



A G E N D A

Orange County Workforce Development Board

May 26, 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: 969 0002 1069 (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/96900021069>

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 Board, it is requested that you state your name for the record. Address the Board 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:
<http://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 Orange County Workforce Development Board 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 ITEMS:

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

PRESENTATION:

7. ORANGE COUNTY DIVERSITY
Alison Edwards, CEO, OC Human Relations
8. EMPLOYMENT DEVELOPMENT DEPARTMENT ORANGE COUNTY UNEMPLOYMENT & WORKFORCE SYSTEM UPDATE
Maritza Gamboa, Research Data Specialist, Labor Market Information Division California Employment Development Department

INFORMATION ITEMS:

9. QUARTER 3 PROGRAM PERFORMANCE
 - A. ONE-STOP OPERATOR
 - B. WIOA TITLE I CAREER SERVICES ADULT/DISLOCATED WORKERS
 - C. AB1111
 - D. READY SET OC
 - E. SUMMER TRAINING AND EMPLOYMENT PROGRAM FOR STUDENTS (STEPS)
10. GRANTS UPDATE
11. REGIONAL INITIATIVES & COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY (CEDs) UPDATE
12. CHAIR AND DIRECTOR'S UPDATE

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.



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 other funding sources, as applicable.

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.

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 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.

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, completed OCWDB application, and conflict of interest form to the OCWDB Executive Director. The following steps describe the review and approval process. A meeting may be requested during any of the steps.

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

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. Request for services, aids, and/or alternative formats need to be made by calling: TDD **Insert Agency TDD #** or TTY users 711.

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
<p>Complainant may appeal to State EDD after the 60- day timeframe.</p> <p>Within 10 days - Adverse decision from OCWDB</p> <p>Within 15 days – No decision received from OCWDB</p>



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

Item #9A - One-Stop Operator Quarter 3 Performance

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021



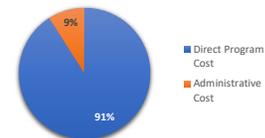
Status:	Open
Service Provider:	America Works of California, Inc.
Contract Obligation:	\$1,500,000.00
Contract Number:	20-28-0073-QSO
Contract Period:	07/01/2020 - 06/31/2021

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

Fiscal Activities

Cost Category	Budget	Q3		YTD Expenditures	Balance	% Utilized
		Jan '21 - Mar '21				
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		% of Performance
		Jan '21 - Mar '21	YTD	
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	YTD
	Jan '21 - Mar '21	
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 #9B - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

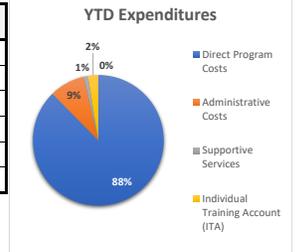


Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,200,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

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%



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 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	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 #9B - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

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Quarter 3

January 1, 2021 through March 31, 2021

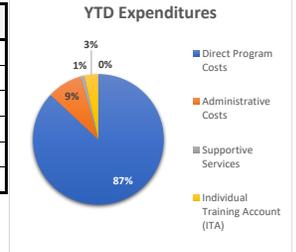


Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,200,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

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%



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 #9B - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

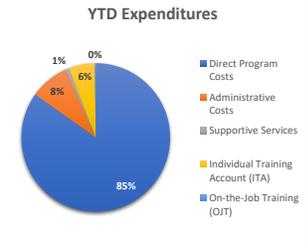


Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,300,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

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		YTD Expenditures	Balance	% Utilized
		Jan '21 - Mar '21	YTD			
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		YTD	% of Performance
		Jan '21 - Mar '21	YTD		
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 #9B - TITLE I CAREER SERVICES QUARTER 3

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

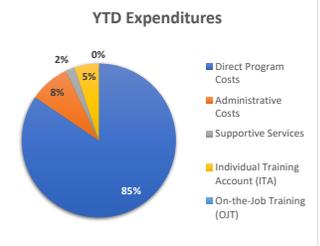


Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$1,300,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2020 - 06/31/2021

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		YTD Expenditures	Balance	% Utilized
		Jan '21 - Mar '21				
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		YTD	% of Performance
		Jan '21 - Mar '21			
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	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
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 #9C - AB1111 Quarter 3 Performance

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

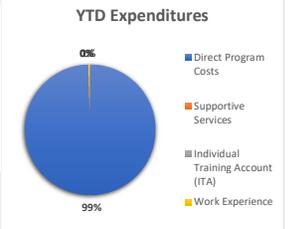


Status:	Open
Service Provider:	Goodwill Industries of Orange County
Contract Obligation:	\$375,080.00
Contract Number:	19-28-0071-SP
Contract Period:	06/01/2020 - 03/31/2022

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		YTD Expenditures	Balance	% Utilized
		Jan '21 - Mar '21	YTD			
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%	



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3		% of Performance
		Jan '21 - Mar '21	YTD	
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

Item #9D - Ready Set OC Quarter 3 Performance

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 3

January 1, 2021 through March 31, 2021

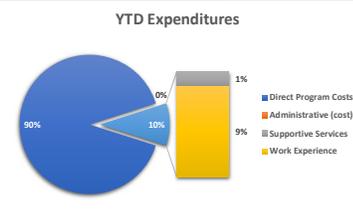


Status:	Open
Service Provider:	City of La Habra
Contract Obligation:	\$650,000.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2020 - 06/31/2021

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		YTD Expenditures	Balance	% Utilized
		Jan '21 - Mar '21	YTD			
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%	



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3		% of Performance
		Jan '21 - Mar '21	YTD	
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	
	Q3 Jan '21 - Mar '21	YTD
Participated in their first class/workshop/training:		
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 #9D - Ready Set OC Quarter 3 Performance

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

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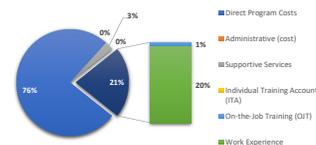
Status:	Open
Service Provider:	City of La Habra
Contract Obligation: \$	1,950,000.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2020 - 06/31/2021

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		YTD Expenditures	Balance	% Utilized
		Jan '21 - Mar '21				
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	\$ 194,592.64	\$ 492,784.17	\$ 1,457,215.83	25%	

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q3		YTD	% of Performance
		Jan '21 - Mar '21			
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 #9E - 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

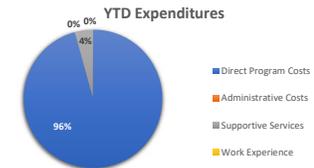


Status:	Open
Service Provider:	Goodwill Industries of OC
Contract Obligation:	\$314,000.00
Contract Number:	MA-012-20012068
Contract Period:	07/01/2020 - 06/31/2021

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		

Grants Update

Grant Name	Funder	Fiscal Agent	Description	OCDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match	Subrecipient(s)
Grants Awarded										
VEAP 20-21	EDD	County of Orange	Efforts will be focused on outreach, recruitment, and providing initial assessment and immediate support services to veterans in Orange County.	Administrator / One-Stop Center System	Veterans with significant barriers to employment	\$ 500,000	04/01/21	3/31/23	\$1,019,200 (40% required)	N/A
Orange County's Regional Implementation/Slingshot 4.0	CA Workforce Development Board/EDD	County of Orange/OCWDB	Efforts will be focused on developing a Post COVID-19 Economic Development Strategy that includes regional and sub-regional workforce and economic development strategies that support equitable recovery efforts and an equitable regional economy; and providing capacity building and training and development opportunities that support RPU staff, providers, and regional partners, to be conducted during the regional collaborative partner meetings.	Administrator / Regional Planning Lead	N/A	\$ 375,000	04/01/21	9/30/22	0%	Anaheim WDB/ Santa Ana WDB
COVID-19 Employment Recovery NDWG	Employment Development Department	County of Orange	OCWDB-CID will utilize this grant opportunity to develop reemployment strategies with a focus on OJT opportunities. Our goal is to work with companies to identify and hire dislocated workers in in-demand industries. We will offer companies financial incentive for hiring and training in the form of OJT's, that will range from 50% to 75% based on barriers to employment. We plan to work with employers to create customized training that identifies transferable skills and reskilling of dislocated workers so that companies may benefit from hiring them.	Administrator / One-Stop Center System	Dislocated Workers	\$ 800,000	08/01/20	3/31/22	0%	N/A

Summer Training & Employment Program for Students (STEPS)	Foundation for CA Community Colleges/ CA Department of Rehabilitation	County of Orange	Funding will be used to serve students with disabilities (SWDs) ages 16-21 by working in cooperation with the Department of Rehabilitation (DOR) to provide workforce services to SWDs, specifically training and paid work experience. Students are coenrolled into the WIOA Youth program.	Administrator / One-Stop Center System	Students with disabilities (SWDs) ages 16-21	\$ 250,000	06/28/20	6/30/21 (no-cost extension granted)	0%	Goodwill of Orange County
COVID Funds for Supportive Services	Employment Development Department	County of Orange	These emergency funds will be used to provide supportive services to underserved populations, particularly participants in the English Language Learners (ELL) and ELL Navigator programs. The additional assistance funds will provide up to \$800 per person for basic needs such as childcare, housing and utility assistance, and transportation costs.	Administrator / One-Stop Center System	One-Stop Center customers and members of the public impacted by COVID-19	\$ 900,000	06/01/20	6/30/21	0%	N/A
AB1111	California Workforce Development Board	County of Orange	The Breaking Barriers to Employment Initiative is intended to supplement existing workforce and education programs by providing services to ensure the success of individuals either preparing to enter or already enrolled in workforce and education programs.	Administrator / One-Stop Center System	Adults and Youth with Disabilities	\$ 500,000	05/21/20	3/31/22	100%	Goodwill of Orange County
Orange County's Regional Implementation/Slingshot 3.0	CA Workforce Development Board/EDD	County of Orange	Further the objectives of the State Plan, accomplish the regional plan implementation activities, and attain indicators of regional coordination by developing regional leadership, organizing regional industry leaders, building community partnerships, and promoting workforce, education and economic development services and partners through outreach and by conducting a community scan of businesses and sectors that are on track to provide job readiness opportunities and high-road employment placement in industries that promote sustainability, human capital, resources and retention.	Administrator / Regional Planning Lead	Local Businesses/Industry Leaders	\$ 325,000	04/01/20	3/31/22 (contract extended at no cost)	0%	Santa Ana WDB

Emergency Assistance Layoff Aversion Funding	Employment Development Department	County of Orange	These emergency funds will be used to provide small businesses with funding to help reduce the impact of COVID-19 and provide layoff aversion assistance.	Administrator	Small Business Owners	\$ 700,000	04/01/20	3/31/21	0%	N/A
Prison to Employment Initiative (P2E)	CA Workforce Development Board/EDD	Santa Ana WDB	Collaborative development of regional partnerships and plans to serve the formerly incarcerated and other justice involved.	Regional Partner	Formerly incarcerated and other justice involved individuals	\$4,400,000	05/01/19	2021	0%	N/A
Regional Training & Regional Organizer	CA Workforce Development Board/EDD	County of Orange	The Regional Organizer (RO) supports ongoing efforts to enhance regional workforce leadership collaboration and implement the Regional Plans by building on the efforts of the SlingShot Coalitions that are operational in California. Regional Training Coordinators (RTC) and training funds support continued professional development and capacity building efforts for staff and partners in the region.	Administrator / Regional Planning Lead	Orange County Regional Planning Unit – Regional Workforce System	\$ 161,600	04/01/19	3/31/21 (contract extended at no cost)	0%	Santa Ana WDB/ Anaheim WDB
TOTAL						#####				

Grant Name	Funder	Fiscal Agent	Description	OCDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match	Subrecipient(s)
Grants Pending										
Pathways Home	Department of Labor	County of Orange	Orange County Workforce Development Board (OCWDB) and Orange County Sheriff's Department (OCSD) proposes to partner on a project at the Theo Lacy Jail Facility to increase the capacity to provide comprehensive workforce preparation and training while incarcerated.	Administrator	Currently incarcerated	\$1,999,500	7/1/2021	12/31/24	0%	N/A