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January 22, 2021

To: WIOA Subrecipients of the Orange County
Workforce Development Area

From: Carma Lacy
Director of Workforce Development

Subject: Assistance with Filling Employer Positions Desk
Procedures

PURPOSE

To provide guidance on the roles and responsibilities of the WIOA Title I and WIOA One-Stop Operator Service Providers when assisting employers and prospective employees in the hiring process for identified companies.

EFFECTIVE DATE

This policy is effective immediately upon issuance.

REFERENCES

- USDOL, Training & Employment Guidance Letter 19-16, *Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Services (ES), as amended by Title III of WIOA, and for Implementation of the WIOA Final Rules*, (March 1, 2017)
- 20 CFR 678.435

BACKGROUND

WIOA authorizes Workforce Development Boards (WDB) to establish processes that improve the services and linkages between the local workforce investment system and employers, including small employers, in the local area. These services may include:

- Customized screening and referral of qualified participants in career and training services to employers;
- Customized employment-related services to employers, employer associations, or other such organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Employment Services (ES) program; and,
- Activities to provide business services and strategies that meet the workforce investment needs of area employers, as determined by the Local WDB, consistent with the local plan and may include:
 - Customized recruitment events and related services for employers including targeted job fairs;



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- Human resource consultation services, including but not limited to assistance with:
 - Writing/reviewing job descriptions and employee handbooks
 - Developing performance evaluation and personnel policies
 - Creating orientation sessions for new workers
 - Honing job interview techniques for efficiency and compliance
 - Analyzing employee turnover
 - Creating job accommodations and using assistive technologies
 - Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations
 - Assisting employers with accessing local, State, and Federal tax credits.

Procedures

The Orange County Workforce Development Board (OCWDB) Business Solutions Unit, in coordination with the One-Stop System, offers customized services for local employers to assist in recruiting, identifying, and screening potential employees for vacant positions. OCWDB Business Solutions, WIOA Title I Service Provider, and the One-Stop Operator each have a role in this process. A potential employee may access services through either OCWDB Business Solutions, the Title I program, or the One-Stop Center.

OC Workforce Development Board Business Solutions

- Identify and secure employers; determine work plan and timeline that meets the needs of the employer.
- Employers will provide OCWDB staff with job descriptions for vacant positions.
- Develop customized outreach strategy for each employer; distribute flyers and other outreach materials through social media, community partners, and to OCWDB Service Providers; develop customized webpage for the employer with open positions and a portal for prospective employees to submit resumes and cover letters.
- Review resumes and cover letters submitted through the webpage and ensure the applicant meets the employer screening requirements; refer prospective employees to the applicable employer.
- Review resumes and cover letters submitted by the Title I Service Provider and One Stop Operator (if applicable) and return if the resume or cover letter does not meet the employer specifications, is incomplete, or contains grammatical errors; submit to employer once finalized.
- Coordinate with One-Stop Operator to set up a hiring event, if applicable, according to the Employee Hiring Event Desk Procedures.
- OCWDB Business Solutions will follow-up with the employer regarding feedback on prospective employees.

WIOA Title I Service Provider

- Review the available positions provided by OCWDB Business Solutions and identify WIOA program participants who are a good fit for the vacant positions.
- Meet with One-Stop WIOA participant to review employment opportunity(ies) and employer screening requirements, review and approve resume and cover letter, and coordinate access to workshops (as needed).
- Email the prospective employee's resume and cover letter to the OCWDB Business Solutions email address at BusinessServices@oconestop.com.

- Each referral to OCWDB Business Solutions is to be recorded in CalJOBS for the prospective employee within 5 days of the referral.
- Service Provider must ensure that all WIOA program participants apply directly with OCWDB Business Solutions and not through the employer webpage maintained by OCWDB Business Solutions nor through the company's webpage.
- Meet with prospective employee to review interview feedback obtained from the employer through OCWDB Business Solutions staff.

One-Stop Operator

- Operator staff are to refer any general public inquiries about open positions to the OCWDB Employer webpage or the Business and Economic Recovery Call Center at 714-480-6500; WIOA program participants are referred to the Title I Service Provider.
- Provide ongoing virtual and on-site workshops to assist prospective employees, such as resume writing and interviewing techniques. Individual employers may request specific workshops to be offered at the One-Stop Centers to prepare prospective employee for the employment opportunities.
- On a weekly basis, distribute flyers on employment opportunities and workshops to mandated partners.
- Provide space and necessary resources for employers to conduct hiring events
- Provide space and equipment for prospective employees to participate in virtual interviews.

ACTION

Bring this policy to the attention of all staff and all relevant parties.

INQUIRIES

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.