



A G E N D A

Orange County Workforce Development Board Executive Committee Meeting

May 20, 2021

8:30 A.M.

<https://cid.occommunityservices.org/oc-workforce-development-board>

***Pursuant to the provisions of California Governor's Executive Order N-29-20, issued on March 17, 2020, this meeting will be held by Zoom. Members of the public may observe and address the meeting telephonically. To attend the meeting via teleconference please call:**

Dial (for higher quality, dial a number based on your current location):

**US: +1 669 900 9128 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799 or +1 646 558 8656
or +1 301 715 8592**

Webinar ID: 990 5985 8355 (once you enter this code, you should be automatically connected to the call; you will remain on the line until the meeting begins).

Link to meeting: <https://zoom.us/j/99059858355>

The Board encourages your participation. If you wish to speak you may do so during Public Comment. To speak during Public Comment, press *9 following the Chair's invitation from the public to speak. Once acknowledged and prompted by the Chair, you may begin to speak. Except as otherwise provided by law, no action shall be taken on any item not appearing in the agenda. When addressing the Council, please state your name for the record prior to providing your comments.

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing in the agenda. Members of the public that wish to send comments or speak on an item(s) may send a completed Speaker Request Form(s) identifying the items and send them to OCCSAdvisoryCouncilsBoards@occr.ocgov.com prior to the beginning of the meeting. To speak on a matter not appearing in the agenda, but under the jurisdiction of this Advisory Board, you may do so during Public Comments. Speaker request forms must be sent prior to the beginning of the meeting, the reading of the individual agenda items and/or the beginning of Public Comments. When addressing the Committee, it is requested that you state your name for the record. Address the Committee as a whole through the Chair. Comments to individual Members or staff are not permitted. Speakers are limited to three (3) minutes.

Materials/handouts can be requested up to 72 hours in advance of the meeting by visiting <https://www.occommunityservices.org/cid/oc-workforce-development-board>.

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922 or 711. If you need special assistance to participate in this program, please contact 714-480-6500 at least 72 hours prior to the event to allow reasonable arrangements to be made to ensure program accessibility.

AGENDA:

1. CALL TO ORDER: Chair Teri Hollingsworth
2. PLEDGE OF ALLEGIANCE
3. BOARD MEMBER ROLL CALL: OC Community Services Representative
4. PUBLIC COMMENT:
At this time, members of the public may address the Executive Committee regarding any items within the subject jurisdiction, provided that no action is taken on off-agenda items unless authorized by law. (Comments shall be limited to three (3) minutes maximum).

ACTION ITEM(S):

5. OC WORKFORCE DEVELOPMENT BOARD SUB-COMMITTEE NON-VOTING MEMBER GUIDELINES
Recommendation: Approve the OC Workforce Development Board Sub-Committee Non-Voting Member Guidelines for OC Workforce Development Full Board for review and final approval
6. PROGRAM GRIEVANCE AND COMPLAINT POLICY
Recommendation: Approve the Program Grievance and Complaint Policy for submission to the OC Workforce Development Full Board for review and final approval.

INFORMATION ITEM(S):

7. OCWDB COMMITTEE UPDATES & PERFORMANCE
 - A. BUSINESS SERVICES COMMITTEE
 - I. Job Fair Reports
 - B. YOUTH COMMITTEE
 - I. PERFORMANCE
 1. READY SET OC QUARTER 3
 2. SUMMER TRAINING AND EMPLOYMENT PROGRAM FOR STUDENTS (STEPS) QUARTER 3
 - C. ONE-STOP OVERSIGHT COMMITTEE
 - I. PERFORMANCE
 1. ONE-STOP OPERATOR QUARTER 3
 2. TITLE I CAREER SERVICES QUARTER 3
 3. AB1111 QUARTER 3

DICSUSSION ITEM(S):

8. OPEN DISCUSSION
At this time, members of this Committee may comment on agenda or non-agenda matters provided that NO action may be taken on off-agenda items unless authorized by law.

ADJOURNMENT

DISCLAIMER: No member of the Orange County Workforce Development Board (OCWDB) shall sign a letter or make a statement purported to represent the position of OCWDB as a body. Letters or verbal statements of support or opposition on any issue shall only be made or signed by the Chair of OCWDB and shall be submitted to the Board for approval. The policy of the Board of Supervisors does not allow OCWDB or its Chair to sign a letter of position on any matters pertaining to legislation. OCWDB members may write personal letters or speak as individuals stating personal positions but may not do so as representing the position or opinion of OCWDB.

Approved (with modifications as noted below) by the Business Services Committee on May 04, 2021

Approved (with modifications as noted below) by the Youth Committee on May 06, 2021

Approved (with modifications as noted below) by the One-Stop Oversight Committee on May 13, 2021



Orange County Workforce Development Board

Non-Elected Member Guidelines

The Orange County Workforce Development Board (OCWDB) committees shall assist the OCWDB and Orange County Board of Supervisors (BOS) in fulfilling its oversight responsibilities related to Workforce Innovation and Opportunity Act (WIOA) ~~and 20 CFR § 681.100 through 681.120 other funding sources, as applicable.~~

Commented [UE1]: Only refers to youth committees (used the youth charter as a template), should remove

Membership

OCWDB members make up the standing committee membership, however attendance by members from the community and other experts in the field may benefit the committee. As such, ~~Non-Elected~~ individuals may be invited to participate and serve on an OCWDB standing committee. ~~Non-Elected~~ members shall reflect the needs of the local area and must be appointed based on their experience and expertise. The selection of ~~Non-Elected~~ members shall be in alignment with committee charters. ~~Non-Elected~~ members must be a resident of and registered to vote in the County of Orange ~~(with the exception of minors unable to register).~~ ~~Non-Elected~~ members shall not have OCWDB voting privileges and are not factored into quorum. The term of each ~~Non-Elected~~ member will be no more than three years and at the will of the committee chair. Each standing committee shall have no more than three ~~Non-Elected~~ members. The youth committee shall appoint a youth (14-24 years old at time of appointment) as a ~~Non-Elected~~ member.

Commented [UE2]: All committees agreed to this term

Commented [UE3]: Youth committee suggestion

Responsibilities

In accordance with WIOA, Local Workforce Development Boards are encouraged to establish standing committees to provide information and to assist with planning, operations, oversight, and other issues relating to the provision of services. As with OCWDB committee members, ~~non-Elected~~ members are expected to contribute to the discussion and provide feedback and insight to the conversation. ~~New Non-Elect members shall receive an orientation packet to ensure an understanding of WIOA and OCWDB programs and services.~~ ~~Non-Elected~~ members are ~~expected~~ required to attend corresponding standing committee and full board meetings and abide by all rules governing OCWDB and its members, as described in the OCWDB Bylaws. ~~Non-Elected~~ members shall be cognizant of their obligation to fulfill the responsibility of the committee and to display high moral conduct with an attitude of open-mindedness and inclusion. ~~Non-Elected~~ members shall not use the position in any manner that reflects negatively on OCWDB or the County of Orange.

Formatted: Not Highlight

Commented [UE4]: One-stop committee suggestion

Commented [UE5]: Business Services suggestion

Attendance

~~Non-Elected~~ members will be subject to the same attendance requirements as OCWDB members per the OCWDB Bylaws. A ~~non-Elected~~ member who fails to attend three consecutive meetings in a program year (July – June) will be automatically removed from the committee.

Non-Elected Member Nomination

OCWDB members and staff shall refer individuals for consideration to serve as ~~Non-Elected~~ members. Each individual is to submit a resume and completed OCWDB application to the OCWDB Executive Director. The following steps describe the review and approval process. A meeting may be requested during any of the steps.

Commented [UE6]: Business Services - Add a conflict of interest statement attachment/question to the application.

1. Review by OCWDB Executive Director;
2. Review and approval by Committee Chair;
3. Review and approval by OCWDB Full Board.

Committee Chair

OCWDB Chair



DYLAN WRIGHT
DIRECTOR
OC COMMUNITY RESOURCES

CYMANTHA ATKINSON
ASSISTANT DIRECTOR
OC COMMUNITY RESOURCES

JULIE LYONS
DIRECTOR
ADMINISTRATIVE SERVICES

ANDI BERNARD
DIRECTOR
OC ANIMAL CARE

JULIA BIDWELL
DIRECTOR
OC HOUSING & COMMUNITY
DEVELOPMENT

RENEE RAMIREZ
DIRECTOR
OC COMMUNITY SERVICES

STACY BLACKWOOD
DIRECTOR
OC PARKS

JULIE QUILLMAN
COUNTY LIBRARIAN
OC PUBLIC LIBRARIES

OC Community Resources

[Date]

To: WIOA Subrecipients of the Orange County
Workforce Development Area

From: Carma Lacy
Director of Workforce Development

Subject: Program Grievance and Complaint Policy
Information Notice No. 21-OCWDB-XX
Supersedes Information Notice No. 18-OCDB-04

PURPOSE

To provide guidance on grievance and complaint procedures for complaints alleging noncriminal violations of the requirements of the Workforce Innovation and Opportunity Act (WIOA) in the operation of local WIOA programs and activities.

REFERENCES

- WIOA (Public Law 113-128) Section 181(c)
- Title 20 Code of Federal Regulations (CFR) Sections 683.600 and 683.610
- Title 29 CFR Section 38.9
- Title 22 California Code of Regulations (CCR), Sections 5050 – 5070
- EDD WSD18-05 *WIOA Grievance and Complaint Resolution Procedures* (September 4, 2018)

EFFECTIVE DATE

This policy is effective immediately upon issuance.

BACKGROUND

Under WIOA Section 181(c), each Local Workforce Development Area (Orange County Workforce Development Board (OCWDB) in Orange County) and direct recipient of WIOA Title I funding is required to establish and maintain procedures for participants and other interested parties to file grievances and complaints alleging violations of program requirements.

Guidance is to include the receipt, hearing, resolution, and appeals process of grievances and complaints at the local level. These procedures apply only to programmatic complaints alleging violations of WIOA Title I requirements in the operation/administration of WIOA programs and activities or of a decision resulting from a violation of the One-Stop Center Code of Conduct Policy.



COMMUNITY INVESTMENT DIVISION
1300 SOUTH GRAND
BLDG. B, FIRST FLOOR
SANTA ANA, CA 92705
PHONE: 714.480.6500
FAX: 714.567-7132

For information on complaints alleging discrimination under WIOA Section 188 and/or Title 29 CFR Part 38, see OCWDB Nondiscrimination and Equal Opportunity Policy. For information on complaints alleging criminal fraud, waste, abuse, or other criminal activity, see OCWDB Incident Reporting Policy.

Definitions

AJCC – America's Job Center of California

Complainant – Any participant or other interested or personally affected party alleging a noncriminal violation of WIOA Title I requirements.

Complaint file – A file that is maintained in a central location within each office, which includes a copy of each complaint filed along with pertinent documentation.

Compliance Review Office – The organization within the EDD that oversees the administrative resolution of WIOA programmatic complaints.

Days – Consecutive calendar days, including weekends and holidays.

Grievance or complaint – A written expression by a party alleging a violation of WIOA Title I, regulations promulgated under WIOA, recipient grants, subgrants, or other specific agreements under WIOA.

Hearing Officer – An impartial person or group of persons that shall preside at a hearing on a grievance or complaint.

Participant – An individual who has been determined to be eligible to participate in and who is receiving services under a program authorized under WIOA.

Participant case file – Either a hard copy or an electronic file.

Recipient – An entity to which a WIOA grant is awarded directly from the U.S. Department of Labor (DOL) to carry out a program under WIOA Title I.

Policy and Procedures

General Principles and Requirements

1. Grievances or complaints must be filed within one (1) year of the alleged violation.
2. All grievances, complaints, amendments, and withdrawals must be in writing.
3. All persons filing grievances or complaints shall be free from restraint, coercion, reprisal, and discrimination.
4. Service Providers must make reasonable efforts to ensure the grievance and complaint policy and corresponding information is provided to each participant and will be understood by affected participants and individuals, including youth and individuals with limited English proficiency. These efforts must comply with the language requirements of Title 29 CFR Section 38.9.
5. Complainants have the right to be represented, at their own expense, by a person(s) of their choosing.

6. Any participant or other interested party adversely affected by a decision or action by the local workforce system, including decisions by AJCC partners and Service Providers, has the right to file a grievance or complaint.

Notice to Affected Parties

Service Providers must ensure that WIOA participants receive initial and continuing notice of the local grievance and complaint procedures and instructions on how to file a complaint. The information must be:

1. Posted in a public location and be made available to any interested parties and members of the public.
2. Provided in writing to each participant. If a participant is unable to read, the Service Provider must either read it aloud to the participant or provide a recording of the policy. A copy of a written description of the local grievance and complaint procedure shall include:
 - Notification that the participant has the right to file a grievance or complaint at any time within one (1) year of the alleged violation;
 - Instructions and timeline for filing a grievance or complaint; and
 - Notification that the participant has the right to receive technical assistance. Such technical assistance includes providing instructions on how to file a grievance or complaint, providing relevant copies of documents such as the WIOA regulations, local rules, contracts, etc., and providing clarification and interpretation of relevant provisions.

The Summary of Rights and Program Grievance and Complaint Form (Attachment I) shall be used by all Service Providers and shall be provided in appropriate formats to individuals with visual impairments. Reasonable efforts must be made to assure that the form contents are understood by participants, including those who are limited English-speaking.

Where a hard copy case file is maintained, staff must include a signed copy of the Summary of Rights and Program Grievance and Complaint Form in each participant's case file. Where an electronic case file is maintained, Service Provider staff must either: (1) enter into CalJOBS a case note indicating that this notification did occur, the date of the notification, and the name of the staff person who provided it, or (2) scan a signed copy of the Summary of Rights and Program Grievance and Complaint Form and upload it to the participant's CalJOBS case file.

Form and Filing of Grievance or Complaint

The official filing date of the grievance or complaint is the date the written grievance or complaint is received by the Service Provider or OCWDB. The filing of the grievance or complaint with either the Services Provider or OCWDB shall be considered as a request for a hearing, and a written decision regarding the grievance or complaint must be issued within 60 days of it being filed.

The grievance or complaint must be in writing, signed, and dated. For resolution purposes, the complaint must include:

1. Full name, telephone number, and mailing address of the complainant;
2. Full name, telephone number, and mailing address of the agency involved (respondent);
3. A clear and concise statement of the facts and dates describing the alleged violation;
4. The provisions of the WIOA, or the regulations, grant, or other agreements under the WIOA believed to have been violated;

5. Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
6. The remedy sought by the complainant.

The absence of any of the requested information shall not be a basis for dismissing the grievance or complaint. Assistance in compiling the required information is available through the Service Provider or OCWDB Equal Opportunity (EO) Officer.

A grievance or complaint may be amended to correct technical deficiencies at any time up to the start of the hearing. Grievances or complaints may not be amended to add new issues unless the complainant withdraws and resubmits the complaint. However, the one-year time period in which a grievance or complaint may be filed is not extended for grievances or complaints refiled with amendments. Grievances or complaints may be withdrawn at any time prior to the issuance of the hearing officer's decision.

Informal Hearing

Service Providers are to use informal conferences to attempt to achieve a resolution for each complaint. Good faith efforts must be made to resolve all grievances or complaints prior to the scheduled formal hearing. Failure on the part of either party in the grievance or complaint to exert good faith efforts shall not constitute a basis for dismissing a grievance or complaint, nor shall this be considered to be a part of the facts to be judged in the resolution process.

1. A designated Service Provider staff member will meet with the complainant to resolve the problem within ten (10) days of receiving the complaint or grievance. If the issue is not resolved at this level, the Service Provider's designated manager will review the case and its facts, prior to meeting with the complainant, so that an appropriate resolution can occur.
2. A meeting with the complainant should take place; however, failure to do so should not preclude the complainant's right to request a hearing on the subject.
3. If there is a mutually satisfactory resolution to which all parties agree, the manager will write a brief report for the file stating the issues and resolution. The matter will be considered closed.

When the complaint has been resolved through the informal resolution process, the provider shall attempt to contact the complainant and have him or her provide a written withdrawal of the complaint within five (5) days of the receipt of the notice of resolution or impasse where a complainant decides not to proceed to the local hearing. The Service Provider shall maintain copies of correspondence in the complainant's file.

Should a complaint not be resolved during the Informal Hearing stage, the Service Provider must refer the complaint within two (2) days to the OCWDB EO Officer for a Formal Hearing. The Service Provider must ensure that every grievance or complaint not resolved informally or not withdrawn is given a formal hearing, regardless of the apparent merit or lack of merit of the grievance or complaint.

Notice of Formal Hearing

Hearings shall be conducted within 30 days of the filing of a grievance or complaint. The complainant and the respondent shall be notified in writing by OCWDB EO Officer of the hearing ten (10) days prior to the date of the scheduled date. The 10-day notice may be

shortened with the written consent of both parties. The hearing notice shall be in writing and contain the following information:

- The date of the notice, name of the complainant, and the name of the party against whom the grievance or complaint is filed.
- The date, time, and place of the hearing before an impartial hearing officer.
- A statement of the alleged violations. These statements must accurately reflect the content of the grievance or complaint as submitted by the complainant. However, clarifying notes may be added to ensure that the grievance or complaint is addressed accurately.
- The name, address, and telephone number of the OCWDB EO Officer issuing the notice.
- Advice as to where further information or assistance may be obtained.

Hearing Process

An impartial hearing officer shall conduct the hearing. According to EDD WSD18-05, members of the Local Workforce Development Board and the local Chief Elected Official(s) are considered interested parties and cannot legally conduct an impartial hearing. To fulfill this condition, OCWDB shall solicit assistance from Riverside County Workforce Development Board staff to conduct the hearing and serve as the hearing officer. If the Riverside County staff are not available, County of Orange OC Community Resources grievance officers may be utilized.

The hearing will be conducted in an informal manner with strict rules of evidence not being applicable.

1. Both parties will have the right to present written and/or oral testimony and arguments; the right to call and question witnesses in support of their position; the right to examine records and documents relevant to the issues; and the right to be represented.
2. The hearing will be recorded electronically or by a court reporter.
3. Full regard must be given to the requirements of due process to ensure a fair and impartial hearing.
4. The hearing officer will ensure that everyone involved understands the proceedings.
5. The hearing officer will summarize the issues brought forth and the manner in which the hearing will be conducted.
6. The burden of proof is to be reasonable and will depend upon circumstances of the case involved. Generally, the party making the complaint is obligated to establish the party's case, and the party's information should be given first to explain the basis of their complaint.
7. If the parties involved or their representatives do not know how to ask the right or pertinent questions, the hearing officer must step in to elicit all material and relevant facts.

Decision

The hearing officer shall provide a written decision to OCWDB following the formal hearing. Not later than sixty (60) days after the filing of the grievance or complaint, OCWDB EO Officer shall mail the written decision to both parties by first class mail. The hearing officer's decision shall contain the following information:

1. The names of the parties involved;
2. A statement of the alleged violation(s) and issues;
3. A statement of the facts;

4. The hearing officer's decision and the reasons for the decision; and
5. A statement of corrective action or remedies for violations, if any, to be taken.

OCWDB-Level Informal Resolution and Hearing Procedures

A complainant may file a grievance or complaint directly with the OCWDB. All complaints shall be filed in writing with the EO Officer of the OCWDB:

Equal Opportunity Officer
 Orange County Workforce Development Board
 Orange County Community Services
 1300 S. Grand Ave., Bldg. B, Second Floor
 Santa Ana, CA 92705

Requests for an OCWDB hearing shall include the same elements listed in the "Form and Filing of Grievance or Complaint" section of this policy:

1. Full name, telephone number, and mailing address of the complainant;
2. Full name, telephone number, and mailing address of the respondent (agency involved);
3. A clear and concise statement of the facts and dates describing the alleged violation;
4. The provisions of the WIOA or the regulations, grant, or other agreements under the WIOA believed to have been violated;
5. Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
6. The remedy sought by the complainant.

Upon receipt, the OCWDB EO Officer shall review the grievance or complaint and provide an opportunity for an informal resolution. The OCWDB EO Officer shall notify the complainant and, if applicable, the respondent and attempt to resolve the grievance or complaint informally. If the grievance is not resolved during the informal hearing, the complaint will be referred to the appointed hearing officer for a formal hearing.

Appeal

If a complainant does not receive a decision from the OCWDB within sixty (60) days of the filing of the grievance or complaint, receives an adverse decision, or allegedly experiences restraint, coercion, or reprisal as a result of filing the complaint, the complainant then has the right to file an appeal with EDD.

1. Adverse Decision - Request for an EDD review or appeal shall be filed or postmarked (if mailed) within ten (10) days from the date on which the complainant received an adverse decision from OCWDB.
2. No OCWDB Decision - The grievance/complaint shall be filed with EDD within fifteen (15) days in which a complainant should have received a decision from OCWDB.
3. Retaliation – The grievance/complaint may be filed with EDD within fifteen (15) days from the date on which an instance of restraint, coercion, or reprisal was alleged to have occurred as a result of filing the complaint.

The appeal or request for EDD review must be in writing, signed, and dated by the complainant and include the following information:

1. The full name, telephone number, and mailing address of the complainant;
2. The full name, telephone number, and mailing address of OCWDB;
3. A statement of the basis of the request or appeal; and

4. Copies of relevant documents, such as the complaint filed with OCWDB and the local decision, if any.

The complainant may request a State hearing by submitting a written notice of appeal to:
 Chief, Compliance Review Office,
 MIC 22-M
 Employment Development Department
 P.O. Box 826880
 Sacramento, CA 94280-0001

Once a complaint or grievance reaches the state level, procedures detailed in EDD WSD18-05 WIOA Grievance and Complaint Resolution Procedures will apply.

Complaint Log

Each Service Provider shall maintain an annual (calendar year) complaint log (Attachment II) to record receipt of a written complaint by the complainant or complainant's representative. Logs must be available for review at the request of OCWDB, federal, state, or local monitoring staff.

Service Providers are required to submit logs by **January 30th** annually to the EO Officer and the respective OCWDB Program Manager/Administrator. If no complaint was filed for the calendar year, the Service Provider will note 'None to report' for the calendar year.

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.

ATTACHMENTS

Attachment I: Summary of Rights and Program Grievance and Complaint Procedures Form and Flow Chart

Attachment II: Orange County Workforce Development Board Complaint Log



Attachment I Program Grievance and Complaint Procedures & Flowchart

RIGHTS

You have the right to file a grievance/complaint if you feel you have a grievance/complaint relating to your employment and/or training program or services, policies and procedures, grants, or regulations and other agreements under the WIOA. You will not be punished in any way for filing a grievance/complaint.

FILING A GRIEVANCE/COMPLAINT

You must file a **written** grievance/complaint **within one (1) year** of the incident. If requested, **Insert Agency Name** will provide you with the necessary information and assistance to complete the grievance/complaint. Your written grievance/complaint must be signed, dated, and include, at a minimum, the following:

- (1) Your full name and address;
- (2) The full name and address of the agency or party you are complaining against;
- (3) A clear statement of the facts, including dates;
- (4) The provisions of the WIOA, the WIOA regulations, grant, or other agreements under the WIOA, believed to have been violated;
- (5) Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
- (6) The remedy sought by the grievance/complaint.

Your written grievance/complaint must be mailed to: **Insert Agency EO Officer's Name/Agency/Address**

HEARING PROCESS

Within **ten (10) days** of filing the grievance/complaint, an informal conference may be held to resolve the matter. If you feel that your complaint/grievance is not resolved during the informal conference, you may request a formal hearing. A hearing with an impartial hearing officer will be provided within **thirty (30) days** of filing your grievance/complaint. You will be notified by the Orange County Workforce Development Board (OCWDB), in writing, **ten (10) days** before the date of the hearing. If a resolution is reached during the informal hearing, you are expected to submit a written withdrawal of the complaint within **five (5) days**.

You may also file your grievance/complaint directly with OCWDB by submitting your written documentation to OCWDB's EO Officer at: Orange County Workforce Development Board/EO Officer, OC Community Services/Community Investment Division, 1300 S. Grand Avenue, Bldg. B, Santa Ana, CA 92705.

DECISION

If you do not receive a decision from OCWDB **within sixty (60) days** after filing your grievance/complaint, you may proceed to file your grievance/complaint with the California Employment Development Department (EDD) within **fifteen (15) days** of the 60-day deadline (or **seventy-five (75) days** from the day on which your initial complaint was filed). If you receive an adverse decision from OCWDB, you may file an appeal with EDD within **ten (10) days** of the date on which you received OCWDB's determination.

Submit a written notice to: Chief, Compliance Review Office, MIC 22-M, Employment Development Department, P.O. Box 826880, Sacramento, CA 94280-0001.

I understand these procedures as explained by Staff. A full copy of these procedures is available to me upon request.

Participant Signature

Date

Parent/Guardian Signature (if minor)

Date

Procedure Flowchart

Day 1	
Grievance/Complaint Submission	Complainant
By Day 10	
Conduct Informal Hearing	Service Provider/OCWDB
2 Days Later/By Day 12	
Inform OCWDB for need of formal hearing	Service Provider
Days 12-20	
Schedule formal hearing Inform complainant of hearing date (must be done 10 days prior to scheduled hearing)	OCWDB/Hearing Officer
By Day 30	
Conduct Formal Hearing	Hearing Officer
Days 30-55	
Prepare decision and submit to OCWDB	Hearing Officer
By Day 60	
Written decision must be received by complainant	OCWDB

No Decision/Appeal Timeline

Complainant may appeal to State EDD after the 60- day timeframe.

Within 10 days - Adverse decision from OCWDB

Within 15 days – No decision received from OCWDB



Annual Complaint Log



Service Provider:

Calendar Year: ☐ None to report

Date of Complaint	Name of Complainant	Address of Complainant	Email Address of Complainant	Status of Complaint	Date of the Alleged Incident	Grounds of Complaint	Description of Complaint	Name of Respondent	Is Respondent a Recipient?	Disposition/Outcome	Date of Disposition	ADR* Used?
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
						<input type="checkbox"/> Program Complaint <input type="checkbox"/> Discrimination			<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

*ADR = Alternative Dispute Resolution (Mediation) for EO/Discrimination Complaints

South Orange County 5th District Virtual Job Fair 2021

Online - Premier Virtual
Wednesday, April 7, 2021

Summary Report

Introduction

Orange County Supervisor Lisa Bartlett in partnership with Orange County Community Services and the Orange County Workforce Development Board hosted the 2021 South Orange County Virtual Job Fair from 10:00 a.m. – 2:00 p.m. The Job Fair was host to 156 businesses. The total number of open positions was 3,767 with 730 postings; representing industry clusters in Business & Professional / Environmental / Manufacturing / Healthcare / Hospitality / Tourism / Retail / Education / Government / Public Safety / Sales / Telecommunications / Transportation. Participants registered totaled **867**.

This report contains the following sections:

- A. Historical Comparison of Job Seeker and Employer Attendance from the previous years
- B. Employer Attendance
- C. Post-Event Analysis
- D. Action Items
- E. Special Guest
- F. Partners
- G. Resources
- H. AD Placements

A. Historical Comparison of Job Seeker, Employer Attendance and Unemployment Rate from the previous years:

Category	2015	2016	2017	2018	2019	2020	2021
Number of Employers	80	69	54	52	53	59	156
Number of Job Seekers	302	450	332	282	155	709	867
Unemployment Rate	5.5%	5.0%	4.5%	2.6%	2.6%	9%	8.3%

South Orange County Virtual Job Fair 2021

Number of Employers	Number of Jobs Posted	Number of Positions available	Total Job Seekers registered	Total Job Seekers Logged In	Resumes Submitted
156	730	3,767	867	503	2052

Item #7A - Job Fair Reports

B. Employer Attendance

There were 156 employers representing over 3,767 positions at the Job Fair. The employers in attendance represented a wide range of industry clusters including Business & Professional / Environmental / Manufacturing / Healthcare / Hospitality / Tourism / Retail / Education / Government / Public Safety / Sales / Telecommunications / Transportation.

The following are the unique businesses that participated:

AAA	Kumon Math and Reading Center of Foothill Ranch
AccentCare	Laguna Legal, Inc.
Acuity Behavior Solutions	Lake Forest Preschool
Adapt 2 It	LCS Constructors, Inc.
Advantage Solutions	Los Cabos Sports Bar & Grill
Aegis Living	Macy's, LLC
AER Technologies	Managed Mobile Inc
AFLAC	Mattson Resources
Allied Universal Event Services	Medica
Allure Medical Staffing, Inc	MEDICA
aMAYZing Kids	Medica Talent Group
Amazon	MicroVention
Americold	Miguel's Jr
AppleOne Employment Services	Mission Viejo Nadadores
Applied Medical	Mitch-Stuart, Inc.
Arosa-Orange County	Moulton Niguel Water District
Assistance In Home Care	Navien, Inc.
Associated Ready Mixed Concrete, Inc	Network Capital Funding
Attentive Home Care	New Horizons Career Development Solutions
Baron's Trading Group	Newmark Systems, Inc.
Beachfront Inn & Suites	Orange County Department of Education
Biola University	Orange County Global Medical Center
Bishops cuts/color	Orange County Transportation Authority
Boardriders, Inc	Outlets at San Clemente
Bon Appetit Management Company	Pacific Coast Termite
Bowlmor	Personal Touch Cleaning
Boys & Girls Clubs of Capistrano Valley	Petnetwork
Brio Tuscan Grille	Phoenix House CA
Brook + Whittle	PorchBox
BSH Home Appliances Corporation	Precision Hospitality & Development - Dunkin' Franchisee
Buffalo Wild Wings	Premier Aquatic Services LLC
California Army National Guard	Pridestaff Mission Viejo

Item #7A - Job Fair Reports

Capistrano Valley Toyota	ProTab Laboratories
Capri Laguna on the Beach	Providence
Caring Companions At Home	Quest HealthConnect
Cefali & Cefali	Renaissance ClubSport
CGI	Residence Inn by Marriott San Juan Capistrano
Chart House	Resurgence Behavioral Health
Chico's FAS	Review Wave
Children's Learning Connection	Revolution Financial Management
Citistaff Solutions, Inc	Rohl, LLC
City of Irvine	RRM Design Group
Community Investment Division	Saddleback Valley Unified
Composite Apps	Select Staffing
Covenant Care	SelectStaffing - Lake Forest CA
Cox Communications	Sherwin- Williams Paint Company
Crothall Healthcare (Compass Group)	Signal 88 Security OC
CRST The Transportation Solution, Inc.	South Coast Water District
Custom Flavors	South County Adult Day Services
Desco Manufacturing Company	Sparkle Home Detail
Dream Clean OC	STARBUCKS COFFEE COMPANY
Ecola Termite and Pest Control	States Logistics Services, Inc.
Elite Med Listings	States Title
Elite Property Services	StretchLab
Empress Builders	Surf & Sand Resort
EVALCORP	Tax Relief Advocates
FBI	TAZGA
Focus Industries, Inc.	Tesla
Fritzy's Pet Care Pros	The Franchise Lady
Fusion of Ideas	The Ranch at Laguna Beach
Ganahl Lumber Lake Forest	The UPS Store
Gary Bale Redi-Mix, Inc.	Thrivent
Golden State Foods	T-Mobile
Goodwill of Orange County	Transcepta, LLC
Griswold Industries dba Cla-Val Company	Tustin Toyota
Hanna Wellness Center	Tutor Doctor
Healthy at Home Caregivers	Tuttle Click Automotive Group
Herzan, LLC	UCPLA
Home Instead	United Rentals
Home Instead	United States Army & Army Reserves
Home Instead	UnReale Promotions, Inc
Honor	Uptown Financial Group, Inc.

Item #7A - Job Fair Reports

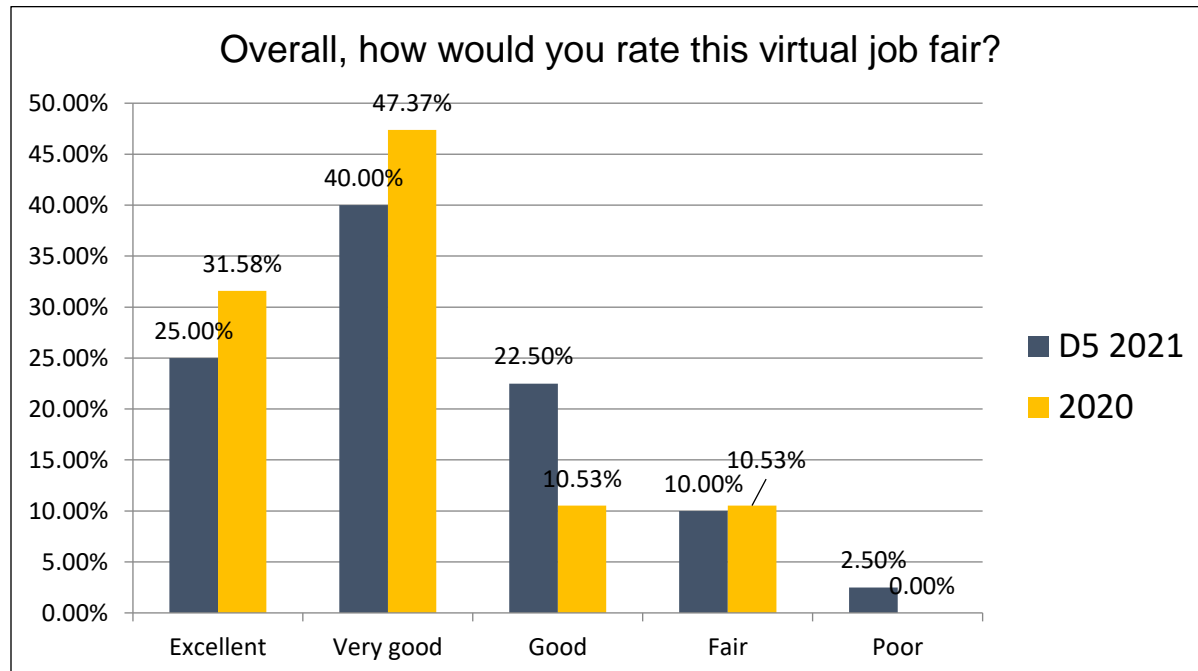
Inn at the Mission San Juan Capistrano, Autograph Collection Hotel	Village Management Services, Inc.
Insta Graphic Systems	Visit Huntington Beach
Kimco Staffing	Waldorf Astoria Monarch Beach Resort and Club
Kimpton Shorebreak Resort	Walgreens Co
King's Seafood Company	Waterworks Aquatics
Kiros Catering	YMCA of Orange County

C. Post-Event Analysis

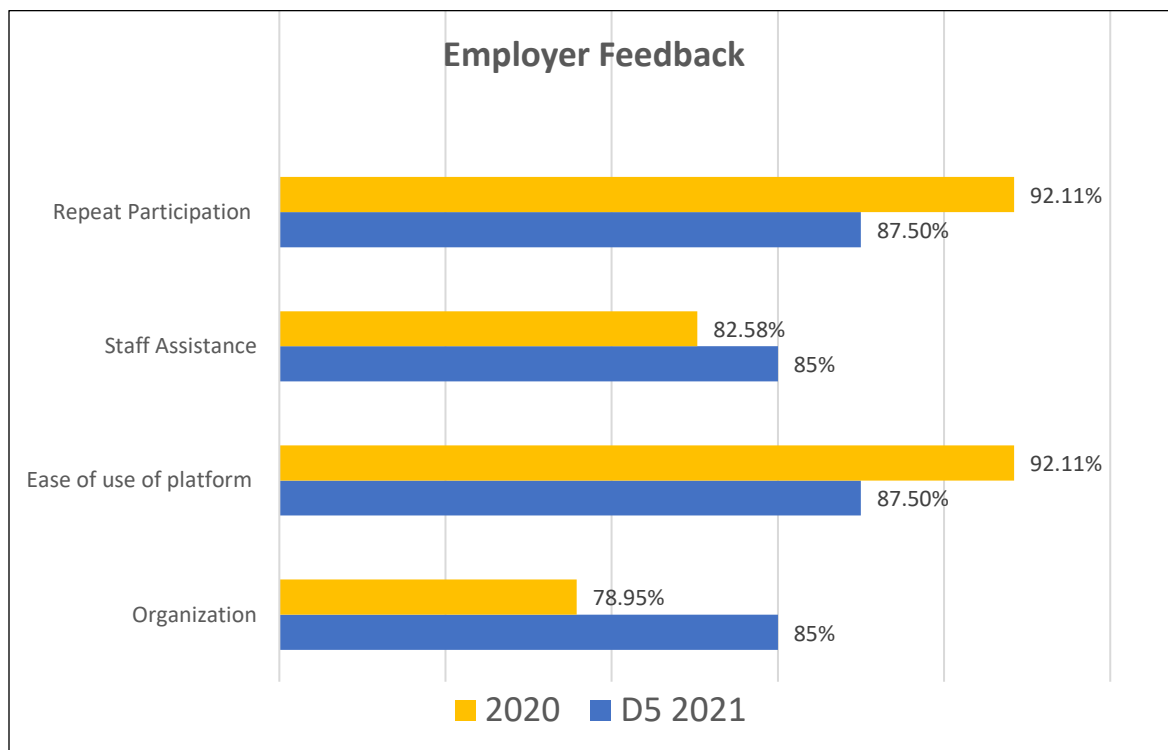
Business Service Representatives continue to follow-up with employers to provide post-job fair services and capture numbers.

- **Available positions:** (Overall open positions within respective company. This will assist in pre and post job fair recruitments and on-going recruitments) **3,767**
- **Potential Hires:** (Employers who have communicated interest in specific candidates) **Follow up starting May 7, 2021 to determine numbers hired.**
- **Confirmed OJTs** (Employers who have explicitly communicated they will be signing an OJT Agreement with a candidate they will be hiring once paperwork is put together) **0**

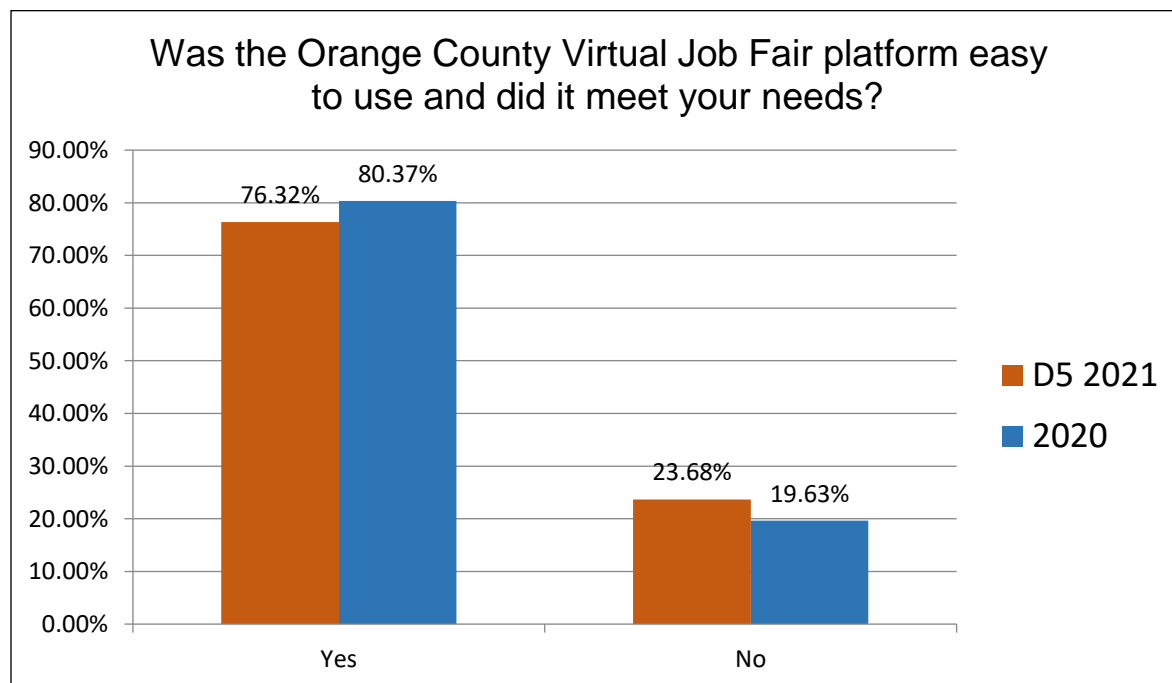
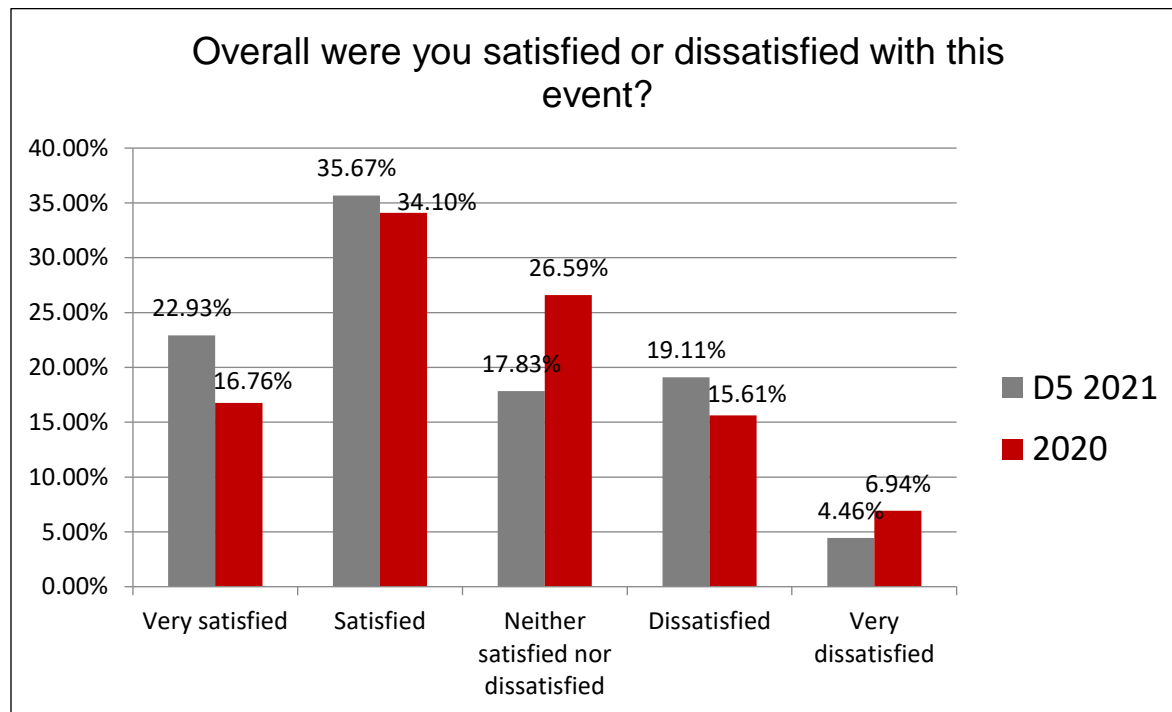
The following charts are feedback from employers:

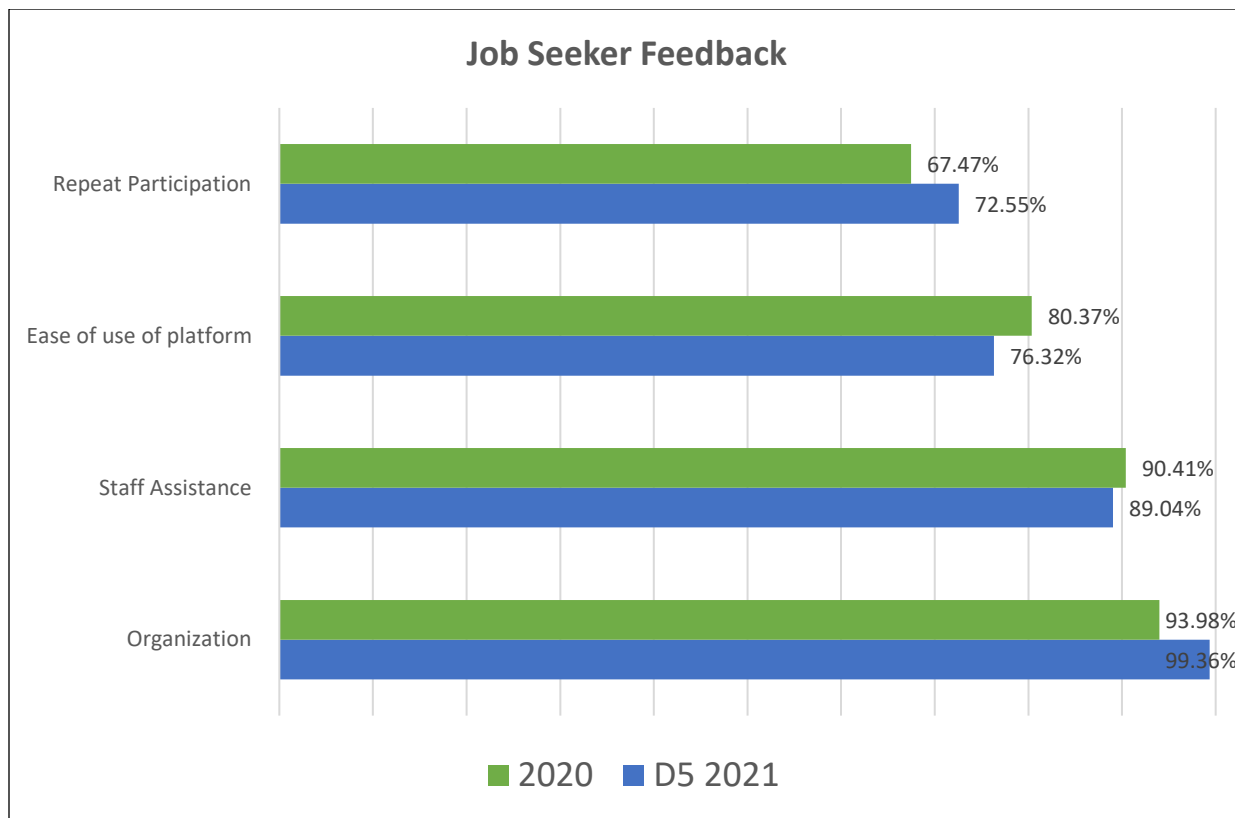


Item #7A - Job Fair Reports



The following charts are feedback from job seekers:





D. Action Items

The Orange County Business Solutions Team will continue communication with employers for follow up on hires that were a result of the Job Fair. The Business Service Team is working closely with One-Stop Career Consultants for continuous follow up on employment of enrolled clients.

E. Special Guests

- None

F. Partners

The County of Orange would like to thank the following Orange County chambers and organizations for partnering on this event and referring other organizations to participate:

- Aliso Viejo Chamber of Commerce
- Dana Point Chamber of Commerce
- Greater Irvine Chamber of Commerce
- Ladera Rancho Chamber of Commerce
- Laguna Beach Chamber of Commerce
- Laguna Hills Chamber of Commerce
- Laguna Niguel Chamber of Commerce
- Lake Forest Chamber of Commerce
- Orange County Business Chambers
- Mission Viejo Chamber of Commerce
- RSM Chamber of Commerce
- Saddleback Church
- San Clemente Chamber of Commerce
- San Juan Capistrano Chamber of Commerce
- South Orange County Economic Coalition

Referred By	No. of Referrals
Orange County Business Council	13
Mission Viejo Chamber of Commerce	9
Laguna Hills Chamber of Commerce	5
Saddleback Church	17
Lake Forest Chamber of Commerce	11
Dana Point Chamber of Commerce	6
San Clemente Chamber of Commerce	7
Greater Irvine Chamber of Commerce	2
Ladera Rancho Chamber of Commerce	4
South Orange County Economic Coalition	1
RSM Chamber of Commerce	2
Other	79

G: Resources

- Orange County District 5 Office: Administrative support.
- Premier Virtual Platform: this virtual platform was used to facilitate the job fair.
- Saddleback Church: OC Workforce Development Board and collaborated to promote the job fair.
- OC One Stop Center: The One Stop Center webpage was used to promote the job Fair and was used to register both Job Seekers and Employers for the event.
- OC Business Solutions Unit: This inhouse team coordinated activities with Employers which included guidance on setting up Premier Virtual booth, and all needed follow up to ensure employers were prepared for the event.
- Business & Economic Recovery Call Center: This inhouse team was a key point of contact for Job Seekers and Employers. The team monitored registration, contacted Job Seekers throughout the registration phase, provided support to both Job Seekers and Employers during the event, created Premier Virtual accounts for participants who did not complete in time for the event, and any other follow up required.

H. AD Placements

- Supervisor Lisa Bartlett's website and newsletter
- Community Partners shared information via their organization's newsletters, networks and social media platforms
- OCWDB/ OCCS-CID network and social media platform
- Social media: Facebook, Instagram, Twitter, LinkedIn

Orange County 4th District Virtual Job Fair 2021

Online - Premier Virtual
Wednesday, May 5th, 2021

Summary Report

Introduction

Orange County Supervisor Doug Chaffee in partnership with Orange County Community Services and the Orange County Workforce Development Board hosted the 2021 Orange County 4th District Virtual Job Fair from 10:00 a.m. – 2:00 p.m. The Job Fair was host to 87 businesses. The total number of open positions was 1,914 with 235 jobs posted; representing industry clusters in Business & Professional / Environmental / Manufacturing / Healthcare / Hospitality / Tourism / Retail / Education / Government / Public Safety / Sales / Telecommunications / Transportation. Participants registered totaled 311.

This report contains the following sections:

- A. Historical Comparison of Job Seeker and Employer Attendance from the previous years
- B. Employer Attendance
- C. Post-Event Analysis
- D. Action Items
- E. Special Guest
- F. Partners
- G. Resources
- H. AD Placements

A. Historical Comparison of Job Seeker, Employer Attendance and Unemployment Rate from the previous years:

Category	2015	2016	2017	2018	2019	2020	2021	
							D5	D4
Number of Employers	80	69	54	52	53	59	156	87
Number of Job Seekers	302	450	332	282	155	709	867	311
Unemployment Rate	5.5%	5.0%	4.5%	2.6%	2.6%	9%	8.3%	

Orange County 4th District Virtual Job Fair 2021

Number of Employers	Number of Jobs Posted	Number of Positions available	Total Job Seekers registered	Total Job Seekers Logged In	Resumes Submitted
87	235	1,914	311	196	302

Item #7A - Job Fair Reports

B. Employer Attendance

There were 87 employers representing over 1,914 available positions at the Job Fair. The employers in attendance represented a wide range of industry clusters including Business & Professional / Environmental / Manufacturing / Healthcare / Hospitality / Tourism / Retail / Education / Government / Public Safety / Sales / Telecommunications / Transportation.

The following are the unique businesses that participated:

AccentCare	Executive Career Partners
Acuity Behavior Solutions	FBI
Allied Universal Event Services	Fritzy's Pet Care Pros
Amazon	Fusion of Ideas
Ameci Pizza and Pasta	Georg Fischer LLC
Americold	Goodwill of Orange County
Anaheim Family YMCA	Healthy at Home Caregivers
Applied Medical	Home Instead
Associated Ready Mixed Concrete, Inc	IPS inc.
ATI Restoration, LLC	Kimco Staffing
B. Braun Medical Inc	Lake Forest Preschool
Behavior Functions, Inc.	Liberty Employment Services
Behavioral Health Works	Managed Mobile Inc
Belmont Village Senior Living - Aliso Viejo	Mattson Resources
Bon Appetit Management Company	Max Mara Weekend Max Mara
Bristol Hospice	Maximo Solar
Brook + Whittle	Mr. Electric of Orange
Brookdale Senior Living	Network Capital Funding
Buffalo Wild Wings	New Horizons Career Development Solutions
California Army National Guard	Newtonian Principles, Inc, DBA Planet 13
Composite Apps, Inc.	Nordstrom
Covenant Care	Orange County Department of Education
Crittenton Services for Children and Families	Phoenix House CA
CRST The Transportation Solution, Inc.	Precision Hospitality & Development - Dunkin' Franchisee
Culinary Staffing Service	Pressed Juicery
CVS Health	Pridestaff Mission Viejo
CVS Pharmacy	Professional Search Group
DABS Inc.	Providence
Desco Manufacturing Company	Quality Aluminum Forge
Domestic Uniform Rental	Reborn Cabinets
EC Applications, Inc.	Renaissance ClubSport
EVGA Corporation	Revolution Financial Management

Item #7A - Job Fair Reports

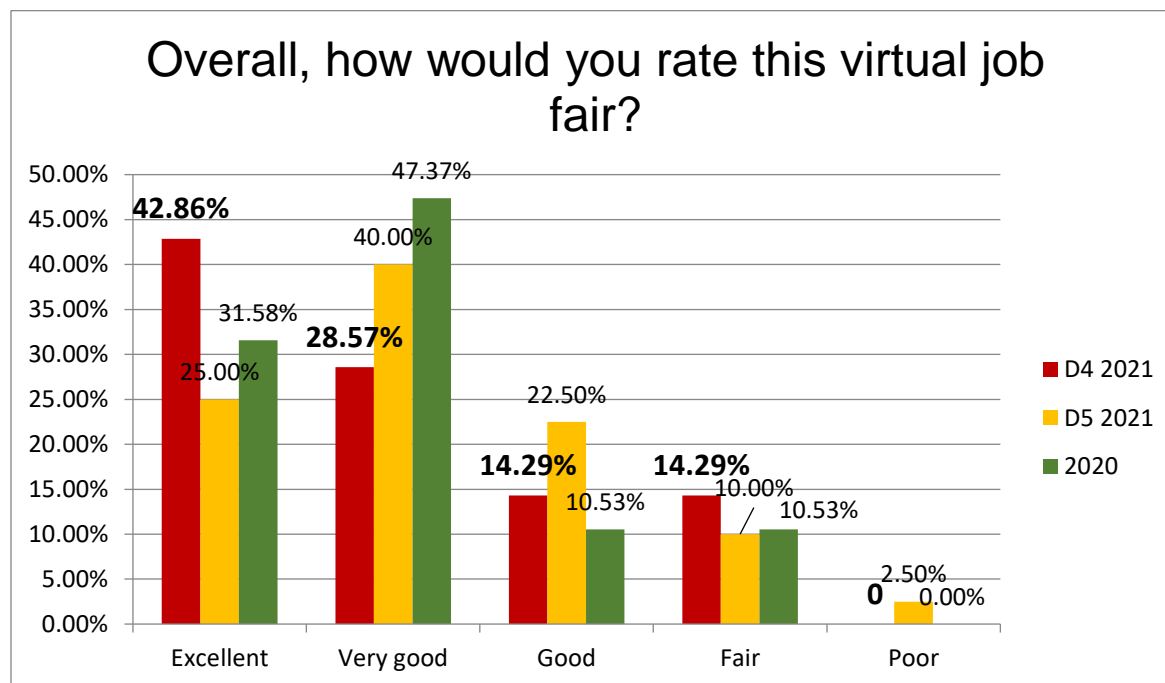
RRM Design Group
Saddleback Valley Unified School District
SAILS Group, Inc
Select Staffing
Signal 88 Security OC
Simple Office, LLC
Sonesta Select Huntington Beach Fountain Valley
StretchLab
Surf & Sand Resort
TaxRise Inc
Tesla
The Franchise Lady
The UPS Store
Think Together
T-Mobile
UC Irvine - Temporary Employment Services
United States Army-Westminster
Uptown Financial Group, Inc.
Waldorf Astoria Monarch Beach Resort and Club
Walgreens Co
Waterworks Aquatics
YMCA of Orange County
YouthBuild Anaheim

C. Post-Event Analysis

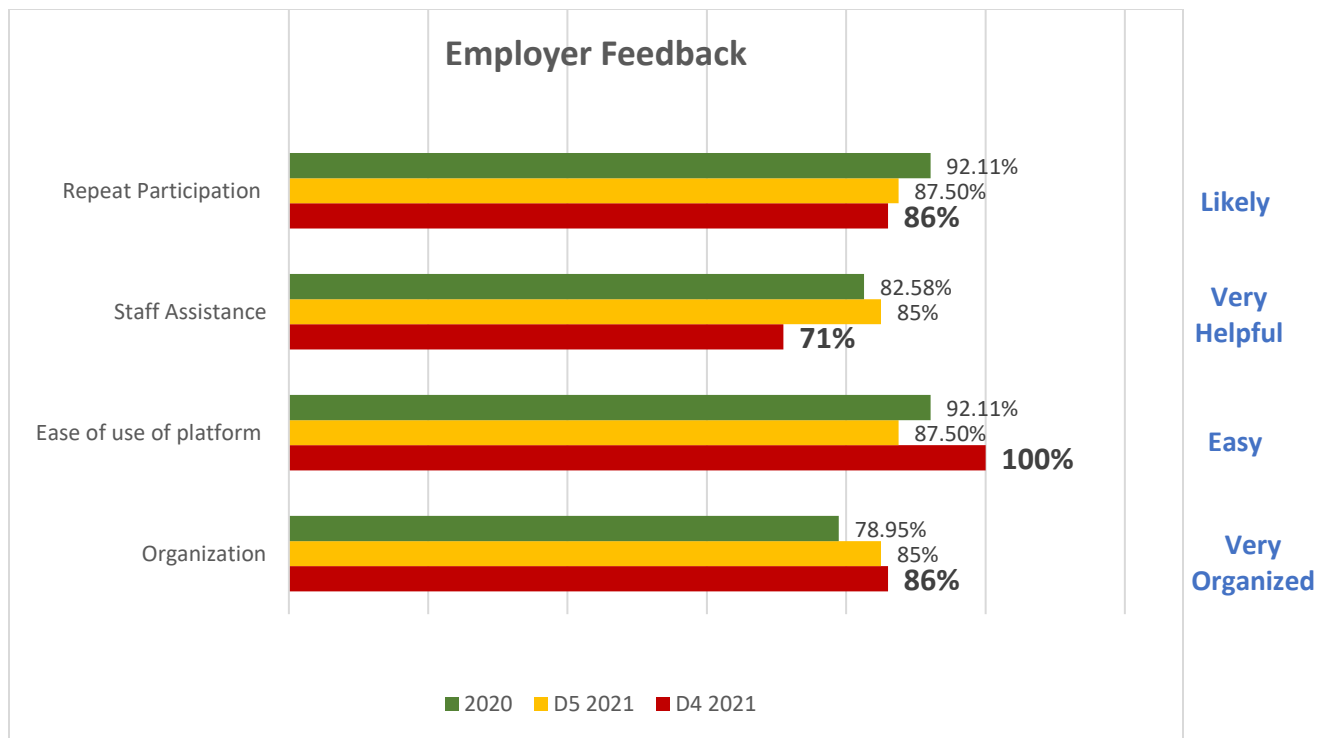
Business Service Representatives continue to follow-up with employers to provide post-job fair services and capture numbers.

- **Available positions:** (Overall open positions within respective company. This will assist in pre and post job fair recruitments and on-going recruitments) **1,914**
- **Potential Hires:** (Employers who have communicated interest in specific candidates) **Follow up starting June 7, 2021 to determine numbers hired.**
- **Confirmed OJTs** (Employers who have explicitly communicated they will be signing an OJT Agreement with a candidate they will be hiring once paperwork is put together) **0**

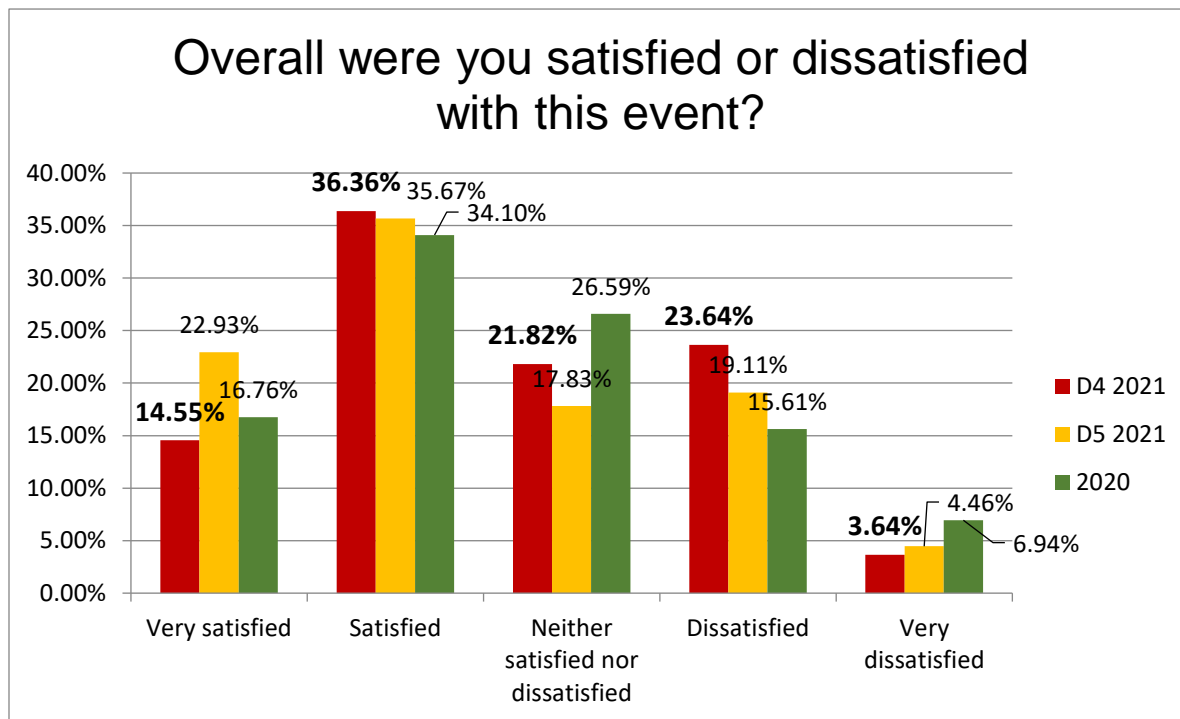
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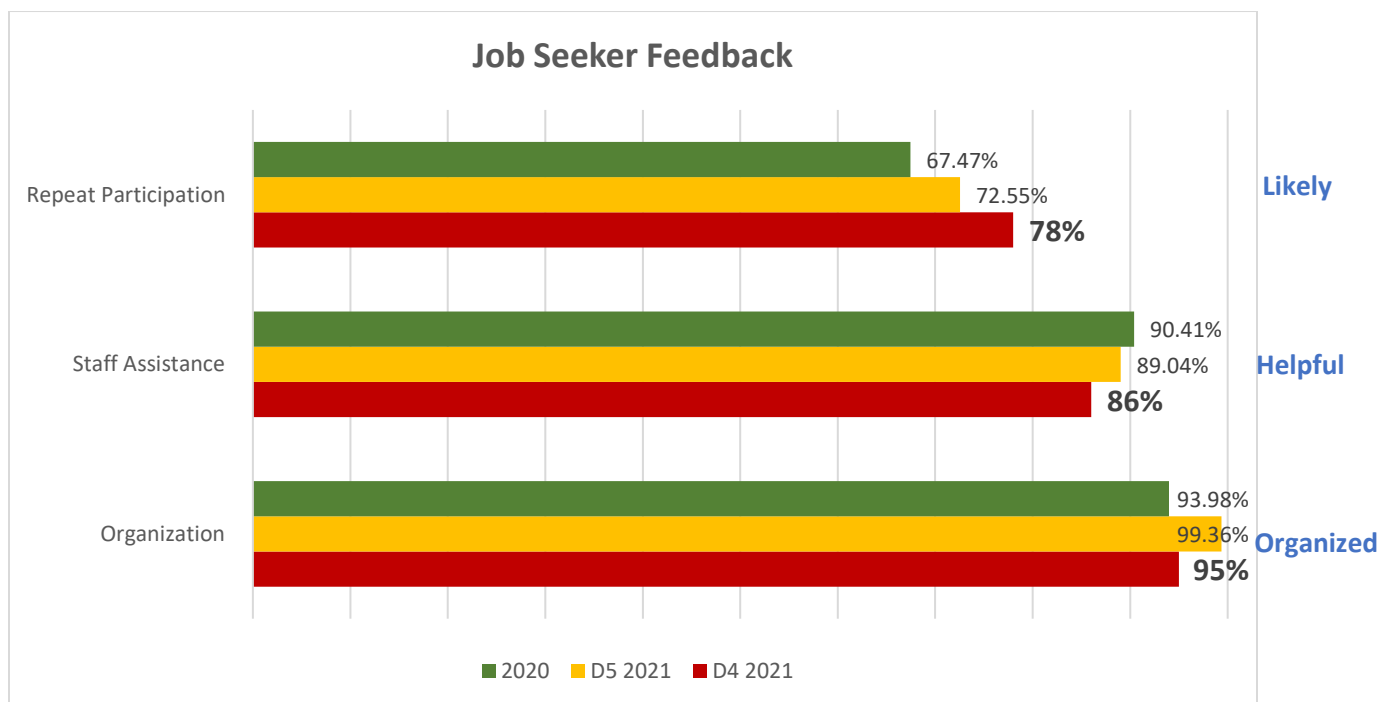
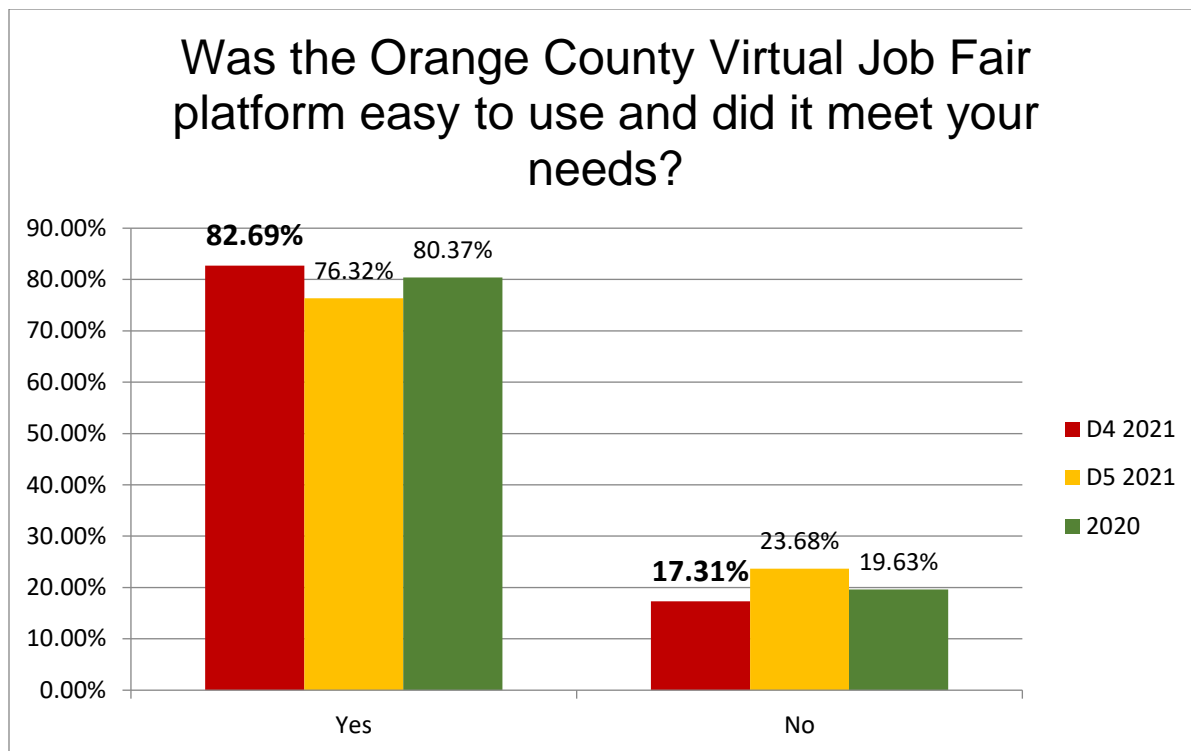


Item #7A - Job Fair Reports



The following charts are feedback from job seekers:





D. Action Items

The Orange County Business Solutions Team will continue communication with employers for follow up on hires that were a result of the Job Fair. The Business Service Team is working closely with One-Stop Career Consultants for continuous follow up on employment of enrolled clients.

E. Special Guests

- None

F. Partners

The County of Orange would like to thank the following Orange County chambers and organizations for partnering on this event and referring other organizations to participate:

- Anaheim Chamber of Commerce
- Brea Chamber
- Employment Development Department (EDD)
- La Habra Area Chamber of Commerce
- North Orange County Chamber
- Orange County Public Libraries
- Placentia Chamber of Commerce
- Saddleback Church

Referred By	No. of Referrals
Anaheim Chamber of Commerce	2
Brea Chamber	0
Employment Development Department (EDD)	3
La Habra Area Chamber of Commerce	0
North Orange County Chamber	7
Orange County Public Libraries	0
Placentia Chamber of Commerce	0
Saddleback Church	4
Other	73

G: Resources

- Orange County District 4 Office: Administrative support.
- Premier Virtual Platform: this virtual platform was used to facilitate the job fair.
- Saddleback Church: Saddleback Church promoted the job fair and offered job fair preparedness training.
- OC One Stop Center: The One Stop Center webpage was used to promote the job Fair and was used to register both Job Seekers and Employers for the event.
- OC Business Solutions Unit: This inhouse team coordinated activities with Employers which included guidance on setting up Premier Virtual booth, and all needed follow up to ensure employers were prepared for the event.
- Orange County Public Libraries: provided computer and internet access to Job Seekers to participate in the Job fair.
- Business & Economic Recovery Call Center: This inhouse team was a key point of contact for Job Seekers and Employers. The team monitored registration, contacted Job Seekers throughout the registration phase, provided support to both Job Seekers and Employers during the event, created Premier Virtual accounts for participants who did not complete in time for the event, and any other follow up required.

H. AD Placements

- Supervisor Doug Chaffee website and newsletter
- Community Partners shared information via their organization's newsletters, networks and social media platforms
- OCWDB/ OCCS-CID network and social media platform
- Social media: Facebook, Instagram, Twitter, LinkedIn

Item #7B - Ready Set OC Quarter 3 Performance

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021



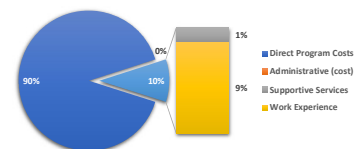
Status:	Open
Service Provider:	City of La Habra
Contract Obligation:	\$650,000.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Ready SET OC WIOA Youth
Funding Stream:	WIOA Youth In-School
Leverage Budget:	\$10,000.00
Total YTD Leverage:	0
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 490,085.00	\$ 134,692.10	\$ 325,460.99	\$ 164,624.01	66%
Administrative (cost)	\$ 65,000.00	\$ -	\$ -	\$ 65,000.00	0%
Supportive Services	\$ 14,000.00	\$ 772.09	\$ 4,704.45	\$ 9,295.55	34%
Work Experience	\$ 80,915.00	\$ 15,187.14	\$ 30,768.76	\$ 50,146.24	38%
TOTAL	\$ 650,000.00	\$ 150,651.33	\$ 360,934.20	\$ 289,065.80	56%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	130	14	36	28%
Carry Forward / Follow-Up	20	0	20	100%
Median Earnings of Participant Employment Placements	\$4,000.00	\$7,162.56	\$2,370.92	59%
Youth Education, Military, Apprenticeship, or Trade Placements	116	0	5	4%
Attainment of Degree/Certificate	105	3	4	4%
Literacy/Numeracy Gain (in program skills gain)	75	1	1	1%
Retention with the Same Employer	105	1	1	1%
Work Experience	75	19	32	43%
Program Exit	38	5	26	68%

Program Participation

Trainings	# of Participants	
Participated in their first class/workshop/training:	Q3 Jan '21 - Mar '21	YTD
Within 1 week of program enrollment	14	36
Between 2 and 4 weeks of program enrollment	N/A	N/A
Between 1 and 2 months of program enrollment	N/A	N/A
More than 2 months since program enrollment	N/A	N/A
Not yet engaged in a service	N/A	N/A
Training (Please specify type of training completed):		
ITA'S		
OJT		

Item #7B - Ready Set OC Quarter 3 Performance



ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

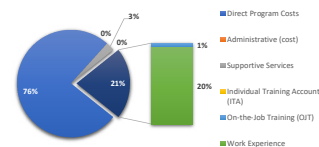
Status:	Open
Service Provider:	City of La Habra
Contract Obligation: \$	1,950,000.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Ready SET OC WIOA Youth
Funding Stream:	WIOA Youth Out-of-School
Leverage Budget: \$	10,000.00
Total YTD Leverage:	0
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 1,082,000.00	\$ 160,712.80	\$ 374,392.97	\$ 707,607.03	35%
Administrative (cost)	\$ 195,000.00	\$ -	\$ -	\$ 195,000.00	0%
Supportive Services	\$ 61,000.00	\$ 1,417.88	\$ 12,849.26	\$ 48,150.74	21%
Individual Training Account (ITA)	\$ 72,000.00	\$ -	\$ -	\$ 72,000.00	0%
On-the-Job Training (OJT)	\$ 40,000.00	\$ 1,772.47	\$ 5,401.87	\$ 34,598.13	14%
Work Experience	\$ 500,000.00	\$ 30,689.49	\$ 100,140.07	\$ 399,859.93	20%
TOTAL	\$ 1,950,000.00	\$ 184,592.64	\$ 492,784.17	\$ 1,457,215.83	25%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	345	52	93	27%
Carry Forward / Follow-Up	105	0	105	100%
Median Earnings of Participant Employment Placements	\$4,000.00	\$2,719.99	\$3,051.44	76%
Youth Education, Military, Apprenticeship, or Trade Placements	347	1	3	1%
Attainment of Degree/Certificate	315	7	13	4%
Literacy/Numeracy Gain (in program skills gain)	225	1	5	2%
Retention with the Same Employer	315		0	0%
Work Experience	225	40	68	30%
Program Exit	113	8	83	73%

Program Participation

Trainings	# of Participants	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	52	92
Between 2 and 4 weeks of program enrollment	N/A	N/A
Between 1 and 2 months of program enrollment	N/A	N/A
More than 2 months since program enrollment	N/A	N/A
Not yet engaged in a service	N/A	N/A
Training (Please specify type of training completed):		
ITA'S	0	6
OJT	1	3

Item #7B - Summer Training & Employment Program for Students (STEPS) Quarter 3 Performance



ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

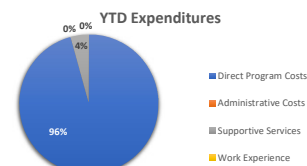
January 1, 2021 through March 31, 2021

Status:	Open
Service Provider:	Goodwill Industries of OC
Contract Obligation:	\$314,000.00
Contract Number:	MA-012-20012068
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Summer Training and Employment Program for Students (STEPS)
Funding Stream:	WIOA Youth & Dept. of Rehabilitation
Leverage Budget:	\$42,754.00
Total YTD Leverage:	\$0.00
% of Total Leverage:	0%

Fiscal Activities

Cost Category	Budget	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 142,544.00	\$ 57,527.46	\$ 85,016.54	40%
Administrative Costs	\$ -	\$ -	\$ -	N/A
Supportive Services	\$ 3,456.00	\$ 2,578.30	\$ 877.70	75%
Work Experience	\$ 168,000.00	\$ -	\$ 168,000.00	0%
TOTAL	\$ 314,000.00	\$ 60,105.76	\$ 253,894.24	19%



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	100	22	27	27%
Median Earnings of Participant Employment Placements	\$4,000.00	\$0.00	\$0.00	0%
Youth Education, Military, Apprenticeship, or Trade Placements	70	0	0	0%
Attainment of Degree/Certificate	70	0	0	0%
Literacy/Numeracy Gain	50	0	0	0%
Businesses Serving as Worksites	35	3	3	9%
Retention with the Same Employer	60	0	0	0%
Completion of Soft Skills/Job-Readiness Training	100	16	20	20%
Co-enrollment into WIOA services	100	1	1	1%
Work Experience	100	0	0	0%
Program Exit	N/A	0	1	

Program Participation

Trainings	# of Participants	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	14	15
Between 2 and 4 weeks of program enrollment		0
Between 1 and 2 months of program enrollment		0
More than 2 months since program enrollment		0
Not yet engaged in a service		0
Training (Please specify type of training completed):		
ITA'S		
OJT		

Item #7C - One-Stop Operator Quarter 3 Performance



ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

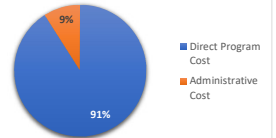
Status:	Open
Service Provider:	America Works of California, Inc.
Contract Obligation:	\$1,500,000.00
Contract Number:	20-28-0073-QSO
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	One-Stop Operator
Funding Stream:	IOA Adult & Dislocated Worker Programs
Pay for Performance	\$150,000.00

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Cost	\$ 1,350,000.00	\$ 325,940.89	\$ 685,959.28	\$ 664,040.72	51%
Administrative Cost	\$ 150,000.00	\$ 32,594.09	\$ 68,595.93	\$ 81,404.07	46%
Training	N/A	\$ -	\$ -	\$ -	
TOTAL	\$ 1,500,000.00	\$ 358,534.98	\$ 754,555.21	\$ 745,444.79	50%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
First Time Visitors	N/A	24	116	
Virtual Training	N/A	415	1028	
On-Site Training	N/A	201	220	
Literacy/Numeracy Gain (in progress skills gain)				

Program Participation

Trainings	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:	# of Participants	
Within 1 week of program enrollment		
Between 2 and 4 weeks of program enrollment		
Between 1 and 2 months of program enrollment		
More than 2 months since program enrollment		
Not yet engaged in a service		

Item #7C - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021



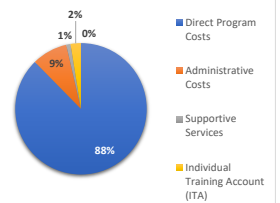
Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,200,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Adult Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$360,000.00
Total YTD Leverage:	0
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 626,261.00	\$ 134,234.54	\$ 438,729.48	\$ 187,531.52	70%
Administrative Costs	\$ 120,000.00	\$ 13,423.45	\$ 43,872.84	\$ 76,127.16	37%
Supportive Services	\$ 24,739.00	\$ 3,598.13	\$ 5,222.14	\$ 19,516.86	21%
Individual Training Account (ITA)	\$ 239,000.00	\$ 4,827.50	\$ 12,826.50	\$ 226,173.50	5%
On-the-Job Training (OJT)	\$ 190,000.00	\$ -	\$ -	\$ 190,000.00	0%
TOTAL	\$ 1,200,000.00	\$ 156,083.62	\$ 500,650.96	\$ 699,349.04	42%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	400	76	197	49%
Carry Forward / Follow-Up*	63	0	63	100%
Target Population	472	195	537	114%
Employment Placements	411	1	21	5%
Median Earnings of Participant Employment Placements	\$6,600.00	\$6,592.07	TBD	100%
Attainment of Degree/Certificate	335	3	11	3%
Literacy/Numeracy Gain (in program skills gain)	419	5	56	13%
Retention with the Same Employer	314	7	7	2%
Co-enrollment into WIOA services	N/A	34	98	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	411	10	59	14%

* Please note that Carry In/Follow-Up number has been revised. At the time of contract development and negotiations, 124 participants were identified to be carried-in/follow-up. However, that number changed as of July 1, 2020. The actual number of carry-in/follow-up participants, as of July 1, 2020 is refelceted on this report.

Program Participation

Trainings	# of Participants	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	19	39
Between 2 and 4 weeks of program enrollment	28	72
Between 1 and 2 months of program enrollment	2	44
More than 2 months since program enrollment	0	6
Not yet engaged in a service	30	35
TOTAL	79	196
ITA'S	1	6
OJT	1	1

Item #7C - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021



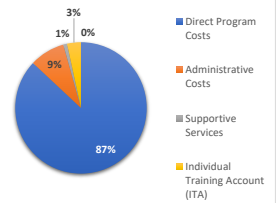
Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,200,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Adult Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$360,000.00
Total YTD Leverage:	0
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 676,141.86	\$ 103,269.91	\$ 258,039.59	\$ 418,102.27	38%
Administrative Costs	\$ 120,000.00	\$ 10,326.99	\$ 25,803.97	\$ 94,196.03	22%
Supportive Services	\$ 28,858.14	\$ 2,512.58	\$ 2,727.19	\$ 26,130.95	9%
Individual Training Account (ITA)	\$ 210,000.00	\$ 10,125.00	\$ 10,125.00	\$ 199,875.00	5%
On-the-Job Training (OJT)	\$ 165,000.00	\$ -	\$ -	\$ 165,000.00	0%
TOTAL	\$ 1,200,000.00	\$ 126,234.48	\$ 296,695.75	\$ 903,304.25	25%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	400	35	161	40%
Carry Forward / Follow-Up*	33	0	33	100%
Target Population	473	74	328	69%
Employment Placements	413	1	11	3%
Median Earnings of Participant Employment Placements	\$6,600.00	\$10,100.36	TBD	153%
Attainment of Degree/Certificate	337	6	9	3%
Literacy/Numeracy Gain (in program skills gain)	421	6	23	5%
Retention with the Same Employer	316	5	5	2%
Co-enrollment into WIOA services	N/A	15	40	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	413	7	78	19%

* Please note that Carry In/Follow-Up number has been revised. At the time of contract development and negotiations, 127 participants were identified to be carried-in/follow-up. However, that number changed as of July 1, 2020. The actual number of carry-in/follow-up participants, as of July 1, 2020 is reflected on this report.

Program Participation

Trainings	# of Participants	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	16	49
Between 2 and 4 weeks of program enrollment	6	37
Between 1 and 2 months of program enrollment	1	23
More than 2 months since program enrollment	2	7
Not yet engaged in a service	13	31
TOTAL	38	147
ITA's	8	15
OJT	2	2

Item #7C - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

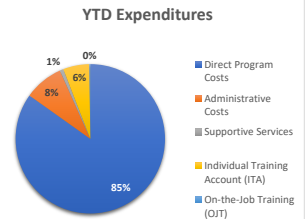


Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,300,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Dislocated Worker Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$390,000.00
Total YTD Leverage:	\$0.00
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 681,532.78	\$ 146,062.90	\$ 477,093.30	\$ 204,439.48	70%
Administrative Costs	\$ 130,000.00	\$ 14,606.29	\$ 47,709.33	\$ 82,290.67	37%
Supportive Services	\$ 24,467.22	\$ 2,094.28	\$ 4,362.92	\$ 20,104.30	18%
Individual Training Account (ITA)	\$ 379,000.00	\$ 32,027.50	\$ 32,027.50	\$ 346,972.50	8%
On-the-Job Training (OJT)	\$ 85,000.00	\$ 1,145.00	\$ 1,145.00	\$ 83,855.00	1%
TOTAL	\$ 1,300,000.00	\$ 195,935.97	\$ 562,338.05	\$ 737,661.95	43%



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	600	52	276	46%
Carry Forward / Follow-Up*	326	0	326	100%
Target Population	N/A	97	488	
Employment Placements	655	26	115	18%
Median Earnings of Participant Employment Placements	\$8,855.00	\$9,987.12	TBD	113%
Attainment of Degree/Certificate	563	11	36	6%
Literacy/Numeracy Gain (in program skills gain)	639	14	33	5%
Retention with the Same Employer	479	11	11	2%
Co-enrollment into WIOA services	N/A	164	164	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	655	68	271	41%

* Please note that Carry In/Follow-Up number has been revised. At the time of contract development and negotiations, 199 participants were identified to be carried-in/follow-up. However, that number changed as of July 1, 2020. The actual number of carry-in/follow-up participants, as of July 1, 2020 is reflected on this report.

Program Participation

Trainings	# of Participants	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	24	75
Between 2 and 4 weeks of program enrollment	14	100
Between 1 and 2 months of program enrollment	4	58
More than 2 months since program enrollment	0	23
Not yet engaged in a service	8	17
TOTAL	50	273
ITA's	16	16
OJT	1	1

Item #7C - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

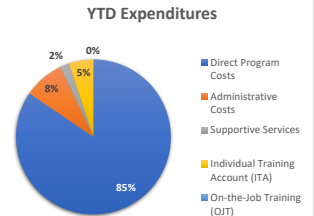


Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,300,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

Program Name:	Dislocated Worker Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$390,000.00
Total YTD Leverage:	\$0.00
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 735,742.93	\$ 111,807.57	\$ 279,450.16	\$ 456,292.77	38%
Administrative Costs	\$ 130,000.00	\$ 11,180.76	\$ 27,945.02	\$ 102,054.98	21%
Supportive Services	\$ 28,257.07	\$ 3,611.96	\$ 6,321.33	\$ 21,935.74	22%
Individual Training Account (ITA)	\$ 350,000.00	\$ 16,975.00	\$ 16,975.00	\$ 333,025.00	5%
On-the-Job Training (OJT)	\$ 56,000.00	\$ -	\$ -	\$ 56,000.00	0%
TOTAL	\$ 1,300,000.00	\$ 143,575.29	\$ 330,691.51	\$ 969,308.49	25%



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	600	41	246	41%
Carry Forward / Follow-Up*	88	0	88	100%
Target Population	N/A	71	324	
Employment Placements	617	2	28	5%
Median Earnings of Participant Employment Placements	\$8,855.00	\$12,105.98	TBD	137%
Attainment of Degree/Certificate	531	12	30	6%
Literacy/Numeracy Gain (in program skills gain)	602	14	27	4%
Retention with the Same Employer	452	22	22	5%
Co-enrollment into WIOA services	N/A	131	131	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	617	11	123	20%

* Please note that Carry In/Follow-Up number has been revised. At the time of contract development and negotiations, 153 participants were identified to be carried-in/follow-up. However, that number changed as of July 1, 2020. The actual number of carry-in/follow-up participants, as of July 1, 2020 is reflected on this report.

Program Participation

Trainings	# of Participants	
Participated in their first class/workshop/training:	Q3 Jan '21 - Mar '21	YTD
Within 1 week of program enrollment	21	59
Between 2 and 4 weeks of program enrollment	11	72
Between 1 and 2 months of program enrollment	1	48
More than 2 months since program enrollment	0	20
Not yet engaged in a service	8	25
TOTAL	41	224
ITA's	13	13
OJT	1	1

Item #7B - AB1111 Quarter 3 Performance



ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

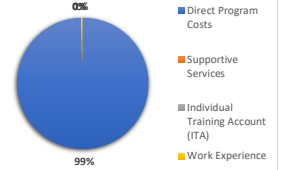
Status:	Open
Service Provider:	Goodwill Industries of Orange County
Contract Obligation:	\$375,080.00
Contract Number:	19-28-0071-SP
Contract Period:	06/01/2020 - 03/31/2022

Program Name:	AB1111 Breaking Barriers to Employment Initiative
Funding Stream:	CA Workforce Development Board
Leverage Budget:	\$250,000.00
Total YTD Leverage:	\$0.00
% of Total Leverage:	0%

Fiscal Activities

Cost Category	Budget	Q3 Jan '21 - Mar '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 318,872.00	\$ 47,822.29	\$ 117,690.93	\$ 201,181.07	37%
Supportive Services	\$ 4,500.00	\$ -	\$ -	\$ 4,500.00	0%
Individual Training Account (ITA)	\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	0%
Work Experience	\$ 49,708.00	\$ 616.98	\$ 616.98	\$ 49,091.02	1%
TOTAL	\$ 375,080.00	\$ 48,439.27	\$ 118,307.91	\$ 256,772.09	32%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3 Jan '21 - Mar '21	YTD	% of Performance
New Enrollments	150	9	28	19%
Employment Placements	112	4	4	4%
Completion of Soft Skills/VPSA training	143	4	28	20%
Co-enrollment into WIOA services	120	0	4	3%
Staff/providers trained on serving individuals with disabilities	50	24	60	120%
Work Experience	50	2	2	4%
Program Exit	142.5	1	4	3%

Program Participation

Trainings	# of Participants	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	3	6
Between 2 and 4 weeks of program enrollment	6	23
Between 1 and 2 months of program enrollment	0	0
More than 2 months since program enrollment	0	0
Not yet engaged in a service	1	3
TOTAL	10	32
ITA's	N/A	N/A
OJT	N/A	N/A
Vocational Training	N/A	N/A