



MONTEREY COUNTY WORKFORCE DEVELOPMENT BOARD AGENDA PACKET

Wednesday, June 20, 2018

8:30 a.m. – 10:30 a.m.

Goodwill Central Coast

249 10th Street

Marina, CA 93933

Documents related to agenda items that are distributed to the WDB less than 72 hours prior to the meeting shall be available for public inspection at 1441 Schilling Place, North, Salinas, CA or visit our website at www.montereycountywdb.org. Documents distributed to the WDB at the meeting by County staff will be available at the meeting; documents distributed to the WDB by members of the public shall be made available after the meeting. ALTERNATE AGENDA FORMATS: If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 USC Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Individuals with a disability requiring a modification or accommodation, including auxiliary aids or services, in order to participate in the public meeting may make these requests to the Secretary to the WDB at (831)796-6434.

NOTICE TO THE PUBLIC

Members of the public who wish to address the Board should identify themselves and state their name for the record. You should complete a blue Comment Card located near the door, prior to making comments, and hand it to the designated Workforce Development Board staff member.

Copies of the agenda have been placed on the table near the door for your convenience.

The procedure for this meeting is as follows:

- The Committee Secretary will verify quorum; the Chair will read the opening remarks.
- Members of the public wishing to make a comment on an item that is not on the agenda will be given two (2) minutes each to comment.
- Workforce Development Board staff and/or Board Members will present recommendations for each action item on the agenda.
- Board members may ask questions of Workforce Development Board Staff and other Board Members.
- Members of the public wishing to make a comment on an agenda item will be given two (2) minutes each to comment.
- The Board may take action on any item designated as an action item.
- Workforce Development Board members may only discuss items listed on the Agenda pursuant to the "Brown Act." With respect to non-agenda items raised by the public, Workforce Development Board members may calendar them for a future meeting, may briefly respond, or may request clarification from the member of the public but, to remain in compliance with the Brown Act, they may not address non-agenda items raised by the public in a substantive or in-depth manner.



1441 Schilling Place, North
Salinas, CA 93901

(831) 796-6434
www.montereycountywdb.org

WDB Members:

Erik Cushman,
WDB & Executive Chair

Mary Ann Leffel,
WDB 1st Vice Chair

Paula Calvetti,
WDB 2nd Vice Chair

Al Davis
Andy Hartmann
Brian Turlington
Cesar Lara
Cresencio Diaz
Harbhajan "Harvey" Dadwal
Jay Donato
Kimberly Schnader
Mary Adams
Mimi Laurent
Salvador Muñoz
Sherry Farson
Steve MacArthur
Dr. Walter Tribley
Wendy Brickman
Wesley Van Camp
Dr. Willard Clark Lewallen
Yuko Duckworth

Monterey County Workforce Development Board

Goodwill Central Coast, 249 10th Street, Marina, CA 93933

June 20, 2018; 8:30 a.m.

AGENDA

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| <p>CALL TO ORDER/INTRODUCTIONS: CHANGES TO AGENDA: PUBLIC COMMENT: <i>(Limited to 2 minutes per person)</i></p> | Erik Cushman, Chair |
| <p>DIRECTOR'S REPORT:</p> <ul style="list-style-type: none"> ▪ Update on Fiscal and Procurement Monitoring Initial Report ▪ Update on Proposition 39 (Pre-Apprenticeship) Grant Monitoring Initial Report ▪ Notification of Partnerships to Unlock Social Mobility 2.0 ▪ Contracts Report | Chris Donnelly |
| <p>CONSENT CALENDAR:</p> <p>1. ACTION: Approve minutes from meeting of April 4, 2018.</p> | Erik Cushman |
| <p>2. ACTION: Concur with the April 26, 2018 Executive Committee's recommendation to add 5 months and \$20,000 to the Council for Adult and Experiential Learning contract to provide additional services---development of career pathways mapping materials in the healthcare, agriculture/winemaking, and hospitality industry sectors.</p> | |
| <p>3. ACTION: Concur with the May 24, 2018 Executive Committee's recommendation to approve to approve the following new and revised WDB Policies:</p> <ul style="list-style-type: none"> ▪ #2018-07: Cost Allocation Plan & Methodology for WIOA Grant Recipients Policy and Guidance ▪ #2018-08: WIOA Youth Program Requirements Policy and Guidance ▪ #2018-09: Audit Resolution Policy ▪ #2018-10: Incumbent Worker Training Policy | |
| <p>4. ACTION: Concur with the May 24, 2018 Executive Committee's recommendation to approve the AJCC Hallmarks of Excellence and Continuous Improvement Plan.</p> | |
| <p>BUSINESS CALENDAR:</p> | Erik Cushman |
| <p>1. ACTION: Consider and approve the re-appointments of:</p> <ul style="list-style-type: none"> ▪ Willard Lewallen, representing Education; ▪ Walter Tribley, representing Education; and ▪ Jay Donato, representing Labor <p>Each for a three-year term to be forwarded to the Board of Supervisors for final approval.</p> | Erik Cushman |
| <p>2. ACTION: Consider and approve a Regional Agreement with the Workforce Development Boards of Santa Cruz, San Luis Obispo and Santa Barbara Counties for the provision of regional workforce development services funded by various WIOA Grants</p> | Chris Donnelly |
| <p>3. ACTION: Review and approve the proposed Local Workforce Development Area WIOA Budget for Fiscal Year 2018-19.</p> | Ruben Trujillo Chris Donnelly |
| <p>4. ACTION: Consider and approve extending the existing agreement with the Monterey County Department of Social Services to provide WIOA Title I Adult and Dislocated Worker Career and Training Services for Program Year 2018-19.</p> | Chris Donnelly |
| <p>5. ACTION: Consider and approve extending the existing agreement with Turning Point of Central California to provide WIOA Title I Youth Services for Program Year 2018-19.</p> | Chris Donnelly |



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| <p>6. ACTION: Consider and approve: (i) extending the existing agreement with Monterey County Department of Social Services to provide WIOA Title I Youth Services in North County from July 1, 2018 through September 30, 2018, (ii) issuing an RFP seeking providers of Youth Services in North County beginning October 1, 2018, and (iii) funding a .75 FTE Department of Social Services staff member to provide follow-up services, from October 1, 2018 through June 30, 2019, to the remaining youth in the DSS/OET youth program.</p> | | Chris Donnelly |
| <p>7. Update on One-Stop Operator activities.</p> | | Camille Jaque |
| <p>ANNOUNCEMENTS:</p> | | Erik Cushman |
| <p>SUBCOMMITTEE MEETINGS: Business Services: 7/10/2018, MBEST Executive: 7/18/2018, MBEST Oversight: 8/9/2018, MBEST</p> | <p>WDB MEETING: 8/1/2018, Marina Library</p> | |
| <p>ADJOURNMENT:</p> | | Erik Cushman |
| <p>Documents related to agenda items that are distributed to the WDB less than 72 hours prior to the meeting shall be available for public inspection at 1441 Schilling Place, North, Salinas, CA or visit our website at www.montereycountywdb.org. Documents distributed to the WDB at the meeting by County staff will be available at the meeting; documents distributed to the WDB by members of the public shall be made available after the meeting. This WIOA Title I financially assisted program or activity is an equal opportunity employer/program and auxiliary aids and services are available upon request to individuals with disabilities. ALTERNATE AGENDA FORMATS: If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 USC Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Individuals with a disability requiring a modification or accommodation, including auxiliary aids or services, in order to participate in the public meeting may make these requests to the Secretary to the WDB at (831)796-6434</p> | | |

UNADOPTED

Monterey County Workforce Development Board
 Veterans Transition Center, 220 Twelfth Street, Marina, CA
Wednesday, April 4, 2018

Members Present: Erik Cushman (Chair), Mary Ann Leffel, Paula Calvetti, Al Davis, Cesar Lara, Cresencio Diaz, Harbhajan Dadwal, Jay Donato, Kimberly Schnader, Mary Adams, Mimi Laurent, Salvador Munoz, Steve MacArthur, Dr. Walter Tribley, Dr. Willard Lewallen, and Yuko Duckworth

Members Absent: Andy Hartmann, Brian Turlington, Sherry Farson, Wendy Brickman and Wesley Van Camp

Staff Present: Chris Donnelly, Flor Galvan, Reva Bear, Susan Marscellas, Elizabeth Kaylor, and Javier Vanga

Public Comment: Edward King

Call to Order/Introductions: Mr. Cushman called the meeting to order at 8:36 a.m. and asked for introductions. A quorum was established.

Changes to Agenda: None

Consent Calendar:

1. ACTION: Approve minutes from February 7, 2018.
3. ACTION: Concur with the March 7, 2018 Executive Committee's recommendation to approve the following New and Revised WDB Policies:
 - #2018-01: Nondiscrimination and Equal Opportunity Procedures
 - #2018-02: Reasonable accommodation and modification for individuals with disabilities
 - #2018-03: Limited English Proficiency Policy and Guidance
 - #2018-04: Selective Service Registration Policy and Guidance
 - #2018-05: Supportive Service Policy and Guidance
4. ACTION: Concur with the March 7, 2018 Executive Committee's recommendation to approve the Request for Proposal Selection Committee's recommendation of the Council for Adult and Experiential Learning as the new Coastal Regional Healthcare Partnership Plan contractor and forward to Monterey County Board of Supervisors for concurrence.
5. ACTION: Concur with the March 7, 2018 Executive Committee's recommendation to approve submission of a request to the state Employment Development Department to transfer \$200,000 in WIOA Title I formula funds from Dislocated Worker to Adult Programs from second round allocation for program year 2017-18.
A motion was made by Mary Ann Leffel to approve the Consent Calendar except for item #2, seconded by Salvador Munoz. ALL AYES

Mary Adams pulled item #2 for further discussion by the Board.

2. ACTION: Concur with the March 7, 2018 Executive Committee's recommendation that a list of future local and regional procurements be approved, in order to facilitate the competitive procurement process.
A motion was made by Mary Ann Leffel to approve Consent Calendar item #2, seconded by Dr. Walter Tribley, ALL AYES

Discussion or Review of Business Calendar Action Items:

1. PRESENTATION: Provide information on the Job Center Development Program with the Veterans Transition Center of Monterey County.
The Board received a presentation regarding the Job Center Development Program with the Veterans Transition Center of Monterey County.
2. ACTION: Authorize the Executive Director to sign future WIOA and Non-WIOA funded contracts, limited to \$45,000 or less, for a term of one year, plus up to 3 one-year extensions, to a maximum of four years total as long as the \$45,000 cap is not exceeded.
A motion was made by Kimberly Schnader to authorize the Executive Director to sign future WIOA and Non-WIOA funded contract, limited to \$45,000 or less, for a term of one year, plus up to 3 one-year extensions, to a maximum of four years total as long as the \$45,000 cap is not exceeded, seconded by Mary Ann Leffel.

3. ACTION: Consider approval of revised WDB policy:
 - **#2018-06 Priority of Service****A motion was made by Mary Ann Leffel to consider approval of the revised WDB policy #2018-06 Priority of Service, seconded by Cesar Lara.**
4. ACTION: Consider approval of renewals and amendments to Proposition 39 agreements with specified service providers for providing additional services to participant, increasing funding, and extending agreement terms to December 31, 2018.
A motion was made by Mary Ann Leffel to consider approval of renewals and amendments to Proposition 39 agreements with specified service providers for providing additional services to participant, increasing funding, and extending agreement term to December 31, 2018, seconded by Cesar Lara.
5. Update on the program performance for the WIOA Adult, Dislocated Worker, and Youth programs, through February 28, 2018.
The Board members received an update on the program performance for the WIOA Adult, Dislocated Worker, and Youth programs, through February 28, 2018.
6. Update on ResCare One-Stop Operator 90-day Plan.
The Board members received an update on ResCare One-Stop Operator 90-day Plan.
7. Update on the Workforce Development Board's budget for Fiscal Year 2017-18, through February 28, 2018.
The Board members received an update on the WDB's budget for Fiscal Year 2017-18, through February 28, 2018.
8. Follow up discussion on 2017-18 WIOA Input and Output Outcomes, originally presented at the February 7, 2018 WDB meeting.
The Board members had a follow up discussion on the 2017-18 WIOA Input and Output Outcomes, originally presented at the February 7, 2018 WDB meeting.
9. WDB Board Member Workforce & Business Activities Update.
The Board members reported on their business' or institutions' recent job creation, ability to hire WIOA participants, and other individual contributions to Monterey County or regional WIOA programs.

Adjournment: Mr. Cushman requested to adjourn the meeting at 10:42 a.m.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRISTOPHER DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONCUR WITH THE APRIL 26, 2018 EXECUTIVE COMMITTEE'S RECOMMENDATION TO ADD 5 MONTHS AND \$20,000 TO THE COUNCIL OF ADULT AND EXPERIENTIAL LEARNING CONTRACT TO PROVIDE ADDITIONAL SERVICES---DEVELOPMENT OF CAREER PATHWAYS MAPPING MATERIALS IN THE HEALTHCARE, AGRICULTURE/WINEMAKING, AND HOSPITALITY INDUSTRY SECTORS

DATE: JUNE 20, 2018

RECOMMENDATION:

It is recommended that the Monterey County Workforce Development Board concur with the April 26, 2018 Executive Committee's recommendation to add 5 months and \$20,000 to the Council of Adult and Experiential Learning contract to provide additional services –development of career pathways mapping materials in the healthcare, agriculture/winemaking, and hospitality industry sectors.

BACKGROUND:

On January 26, 2018, the MCWDB released a Request for Proposals (RFP) to seek qualified and interested consultants for the Coastal Region Healthcare Sector Partnership Plan. The \$75,000 of funding for the RFP was the remainder of a grant provided by the California Workforce Development Board for Regional Healthcare Apprenticeship and Credentialing. MCWDB issued this RFP on behalf of the Coastal Region Workforce Development Boards of Santa Barbara, San Luis Obispo, Santa Cruz and Monterey Counties to carry out a regional sub-regional and local (county) workforce skills analysis including both workforce knowledge and skills needs, workforce development activities (including education and training), industry sector/cluster analysis and occupational analysis based on career pathways and/or apprenticeships within a targeted industry cluster, Healthcare

DISCUSSION:

The Council of Adult and Experiential Learning (CAEL), a nonprofit corporation, was awarded the agreement for a period from April 4, 2018 through May 30, 2018. In addition to the RFP's scope of work as described above, the Directors of the Coastal Region Workforce Development Boards have requested to expand the industry career pathways and industry sector analysis to include the region's priority sectors – Agriculture/Wine and Hospitality.

The Regional Implementation Plan identified the need to develop career pathway strategies for job seekers and businesses. To expand career pathways development into new sectors, staff recommends setting aside an additional \$20,000 from a prior \$300,000 Regional Implementation Grant for industry career pathways development to the \$75,000 already allocated to CAEL, based on the contractor's previous experience providing career pathways analysis for other workforce development boards.

FISCAL IMPACT:

There is no impact to the WDB's budget or to its WIOA Title I allocation as these agreements are fully funded by (1) the California Workforce Development Board Apprenticeship and Credentialing Grant, and (2) the Regional Implementation Grant.

NEXT STEPS:

Amendment #1 to the Agreement will be sent to the Board of Supervisors for consideration at its meeting on June 26, 2018.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRISTOPHER DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONCUR WITH THE MAY 24, 2018 EXECUTIVE COMMITTEE'S RECOMMENDATION TO ADOPT THE FOLLOWING NEW AND REVISED WDB POLICIES

DATE: JUNE 20, 2018

RECOMMENDATION:

It is requested that the Workforce Development Board concur with the May 24, 2018 Executive Committee's recommendation to approve the new and revised local policies that provide local WIOA Title I program operational guidance.

New Policies

- 1. DRAFT #2018-07: Cost Allocation Plan & Methodology for WIOA Grant Receipts**
Applicable to: Monterey County WIOA Title I Service Providers and WDB staff
Purpose: This operational policy provides guidance and establishes principles and standards to provide a uniform approach for determining cost and promoting effective program delivery.
- 2. DRAFT #2018-10: Incumbent Worker Training Policy**
Applicable to: Monterey County WIOA Title I Service Providers and WDB staff
Purpose: This policy provides guidance and WIOA requirements for provision of Incumbent Worker Training.

Revised Policies

- 1. DRAFT #2018-08: WIOA Youth Program Requirements**
Applicable to: Monterey County WIOA Title I Service Providers and WDB staff
Purpose: This policy provides guidance and establishes the procedures regarding the Workforce Innovation and Opportunity Act (WIOA) youth program, including out-of-school youth and 20 percent work experience minimum expenditure requirements.
Revision: Policy revised to 1) remove references to In-School Youth and the 5% exception to Low Income requirement; 2) detail the specific services to be provided to Youth participants, from Outreach and Recruitment through Follow Up; and 3) make changes to Youth Incentives.
- 2. DRAFT #2018-09: Audit Resolution Policy**
Applicable to: Monterey County WIOA Title I Service Providers and WDB staff
Purpose: This purpose of this policy is to set forth written procedures, as indicated in the WIOA regulations, for the Monterey County Workforce Development Board (MCWDB) staff and its subrecipients to follow regarding the requirements for audit resolution. This policy requires that all subrecipients expending WIOA funds shall comply with federal and state audit resolution requirements.
Revision: Policy revised to delete WIA references and regulations and replace with WIOA references and regulations.

ATTACHMENTS:

- a) DRAFT #2018-07: Cost Allocation Plan & Methodology for WIOA Grant Receipts
- b) DRAFT #2018-08: WIOA Youth Program Requirements
- c) DRAFT #2018-09: Audit Resolution Policy
- d) DRAFT #2018-10: Incumbent Worker Training Policy

COST ALLOCATION PLAN & METHODOLOGY FOR WIOA GRANT RECIPIENTS POLICY AND GUIDANCE

EXECUTIVE SUMMARY

This operational policy provides guidance and establishes principles and standards to provide a uniform approach for determining cost and to promote effective program delivery.

REFERENCES

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- Office of Management and Budget CFR Chapter II, Part 200, et al. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Final Guidance and Final Rule. Final Guidance published at 78 FR 78589 (December 26, 2013) and Final Rule published at 79 FR 75867 (Dec 19, 2014); and
 - Department of Labor CFR Chapter II, Part 2900 et al. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Dec 19, 2014).

PROCEDURAL GUIDANCE

The Monterey County Workforce Development Board's (MCWDB) cost allocation plan and methodology ensure that costs are properly and equitably distributed to the benefiting cost objective. Where an accumulation of indirect costs will ultimately result in charges to a Federal award, a cost allocation plan will be required. MCWDB's formal accounting records substantiate the propriety of the eventual charges that support all costs included in the plan. To determine the allocation process, we first must understand the nature of the cost and how the benefits will be received.

The basic guidelines are that costs shall:

1. Be necessary and reasonable for proper and efficient performance and administration of Federal awards.
2. Be allocable to Federal awards under the provision of 2 CFR part 225.
3. Be authorized or not prohibited under state or local laws or regulations.
4. Conform to any limitations or exclusions set forth in these principles, Federal law, terms and conditions of the federal award or other governing regulations as to types or amounts of cost items.

5. Be consistent with policies, regulation and procedures that apply uniformly to both the federal awards and other activities of the government unit.
6. Be accorded consistent treatment. A cost may not be assigned to a Federal award as a direct cost if any other cost incurred for the same purpose in like circumstances has been allocated to the Federal award as an indirect cost.
7. Be allocated using generally accepted accounting principles.
8. Not be included as a cost or used to meet cost sharing or matching requirements of any other Federal award in either the current or prior period, except as specifically provided by Federal law or regulation.
9. Be the net of all applicable credits.
10. Be adequately documented.
11. Be reasonable, ordinary, necessary, and comparable to similar goods or services.
12. Be allocable: a cost is allocable to a particular cost objective if the goods or services involved are chargeable or assignable to such cost objective in accordance with relative benefits received. Any cost allocable to a particular federal award or cost objective under the principles provided for in 2CFR part 225 may not be charged to other federal awards to overcome fund deficiencies.
13. Be reduced by applicable credits: such credits should be credited to the appropriate federal award to reduce costs.

The MCWDB identifies cost classifications for the process of labeling indirect, joint, and direct costs relative to the cost allocation process. Indirect cost pools should be distributed to benefiting cost objectives on bases that will produce an equitable result in consideration of relative benefits derived. These indirect cost allocations identify, accumulate, and distribute allowable direct and indirect costs under grants and contracts, and identify the allocation methods used for distributing costs.

MCWDB's cost allocation plan allocates joint costs to support the distribution of those costs to the grant program. Those direct costs charged directly to final cost objectives that do not require any further allocation or breakdowns are assignable direct costs. Examples of assignable direct costs that are charged to the program include:

- Compensation paid to employees whose time is devoted specifically to the fulfillment of a particular program objective;
- Costs of pre-approved items such as equipment, consultants, and subcontractors for performance of services specifically for the program; and
- Costs of any materials purchased specifically for a particular program.

Cost allocation methods and cost types vary. The objective is to ensure reasonableness and equity. MCWDB uses several different bases for allocating different types of cost; for example, costs are used in proportion to staff allocated to each grant. This system works well with the budget because it creates a cost per position relation for expenditures, is reliable, has good budget control, is a well-accepted cost allocation standard and provides abundant management information.

INQUIRIES

If you have questions please contact staff at (831) 796-6434. This policy is posted on the WDB website located at: www.montereycountywdb.org/policies/

CHRIS DONNELLY, Executive Director
Monterey County Workforce Development Board

WIOA YOUTH PROGRAM REQUIREMENTS POLICY AND GUIDANCE

EXECUTIVE SUMMARY

This policy provides guidance and establishes the procedures regarding the Workforce Innovation and Opportunity Act (WIOA) youth program, including out-of-school youth and 20 percent work experience minimum expenditure requirements.

REFERENCES

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- WIOA (Public Law 113-128)
 - Title 2 Code of Federal Regulations (CFR) Part 200: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Uniform Guidance)
 - Title 2 CFR Part 2900: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Department of Labor [DOL] Exceptions)
 - Title 20 CFR Part 681: “Youth Activities under Title I of the WIOA”
 - Title 20 United States Code (U.S.C.) Section 1401: “Definitions”

BACKGROUND

The Monterey County Workforce Development Board (MCWDB) is charged with overseeing the allocation of WIOA funds and the WIOA funded program operations of the America’s Job Center of California (AJCC) / One-Stop delivery system in Monterey County to provide services for youth needing eligibility, assessment, employment training resources, supportive services, case management, and follow-up services and to maintain appropriate documentation of the eligible populations served with WIOA funds

PROCEDURAL GUIDANCE

Out-of-School Youth Eligibility Criteria:

To receive services as an out-of-school youth, an individual must meet the following eligibility criteria:

The Monterey County Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

- Not attending any secondary or post-secondary school (not including Title II Adult Education, Youth Build, Job Corps, or charter schools with federal and state workforce partnerships);
- Age 16-24 years old; and
- Meets one or more of the following barriers:
 - A school dropout;
 - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. (Note that, “school year quarter” is defined by the local school district calendar);
 - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
 - An individual who is subject to the juvenile or adult justice system;
 - A homeless individual, a runaway, an individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is in an out-of-home placement;
 - An individual who is pregnant or parenting;
 - An individual with a disability; or
 - A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Serious Barriers to Employment:

For purposes of program eligibility, MCWDB’s definition of “youth who face serious barriers to employment” – is defined as an individual who requires additional assistance or has serious barriers to employment to complete an educational program or secure and hold employment or is one who in addition to meeting the income and age eligibility criteria, also meets one or more of the following barriers listed below:

- Has repeated at least one secondary grade level or are one year over age for grade;
- Are emancipated youth;
- Has aged out of foster care;
- Resides in a non-traditional family setting (i.e., single parent, lives with guardian, latchkey, domestic partners, etc.);
- Has been referred to or are being treated by an agency for a substance abuse related problem;
- Has experienced recent traumatic events, are victims of abuse, or reside in an abusive environment as documented by a school official or other qualified professional;
- Has serious emotional, medical or psychological problems as documented by a qualified professional;
- Parents have a history of chronic unemployment, including living in a family on long-term public assistance;
- Member of a seasonal farm worker family;
- Resides in a High Intensity Gang Activity Area (HIGAA), according to the Department of Justice (DOJ) and designated by the State of California;
- Child of incarcerated parents;
- Court involved youth or at-risk of involvement;
- Has never held a job;
- Has been fired from a job within the 12 months prior to program application; or

- Has never held a full-time job (30+ hours per week) for more than 3 consecutive months

NOTE: A youth participant's eligibility is determined at intake; therefore, the youth remains eligible for youth services until exited. For example, an individual who is an out-of-school youth at time of enrollment and is subsequently placed in a GED program at an adult school, or any school, is still considered an out-of-school youth. Additionally, an individual who is an out-of-school youth and between the ages of 16-24 at the time of enrollment, and is now beyond the age of 24, is still considered an out-of-school youth until exited.

Fourteen (14) Youth Program Elements:

The service provider staff will determine which of the following services a youth participant receives based on the participant's objective assessment and Individual Service Strategy (ISS) described below.

1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;
2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - a. Summer employment opportunities and other employment opportunities available throughout the school year;
 - b. Pre-apprenticeship programs;
 - c. Internships and job shadowing; and
 - d. On-the-job training opportunities;
 - e. Placement in WDB Sectors
4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors as identified by the Monterey County Workforce Development Board (MCWDB)
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors;
7. Supportive services
8. Adult mentoring for duration of at least 12 months that may occur both during and after program participation;
9. Follow-up services for not less than 12 months after the completion of participation
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
11. Financial literacy education such as budgeting;
12. Entrepreneurial skills training to expose students to the skills and knowledge necessary to support self-employment, small business ownership, and entrepreneurship;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
14. Activities that help youth prepare for and transition to post-secondary education and training.

WIOA Youth Program Design:

Outreach, Recruitment, Orientation, Intake and Enrollment:

- Sufficient outreach will be conducted to target and recruit youth within the service delivery area(s) that meet the eligibility requirements for WIOA out-of-school youth.
- Conduct an intake process with youth that will involve prescreening for eligibility determination and providing an orientation of youth program services.
- Should staff be contacted by in-school youth who cannot be served under this agreement, they will be expected to make appropriate referrals to other community partners who provide services to in-school youth, or refer youth to self-help basic career services at the AJCC.
- Follow and comply with the out-of-school youth Eligibility Criteria to enroll participants in the program.

Initial Assessment:

- Assess each applicant's initial skill level using the Comprehensive Adult Student Assessment System (CASAS) appraisal test to determine "basic skills deficiency" or grade-equivalent skill levels in language and mathematics to place youth at appropriate levels of instruction.
- Ensure all testing is proctored and all testing instruments are used. All tests will be discussed with the youth by Service provider staff qualified to interpret the results. Discussion will include the scores and the impact of test results.
- Following initial assessment, staff will select and certify participants for WIOA eligibility and enrollment to receive services at the AJCC or other designated service delivery area.
- Collect all documentation, and enter all enrolled participants into the State CalJOBS system, and place a hard copy of the CalJOBS system documentation in the participant file or upload the documentation into the youth's virtual case file in the State CalJOBS system.

Basic Skills Remediation:

- Provide literacy and numeracy remediation to basic skills deficient participants, based on the initial CASAS test and ISS assessment results, with the objective for the youth to gain at least one education functioning level (equivalent to Adult Basic Education "ABE" level) as measured by the CASAS.

WorkKeys Assessment:

- Participants interested in pursuing occupational skills training are required to complete WorkKeys® assessments (Locating Information, Reading for Information and Applied Mathematics).
- If participant scores less than a level 3 on any of the WorkKeys tests, staff will give the participant access to the ACT Career Ready 101 online remediation training tool to upgrade their skills to qualify for a NCRC and referral to training.
 - Those who master these assessments by scoring a level 3 or higher on all three tests will be eligible to receive a National Career Readiness Certificate (NCRC) provided through the Monterey County Business Council (MCBC). Service provider will work with MCBC to receive and distribute all certificates to eligible participants

Individual Service Strategy (ISS):

- Provide a comprehensive assessment for all participants interested in pursuing education, training and employment.
- Using the information gathered during the comprehensive assessment phase, staff will develop a mutually agreeable Individual Service Strategy (ISS) with youth participants.
- Ensure that youth participants are screened for basic skills, complete a pre-application and/or equivalent, and ensure that adequate information about the need for training, as specified in the ISS, is on record.
- The ISS will be discussed with the youth by Service provider staff qualified to interpret the ISS strategy and goals. Service provider will enter the youth participant's ISS into the State CalJOBS system.

The ISS and assessment documents on record may include the following information:

- Address needs identified in the assessments;
- Sets clear, measurable, achievable goals based upon the educational and job/career attainment goals of the youth;
- Specifies services that will be provided to the youth;
- Describes a plan for intervention services that is mutually supported and agreed upon in writing, bearing the signature of both the youth and the Service provider case manager; and
- Specifies obligations of the youth in terms of program participation, behavior, etc. Work Readiness Training

WorkKeys Training:

- Provide or coordinate with other agencies to conduct short-term work-readiness training to youth participants, if deemed appropriate for the participant.
- Short-term workshops may include, but are not limited to: soft skills, such as resume writing and interview techniques; computer literacy; financial literacy; National Retail Federation and ServSafe Certifications.

Work Experience:

The WIOA places a priority on providing youth with occupational learning opportunities through work experience. Work experience provides in-school and out-of-school youth an invaluable opportunity to develop work place skills. Work experience activities will be a priority service, including but not limited to summer jobs, year-round employment, pre-apprenticeships, on-the-job training, internships, and job shadowing, in order to help youth participants' obtain gainful work experience.

- **Work Experience 20 Percent Expenditure Requirement:**

Local area youth service providers must spend at least 20 percent of their WIOA youth formula funds on work experience. The work experience expenditure rate is calculated after subtracting funds spent on administrative costs. Additionally, the expenditure rate is not applied separately for in-school youth and out-of-school youth.

- **Work Experience Activities:**

Paid and unpaid work experiences must include academic and occupational education and may include the following types of work experiences:

- Summer employment opportunities and other employment opportunities available throughout the school year
- Pre-apprenticeship programs
- Internships and job shadowing
- On-the-job training opportunities
- The required academic and occupational education (e.g., workforce preparation activities, basic academic skills, and hands-on occupational skills training) must be taught within the same timeframe and connected to training in a specific occupation, occupational cluster, or career pathway.

Youth formula funds may be used to pay wages and related benefits for work experience in the public, private, for-profit or non-profit sectors when the participant's objective assessment and individual service strategy indicate that a work experience is appropriate. Additionally, youth formula funds may be used to pay wages and staffing costs for the development and management of work experience.

- **Allowable expenditures beyond wages may include the following:**

- Staff time spent identifying potential work experience opportunities.
- Staff time working with employers to develop the work experience.

- Staff time spent working with employers to ensure a successful work experience.
- Staff time spent evaluating the work experience.
- Classroom training or the required academic education component directly related to the work experience.
 - Orientation sessions for participants and employers
- **Work Experience Local Policy:**
 - The maximum duration of a work experience assignment per participant will be 8 weeks; and
 - The maximum number of work experience hours per participant will be 320.
 - Appropriate incentives/stipends and limitations on the dollar amounts, are as follows:
 - Completion of the following workshops:
 - Independent Individual Career Exploration - \$25
 - Leadership - \$25
 - Guides to Independence (or Online Curriculum) - \$25
 - Life Skills - \$50
 - Achieved the following performance:
 - Re-enrolled in Secondary Education or GED Course (out-of-school HS diploma only) - \$100
 - Achieved GPA of 2.5 or higher (quarter or semester) - \$50
 - Placement in Employment/Education/Training:
 - Obtained Unsubsidized Employment (employed 2nd quarter after exit) - \$100
 - Retained Unsubsidized Employment w/same employer (employed 4th quarter after exit) - \$100
 - Enrolled in Post-Secondary Education or Training (enrolled 2nd quarter after exit) - \$100
 - Enrolled in Advanced/Occupational Training (enrolled 2nd quarter after exit) - \$100
 - Enlisted in Military (enlisted 2nd quarter after exit) - \$100
 - Attainment of Degree/Certificate:
 - Attained Degree or Certificate (by 3rd quarter after exit) - \$100
 - Completion of Secondary Education - \$150
 - In Program Skills Gain - \$150

Documentation of Service Delivery and Case Management:

- Ensure timely entry in the State CalJOBS system to provide case management services while participants remain active in a WIOA funded program and during the post placement follow-up period.
- Ensure that 100% of all participant's enrollments are entered in the State CalJOBS system within three (3) days of enrollment, showing, at a minimum, the results of all assessments, and all goals and activities planned and agreed upon at the time of intake.
- Case notes will include details of services delivered during interaction with participant.
- WDB Management Information Systems (MIS) staff will provide user ID's with log-in access and training, as needed, to staff that require access to the State CalJOBS system to conduct case management.

Referrals to WIOA Partners:

Service provider is a mandated partner in the America's Job Center of California (AJCC) / One-Stop delivery system. As such, Service provider is part of a continuum of services and must work in collaboration with WIOA required partners, as required under the Memorandum of Understanding (MOU) between the WDB and the partners of the AJCC / One-Stop delivery system. Service provider will be expected to develop or maintain appropriate mechanisms of referrals to ensure that participants can access the services that they require to support their success, and identify areas of participant need apart from WIOA services and refer participant to appropriate agencies to mitigate the needs.

Reference Partners & Community Links online at: www.montereycountywdb.org/partners/.

Follow-up Services:

Follow-up must be made available, as appropriate—including counseling regarding the workplace—for participants in youth program activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. Follow-up Services includes the following:

- Referral to community services
- Referral to medical services
- Tracking progress on the job
- Work related peer support group
- Assistance securing a better paying job
- Career development and further education planning
- Assistance with Job/Work related problems
- Adult mentoring
- Tutoring
- Leadership development
- Supportive services, as approved by the WDB supportive services policy, located online at: www.montereycountywdb.org/policies/policies/
- Other follow-up services, as approved by WDB

INQUIRIES

If you have questions please contact staff at (831) 796-6434. This policy is posted on the WDB website located at: www.montereycountywdb.org/policies/

CHRIS DONNELLY, Executive Director
Monterey County Workforce Development Board

AUDIT RESOLUTION POLICY

EXECUTIVE SUMMARY

This purpose of this policy is to set forth written procedures, as indicated in the WIOA regulations, for the Monterey County Workforce Development Board (MCWDB) staff and its subrecipients to follow regarding the requirements for audit resolution. This policy requires that all subrecipients expending WIOA funds shall comply with federal and state audit resolution requirements.

Entities receiving awards of WIOA funds must meet the audit requirements of Office of Management and Budget (OMB) Circular A-133. The revised circular has increased the expenditure level for the single audit requirement to \$500,000 or more in total federal funding. Those entities who expend \$500,000 or more in federal funds may have either an organization-wide audit conducted in accordance with OMB Circular A-133 or a program-specific financial and compliance audit in accordance with Generally Accepted Government Auditing Standards. This latter requirement applies to commercial organizations as described in 20 CFR 683.200.

The regulations also require the establishment of procedures for audit resolution. The procedures apply to MCWDB resolution of subrecipient audits and to subrecipient resolution of lower-tier subrecipient audits. In addition, MCWDB may use these procedures in resolving the findings from other reviews, such as monitoring, incident and investigation reports.

REFERENCES

2 CFR part 200
20 CFR 683.200
20 CFR 683.420
29 CFR 95.26; 96.53; 97.26; 99.105
OMB Circular A-133 (2003): Audits of States, Local Governments, and Non-Profit Organizations

PROCEDURAL GUIDANCE

The MCWDB and subrecipients shall follow this policy on the effective date described above. This policy will remain in effect from the date of issuance until such time that a revision is required.

1. **Audit Resolution Process:**

MCWDB and its subrecipients that award WIOA funds to lower-tier subrecipients must have written audit resolution policies and procedures that, at a minimum, follow the guidelines described in this policy.

The MCWDB and subrecipients must:

1. Review the audit report of their subrecipients to ensure compliance with the requirements of the OMB Circular A-133.
2. Establish an audit resolution file to document the disposition of reported questioned costs and corrective actions taken for all findings in an audit report.
3. The audit resolution process must be completed within six months after receipt of the subrecipients audit report and must ensure that the subrecipient takes appropriate and timely corrective action.

2. **Related Definitions:**

1. **Auditee:** as defined in OMB Circular A-133, is a non-federal entity that expends federal awards that must be audited under the circular.
2. **Awarding agency:** with respect to a grant, the awarding agency is the Department of Labor. With respect to a subgrant or contract, the awarding agency is the entity that awarded the subgrant or contract.
3. **Federal award:** federal financial assistance and federal cost-reimbursement contracts. It includes federal awards made directly by federal awarding agencies or indirectly by recipients of federal awards or subrecipients. It does not include procurement contracts, under grants or contracts, used to buy goods or services from vendors. Federal financial assistance means assistance received or administered to carry out a program.
4. **Initial Determination:** a preliminary decision on whether to allow or disallow questioned costs and resolve any non-monetary findings.
5. **Final Determination:** the awarding agency's final decision to disallow the cost and the status of non-monetary finding.
6. **Non-monetary finding:** an administrative finding.
7. **Subrecipient:** a non-federal entity that expends federal awards received from a pass-through entity to carry out a federal program but does not include an individual who is a beneficiary of such a program. A subrecipient may also be a recipient of other federal awards directly from a federal awarding agency. Guidance on distinguishing between a subrecipient and a vendor is provided in 29 CFR 99.210.
8. **Vendor:** a dealer, distributor, merchant, or other seller providing goods or services that are required for the conduct of a federal program. These goods or services may be for an organization's own use or for the use of beneficiaries of the federal program.

3. Initial Determination:

Issuance of a letter of Initial Determination is based on the audit review, which includes:

- a. A list of all questioned costs.
- b. Whether the costs are allowed or disallowed, with the reasons and appropriate citations included for such actions.
- c. Acceptance or rejection of any corrective action taken to date, including corrective action on administrative findings.
- d. List possible sanctions for failure to correct.
- e. The opportunity for informal resolution of no more than 60 days from the date of Initial Determination.

4. Informal Resolution:

During informal resolution, the subrecipient may provide documentation to support allowability of costs and proposed corrective action of administrative findings. Informal resolution discussions may be held by telephone, if necessary, but in person is preferable. When a meeting is held, provide a sign-in sheet that must be retained as documentation of its occurrence. Negotiations of repayments can be initiated at this time.

5. Final Determination:

Upon conclusion of the initial review and/or informal resolution meeting, the MCWDB Staff will submit a written Final Determination of actions required by the subrecipient. The Final Determination letter shall include:

- a. Reference of the Initial Determination letter.
- b. Summation of the informal resolution meeting, if held.
- c. List of decisions regarding the disallowed costs, listing each disallowed cost and noting the reasons for each disallowance.
- d. List of questioned costs that have been allowed by the awarding agency and the basis for the allowance.
- e. List the establishment of a debt, if appropriate;
- f. List the deadline by which the debt must be repaid, and date when debts become delinquent;
- g. List whether interest will be charged, and the interest rate;
- h. List description of the debt collection process and other sanctions that may be imposed if payment is not received.
- i. List the status of each administrative finding.
- j. List any other required corrective actions and timeframes by which they will be accomplished;
- k. List statement of possible sanctions;
- l. List procedures by which the subrecipient may appeal to the State a decision of the entity making the determination.

The MCWDB and its subrecipients shall ensure corrective action of any unresolved administrative findings identified in audit reports. The MCWDB and its subrecipients shall validate corrective action through a monitoring process to determine that appropriate action has been taken. A copy of the monitoring report substantiating the implementation of the appropriate corrective action must be filed with the audit report

6. Hearing Procedures for Resolution of Appeals:

Regional subgrant recipients must establish local level hearing procedures for resolution of appeals related to audit and monitoring finds.

The local level hearing procedures for resolution include:

- a. The auditee has 30 calendar days after receipt of the final determination to submit a written request for a hearing. At least 10 calendar days before the hearing, a written notice of the date and site of the hearing must be provided. A withdrawal must be done in writing.
- b. A hearing shall be recorded mechanically or by court reporter.
- c. The hearing officer must issue a decision within 60 days of the filing date. The subcontractor has 10 days from receipt of an adverse decision to file an appeal with the State Review Panel.
- d. If a local hearing is not held or the decision is not rendered timely, the subrecipients has 15 days from the date on which the date should be held or the decision should have been issued to file an appeal with the State Review Panel.
- e. The appeal to the State must be submitted to the Grievance Officer.
- f. If the subrecipient appeals the decision of the MCWDB's hearing officer to the state, the MCWDB will send EDD's Compliance Review Division (CRD) the complete audit for the State Review Panel. Within thirty (30) days of receipt by the CRD of the subrecipients written appeal the State Review Panel will convene to review all evidence and issue a decision without consideration of any imposed sanctions. There is no administrative appeal beyond this level.

INQUIRIES

If you have questions please contact staff at (831) 796-6434. This policy is posted on the WDB website located at: www.montereycountywdb.org/policies/

CHRIS DONNELLY, Executive Director
Monterey County Workforce Development Board

INCUMBENT WORKER TRAINING POLICY

EXECUTIVE SUMMARY

The purpose of this policy is to provide guidance regarding Incumbent Worker Training (IWT). IWT is designed to meet the specific requirements of an employer or group of employers to retain a skilled workforce or avert the need to lay off employees, and is conducted with a commitment by the employer to retain (or avert the layoff of) the incumbent worker(s) trained. Incumbent worker training must increase the competitiveness of the employer or employee.

To qualify as an incumbent worker, the worker must be at least 18 years of age and employed full time, meet the Fair Labor Standards Act requirements for an employer-employee relationship, and have an established employment history with the employer for 6 months or more, unless the incumbent worker is part of a training cohort in which a majority of those being trained meet the employment history requirement. An incumbent worker does not have to meet the eligibility requirements for career and training services under WIOA unless the worker is enrolled as a WIOA participant.

Local Workforce Development Areas (LWDAs) may reserve and use no more than 20 percent of WIOA Adult and Dislocated Worker funds allocated to the local area to pay for the Federal share of the cost of providing incumbent worker training. Employers participating in incumbent worker training are required to pay the non-Federal share of the cost of providing training to their incumbent workers, which may range from 10% to 50% depending on employer size.

To determine the eligibility of an employer to receive funding, the MCWDB shall take into account various factors to evaluate whether training would increase the competitiveness of the employees or both the employees and the employer, which may include: the characteristics of the individuals in the program, such as basic skills deficiencies; the number of employees participating in the training; the pre- and post-training wage and benefit levels of those employees; utilization as part of a larger sector and/or career pathway strategy; and employer size.

REFERENCES

Workforce Innovation and Opportunity Act (WIOA) Section 134 (d) (4)
20 CFR 680.780 through 680.840
Training and Employment Guidance Letter: WIOA 19-16

PROCEDURAL GUIDANCE

I. Incumbent Worker Eligibility

20 CFR 680.780 specifies that to qualify as an incumbent worker, the incumbent worker needs to be employed, meet the Fair Labor Standards Act requirements for an employer-employee relationship, and have an established employment history with the employer for 6 months or more, with the following exception: In the event that the incumbent worker training is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for 6 months or more as long as a majority of those employees being trained do meet the employment history requirement. All employees participating in incumbent worker training must meet the eligibility requirements below:

- At least 18 years of age;
- A citizen of the United States or a non-citizen whose status permits employment in the United States;
- Males born on or after January 1, 1960 must register with the selective service system within 30 days after their 18th birthday or at least before they reach the age of 26;
- Meet the Fair Labor Standards Act requirements for employer-employee relations and have an established employment history with the employer for 6 months or more (which may include time spent as a temporary or contract worker performing work for the employer receiving IWT funds); and
- Existing workers must be currently employed full-time with the participating employer.

Incumbent Worker participants must meet the eligibility requirements above. An incumbent worker participant does not have to meet the eligibility requirements for career and training services for adults and dislocated workers under WIOA, unless they also are enrolled as a participant in the WIOA Adult or Dislocated Worker program. As such, they are not included in calculations for the State performances measures. LWDA's are, however, required to input data into CalJOBS on individuals who receive incumbent worker training, including characteristics, services and outcomes.

II. Employer Eligibility

1. For the purpose of determining the eligibility of an employer to receive funding, the MCWDB shall take into account factors that help to evaluate whether training would increase the competitiveness of the employees or both the employees and the employer, consisting of: a) the characteristics of the individuals in the program; b) the relationship of the training to the competitiveness of the employees or both the employees and the employer; and c) such other factors as the MCWDB may determine to be appropriate, which may include:
 - the number of employees participating in the training;
 - the wage and benefit levels of those employees (at present and anticipated upon completion of the training);
 - the existence of other training and advancement opportunities provided by the employer;
 - layoffs averted as a result of the training;
 - utilization as part of a larger sector and/or career pathway strategy
 - employer size
2. IWT should be provided for private sector employers; however, non-profit and local government entities may be recipients of IWT funds.
3. Employers must be in operation at least twelve months and employ at least five full-time employees, be financially viable and current on all state and federal tax obligations.
4. Any employer that has received payments under previous on-the-job training, customized training or IWT and that exhibited a pattern of failure to provide workers continued, long term employment as

regular employees with wages and working conditions at the same level and to the same extent as similarly situated employees is ineligible to enter into further WIOA IWT contracts.

5. In considering an employer's eligibility for an IWT contract, LWDA's should consider the employer's past history with IWT, OJT and customized contracts, financial stability, history of layoffs, relocation and labor disputes as well as occupational and industry outlooks.
6. The MCWDB shall conduct an employer pre-award review checklist containing requirements of WIOA 683.260 and TEGL 19-16.

III. Employer Non-Federal Share/Employer Reimbursements

1. WIOA Section 134 (d) states that employers participating in IWT shall be required to pay for the non-Federal share of the cost of providing the training to incumbent workers of the employers. The MCWDB shall establish the non-Federal share of such cost (taking into consideration such other factors as the number of employees participating in the training, the wage and benefit levels of the employees (at the beginning and anticipated upon completion of the training), the relationship of the training to the competitiveness of the employer and employees, and the availability of other employer-provided training and advancement opportunities.
2. The employer non-Federal share is dependent on the size of the employer and shall not be less than:
 - a. 10 percent of the cost, for employers with 50 employees or less;
 - b. 25 percent of the cost, for employers with more than 50 employees but not more than 100 employees; and
 - c. 50 percent of the cost, for employers with more than 100 employees.
3. Employer size is based on the number of employees currently employed at the local operation where the incumbent worker training placements will be made. Employer size is determined by the number of employees at the time of the execution of the incumbent worker training contract. This applies to all employers, including employers with seasonal or intermittent employee size fluctuations. Employers must provide documentation that indicates employer size. If multiple employer sites exist within an LWDA, employer agreements may be limited to physical locations within the LWDA area, or the LWDA may develop one agreement with multiple locations, training descriptions and budgets.
4. The non-Federal share provided by an employer may include the amount of the wages paid by the employer while the worker is attending training, equipment purchased for training, curriculum development expenses, travel and lodging costs, etc. The employer may provide the share in cash or in kind, fairly evaluated. The employer non-Federal share must not be calculated using any other Federal funds, except where the Federal statute authorizing a program specifically provides that Federal funds made available for such program can be applied to matching or cost sharing requirements of other Federal programs.
5. The business will be required to calculate its actual non-federal share as a part of the application for training funds and at the conclusion of the training, should the non-federal share not meet the limits, the funds could potentially have to be repaid. Official payroll records, time and attendance records, invoices for equipment purchased, etc. must be utilized to determine the amount of the employer's share of cost.
6. Employer cost share contributions must be tracked and documented in the contract file and recorded on the Financial Status Report. In addition, the methodologies for determining the value of in-kind contributions must be documented in the contract file and conform to cost sharing requirements at 2 CFR 200. 306 and 2 CFR 2900.8.
7. No WIOA funds shall be used for Incumbent Worker wages per section 181 (b) (1).

IV. Employer Contract Requirements

1. IWT is provided based on a formal, written contract with the employer or group of employers that is signed prior to the initiation of training with a copy given to the employer(s).
2. Priority will be given to incumbent worker training contracts which: a) Provide training in one of the LWDA's Priority Sectors; b) The individual has the opportunity for upward mobility into a higher-paying job classification; c) The employer indicates an interest or potential to "back-fill" entry level positions with WIOA participants; and d) The individual's hourly wage is no less than \$14.00/hour and the position provides fringe benefits.
3. Incumbent worker training shall be limited to the period of time required for the individual (s) to become proficient in the skills for which the training is being provided. In determining the appropriate length of an IWT contract, consideration should be given to the skill requirements of the occupation and the academic and occupational skill level of the individual. LWDA's shall utilize ONET SVP skills training requirements in addition to an assessment of the individuals past skill and experience to justify the length of training.
4. Incumbent Worker training contracts shall not be written to provide skills for seasonal, temporary or intermittent employment.
5. IWT training may incorporate work-based, classroom and other training activities approved under WIOA to meet employer skill requirements. The employer or an intermediary may provide the training.
6. The IWT contract should address at a minimum: a) Employer documentation of the six month work history requirement b) Maximum allowable costs of training; c) Employer commitment to retain the individual as a full time employee with the same wages, benefits, hours and working conditions; d) Hourly wage of the individual; e) Length of training required; f) Description of occupations involved, skill(s) and competencies to be provided and learned; g) Assessment and identification of the individuals skills gaps; h) Performance measures outcome requirements; i) A provision for termination for lack of funds or recapture of overpayments, lack of individual attendance or failure of employer to comply with initial or upgraded employment requirements; j) A provision for maintaining and providing records for LWDA, state and federal monitoring and review, and k) Employer Assurances, as listed below.

V. Employer Assurances

The Employer agrees to adhere to the following provisions:

1. 20 CFR 680.790 specifies that the training be conducted with a commitment by the employer to retain or avert the layoffs of the incumbent workers trained.
2. WIOA Section 134 (d) and 20 CRF Section 680.820 specify that employers participating in IWT shall be required to pay the non-Federal share of the cost of providing training to incumbent workers. The amount of non-Federal share depends upon factors such as the number of employees participating in the training, the wage and benefit levels of the employees (at the beginning and anticipated upon completion of training), the relationship of the training to the competitiveness of the employer and employees and the availability of other employer provided training and advancement opportunities.
3. 20 CFR Section 680.830 specifies that funds provided to employers for incumbent worker training must not be used to directly or indirectly assist, promote or deter union organizing.
4. 20 CFR Section 680.840 specifies that WIOA funds may not be used to directly or indirectly aid in filling of a job opening which is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling is otherwise an issue in a labor dispute involving a work stoppage.

5. 20 CFR Section 683.260 specifies that WIOA funds must not be used for incumbent worker training for employees of any business or part of a business that has relocated from any location in the US until the company has operated at that location for 120 days, if the relocation has resulted in any employee losing their job at the original location.
6. 20 CFR Section 683.270 specifies that a participant in a WIOA program activity must not displace (including a partial displacement such as a reduction in the hours of non-overtime work, wages of employment benefits) any currently employed employee (as of the date of the participation).
7. 20 CFR Section 683.270 specifies that a WIOA program or activity must not impair existing contracts for services or collective bargaining agreements. When the program or activity would be inconsistent with a collective bargaining agreement, the labor organization and employer must provide written concurrence before the activity begins.
8. 20 CFR Section 683.270 also specifies that a participant may not be employed in or assigned to a job if: (1) any other individual is on layoff from the same of any substantially equivalent job; (2) the employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy created with the WIOA participant; (3) the job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers as of the date of the participation.
9. 20 CFR Section 683.275 specifies that individuals employed in activities under WIOA must be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience and skills.
10. 20 CFR WIOA Section 683.275 specifies that individuals employed in programs and activities under WIOA must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work.
11. 20 CFR Section 683.280 specifies that health and safety standards established under federal and State law otherwise applicable to working conditions of employees are equally applicable to working conditions of participants engaged in programs and services under WIOA. To the extent that a State workers' compensation law applies, workers' compensation must be provided to participants in program and activities under WIOA on the same basis as the compensation is provided to other individuals in the State in similar employment.
12. WIOA Section 181 (b)(1) specifies that no WIOA funds shall be used to pay the wages of incumbent employees during their participation in economic development activities provided through a statewide workforce development system.
13. WIOA Section 188 specifies that no individual shall be excluded from participation in, denied employment in the administration of or in connection with any such program or activity because of race, color, religion, sex in a WIOA program or activity solely because of the status of the individual as a participant.
14. WIOA Section 188 specifies that no participants shall be employed to carry out the construction, operation or maintenance of any part of a facility that is used or to be used for sectarian instruction or as a place for religious worship with the exception of maintenance of facilities that are not primarily use for instruction or worship and are operated by organizations providing services to WIOA participants.
15. The Employer must comply with 29 CFR 38.10 (d) (e) (f). As provided in 20 CFR §38.3(b), 29 CFR part 32, subparts B and C and appendix A, which implement the requirements of Section 504 pertaining to employment practices and employment-related training, program accessibility, and reasonable accommodation, have been incorporated by reference. Employers, employment agencies, or other entities covered by Titles I and II of the ADA should be aware of obligations imposed by those titles. See 29 CFR part 1630 and 28 CFR part 35. Similarly, recipients that are also employers covered by the anti-discrimination provision of the Immigration and Nationality Act should be aware of the obligations imposed by that provision.

See 8 U.S.C. 1324b.

16. 2 CFR 200. The Employer agrees that no individual in a decision-making capacity will engage in any activity, including the administration of the IWT contract supported by WIOA funds, if a conflict of interest, real or apparent, is present. A conflict of interest may arise in the event that an employee under this contract is an immediate family member (or partner) of an individual engaged in a decision-making capacity with the LWDA, the MCWDB, the employer or an organization that has a financial or other interest in the firm or organization selected for the contract. Immediate family is defined as husband, wife, son, son-in-law, daughter, daughter-in-law, mother, mother-in-law, father, father-in-law, brother, brother-in-law, sister, sister-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, grandparents, grandchild, half-brother, half-sister, first cousin or individual residing in the same household. In the event of a potential conflict of interest, the employer will notify the LWDA in writing.

17. WIOA Section 194 (5) No person or organization may charge an individual a fee for the placement or referral of the individual in or to a workforce investment activity under this title.

18. WIOA Section 194 (13) Services, facilities or equipment funded under WIOA may be used, as appropriate, on a fee-for-service basis, by employers in a local area in order to provide employment and training activities to incumbent workers – (A) when such services, facilities or equipment are not in use for the provision of services for eligible participants under this title; and (B) if such use for incumbent workers would not have an adverse effect on the provision of services to eligible participants under this title; and (C) if the income derived from such fees is used to carry out the programs authorized under this title.

INQUIRIES

If you have questions please contact staff at (831) 796-6434. This policy is posted on the WDB website located at: www.montereycountywdb.org/policies/

CHRIS DONNELLY, Executive Director
Monterey County Workforce Development Board

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRISTOPHER DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONCUR WITH THE MAY 24, 2018 EXECUTIVE COMMITTEE'S RECOMMENDATION TO APPROVE THE AJCC HALLMARKS OF EXCELLENCE AND CONTINUOUS IMPROVEMENT PLAN

DATE: JUNE 20, 2018

RECOMMENDATION:

It is recommended that the Workforce Development Board concur with the May 24, 2018 Executive Committee's recommendation to approve the Hallmarks of Excellence Certification Matrix for the comprehensive Monterey County AJCC to the California Workforce Development Board (CWDB).

BACKGROUND/INFORMATION:

The Workforce Innovation and Opportunity Act (WIOA) establishes a framework to ensure that local Workforce Development Boards (WDB) are responsible for maintaining high-quality and effective America's Job Centers of California (AJCC) within their local areas.

On June 9, 2017, the State of California's Employment Development Department (EDD) Workforce Services Division issued a directive entitled, "Certification Process for Comprehensive AJCCs" (WSD16-20), outlining key requirements for local WDBs to ensure the effectiveness of their AJCC(s). There are two levels of AJCC certification: Baseline and Hallmarks of Excellence.

The Baseline AJCC Certification is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The directive states that WDBs must develop and follow a Baseline Certification process to conduct an independent and objective evaluation of the comprehensive and satellite AJCCs within its local area once every three years, using the criteria and procedures provided in the directive. This certification process includes assurances that local area AJCCs are physically and programmatically accessible for individuals with disabilities, and that opportunities for continuous improvement are developed.

The Hallmarks of Excellence AJCC Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. This certification level was developed in alignment with Department of Labor's Training and Employment and Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

The response to each Hallmark of Excellence criterion is ranked on a scale from one to five:

1. No progress on the hallmark at this time.
2. Have started progress on the hallmark but not yet satisfactory.
3. Have a satisfactory amount of the hallmark in place the majority of the time.
4. Significantly meeting the hallmark with room for improvement.
5. Achieving and excelling at the hallmark.

To receive a Hallmarks of Excellence AJCC Certification, an AJCC must first meet Baseline AJCC Certification. The comprehensive One Stop AJCC must then receive a ranking of a least a “three” for all eight Hallmarks of Excellence criteria to achieve the certification.

The MCWDB submitted its proposed Baseline AJCC certification outline and process to the MCWDB’s Regional Advisor on September 28, 2017 for CWDB review and approval, and on November 1, 2017, the CWDB issued a notice of approval. On December 31, 2017, the MCWDB submitted to the CWDB the Baseline Criteria for the comprehensive Monterey County AJCC in Salinas.

UPDATE ON AJCC CERTIFICATION OUTLINE AND PROCESS:

Between August 2017 and March 2018, the Review Team (composed of Board Members, AJCC Partners, EDD, Department of Rehabilitation, Adult Education, Community Colleges, and One Stop Operator staff) began the desk review process for Hallmarks of Excellence, conducted on-site reviews, interviews, and mystery shopper visits at the AJCC.

In April 2018, the MCWDB and One Stop Operator staff compiled the team’s review of the Hallmarks of Excellence criteria matrix with recommendations and drafted the attached for the Oversight Committee. The MCWDB comprehensive One Stop received a ranking of “three” for each of the Hallmarks of Excellence. Comments on the strengths and continuous improvement opportunities were included as part of the MCWDB’s Continuous Quality Improvement Plan.

On May 10, 2018, the Oversight Committee recommended that the draft Hallmarks of Excellence and the Continuous Quality Improvement Plan be sent to the Executive Committee for approval.

NEXT STEPS:

On May 18, 2018, Staff and the One-Stop Operator met with the One-Stop partners to provide an update on the Hallmarks of Excellence and how the Hallmarks will become an integral part of our seamless customer focused service delivery as part of the one-stop system. This discussion also includes the development of the Continuous Quality Improvement Team. The CQI team will focus on the continuous improvement plan on an ongoing basis to insure we are achieving and excelling at the hallmarks of excellence. Key Outcomes:

- Building greater capacity through well-informed and cross-trained staff
- Providing integrated, customer-centered services
- Increasing effective partner participation in the One Stop System.

On June 30, 2018, MCWDB will submit the Hallmarks of Excellence Certification Matrix and Continuous Quality Improvement Plan to the CWDB.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRISTOPHER DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONSIDER AND APPROVE THE RE-APPOINTMENTS TO THE WDB AND FORWARD TO THE BOARD OF SUPERVISORS FOR FINAL APPROVAL

DATE: JUNE 20, 2018

RECOMMENDATION:

It is recommended that the Workforce Development Board consider and approve the re-appointments of Willard Lewallen and Walter Tribley, representing Education and Jay Donato, representing Labor, to the WDB for a three-year term to be forwarded to the Board of Supervisors for final approval

SUMMARY:

The WDB bylaws state that the term of membership for all WDB members shall be three years. The three year term limit was enacted with the approval of the original WDB bylaws by the Board of Supervisors on June 23, 2015.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRISTOPHER DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONSIDER AND APPROVE A REGIONAL AGREEMENT WITH THE WORKFORCE DEVELOPMENT BOARDS OF SANTA CRUZ, SAN LUIS OBISPO, AND SANTA BARBARA COUNTIES FOR REGIONAL WORKFORCE DEVELOPMENT SERVICES

DATE: JUNE 20, 2018

RECOMMENDATION

It is recommended that the Monterey County Workforce Development Board (MCWDB):

1. Approve the regional agreement between the MCWDB and the other local workforce development boards within the Coastal Region for provision of regional workforce development services funded by various WIOA grants; and
2. Recommend approval of the regional agreement to the Monterey County Board of Supervisors in its role as Chief Elected Official of the Monterey County Workforce Development Area.

BACKGROUND

The MCWDB is the designated fiscal agent for the Coastal Regional Planning Unit (RPU), comprised of the workforce development boards from Santa Cruz, Monterey, San Luis Obispo, and Santa Barbara counties. As such, it is the grant recipient of special funds (detailed below) from the California Workforce Development Board (CWDB) intended to support regional alignment, coordination among local boards, and regional industry engagement in priority sectors such as healthcare, hospitality/tourism, and agriculture that are relevant across the region.

| Project Name & Term | Grant Award | Description & Uses |
|--|--------------------|--|
| Slingshot (SS) 1/2017 – 3/2019 | \$1,000,000 | Activities focus on healthcare sector. Based on input from business and industry champions, regional priorities are: Community Health Worker (CHW) Training, Health Career Awareness Campaign, and Specialty Nursing Education. Funds are designated for a regional coordinator as well as regional and local staff for business engagement and sector development, training, and textbooks/curriculum in healthcare and other priority sectors. |
| Regional Organizer (RO) 6/2017 – 3/2019 | \$85,714* | Funds for staff time to coordinate local boards in the RPU to identify goals and outcomes for the Regional Plan's first implementation year. |

BUSINESS ITEM #2

| | | |
|---|--------------------|---|
| Regional Plan Implementation (RPI) 1/2018 – 6/2019 | \$300,000 | Funds to support Regional Plan implementation activities such as the identification of administrative efficiencies; coordinated business engagement (outreach and messaging to employers and industry); the development of a regional website to promote regionwide sector initiatives and business services such OJT and incumbent worker training; and development of career pathways materials for regional priority sectors. Funds also cover Regional Organizer staffing for the Santa Cruz/Monterey and San Luis Obispo/Santa Barbara subregions. |
| Total | \$1,385,714 | |

*\$14,436 in RO funding is not reflected in the regional contract costs below, as these funds were expended prior to the development of the contract.

The MCWDB has specific responsibilities due to its fiscal agent role for which it will retain up to 10% of each grant as allowed for “administrative” functions. These functions are defined in federal regulations as those relating to procurement and fiscal responsibilities, including staff time from the WDB’s Fiscal Manager and regional staff in performance of procurement duties, contract development, financial reporting, budget management, and accounts receivable/payable services. Funds to be retained by the MCWDB are detailed below:

| Fund Sources | Amount Awarded | Amount Retained by MCWDB | Percentage Retained |
|--|-----------------------|--------------------------|---------------------|
| Slingshot (GC 1075) | \$1,000,000.00 | \$100,000.00 | 10.0% |
| Regional Organizer (GC 1089) | \$85,714.00 | \$5,348.00 | 6.3% |
| Regional Plan Implementation (GC 1122) | \$300,000.00 | \$23,798.00 | 7.9% |
| TOTAL Admin Budget | \$1,385,714.00 | \$129,146.00 | |

Regional Contract

The MCWDB is also responsible for the disbursement of regional funds to the other local boards in the RPU and therefore is the author and initiator of the regional contract. The regional contract designates a mix of regional funding for each local board in the region and specifies the services to be performed in support of the regional initiatives.

| Regional Contract | Amount | Purpose |
|-----------------------|---|--|
| Santa Cruz County WDB | \$170,438 in SS \$3,200 in RPI \$173,638 Total | <u>SS</u> : Business Engagement Specialist (\$77,138), subcontract with the Health Improvement Partnership of Santa Cruz for coordination and project management of Slingshot (\$85,000), and outreach, room rental, and staff development costs (\$8,300). <u>RPI</u> : Video conferencing system (software, subscription, and hardware) to support regional meetings and collaboration. |

BUSINESS ITEM #2

| | | |
|----------------------------|---|--|
| MCWDB | \$559,124 in SS \$32,965 in RO \$193,516 in RPI \$785,605 Total | <u>SS</u> : Regional Staff Coordinator staffing for 26 months (\$225,570), includes one assistant for 16 months to provide outreach/business engagement; OJT and other training (\$61,975); administrative oversight, contracting, outreach and other miscellaneous costs (\$271,579). <u>RO</u> : Regional Organizer staffing (\$30,715) and other misc. costs for Regional Organizer travel and technology needs (\$2,250). <u>RPI</u> : Regional Organizer staffing (\$49,159), Outreach to limited English proficient individuals (\$2,500), Video conferencing system to support regional meetings and collaboration (\$3,200), and other misc. costs for Regional Organizer travel and technology needs \$3,500) as well as funds for consultant services (\$85,000), regional website (\$11,500), and other regional initiatives. |
| San Luis Obispo County WDB | \$3,200 in RPI \$3,200 in Total | <u>RPI</u> : Video conferencing system (software, subscription, and hardware) to support regional meetings and collaboration. |
| Santa Barbara County WDB | \$170, 438 in SS \$32,965 in RO \$76,286 in RPI \$279,689 Total | <u>SS</u> : Business Engagement Specialist (\$67,158), Healthcare Sector Specialist for coordination and project management of Slingshot (\$94,980), and outreach, room rental, and staff development costs (\$8,300). <u>RO</u> : Regional Organizer staffing (\$30,715) and other costs related to staff travel and mileage, and supplies (\$2,250). <u>RPI</u> : Regional Organizer staffing (\$67,036), Outreach to limited English proficient individuals (\$2,500), Video conferencing system to support regional meetings and collaboration (\$3,200), and other misc. costs for Regional Organizer travel and technology needs \$3,500). |
| Total | \$1,242,132 | |

NEXT STEPS

Upon approval by the MCWDB, staff will forward the regional agreement to the Monterey County Board of Supervisors for approval at its June 26, 2018.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRIS DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: REVIEW AND APPROVE THE PROPOSED LOCAL WORKFORCE DEVELOPMENT AREA WIOA BUDGET FOR FISCAL YEAR 2018-19

DATE: JUNE 20, 2018

RECOMMENDATION:

It is recommended that the Monterey County Workforce Development Board (WDB) approve the proposed Local Workforce Development Area (LWDA) WIOA Budget for Fiscal Year (FY) 2018-19, as follows:

▪ Projected revenue:

| | |
|--|--------------------|
| ○ WIOA Adult formula funding allocation: | \$1,848,608 |
| ○ WIOA Dislocated Worker formula funding allocation: | \$2,144,987 |
| ○ WIOA Youth formula funding allocation | \$1,859,440 |
| ○ WIOA Rapid Response funding | \$234,888 |
| ○ WIOA Rapid Response Layoff Aversion funding | \$54,771 |
| <u>Total of projected revenue from WIOA formula funding allocations:</u> | <u>\$6,142,694</u> |

▪ Projected expenditures:

| | |
|--|--------------------|
| ○ Adult/Dislocated Worker training (SB 734): | \$1,198,078 |
| ○ Youth training (meets 20% WEX expenditure requirement) | \$371,888 |
| ○ Subcontractor allocations (WIOA funds): | \$2,444,258 |
| ○ Subcontractor for participant supportive services: | \$150,977 |
| ○ Staff salaries & benefits: | \$1,038,930 |
| ○ Operating expenses: | \$633,562 |
| ○ One Stop Operator: | \$100,000 |
| ○ DSS management and oversight | \$125,000 |
| ○ Computer and disability equipment | \$30,000 |
| ○ AJCC Outreach | \$25,000 |
| ○ Subrecipient monitoring: | \$20,000 |
| ○ Websites hosting | \$5,000 |
| <u>Total of all projected expenditures:</u> | <u>\$6,142,694</u> |

INFORMATION:

On June 5, 2018, the State of California Employment Development Department (EDD) Workforce Services Division released Information Notice WSIN17-41 to provide WIOA formula allocations for FY 2018-19 for each Local Workforce Development Area (LWDA) for the Adult, Youth, and Dislocated Worker funding streams. On June 8, 2018, EDD released Information Notice WSIN17-43 to provide Rapid Response funding allocations to LDWAs for FY 2018-19.

Monterey County LWDA's total WIOA funding allocation for FY 2018-19 is \$6,142,694, compared to the previous allocation of \$5,661,732 in FY 2017-18, representing an increase of \$480,962 (8.5%), as shown in the table below:

| WIOA Funding Allocations | FY 2018-19 Projected Allocations | FY 2017-18 Previous Allocations | Annual \$ Increase / Decrease | Annual % Increase / Decrease |
|-----------------------------------|---|--|--|---|
| Adult Formula Funding | 1,848,608 | 1,698,179 | \$150,429 | 8.9% |
| Dislocated Worker Formula Funding | 2,144,987 | 2,008,298 | \$136,689 | 6.8% |
| Youth Formula Funding | 1,859,440 | 1,691,875 | \$167,565 | 9.9% |
| Rapid Response | 234,888 | 225,071 | \$9,817 | 4.4% |
| Rapid Response Layoff Aversion | 54,771 | 38,309 | \$16,462 | 43.0% |
| Total Formula Grants | \$6,142,694 | \$5,661,732 | \$480,962 | 8.5% |

DISCUSSION:

Based on the total of allocations for WIOA Title I Adult, Dislocated Worker, Youth, Rapid Response, and the Rapid Response Layoff Aversion Program, the amount available for the WDB budget for FY 2018-19 is \$6,142,694.

The projected expenditures for FY 2018-19 are detailed below:

- *Adult/Dislocated Worker training (SB 734):* From the combined Adult and Dislocated Worker allocation of \$3,993,595, the amount of \$1,198,078 will be set aside for Adult and Dislocated Worker participant training, including on-the-job training (wages), classroom training using individual training accounts, job readiness training workshops and online training, and incumbent worker training. This set-aside meets the SB 734 training expenditure requirement for the WDB to expend 30% of its combined total of WIOA Title I Adult and Dislocated Worker formula funds on training. Up to ten percent (or \$119,808) of this expenditure requirement may be met by applying leveraged resources such as Federal Pell Grants and on-the-job training employer match funds.
- *Youth training (meets 20% WEX expenditure requirement):* From the \$1,859,440 WIOA Youth allocation, \$371,888 has been set aside for work experience opportunities. This set-aside amount meets the 20% minimum work experience expenditure requirement.
- *Subcontractor allocations (WIOA funds):* \$2,444,258, represents funding distributed for subcontracts with service providers for the provision of WIOA Title I Youth services (\$804,600 for North and South county), and Adult (\$745,300) and Dislocated Worker (\$894,358) career services.
- *Subcontractor, participant supportive services:* \$150,977; in addition to the proposed subcontractor allocations, these funds are set aside for participant supportive services for youth (\$60,977), adults (\$60,000), and Dislocated Workers (\$30,000) to assist participants in reaching their employment and training goals. Supportive services may include transportation assistance, work or training related material, uniforms or other appropriate work attire, etc.
- *Staff salaries & benefits:* \$1,038,930 represents funding for 10 WDB staff charged with developing workforce services strategies for regional growth while demonstrating the ability to innovate and implement these strategies. WDB staff also provide technical assistance to subcontractors on interpreting the WIOA regulations, State directives and local policies and procedures. The funds include staff salaries and benefits for the programmatic, administration and oversight of WIOA programs, PERS (retirement), social security, life insurance, long-term

disability insurance, worker's compensation, unemployment insurance, flex-benefit plan contributions, and other employee benefit costs.

- *Operating expenses:* \$633,562, includes rent for the La Guardia and MBEST facilities, Information Technology Department (IDT) support, telecommunication services, memberships, County Counsel services, office equipment rental; WDB staff training; WDB member and staff conference and travel; mileage reimbursement; temporary agency staffing for regional programs; and other operating expenses (services and supplies, Employee Assistance Program benefits, etc.).
- *One Stop Operator:* \$100,000, includes funding for the One-Stop Operator to ensure coordination of partners within the Monterey County AJCC/One-Stop delivery system, ensure the smooth daily operation of the AJCCs, coordinate the delivery of career services and other WIOA services between all AJCC/One-Stop providers, and to communicate and coordinate regarding the same with WDB staff.

Other Proposed Funding Allocations:

- *DSS management and oversight (funding to assist in the management and oversight of WIOA programs):* \$125,000;
- *Computer and disability equipment (funding to update computer and disability equipment and to ensure ADA compliance in one-stops and satellite locations):* \$30,000;
- *AJCC outreach (funding includes Spanish translations of outreach materials):* \$25,000;
- *Subrecipient monitoring (funding to monitor WDB subcontractors to ensure fiscal and programmatic accountability, transparency, and compliance with the provisions of the WIOA):* \$20,000; and
- *Websites hosting (funding includes hosting services for the WDB website as well as for a new Coastal Region website to be developed on behalf of the workforce development boards of Monterey, San Luis Obispo, Santa Cruz and Santa Barbara counties to support the Coastal Regional Planning Unit's efforts):* \$5,000.

This budget is based on the allocations received from the State of California. At this time, the WDB only has WIOA funding for the first quarter of FY 2018-19 in the amounts of \$293,037 (representing 16% of Adult funds) and \$374,027 (representing 17.4% of Dislocated Worker funds), to offset any expenditures to be carried in for salaries, contracts and ITAs.

A final budget, including any funding carried in from 2017-18, will be brought back to the full WDB for its August meeting for final approval.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRIS DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONSIDER AND APPROVE EXTENDING THE EXISTING AGREEMENT WITH THE MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES TO PROVIDE WIOA TITLE I ADULT AND DISLOCATED WORKER CAREER AND TRAINING SERVICES FOR PROGRAM YEAR 2018-19

DATE: JUNE 20, 2018

RECOMMENDATION:

It is recommended that the Monterey County Workforce Development Board (WDB) approve extending the existing agreement with the Monterey County Department of Social Services to provide WIOA Title I Adult and Dislocated Worker Career and Training Services for Program Year (PY) 2018-19, to serve 208 Adults and 250 Dislocated Workers (a total of 458 participants), as follows:

- (1) Negotiate an extension to the existing agreement to add the amount of \$1,729,658, broken out as follows: \$745,300 for Adults and \$894,358 for Dislocated Workers, and Supportive Services in an amount not to exceed \$60,000 for Adults and \$30,000 for Dislocated Workers; and
- (2) Stipulate an agreement term of July 1, 2018 to June 30, 2019.

BACKGROUND:

On December 19, 2016, the State of California Employment Development Department issued a final directive (WSD16-14) on the selection of America's Job Center of California (AJCC) Operators and Career Service Providers. This directive provided guidance on the requirements and approval process for the submittal of applications to the California Workforce Development Board (CWDB) for local Boards wanting to fulfill this role themselves. The directive states that a local Board or administrative entity may be designated as an Adult and Dislocated Worker services provider with the approval of the Chief Elected Official (CEO) and the Governor.

On February 23, 2017, the Monterey County WDB submitted an application to the California Workforce Development Board (CWDB) for approval by its Executive Committee and subsequently by the Governor, to allow the WDB to function as a career services provider. Once obtained, this approval exempted the WDB from competitive selection of an Adult and Dislocated Worker career services provider and allowed the local Board to fulfill this role itself by contracting with the County for these services for a period of two (2) years. It should be noted, however, that the State is increasingly reluctant to grant such waivers, and thus it is unlikely that an extension of the waiver will be approved.

On October 1, 2017, the Monterey County Department of Social Services (DSS) assumed oversight and management of the WIOA Title 1 Adult, Dislocated Worker and Youth agreements from Monterey County's Economic Development Department, per the Monterey County Board of Supervisors. With the agreement now under its leadership, DSS has been working to ensure compliance and performance.

WIOA Adult and Dislocated Worker Outcomes – Performance as of June 14, 2018

| Adult | Goal | Actual | % of Goal |
|---|-------------|---------------|------------------|
| | | | |
| Enrollments | 258 | 253 | 98% |
| Number of participants who received Basic Career Services (not in performance) | | 9 | |
| Number exited – soft/other | | 74 | |
| Total Active | | 170 | |
| | | | |
| Training | | | |
| Total Training Enrollments | 132 | 123 | 93% |
| Individual Training Accounts | 109 | 116 | 106% |
| OJT | 10 | 0 | 0% |
| Incumbent Worker | 5 | 0 | 0% |
| SB 734 Training Funds Expenditures | \$604,824 | \$480,666 | 79% |
| | | | |
| Performance Based Outcomes | | | |
| Placed in Training in WDB Priority Industry Sectors | 112 | 98 | 88% |
| Completion of Occupational Skills Training in WDB Priority Sectors | 102 | 34 | 33% |
| Completion of Occupational Skills Training and entered employment in WDB Priority Sectors | 91 | 5 | 5% |
| Placed in Employment in WDB Priority Sectors | 80 | 13 | 16% |

| Dislocated Worker | Goal | Actual | % of Goal |
|---|-------------|---------------|------------------|
| | | | |
| Enrollments | 200 | 138 | 69% |
| Participants who received Basic Career Services (not in performance) | | 9 | |
| Number exited – soft/other | | 27 | |
| Total Active | | 102 | |
| | | | |
| Training | | | |
| Total Training Enrollments | 80 | 78 | 98% |
| Individual Training Accounts | 68 | 71 | 104% |
| OJT | 11 | 0 | 0% |
| Incumbent Worker | 5 | 0 | 0% |
| SB 734 Training Funds Expenditures | \$342,489 | \$323,267 | 94% |
| | | | |
| Performance Based Outcomes | | | |
| Placed in Training in WDB Priority Industry Sectors | 72 | 72 | 100% |
| Completion of Occupational Skills Training in WDB Priority Sectors | 64 | 30 | 47% |
| Completion of Occupational Skills Training and entered employment in WDB Priority Sectors | 59 | 4 | 7% |
| Placed in Employment in WDB Priority Sectors | 70 | 10 | 14% |

*Training completion does not reflect those who are currently in training and will be completed in the next 4 to 6 months.

DISCUSSION:

If the WDB approves, an agreement will be entered into between the WDB and DSS to formalize the working relationship and establish the roles and responsibilities of each party for the provision of WIOA Title I services to eligible Adults and Dislocated Workers. The services will be provided at the comprehensive AJCC/One Stop at La Guardia Street in Salinas, and also at two satellite offices located at the Civic Center in Greenfield and MBEST in Marina.

The agreement will be a cost reimbursement and performance-based contract that emphasizes achievement of performance outcomes. DSS will be paid up to 90% of the contract, based on cost reimbursement, for salaries and benefits and non-personnel items, i.e., expenses incurred during the course of the agreement. The remaining 10% will be paid to DSS if it meets performance-based outcomes such as enrollments, job placements in targeted industry sectors, and training placements in targeted industry sectors. Payments for performance-based outcomes (PBO) will be paid monthly, once targeted PBO goals are met and verified by WDB staff. These goals will be negotiated between the WDB and DSS before the start of the agreement. The agreement will also include conflict of interest, confidentiality and disclosure assurances, per EDD Directive WSD16-14.

Below is an outline of the budget, enrollment goals, services and performance outcomes that are recommended for inclusion in the agreement for PY 2018-19.

BUDGET:

| Funds (training funds not included): | Adult | Dislocated Worker |
|---|------------------|--------------------------|
| Fiscal Year 2018-19 | \$745,300 | \$894,358 |
| Fiscal Year 2017-18 Carry-in funds | \$0 | \$0 |
| Total Budget | \$745,300 | \$894,358 |

ENROLLMENTS:

| Planned Enrollments: | Adult | Dislocated Worker |
|--|-----------------------------------|-----------------------------------|
| Number of carry-in enrollments | TBD | TBD |
| Number of new enrollments | 208 | 250 |
| <ul style="list-style-type: none"> ▪ All carry-in enrollments must be completed by October 31, 2018. ▪ 60% of new enrollments must be completed by March 31, 2019. ▪ 100% of total new enrollments must be completed by May 31, 2019. | 00 (%) 125 (60%) 208 (100%) | 00 (%) 150 (60%) 250 (100%) |
| Total number of carry-in and new enrollments | TBD | TBD |

TRAINING & SUPPORTIVE SERVICES ENROLLMENTS & BUDGET SET-ASIDE:

All training programs and employment placements shall be directly linked to occupations within the WDB's established priority industry sectors: Agriculture; Tourism & Hospitality; Education & Research; Health & Social Assistance; and/or Construction.

| Planned Training Enrollments & Budget Set-aside: | Adult | Dislocated Worker |
|---|------------------|--------------------------|
| Total Training Enrollments | 83 | 94 |
| Training funds set-aside | \$414,582 | \$468,496 |
| Supportive Services funds set-aside | \$60,000 | \$30,000 |
| Total Training & Supportive Services Budget | \$474,682 | \$498,496 |

DESIGNATED SERVICE AREAS:

Services will be primarily offered at the addresses and designated areas in the table below. Services to Adult and Dislocated Worker participants must be provided at the listed satellite sites.

| Location(s) of Service Area: |
|--|
| South (Districts 1 & 3) – includes: <ul style="list-style-type: none"> ▪ Comprehensive AJCC: Salinas Airport Business Park, 730 La Guardia Street, Salinas, CA 93905 ▪ Satellite AJCC: City of Greenfield / Civic Center, 599 El Camino Real, Greenfield, CA 93927 |
| North (Districts 2, 4 & 5) – includes: <ul style="list-style-type: none"> ▪ Satellite AJCC: MBEST, 3180 Imjin Road Suite 157, Marina, CA 93933 |

TARGET POPULATIONS TO BE SERVED:

| Population (minimum % to be served): | Adult | Dislocated Worker |
|---|--------------|--------------------------|
| Low-Income | 10% | No min |
| Recipients of Public Assistance (TANF) | 10% | No min |
| Basic Skills Deficient (Limited English) | 5% | No min |
| Veterans and Eligible Spouses | 15% | No min |

DEPARTMENT OF LABOR AND STATE PERFORMANCE TARGET GOALS:

The following goals must be achieved for all enrolled participants that exit from the active WIOA Adult or Dislocated Worker program:

| Department of Labor and State EDD Negotiated Performance Target Goals:* | Adult | Dislocated Worker |
|--|----------------------------------|----------------------------------|
| Placement into Employment Rate 2 nd Quarter | 65.0% | 68.0% |
| Placement into Employment Rate 4 th Quarter | 60.5% | 66.5% |
| Median Earnings | \$5,400 | \$5,500 |
| Attainment of a Degree or Certificate | 51.0% | 60.0% |
| Measurable Skills Gain | <i>Collect data for baseline</i> | <i>Collect data for baseline</i> |
| Business Services | <i>Collect data for baseline</i> | <i>Collect data for baseline</i> |
| Total Exits from the Program | 100% | 100% |

**These goals are provided as a reference. Goals are renegotiated annually between the WDB and its subrecipients, and are dependent upon goals that the WDB negotiates with the State by September 30, 2018.*

PERFORMANCE BASED TARGET GOALS:

Compensation for the agreement is based upon the achievement of the Performance Based Outcomes (PBO) outlined below. Up to 10% of the contract amount is set aside for PBO.

| Performance Based Outcomes Goals | # of Clients | \$ Per Client / Item | Total |
|--|---------------------|-----------------------------|--------------|
| a. New enrollments | 458 | \$100 | \$45,800 |
| b. Placed in employment in WDB priority industry sectors | 215 | \$150 | \$32,220 |
| c. Placed in training in WDB priority industry sectors | 170 | \$141 | \$23,970 |
| d. Completion of training-with Certificate | 150 | \$169 | \$25,350 |
| e. Completed training, entered employment in priority industry sectors | 127 | \$220 | \$27,940 |

In addition to the agreement, as required by WIOA, a firewall has been put in place between the WDB and the County, which separates the respective duties and responsibilities and reporting hierarchy of managers and staff.

NEXT STEPS:

At its meeting of June 7, 2017, the WDB approved the requirement for its WIOA Title 1 Adult/Dislocated Worker and Youth subrecipient contracts to be combination performance-based and cost reimbursement agreements. Upon WDB approval, Board staff will begin negotiations with the Monterey County Department of Social Services for an extension to the existing performance-based service agreement to commence July 1, 2017, with up to 10% of the total contract compensation depending on satisfaction of WIOA-based performance outcomes.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD

FROM: CHRIS DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONSIDER AND APPROVE EXTENDING THE EXISTING AGREEMENT WITH TURNING POINT OF CENTRAL CALIFORNIA TO PROVIDE WIOA TITLE I YOUTH SERVICES IN SOUTH COUNTY FOR PROGRAM YEAR 2018-19

DATE: JUNE 20, 2018

RECOMMENDATION:

It is recommended that the Workforce Development Board (WDB) approve extending the existing agreement with Turning Point of Central California for workforce development services for Workforce Innovation and Opportunity Act (WIOA) eligible youth for program year (PY) 2018-19, in an amount not to exceed \$685,839, for an agreement term of July 1, 2018 to June 30, 2019, with the option to renew for two additional one-year terms, contingent on funding availability and satisfactory performance against state and local performance measures. The agreement with Turning Point will include a performance-based holdback of up to 10% to ensure WIOA-based outcomes.

BACKGROUND:

On March 16, 2017, an RFP was released to obtain one or more providers of WIOA Youth services for the northern and southern parts of the county. Four services providers' proposals were evaluated: Turning Point for South county only (with an average score of 83.4 points), Office for Employment Training (OET) for North and South county (80.5 points), ResCare for North and South county (79.4 points), and Rancho Cielo for South county only (57.8 points).

The highest scoring provider, Turning Point of Central California, focuses exclusively on court-involved youth, with 40 years of experience in job development services involving public, private non-profit and for-profit employers, in addition to demonstrated success with the employability of youth with barriers. Turning Point accommodates special-needs youth, including those with most physical, psychiatric, and/or developmental disabilities.

On June 7, 2017, Monterey County WDB approved the selection of two providers, based on the results of the RFP evaluation: Turning Point to provide services in South county for a total of \$658,188; and OET to provide services in North county for a total of \$438,793. The agreements were to be effective from July 1, 2017 through June 30, 2018, with the option to renew for three additional one-year terms, subject to funding availability and satisfactory performance.

The Monterey County WDB had approved a combination cost reimbursement and performance-based agreement with Turning Point for an effective date of July 1, 2017; however, Turning Point experienced a six-week delay based on a bid protest provided by OET that was resolved during the month of July. Turning Point's services to youth began in August 2017.

In October 2017, an amendment to the 2017-18 agreement with Turning Point increased the total contract amount from \$658,188 to \$685,839, with an increase of 10 participants to be placed in

paid work experience in the WDB's priority industry sectors; an increase of 15 in the number of participants to complete occupational skills training in the WDB's priority industry sectors; and an increase of 10 participants in the number to complete occupational skills training and enter employment in the WDB's priority industry sectors. In addition to these changes, downward adjustments were made to the amounts payable in the original agreement for some performance-based outcomes.

WIOA Youth Outcomes South – Performance as of June 14, 2018

| Performance Based Outcomes | Goal | Actual | % of Goal |
|--|-----------|----------|--|
| Enrollments | 108 | 81 | 75% |
| Number Exited | | 3 | |
| Total Active | | 78 | |
| Training | | | |
| Placed in Training in WDB Priority Sectors | 74 | 24 | 32% Five (5) youth will start Forklift Training on June 18, 2018 and will complete on June 21, 2018 |
| Completed Career Technical Training with Credential | 30 | 12 | 40% Nine (9) youth are currently participating in Advance Training Institute and will be testing on June 20, 2018 for certification |
| Completion of Occupational Skills Training in WDB Priority Sectors | 20 | 4 | 20% |
| Training Funds Expenditures | \$97,000 | \$50,917 | 52% |
| Work Experience | | | |
| Placements | 74 | 45 | 61% |
| 20 Expenditures | \$203,337 | \$82,110 | 40% |
| Placements | | | |
| Completion of Occupational Skills Training and entered into employment in WDB Priority Sectors | 25 | 2 | 8% |
| Placed in Employment in WDB Priority Sectors | 15 | 30 | 200% |
| Placed in Employment outside WDB Sectors | | 5 | |

DISCUSSION:

Based on its performance to date relative to its contractual goals in 2017-18, it is recommended to approve the Monterey County WDB to enter into an agreement with Turning Point to provide WIOA services to 108 eligible youth in 2018-19, in an amount not to exceed \$685,839, with the following contractual goals:

Proposed Performance Goals for 2018-19

| Turning Point's Performance Based Outcome Goals, 2018-2019 | # Clients Plan |
|---|-----------------------|
| a. New enrollments | 110 |
| b. Placed in employment in WDB priority industry sectors | 35 |
| c. Placed in paid work experience in WDB priority industry sectors | 74 |
| d. Completion of occupational skills training in WDB priority industry sectors | 30 |
| e. Completion of occupational skills training and entered employment in WDB priority industry sectors | 25 |

NEXT STEPS:

At its meeting of June 7, 2017, the WDB approved the requirement for its WIOA Title 1 Adult/Dislocated Worker and Youth subrecipient contracts to be combination performance-based and cost reimbursement agreements. Upon WDB approval, Board staff will negotiate an extension to the agreement with Turning Point to begin July 1, 2018, with up to 10% of the total contract compensation depending on satisfaction of WIOA-based performance outcomes.

MEMORANDUM

TO: THE MONTEREY COUNTY WORKFORCE DEVELOPMENT BOARD

FROM: CHRIS DONNELLY, EXECUTIVE DIRECTOR

SUBJECT: CONSIDER AND APPROVE EXTENDING THE EXISTING AGREEMENT WITH MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES TO PROVIDE WIOA TITLE I YOUTH SERVICES FOR NORTH COUNTY FROM JULY 1, 2018 THROUGH SEPTEMBER 30, 2018

DATE: JUNE 20, 2018

RECOMMENDATION:

To ensure maximum provision of WIOA Youth services to underserved communities in the North county, it is recommended that the Monterey County WDB consider and approve:

- a) Extending the agreement with Monterey County Department of Social Services to provide WIOA Title 1 Youth services agreement for 90 days, from July 1, 2018 through September 30, 2018, to provide active case management, occupational skills training, work experience and follow-up services to existing youth clients only (no new enrollments will take place during the three months of extended DSS/OET youth operations), in an amount not to exceed \$109,698, which includes staff salaries and youth work experience wages;
- b) Issuing an RFP seeking providers of Youth services in North county WIOA Youth services provider by July 30, 2018 for a start date of October 1, 2018; and
- c) Entering into an agreement for and providing one-time additional funding to DSS/OET in an amount not to exceed \$75,000 to fund a .75 FTE staff member dedicated to providing follow-up services from October 1, 2018 through June 30, 2019 to the remaining youth in the DSS/OET Youth program.

BACKGROUND:

2017 WIOA Youth Services RFP Process

On March 16, 2017, an RFP was released to obtain one or more providers of WIOA Youth services for the northern (Supervisory Districts 2,4, and 5) and southern (Supervisory Districts 1 and 3) parts of the county. Four services providers' proposals were evaluated by experts in WIOA services from outside Monterey County: Turning Point for South county only (with an average score of 83.4 points), Office for Employment Training (OET) for North and South county (80.5 points), ResCare for North and South county (79.4 points), and Rancho Cielo for South county only (57.8 points).

Based on the evaluation results, the Monterey County WDB approved the selection of two providers – Turning Point to provide services in South county and OET to provide services in North county, from July 1, 2017 through June 30, 2018, with the option to renew for three additional one-year terms, subject to funding availability and satisfactory performance.

OET Youth Services Agreement

The Monterey County WDB entered into an agreement with OET in an amount not to exceed \$438,793 to provide outreach, recruitment, case management, career exploration, opportunities for priority sector-based skills training and work experience, OJTs, pre-apprenticeships, and follow-up services. The agreement with OET specified the required performance levels for

enrollment, training and entry into employment, as well as for work experience expenditure levels. The agreement was a combination cost reimbursement and performance-based contract, with a 10% holdback paid upon meeting performance goals. OET also received \$75,000 to provide services to youth participants carried in from 2016-17.

Request for Corrective Action

On March 2, 2018, a request for Corrective Action Plans relating to OET’s provision of WIOA Dislocated Worker and Youth programs was issued to DSS. Based on OET’s WIOA Youth program performance as of January 31, 2018, the WDB requested corrective actions in three major areas of concern: WIOA Youth enrollments (at 15% of goal), placements into work experience, OJTs, and pre-apprenticeships (at 8% of goal) and expenditures, including funding required to be expended for work experience activities (at 32% of goal).

DSS replied to the WDB’s Corrective Action request on May 3, 2018, stating that management was meeting weekly to discuss outreach, enrollment, partnership and implementation strategies to meet the enrollment goals, performance operating plan and the expenditure plan required by the agreement with the WDB. In addition, DSS replied that its management staff releases a WIOA Weekly Data Report highlighting current goals, outcomes, and performance. The DSS reply concluded by stating that infrastructure and training were being developed for staff and program success.

DISCUSSION:

WIOA Youth Outcomes North – Performance as of June 14, 2018

The participant numbers below only represent clients enrolled during the 2017-18 contract year and do not include clients carried in from 2016-17.

| Performance Based Outcomes | Goal | Actual | % of Goal |
|--|-------------|--------------------------|------------------|
| Enrollments | 72 | 34 | 47% |
| Number in Housekeeping (not in # performance) | | 4 | |
| Number exited | | 4 | |
| Total Active | | 26 | |
| Training | | | |
| Placed in Training in WDB Priority Sectors | 40 | 3 | 8% |
| Completed Career Technical Training with Credential | 15 | 1 | 7% |
| Completion of Occupational Skills Training in WDB Priority Sectors | 15 | 1 1 still in training | 7% |
| Training Funds Expenditures | \$64,493 | \$13,204 | 20% |
| Work Experience | | | |
| Placements | 40 | 6 | 15% |
| 20 Expenditures | \$135,350 | \$23,355 | 17% |
| Placements | | | |
| Completion of Occupational Skills Training and entered into employment in WDB Priority Sectors | 15 | 0 | 0% |
| Placed in Employment in WDB Priority Sectors | 50 | 3 | 6% |

Based on the percentage of contractual goals DSS/OET actually achieved as of June 14, 2018, options have been evaluated to ensure that services are provided to WIOA youth in North county at the service levels required to meet WIOA performance goals and expenditure requirements. If the Monterey County WDB does not meet its work experience expenditure requirements due to subcontractor performance (here, DSS/OET), the State of California may issue a request for corrective action to the Monterey County WDB.

IMPACT OF RECOMMENDED ACTION:

Ending the Youth North county contract with DSS/OET on September 30, 2018 will result in the loss of 2.25 full time DSS positions effective October 1, 2018. It will result in the loss of an additional 0.75 positions by July 1, 2019, for a total loss of 3 positions in PY 2018-19.

NEXT STEPS:

At its meeting of June 7, 2017, the WDB approved the requirement for its WIOA Title 1 Adult/Dislocated Worker and Youth subrecipient contracts to be combination performance-based and cost reimbursement agreements. Upon WDB approval, Board staff will begin negotiation with Monterey County Department of Social Services for a service contract to begin July 1, 2018, with up to 10% of the total contract compensation depending on satisfaction of WIOA based performance outcomes.

MEMORANDUM

TO: WORKFORCE DEVELOPMENT BOARD
FROM: CHRISTOPHER DONNELLY, EXECUTIVE DIRECTOR
SUBJECT: UPDATE ON ONE-STOP OPERATOR ACTIVITIES
DATE: JUNE 20, 2018

INFORMATION:

During the past two months, the primary focus for the One Stop Operator (OSO) has been helping with the Hallmarks of Excellence (HoE) assessment of the America's Job Center of California (AJCC) in Salinas. After the requirements and documentation were reviewed and discussed with staff, the final report was presented to the Oversight Committee as well as the Executive Committee. Based on stakeholder feedback, the specific focus for the AJCCs in 2018-19 will be Hallmarks of Excellence elements 3, 4 and 7 (Effective Partnerships, Integrated Customer-Centered Services, and Well-Informed, Cross-Trained Staff). The HoE were presented in individual meetings as well as at the Quarterly AJCC Partner meeting and Monthly Core Partner Meeting.

First steps in meeting these goals included: follow-up with partners, identifying contacts, and setting meeting and training calendars. Work groups will be formed in June and July to address the immediate challenges of Intake/Referral Systems, Data Collection, and changes to the physical space of the AJCC to support better customer service. While future plans for the AJCC include the VOS Greeter, the processes and systems necessary to share information and gather data across partners and sites are yet to be developed, which makes providing monthly OSO reports on the AJCC, required per the OSO agreement with Monterey County Workforce Development Board (MCWDB), challenging to provide with accuracy and efficiency.

The Quarterly Partner meeting included information on WIOA, One Stop Operator roles and responsibilities, and the HoE. Outcomes included a request from partners for a better understanding of who the other partners are and what they do. To meet this need, the next Quarterly meeting will be in September. The meeting will be a Networking Fair for all staff, and will include presentations from each Partner concerning services, qualifications for service, etc.

The Monthly Partner meeting touched on the HoE, how to address customer barriers at the AJCC, the data being requested monthly by the MCWDB, referral processes, surveys, and the formation of work groups to address these challenges.

Individual meetings with Mandated partners brought up these requests: a greater understanding of the Employment Training Provider List (ETPL) and how to qualify as an ETPL provider, better access for customers to the Monterey Peninsula-based AJCC, WIOA 101, Customer Service training for staff, and clarification on how to leverage the CBOs that the Mandated partners currently work with.

BUSINESS ITEM #7

For the coming month, the reporting system will be in place for the OSO to showing progress toward the contract requirements, including the data on meetings and progress in the workgroups. The current lack of systems and understanding of roles and responsibilities for the Partners has and will continue to slow progress; however, all of the partners are on board for improving and enhancing the AJCC customer and staff experience/interaction.