA is following up to bring local employers together for further discussion.

D. Provisions for English Language Learners, the Foreign Born and Refugees

i. Braiding resources and coordinating service delivery

ALLIES (Alliance for Language Learners' Integration, Education and Success) hosts the ESL Provider Network (EPN) - a twice yearly convening of ESL providers in Santa Clara and San Mateo Counties. It is a unique opportunity for ESL practitioners representing community colleges, adult schools, and community based organizations serving adult English learners to make connections, learn from each other, share collaboration success stories, get policy updates, and stay connected with ALLIES. Community organizations serving the immigrant and refugee population (such as legal and social services providers), public libraries, and local government agencies are welcome and encouraged to attend.

NOVA is on the EPN advisory group that provides guidance and direction to ALLIES' board and staff as the organization seeks to build out its capacity to promote regional multi-sector collaboration to benefit adult English learners and enhance their journey to employment and self-sufficiency. NOVA has also partnered with Upwardly Global, a national organization committed to integrating immigrant workers into the U.S. workforce, on a variety of workforce initiatives.

In addition, the local adult education consortia, ACCEL in the North Bay and the South Bay Consortium for Adult Education, provide an opportunity to replicate best practices and increase access to sector pathway programs, supportive services, and retention services.

ii. Retention in sector pathway programs

In 2016, ALLIES convened a diverse group of stakeholders to develop an Immigrant Integration Framework. The ambitious Immigrant Integration Framework is an attempt to address the full spectrum of immigrants' needs, assets and goals and offers a new, innovative way to identify and measure the critical factors for successful immigrant integration. The framework found that the ELL population needs wraparound support services to help in reaching their goals - services that are specific to this population. Immigrants and English learners need assistance in navigating education, healthcare, and legal challenges. Workplace culture must be addressed for employment success. In addition, staff cultural competency is critical in working with this population so that immigrants and ELLs feel comfortable and included. The Immigrant Integration Framework provides a system for users to enhance their current support for immigrants to help ensure retention as this population progresses into livable wage jobs and careers.

iii. Local Plan incorporation with plans developed by stakeholders

The County of Santa Clara receives funding from the Federal Office of Refugee Resettlement and, as a condition of that funding, is required to have a County Refugee Services Plan, which includes employment services. NOVA may refer refugee job seekers to these services. ALLIES connects with refugee service providers through the Refugee/Immigrant Forum, a coalition of providers and resettlement agencies that meets monthly. The group includes a subcommittee that is working on issues related to the skilled immigrant population (degree-holders) and is reaching out to education providers to develop pathways and to interface with CBOs, such as Upwardly Global, specializing in services for that population. NOVA will coordinate with local adult education providers as they develop plans that include services for the immigrant and ELL populations.

Attachment to NOVA Two-Year Local Plan Modification

A. CalFresh Employment & Training (E&T) Partnership

i-ii. Partnerships

NOVA serves CalFresh participants currently and is working with County staff in both San Mateo and Santa Clara counties to expand the reach of our AJCC services throughout our service area to serve additional CalFresh recipients. Such mechanisms may include streaming job seeker workshop content and providing AJCC staff on site. NOVA provides services onsite at the SparkPoint Center at Skyline Community College, which works with students and community members with financial needs, including CalFresh recipients. NOVA's Stakeholders' group includes representatives from both County social service agencies, as well as other organizations serving the CalFresh population, such as agencies serving the disabled and formerly incarcerated, and provides opportunities for cross training and sharing information and resources.

iii. Size and characteristics of population

In Santa Clara County, out of the overall CalFresh population of 75,043, 10,034 are in the NOVA service area, and 64 are E&T participants. The NOVA portion of the county includes approximately 1,500 CalFresh work registrants and about 1,100 ABAWD (Able Bodied Adults Without Dependents), as of 11/28/18. The majority are English speakers, and males and females are about evenly represented. According to the FFY2019 Santa Clara County CalFresh E&T Plan, there will be an estimated 6,101 voluntary E&T participants for the entire county (no separate NOVA breakout available).

In San Mateo County, there are a total of 21,355 CalFresh recipients as of 11/26/18. Per the County CalFresh E&T Plan for FFY2019, there will be an estimated 3,880 work registrants for FFY 2019 and about 2,478 ABAWD. There will be an estimated 840 voluntary E&T participants.

iv. Types of services needed

According to County CalFresh staff, the types of services needed include: GED/high school diploma, job search assistance, resume writing, ESL training, and work experience. There is a need for additional short-term vocational training due to funding limitations.

v. Employment barriers

Barriers facing the CalFresh population include: geographic distance (especially in San Mateo County, where many areas are not accessible via public transportation) which may pose a particular challenge for persons with disabilities, insufficient educational background, language barriers, homelessness, mental and physical health issues, substance abuse, criminal record, need for work clothing and tools, and domestic violence issues. Many of the service providers utilized for CalFresh services, including those eligible for 50% federal reimbursement, include support services such as transportation and clothing for the customers they serve. See below for information about partnerships to assist with barrier mitigation.

vi and vii. Current and prospective partners & information sharing

Social Services in both counties refer customers to community resources as appropriate, such as County Behavioral Health departments, the ACCEL (Adult-Education College and Career Educational Leadership) consortium of adult education providers in San Mateo County, and to NOVA AJCCs. AJCC staff may also refer customers in need of food assistance to Social Services, and customers can apply for benefits online at NOVA Job Centers. NOVA is currently working with County Human Services staff in both counties to explore expanding the reach of our services through remote access and/or on-site staff.

The NOVA Stakeholders' group, in which Social Services staff are participants, is a valuable forum for members to share information about the needs of the population served and request assistance, as well as to educate partners about their respective programs to provide additional resources and enhance success for this population.

B. Department of Child Support Services Partnership

i. NOVA's vision is to be a regional catalyst to promote economic opportunity and shared prosperity for all, including special populations. NOVA is committed to working with local partners to help individuals from the child support population succeed in the labor market. NOVA has met with DCSS staff from both San Mateo and Santa Clara counties to discuss strategies for increasing employment opportunities. See below and the NOVA Local Plan Modification for details on partnerships.

ii. Overview of Child Support Program population

In San Mateo County, there were 9,106 cases as of September 30, 2018, of which 2,786 were non-custodial parents residing in San Mateo County. The largest populations were located in Daly City (15% of total), Redwood City (24%), and San Mateo (15%). Of obligors with a California address, 31% are unemployed and not incarcerated, and 12% are incarcerated.

Santa Clara County DCSS has a total caseload of 32,050 cases as of October 31, 2018. Data in the child support system shows that approximately 80% of these obligors reside in California. Of those obligors who reside in California, approximately 50% reside in Santa Clara County.

iii, iv, vi. Barriers and assessment of services needed

Customers in the child support program often face challenges that make it difficult for them to comply with their child support obligations and to obtain permanent employment. Some of these issues are:

- Unemployment
- Lack of education
- Undocumented

- Homelessness
- Ex-offenders
- Substance abuse
- Mental health and/or other disabilities

Other obligors face unexpected job loss or an inability to find employment in their chosen field. Compounding their financial situation are issues surrounding the custody, visitation, and support of their children which may involve court action or other potential automated enforcement, including the suspension of their driver's or professional licenses, bank levies against their accounts, and interception of the unemployment or disability income toward the payment of support. Another barrier is the need for immediate income; however, in many cases the initial employment placement does not match the customer's skills and desired career path. Also, customers may be hampered by lack of information about services and networks available to assist with overcoming barriers.

v, vii, viii. Current baseline services and resources to assist with overcoming barriers

Currently SMCDCSS refers obligors who are residents of San Mateo County and have the legal right to work in the United States to a comprehensive vocational evaluation (CVE) through the Human Services Agency's Vocational Rehabilitation Services (VRS) program. After an initial evaluation, VRS provides employment search support and job coaching services, if appropriate. The current contract with the Human Services Agency is through July 31, 2021.

SMCDCSS refers clients to community-based organizations including but not limited to: Service League, Project 90, Core Service agencies, Bay Area Legal Aid, and Family Law Facilitator. Additionally, the Department has a current Memorandum of Understanding with the Human Services Agency of San Mateo County for vocational rehabilitation services and evaluations. The Department utilizes the Community Information Handbook published by the Human Services Agency of San Mateo County for information on existing resources for customers.

Currently Santa Clara County DCSS does not have a formal screening and referral process. Caseworkers have participated in trainings with local organizations and may refer customers to these agencies. Also, Santa Clara County DCSS maintains a Resource Library, available to caseworkers, with informational flyers from local agencies. Customers may be referred to these agencies or programs which include but are not limited to: a friendly hire list of local employers, Bay Area Workforce Development Boards, City of San Jose Clean Slate Program, Homeless Veterans Rehabilitation Program, Job Train, and SCC Fatherhood Collaborative.

Participation in the NOVA Stakeholders' group, which includes representatives from community colleges, adult education, and CBOs, will fulfill a need for cross-training to understand additional specialized services available in the community for enhanced services to the child support population. Stakeholder group members are developing a referral process to use between service providers.

C. Competitive Integrated Employment Updated Partnership

i- iii. Partnerships to increase CIE

Entering the innovation economy has been particularly challenging for individuals with disabilities and others who are disconnected from the fast-shifting economic mainstream. This reality hurts not only workers, but also employers who are denied access to channels of undervalued talent.

In response, NOVA is partnering with employers, educators, and community-based organizations to create career pathways for diverse populations into the heart of the region's innovation economy. These partnerships are focused on connecting innovation employers with sources of hidden talent. One example of NOVA's work to realize this vision is the Neurodiversity Pathways program. NOVA is partnering with Goodwill of Silicon Valley to prepare individuals on the autism spectrum for high-skill careers in data science and data analytics.

NOVA is committed to working with DOR and other local partners to increase CIE for ID/DD job seekers. NOVA has met with DOR staff from both San Mateo and Santa Clara counties to initiate discussions relative to strategies for increasing employment opportunities. NOVA is a participant as a community partner in the San Mateo County Local Partnership Agreement (LPA) and will work with DOR and other identified Agreement partners. Santa Clara County is in the process of updating its LPA and has included NOVA in the process, including a recent community meeting.

In addition to DOR, NOVA is partnering with numerous organizations, both as part of the LPA, and also organizations that are a part of NOVA's Stakeholders' group. These include the Golden Gate Regional Center and San Andreas Regional Center, both of which offer a multitude of services to those with developmental disabilities. Each Center has an employment specialist, as well as the ability to offer paid internships. The Centers are an excellent vehicle to expand opportunities for employment. Other Stakeholders' group members serving the ID/DD population include Abilities United, Gatepath, Hope Services, Center for Independence of Individuals with Disability San Mateo, and numerous community colleges and adult schools. As more organizations serving this population are identified, they will be invited to participate in the Stakeholders' group.

Attachment to NOVA Two-Year Local Plan Modification Stakeholder Engagement and Community Outreach Efforts

The Bay-Peninsula RPU Regional Organizer, Racy Ming, notified the designated CWDB contacts on October 18, 2018 about NOVA's two scheduled public listening sessions, which were held as follows:

Wednesday, November 7, 2018 — 5:00 p.m. to 6:00 p.m.

One-Stop Career Center
[1601 Foxworthy Avenue](#)
[San Jose, CA 95118](#)

Thursday, November 29, 2018 — 10:00 a.m. to 11:00 a.m.

JobTrain
[1200 O'Brien Drive](#)
[Menlo Park, CA 94025](#)

An email was sent on October 22, 2018 to invite almost 200 required partners in each category and other stakeholders to attend at least one of the meetings to provide input to the local and regional plans. For those partners with no email addresses available, notices were sent via mail. (See attached distribution list.) Notices were also posted on the NOVA website and in the job centers.

In addition, NOVA staff met with representatives from each of the local and regional plan categories, as identified below, to discuss partnership and provide input for the Plan.

A. Corrections-Workforce Partnership

| Agency | Name | Mtg Date |
|---|---|-----------------|
| CA Dept of Corrections & Rehabilitation (SM County) | Gregory Weber | 11/20/18 |
| CA Dept of Corrections & Rehabilitation (SC County) | Erik Valeriano Leopoldo Trejo Michael Wanzenried Steven Van Bebber | 11/30/18 |

B. New Partnerships with CalFresh

| Agency | Name | Mtg Date |
|---|---|-----------------|
| San Mateo County Dept of Social Services (CalFresh) | Deanna Abrahamian Dawn Sparks Jennifer Rogers | 11/19/18 |
| Santa Clara County Dept of Social Services (CalFresh) | Rafaela Perez Margareta Hodzic | 11/15/18 |

C. Child Support Workforce System Partnership

| Agency | Name | Mtg Date |
|---|-----------------------------------|-----------------|
| San Mateo County Dept of Child Support Services | Kim Cagno Rita Cortes | 11/1/18 |
| Santa Clara County Dept of Child Support Services | Ignacio Guerrero Regina Martin | 11/29/18 |

D. Updated Competitive Integrated Employment Partnership

| Agency | Name | Mtg Date |
|---|----------------------------|-----------------|
| CA Dept of Rehabilitation (SF District) | Theresa Woo | 11/19/18 |
| CA Dept of Rehabilitation (SJ District) | Linda Labit Donna Hezel | 11/6/18 |

E. English Language Learners, the Foreign Born, and Refugees

| Agency | Name | Mtg Date |
|---------------|-------------|-----------------|
| ALLIES | Ilse Pollet | 11/27/18 |

NOVA Local/Regional Plan Mod Outreach Distribution List

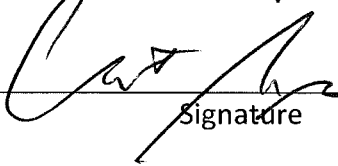
| Category | Agency | First Name | Last Name |
|------------------------------------|---|---------------|-------------------|
| Disabilities-CIS | CA Department of Rehabilitation (SJ District) | Donna | Hezel |
| Disabilities-CIS | CA Department of Rehabilitation (SJ District) | Linda | Labit |
| Disabilities-CIS | CA Department of Rehabilitation (SF District) | Theresa | Woo |
| Disabilities-CIS | Golden Gate Regional Center | Eric | Zigman |
| Disabilities-CIS | Golden Gate Regional Center | Sean | Galvin |
| Disabilities-CIS | San Andreas Regional Center | Javier | Zaldivar |
| Disabilities-CIS | San Andreas Regional Center | Ann | Sieber |
| Disabilities-CIS | Center for Independence | Donna | Reed |
| Disabilities-CIS | Center for Independence | Alex | Manieri |
| Disabilities-CIS | Silicon Valley Independent Living Center office | | |
| Disabilities-CIS | Silicon Valley Independent Living Center | Christine | Fitzgerald |
| Disabilities-CIS | Administration for Community Living | David | Ishida |
| CalWorks | County of Santa Clara Social Services Agency | Sheila | Peralta |
| CalWorks | County of Santa Clara Social Services Agency | Rafaela | Perez |
| CalWorks | County of San Mateo Human Services Agency | Nicole | Pollock |
| CalFresh | County of San Mateo | Deanna | Abrahamian |
| CalFresh | County of San Mateo | Dawn | Sparks |
| CalFresh | County of San Mateo | Jennifer | Rogers |
| CalFresh | County of San Mateo | Brenda | Gutierrez |
| CalFresh | County of Santa Clara | Rafaela | Perez |
| CalFresh | County of Santa Clara | Margaret | Hodzic |
| CalFresh | County of Santa Clara | Roseann | Berthron |
| CalFresh E&T-CBOs | Jewish Vocational Services | Abby | Snay |
| CalFresh E&T-CBOs | Goodwill of Silicon Valley | Trish | Dorsey |
| CalFresh E&T-CBOs | Catholic Charities | Gregory | Keperle |
| CalFresh E&T-CBOs | Catholic Charities of SF, Marin and San Mateo | Jilma | Meneses |
| CalFresh E&T-CBOs | Sacred Heart Community Service | Poncho | Guevara |
| CalFresh E&T-CBOs | Silicon Valley Children's Fund | Elise | Cutini |
| CalFresh E&T-CBOs | Silicon Valley Children's Fund | John | Hogan |
| CalFresh E&T-CBOs | Working Partnerships USA | Derecka | Mehrens |
| CalFresh E&T-CBOs | Working Partnerships USA | Louise | Auerhahn |
| CalFresh E&T-CBOs | Downtown Streets Team | Elfreda | Strydom |
| Local Child Support (LCSAs) | SMC Dept. of Child Support Services | Rita | Cortes |
| Local Child Support (LCSAs) | SMC Dept of Child Support Services | Kim | Cagno |
| Local Child Support (LCSAs) | SCC Dept. of Child Support Services | Ignacio J. | Guerrero |
| Local Child Support (LCSAs) | SCC Dept. of Child Support Services | Regina | Martin |
| ELL-Foreign Born-Refugees | ALLIES | Ilse | Pollet |
| ELL-Foreign Born-Refugees | ALLIES | Ursula | Bischoff |
| ELL-Foreign Born-Refugees | Catholic Charities-SF office | | |
| ELL-Foreign Born-Refugees | Catholic Charities-SJ | Stephen | Hicken |
| ELL-Foreign Born-Refugees | Catholic Charities-SJ | Theresa | Samuel-Boko |
| ELL-Foreign Born-Refugees | Catholic Charities-SJ office | | |
| ELL-Foreign Born-Refugees | Upwardly Global | Mary | Voelbel |
| ELL-Foreign Born-Refugees | Family Alliance for Counseling Tools and Resolution (factr) | Karita | Hummer |
| ELL-Foreign Born-Refugees | International Rescue Committee | Karen | Ferguson |
| ELL-Foreign Born-Refugees | Jewish Family Services Silicon Valley | Mindy | Berkowitz |
| ELL-Foreign Born-Refugees | Jewish Family Services Silicon Valley | Azita | Eshagh |
| ELL-Foreign Born-Refugees | SIREN | Maricela | Gutierrez |
| ELL-Foreign Born-Refugees | Next Door Solutions to Domestic Violence | Esther | Peralez-Dieckmann |
| ELL-Foreign Born-Refugees | PARS Equality Center | Bitá | Daryabari |
| ELL-Foreign Born-Refugees | Vietnamese Voluntary Foundation (VIVO) | Quyen | Mai |
| ELL-Foreign Born-Refugees | API Equality Northern California | Sammie Ablaza | Wills |
| ELL-Foreign Born-Refugees | API Equality Northern California | Audrey | Kuo |
| ELL-Foreign Born-Refugees | API Equality Northern California | Doreena | Wong |
| ELL-Foreign Born-Refugees | API Equality Northern California | Marshall | Wong |
| ELL-Foreign Born-Refugees | Chinese American Citizens Alliance office | | |
| ELL-Foreign Born-Refugees | Jewish Vocational Services office | | |
| ELL-Foreign Born-Refugees | Chinese for Affirmative Action | Cynthia | Choi |
| ELL-Foreign Born-Refugees | Chinese for Affirmative Action | Vicent | Pan |
| ELL-Foreign Born-Refugees | International Institute of the Bay Area | Ellen | Dumesnil |
| ELL-Foreign Born-Refugees | International Institute of the Bay Area | Sam | Bianco |
| ELL-Foreign Born-Refugees | California Immigrant Policy Center office | | |
| ELL-Foreign Born-Refugees | Community Legal Services in East Palo Alto office | | |
| ELL-Foreign Born-Refugees | Immigrant Legal Resource Center | Eric | Cohen |
| ELL-Foreign Born-Refugees | Lawyer's Committee for Civil Rights of SF Bay Area | Monika Kalra | Varna |
| ELL-Foreign Born-Refugees | Asian Pacific Islander Legal Outreach office | | |
| ELL-Foreign Born-Refugees | Jewish Family and Children's Services of SF | Anita | Freidman |
| ELL-Foreign Born-Refugees | Jewish Family and Children's Services of SF | Gayle | Zahler |
| ELL-Foreign Born-Refugees | Kids in Need of Defense office | | |
| ELL-Foreign Born-Refugees | OneJustice | Julia | Wilson |
| ELL-Foreign Born-Refugees | Asian Law Alliance | Richard | Konda |
| ELL-Foreign Born-Refugees | Asian Law Alliance | Lena | Tran |
| Re-Entry Organizations | CA Dept. of Corrections and Rehabilitation (CDCR) | Gregory | Weber |
| Re-Entry Organizations | CDCR | Erik | Valeriano |
| Re-Entry Organizations | CDCR | Leopoldo | Trejo |
| Re-Entry Organizations | CDCR | Michael | Wanzenried |
| Re-Entry Organizations | CDCR | Steven | Van Bebber |
| Re-Entry Organizations | Palm Avenue Detox office | | |
| Re-Entry Organizations | Retraining the Village | Halley | Crumb |
| Re-Entry Organizations | Horizon South office | | |
| Re-Entry Organizations | Center for Employment Opportunities | Crystal | Talitonu-Naea |
| Re-Entry Organizations | Center for Employment Opportunities | Julia | Root |
| Re-Entry Organizations | Countywide Alcohol and Drug Services (CDCR) office | | |
| Re-Entry Organizations | San Mateo County Probation-Admin Office | Bonnie | MacAskill |
| Re-Entry Organizations | San Mateo County Probation-South SF office | | |
| Re-Entry Organizations | San Mateo County Probation-- Redwood City office | | |
| Re-Entry Organizations | San Mateo County Probation- East Palo Alto office | | |
| Re-Entry Organizations | Santa Clara County Probation | Nick | Birchard |
| Re-Entry Organizations | Santa Clara County Probation | Jermaine | Hardy |
| Re-Entry Organizations | Santa Clara County Office of Reentry Services | Gladys | Cabagbag |
| Re-Entry Organizations | ACCE Institute office | | |
| Re-Entry Organizations | ACLU Northern California office | | |
| Re-Entry Organizations | Center on Juvenile and Criminal Justice office | | |
| Re-Entry Organizations | CA Coalition for Women Prisoners office | | |
| Re-Entry Organizations | HealthRight 360 (CDCR) office | | |
| Re-Entry Organizations | Legal Services for Prisoners with Children office | | |
| Re-Entry Organizations | Parole Unit-Redwood City office | | |
| Re-Entry Organizations | Parole Unit-San Jose | Javier | Aguirre |
| Additional-MC3 | SCC & SB Building and Construction Trades Council | David | Bini |
| Additional-Strong Initiative | Bay Area Community College Consortium | Rock | Pfotenhauer |
| Migrant & Farmworkers Prog. & CSBG | Center for Employment and Training | Hermelinda | Sapien |
| Migrant & Farmworkers Prog. & CSBG | Center for Employment and Training | Mary Jane | Smith |
| Migrant & Farmworkers Prog. & CSBG | Center for Employment and Training | Yvette | Avilla |
| Migrant & Farmworkers Prog. & CSBG | Center for Employment and Training | Vernice | Dominguez |

PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This local plan represents the NOVA Workforce Development Board's efforts to maximize and coordinate resources available under Title I of the *Workforce Innovation and Opportunity Act*.

This local plan is submitted for the period of July 1, 2017 through June 30, 2021 in accordance with the provisions of the WIOA.

Local Workforce Development Board Chair




 Signature

 Christopher Galy

 Name

Local Workforce Development Board Chair



 Signature

 Jennifer Morrill

 Name

NOVA Workforce Board Co-Chairperson

 Title

 January 23, 2019

 Date

NOVA Workforce Board Co-Chairperson

 Title

 January 23, 2019

 Date

Chief Elected Official

 Signature

 Larry Klein

 Name

 Mayor

 Title

 Date

Local Board Assurances

Through Program Year 2017-20, the Local Workforce Development Board (Local Board) assures the following:

- A. The Local Board assures that it will comply with the uniform administrative requirements referred to in the *Workforce Innovation and Opportunity Act* (WIOA) Section 184(a)(3).
- B. The Local Board assures that no funds received under the WIOA will be used to assist, promote, or deter union organizing (WIOA Section 181[b][7]).
- C. The Local Board assures that the board will comply with the nondiscrimination provisions of WIOA Section 188.
- D. The Local Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIOA Section 188.
- E. The Local Board assures that funds will be spent in accordance with the WIOA, written Department of Labor guidance, and other applicable federal and state laws and regulations.
- F. The Local Board assures it will comply with future State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under Federal law or policy, including the WIOA or state legislation.
- G. The Local Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for Individualized Career services and training services. (WIOA Section 134[c][3][E], and California Unemployment Insurance Code [CUIC] Section 14230[a][6])
- H. The Local Board certifies that its America's Job Center of CaliforniaSM (AJCC) location(s) will recognize and comply with applicable labor agreements affecting represented employees located in the AJCC(s). This shall include the right to access by state labor organization representatives pursuant to the *Ralph Dills Act* (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code, and CUIC Section 14233).
- I. The Local Board assures that state employees who are located at the AJCC(s) shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service

rights and responsibilities. State employees performing services at the AJCC(s) shall retain existing civil service and collective bargaining protections on matters relating to employment, including, but not limited to, hiring, promotion, discipline, and grievance procedures.

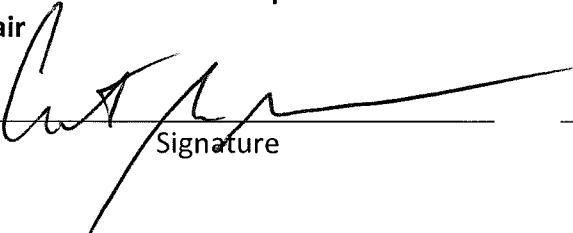
- J. The Local Board assures that when work-related issues arise at the AJCC(s) between state employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The AJCC operators and partners shall cooperate in the investigation of the following matters: discrimination under the *California Fair Employment and Housing Act* (Part 2.8 [commencing with Section 12900] of Division 3, of Title 2 of the Government Code), threats and/or violence concerning state employees, and state employee misconduct.
- K. The Local Board assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official (CEO), through a competitive process, or with approval from the local elected official and the Governor's Office. (WIOA Section 121[d][2][A]). The AJCC Operator is responsible for administering AJCC services in accordance with roles that have been defined by the Local Board.

SIGNATURE PAGE**Instructions**

The Local Board chairperson and local CEO must sign and date this form. Include the original signatures with the request.

By signing below, the local CEO and Local Board chair agree to abide by the Local Area assurances included in this document.

**Local Workforce Development Board
Chair**




Signature

Christopher Galy

Name

**Local Workforce Development
Board Chair**



Signature

Jennifer Morrill

Name

NOVA Workforce Board Co-Chairperson

Title

NOVA Workforce Board Co-Chairperson

Title

January 23, 2019

Date

January 23, 2019

Date

Local Chief Elected Official

Signature

Larry Klein

Name

Mayor

Title

Date

Workforce Innovation and Opportunity Act

San José Silicon Valley Workforce Investment Network

Local Plan Modification

Program Years 2018-2019

San José Silicon Valley Local Workforce Development Area:

Campbell, Gilroy, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, San José, Saratoga, and
Unincorporated Communities in Santa Clara County

Monique Melchor - Director, work2future

Local Plan Contact: Sangeeta Durrall – email: sangeeta.durrall@sanjoseca.gov

Date of Submission: March 15, 2017

Local Plan Modification 2018-19

work2future

Introduction

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

Required components for the Local Plan modifications include the following:

- Coordination of services for CalFresh recipients
 - Coordination of services with local Child Support Agency
 - Strategies to enhance Competitive Integrated Employment
 - Services for English-language learners, the foreign-born and refugees
- Required components for the Regional Plan modifications include the following:
- Efforts to align, coordinate, and integrate reentry and workforce services for the formerly incarcerated and other justice-involved individuals.

work2future Local Plan will focus on the first four components and the final component will be addressed in the Regional Plan. The Plan which follows is written to correspond to the State Directive: WSD18-01, wherein certain areas of the Plan are required in the Narrative of the Local Plan and some areas are required as Attachments. The Outreach and Stakeholder efforts are also required as a separate Attachment.

work2future Local Plan has been released for 30-day Public Comment period. Current Local Plan: http://www.work2future.biz/images/w2f_LocalPlanWIOA_2017-20_signed_POST.pdf
Current Regional Plan: <https://cwdb.ca.gov/wp-content/uploads/sites/43/2017/03/BP-RPU-Final-Regional-Plan-March-2017.pdf>

Department of Social Services (DSS)-CalFresh Employment & Training (E&T)

Partnership:

i. Partnerships for service delivery

DSS-CalFresh Employment and Training will continue to partner with work2future to effectively provide recipients of CalFresh Employment and Training (E&T) programs. Through this partnership, CalFresh participants will continue to gain education and training that will lead to better employment and a path to economic self-sufficiency.

A robust partnership will entail a new approach to CalFresh Employment & Training, which will use work2future One-Stop Career Center as an on-ramp to connect CalFresh recipients with local colleges and CBOs, such as Catholic Charities of Santa Clara County, Goodwill of Silicon Valley, Sacred Heart Community Service, Silicon Valley Children's Fund and Working Partnerships USA. This will allow participants to leverage available match funds, allows for increased federal funding and innovative, job-driven approaches.

In addition, work2future and Department of Social Services, has a formal Memorandum of Understanding (MOU). The purpose of this MOU is to establish a cooperative working relationship between work2future Workforce Development Board and the County of Santa Clara Social Services Agency, a member of the AJCC system. As part of this partnership, a network of career services has been established throughout the county to enable individuals to find the help they need in the areas of job training, employment services, and other related support services.

work2future as the locally-driven system continues to develop this partnership and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives have been accomplished by ensuring access to high-quality AJCC that provide the full range of services available in the community for all CalFresh customers seeking employment and training assistance with any of the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.

- Obtaining guidance on how to make career choices.

In order, to ensure a robust partnership work2future and Dept. of Social Services (SSA) have continued to enhance their respective-responsibilities, which are as follows:

SSA responsibilities:

- Participate in joint planning meetings,
- Refer customers who are seeking employment services to work2future -WIOA career services
- Assess customers referred by work2future regarding eligibility for public benefits,
- Provide training for work2future and AJCC partners about benefit programs and services and application methods

work2future responsibilities:

- Lead and Participate joint planning meetings,
- Provide employment related services to customers referred by SSA
- Provide training on work2future services,
- Participate in SSA led trainings about benefit programs and services
- Assist customers who may be eligible for benefit programs, including CalWORKs, CalFresh and Medi-Cal, by providing information and support for customers applying for benefits.

viii-x. Braiding resources and expanding services

work2future and SSA- CalFresh E & T, will leverage resources to maintain a consistent delivery of services and will work on identifying data collection methodology with the aim to develop a baseline of service delivery and resource usage. Through this partnership, work2future is committed to providing priority of 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. In addition, in order to, leverage funding and provide access to no or low-cost training, work2future staff will continue to work closely with CalFresh staff to refer customers to community resources as appropriate.

xi. Sector pathway programs

CalFresh participants in partnership with work2future will strengthen their employability through sector pathway programs offered at community colleges, community-based organizations and ETPI training providers. These include educational programs that

improve basic skills or otherwise improve employability (e.g., basic skills, English Language Learning, high school equivalency) and programs that provide skills training (e.g., career technical/vocational education).

Through this partnership, these participants will continue to receive WIOA-Career Services such as career counseling; interview training; job search, placement, and retention services; educational plans; academic monitoring; tutoring; and case management. Participants will also continue to receive supportive services to help reduce their financial barriers to participation, such as reimbursement for transportation, textbooks, and supplies.

In Santa Clara County, partners providing training funded through CalFresh offer sector pathway programs including those with industry recognized certification: A+ Certification, Google IT Support Professional Certification, Network+ Certification, HVAC Certification, pre-apprenticeship construction training program, Autism Advantage (for careers in Information Technology), Forklift Certification, and Safe Serve Certification. Through work2future, CalFresh E&T participants may access on-line learning tools, such as Metrix, that includes Computer & Data Systems and Software Applications. In addition, CalFresh participants working with work2future may have access to other sector-based training and career pathway programs through WIOA funding.

xii. Supportive services

CalFresh participants are eligible for supportive services that may include transportation, costs associated with school/ training, interview clothing, and tools of the trade to start employment.

xiii. Retention strategies

CalFresh partners and AJCC staff will track attendance and progress for individuals in training programs and provide follow up services to individuals reporting placement to assist participants with retention and career advancement. Services include guidance on soft skills such as employer/co-worker communication, time management, and basic work ethics based on individual needs. Referrals are made to community services as needed.

Department of Child Support Services (DCSS) Partnership:

xvii. Comprehensive provision of services and service coordination

xiv & xi. Workforce services eligibility impact and obstacles to partnership

xiii & xx. Tools to motivate and support participation

work2future and DCSS staff have met to develop an initial understanding of services and will continue the dialog to assure a comprehensive provision of services. One of the challenges that needs to be addressed, according to the DCSS representative, facing this partnership are the WIOA workforce services eligibility requirements and how this impacts access to services.

Partnerships between work2future, DCSS and other Child-Support Agencies can help participants in training programs by offering career services and supportive services to foster sustained participation. Additionally, DCSS can suppress certain automated enforcement or perhaps suspend other types of enforcement activities including filing contempt actions against those obligors who are not paying towards their child support obligations. Participants coming to the AJCC's will have access to information on tools that can be utilized to incentivize parents obligated to pay support to remain engaged in training and progress into livable wage jobs. In addition, staff of the agencies working with the individual will be checking on progress, providing support and encouragement, and sharing information and outcomes between agencies.

In an effort, to bolster services provided to these participants, work2future plans to regularly meet with these agencies to understand their programs and explore ways to work together to serve the non-custodial parent population. These agencies will be invited to participate in work2future Program Orientations to better understand WIOA services and share program information with other CBOs serving this target population. work2future will work on a process with DCSS for referral and tracking of individuals as they are referred from LCSA offices and Family Court. One possibility under exploration is a website accessible only via secure login providing a referral mechanism as well as a structure for information and outcome sharing.

ix. Supportive services to support job retention

DCSS participants are eligible for supportive services that may include transportation, costs associated with school/ training, interview clothing, and tools of the trade to start employment.

xv. Retention strategies

AJCC staff will track attendance and progress for individuals in training programs and provide follow up services to individuals reporting placement to assist participants with retention and career advancement. Services include guidance on soft skills such as

employer/co-worker communication, time management, and basic work ethics based on individual needs. Referrals are made to community services as needed.

xviii. Engaging community-based organizations

work2future will regularly meet with community-based organizations to understand their programs and explore ways to work together to serve the non-custodial parent population. Organizations will be invited to participate in work2future's orientations to share program information with other CBOs, adult education, and other members and to participate in professional development.

xix. Referral process and forms to track participants

work2future is currently working on a process for referral and tracking of individuals as they are referred from the LCSA office and Family Court.

Department of Rehabilitation (DOR) and other Competitive Integrated Employment Partners (CIE) Partnership:

v-vi. DOR / AJCC connections for service coordination and outreach

work2future and DOR staff have met to develop an initial understanding of services and will continue the dialog to assure a comprehensive provision of services. These conversations around forging formidable partnerships will enable work2future service delivery staff to better understand modalities around serving individuals with intellectual disabilities and developmental disabilities (ID/DD). work2future will continue to collaborate with regional agencies and plans to have a DOR presence at the AJCC and convene monthly meetings between work2future and DOR to discuss service coordination and provide professional development and capacity building.

iv. AJCC staff training

DOR staff have agreed to provide their disability and diversity awareness training to work2future staff. work2future will continue to explore other CIE partners within Santa Clara county who can provide linkages to service providers who are serving vocational rehabilitation customers.

work2future and DOR (as well as other agencies) plans to develop a more robust system of referrals and mechanisms for sharing assessments and opportunities for co-enrollment.

work2future will continue to work with DOR staff to consider ways to outreach to employers and others to support opportunities for this target population. DOR and

work2future will leverage its resources and assist with internships opportunities for ID/DD customers. This partnership will allow employers to “try out” an individual and assess suitability for a long-term position.

English Language Learners, the Foreign Born and Refugee Partners:

i. Braiding resources and coordinating service delivery

work2future, South Bay Consortium for Adult Education and ALLIES (Alliance for Language Learners' Integration, Education and Success) will continue to work together to serve this target population. work2future will continue attending the ESL Provider Network - a twice yearly convening of ESL providers in Santa Clara; a unique opportunity for ESL practitioners representing community colleges, adult schools, and community based organizations serving adult English Learners to make connections, learn from each other, share collaboration success stories, get policy updates, and stay connected with serving this target population. Community organizations serving the immigrant population (such as legal and social services providers), public libraries, and local government agencies are welcome and encouraged to attend.

In 2016, ALLIES convened a diverse group of stakeholders to develop an Immigrant Integration Framework. The ambitious Immigrant Integration Framework is an attempt to address the full spectrum of immigrants' needs, assets and goals and offers a new, innovative way to identify and measure the critical factors for successful immigrant integration. The framework shows that the ELL population needs wraparound support services to help in reaching their goals - services that are specific to this target population. Immigrants and English learners need assistance in navigating education, healthcare, and legal challenges. Workplace culture must be addressed for employment success. In addition, staff cultural competency is critical in working with this population so that immigrants and ELLs feel comfortable and included. The Immigrant Integration Framework provides a system for users to enhance their current support for immigrants to help ensure retention as this population progresses into livable wage jobs and careers. work2future plans to be a partner, in order, to help coordinate services for the immigrant and ELL populations.

ii. Retention in sector pathway programs

iii. Local Plan incorporation with plans developed by stakeholders

The County of Santa Clara receives funding from the Federal Office of Refugee Resettlement and as a condition of that funding is required to have a County Refugee Services Plan. ALLIES connects with refugee service providers through the

Refugee/Immigrant Forum, a coalition of providers and resettlement agencies that meets monthly. The group includes a subcommittee that is working on issues related to the skilled immigrant population (degree-holders) and is reaching out to education providers to develop pathways and to interface with CBOs, such as Upwardly Global, specializing in providing services to this target population.

These participants, in partnership with work2future will strengthen their employability through sector pathway programs offered at community colleges, community-based organizations and ETPI training providers. These include educational programs that improve basic skills and provide career pathways programs. The ability of these individuals to participate in Career Pathway programs is conditional on a robust system of supports being in place for them to do so.

Through this partnership, these participants will continue to receive WIOA-Career Services such as career counseling; interview training; job search, placement, and retention services; educational plans; academic monitoring; tutoring; and case management. Participants will also continue to receive supportive services to help reduce their financial barriers to participation, such as reimbursement for transportation, textbooks, and supplies.

Through work2future, participants may access on-line learning tools, such as Metrix, that includes Computer & Data Systems and Software Applications. In addition, participants working with work2future may have access to other sector-based training and career pathway programs through WIOA funding.

Local Plan Modification (Attachments)

work2future

A. Department of Social Services (DSS)-CalFresh Employment & Training (E&T) Partnership:

i-ii. Partnerships

work2future serves CalFresh participants currently and is working with County staff in Santa Clara counties to expand the reach of our AJCC services throughout our service area to serve additional CalFresh recipients. Such mechanisms may include streaming job seeker workshop content and providing AJCC staff on site.

iii. Size and characteristics of population

In Santa Clara County, work2future workforce area portion of the county includes approximately 10,000 CalFresh work registrants and about 9, 000 Able Bodied Adults Without Dependents. The majority are English speakers, and males and females are about evenly represented. According to the FFY2019 Santa Clara County CalFresh E&T Plan, there will be an estimated 6,101 voluntary E&T participants for the whole of Santa Clara county.

iv. Types of services needed

The types of services needed include: GED/high school diploma, job search assistance, resume writing, ESL training, and work experience and Career Pathway programs. There is a need for additional short-term vocational training due to funding limitations.

v. Employment barriers

Barriers facing the CalFresh population include: geographic distance (where many areas are not accessible via public transportation) which may pose a particular challenge for persons with disabilities. Many have insufficient educational background, language barriers, homelessness, mental and physical health issues, substance abuse, criminal record and domestic violence issues.

vi and vii. Current and prospective partners & information sharing

work2future and SSA- CalFresh E & T, will leverage resources to maintain a consistent delivery of services and will work on identifying data collection methodology with the aim to develop a baseline of service delivery and resource usage. Through this partnership, work2future is committed to providing priority of 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. In addition, in order to, leverage funding and provide access to no or low-cost

training, work2future staff will continue to work closely with CalFresh staff to refer customers to community resources as appropriate.

B. Department of Child Support Services Partnership:

i-ii. Overview of Child Support Program population

Santa Clara County DCSS has a total caseload of 32,050 cases as of October 31, 2018. Data in the child support system shows approximately 80% of these obligors reside in CA. Of those obligors who reside in CA, approximately 50% reside in Santa Clara County.

iii, iv, vi. Barriers and assessment of services needed

Customers in the child support program often face challenges that make it difficult for them to comply with their child support obligations and to obtain permanent employment. Some of these issues are:

| | |
|---------------------|-----------------------------|
| • Unemployment | • Ex-offenders |
| • Lack of education | • Substance abuse |
| • Undocumented | • Mental Disabilities |
| • Homelessness | • Other health disabilities |

Other obligors face unexpected job loss or an inability to find employment in their chosen field. Compounding their financial situation are issues surrounding the custody, visitation, and support of their children which may involve court action or other potential automated enforcement, including the suspension of their driver's or professional licenses, bank levies against their accounts, and interception of the unemployment or disability income toward the payment of support. Another barrier is the need for immediate income; however, in many cases the initial employment placement does not match the customer's skills and desired career path.

v, vii, viii. Current baseline services and resources to assist with overcoming barriers

Currently Santa Clara County DCSS does not have a formal screening and referral process. Caseworkers have participated in trainings with local organizations and may refer customers to these agencies. Also, Santa Clara County DCSS maintains a Resource Library, available to caseworkers, with informational flyers from local agencies. Customers may be referred to these agencies or programs which include but are not limited to: a friendly hire list of local employers, Bay Area Workforce Development Boards, City of San Jose Clean Slate Program and Homeless Veterans Rehabilitation Program,

C. Department of Rehabilitation (DOR) and Competitive Integrated Employment (CIE) Partnership:

i- iii. Partnerships to increase CIE

work2future is committed to working with DOR and other local partners to increase CIE for ID/DD job seekers. work2future has met with DOR staff from Santa Clara counties to initiate discussions relative to strategies for increasing employment opportunity.

Local Plan Modification Stakeholder Engagement and Community Outreach Efforts work2future -

The Bay-Peninsula RPU Regional Organizer, Racy Ming, notified the designated CWDB contacts on October 18, 2018 about work2future's two scheduled public listening sessions, which were held as follows:

Wednesday, November 7, 2018 — 5:00 p.m. to 6:00 p.m.

One-Stop Career Center

[1601 Foxworthy Avenue](#)

[San Jose, CA 95118](#)

Thursday, November 29, 2018 — 10:00 a.m to 11:00 a.m. (combined with NOVA's San Mateo Region)

JobTrain

[1200 O'Brien Drive](#)

[Menlo Park, CA 94025](#)

An email was sent on October 22, 2018 to invite almost 200 required partners in each category and other stakeholders to attend at least one of the meetings to provide input to the local and regional plans. In addition, work2future staff met with representatives from each of the local and regional plan categories, as identified below, to discuss partnership and provide input for the Plan.

| Corrections and Workforce Partnerships | | |
|--|--|--|
| Agency | Names | Meeting Dates |
| Santa Clara County Office of the Sheriff | Eric Taylor Maria-Rocha Sanchez Sandy Martinez Melanie Jimenez-Perez | 9/25/2018 and 1/11/2019 |
| Santa Clara County- Rehabilitation Programs | Patrick Marshall | 10/4/2018, 10/9/2018, 10/21/2018, 11/16/2018, 11/29/2018 |
| Santa Clara County Office of Re-Entry Services | Javier Aguerre | 11/21/2018 |
| Santa Clara County Probation Dept. Juvenile Institutions Division | Nick Birchard David Putney Steve Sanchez | 10/22/2018, 12/4/2018, 1/4/2019 |
| Dept. of Social Services: CalFresh Partnerships | | |
| Santa Clara County-CalFresh | Rafaela Perez Margareta Hodzic | 11/15/2018 |
| Dept. of Child Support Services & Workforce System Partnership | | |
| Santa Clara County Dept. of Child Support Services | Ignacio Guerrero Regina Martin | 11/29/2018 |
| Dept. of Rehabilitation and Competitive Integrated Employment Partnerships | | |
| CA. Dept. of Rehabilitation (DOR) | Linda Labit Donna Hezel | 11/6/2018 |
| English Language Learners, Foreign and Refugees | | |
| ALLIES | Lise Pollet | 11/27/2018 |

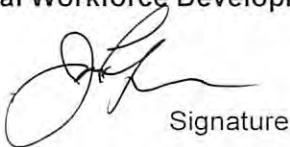
Public Comments Received that Disagree with the Local Plan

No comments were received during the 30-day Public Comment Period.

PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This local plan modification represents the San Jose Silicon Valley Workforce Investment Network Board's efforts to maximize and coordinate resources available under Title I of the Workforce Innovation and Opportunity Act.

This local plan modification is submitted for the period of July 1, 2018 through June 30, 2019 in accordance with the provisions of the WIOA.

Local Workforce Development Board Chair
Signature

Joseph Flynn

Name

Board Chair

Title

Date**Chief Elected Official**
Signature

Sam Liccardo

Name

Mayor of San Jose, Chief Elected Official

Title

Date

WIOA Four Year Regional Planning Unit Signature Page

Pursuant to WIOA Sec. 106(c)(1) and the undersigned agree that the attached Regional Plan Modification is mutually agreed to by all Parties. Each Local Area represented below shall implement and operate its One-Stop delivery system in alignment with this Regional Plan and pursuant to its Four Year Regional Plan, which may identify more specific performance outcomes, terms, and conditions applicable to its workforce development needs.

Local Area: San Jose Silicon Valley Workforce Investment Network

(work2future)

Address: 5730 Chambertin Drive

City/State/Zip: San Jose, California 95118

By:



Date

Joseph Flynn

San Jose Silicon Valley Workforce Investment Board,
Board Chair

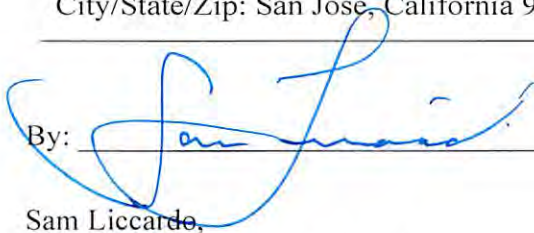
Local Area: San Jose Silicon Valley Workforce Investment Network

, (work2future)

Address: 200 R Santa Clara St.

City/State/Zip: San Jose, California 95113

By:



Date:

3-6-19

Sam Liccardo,

Mayor of San Jose , California
Chief Elected Official

Local Board Assurances

Through Program Year 2017-20, the Local Workforce Development Board (Local Board) assures the following:

- A. The Local Board assures that it will comply with the uniform administrative requirements referred to in the *Workforce Innovation and Opportunity Act* (WIOA) Section 184(a)(3).
- B. The Local Board assures that no funds received under the WIOA will be used to assist, promote, or deter union organizing (WIOA Section 181[b][7]).
- C. The Local Board assures that the board will comply with the nondiscrimination provisions of WIOA Section 188.
- D. The Local Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIOA Section 188.
- E. The Local Board assures that funds will be spent in accordance with the WIOA, written Department of Labor guidance, and other applicable federal and state laws and regulations.
- F. The Local Board assures it will comply with future State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under Federal law or policy, including the WIOA or state legislation.
- G. The Local Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for Individualized Career services and training services. (WIOA Section 134[c][3][E], and California Unemployment Insurance Code [CUIC] Section 14230[a][6])
- H. The Local Board certifies that its America's Job Center of CaliforniaSM (AJCC) location(s) will recognize and comply with applicable labor agreements affecting represented employees located in the AJCC(s). This shall include the right to access by state labor organization representatives pursuant to the *Ralph Dills Act* (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code, and CUIC Section 14233).

- I. The Local Board assures that state employees who are located at the AJCC(s) shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at the AJCC(s) shall retain existing civil service and collective bargaining protections on matters relating to employment, including, but not limited to, hiring, promotion, discipline, and grievance procedures.
- J. The Local Board assures that when work-related issues arise at the AJCC(s) between state employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The AJCC operators and partners shall cooperate in the investigation of the following matters: discrimination under the *California Fair Employment and Housing Act* (Part 2.8 [commencing with Section 12900] of Division 3, of Title 2 of the Government Code), threats and/or violence concerning state employees, and state employee misconduct.
- K. The Local Board assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official (CEO), through a competitive process, or with approval from the local elected official and the Governor's Office. (WIOA Section 121[d][2][A]). The AJCC Operator is responsible for administering AJCC services in accordance with roles that have been defined by the Local Board.

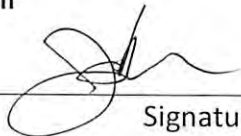
SIGNATURE PAGE

Instructions

The Local Board chairperson and local CEO must sign and date this form. Include the original signatures with the request.

By signing below, the local CEO and Local Board chair agree to abide by the Local Area assurances included in this document.

**Local Workforce Development Board
Chair**



Signature



Name

Title

Date

Local Chief Elected Official



Signature



Name

Title

Date



Workforce Innovation and Opportunity Act

San Francisco Strategic Plan

PY 2017-2020

Two Year Modification

Introduction

The Office of Economic and Workforce Development (OEWD), on behalf of Workforce Investment San Francisco, has prepared this biennial Strategic Local Plan modification, as required under the Workforce Innovation and Opportunity Act (29 US Code 3123). The plan is laid out in accordance with the guidance and requirements outlined in the California Employment Development Department's Workforce Services Directive 18-01: Regional and Local Plans PY 17-21 – Two Year Modifications.

San Francisco's Workforce Development Board (WISF), as designated by statute, has responsibility for the local workforce development system. WISF provides a forum for business, labor, education, government, community-based organizations and other stakeholders to work together to develop strategies to address the supply and demand challenges confronting the workforce and local economic development. The WISF's operational arm is the Office of Economic and Workforce Development (OEWD). OEWD and WISF are referred to interchangeably throughout this plan modification.

Directive 18-01 requires discussion of workforce development strategy for specific vulnerable populations: CalFRESH recipients; English language learners, the foreign born, and refugees; payment delinquent non-custodial parents; individuals with developmental or intellectual disability in competitive integrated employment; and reentry or justice-involved individuals. Outside of the requirements of Directive 18-01 and the vulnerable populations mandated by WIOA, OEWD remains committed to serving all economically and socially vulnerable populations within the Local and Regional workforce development board areas.

As described in the San Francisco PY 2017-2020 Strategic Local WIOA Plan ("Four Year Plan"), OEWD leverages multiple funding streams to provide full service coverage to vulnerable populations through the Access Point System which provides residents of historically-disadvantaged neighborhoods, high-barrier individuals, and special populations with citywide access to workforce development services. The system operates through strategic partnership with recognized community-based organizations which are best-situated to provide culturally competent and responsive workforce services. This strategy has not changed since the development of the Four Year Plan and—with ongoing stakeholder engagement, outreach, and community input and planning efforts—OEWD continues to expand service delivery to vulnerable populations and communities.

Extensive community engagement efforts helped to inform this document (Appendix A: Local Plan Modification Stakeholder Engagement). In addition to the "Directory of Planning Partners" provided by the state, meeting notifications were sent to over 3,000 organizations and individuals that partner with OEWD or are on the interested parties list. This includes the WIOA core partners, program operators and other contractors, community based organizations, advocacy groups, training providers and referring agencies. Furthermore, OEWD made direct contact with all mandated partners in order to assure awareness of and attendance at stakeholder sessions. A listening session was held after business hours to provide the opportunity for public comment on the topics required for the local and regional plans. Public meeting notices were posted at OEWD administrative offices, at the AJCC, in the San Francisco Public Library, and on the

OEWD website. Interested parties were permitted to submit planning recommendations via email in lieu of or in addition to attendance at public meetings.

Of the 3,000+ organizations and individuals that were notified, the following represents key service organizations for OEWD: San Francisco Human Services Agency, Arriba Juntos, Bay Area Community Resources – CHALK, Bayview YMCA, Central City Hospitality House, Charity Cultural Services Center, Chinese for Affirmative Action, Chinese Progressive Association, City College of San Francisco, Collective Impact, Community Housing Partnership, Community Youth Center, Compass Family Services, Enterprise for Youth, Episcopal Community Services, Equality and Inclusion in Hospitality, Faces SF, Goodwill Industries, Homebridge, Jewish Vocational Services, Larkin Street Youth Services, Manpower, Mission Economic Development Agency, Mission Hiring Hall, Mission Language and Vocational School, Mujeres Unidas y Activas, New Door Ventures, Positive Resource Center, San Francisco Conservation Corps, San Francisco LGBT Center, Five Keys, Self-Help for the Elderly, Success Center San Francisco, Swords to Plowshares, The Arc, Toolworks, Upwardly Global, Urban Services YMCA, Vietnamese Youth Development Center, and Young Community Developers.

In addition to the after hours community meeting required by Directive 18-01, OEWD joined with the Mayor’s Office of Housing and Community Development and the San Francisco Planning Department to host ten, after-hours community meetings in economically-impacted neighborhoods around the City.

With proper noticing procedures, OEWD opened the draft plan modifications for public comment from January 25 to February 25, 2019. One public comment was received regarding workforce development opportunities for older adults (Appendix B: Public Comment). The City and County of San Francisco maintains a Department of Aging and Adult Services. OEWD will make sure to closely collaborate with this department in service of this vulnerable population.

Please see the appendix for further information on community engagement efforts.

As required by Directive 18-01, the following sections reflect local area planning activities for CalFresh recipients; payment delinquent non-custodial parents served by the Department of Child Support Services; individuals with intellectual or developmental disability in competitive integrated employment, and services tailored to English language learners, the foreign born, and refugees.

Required Plan Content for CalFresh Recipients

CalFresh eligibility depends on income limits established by the federal government, and which would establish recipients as extremely low income in San Francisco County. The benefit depends on family size, income, and monthly fixed expenses.

SFHSA provided the following data on the San Francisco CalFresh recipient population:

- Total CalFresh enrollment (August 2018): 49,490
- Total CalFresh households (August 2018): 32,964
- Total CalFresh individuals also enrolled in CalWORKs (August 2018): 4,314

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- Please see the SFHSA Client Demographics Attachment A for further data on language, race/ethnicity, age, and zip code.

Although the system of services in San Francisco is robust, CalFresh recipients face systemic barriers to economic success similar to all low-income individuals in the city – an extreme lack of affordable housing; limited subsidized child care; and the difficulty of pursuing additional education and training while working in order to further support one's family. SFHSA and OEWD recognize the difficulty inherent in eliminating these systemic barriers, and continue to explore options which will move clients through supportive systems more expeditiously and with improved outcomes.

At the agency-level, deputy directors in both organizations meet at least quarterly to discuss ways to braid resources, plan programming, and strategize about serving mutual clients. OEWD and SFHSA currently share a memorandum of understanding (MOU), which was submitted as part of the Four Year Plan in 2016.

In addition to the quarterly director-level meetings, both organizations also attend quarterly One Stop Operator Meetings, which are facilitated by the workforce development consulting firm Social Policy Research Associates and include the following partners: Goodwill Industries functioning as the local America Job Center of California (AJCC), OEWD Director of Sector and Workforce Programs, OEWD Workforce Program Specialist, SFHSA CalFresh Director, SFHSA CalWorks Director, Department of Rehabilitation District Administrator, Higher Education Consortium & Adult Education Program, and Employment Development Department. This body convenes regularly to strategize for system coordination and alignment, especially towards WIOA-related outcomes.

Furthermore, the SFHSA Director of Workforce and Welfare Services holds a seat on the WISF Public Sector Committee and also regularly attends WISF board meetings to present on or address pertinent issues affecting public benefits recipients. Similarly, OEWD attends SFHSA Welfare-to-Work Committee meetings for information-sharing and to act as a resource for program development. Through these frequent opportunities to collaborate on a macro context, the two organizations are able to leverage existing service delivery infrastructure for CalFRESH recipients.

CalFRESH recipients in San Francisco are regularly connected to the AJCC and Access Point system in order to access job search assistance, sector training, supportive services, and retention services.¹ In addition, SFHSA is co-located at the AJCC to ensure referral to public benefits programs, and the AJCC is in close proximity to the CalWORKs and CalFRESH offices. Moreover, SFHSA and OEWD mutually fund 16 community-based organizations to provide complementary workforce services to public benefits recipients.

OEWD and SFHSA are working towards implementing a pilot to co-enroll public benefits recipients in Title 1 workforce development services. Client co-enrollment will be accomplished through client data sharing, data systems integration, and cross-training of AJCC and SFHSA Employment and Training staff on client management systems and benefit eligibility criteria.

¹ For further detail, please refer to the Five Year Plan for an extensive description of the system of services.

The agencies expect that through leveraging each department's complementary programs clients will realize stronger stabilization and poverty alleviation outcomes in a shorter time frame.

Because SFHSA and OEWD share common service providers, the two organizations are also exploring collaborative contracting and ways to better leverage each other's funding. For San Francisco County, the 50% federal reimbursement from CalFresh Employment and Training cover the following activities: workfare, job search, job search training, work experience, education, job club, vocational training, and on the job training. Presently, SFHSA providers are able to partially access the federal reimbursement with SFHSA using a hybrid structure. SFHSA identifies a goal number of CalFresh clients served by each provider to draw down federal funding. Through monthly program and fund analysis, if the provider is unable to make the goal, SFHSA provides the difference via City funding sources².

SFHSA and OEWD have committed to develop a funding structure to maximize federal draw-downs for providers of both agencies. The agencies are exploring whether this hybrid funding structure would be feasible with monthly client data and eligible activities matching from OEWD contractors to SFHSA databases. They are also exploring implementing direct CalFRESH referrals from SFHSA to OEWD providers to increase system-wide reimbursements, and tracking this system calibration through a pilot program of job readiness and job training clients.

Moving forward, OEWD and SFHSA will continue to work closely together to serve the residents of San Francisco, including recipients of CalFRESH benefits. The framework of this partnership is already delineated in their MOU. In addition, SFHSA has provided a partnership letter in response to this local plan modification (see Attachment B).

Required Plan Content for the Department of Child Support Services

OEWD held a series of stakeholder and community input meetings on the topic of workforce services for non-custodial parents (NCP). Agencies which participated in planning or provided comment on this issue include: OEWD, Department of Child Support Services (DCSS), City College of San Francisco, Goodwill Industries, Young Community Developers, and Faces SF.

According to DCSS, the rising cost of living in San Francisco has led to changing demographics and economic need, with an increase in child support services to middle income, public service, and professional non-custodial parents. Nonetheless, seventy-seven percent of DCSS-enrolled parents are receiving some form of public assistance, and many may be justice-involved and/or public housing residents.

According to DCSS, the San Francisco service population has decreased from 27,000 to 12,000 in the last three years. Ninety-eight percent of non-custodial parents on the DCSS caseload are fathers, while the remaining two percent tend to be mothers who are reentry or justice-involved. Seventy-six percent of NCP are African American, with the majority of the remainder Latinx. DCSS reports increasing numbers of Asian and White parents.

² Community Housing Partnership—an organization funded by SFHSA and OEWD—is currently the only service provider accessing the full 50% CalFresh Employment & Training federal reimbursement.

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Of the 12,000 DCSS cases in San Francisco, 632 parents are payment delinquent by more than three years, need jobs, and are not incarcerated. Some of the barriers to employment commonly facing these individuals include: a lack of transportation, food, and housing; rescinded driver's licenses; geographic barriers including gang turf issues which restrict access to employment and training opportunities, and gentrification which has led to more concentrated poverty, violence, and economic isolation in low-income neighborhoods; long-term unemployment; and substance abuse issues. Furthermore, DCSS has a prescriptive schedule of payments and events that are triggered when an NCP is party to a case, which may be a hardship to the individual. Usually 75% of the first paycheck is garnished, which can incentivize individuals to pursue work through the underground economy or discourage employment entirely.

Although the barriers facing payment-delinquent non-custodial parents are significant, DCSS and OEWD both offer necessary services and supports to assist them with finding and keeping employment, which can be better coordinated to more comprehensively respond to the needs of an NCP pursuing employment. DCSS is currently in, or exploring, partnerships with the following entities for better resource sharing and coordination: County jails and Federal prisons; California Department of Corrections and Rehabilitation; Family Court; and SFHSA. DCSS currently offers the following services which promote family system health, stability, and child welfare: establishing paternity regardless of marital status; seeking child support court order for immediate payment and court advocacy; and enforcing orders through financial collection, bank account reviews, and wage assignment adjustments. Services cost \$25/year for custodial parents to access legal support promoting an accessible alternative to costly litigation for many families in need.

In discussions with OEWD regarding NCP employment needs, DCSS and community providers recommended more services and supports for NCP in the following areas: employer engagement strategies to incentivize placement and destigmatize wage garnishment; job training and workforce services at jails and prison with pipelines to jobs; co-location of a DCSS case worker with workforce providers; establishing a single point of contact for DCSS with OEWD and other workforce partners; training at different locations with consideration given to community development and gang turf issues; and replication of the Transitions SF pilot project.

In 2014, DCSS, OEWD, and Goodwill Industries partnered on the "Transitions SF" project, a Department of Labor grant-funded project that provided transitional jobs for NCP which postponed wage assignment, included job readiness training, transitional job placement, and ongoing financial incentives for participants. DCSS and OEWD agree that this pilot project was an excellent effort towards coordinating the two systems, and the agencies are exploring avenues to replicate this successful collaborative effort without the additional grant resources that made the original program possible.

DCSS and OEWD are establishing a pilot program to refer NCPs who are accessing unemployment insurance directly to the AJCC for comprehensive workforce assessment and individualized services. The agencies will share collateral, assign mutual points of contact, have agreed to cross-train employees on referral processes to DCSS and OEWD employment and training programs, and are exploring system efficiencies for smoother service delivery.

Outside of this pilot program, San Francisco's system of workforce services as described in the Four Year Plan can provide NCP with a wide range of job search, training, and supportive services, including barrier remediation and specialized services through the AJCC and the

Reentry Access Point. According to DCSS, OEWD's CityBuild Construction Pre-Apprenticeship Academy is a strong program currently serving NCPs and assisting them to enter a career pathway in a high-demand sector for the region; DCSS and OEWD will explore system linkage to further promote this pathway. OEWD is in the process of establishing a Class B license training program to link vulnerable client populations such as noncustodial parents with high wage, entry-level work.

Many opportunities for collaboration and coordination exist. The agencies hope to create an action plan to address employer engagement strategies, continuation of care, co-location of services, and safe passage programs, especially as these are issues which are not singular to noncustodial parents but to high-barrier clients on the whole. OEWD and DCSS are exploring aligning outcomes to modify child support orders or return noncustodial parent privileges (e.g., driver's licenses) through enrollment in certain programs, examining the nuances of interrupting wage assignment to promote retention, and identifying opportunities for system linkage with the Family Court and AJCC. OEWD and DCSS have established quarterly director-level meeting schedules for continued system integration efforts and further program development. To this effect, DCSS has submitted a letter of support for planning efforts and a partnership agreement demonstrating a commitment to continued collaboration and system coordination (see Attachment C).

Required Plan Content for Competitive Integrated Employment

OEWD currently provides services to individuals with intellectual and/or developmental disability (ID/DD) through Toolworks, Postive Resource Center, and The Arc of San Francisco. Workforce development services include job placement, job readiness, and training services. Toolworks, OEWD's Specialized Access Point for people with disabilities, is co-located with the AJCC to provide new client orientation for individuals with disabilities. As the Specialized Access Point, Toolworks has developed a training for service providers in the entire Access Point system to streamline service delivery at a client's entry point to the Workforce System and to limit referral to multiple agencies. Toolworks also coordinates service delivery with the Department of Rehabilitation (DOR) and is able to leverage DOR funding for client enrollment in training.

In accordance with Directive 18-01, OEWD held public comment on competitive integrated employment (CIE) for individuals with intellectual or developmental disability (ID/DD) in the mandated after hours community listening session. Participants in the community listening session included: DOR, Goodwill, Golden Gate Regional Center, Jewish Vocational Services, San Francisco Community Living, Support Community Living, and Lighthouse for the Blind. Participants gave public comment on the workforce development needs of individuals with ID/DD, and the promotion of competitive integrated employment (CIE). Participants expressed that the service population did not often access CIE, and that local providers are exploring methods to promote CIE in partnership with DOR.

OEWD and DOR share an MOU which includes a description of the services provided in the workforce system, how services will be coordinated and delivered to meet the needs of customers, the role of the partners and methods for referral between partners, and a cost-sharing agreement. San Francisco falls within DOR's San Francisco District, which includes the counties

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of Marin, San Francisco, and San Mateo. DOR is a mandated partner on WISF, and meets regularly with OEWD through the aforementioned One Stop Operator meetings.

Though DOR and OEWD participate on a number of planning committees, OEWD and the San Francisco District Administrator met to discuss system alignment and engage in system needs assessment. OEWD and DOR assigned points of contact to keep the agencies and other partners informed of events and services available. DOR outlined its plan to work closely with OEWD providers to promote CIE for individuals with ID/DD. All partners will work together to share information and ensure smooth cross-referral between workforce providers and DOR, including providing updated materials and postings at the AJCC and other service provider locations, and mandating Access Point and OEWD staff training on issues relevant to individuals with disabilities.

DOR offers disability awareness training, including a module on the needs of ID/DD consumers. DOR and OEWD scheduled five training sessions, primarily for OEWD service providers who work directly with customers, as well as for OEWD staff. In early 2019, the trainings concluded and were successful in training over 60 service providers who develop clients with disabilities and engage employers. OEWD and DOR will assess the timing and need for additional trainings as the partnership continues.

The San Francisco District Administrator identified OEWD as a key partner for development of the Local Partnership Agreement (LPA) for Competitive Integrated Employment (CIE), and OEWD committed to participate in the LPA process. Due in June 2019, the LPA will describe how partners will work together to serve individuals with intellectual and developmental disabilities (ID/DD). Partners will continue to coordinate services to ensure the system meets the needs of all consumers. LPA Participants include many of OEWD's primary workforce development partners: Goodwill (AJCC), The Arc of San Francisco, Independent Living Resource Center, Toolworks, Jewish Vocational Services, Psychosocial Rehabilitation and Recovery Center at the San Francisco Veterans Affairs Health Care System, Community College of San Francisco, San Francisco Unified School District, and Golden Gate Regional Center (GGRC). Through this series of planning sessions, the group will refine the referral process to maximize the number of consumers with ID/DD who are able to utilize San Francisco's Access Point system and AJCC.

OEWD will also be able to support the CIE effort through outreach to employers. The DOR district office employs a regional business specialist who develops partnerships with employers for the three counties. OEWD will support those efforts through information sharing and participating in events, as well as connecting DOR with employer customers as appropriate.

The San Francisco District Administrator is serving as the point of contact for OEWD with regards to the LPA process and for further system alignment.

Required Plan Content for English Language Learners, the Foreign Born, and Refugees

San Francisco is home to a robust community of immigrants. According to the most recent Census data, the city's population includes approximately 297,000 foreign born individuals, or almost 37% of the total population. 357,000 people speak a language other than English, and of those, 172,000 speak English less than “very well.”

SFHSA provided the following data on their client population (as of August 2018):

- Clients who need a translator to communicate verbally: 12,856
- Clients with refugee status: 351
- Noncitizen clients born outside of the US: 42,155
- Unduplicated total of LEP, refugee, foreign born: 49,155
- Please see the SFHSA Client Demographics Attachment A for further data on language, race/ethnicity, age, and zip code

In Fiscal Year 2017-18, OEWD had approximately 822 registered clients who were English Language Learners³.

San Francisco is also home to a wide range of community-based organizations and other agencies who exist to serve English language learners, the foreign born, and refugees. OEWD invited the following organizations to participate in the community listening session: Office of Refugee Resettlement, Office of Community Engagement & Immigrant Affairs, Asian Pacific Islander Legal Outreach, Asian American Bar Association Listserv, Vietnamese American Bar Association Listserv, Bay Area Legal Aid Listserv, Jewish Family and Children Services of San Francisco, ALLIES, API Equality, Chinese American Citizens Alliance, Jewish Vocational Services, Brightline Defense, Chinese for Affirmative Action, International Institute of the Bay Area, Upwardly Global, Catholic Charities of San Francisco, UC Hastings Center for Gender and Refugee Studies, Immigrant Legal Resource Center, Lawyers' Committee for Civil Rights, Central American Resource Center of San Francisco, Dolores Street Community Services, Kids in Need of Defense, La Raza Centro Legal, OneJustice, Pangea Legal Services, San Francisco Labor Council AFL-CIO, Arriba Juntos, Bay Area Community Resources (CHALK), Charity Cultural Services Center, Chinese Progressive Association, Mission Economic Development Agency, Mission Language and Vocational School, Mujeres Unidas y Activas, Self-Help for the Elderly, Vietnamese Youth Development Center.

Although English language and Vocational English services are available, many English Language Learner job seekers are unable to afford the time-money investment required to increase their English language skills and work in one or more jobs to support themselves and their families in the San Francisco Bay Area. One of OEWD's primary service providers and other community members provided the input that occupational skills training providers and Career Technical Education providers need to consider and offer workforce training that allows

³ This is not a mandated field for OEWD applications and it likely underrepresents the actual population accessing OEWD services.

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English Language Learners of all levels and countries of origin to be able to access and fully participate to meet real-time labor market needs. Access Point staff offer services in multiple languages, including Cantonese, Mandarin, and Spanish, dependent on the predominant language needs in the neighborhood.

Currently, OEWD offers multilingual training programs for the health care and hospitality sectors. Programs may use designated course materials translated into multiple languages and/or bilingual staff who may translate course material into Chinese (Cantonese and/or Mandarin) or Spanish. Current program availability in Chinese includes: Food Prep and Production, Chinese Cooking Training, Western Cooking Training, Japanese Cooking Training, Custodial Training, Hospitality Vocational Training, Healthcare Career Preparation, Home Care Provider II, and Home Care Provider III. The Certified Home Health Aide training, which leads to a State certification, includes combined English and Cantonese classroom instruction and course materials. Current program offerings in Spanish include: Culinary Academy, Home Care Provider II, Home Care Provider III.

OEWD continues to explore relevant programming expansions, consistent with labor market analysis and stakeholder input. While finite resources currently restrict the system's ability to offer occupational skills training and CTE in all languages at all levels, OEWD communicates with partners to ensure that the areas of most need are identified so that resources can be directed appropriately.

As a county with a significant refugee population, San Francisco does have a Refugee Employment Service (RES) Plan which was submitted to the state by SFHSA. OEWD and SFHSA met to review the RES Plan and ensure alignment between it and this local plan modification. The primary service provider for the RES Plan is Arriba Juntos, a community-based organization that contracts with both SFHSA and OEWD. Arriba Juntos' contract with OEWD includes outreach and recruitment, client assessment and program enrollment, referral services, individual planning and case management, supportive services, occupational skills training in the health care sector, and sector-specific job readiness training.

As previously described, OEWD and SFHSA are working closely together to ensure coordination of services for mutual clients, including ensuring access to sector pathway programs, supportive services and retention services. As described in the Four Year Plan, clients are connected to a robust system of supportive services both before training for barrier remediation and during training to ensure their successful completion. Furthermore, OEWD and SFHSA are working to implement best practices for co-enrollments, leveraged funding, and partnering with community based organizations.

As a reflection of OEWD and SFHSA's continued partnership, SFHSA has submitted a letter of support for OEWD programming which covers this population. (see Attachment B)

As described in San Francisco's Four Year Plan, San Francisco as an urban environment does not have a significant migrant seasonal farm worker population.

Changes in Local Labor Market Conditions

San Francisco continues to experience record low unemployment at 2.2% (Dec. 2018, California Employment Development Division). Due to these market conditions, the workforce development system caseload continues to decrease and service delivery providers increasingly work with high barrier job seekers who may be experiencing chronic unemployment.

According to the Insight Foundation's Self-Sufficiency Index (2018), single adults in San Francisco need to make \$55,860 to achieve a self-sufficiency wage rate. On July 1, 2018, the San Francisco minimum wage increased to \$15 per hour from the \$13 per hour rate listed in the Four Year Plan. Though the minimum wage rate is approximately half of the rate needed to achieve self-sufficiency, it provides greater economic security to economically vulnerable families and youth.

The Four Year Plan identified four high-growth sectors with embedded career pathways to self-sufficiency: construction, health care, hospitality/retail, and information and communication technology. According to Economic Modeling Information Systems (EMSI) industry cluster analysis, these sectors remain high-growth and provide training opportunities for in-demand, sector-specific occupations across industries. This sector strategy has not changed. OEWD continues to track and research other projected high-growth industries for program development.

Appendix A: Stakeholder Engagement Strategy

The Office of Economic and Workforce Development (OEWD) contracts with over 50 community-based organizations (CBOs) for the provision of workforce development services. The majority of these CBOs receive funding from multiple City sources in service of the special populations outlined in EDD Directive 18-01. OEWD employs ten program officers to remain in constant communications with these CBOs and engage in ongoing needs assessment for priority populations. These program officers engage with their assigned CBOs ad hoc and convene partners in formal meetings at least quarterly.

OEWD convenes many of the mandated partners—including Core Partners, AEBG Consortium, Community College Consortium, the County Department of Social Services (SFHSA), Department of Rehabilitation, community-based organizations, and employers—on a bimonthly or quarterly schedule in an effort to coordinate service provision and braid resources. OEWD continued these existing convening efforts, and included additional, off-cycle convenings in service of the WIOA Plan Update.

OEWD conducted outreach to partners identified in the “Directory of Planning Partners” at least twice for participation in the planning process and to boost awareness of planning meetings. In addition to these mandated partners, meeting notifications were sent to over 3,000 organizations and individuals that partner with OEWD or are on an interested parties list. This includes the WIOA core partners, program operators and other contractors, community based organizations, advocacy groups, training providers and referring agencies. Public meeting notices were posted at OEWD administrative offices, at the AJCC, in the San Francisco Public Library, in a digital newsletter, and on the OEWD website. OEWD accepted input on planning via email to improve access to the planning process.

In October, OEWD held an after-hours listening session in compliance with the requirements of Directive 18-01. In addition to the after-hours community meeting required by Directive 18-01, OEWD joined with the Mayor’s Office of Housing and Community Development and the San Francisco Planning Department to host ten, after hours community meetings in economically-impacted neighborhoods around the City. These agencies joined together to amplify outreach, create a standardized program across the City, and gather qualitative data on issues in housing, social services, and planning which affect highly vulnerable populations. Community forums identified community assets and needs, and asked targeted questions around workforce development and supportive services.

In concert with these public meetings and the ongoing digital input period, OEWD hosted multiple non-public meetings with key stakeholders for priority populations. These meetings remain ongoing to develop partnerships and programs that serve key populations outlined by EDD Directive 18-01.

All local and regional WIOA-specific meetings and outreach efforts are outlined in the “Documentation of Outreach Efforts” table found below.

Documentation of Outreach Efforts

| Date | Event | Attendees |
|-------------|---|---|
| 8/24/18 | Five Keys Charter Schools and Programs Meeting | Discussion of Prison to Employment Initiative and program development with: Five Keys Charter Schools and Programs, OEWD, and Goodwill AJCC Program Officer. |
| 8/29/18 | San Francisco Sheriff's Office Meeting | Discussion of Prison to Employment Initiative, partnership, and program development with: San Francisco Sheriff's Office and OEWD. |
| 9/10/18 | San Francisco Sheriff's Office Meeting | Discussion of Prison to Employment Initiative, partnership, and program development with: San Francisco Sheriff's Office and OEWD. |
| 9/12/18 | WIOA One Stop Operator Quarterly Meeting | Workforce stakeholder engagement agenda item for discussion with: Social Policy Research Associates One Stop Operator; SFHSA CalFresh; SFHSA CalWORKs; EDD; Higher Ed Consortium; Adult Education Consortium; DOR; Goodwill AJCC; OEWD Workforce Development Board; Regional Organizer. |
| 9/13/18 | Workforce Investment of San Francisco Presentation and Public Comment | Workforce stakeholder engagement agenda item for discussion with: Hotel Council, Nibbi Brothers, Sutter Health, Jawbone, Luminalt, SPUR, EDD, Recology, City and County of San Francisco Board of Supervisors, Marriott Hotels, SEIU-UHW, 1984 Ventures, Rubecon, KSR Strategy Group, City College of San Francisco, Salesforce, Golden Gate Restaurant Association, San Francisco State University, Bay Area Video Coalition, Self-Help for the Elderly, SFHSA, Larkin Street Youth Services, Success Center, Positive Resource Center, Young Community Developers, Five Keys, Jewish Vocational Services, Bay Area Community Resources, RAMS Hire-Ability, Swords to Plowshares, HealthRight360, Bank of America, Mission Hiring Hall, San Francisco Board of Supervisors, Manpower Group, Department of Rehabilitation, Enterprise for Youth, OEWD Workforce Development Board, and Regional Organizer. |
| 9/18/18 | After Hours Community Meeting Notice | Posting at OEWD front desk, OEWD website, Goodwill AJCC, San Francisco Main Public Library. Listing on CWDB website. Posting process is consistent with local government requirements. |
| 9/11/18 | Human Services Agency Bi-Monthly Meeting | CalFresh recipients, English language learners, the foreign born, and refugees stakeholder engagement agenda item for discussion and notice with: San Francisco Human Services Agency, CalFresh representative, CalWORKs representative, OEWD. |

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| <p>9/12 – 9/19/18</p> | <p>After Hours Community Meeting Notice</p> | <p>Email, phone, and other web-based outreach to all CWDB-mandated partners and all OEWD providers. Organizations were contacted twice at a minimum, and thrice if listed as a CWDB-mandated planning partner: regional organizer, regional training coordinator, local workforce development boards (NOVA, San Jose/Silicon Valley), San Benito, San Francisco Adult Education Consortium, Bay Area Community College Consortium, Bay Area Community College Consortium, Department of Rehabilitation, Golden Gate Regional Center, Independent Living Resource Center, California Foundation for Independent Living Centers, San Francisco County Human Services Agency – CalWORKS, San Francisco County Human Services Agency – CalFresh, Jewish Vocational Services, Richmond Area Multi-Services, San Francisco Clean City Partnership, YES Larkin Street Youth and Arriba Juntos, ESL Vocational Immersion at Arriba Juntos, Community Jobs Programs at Young Community Developers and Arriba Juntos, Self-Help Light Job Duty Provider, Bayview Legal Aid, African Advocacy Network, LEN Business and Language Institute, Upwardly Global, ALLIES, API Equality, Chinese American Citizens Alliance, Jewish Family and Children’s Services, Brightline Defense, Chinese for Affirmative Action, International Institute of the Bay Area, Catholic Charities, California Immigrant Policy Center, Center of Gender and Refugee Studies at UC Hastings College of the Law, Immigrant Legal Resource Center, Lawyers’ Committee for Civil Rights, Asian Pacific Islander Legal, Asian American Bar Association listserv, Vietnamese American Bar Association listserv, Central American Resource Center of San Francisco, Dolores Street Community Services, Kids in Need of Legal Defense, La Raza Centro Legal, OneJustice, Pangea Legal Services, San Francisco Labor Council AFL-CIO, Bay Area Legal Aid, Aids Legal Referral Panel, Office of Refugee Resettlement, Office of Civic Engagement and Immigrant Affairs, Legal Services for Children, Legal Services for Prisoners with Children, Insight Garden Program, Center on Juvenile and Criminal Justice, Cameo House, Delancey Street Foundation, ACLU Northern California, Mission Street Sobering Center, ACCE Institute, California Coalition for Women Prisoners, OneJustice, HealthRight 360, California Department of Corrections and Rehabilitation – San Francisco Parole, San Francisco County Adult Probation Department, San Francisco Child Support Agency, Mission Neighborhood Center, Tides Center, America Works, Bay Area Community Resources – CHALK, YMCA – Bayview, Central City Hospitality House, Charity Cultural Services Center, Chinese for Affirmative Action, Chinese Progressive Association, City College of San Francisco,</p> |
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| | | Collective Impact, Mo'Magic, Community Housing Partnership, Community Youth Center, Compass Family Services, Enterprise for Youth, Episcopal Community Services, Equality and Inclusion in Hospitality, Homebridge, Larkin Street Youth Services, Manpower, Mission Hiring Hall, Mujeres Unidas y Activas, Positive Resource Center, San Francisco Conservation Corps, San Francisco LGBT Community Center, San Francisco Sheriff's Department, 5 Keys Charter School, Success Center San Francisco, Swords to Plowshares, The Arc of San Francisco, Toolworks, YMCA – Urban Services, Vietnamese Youth Development Center. |
| 9/19/18 to 9/21/18 | OEWD Program Officers Training and Comment | Workforce stakeholder engagement through individual meetings with OEWD staff on local and regional WIOA planning process and objectives, including notice of after-hours public meeting. Staff oversee over 50 workforce development providers and represent the front-line for the agency. Opportunity for front-line staff to provide comment on planning activities and highlight issues for plan development. |
| 9/19/18 | OEWD Staff Notice and Comment | Notice to approximately 55 OEWD front-line staff. Opportunity for front-line staff to provide comment on planning activities and highlight issues for plan development. |
| 10/1/18 | After Hours Community Meeting Notice | Notice to over 3,000 workforce stakeholders through email distribution list. Stakeholders include service providers, employers, grantees, foundations, workforce development professionals, and community members. |
| 10/3/18 | Department of Child Support Services Meeting | Payment delinquent non-custodial parent and reentry stakeholder engagement with Director of Department of Child Support Services to align on mission and goals for partnership. Provided background on Local WIOA planning process. |
| 10/3/18 5:30 p.m. to 7:30 p.m. | After Hours Community Meeting | After hours community meeting with workforce partners and providers serving reentry population, non-custodial parents, CalFresh recipients, individuals with intellectual or developmental disability, English language learners, the foreign born, and refugees: Goodwill, AJCC, Five Keys, Faces SF, OEWD, Mission Economic Development Agency, Stanford Graduate School of Education, LCP Tracker, Young Community Developers, Brightline Legal Defense, New Door Ventures, Lighthouse for the Blind, Support Disability Action, Mission Language Vocational School, San Francisco Community Living, Golden Gate Regional Center, Jewish Vocational Services, Arriba Juntos, City College of San Francisco, Self-Help for the Elderly, St. Vincent De Paul – San Francisco, and Regional Organizer. |
| 10/5/18 to 11/2/18 | Planning Process Electronic | Notice to all mandated planning partners and core program partners to provide input on the planning process via email. E-mail comment available until November 2, 2018. |

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| | Public Comment | |
| 10/15/18 | Department of Rehabilitation Planning Meeting | Individuals with intellectual or developmental disability in competitive integrated employment stakeholder engagement meeting. Meeting with DOR, OEWD, Regional Organizer, and Goodwill AJCC Program Officer to discuss partnership, program development, and CIE engagement strategy. |
| 10/18/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement to develop Local and Regional WIOA planning and Prison to Employment Initiative strategy with: San Francisco Sheriff's Department, San Francisco Adult Probation Department, Office of Economic and Workforce Development, and Regional Organizer. |
| 11/13/18 | Human Services Agency Bi-Monthly Meeting | CalFresh recipients, English language learners, the foreign born, and refugees stakeholder engagement agenda item for discussion and notice with: San Francisco Human Services Agency, CalFresh representative, CalWORKs representative, OEWD. |
| 11/30/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement to develop Local and Regional WIOA planning and Prison to Employment Initiative strategy with: San Francisco Sheriff's Department, San Francisco Adult Probation Department, Office of Economic and Workforce Development, California Department of Corrections and Rehabilitation, Five Keys Charter Schools and Programs, Goodwill AJCC, Geo Reentry Group, and Regional Organizer. |
| 11/30/18 | DOR Local Partnership Agreement Meeting #1 | Individuals with intellectual or developmental disability in competitive integrated employment stakeholder engagement and participation in Department of Rehabilitation CIE Local Partnership Agreement Planning process with: DOR, The Arc of San Francisco, Faces SF, Independent Living Resource Center San Francisco, Toolworks, Jewish Vocational Services, Positive Resource Center, City College of San Francisco, Goodwill, San Francisco State University, San Francisco Unified School District, Golden Gate Regional Center. |
| 12/3/18 | Reentry Council Retreat | Reentry stakeholder engagement through participation in Reentry Council Retreat and strategic planning activities with: San Francisco District Attorney; San Francisco Public Defender; San Francisco Adult Probation; San Francisco Police Department; San Francisco Sheriff's Department; San Francisco Mayor's Office; San Francisco Department of Public Health; San Francisco Board of Supervisors; California Department of Corrections and Rehabilitation; Office of Economic and Workforce Development; San Francisco Juvenile Probation; Department of Child Support Services; Department of Homelessness and Supportive Housing; San Francisco Human Services Agency; Superior Court of California; Department of |

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| | | Children, Youth & Their Families; U.S. Probation Office, Northern District of California. |
| 12/3/18 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Castro) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 12/4/18 | WIOA One Stop Operator Quarterly Meeting | Workforce stakeholder engagement agenda item for discussion with: Social Policy Research Associates One Stop Operator; SFHSA CalFresh; SFHSA CalWORKs; EDD; Higher Ed Consortium; Adult Education Consortium; DOR; Goodwill AJCC; OEWD Workforce Development Board. |
| 12/5/18 | Workforce Investment of San Francisco Presentation and Public Comment | Workforce stakeholder engagement agenda item for discussion with: Hotel Council, Operating Engineers Local 3, 1984 Ventures, City College of San Francisco, SFHSA, Salesforce, Local 261, Luminalt, Department of Rehabilitation, Webcor, Rodriguez Strategy Partners, Recology, General Services Agency, Board of Supervisors, Nibbi Brothers, Golden Gate Restaurant Association, California Employment Development Department, Juma Ventures, San Francisco State University, Goodwill, Brightline Defense Project, Five Keys, United Way, Self-Help for the Elderly, Code Tenderloin, Collective Impact, Jewish Vocational Services, Positive Resource Center, Success Center, Mission Hiring Hall, Postmates, Nelson Worldwide, OEWD, Postmates, Manpower Group, Back on My Feet SF, Mission Economic Development Agency, Vietnamese Youth Development Center. |
| 12/6/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement discussion for Local and Regional WIOA planning and Prison to Employment Initiative with: Goodwill AJCC |
| 12/7/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement discussion for Local and Regional WIOA planning and Prison to Employment Initiative with: California Department of Corrections and Rehabilitation |
| 12/7/18 | Welfare-to-Work Oversight Committee Meeting | CalFresh recipients, English language learners, the foreign born, and refugee stakeholder engagement announcement for discussion and notice of planning activities with: San Francisco Human Services Agency, CalFresh Director, CalWORKs Director, Department of Rehabilitation, Richmond Area Multi-Services, Bay Area Legal Aid, Five Keys Charter School, Positive Resource Center, Young Community Developers, City and County of San Francisco, La Casa De Las Madres, Children's council, California Employment Development Division, Self Help for the Elderly, Department of Child Support Services, Hamilton Family Center, Mayor's Office of Housing and Community Development, Parent Voices. |

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| 12/10/18 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Sunset) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 12/10/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement discussion for Local and Regional WIOA planning and Prison to Employment Initiative with: Five Keys Charter Schools and Programs |
| 12/10/18 | Department of Child Support Services Planning Meeting | Payment delinquent, non-custodial parents and reentry stakeholder engagement partnership and program development meeting with: Department of Child Support Services program and strategy team and Office of Economic and Workforce Development program and strategy team. |
| 12/10/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement discussion for Local and Regional WIOA planning and Prison to Employment Initiative with: Geo Reentry Group |
| 12/11/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement to develop Local and Regional WIOA planning and Prison to Employment Initiative strategy with: San Francisco Sheriff's Department, San Francisco Adult Probation Department, California Department of Corrections and Rehabilitation, and Office of Economic and Workforce Development. |
| 12/28/18 | Reentry Partners Planning Meeting | Reentry stakeholder engagement discussion for Local and Regional WIOA planning and Prison to Employment Initiative with: Five Keys Charter Schools and Programs Back on Track Los Angeles |
| 1/16/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Excelsior) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 1/22/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Tenderloin) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 1/22/19 | Department of Child Support Services Planning Meeting | Payment delinquent, non-custodial parents and reentry stakeholder engagement partnership and program development meeting with: Department of Child Support Services program and strategy team and Office of Economic and Workforce Development program and strategy team. |
| 1/25/19 | San Francisco Reentry Council | Reentry stakeholder engagement agenda item for discussion with the San Francisco Reentry Council to gather input on Local and Regional WIOA Planning, as well as Prison to Employment Initiative. Council includes: San Francisco District Attorney; San Francisco Public Defender; San Francisco Adult Probation; San Francisco Police Department; San Francisco |

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| | | Sheriff's Department; San Francisco Mayor's Office; San Francisco Department of Public Health; San Francisco Board of Supervisors; California Department of Corrections and Rehabilitation; Office of Economic and Workforce Development; San Francisco Juvenile Probation; Department of Child Support Services; Department of Homelessness and Supportive Housing; San Francisco Human Services Agency; Superior Court of California; Department of Children, Youth & Their Families; U.S. Probation Office, Northern District of California. |
| 1/31/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Western Addition) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 2/5/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (South of Market) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 2/13/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Mission) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 2/19/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Chinatown) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 2/20/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Bayview Hunters Point) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |
| 2/26/19 | After Hours Community Outreach Event | Outreach workshop to gather community input in economically vulnerable neighborhood (Visitacion Valley) in partnership with the Mayor's Office of Housing and Community Development and the San Francisco Planning Department. |

Appendix B: Summary of Public Comment

San Francisco Local Plan Modification Record of Comments

| Local Plan Section and page number | Comment/Response from Self-Help for the Elderly |
|--|--|
| <p>Section:</p> <p>Additional Comments -- Others</p> <p>Page(s): N/A</p> | <p>Comment:</p> <p>Please consider additional workforce services for older workers which is a growing population that is currently underserved and has limited funding. Recently, we have heard from some corporate employers that older workers add incredible value to their companies because of their dependability and punctuality. Unfortunately, even though the unemployment rate is very low, there are an estimated 1.1 million older workers excluded from official unemployment statistics. Many are discouraged workers or long term unemployed and wanting a job because they are unable to afford to retire yet.</p> <p><i>The City and County of San Francisco maintains a Department of Aging and Adult Services. OEWD will make sure to closely collaborate with this department in service of this vulnerable population.</i></p> |

San Francisco CalFresh recipient population demographics

Enrolled at any point during the month of August 2018

| | |
|--|--------|
| Total individuals | 49,490 |
| Total households | 32,964 |
| Total individuals also enrolled in CalWORKs | 4,314 |

| By Age Group | # Individuals |
|---------------------|----------------------|
| 0-15 | 14,046 |
| 16-20 | 2,557 |
| 21-29 | 5,013 |
| 30-39 | 6,331 |
| 40-49 | 5,405 |
| 50-59 | 5,914 |
| 60-69 | 6,549 |
| 70-79 | 2,604 |
| 80+ | 1,071 |

| By Language | # Individuals |
|--------------------|----------------------|
| English | 31,354 |
| Cantonese | 8,473 |
| Spanish | 6,713 |
| Vietnamese | 1,002 |
| Mandarin | 598 |
| Tagalog | 560 |
| Other | 790 |

Each language group classified under "Other" individually constitutes less than one percent of all clients.

| Ethnicity (reported) | # Individuals |
|-----------------------------|----------------------|
| Chinese | 8,982 |
| Black or African American | 8,319 |
| Hispanic | 7,744 |
| Unknown | 6,725 |
| White | 5,846 |
| Other | 3,160 |
| Other Asian | 1,556 |
| Filipino | 1,408 |
| Other Hispanic | 1,348 |
| Vietnamese | 1,137 |
| Mexican | 797 |
| Other/Unknown/Declined | 2,468 |

Each ethnicity group classified under "Other/Unknown/Declined" individually constitutes less than one pe

| Citizenship Status | # Individuals |
|--------------------|---------------|
| U.S. Citizen | 42,177 |
| Not a U.S. Citizen | 7,313 |

| Zip code | # Individuals |
|----------|---------------|
| 94124 | 6,476 |
| 94112 | 5,756 |
| 94102 | 4,410 |
| 94134 | 4,244 |
| 94110 | 3,966 |
| 94103 | 3,168 |
| 94109 | 2,188 |
| 94142 | 1,857 |
| 94122 | 1,854 |
| 94133 | 1,736 |
| 94115 | 1,505 |
| 94116 | 1,339 |
| 94121 | 1,327 |
| 94107 | 1,272 |
| 94132 | 1,131 |
| 94117 | 962 |
| 94108 | 882 |
| 94118 | 823 |
| 94131 | 481 |
| Other | 4,113 |

Each Zip code classified under "Other" individually constitutes less than one percent of all clients.

Demographics of HSA clients with Limited English Proficiency, Refugees, and those Clients receiving CalWORKs, CalFresh, Medi-Cal, General Assistance, or Foster Care Assistance through HSA
Note that HSA does not collect information on U.S. citizen clients who were born outside the United States

| | |
|---|--------|
| Clients who need a translator to communicate verbally | 12,856 |
| Clients with Refugee status | 351 |
| Noncitizen clients born outside of the United States | 42,134 |
| Unduplicated total | 49,155 |

| By Age Group | # Individuals (unduplicated) |
|--------------|------------------------------|
| 0-15 | 4,342 |
| 16-20 | 3,121 |
| 21-29 | 5,419 |
| 30-39 | 8,232 |
| 40-49 | 7,840 |
| 50-59 | 7,251 |
| 60-69 | 6,838 |
| 70-79 | 3,938 |
| 80+ | 2,174 |

| By Language | # Individuals (unduplicated) |
|-------------|------------------------------|
| Cantonese | 18,477 |
| Spanish | 16,387 |
| English | 8,156 |
| Mandarin | 1,811 |
| Vietnamese | 1,644 |
| Tagalog | 1,033 |
| Russian | 831 |
| Other | 816 |

Each language group classified under "Other" individually constitutes less than one percent of clients.

| Ethnicity (reported) | # Individuals (unduplicated) |
|------------------------|------------------------------|
| Chinese | 18,293 |
| Hispanic | 11,236 |
| Other Hispanic | 3,091 |
| Other Asian | 2,882 |
| Unknown | 2,865 |
| Other | 2,667 |
| Mexican | 1,688 |
| Vietnamese | 1,639 |
| Filipino | 1,556 |
| White | 778 |
| Russian | 601 |
| Other/Unknown/Declined | 1,859 |

Each ethnicity group classified under "Other/Unknown/Declined" individually constitutes less than one perc

| Zip code | # Individuals (unduplicated) |
|-----------------|-------------------------------------|
| 94112 | 9,791 |
| 94134 | 5,578 |
| 94124 | 5,299 |
| 94110 | 4,930 |
| 94133 | 2,661 |
| 94102 | 2,568 |
| 94103 | 2,257 |
| 94109 | 2,178 |
| 94122 | 2,098 |
| 94116 | 1,987 |
| 94121 | 1,622 |
| 94108 | 1,494 |
| 94132 | 1,146 |
| 94118 | 1,013 |
| 94115 | 915 |
| 94107 | 729 |
| Other | 2,889 |

Each Zip code classified under "Other" individually constitutes less than one percent of clients.

| | |
|-----------------------------|---------------|
| Data source | CalWIN |
| Date extraction date | 20-Sep-18 |
| Prepared by | Peri Weisberg |

ATTACHMENT B: San Francisco Human Services Agency Letter of Support

City and County of San Francisco



London N. Breed, Mayor

Human Services Agency

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Joshua Arce
Director, Workforce Division
Office of Economic and Workforce Development
Fifth Floor, One South Van Ness
San Francisco, CA 94103

November 19, 2018

Re: WIOA Two-Year Plan Modification – CalFresh Partnership Agreement

Dear Mr. Arce,

This letter is to express the San Francisco Human Service Agency's (SFHSA's) support for our partnership with the Office of Economic and Workforce Development (OEWD) in serving CalFresh recipients. As you know, CalFresh enrollees fall into several of the WIOA Adult priority populations, including individuals who are low-income, on public assistance, basic skills deficient, foreign born, English Language Learners, refugees and/or homeless.

In order to improve the economic self-sufficiency of CalFresh recipients by supporting them in skill building and finding employment, SFHSA and OEWD have agreed to:

- Provide each other with opportunities for capacity building and staff development, so that partners are confident in their knowledge of and able to help clients access both the workforce system and CalFresh.
- Share agency contact information to ensure that we can confidently direct and/or refer clients to the correct staff and locations for each other's services.
- Share aggregated program data, and work toward systematic sharing of individual client information as necessary and as allowed by signed Data Use Agreements and/or Client Releases of Information.
- Meet as necessary to ensure consistent opportunities to share information, exchange agency and program updates, engage in joint strategic planning and discuss projects for collaboration.
- Partner to maximize opportunities for leveraging CalFresh Employment & Training (E&T) funds to support San Francisco's workforce system by claiming eligible OEWD expenditures on services provided to CalFresh recipients through SFHSA's E&T claim.

For your records, Yunny Tai will serve as our agency's primary point of contact for CalFresh E&T claiming. She can be reached at yunny.tai@sfgov.org or at (415) 557-5045.

Thank you and we look forward to our continued collaboration.

Sincerely,

A handwritten signature in blue ink that reads "Noelle Simmons".

Noelle Simmons
Deputy Director, Economic Support & Self-Sufficiency Programs

ATTACHMENT C: Department of Child Support Services Partnership Agreement



CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF CHILD SUPPORT SERVICES

617 Mission Street, San Francisco, CA 94105-3503 Tel. (415) 356-2700
Child Support Automated Information System 1-866-901-3212



LONDON N. BREED
MAYOR

KAREN M. ROYE
DIRECTOR

January 18, 2019

Joshua Arce
Director, Workforce Division
Office of Economic and Workforce Development
Fifth Floor, One South Van Ness
San Francisco, CA 94103

Dear Mr. Arce,

This letter is to express our support for our partnership with San Francisco Office of Economic Workforce and Development (OEWD) in serving child support agency clients, to provide them with support in finding employment which leads to greater economic self-sufficiency. San Francisco Department of Child Support Services and OEWD have agreed to the following practices:

- Provide each other with opportunities for capacity building and staff development, to ensure partners feel confident in their knowledge and ability to navigate the workforce or child support systems.
- Share agency contact information to ensure that we can confidently direct and/or refer clients to the correct staff and locations for services.
- Share aggregated program data, excluding individual client information except what is allowable under signed Releases of Information.
- Meet as necessary to ensure consistent opportunities to share information, discuss issues, and discuss projects for collaboration.
- Provide agency and program updates, specifically those that may affect the client referral and participation process.

For your records, Director Karen Roye will serve as our agency's primary point of contact. She can be reached at karen.roye@sfgov.org.

Thank you and we look forward to our continued collaboration.

Sincerely,

Karen Roye
Director, San Francisco Office
Department of Child Support Services
617 Mission Street
San Francisco, CA 94105



**MEMORANDUM OF UNDERSTANDING
BETWEEN
San Francisco Office of Economic and Workforce Development
AND
San Francisco Department of Child Support Services**

INTRODUCTION

THIS PARTNERSHIP AGREEMENT ("Agreement"), dated January 18th, 2019 is between the Office of Economic and Workforce Development (OEWD) and the San Francisco Department of Child Support Services ("Partners"). The purpose of this Agreement is to establish a framework for collaboration, communication and capacity building to better serve recipients of child support services.

PREAMBLES

WHEREAS, the partners are the San Francisco Office of Economic and Workforce Development and the San Francisco Department of Child Support Services;

WHEREAS, the missions of the Partners are complementary;

WHEREAS, this Agreement has as its objective the establishment of a framework for collaboration, communication and capacity building; for this reason, this Agreement facilitates the establishment of ways to jointly work together;

THEREFORE, the Partners wish to continue working together and in accordance with the following clauses:

PARTNERS

PARTNERSHIP PRACTICES

All Partners agree to the following practices:

- Provide each other with opportunities for capacity building and staff development, to ensure Partners feel confident in their knowledge and ability to navigate the workforce or child support system.
- Share agency contact information to ensure that Partners can confidently direct and/or refer clients to the correct staff and locations for services.
- Share aggregated program data, excluding individual client information except what is allowable under signed Releases of Information.

- Meet as necessary to ensure consistent opportunities to share information, discuss issues, and discuss projects for collaboration.
- Provide agency and program updates, specifically those that may affect the client referral and participation process.

AMENDMENTS

This Agreement may be modified, altered, or revised, as necessary, by mutual consent of all Partners, by the issuance of a written amendment, signed and dated by all Partners.

MEMBERSHIP

Any Partner may resign from this Agreement at any time and for any reason with a request of thirty (30) days prior written notice to the other Partners.

NO JOINT VENTURE

Notwithstanding the terms "Partners" and "Partnership", all Partners agree that they are not entering into a Legal Partnership, joint venture or other such business arrangement. Neither Partner will refer to or treat the arrangements under this Agreement as a Legal Partnership or take any action inconsistent with such intention.

DISPUTE RESOLUTION

All Partners agree that, in the event of any dispute between the Partners relating to this Agreement, the Partners shall first seek to resolve the dispute through informal discussions. In the event any dispute cannot be resolved informally within sixty (60) calendar and consecutive days, all Partners agree that the dispute will be negotiated between the Partners through mediation, if Partners can agree on a mediator. The costs of mediation shall be shared equally by all of the Partners.


INDEMNIFICATION

To the extent permitted by law, all Partners shall hold harmless, defend at its own expense, and indemnify Partners and their officers, agents, employees and volunteers from any and all liability, claims, losses, damages or expenses, including reasonable attorney's fees, for personal injury (including death) or damage to property or losses arising from acts or omissions of Partners and their respective officers, agents, employees, volunteers, other contractors and subcontractors in the course of rendering services under this Agreement.

ENTIRETY

This Agreement embodies the entire and complete understanding and agreement between all Partners.

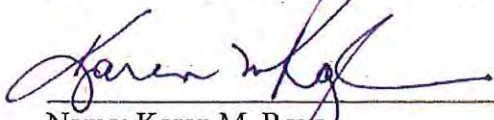
For the San Francisco Office of Economic and Workforce Development



Name: JOSHUA ARCE
Title: DIRECTOR OF WORKFORCE

DATE: 1/22/19

FOR the Department of Child Support Services



Name: Karen M. Roye
Title: Department Head/Director

DATE: January 22, 2019

FOR

Name
Title

DATE: _____

FOR

Name
Title

DATE: _____

Local Board Assurances

Through Program Year 2017-20, the Local Workforce Development Board (Local Board) assures the following:

- A. The Local Board assures that it will comply with the uniform administrative requirements referred to in the *Workforce Innovation and Opportunity Act* (WIOA) Section 184(a)(3).
- B. The Local Board assures that no funds received under the WIOA will be used to assist, promote, or deter union organizing (WIOA Section 181[b][7]).
- C. The Local Board assures that the board will comply with the nondiscrimination provisions of WIOA Section 188.
- D. The Local Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIOA Section 188.
- E. The Local Board assures that funds will be spent in accordance with the WIOA, written Department of Labor guidance, and other applicable federal and state laws and regulations.
- F. The Local Board assures it will comply with future State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under Federal law or policy, including the WIOA or state legislation.
- G. The Local Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for Individualized Career services and training services. (WIOA Section 134[c][3][E], and California Unemployment Insurance Code [CUIC] Section 14230[a][6])
- H. The Local Board certifies that its America's Job Center of CaliforniaSM (AJCC) location(s) will recognize and comply with applicable labor agreements affecting represented employees located in the AJCC(s). This shall include the right to access by state labor organization representatives pursuant to the *Ralph Dills Act* (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code, and CUIC Section 14233).
- I. The Local Board assures that state employees who are located at the AJCC(s) shall remain under the supervision of their employing department for the purposes of

performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at the AJCC(s) shall retain existing civil service and collective bargaining protections on matters relating to employment, including, but not limited to, hiring, promotion, discipline, and grievance procedures.

- J. The Local Board assures that when work-related issues arise at the AJCC(s) between state employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The AJCC operators and partners shall cooperate in the investigation of the following matters: discrimination under the *California Fair Employment and Housing Act* (Part 2.8 [commencing with Section 12900] of Division 3, of Title 2 of the Government Code), threats and/or violence concerning state employees, and state employee misconduct.
- K. The Local Board assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official (CEO), through a competitive process, or with approval from the local elected official and the Governor's Office. (WIOA Section 121[d][2][A]). The AJCC Operator is responsible for administering AJCC services in accordance with roles that have been defined by the Local Board.

SIGNATURE PAGE

Instructions

The Local Board chairperson and local CEO must sign and date this form. Include the original signatures with the request.

By signing below, the local CEO and Local Board chair agree to abide by the Local Area assurances included in this document.

Local Workforce Development Board Chair

Signature

Kevin Carroll

Name

Chair, Workforce Investment San
Francisco

Title

March 13, 2019

Date

Local Chief Elected Official

Signature

Mayor London Breed

Name

Mayor, City and County of San
Francisco

Title

Date

*The signature of the Chief Elected Official will be included in the final approved Plan Modification.

SAN BENITO COUNTY

WORKFORCE DEVELOPMENT BOARD

Workforce Innovation and Opportunity Act

LOCAL PLAN BIENNIAL MODIFICATION

PROGRAM YEARS 2017-2020



America's **Job**Center
of CaliforniaSM

The San Benito County America's Job Center is a proud partner of [America's Job Center of CaliforniaSM](#) network

SAN BENITO COUNTY WORKFORCE DEVELOPMENT BOARD

Local Plan Two-Year Modification

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San Benito County Workforce Development Board

Local Plan Biennial Modification

1. Collaboration with the CalFresh Employment and Training Program and Strengthened Partnership with San Benito County Health & Human Services Agency

The San Benito County Workforce Development Board (WDB) has had a long-term organic partnership with the San Benito County Health & Human Services Agency (HHSA) for the integration and collaboration of services to the low-income community including those receiving CalFresh services and those participating in the County's Employment & Training Program (E&T Program). The WDB falls under the County governance structure and directly under HHSA which is the reason why the WDB has a true partnership with HHSA. Over the years, the HHSA has had a seat on the WDB and has been an active participant and advocate for welfare to work programs and the E&T Program. For the last 8 years, the WDB has been operating the HHSA's CalWORKs subsidized employment programs and over the last three years, the WDB has operated the E&T Program benefiting the General Assistance population and for clients attending Gavilan College for their Fresh Success Program. For FY 2018/2019, HHSA applied for the Fresh Success Program and not for the services benefiting the General Assistance Population. HHSA is presently not providing the Immigrant and Refugee Program's employment services. The WDB has approached HHSA to work collaboratively to implement this program in San Benito County.

a. Braiding resources and coordinating service delivery for people receiving CalFresh to participate in workforce services

The WDB understands and values the work of on-site and off-site partners for braiding, integrating and leveraging resources for CalFresh participants in workforce services. As participants are referred to the America's Job Center of California (AJCC), they meet with the Vocational Assistant who provides an overview of the menu of services that are offered. They are then scheduled an orientation of the programs offered not only by WIOA staff, but from all program partners. Once participants go through the eligibility process, they are enrolled in their program of choice including vocational training, work experience or on-the-job training to prepare them in high demand and high paying jobs and careers. The Employment Counselor provides case management services, maintains contact with the training entity, links participants to other services and provides on-going support.

b. How do local/regional partners identify and partner with organizations that serve CalFresh populations and strategies for leveraging existing resources

The WDB is very proud of its success in partnering with an array of organization that serves the different populations including CalFresh participants. For the last three years, the CalFresh E&T Program was being operated at the AJCC by WDB staff. The program provides job readiness, job search assistance, and other supportive services. The menu of services offered by the program and by established partners provides leveraged opportunities. For example, a CalFresh participant in need of housing assistance can conveniently be referred to the Community Action Agency (CAA) that is located at the AJCC. A CalFresh participant who may receive rental assistance for one year can easily leverage approximately \$20,000 in

assistance. The CAA also provides utility assistance, weatherization services, emergency shelter and other supportive services. Other on-site partners that also serve CalFresh participants include TANF, EDD, Community Services & Workforce Development, Whole Person Care, Peninsula Family Services and the Department of Rehabilitation. The facilitation of monthly partner trainings and partner meetings are part of the culture of the AJCC which creates a venue for increased communication and improved service delivery strategies and increased leveraged services. Our AJCC partnership model works and is highly regarded as an efficient model.

c. **Workforce services available to CalFresh participants funded by local/regional partners:**

All workforce services provided at the AJCC are available to CalFresh and E&T participants. The WDB has established the Priority of Service Policy to ensure that low-income individuals are given priority to receive workforce services. The policy gives priority to those receiving public assistance such as CalFresh participants. The services include job readiness training, job search assistance, vocational training, work experience, Trade Adjustment Act Program and on-the-job training. For common CalWORKs clients, the Expanded Subsidized Employment Program (ESE) is also available to CalFresh participants. In addition, supportive services are available by partnering agencies such as rental assistance, rapid rehousing, utility assistance, youth services/enrichment scholarships, weatherization services, transportation assistance and disability advocacy services. Under the leadership of the WDB, these relationships have been nurtured to provide human centered job training services to all participants in need of workforce services.

d. **Role of partners in providing services and integrating people receiving CalFresh into sector pathway programs:**

The WDB has been very proactive with providing opportunities into sector pathways such as healthcare, water career pathway, information & technology, public services, building & construction trades and transportation. The WDB and its partners are committed to providing workforce training in sector pathways services to CalFresh participants focused on high demand and high wage occupations within priority sectors. Every partner has a key role in providing services and integrating CalFresh participants into sector pathways. The WDB as the key funder of services is able to provide scholarships for trainings in sector pathways; however, all partners are able to offer other supportive services to supplement the level of services provided. The WDB will continue to facilitate convenings with partnering agencies and with HHSA to continue to improve our service delivery model and to strategically participate in program development sessions and to better outreach to this population.

e. **How will local/regional partners work together to provide supportive services for this population and facilitate program completion:**

The WDB has laid out the foundation for a dynamic, cohesive and efficient team at the AJCC to serve this population not only with workforce services, but also for supportive services which increases the likelihood of success and meets the needs of participants in a holistic manner. San Benito County is a community comprised of a "commuter workforce" to primarily the bay area for tech jobs while the long term residents continue to live well below the poverty guidelines. This population are often recipients of CalFresh and receive workforce services at the AJCC. They are often faced with severe challenges such as eviction from their home, facing homelessness, past due rent, transportation issues, day care challenges, lack of training and education, etc. In our efforts to minimize their obstacles and

increase their likelihood of success, it is imperative that the AJCC partners work together to focus on addressing their needs. The Community Action Agency (CAA) for example, is able to provide rental assistance of up to 12 months for clients facing eviction or who are behind on their rent. HHSA is able to provide transportation assistance, day care assistance and other services available to clients. Additional services include: utility assistance, transportation assistance, enrichment scholarships for children and youth, free tax preparation services, emergency shelter, rapid rehousing services and other programs. With the additional supportive services being offered to participants, it increases their chances of program completion and overall success.

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

The WDB and its partners are committed to retaining this population in regional sector pathways and into livable wage jobs and careers. This is accomplished by:

- i. All AJCC staff and partners promote regional sector pathways during the orientation
- ii. As assessment with staff is scheduled to review their options and identify their service plan into livable wage jobs and careers. Staff highlights all possible options and workforce programs available to them including work experience, OJT; training to secure business recognized credentials, apprenticeship programs, etc.
- iii. Once enrolled, on-going case management and career counseling is provided to support, encourage and motivate participants to complete the training in pursuit their career goals.
- iv. At a minimum, monthly training site visits are conducted by the Employment Counselor to lend their support to both the participant and the training site.
- v. At the conclusion of the training, follow-up services are provided up to 12 months and additional support with continued placement and education in regional sector pathway programs.
- vi. In addition, frequent on-site employer events in different occupations including sector pathway programs are made available to this population.
- vii. Speakers from regional sector pathways will be scheduled throughout the year at the AJCC to continue to promote sector pathways.

2. **Partnership with the San Benito County Child Support Services:**

The WDB is excited about the new State partnership between the CWDB and the CA Department of Child Support Services to serve non-custodial parents (NCP). This new partnership creates a unique opportunity to strategically help and support this population with workforce services which they may not be familiar or which they may have avoided due to misconceptions and the lack of knowledge. Several meetings have already taken place between the WDB and the Child Support office and both are ready to provide meaningful services to this population.

a. **Existing Workforce and Education Program Partnerships**

i. *How do partners work together to provide supportive services to support job retention?*

Non-custodial parents with child support orders have a diverse array of needs that impede their likelihood of success including past arrears, lack of education, English language learners, unemployed, poverty, justice involved, etc. The WIOA partners at the AJCC are ready to serve NCP with supportive services. There has been an established referral process between the WDB and the Office of Child Support. When the referral form is

received, staff will schedule an appointment for an orientation and for an assessment. As clients are enrolled in a training program and their needs have been identified, they are then connected directly with partnering agencies for their housing needs, employment needs, securing their license or CA ID, transportation assistance, work-related clothing, and resources for low-cost vehicle insurance, etc. For clients in need of other services such as counseling or drug addiction, they can be connected to Behavior Health or Community Solutions. Staff will work diligently to identify resources to meet their needs. For clothing needs, the AJCC has established relationships with local second hand stores for gently used professional attire. For housing assistance, they are referred to the CAA. In addition, resource sharing and communication is embodied within the structure of the AJCC on a daily basis and during the monthly partner trainings and partner meetings.

ii. *Steps taken to ensure services are provided to NCP to facilitate successful labor market outcomes and progression in livable wage jobs and careers*

It is the goal of the WDB to facilitate successful labor market outcomes and especially when they progress to livable wage jobs and careers. This will remain one of the top priorities for the board and its partners as participants are transitioned to viable employment and career opportunities. There must be strategic efforts to break the cycle of poverty among NCP and among the general population. When participants enroll in training, staff assists them to explore labor market information to better assess their career goals. High demand career pathways in high wage jobs are always an equation to the service delivery strategy of all participants. Staff and partners are available from the beginning to the end and will provide case management and follow-up services to ensure success. The focus of industry occupations trainings will be in alignment with the local and regional sectors including construction, health, Information Technology, manufacturing and hospitality.

iii. *Discuss how eligibility criteria for workforce services impacts the local Board's ability to provide workforce services to the Child Support Program Population.*

The eligibility criteria that will impact the board's ability to provide workforce services include the right to work requirement and the selective service requirement. Staff will work with participants to ensure that participants are provided services either in-house or through a referral to other community organizations.

iv. *Explain obstacles to providing services to the Child Support Program Population*

The WDB staff and its partners have a long history providing services to hard to serve populations facing many challenges including to NCP population. With years' experience working with this population and meetings with leadership staff and the Child Support Office, some of the obstacles include: 1) Lack of Information of available services; 2) the fear of visiting a government facility to access services: many NCP with arrears on their CS order fear that by visiting a government facility they will be reported to the Child Support Office; 3) The feeling of "vulnerability" and "loss of hope" of not being able to catch up with child support orders; 4) Access to reliable transportation is also a challenge; 5) The lack of a CA ID or DL; 6) The need for housing stability; and 7) in many NCPs, not having a consistent and nurturing parental relationship with their child/ren has lasting emotional impacts. The WDB, the AJCC and its partners are committed to enhance our partnership with the Office of Child Support to promote the inventory of workforce services and training opportunities in high demand, high wage occupations and in career pathway sectors to this population.

- v. *Explain additional tools that can be explored to motivate and support participation and any legal or regulatory barriers to utilize these tools*

One of the biggest motivators to support participation is the engagement and relationship established between the NCP, staff and the Office of Child Support. Consistent engagement leads to positive relationships which lead to trust. When this occurs, NCPs participate at a greater level, increase communication, follow-ups up more consistently. When NCPs fail to commit to their child support order, Child Support Services has the authority to enforce revocation of drivers' license, wage attachments and enforcing liens. This is the last resort, rather, other motivational tools can be set in place including reducing or deferring the child support payment to meet the circumstances of the NCP, restoration of driver's license, modifying child support orders, promoting supportive services offered at the AJCC for participation, access to high-paying jobs and for those who obtain a job, "earning a buck" can certainly be a motivator to provide for their children and family.

- vi. *Explain obstacles to meaningfully engaging in local partnerships*

The WDB is proud of the partnerships it has established for many years for the service delivery of services to NCPs and the general community. The AJCC meets the requirement set by the State for on-site and off-site partnerships. Partners engage in monthly trainings and monthly meetings. The WDB does not foresee any major obstacles for engaging in local partnerships meaningfully.

B. Plans for building successful partnerships or scaling up existing successful partnerships

- i. *Process to retain individuals in relevant workforce and education training to support progression into livable wage jobs and careers*

To accomplish our goal to transition participants, including NCPs, to livable wage jobs and careers, a number of strategies will take place:

- Maintain the dynamic team of partners and expand to other partners with mutual interest to serve NCPs with dignity.
- Establish an MOU between the WDB and the Child Support Services which highlights the roles, commitments and responsibilities of each party
- Continue with monthly partner trainings and partner meetings
- Hold quarterly meetings/trainings between the DCSS and AJCC staff for a greater understanding of services being offered and to maintain solid communication.
- Leverage and braid resources and support services as an integral service delivery
- Provide case management, supportive services and follow-up services

As NCPs are enrolled in workforce and education training programs, the Employment Counselor will provide ongoing case management services. Case management includes on-going communication, progressive engagement and a collaborative process that assesses, plans, implements, monitors and evaluates options to services required to meet the workforce training goals and progression into livable wage jobs and careers. All efforts are placed on enhancing the skills of NCPs in high wage livable jobs.

- ii. *Existing, new, and prospective partnerships with stakeholders to coordinate workforce training and education service delivery to Child Support Program participants.*

The AJCC MOU's with on-site and off-site partners consists of the mandated partners including Gavilan College, DOR, Peninsula Family Services, EDD, Community Action, Health & Human Services Agency, TANF, Migrant Services and Veteran Services. As new partnerships are established, new MOU's will be created or amended. The WDB will

formalize our partnership with the Child Support Services with a formal MOU that highlights the purpose, roles, commitments and responsibilities of each party. There are other partnership opportunities that we will pursue including the Business Council of San Benito County, the Chamber of Commerce, the Youth Alliance, Behavioral Health and other organization that have a mutual interest to serve NCPs.

iii. How will local partners braid resources and coordinate service delivery

To maximize resources and integrate services, it is critical that all AJCC partners work with a common goal to provide quality services to NCPs. Once the MOU with the DCSS is executed, it will solidify our relationship and get more connected to on-site and off-site partners. In addition, to ensure proper communication and teamwork for coordination of service delivery, monthly meetings will continue to take place at the AJCC the first Wednesday of the month. These meetings give an opportunity for partners, both mandated and not, to ensure that services are integrated and that common policies and practices are adhered to. These meetings drive discussions of shared funding opportunities and enhancing the customer service experience for greater success.

iv. Engage and coordinate with Community-Based Organizations to Serve the Population

The target population often has a myriad of obstacles such as a felony record, unemployed, unstable housing, family unification issues, mental health issues, etc. which requires a robust team of service partners to address the many challenges they may be facing. There are a few local organizations which the WDB will seek to formalize partnerships. Some of these organizations will include the Youth Alliance which will assist with older youth and young adults with support services, parenting programs and enrichment activities; the Business Council and the Chamber of Commerce will enhance the customer and business experience to increase local employment opportunities to NCPs; Community Solutions will provide mental health counseling; and Community Homeless Solutions work directly with homeless individuals which many are not compliant with their child support order. All partners will be invited to participate in the monthly partner trainings and partner meetings.

v. Describe the referral process and forms utilized to track this population

The WDB and the DCSS has established a formal referral process for the last 3 years the referral letter and referral form is completed by the DCSS. The letter is provided to the NCP and outlines the steps and their responsibilities to visit the AJCC for workforce services including job readiness training, job search assistance, job placement and other services. It also outlines other responsibilities such as reporting back progress and consequence for failing to follow-through. The AJCC Referral Form is completed by the DCSS when referrals are made. It outlines the type of activity needed and the type of supportive services he/she is receiving. The completed referral form is given to the client to bring to the AJCC and the DCSS emails the referral form as well to the designated AJCC single point of contact. As referrals are received, staff documents all NCPs in an excel spreadsheet for tracking purposes. In addition, all referrals will be entered in our CAP60 management information system with proper coding to track this population. Access to CAP60 is only accessed by authorized staff members. Reports can be generated to assess the level of engagement and success.

C. Working with LCSA's to identify incentives to increase the success of NCPs sustained participation in local workforce Programs

a. Tools & Incentives for NCP to promote their participation in training programs.

- i. Incentives & tools used to facilitate a successful referral: The DCSS and the AJCC has established a referral process that encourages progressive engagement resulting in a greater participation. Participants are treated with hospitality, respect and dignity which allows for greater participation.
- ii. Incentives and tools used to foster a sustained program participation: All referred participants will have access to the array of supportive services & incentives available at the AJCC including housing resources, utility assistance, enrichment scholarships for their children, etc. Certificates of completion are provided when trainings are completed.

The WDB will have additional discussion with the DCSS to identify other incentives.

3. Partnerships and Engagement to increase Competitive Integrated Employment

The WDB has had a long term partnership with the DOR for over 20 years and recognizes the value of DOR to provide workforce services to individuals with ID and DD. In San Benito County, 9.4% of individuals are considered to be disabled (EDD RPU LMI Demographics). With a labor force of 31,200, that makes it 2,933 individuals who are considered disabled. According to the POLICY BRIEF, Background and Resource Guide for Increasing CIE Opportunities in California, the unemployment rate for people with ID/DD is 13.1% compared to 5.3% for San Benito County. In addition, individuals with ID/DD are paid less and many don't have access to workforce services. For this reason and many more, the WDB will continue to partner with DOR.

- a. *AJCC staff has gained knowledge or training about serving individuals with ID/DD and the additional programs and resources available in the area.*

The DOR has been an active on-site AJCC partner with the WDB for over 20 years. The WDB and AJCC partners concur with the four priorities identified by DOR including the Competitive Integrated Employment (CIE). To further understand the needs of ID/DD individuals to expand CIE opportunities to this population, AJCC staff and partners have been receiving training from DOR. Some of the trainings provided by the DOR include the Windmills Training on Disability Etiquette and Awareness (9/25/18 & 4/2016), Working with Individuals with Hidden and Mental Health Disabilities (10/24/18), How to Address Consumer Self-Disclosure of Disability and Related Barriers and Traveling Disability Resource Coordinator Training. These trainings focused on awareness and bringing best practices and perspectives discovered through Disability Employment and Accelerator efforts to improve service delivery to individuals with disabilities in the region.

- b. *Plans to coordinate with DOR point of contact who can provide linkages to service providers and/or support services to individuals with ID/DD who are VR consumers.*

San Benito County WDB is not aware if DOR has designated a point of contact person that will provide linkages to service providers. When the point of contact person is identified, the AJCC staff and partners will work closely with the assigned DOR contact to coordinate and engage with providers and partners to serve the target population.

- c. *DOR collaborating in outreach to employers and partners to support opportunities for individuals with ID/DD to achieve Competitive Integrated Employment*

The WDB and AJCC staff has always valued DOR for their partnership, collaboration and commitment in providing services at the AJCC in support of individuals with ID/DD. The board and staff will continue to work together to achieve Competitive Integration Employment with the goal to enhance their employment skills and connecting them with local employers. The WDB, AJCC staff and partners have an on-going partnership with the DOR and attend regularly the monthly AJCC partner trainings and the monthly partner

meetings. At the monthly partner trainings, each partner has the opportunity to host a partner training which DOR has trained all AJCC staff on the services they provide to individuals with ID/DD. To provide well-rounded outreach to employers, the WDB is prepared to work with DOR to identify strategic outreach efforts to employers and partners to achieve competitive integration employment among individuals with ID/DD.

4. Provisions of services to English Language Learners, foreign born and Refugees

a. How Local/regional partners will braid resources & coordinate services

The WDB has established an efficient system with AJCC partners to collaborate and coordinate services to all populations including English Language Learners, foreign born and refugees. As this ELL/foreign born and refugees apply for services at the AJCC, they meet with the Vocational Assistant who provides an overview of the menu of services that are offered. They are then scheduled an orientation of the programs offered not only by WIOA staff, but from all program partners. Once participants go through the eligibility process, they are enrolled in their program of choice including vocational training, work experience or on-the-job training to prepare them in high demand and high paying jobs and careers. The Employment Counselor provides case management services, maintains contact with the training entity, links participants to other services and provides on-going support.

b. Process Local Boards and partners to retain in regional Pathway programs

The WDB and AJCC partners are all committed to regional partnerships. There are current efforts to start the Tech Apprenticeship for the region. This Slingshot project is led by San Francisco WDB and the Fiscal agent it NOVA. The project was recently awarded and planning sessions are underway. In addition, the business services team has been in discussion to promote the healthcare industry to assist job seekers with trainings for medical assistants which is a Segway to LVN, CAN and RNs. San Benito County WDB is also a collaborative partner with Monterey County and Santa Cruz County Prop 39 for Building and Construction Trades. A total of 6 cohorts have been completed which two have been local trainings. SBC WDB has also been a champion for the Water Career Pathway and has found success among many participants receiving training and being placed in permanent employment earning high wages within the region.

c. Review and incorporate any workforce or employment service plans developed by stakeholders

The WDB services and workforce plans align with those of other partner stakeholders.

d. Coordinate with the National Farmworker Jobs Program

The WDB does coordinate efforts to support the National Farmworker Jobs Program. As the recipient of Farm Worker housing, the services are strongly promoted to farm workers who may be in need of workforce services. Community Services & Workforce Development as one of the lead partners, manage the farm worker housing project and continuously promote workforce services to their participants.

e. Implement best practices around co-enrollment, leveraged funds and partnerships and delivery of services with CBOs

The WDB continuously strives to provide and replicate best practices for the benefit of participants. There are always efforts to leverage funding, co-enroll clients and establish

partnerships with community based organizations. In addition, as an on-site partner, the Community Action Agency consistently leverages resources for participants from the AJCC. Approximately, \$1 million were leveraged in 2018 to participants in need of housing assistance, utility assistance, enrichment scholarships, hotel vouchers and emergency housing.

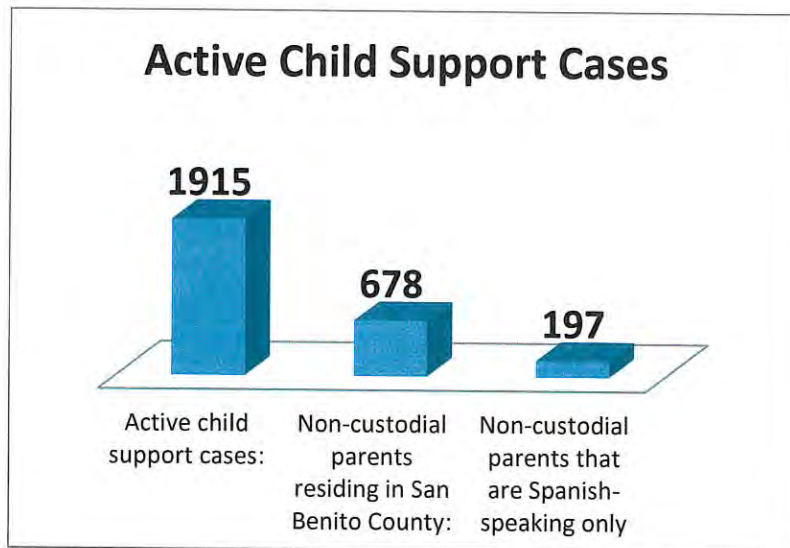
5. Other Modifications to the San Benito County WDB Local Plan

- a. The WDB has made revisions to several board policies to align better with services provided at the AJCC. The updated policies include Dispute Resolution for Procurement, Fraud & Abuse Procedures, Procurement Procedures for CSWD, Agency Eligibility Procedures, Incentives, Individual Training Account (ITA) , Limited English Proficiency Policy, Non-discrimination & Equal Opportunity Procedures, On-the-Job Training Policy, Oversight and Monitoring Policy, Priority of Service for Adults, Priority of Services for Veterans, and Eligible Spouses, Protection of Personally Identifiable Information (PII), Rapid Response, Reasonable Accommodation, Release of Confidentiality UI Information, Selective Service, Supportive Services Policy, Work Experience Program (WEP) for Adults /Dislocated Worker, Work Experience Program (WEP) for Youth, and Youth Program Requirements.
- b. In order to align the WDB with State requirements and to provide an improved service delivery to justice involved individuals and NCPs, new and improved partnerships have been established including the Department of Child Support and the Probation Department. Staff has been attending the AB109 meetings with the Probation department and several meetings have taken place with the DCSS. It is the goal to formalize these relationships through a MOU. In addition, the WDB will enter into an MOU with the CDCR.
- c. The WDB has solidified its relationship with the education partners including Gavilan College and West Valley College. As the adult education provider, Gavilan College has had consistent presence in the community and active discussion with staff to continue their on-site presence at the AJCC. West Valley College has been very proactive with sector pathways and has included the WDB in several initiatives.
- d. The WIOA performance outcomes have been updated and are included as an attachment.

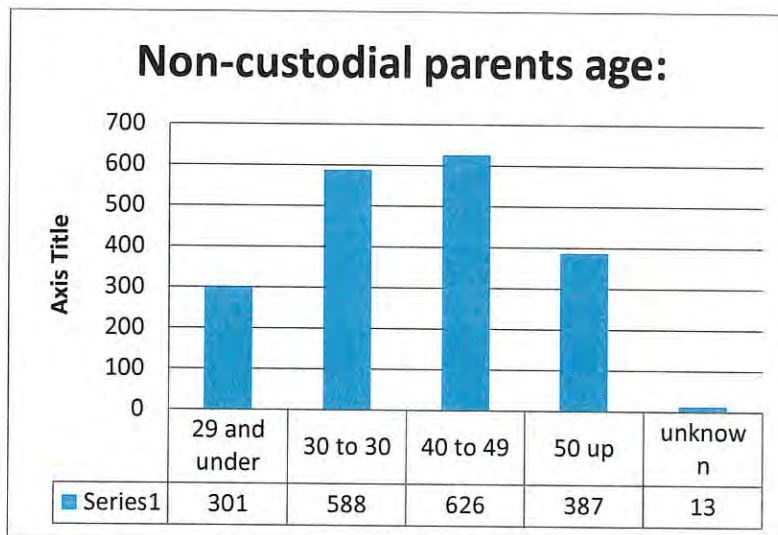
Child Support Demographics San Benito County

The WDB staff, AJCC staff and its partners will work together to provide workforce and supportive services to NCP. The partners at the AJCC include EDD, Community Action, WIOA services, DOR, Peninsula Family Services, TANF, Health & Human Services Agency and Gavilan College.

Overview and size of the Child Support Population: In San Benito, there are a total of active Child support cases of 1,915 of which 678 are NCPs and 197 are Spanish speaking NCPs as shown below:



The age of NCPs reflect 301 who are 29 years and under, 588 are between 30-39 years, 629 are between 40-49 years, 387 are 50 years and older and 13 are unknown as shown below.



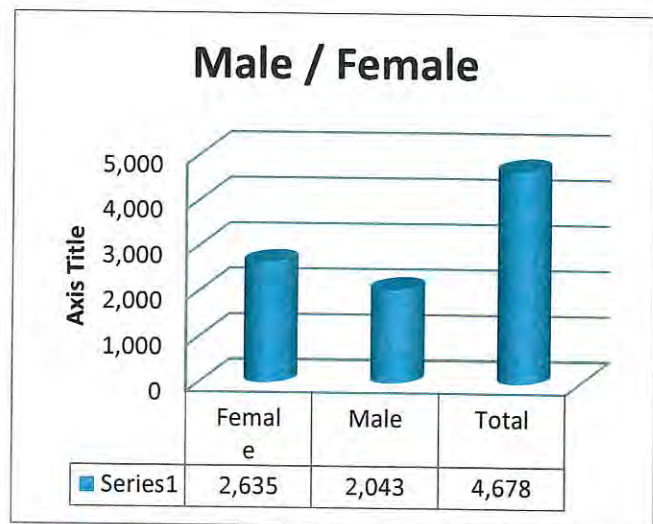
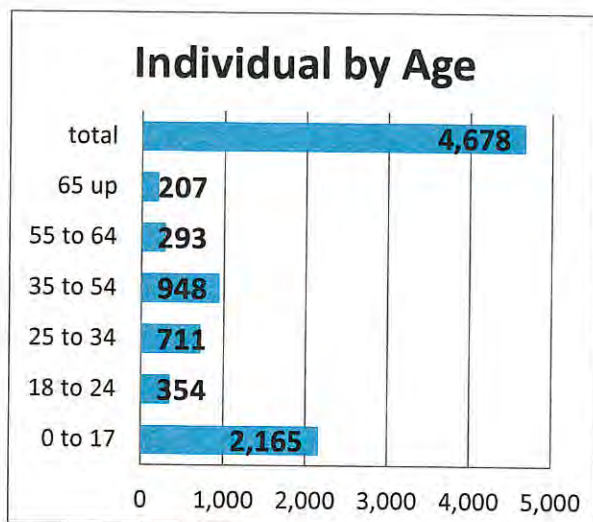
There are a total of 483 unemployed NCPs which comprises 24.4% of the total active cases.

CalFresh Demographics San Benito County

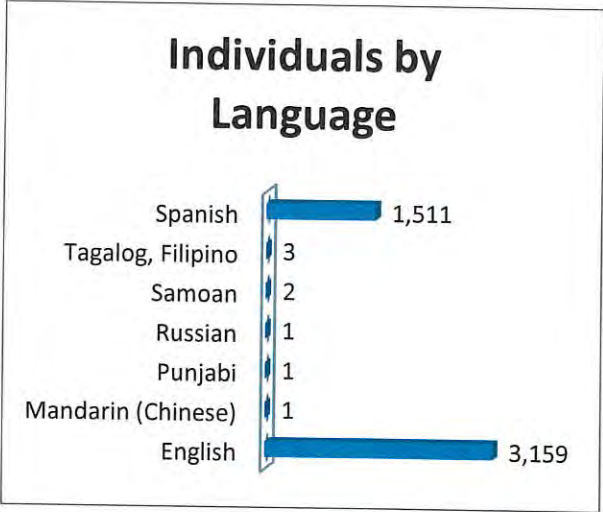
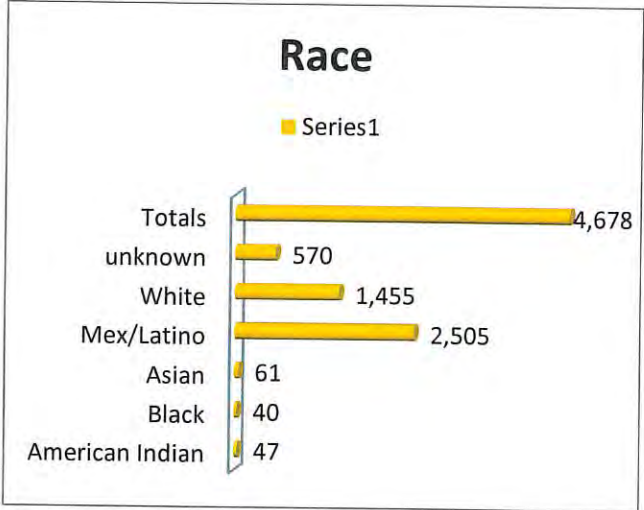
The San Benito County Workforce Development Board (WDB) has had a long-term organic partnership with the San Benito County Health & Human Services Agency (HHSA) for the integration and collaboration of services to the low-income community including those receiving CalFresh services and those participating in the County's Employment & Training Program (E&T Program). The WDB falls under the County governance structure and directly under HHSA which is the reason why the WDB has a true partnership with HHSA

The WDB is committed to continuing our partnership with Health and Human Services Agency, community colleges, community based organizations (CBOs), service providers...among others. As mentioned above, the WDB lies within the structure of local county governance under Health and Human Services Agency which lends to a strong commitment to collaborate to support CalFresh participants with workforce services. The WDB has an established priority of service which gives priority to low-income residents receiving public assistance including CalFresh participants.

Provide an overview of the size and characteristics of both the total calFresh recipient populations in the local/area region and the CalFresh E&T populations: In 2018, of the 4,678 receiving CalFresh in San Benito County, 2165, or 46% were age 17 and under, 354 (8%) were age 18-24, 711 were age 25-34 (15%), 948 were 35-54 (20%), 293 were 55-64 (6%) and 207 (4%) were 65 or older. Of these, 2635 or 56% were female and 2043 or 44% were male.



Of the 4678 receiving CalFresh in San Benito County 47 (1%) indicated they were American Indian, 40 (1%) Black, 61 (1%) Asian, 2,505 (54%) Mexican/Latino, 1,455 (31%) White and 570 (12%) unknown. Of all recipients, (68%) were English Speaking, 1,511 (31%) were Spanish Speaking and 8 (1%) speaking other languages to include Chinese, Punjabi, Russian, Samoan and Filipino.



Community Engagement and Public Comment

The Workforce Development Board conducted 5 listening sessions in November and December 2018. The purpose of these listening sessions was to engage with community based organizations, key stakeholders, service population participants and the general community and receive feedback on Child Support Services, re-entry services, English Language Learners, Foreign Born Individuals and Refugees and CalFresh Employment and Training participants.

The listening sessions took place on the following dates:

Listening Session #1:

Date: Thursday, November 8, 2018

Time: 5:30 p.m.

Location: San Benito County Library located at 470 Fifth Street, Hollister, CA 95023.

TOPIC: All Target groups- Re-Entry, Community Engagement, Child Support Services, English Language Learners, Foreign Born Individuals & Refugees and CalFresh Employment & Training

Listening Session #2:

Date: Wednesday, December 19, 2018

Time: 10:30 a.m.

Location: America's Job Center of CA located at 1111 San Felipe Road #107, Hollister, CA 95023

TOPIC: Child Support Services

Listening Session #3:

Date: Wednesday, December 19, 2018

Time: 10:30 a.m.

Location: America's Job Center of CA located at 1111 San Felipe Road #107, Hollister, CA 95023

TOPIC: Region Re-entry Planning

Listening Session #4:

Date: Wednesday, December 19, 2018

Time: 10:30 a.m.

Location: America's Job Center of CA located at 1111 San Felipe Road #107, Hollister, CA 95023

TOPIC: English Language Learners, Foreign Born Individuals

Listening Session #5:

Date: Wednesday, December 19, 2018

Time: 10:30 a.m.

Location: America's Job Center of CA located at 1111 San Felipe Road #107, Hollister, CA 95023

TOPIC: CalFresh Employment & Training

These listening sessions were publicized through several means including social media, local on-line news BenitoLINK, email blasts to community partners and county departments, AJCC web site, Community Action web site, Health & Human Services web site and postings in county department lobbies.



San Benito County Workforce Development Board (WDB)

1111 San Felipe Road, Suite 107, Hollister, CA 95023

Agenda for

Public Meeting of the WDB 2-Year Local Plan Modification

Date: November 8, 2018

Time: 5:30 p.m.

Location: San Benito County Library, 470 5th Street, Hollister, CA 95023

1. Welcome and Introductions
2. Agenda Review (Discussion Item)
3. Overview of Two-Year WIOA Plan Modification (Discussion Item)
4. Public Comment on Workforce Services for Justice-Involved individuals (Discussion Item)
5. Public Comment on Workforce Services for CalFresh Recipients (Discussion Item)
6. Public Comment on Workforce Services for Non-Custodial Parents (Discussion Item)
7. Public Comment on Workforce Services for English Language Learners, Foreign Born, & Refugees (Discussion Item)
8. Public Comment on Workforce Services for Persons with Disabilities (Discussion Item)
9. Public Comment on Non-Agenda Items (Discussion Item)
10. Adjournment (Action Item)



San Benito County Workforce Development Board (WDB)

1111 San Felipe Road, Suite 107, Hollister, CA 95023

Date: Thursday, November 8, 2018 - Time: 5:30 p.m.

San Benito County Library, 470 5th Street, Hollister, CA 95023

Public

| Name (Please Print) | Organization or Company |
|------------------------|-----------------------------------|
| 1. Alisha Cardenas | Child Support Services |
| 2. Jamie Murray | Child Support Services |
| 3. DAVID DIM | HTSA Public Assist. |
| 4. Tony Lamonica | San Benito CO. S.O. |
| 5. RICHARD GALLARDO SR | WDB / VICE-CHAIR |
| 6. RICHARD GALLARDO | LCA SERVICES |
| 7. Terri Gallardo | Community Member / Retired MC WDB |
| 8. Susan Logue | Hollister resident |
| 9. Diane Ortiz | Youth Alliance |
| 10. Carol Thomas | CAB |
| 11. | |
| 12. | |
| 13. | |
| 14. | |

Workforce Development Board

Listening Session

November 8, 2018 at 5:30 p.m.

Attendance: There were 11 individuals representing different populations attend the listening session (see sign-in sheet)

Enrique Arreola opened the Listening session at 6:32 p.m. by welcoming everyone and highlighting the purpose of the Listening Session. Introductions were made by everyone in attendance. Enrique then introduced Racy Ming, Consultant to the Mid-Peninsula Region of Workforce Development Boards. Ms. Ming introduced herself and described the process of the Listening Session. She then briefly went over each target population and comments were received as follows:

Prison To Employment:

- Jeanette Neal representing the Youth Alliance talked about the importance to assist individuals who are exiting incarceration and shared the Parenting Program they offer for this population.
- A community representative (former Monterey WIB staff) talked about the need to offer internships for this population.
- Richard Perez, community resident, CAB Chair and WIB Vice Chair talked about
- Diane Ortiz from the Youth Alliance talked about the industries of San Benito County and the need for more re-entry programs. It's important to have more employer awareness to educate them on the benefits of hiring re-entry population.
- Tony Lomatica: The County is building a new jail with three additional classrooms for training such as apprenticeships. Rene is working on this to reduce recidivism. When they are released, to go to the Workforce Development Board and the Transition Center. This will help a lot.
- Director of Child Support said that they can help with getting them their Driver's License and compromising arrears.
- Diane Ortiz: Asked what fines does this population have when they are released? And that perhaps their fines can be removed to assist them better.
- Tony Lomatica: While in custody, it's good for them to take the classes to reduce or remove their fines.
- Richard Perez: Gavilan can help this population get back on their feet. Gavilan gets money from the County- about \$20,000 to help them.
- Tony Lomatica: When they leave the jail, where do they go? A transition team is needed to help this population
- Richard Perez: Would be great to have a re-entry center open to all to transition back to society

CalFRESH Recipients

- Diane Ortiz: If someone gets a job, many individuals get disqualified from receiving benefits. Is there a “stop gap” system that allows increased wages and stay in the program? David Diaz: Depending on household size, depending on the threshold, they need to report to receive food stamps
- Resident (former Monterey WIB Staff): Commented that federally funded programs like Work Experience does not count as income.
- Diane Ortiz: it would be great if transportation is provided to work for families in need

Non-Custodial Parents

- Alicia (Child Support Office): Does outreach twice per month to the jail. She finds out when they are released to help them with their Drivers license. There are good outcomes. She has been working with Workforce Services at the America’s Job Center with a referral system to help re-entry individuals with jobs. Will work on accountability so there is more consistency attending the programs at the AJCC.
- Resident (former Monterey WIB Staff): Are their grants to apply for funding? Kellogg Foundation has funding available to help re-entry individuals.

English Language Learners/Foreign Born/Refugees

- Richard Perez: The Library is the key to expand outreach to help with their literacy to this population.
- Diane Ortiz: Legal Services such as CRLA provides legal services 1x per week in SBC.
- Richard Perez: CRLA offers up to 4 hour window without the need to drive to Watsonville
- Community Resident (name on Sign-in sheet): The Library had an event on immigration last year and it was well attended. More events like this one are needed in SBC to make the community aware of their rights.
- Jeanette Neal representing the Youth Alliance said that last summer they were going to hire a young man which he didn’t show up due to legal status. Could there be PSA’s, announcements and information to educate the public about their rights?
- David Diaz: confirmed the comments made by the Youth Alliance. His program (CalFRESH) has received calls from clients asking to cancel their case for fear of deportation. They think that because they are receiving benefits they will be deported.

- Diane Ortiz: Awareness is needed to target this population
- Richard Perez: It is very costly when they see an attorney . The library can be useful to find outreach programs to benefit people hiding in the shadows

People with Intellectual & Developmental Disability

- Jeanette Neal representing the Youth Alliance shared that she was not aware how to work with a client with a disability. He is now in JobCorp in San Jose. There is nothing like this in this community. He needed more support since he processes things differently. Does Esperanza Center Provide Help?
- Diane Ortiz: That's the Transition age youth.
- Jeanette Neal representing the Youth Alliance: How about HOPE services? Do we work with them? For transition age youth who are young parents, when they split up, the father lives in poverty and not motivated to find higher paying jobs. Are their child support breaks?
- Alicia Cardenas from Child Support Office: There can be some type of Court Order. There are a lot of misunderstandings. Can help with awareness. She conducts a presentation at Gavilan College every semester on Child Support to increase the awareness.
- Diane Ortiz: Access to Childcare is needed.
- Resident (former Monterey WIB Staff): Rancho Cielo Housing is for Transition age youth.
- Safeway is very supportive with disabled youth.

The Listening Session was concluded at 6:35 p.m.

San Benito County Workforce Development Board

is updating its **Local Plan & Regional 2-Year Plan**

The San Benito County Workforce Development Board invites you to provide feedback during this listening session. Your participation and input is critical to developing a plan that is responsive to the needs of our community. Review the current plan at: hhsa.cosb.us/wdb/

Thursday, November 8, 2018 at 5:30 P.M.

San Benito County Library

470 5th Street, Hollister, CA 95023

We need to hear from local service providers on services benefiting these areas:

- **Region Re-entry Planning Forum** Strategies to improve labor market outcomes for formerly incarcerated and other justice involved individuals
- **Community Engagement/Input** Community forum on local workforce services Region Re-entry Planning Forum Strategies to improve labor market outcomes for formerly incarcerated and other justice-involved individuals
- **Child Support Services** Strengthening partnerships with local child support agencies to serve non-custodial parents
- **English Language Learners, Foreign Born Individuals & Refugees** Developing strategies to strengthen services to English language learners, foreign born individuals and refugees
- **CalFresh Employment & Training** Developing workforce system partnerships with CalFresh employment and training programs

For additional Services visit us at: America's Job Center of California

1111 San Felipe Road, Suite 107, Hollister, CA 95023 * (831) 637-5627




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WIOA Regional and Local Plan Modifications

Overview and Stakeholder Listening Session
San Benito County Workforce Development Board
November 8, 2018

Why are the plans being modified?

- ▶ Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for "changes in labor market and economic conditions or in other factors affecting the implementation of the local plan" (29 U.S. Code § 3123).
- ▶ The California Workforce Development Board (State Board) has made changes to the State Plan which require that Local Boards update their plans to keep them consistent with the policy direction of the State Plan.

New state level partnerships (requiring local/regional plan alignment)

- ▶ California Department of Social Services (CDSS), the County Welfare Directors Association (CWDA), and the CWA with the goal of improving labor market outcomes for all recipients of CalFresh
- ▶ California Department of Child Support Services (DCSS) with the goal of improving labor market outcomes for unemployed, underemployed, and payment-delinquent non-custodial parents

New state level partnerships, continued

- Updated Dept. of Rehabilitation partnership agreement which includes new language about how workforce, DOR, and additional Competitive Integrated Employment (CIE) partners will collaborate to create more CIE opportunities for Californians with intellectual and developmental disabilities.
- California Department of Corrections (CDCR), the California Prison Industry Authority (CALPIA), and the California Workforce Association (CWA), with the goal of improving labor market outcomes of the state's formerly-incarcerated population.

Required components for the local plan update

Descriptions of:

- Coordination of services for CalFRESH recipients
- Coordination of services with local Child Support Agency
- Strategies to enhance Competitive Integrated Employment
- Services for English language learners, the foreign born and refugees

Required components for the regional plan update

Descriptions of:

- Efforts to align, coordinate, and integrate reentry and workforce services for the formerly incarcerated and other justice-involved individuals
- Compliance with state requirements pertaining to Multi-Core Craft Curriculum (MC3) pre-apprenticeship partnerships.
- Required regional self assessment using Indicators of Regional Coordination and Alignment

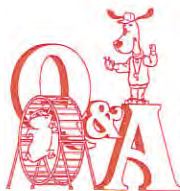
Community Engagement

- ▶ After hours "listening session"
- ▶ Required outreach to state's "Directory of Planning Partners"
- ▶ List of required partners by subject area
- ▶ Public posting of meeting notices on website, in AJCC, and lobby locations
- ▶ Notify the state board of meeting schedule, which will be posted on State website
- ▶ 30 day public comment period on draft plans

Next Steps

- ▶ Initial input can be shared electronically:
 - Deadline: **1/14/2019**
 - Send your comments to earreola@cosb.us
 - Subject line: "Local WIOA Plan Update"
- ▶ 30 day public comment period on draft plan, most likely in February 2019

Questions?



For more information, please contact
 Enrique Arreola at (831) 634-4918 or
 Sylvia Jacquez at (831) 637-9293



Post Details



San Benito County America's Job Center of California

Published by Enrique Arreola · October 30, 2018 ·

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#SBCJOBS #AJCCofSBC

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Community Services Workforce Development | Benitolink: San ... <https://benitolink.com/.../community-services-workforce-development?...>



Event, 01/09/2017, **Workforce Development Board** Meeting, Published ... Event, 10/30/2018, **Listening Session-Workforce Development Board**, Published.

City of Hollister to host open house & **listening** session for businesses

<https://benitolink.com/city-hollister-host-open-house-listening-session-businesses>



Feb 7, 2017 ... City of Hollister to host open house & **listening** session for businesses ... on the San Benito County **Workforce Development Board** and Measure ...

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Article, 05/31/2016, County **Workforce Development Board** Launches Survey, ...
Article, 02/07/2017, City of Hollister to host open house & **listening** session for ...

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Jan 31, 2016 ... **Board** (CAB) and Community Services & **Workforce Development** ... on my one -on-one communication skills, working in groups, **listening** and ...

Content

Search Results

Analyst: County has no management policies beyond "keeping the ...

<https://benitolink.com/.../analyst-county-has-no-management-policies-beyond-keeping-boat-afloat>



Apr 13, 2018 ... During the April 10 special meeting of the San Benito County **Board** of ... He said there is presently no **workforce development** plan in place to ...

Gavilan trustee candidates Perez, Davenport to debate at Use Your ...

San Benito County Workforce Development Board

is updating its Local Plan & Regional 2-Year Plan

The San Benito County Workforce Development Board is holding additional listening sessions and invites you to provide feedback for the development of the two-year Local Workforce Development Plan Update. Your participation and input is critical to developing a plan that is responsive to the workforce needs of our community. Review the current plan at: hhsa.cosb.us/wdb/

Wednesday, December 19, 2018
America's Job Center of California
1111 San Felipe Road, Suite 107 Hollister, CA 95023

We need to hear from local service providers and community members on services benefiting these areas:

- **10:30-11:15 A.M. - Child Support Services** Strengthening partnerships with local child support agencies to serve non-custodial parents
- **11:15 - 12:00 P.M. - Region Re-entry Planning Forum** Strategies to improve labor market outcomes for formerly incarcerated and other justice involved individuals
- **1:30-2:15 P.M. - English Language Learners, Foreign Born Individuals & Refugees** Developing strategies to strengthen services to English language learners, foreign born individuals and refugees
- **2:15-3:00 P.M. - CalFresh Employment & Training** Developing workforce system partnerships with CalFresh employment and training programs

For additional Services visit us at: America's Job Center of California
1111 San Felipe Road, Suite 107, Hollister, CA 95023 * (831) 637-5627



America's JobCenter
of CaliforniaSM

**RSVP via E-Mail: rsoto@cosb.us, Phone: (831) 637-5627 or
online at: <http://www.surveygizmo.com/s3/4631420/WDB>**



ADA / Equal Opportunity Employer / Program Auxiliary Aids and Services are available upon request to individuals with disabilities.
Some conditions may apply. For TTY access call: (831) 637-3265



San Benito County La Mesa Directiva de Desarrollo de la Fuerza Laboral

esta actualizando su plan local y regional de 2-años

La Mesa Directiva de Trabajos del condado de San Benito esta conduciendo reuniones y los invita para escuchar sus comentarios para el desarrollo del plan de dos años. Su participación es importante para el desarrollo del plan de trabajos que es responsiva a las necesidades de la comunidad. Revisa el plan actual:

hhsa.cosb.us/wdb/

Miércoles, 19 de diciembre de 2018
America's Job Center of California
1111 San Felipe Road, Suite 107 Hollister, CA 95023

Necesitamos escuchar de proveedores de servicios y miembros de la comunidad sobre servicios de estas areas:

- **10:30-11:15 A.M. - Servicios de manutención infantil:** Fortalecimiento de las alianzas con agencias de manutención de menores para proveer a padres sin custodia
- **11:15 - 12:00 P.M. - Foro para personas que fueron** anteriormente encarcelados en libertal condicional: Estrategias para mejorar empleos para personas que fueron anteriormente encarcelados
- **1:30-2:15 P.M. - Estrategias para mejorar servicios para Estudiantes** del idioma inglés, individuos nacidos en el extranjero y refugiados
- **2:15-3:00 P.M. - Formación laboral de CalFresh:** Desarrollar asociaciones de Sistema de fuerza laboral con el programa de CalFresh

Para mas información: America's Job Center of California
1111 San Felipe Road, Suite 107, Hollister, CA 95023 * (831) 637-5627



America's Job Center
of CaliforniaSM

**RSVP via E-Mail: rsoto@cosb.us, Phone: (831) 637-5627 or
online at: <http://www.surveygizmo.com/s3/4631420/WDB>**



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Some conditions may apply. For TTY access call: (831) 637-3265





San Benito County Workforce Development Board (WDB)

Date: Wednesday, December 19, 2018 - Time: 1:30 p.m.

SBC America's Job Center, 1111 San Felipe Road #107, Hollister, CA 95023

English Language Learners, Foreign Born Individuals & Refugees

| Name (Please Print) | Organization or Company |
|---------------------|-------------------------|
| 1. Randy Brown | Carillon |
| 2. | |
| 3. | |
| 4. | |
| 5. | |
| 6. | |
| 7. | |
| 8. | |
| 9. | |
| 10. | |
| 11. | |
| 12. | |
| 13. | |
| 14. | |



San Benito County Workforce Development Board (WDB)

Date: Wednesday, December 19, 2018 - Time: 10:30 a.m.

SBC America's Job Center, 1111 San Felipe Road #107, Hollister, CA 95023

Child Support Services

| Name (Please Print) | Organization or Company |
|---------------------|--|
| 1. Judith Munte ✓ | College Career Transitions / SFSU |
| 2. Jamie Murray | Child Support Services ^{SB/SC} Regional |
| 3. | |
| 4. | |
| 5. | |
| 6. | |
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| 10. | |
| 11. | |
| 12. | |
| 13. | |
| 14. | |



San Benito County Workforce Development Board (WDB)

Date: Wednesday, December 19, 2018 - Time: 11:15 a.m.

SBC America's Job Center, 1111 San Felipe Road #107, Hollister, CA 95023

Region Re-Entry Planning Forum

| Name (Please Print) | Organization or Company |
|---------------------|-------------------------|
| 1. Judith Munte | CCTP / CS9 |
| 2. Renee Hankla | SBC Probation |
| 3. | |
| 4. | |
| 5. | |
| 6. | |
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| 10. | |
| 11. | |
| 12. | |
| 13. | |
| 14. | |



San Benito County Workforce Development Board (WDB)

Date: Wednesday, December 19, 2018 - Time: 2:15 p.m.

SBC America's Job Center, 1111 San Felipe Road #107, Hollister, CA 95023

CalFresh Employment & Training

None

| Name (Please Print) | Organization or Company |
|---------------------|-------------------------|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
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| 14. | |

Workforce Development Board

Listening Session

Child Support Services

December 19, 2018 at 10:30 a.m.

Attendance: There were 2 individuals that attended this listening session (see sign-in sheet)

Enrique Arreola opened the Listening session at 10:34 a.m. by welcoming everyone and highlighting the purpose of the Listening Session. Introductions were made by everyone in attendance. Enrique gave an overview of the purpose of these listening sessions and how they play a role in our Local and Regional 2-year Plan update. He also provided an overview of the SBC Workforce Development Board. Enrique shared information from the first session that was held on November 8, 2018.

Enrique reviewed the power point presentation

Questions:

- How can we partner more efficiently?**
- What does an effective referral process look like to you?**
- How can there be effective communication for follow-up**
- What are some proven strategies to engage clients?**
- What type of services are effective for clients?**

Responses:

- Jamie shared that we are currently working to update the referral process. The referral form and introduction letter are getting updated. This has been presented to the Law Commissioner for approval. Child Support staff will be visiting the America's Job Center (AJCC) to learn more about the services available. AJCC staff will also have a better understanding with Child Support. The referrals made to AJCC will need to be monitored. Jamie shared that there are steps the non-custodial parents can take to reduce the driver's license suspensions.
- Judith shared information on programs offered at San Francisco State.
- Reports identify population of non-custodial parents.
- Released from Jail
- Voluntary to opt in for programs
- Provide brochure on Child Support Services
- DMV fee for license suspension.
- Provide incentives to engage them

Other comments?:

- Have compromise of arrear payments with the State
- Add link on websites
- Place a television in the lobby for various announcements

The Listening Session was concluded at 11:15 a.m.

Workforce Development Board

Listening Session

English Language Learners, Foreign Born Individuals & Refugees

December 19, 2018 at 1:30 p.m.

Attendance: There was 1 individual that attended this listening session (see sign-in sheet)

Enrique Arreola opened the Listening session at 1:35 p.m. by welcoming everyone and highlighting the purpose of the Listening Session. Introductions were made by everyone in attendance. Enrique gave an overview of the purpose of these listening sessions and how they play a role in our Local and Regional 2-year Plan update. He shared information from the first session that was held on November 8, 2018.

Enrique reviewed the power point presentation

Questions:

- How can we partner more efficiently?**
- What does an effective referral process look like to you?**
- How can there be effective communication for follow-up**
- What are some proven strategies to engage clients?**
- What type of services are effective for clients?**

Responses:

Randy reported there are 5 English as a Second Language sites. They are working with the Migrant Center to start a class in the Spring of 2019.

They are also working on starting an Entrepreneurial class with Pesaro.

- Gavilan College is doing very well marketing
- Refer many students to services
- Jointly work with Partners
- Book a time to conduct presentation
- Provide on-site presence at the AJCC
- All participants to know about the ELL Program
- Refer to Gavilan College
- Currently no referral in place
- Conduct Presentation to On-Site AJCC Partners (Victor)
- Ask to see how students have learned about the program and connect with those partners
- Formalize a referral form
- Students are helping the program by having student recruiters
- Give contact information of current students
- Peer to Peer encouragement
- Peer to Peer marketing
- Word of Mouth is great
- Grocery store recruitment

- Focusing on student's progress
- Provide guidance and support
- Pay for books and parking passes
- Incentives
- Provide Peer Support

Other comments:

- Would like to have a regular schedule on updated information of services

The Listening Session was concluded at 2:10 p.m.

Workforce Development Board

Listening Session

Region Re-Entry Services

December 19, 2018 at 11:15 a.m.

Attendance: There were 2 individuals that attended this listening session (see sign-in sheet)

Enrique Arreola opened the Listening session at 11:18 a.m. by welcoming everyone and highlighting the purpose of the Listening Session. Introductions were made by everyone in attendance. Enrique gave an overview of the purpose of these listening sessions and how they play a role in our Local and Regional 2-year Plan update. He also provided an overview of the State's Prison2Employment (P2E) initiative. Enrique shared information from the first session that was held on November 8, 2018.

Enrique reviewed the power point presentation

Enrique provided an overview of the P2E initiative:

- \$34 million
- 2 stages for releasing funds (Planning runs from Now until May 2019 and Implementation)
- 14 regions
- Mid-Peninsula Region may receive \$150,000 for planning and \$1.2-2 million for implementation
- SBC share will be approximately \$16,000 and will be discussing baseline minimum for implementation
- Services expected to be provided by next fiscal year
- Lead will be NOVA WDB
- Services to be operated by non-profit organizations (possibly, Gavilan College, Sun Street Center, Work or Training Alternative, Goodwill)

Questions:

- **How can we partner more efficiently?**
- **What does an effective referral process look like to you?**
- **How can there be effective communication for follow-up**
- **What are some proven strategies to engage clients?**
- **What type of services are effective for clients?**

Responses:

- Determine what is more fruitful
- Get everyone in the same room together (ex. Jail captain, discuss jail programs, AB 109 partners)
- Gavilan College is meeting with 100+ inmates
- Create a referral form and sent out to all partners involved
- Case management system (Compass)
- View only access to providers
- No paper referrals
- Tracks Data
- Pick up when released from jail

- In-Custody Case Manager for life skills
- Peer Mentor to bridge the gap
- Use Root & Rebound
- Re-Entry classes for In/Out of Custody
- Hold focus discussions
- Re-Entry groups/support groups


Other comments?:

- Judith stated it is important to provide training as early as possible.
- Also to engage young people/adults in training and education
- Question posed if there are any plans for Youth Re-Entry

The Listening Session was concluded at 12:10 p.m.

Workforce Development Board
Listening Session
CalFRESH
Employment & Training Services
December 19, 2018 at 2:15 p.m.

Attendance: No attendees (see sign-in sheet)



WIOA Regional and Local Plan Modifications

Overview and Stakeholder Listening Session
San Benito County Workforce Development Board
December 19, 2018

Planning Forums

- ▶ 10:30-11:15 A.M. – Child Support Services Strengthening partnerships with local child support agencies to serve non-custodial parents
- ▶ 11:15 – 12:00 P.M. – Region Re-entry Planning Forum Strategies to improve labor market outcomes for formerly incarcerated and other justice involved individuals
- ▶ 1:30-2:15 P.M. – English Language Learners, Foreign Born Individuals & Refugees
- ▶ Developing strategies to strengthen services to English language learners, foreign born individuals and refugees
- ▶ 2:15-3:00 P.M. – CalFresh Employment & Training Developing workforce system partnerships with CalFresh employment and training programs

Why are the plans being modified?

- ▶ Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for "changes in labor market and economic conditions or in other factors affecting the implementation of the local plan" (29 U.S. Code § 3123).
- ▶ The California Workforce Development Board (State Board) has made changes to the State Plan which require that Local Boards update their plans to keep them consistent with the policy direction of the State Plan.

New state level partnerships (requiring local/regional plan alignment)

- ▶ California Department of Social Services (CDSS), the County Welfare Directors Association (CWDA), and the CWA with the goal of improving labor market outcomes for all recipients of CalFresh
- ▶ California Department of Child Support Services (DCSS) with the goal of improving labor market outcomes for unemployed, underemployed, and payment-delinquent non-custodial parents

New state level partnerships, continued

- ▶ Updated Dept. of Rehabilitation partnership agreement which includes new language about how workforce, DOR, and additional Competitive Integrated Employment (CIE) partners will collaborate to create more CIE opportunities for Californians with intellectual and developmental disabilities.
- ▶ California Department of Corrections (CDCR), the California Prison Industry Authority (CALPIA), and the California Workforce Association (CWA), with the goal of improving labor market outcomes of the state's formerly-incarcerated population.

Required components for the local plan update

Descriptions of:

- ▶ Coordination of services for CalFRESH recipients
- ▶ Coordination of services with local Child Support Agency
- ▶ Strategies to enhance Competitive Integrated Employment
- ▶ Services for English language learners, the foreign born and refugees

Required components for the regional plan update

Descriptions of:

- ▶ Efforts to align, coordinate, and integrate reentry and workforce services for the formerly incarcerated and other justice-involved individuals
- ▶ Compliance with state requirements pertaining to Multi-Core Craft Curriculum (MC3) pre-apprenticeship partnerships.
- ▶ Required regional self assessment using Indicators of Regional Coordination and Alignment

Community Engagement

- ▶ After hours "listening session" - November 8, 2018
- ▶ Required outreach to state's "Directory of Planning Partners"
- ▶ List of required partners by subject area
- ▶ Public posting of meeting notices on website, in AJCC, and lobby locations
- ▶ Notify the state board of meeting schedule, which will be posted on State website
- ▶ 30 day public comment period on draft plans

Community Engagement

- ▶ How can we partner more efficiently?
- ▶ What does an effective referral process look like to you?
- ▶ How can there be effective communication for follow-up?
- ▶ What are some proven strategies to engage clients?
- ▶ What type of services are effective for clients?
- ▶ Other comments?

Next Steps

- ▶ Initial input can be shared electronically:
 - Deadline: **1/14/2019**
 - Send your comments to earreola@cosb.us
 - Subject line: "Local WIOA Plan Update"
- ▶ 30 day public comment period on draft plan, most likely in February 2019

Questions?



*For more information, please contact
Enrique Arreola at (831) 634-4918 or
Sylvia Jacquez at (831) 637-9293*



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Listening Session-Workforce Development Board

posted on Tue, 10/30/2018 - 03:01pm by [Andi Anderson](#)

[Add a comment](#)[Tweet](#)[Recommend 0](#)[Email this Event](#)

The San Benito County Workforce Development Board invites you to provide feedback during this listening session. Your participation and input is critical to developing a plan that is responsive to the needs of our community.

11/08/2018

Website: hhsa.cosb.us/wdb/



We need to hear from local service providers on services benefiting these areas:

Andi Anderson

From:
Sent:
To:

Andi Anderson
Wednesday, December 12, 2018 9:44 AM
' (Maria.Alfaro@sanbenito.courts.ca.gov)'; 'A. Erica Elias (eelias@chp.ca.gov)'; 'Abraham Prado'; 'Al De Vos'; 'Alan Yamamoto'; 'Alex Svcc'; 'Alisha Cardenas (Cardenas.Alisha@sanbenito.cse.ca.gov)'; 'Ana Burns (aburns@hacosantacruz.org)'; 'Annette Gutierrez (AGutierrez@gavilan.edu)'; 'Arminda Tolentino'; 'aromaswd@aol.com'; 'Astevia Lopez-Bushnell'; 'Candice Hooper'; 'Carina Freeman'; 'Carley Galarneau'; 'Carmen Ireta'; 'Carol Thomas'; 'Catholic Charities (charities@dioceseofmonterey.org)'; 'cellyh95023@yahoo.com'; 'CHERYL.MULLEN@HOLLISTER.CA.GOV'; 'Coast Gas (andrea.nunez@heritagepropane.com)'; 'Conan A. Mycroft (outreach.sps@fsa-cc.org)'; 'CRLA (pkatz@crla.org)'; 'CSDC - Maintenance Request (maintenance@csdcsbc.org)'; 'cynthia.holthouse86@gmail.com'; 'Dale Yarmuth'; 'Dan Winn'; 'David Westrick'; 'Debbie Briber (dbriber@gmail.com)'; 'Debbie Ruiz (debbie.ruiz@communitysolutions.org)'; 'Delia Ramon'; 'Edward Escamilla'; 'eguaracha@parks.ca.gov'; 'Elena DeLaPuerta'; 'Elvia Teixeira (eteixeira@hesd.org)'; 'Erica Elliott'; 'Erika V. Perez'; 'Evelia Gomez'; 'fgallagher@hazelhawkins.com'; 'Frank Beitz'; 'Gabriel B. Torres (gtorres@chispahousing.org)'; 'Gang Prevention'; 'Gary Byrne (gbyrne@cffsbc.org)'; 'Gregory Rivera'; 'Irma Valencia'; 'Ischelle Gonzalez'; 'Jacquelyn L. Richburg (jrichburg@gavilan.edu)'; 'Jaime DeLaCruz'; 'James Dion (james.dion@edd.ca.gov)'; 'Javana Sammons'; 'Jeanene Rasmussen'; 'Jeri Grace-Arias'; 'Jessica Gilliland'; 'Jillian Wilson (forestjillian@att.net)'; 'Joe Paul Gonzalez'; 'John Bustamante'; 'John Perales (john@cmap.tv)'; 'Juana'; 'Juvenile Hall'; 'Kathy Postigo'; 'Kendra Bobsin'; 'Kim Dryden'; 'KION (newstips@kionrightnow.com)'; 'Kristina Chavez Wyatt (kristina@farmhousecommunications.com)'; 'Leloba Pahl (lead@cfmco.org)'; 'Leslie David (lesliedavid831@gmail.com)'; 'Leti'; 'Linda Smith (principalpaws4@yahoo.com)'; 'Linda Yoshikawa (lyoshikawa@sbcsmh.org)'; 'Liz Martinez (nazliz@sbcglobal.net)'; 'Lizet Moreno'; 'Lorena Jones'; 'Maria Corona'; 'Maria Granados'; 'Maria Sanchez'; 'Maria Thomas'; 'Mary Damm'; 'Mayra Zendejas (MZendejas@ymcacentralcoast.org)'; 'McCollum, Katrena (KMCCOLLU@dor.ca.gov)'; 'Melinda Keys'; 'Miceli, Christopher@CHP'; 'Michael Kelly'; 'Michelle Ramirez (hr@lealvineyards.com)'; 'Nancy (nancy@communityfoodbankofsbc.org)'; 'Nancy Santos'; 'Nelda Escamilla'; 'Nicole Ramirez'; 'Nora Conte'; 'Omar Rodriguez'; 'Patricia (patricia@communityfoodbankofsbc.org)'; 'Patrick Ellis (patrick@chamberlaincc.org)'; 'Patty Bove'; 'Paul Armbruster (pmarmbruster@charter.net)'; 'Ron Ross'; 'Pauline Valdivia'; 'Perla Flores'; 'Priscilla Leon'; 'Raylene A. Rogers'; 'Rita Campbell'; 'Robert Flores'; 'Robert Scoles'; 'Rosalina Valdez (valdez.r@fsa-cc.org)'; 'Ruby Soto'; 'Sam Zaragoza (szaragoza3211@yahoo.com)'; 'Sandra Romero-Morales (08sandra@live.com)'; 'sbcfb@garlic.com'; 'Sheri Schmier'; 'Soila Rojas'; 'Tanji Diller (tajni@sbcglobal.net)'; 'Teri Gutierrez'; 'Teresa Torres (torres.tj@live.com)'; 'Todd Farr (tfarr316@aol.com)'; 'Tom Breen (tombreen@pacbell.net)'; 'Tom Slavich'; 'Tony Lamonica'; 'Velia Adayan'; 'Veronica Lezama'; 'Victoria Fortino (SanBenito@unitedwaysc.org)'; 'Victoria Loreda (supa_starr7@yahoo.com)'; 'Water-Sunnyslope (kelly@sscwd.org)'; 'Wes Ellison'; 'Youth Alliance (admin@youthall.org)'; 'maria.romero@usw.salvationarmy.org'
RE: 2-Year Plan Listening Session
2-Year Plan Public Notice 12.19.18-Sp.pdf

Subject:
Attachments:

Attached is the flier in Spanish

Andi Anderson

Staff Services Specialist
Community Services & Workforce Development
a Division of Health & Human Services Agency
1111 San Felipe Road, Ste 107, Hollister, CA 95023
(831) 637-9293 Main Line
(831) 638-3316 Direct Line
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e-mail: aanderson@cosb.us
<https://www.facebook.com/sbccab/>
<https://www.facebook.com/AJCCofSBC/community/>
www.sbccab.wix.com/cab1



From: Andi Anderson

Sent: Tuesday, December 11, 2018 4:41 PM

To: (Maria.Alfaro@sanbenito.courts.ca.gov); A. Erica Elias (eelias@chp.ca.gov); Abraham Prado; Al De Vos; Alan Yamamoto; 'Alex Svcc'; Alisha Cardenas (Cardenas.Alisha@sanbenito.cse.ca.gov); Ana Burns (aburns@hacosantacruz.org); Annette Gutierrez (AGutierrez@gavilan.edu); Arminda Tolentino; aromaswd@aol.com; Astevia Lopez-Bushnell; Candice Hooper; Carina Freeman; Carley Galarneau; Carmen Ireta; Carol Thomas; Catholic Charities (charities@dioceseofmonterey.org); 'cellyh95023@yahoo.com'; CHERYL.MULLEN@HOLLISTER.CA.GOV; Coast Gas (andrea.nunez@heritagepropane.com); Conan A. Mycroft (outreach.sps@fsa-cc.org); CRLA (pkatz@crla.org); CSDC - Maintenance Request (maintenance@csdcsbc.org); cynthia.holthouse86@gmail.com; Dale Yarmuth; Dan Winn; David Westrick; Debbie Briber (dbriber@gmail.com); Debbie Ruiz (debbie.ruiz@communitysolutions.org); Delia Ramon; Edward Escamilla; eguaracha@parks.ca.gov; Elena DeLaPuerta; Elvia Teixeira (eteixeira@hesd.org); Erica Elliott; Erika V. Perez; Evelia Gomez; fgallagher@hazelhawkins.com; Frank Beitz; 'Gabriel B. Torres (gtorres@chispahousing.org)'; 'Gang Prevention'; Gary Byrne (gbyrne@cffsbc.org); Gregory Rivera; Irma Valencia; Ischelle Gonzalez; Jacquelyn L. Richburg (jrichburg@gavilan.edu); Jaime DeLaCruz; James Dion (james.dion@edd.ca.gov); Javana Sammons; Jeanene Rasmussen; Jeri Grace-Arias; Jessica Gilliland; Jillian Wilson (forestjillian@att.net); Joe Paul Gonzalez; John Bustamante; John Perales (john@cmap.tv); 'Juana'; Juvenile Hall; Kathy Postigo; Kendra Bobsin; 'Kim Dryden'; KION (newstips@kionrightnow.com); Kristina Chavez Wyatt (kristina@farmhousecommunications.com); Leloba Pahl (lead@cfmco.org); Leslie David (lesliedavid831@gmail.com); 'Leti'; Linda Smith (principalpaws4@yahoo.com); Linda Yoshikawa (lyoshikawa@sbcsmh.org); Liz Martinez (nazliz@sbcglobal.net); Lizet Moreno; Lorena Jones; Maria Corona; Maria Granados; Maria Sanchez; 'Maria Thomas'; Mary Damm; Mayra Zendejas (MZendejas@ymcacentralcoast.org); McCollum, Katrena (KMCCOLLU@dor.ca.gov); Melinda Keys; Miceli, Christopher@CHP; Michael Kelly; Michelle Ramirez (hr@lealvineyards.com); Nancy (nancy@communityfoodbankofsb.org); Nancy Santos; Nelda Escamilla; Nicole Ramirez; Nora Conte; Omar Rodriguez; Patricia (patricia@communityfoodbankofsb.org); Patrick Ellis (patrick@chamberlaincc.org); 'Patty Bove'; Paul Armbruster (pmarmbruster@charter.net); Ron Ross; Pauline Valdivia; Perla Flores; 'Priscilla Leon'; 'Raylene A. Rogers'; Rita Campbell; Robert Flores; Robert Scoles; Rosalina Valdez (valdez.r@fsa-cc.org); Ruby Soto; Sam Zaragoza (szaragoza3211@yahoo.com); Sandra Romero-Morales (08sandra@live.com); sbcfb@garlic.com; Sheri Schmier; Soila Rojas; Tanji Diller (tajni@sbcglobal.net); Teri Gutierrez; Teresa Torres (torres.tj@live.com); Todd Farr (tfarr316@aol.com); Tom Breen (tombreen@pacbell.net); Tom Slavich; Tony Lamonica; Velia Adayan; Veronica Lezama;

Victoria Fortino (SanBenito@unitedwaysc.org); Victoria Loreda (supa_starr7@yahoo.com); Water-Sunnyslope (kelly@sscwd.org); 'Wes Ellison'; 'Youth Alliance (admin@youthall.org)'; maria.romero@usw.salvationarmy.org
Subject: 2-Year Plan Listening Session

We are translating the attached flier and should have it out by tomorrow but wanted to get this information out as soon as possible. Please share and post with your clients.

The San Benito County Workforce Development Board is holding additional listening sessions and invites you to provide feedback for the development of the two-year Local Workforce Development Plan Update. Your participation and input is critical to developing a plan that is responsive to the workforce needs of our community. Review the current plan at:

hhsa.cosb.us/wdb/

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Andi Anderson

Staff Services Specialist
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1111 San Felipe Road, Ste 107, Hollister, CA 95023
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e-mail: aanderson@cosb.us
<https://www.facebook.com/sbccab/>
<https://www.facebook.com/AJCCofSBC/community/>
www.sbccab.wix.com/cab1

Andi Anderson

From: Andi Anderson
Sent: Tuesday, October 30, 2018 9:15 AM
To: 'Al Gonzalez'; 'Andy Hartmann'; carriefosdick@gmail.com; 'duane.bradford@dor.ca.gov'; Enrique Arreola; James Rydingsword; 'Jose Rodriguez'; 'Karen Para'; 'Kendra Bobsin'; 'Kristi Alarid'; Kristina Chavez Wyatt (kristina@farmhousecommunications.com); 'Maria Lucero'; 'Marleen Esquerra (EsquerraML@co.monterey.ca.us)'; Nima Chhay (Nima.Chhay@edd.ca.gov); Randy Brown (RBrown@gavilan.edu); Richard Bianchi (richard@saborfarms.com); 'Richard Perez'; Ruby Soto; Stephen Amezcua (Stephen.Amezcua@edd.ca.gov); Sylvia Jacquez
Cc: Tracey Belton; 'Alisha Cardenas (Cardenas.Alisha@sanbenito.cse.ca.gov)'; Maria Corona; 'Gaver Jananne'; 'Rosa E Coronado (rcoronado@sbcoe.org)'; 'Jill Camron (jcamron@sbcoe.org)'; Elias Barocio; Renee Hankla; 'Joel.Orozco@cdcr.ca.gov'; Terra Casarez; Rita Campbell; Ray Salcido; Darren Thompson; Tony Lamonica; Juvenile Hall; 'Julie Gassner (Julie.Gassner@mtctrains.com)'; 'Elvia Teixeira (eteixeira@hesd.org)'; 'jromero@hesd.org'; John Bustamante; 'Sherrean Carr'; 'Katie Day'; 'gtorres@chispahousing.org'; 'mark@communityfoodbankofsb.org'; 'Sam Farr (carina.chaves@mail.house.gov)'; 'Denise Apuzzo (dapuzzo@gavilan.edu)'; 'Jennifer Costanza (jenniferc@goodwillsv.org)'; Candice Hooper; 'David Westrick'; 'Jacquelyn L. Richburg (jrichburg@gavilan.edu)'; 'Raylene A. Rogers'
Subject: RE: Workforce Development Board Listening Session
Attachments: 2-Year Plan Public Notice1.pdf

Here is the updated correct flier.

Andi Anderson

Staff Services Specialist
Community Services & Workforce Development
a Division of Health & Human Services Agency
1111 San Felipe Road, Ste 107, Hollister, CA 95023
(831) 637-9293 Main Line
(831) 638-3316 Direct Line
Fax: (831) 637-0996
e-mail: aanderson@cosb.us
<https://www.facebook.com/sbccab/>
<https://www.facebook.com/AJCCofSBC/community/>
www.sbccab.wix.com/cab1



From: Andi Anderson

Sent: Wednesday, October 24, 2018 1:14 PM

To: Al Gonzalez; Andy Hartmann; carriefosdick@gmail.com; duane.bradford@dor.ca.gov; Enrique Arreola; James Rydingsword; Jose Rodriguez; Karen Para; Kendra Bobsin; Kristi Alarid; Kristina Chavez Wyatt (kristina@farmhousecommunications.com); Maria Lucero; Marleen Esquerra (EsquerraML@co.monterey.ca.us); Nima Chhay (Nima.Chhay@edd.ca.gov); Randy Brown (RBrown@gavilan.edu); Richard Bianchi (richard@saborfarms.com); Richard Perez; Ruby Soto; Stephen Amezcua (Stephen.Amezcua@edd.ca.gov); Sylvia Jacquez

Cc: Tracey Belton; 'Alisha Cardenas' (Cardenas.Alisha@sanbenito.cse.ca.gov); Maria Corona; 'Gaver Jananne'; 'Rosa E Coronado' (rcoronado@sbcoe.org); 'Jill Camron' (jcamron@sbcoe.org); Elias Barocio; Renee Hankla; 'Joel.Orozco@cdcr.ca.gov'; Terra Casarez; Rita Campbell; Ray Salcido; Darren Thompson; Tony Lamonica; Juvenile Hall; 'Julie Gassner' (Julie.Gassner@mtctrains.com); 'Elvia Teixeira' (eteixeira@hesd.org); 'jromero@hesd.org'; John Bustamante; 'Sherrean Carr'; 'Katie Day'; 'gtorres@chispahousing.org'; 'mark@communityfoodbankofsb.org'; 'Sam Farr' (carina.chaves@mail.house.gov); 'Denise Apuzzo' (dapuzzo@gavilan.edu); 'Jennifer Costanza' (jenniferc@goodwillsv.org); Candice Hooper; David Westrick; 'Jacquelyn L. Richburg' (jrichburg@gavilan.edu); 'Raylene A. Rogers'

Subject: Workforce Development Board Listening Session

The San Benito County Workforce Development Board invites you to provide feedback during this listening session. Your participation and input is critical to developing a plan that is responsive to the needs of our community. Review the current plan at: hhsa.cosb.us/wdb/

San Benito County Workforce Development Board

is updating its Local Plan & Regional 2-Year Plan

The San Benito County Workforce Development Board invites you to provide feedback during this listening session. Your participation and input is critical to developing a plan that is responsive to the needs of our community. Review the current plan at: hhsa.cosb.us/wdb/

Thursday, November 8, 2018 at 5:30 P.M.
San Benito County Library
470 5th Street, Hollister, CA 95023

We need to hear from local service providers on services benefiting these areas:

- **Community Engagement/Input** Community forum on local workforce services Region Re-entry Planning Forum Strategies to improve labor market outcomes for formerly incarcerated and other justice-involved individuals
- **Child Support Services** Strengthening partnerships with local child support agencies to serve non-custodial parents
- **English Language Learners, Foreign Born Individuals & Refugees** Developing strategies to strengthen services to English language learners, foreign born individuals and refugees
- **CalFresh Employment & Training** Developing workforce system partnerships with CalFresh employment and training programs

For additional Services visit us at:
America's Job Center of California

1111 San Felipe Road, Suite 107, Hollister, CA 95023 * (831) 637-5627



America's **JobCenter**
of California™

RSVP via E-Mail: rsoto@cosb.us, Phone: (831) 637-5627 or
online at: <http://www.surveygizmo.com/s3/4631420/WDB>



ADA / Equal Opportunity Employer / Program Auxiliary Aids and Services are available upon request to individuals with disabilities.
Some conditions may apply. For TTY access call: (831) 637-3265



**RSVP via E-Mail: rsoto@cosb.us, Phone: (831) 637-5627 or
online at: <http://www.surveygizmo.com/s3/4631420/WDB>**

Andi Anderson

Staff Services Specialist
Community Services & Workforce Development
a Division of Health & Human Services Agency
1111 San Felipe Road, Ste 107, Hollister, CA 95023
(831) 637-9293 Main Line
(831) 638-3316 Direct Line

Andi Anderson

From: Andi Anderson
Sent: Tuesday, October 30, 2018 3:33 PM
To: 'Charles Doan (charles_doan@hotmail.com)'
Cc: Enrique Arreola; Sylvia Jacquez
Subject: 2 Year Local & Retional Plan Listening Session
Attachments: 2-Year Plan Public Notice1.pdf

Can you upload the attached to the One Stop website on the front page with a link to <http://hhsa.cosb.us/wdb/>

Andi Anderson

Staff Services Specialist
Community Services & Workforce Development
a Division of Health & Human Services Agency
1111 San Felipe Road, Ste 107, Hollister, CA 95023
(831) 637-9293 Main Line
(831) 638-3316 Direct Line
Fax: (831) 637-0996
e-mail: aanderson@cosb.us
<https://www.facebook.com/sbccab/>
<https://www.facebook.com/AJCCofSBC/community/>
www.sbccab.wix.com/cab1





SAN BENITO COUNTY ONE-STOP CAREER CENTER

[ONE-STOP HOME](#)[OUR PARTNERS](#)[ABOUT ONE-STOP](#)[NEWS AND EVENTS](#)[JOB OPENINGS](#)[CONTACT ONE-STOP](#)

FOR JOB SEEKERS

[Resource Materials](#)
[Job Search Workshops](#)
[Resumes Assistance](#)
[Jobs Search](#)
[Re-Training](#)
[Interview Assistance](#)
[More services...](#)

FOR EMPLOYERS

[Financial Incentives for Training](#)
[Training for New Workers](#)
[Testing and Assessment Services](#)
[Labor Issues](#)
[Labor Market Information](#)
[More services...](#)

W D B

[Mission and Overview](#)
[Minutes and Agendas](#)
[Board Structure and Committees](#)

YOUTH SERVICES



Our [Youth Service Directory](#) provides many helpful information and resources for Youths in San Benito County.



San Benito County's One-Stop Career Center

Providing employment and training services through a single delivery system.

[More About Us](#)

NEWS AND HIGHLIGHTS

**San Benito County
Workforce Development Board**
is updating its Local Plan & Regional 2-Year Plan

[2-Year Plan Public Notice](#)

[MORE INFORMATION](#)

COMMUNITY ACTION BOARD

Job Search – The One-stop has many in house computers that are available to access [CalJobs](#), [Monster](#), [Career Builder](#) and many more [employment websites](#).

Job Search Workshops – Job Search Workshops, offered at the One-Stop Career Center teach techniques that help people find their own jobs.

San Benito County Workforce Development Board

[Click here](#)



[backtowork.org](#)

[San Benito County
Prosperity Grows Here
Watch video](#)

OUR PARTNERS:

One-Stop partners include many businesses in or around San Benito County.

[Our Partners List](#)

JOB OPENINGS:

Get a complete job listing from local Job Bank, state, national and international websites.

[Find a Job](#)

CONTACT US:

Contact us for more information and services from the One-Stop Career Center.

[Contact Us](#)

This WIA Title I- financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

QUICK JUMP TO... [-- Select a section --](#)

America's **JobCenter**
53 of CaliforniaSM

Event Insights

Edit

Events

Events

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Discover

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Create Event

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San Benito County Am...

Community Action Board

DEC
19

Input needed on Workforce Local Plan & Regional 2-Year Plan

Public · Hosted by San Benito County America's Job Center of California

Interested

Going

Wednesday, December 19, 2018 at 10:30 AM – 3 PM
about 1 month agoSan Benito County America's Job Center of California
1111 San Felipe Rd, Ste 107, Hollister, California 95023

Show Map

About

Discussion

Write Post

Add Photo/Video

Create Poll



Write something...

2 Went · 4 Interested

See All



Tonia and Richard went

Details

The San Benito County Workforce Development Board is holding additional listening sessions and invites you to provide feedback for the development of the two-year Local Workforce Development Plan Update. Your participation and input is critical to developing a plan that is responsive to the workforce needs of our community. Review the current plan at: hhsa.cosb.us/wdb/

- 10:30-11:15 A.M. - Child Support Services Strengthening partnerships with local child support agencies to serve non-custodial parents
- 11:15 - 12:00 P.M. - Region Re-entry Planning Forum Strategies to improve labor market outcomes for formerly incarcerated and other justice involved individuals
- 1:30-2:15 P.M. - English Language Learners, Foreign Born Individuals & Refugees Developing strategies to strengthen services to English language

See More

54

INSIGHTS

See More

470

People Reached
+0

6

Responses
+0

0

Ticket Clicks
+0

Audience

Women 45-54
19% of total reach

English (US) · Español · Português (Brasil) · Français (France) · Deutsch

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Chat (7)

People Who Shared This



Andi Anderson shared a post to the group: **Out & About in Hollister & San Juan Bautista.**

November 5, 2018 ·

<https://www.facebook.com/271106036346588/posts/922168537906998/>

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Like

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Share



Write a comment...



Andi Anderson shared a post to the group: **Hollister 411.**

November 5, 2018 ·

<https://www.facebook.com/271106036346588/posts/922168537906998/>

Show Attachment

Like

Comment

Share



Write a comment...



Andi Anderson shared a post to the group: **What's Going On in Hollister CA.**

November 5, 2018 ·

<https://www.facebook.com/271106036346588/posts/922168537906998/>

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Write a comment...



Andi Anderson shared a post to the group: **What's Going On In San Benito County, CA.**

November 5, 2018 ·

<https://www.facebook.com/271106036346588/posts/922168537906998/>

Show Attachment

1

Like

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Write a comment...



Stacie McGrady shared a post.

October 30, 2018 ·

Show Attachment

Like

Comment

Share



Write a comment...



Enrique Arreola shared a post to the group: **What's Going On In Hollister CA.**

October 30, 2018 ·

San Benito County Sheriffs Department San Benito County Probation Chamberlain's Children Center @

Show Attachment

Like

Comment

Share

(27) San Benito County America's Job Center of California - Photos



Write a comment...

Enrique Arreola shared a post to [David Westrick's timeline](#). ✓

October 30, 2018 ·

[Show Attachment](#)[Like](#)[Comment](#)

Write a comment...

Enrique Arreola shared a post to the group: [Hollister Neighborhood Watch](#). ✓

October 30, 2018 ·

[Show Attachment](#)

Kristina Chavez Wyatt, Shari A. Stevenson and 2 others

1 Share

[Like](#)[Comment](#)[Share](#)

Write a comment...

Enrique Arreola shared a post to the group: [Hollister 411](#). ✓

October 30, 2018 ·

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Write a comment...

Enrique Arreola shared a post to the group: [What Is Going On In Hollister](#). ✓

October 30, 2018 ·

[Show Attachment](#)[Like](#)[Comment](#)[Share](#)

Write a comment...

Enrique Arreola shared a post to the group: [What's Going On San Juan Bautista](#). ✓

October 30, 2018 ·

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4

3 Comments

[Like](#)[Comment](#)[Share](#)

Max Martinez What specific job training is provided by CalFresh? Who provides it?

[Like](#) · [Reply](#) · 12w

1



Enrique Arreola replied · 1 Reply



Ricky Royce How abt putting something together for the workforce that hasn't been to jail, hasn't committed any crimes, who have attended school without creating problems and who also need jobs?!?

How about creating a one stop shop for them-instead of the criminals and those preying on others?

[Like](#) · [Reply](#) · 12w

1



Enrique Arreola replied · 1 Reply



Andi Anderson Ricky Royce I hope you join us to provide your valuable input.

[Like](#) · [Reply](#) · 11w

1



Ricky Royce replied · 2 Replies



Write a comment...

1/28/2019

(27) San Benito County America's Job Center of California - Photos



Enrique Arreola shared a post to the group. **What's Going On In Prunedale.**

October 30, 2018

Show Attachment

Like

Comment

Share



Write a comment...

Older Shares

Some posts may not appear here because of their privacy settings



County of San Benito

DEPARTMENT OF CHILD SUPPORT SERVICES
JAMIE MURRAY, DIRECTOR

2320 TECHNOLOGY PARKWAY
HOLLISTER, CA 95023
(866) 901-3212
FAX (831) 636-4134

Attention Parent: _____

The court has ordered you to seek employment. Enclosed you will find a Referral to America's Job Center of California and (2) Work Search Reports (make copies as needed). For your convenience, we have also included a map and directions to America's Job Center of California in San Benito County, as well as their current Workshop Schedule.

In order to be in compliance with your Seek Work Order, you must do the following:

1. Take your Referral Form to America's Job Center of California and sign up for free employment-seeking services. A job counselor will be assigned to assist you. The counselor will verify your participation by signing off on your referral form.
2. Make as many contacts with employers as possible and search for work in a realistic and responsible manner.
3. Turn in one Seek Work Report to our office every other Friday, listing at least 10 places that you have applied for a job. Only list employers that you have turned in an application to. Phone calls ARE NOT an acceptable form of work search. Completed Work Search Reports can either be dropped off or mailed to our office, located at: 2320 Technology Parkway, Hollister, California 95023.
4. When you become employed, contact our office immediately and provide us with the name and contact information for your employer. Enclosed are a couple of payment coupons so that you can mail your child support payments directly to the State Disbursement Unit (SDU) while you are looking for work.
5. Appear at your Court Review Hearing, which has been scheduled for: _____.
(date)

Be sure to bring your completed America's Job Center of California Referral Form with you.
(*Failure to appear at your review hearing will result in a warrant being issued)

Please call us at: (866) 901-3212 if you have any questions.

America's JobCenter of CaliforniaSM

1111 San Felipe Road, Suite 107, Hollister, CA95023
Office: (831) 637-JOBS (5627) ● (831) 637-9293 ● FAX (831) 637-0996

[Please complete and include all required attachments and submit via interoffice mail, Attn: Sylvia Jacquez at the America's Job Center of California]

Date:

Client Name:

Phone:

Address:

Language:

Minimum number of hour's participation is required per week:

Activity:

- ☐ Job Search Only ☐ Orientation ☐ Job Readiness Workshops
☐ Assessments ☐ Resume Assistance ☐ Subsidized Employment
☐ Individual Training Account (Vocational)
☐ Other (please indicate):

If the client is required to job search, how many hours per week are required?

Please indicate if the client is receiving the following supportive services:

- ☐ Childcare ☐ Transportation ☐ Clothing ☐ Other (list):

Comments:

Name & Signature of Referring Agency:

Date:

***To be completed by the America's Job Center Staff ***

- ☐ Accepted ☐ Denied ☐ Pending

Activity Enrolled: Start Date: End Date:

Activity Enrolled: Start Date: End Date:

Activity Enrolled: Start Date: End Date:

AJCC Staff Signature:

Date:



ADA / Equal Opportunity Employer / Program Auxiliary Aids and Services are available upon request to individuals with disabilities.

TTY access call: (831) 637-3265

59



| Local Workforce Development Area: San Benito County | | | | | | | | | | | | | | | | |
|---|-------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------------|---------------|-------------------------------------|----------|---------------|----------|-------------------------|
| Performance Indicators | | | | | | | | | | | | | | | | |
| Adult | Final Nego Levels | PY 2017 | | | | | | | | | | Proposed and Final Negotiated Goals | | | | |
| | | Q1 Quarterly | Q1 Rolling 4 | Q2 Quarterly | Q2 Rolling 4 | Q3 Quarterly | Q3 Rolling 4 | Q4 Quarterly | Q4 Rolling 4 | % Nego Goal Achieved | Proposed PY18 | State | Local | Proposed PY19 | State | Final Negotiated Levels |
| Employment 2nd Q post exit (7/1/16 - 6/30/17) | 65.5% | 100.00% | 100.00% | 85.71% | 90.00% | 50.00% | 83.33% | 100.00% | 86.67% | 132.3% | 68.0% | | 68.0% | | | 69.0% |
| Employment 4th Q post exit (7/1/16 - 12/31/16) | 65.5% | - | - | - | - | 66.67% | 66.67% | 85.71% | 80.00% | 122.1% | 68.0% | | 68.0% | | | 69.0% |
| Median Earnings (7/1/16 - 6/30/17) | \$5,157 | \$960 | \$960 | \$5,855 | \$4,641 | \$8,105 | \$4,835 | \$7,563 | \$6,075 | 117.8% | \$ 5,500 | \$ 5,300 | \$ 5,500 | \$ 5,500 | \$ 5,300 | \$ 5,500 |
| Credentialed Attainment Rate (7/1/16 - 12/31/16) | 55.9% | - | - | - | - | 100.00% | 100.00% | 75.00% | 83.33% | 149.1% | 56.0% | | 56.0% | | | 57.0% |
| Measureable Skill Gain (7/1/17 - 6/30/18) | baseline | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | baseline | baseline | baseline | baseline | baseline | baseline | baseline |
| Dislocated Worker | | | | | | | | | | | | | | | | |
| Employment 2nd Q post exit (7/1/16 - 6/30/17) | 69.0% | 100.00% | 100.00% | 75.00% | 83.33% | 87.50% | 85.71% | 100.00% | 87.50% | 126.8% | 70.0% | | 70.0% | | | 72.0% |
| Employment 4th Q post exit (7/1/16 - 12/31/16) | 69.5% | - | - | - | - | 100.00% | 100.00% | 75.00% | 83.33% | 119.9% | 70.0% | | 70.0% | | | 71.0% |
| Median Earnings (7/1/16 - 6/30/17) | \$ 7,308 | \$7,681 | \$7,681 | \$8,996 | \$8,996 | \$9,242 | \$9,119 | \$8,356 | \$9,119 | 124.8% | \$ 7,500 | \$ 7,500 | \$ 7,500 | \$ 7,700 | \$ 7,500 | \$ 7,700 |
| Credentialed Attainment Rate (7/1/16 - 12/31/16) | 63.0% | - | - | - | - | 100.00% | 100.00% | 100.00% | 100.00% | 158.7% | 64.0% | | 64.0% | | | 65.0% |
| Measureable Skill Gain (7/1/17 - 6/30/18) | baseline | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | baseline | baseline | baseline | baseline | baseline | baseline | baseline |
| Youth | | | | | | | | | | | | | | | | |
| In Ed, Trng or Employment 2nd Q post exit (7/1/16 - 6/30/17) | 64.0% | 100.00% | 100.00% | 0.00% | 50.00% | 50.00% | 50.00% | 100.00% | 57.14% | 89.3% | 62.0% | | 62.0% | | | 63.0% |
| In Ed, Trng or Employment 4th Q post exit (7/1/16 - 12/31/16) | 65.0% | - | - | - | - | 100.00% | 100.00% | 100.00% | 100.00% | 153.8% | 65.0% | | 65.0% | | | 66.0% |
| Median Earnings (7/1/16 - 6/30/17) | baseline | \$3,785 | \$3,785 | \$0 | \$3,785 | \$4,228 | \$4,228 | \$2,878 | \$3,553 | baseline | baseline | baseline | baseline | baseline | baseline | baseline |
| Credentialed Attainment Rate (7/1/16 - 12/31/16) | 55.0% | - | - | - | - | 0.00% | 0.00% | 0.00% | 0.00% | baseline | 52.0% | | 52.0% | | | 54.0% |
| Measureable Skill Gain (7/1/17 - 6/30/18) | baseline | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | baseline | baseline | baseline | baseline | baseline | baseline | baseline |