



## A G E N D A

### Orange County Workforce Development Board One-Stop Oversight Committee Meeting

August 12, 2021

1:00 P.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: +1 720 707 2699 or +1 253 215 8782 or +1 346 248 7799 or +1 646 558 8656 or +1 301 715 8592 or +1 312 626 6799**

**Webinar ID: 826 5872 9287 (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://us06web.zoom.us/j/82658729287>

**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](mailto: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 Committee, 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 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 <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 Barbara Mason
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 One-Stop Oversight 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).

**INFORMATION ITEM(S):**

5. PROGRAM PERFORMANCE
  - A. AMERICA WORKS/ONE-STOP OPERATOR QUARTER 4 PERFORMANCE REPORT
  - B. MANAGED CAREER SOLUTIONS/TITLE I CAREER SERVICES QUARTER 4 PERFORMANCE REPORT
  - C. GOODWILL OF ORANGE COUNTY/AB1111 QUARTER 4 PERFORMANCE REPORT
  - D. VETERANS EMPLOYMENT RELATED ASSISTANCE PROGRAM (VEAP) PERFORMANCE
  - E. NATIONAL DISLOCATED WORKER GRANT (NDWG) – ON-THE-JOB TRAINING
6. ONE-STOP SURVEYS
  - A. ONE-STOP SYSTEM PARTNERS SURVEY
  - B. ONE-STOP PARTICIPANT SURVEY
7. OCWDB / CID STAFF WIOA ONE-STOP UPDATE(S)
  - A. NEEDS RELATED SUPPORT SERVICES
  - B. 211 OC
  - C. ON-THE-JOB TRAINING / WORK EXPERIENCE
  - D. REGIONAL 4.0
  - E. JOB FAIR REPORT
  - F. ONE-STOP MOBILE UNIT
  - G. AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) CERTIFICATION
8. LOCATION(S)
  - A. SOUTH COUNTY ONE-STOP
  - B. THEO LACY
  - C. GARDEN GROVE ONE-STOP
  - D. ONE-STOP MOBILE UNIT
  - E. LOS ALAMITOS
  - F. CAMP PENDLETON
9. BUSINESS & ECONOMIC RECOVERY CALL CENTER
10. GRANT MATRIX

**DICSUSSION ITEM(S):**

**11. OPEN DISCUSSION**

*At this time, members of this Subcommittee 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.



# ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

## Performance Report

Quarter 4

April 1, 2021 through June 30, 2021

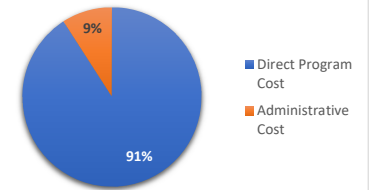
|                      |                                   |
|----------------------|-----------------------------------|
| Status:              | Open                              |
| Service Provider:    | America Works of California, Inc. |
| Contract Obligation: | \$1,500,000.00                 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

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

### Fiscal Activities

| Cost Category       | Budget          | Q4<br>Apr '21 - Jun '21 | YTD Expenditures | Balance       | % Utilized |
|---------------------|-----------------|-------------------------|------------------|---------------|------------|
| Direct Program Cost | \$ 1,350,000.00 | \$ 395,409.63           | \$ 1,081,368.91  | \$ 268,631.09 | 80%        |
| Administrative Cost | \$ 150,000.00   | \$ 39,540.76            | \$ 108,136.69    | \$ 41,863.31  | 72%        |
| Training            | N/A             | \$ -                    | \$ -             | \$ -          |            |
| TOTAL               | \$ 1,500,000.00 | \$ 434,950.39           | \$ 1,189,505.60  | \$ 310,494.40 | 79%        |

YTD Expenditures



### Program Activities | Contract Performance Measures

| Performance Category                             | Contracted Goal | Q4<br>Apr '21 - Jun '21 | YTD  | % of Performance |
|--|-----------------|-------------------------|------|------------------|
| First Time Visitors                              | N/A             | 51                      | 167  | N/A              |
| Virtual Training                                 | N/A             | 686                     | 1101 | N/A              |
| On-Site Training                                 | N/A             | 216                     | 417  | N/A              |
| Literacy/Numeracy Gain (in progress skills gain) | N/A             | N/A                     | N/A  | N/A              |

### Program Participation

| Trainings  | Q4<br>Apr '21 - Jun '21 | YTD |
|--|-------------------------|-----|
| Participated in their first class/workshop/training: | # of Participants       |     |
| Within 1 week of program enrollment                  | N/A                     | N/A |
| 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 |



# ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

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Quarter 4

April 1, 2021 through June 30, 2021

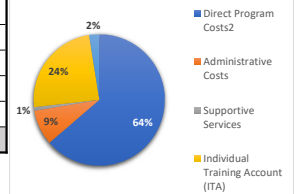
|                      |                                |
|----------------------|--------------------------------|
| Status:              | Open                           |
| Service Provider:    | Managed Career Solutions, SPC. |
| Contract Obligation: | \$1,200,000.00                 |
| Contract 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:  | \$12,408.49                          |
| % of Total Leverage: | 3%                                   |

### Fiscal Activities

| Cost Category                     | Budget                 | Q4 <sup>1</sup><br>Apr '21 - Jun '21 | YTD Expenditures     | Balance              | % Utilized |
|-----------------------------------|------------------------|--------------------------------------|----------------------|----------------------|------------|
| Direct Program Costs <sup>2</sup> | \$ 626,261.00          | \$ 119,440.94                        | \$ 558,170.42        | \$ 68,090.58         | 89%        |
| Administrative Costs              | \$ 120,000.00          | \$ 31,986.83                         | \$ 75,859.67         | \$ 44,140.33         | 63%        |
| Supportive Services               | \$ 24,739.00           | \$ 2,535.05                          | \$ 7,757.19          | \$ 16,981.81         | 31%        |
| Individual Training Account (ITA) | \$ 239,000.00          | \$ 200,061.67                        | \$ 212,888.17        | \$ 26,111.83         | 89%        |
| On-the-Job Training (OJT)         | \$ 190,000.00          | \$ 21,479.00                         | \$ 21,479.00         | \$ 168,521.00        | 11%        |
| <b>TOTAL</b>                      | <b>\$ 1,200,000.00</b> | <b>\$ 375,503.49</b>                 | <b>\$ 876,154.45</b> | <b>\$ 323,845.55</b> | <b>73%</b> |

### YTD Expenditures



### Program Activities | Contract Performance Measures

| Performance Category   | Contracted Goal | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD | % of Performance |
|--|-----------------|--------------------------------------|-----|------------------|
| New Enrollments  | 400             | 66                                   | 252 | 63%              |
| Carry Forward / Follow-Up <sup>4</sup>                           | 63              | 19                                   | 63  | 100%             |
| Target Population  | 472             | 131                                  | 668 | 142%             |
| Employment Placements  | 411             | 22                                   | 43  | 10%              |
| Median Earnings of Participant Employment Placements             | \$6,600.00      | \$14.00/hr                           | TBD | TBD              |
| Attainment of Degree/Certificate                                 | 335             | 0                                    | 11  | 3%               |
| Literacy/Numeracy Gain (in program skills gain)                  | 419             | 0                                    | 56  | 13%              |
| Retention with the Same Employer                                 | 314             | 6                                    | 13  | 4%               |
| Co-enrollment into WIOA services                                 | N/A             | TBD                                  | TBD |                  |
| Staff/providers trained on serving individuals with disabilities | N/A             |                                      |     |                  |
| Program Exit   | 411             | 44                                   | 103 | 25%              |

### Program Participation

| Trainings   | # of Participants                    |            |
|---|--------------------------------------|------------|
|   | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD        |
| <b>Participated in their first class/workshop/training:</b> |                                      |            |
| Within 1 week of program enrollment                         | 33                                   | 72         |
| Between 2 and 4 weeks of program enrollment                 | 11                                   | 83         |
| Between 1 and 2 months of program enrollment                | 0                                    | 44         |
| More than 2 months since program enrollment                 | 0                                    | 6          |
| Not yet engaged in a service                                | 22                                   | 57         |
| <b>TOTAL</b>  | <b>66</b>                            | <b>262</b> |
| <b>ITA'S</b>  | <b>9</b>                             | <b>15</b>  |
| <b>OJT</b>  | <b>0</b>                             | <b>1</b>   |

#### Note:

(1) Quarter 4 Fiscal Activities reported are estimates based on invoices submitted by the Provider. Final expenditures pending program review and approval of expenses and adjustment to reflect reimbursement of disallowed program costs.

(2) Direct Program Costs includes: Salaries, Benefits, Travel/Mileage, Supplies and Infrastructure Costs.

(3) Quarter 4 Program Activities and Program Participation reported reflect self-attested information submitted by the Provider (MCS) to the County. This data has not been validated in CalJOBS due to system issues affecting the CalJOBS Reports system.

(4) 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.



# ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

## Performance Report

Quarter 4

April 1, 2021 through June 30, 2021

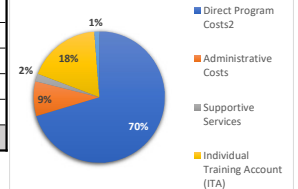
|                      |                                |
|----------------------|--------------------------------|
| Status:              | Open                           |
| Service Provider:    | Managed Career Solutions, SPC. |
| Contract Obligation: | \$1,200,000.00                 |
| Contract 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:  | \$18,721.11                          |
| % of Total Leverage: | 5%                                   |

### Fiscal Activities

| Cost Category                     | Budget                 | Q4 <sup>1</sup><br>Apr '21 - Jun '21 | YTD Expenditures     | Balance              | % Utilized |
|-----------------------------------|------------------------|--------------------------------------|----------------------|----------------------|------------|
| Direct Program Costs <sup>2</sup> | \$ 676,141.86          | \$ 98,953.05                         | \$ 356,992.64        | \$ 319,149.22        | 53%        |
| Administrative Costs              | \$ 120,000.00          | \$ 17,411.11                         | \$ 43,215.08         | \$ 76,784.92         | 36%        |
| Supportive Services               | \$ 28,858.14           | \$ 6,889.64                          | \$ 9,616.83          | \$ 19,241.31         | 33%        |
| Individual Training Account (ITA) | \$ 210,000.00          | \$ 81,510.00                         | \$ 91,635.00         | \$ 118,365.00        | 44%        |
| On-the-Job Training (OJT)         | \$ 165,000.00          | \$ 6,108.25                          | \$ 6,108.25          | \$ 158,891.75        | 4%         |
| <b>TOTAL</b>                      | <b>\$ 1,200,000.00</b> | <b>\$ 210,872.05</b>                 | <b>\$ 507,567.80</b> | <b>\$ 692,432.20</b> | <b>42%</b> |

### YTD Expenditures



### Program Activities | Contract Performance Measures

| Performance Category   | Contracted Goal | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD | % of Performance |
|--|-----------------|--------------------------------------|-----|------------------|
| New Enrollments  | 400             | 38                                   | 199 | 50%              |
| Carry Forward / Follow-Up <sup>4</sup>                           | 33              | 0                                    | 33  | 100%             |
| Target Population  | 473             | 0                                    | 328 | 69%              |
| Employment Placements  | 413             | 7                                    | 18  | 4%               |
| Median Earnings of Participant Employment Placements             | \$6,600.00      | \$14.00/hr                           | TBD | TBD              |
| Attainment of Degree/Certificate                                 | 337             | 0                                    | 9   | 3%               |
| Literacy/Numeracy Gain (in program skills gain)                  | 421             | 0                                    | 6   | 1%               |
| Retention with the Same Employer                                 | 316             | 1                                    | 6   | 2%               |
| Co-enrollment into WIOA services                                 | N/A             | TBD                                  | TBD |                  |
| Staff/providers trained on serving individuals with disabilities | N/A             |                                      |     |                  |
| Program Exit   | 413             | 22                                   | 100 | 24%              |

### Program Participation

| Trainings  | # of Participants                    |            |
|--|--------------------------------------|------------|
| Participated in their first class/workshop/training: | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD        |
| Within 1 week of program enrollment                  | 21                                   | 70         |
| Between 2 and 4 weeks of program enrollment          | 3                                    | 40         |
| Between 1 and 2 months of program enrollment         | 0                                    | 23         |
| More than 2 months since program enrollment          | 0                                    | 7          |
| Not yet engaged in a service                         | 14                                   | 45         |
| <b>TOTAL</b>   | <b>38</b>                            | <b>185</b> |
| <b>ITA's</b>   | <b>7</b>                             | <b>22</b>  |
| <b>OJT</b>   | <b>0</b>                             | <b>2</b>   |

#### Note:

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(2) Direct Program Costs includes: Salaries, Benefits, Travel/Mileage, Supplies and Infrastructure Costs.

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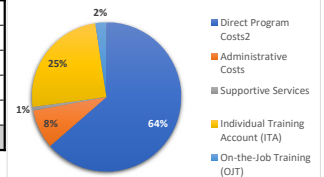
|                      |                                |
|----------------------|--------------------------------|
| Status:              | Open                           |
| Service Provider:    | Managed Career Solutions, SPC. |
| Contract Obligation: | \$1,300,000.00                 |
| Contract 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:  | \$102,794.52                              |
| % of Total Leverage: | 26%                                       |

### Fiscal Activities

| Cost Category                     | Budget                 | Q4 <sup>1</sup><br>Apr '21 - Jun '21 | YTD Expenditures     | Balance              | % Utilized |
|-----------------------------------|------------------------|--------------------------------------|----------------------|----------------------|------------|
| Direct Program Costs <sup>2</sup> | \$ 681,532.78          | \$ 119,440.94                        | \$ 596,534.24        | \$ 84,998.54         | 88%        |
| Administrative Costs              | \$ 130,000.00          | \$ 31,986.83                         | \$ 79,696.16         | \$ 50,303.84         | 61%        |
| Supportive Services               | \$ 24,467.22           | \$ 2,535.05                          | \$ 6,897.97          | \$ 17,569.25         | 28%        |
| Individual Training Account (ITA) | \$ 379,000.00          | \$ 200,061.67                        | \$ 232,089.17        | \$ 146,910.83        | 61%        |
| On-the-Job Training (OJT)         | \$ 85,000.00           | \$ 21,479.00                         | \$ 22,624.00         | \$ 62,376.00         | 27%        |
| <b>TOTAL</b>                      | <b>\$ 1,300,000.00</b> | <b>\$ 375,503.49</b>                 | <b>\$ 937,841.54</b> | <b>\$ 362,158.46</b> | <b>72%</b> |

### YTD Expenditures



### Program Activities | Contract Performance Measures

| Performance Category   | Contracted Goal | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD | % of Performance |
|--|-----------------|--------------------------------------|-----|------------------|
| New Enrollments  | 600             | 29                                   | 305 | 51%              |
| Carry Forward / Follow-Up <sup>4</sup>                           | 326             | 0                                    | 326 | 100%             |
| Target Population  | N/A             | 0                                    | 488 |                  |
| Employment Placements  | 655             | 51                                   | 166 | 25%              |
| Median Earnings of Participant Employment Placements             | \$8,855.00      | \$0.00                               | TBD | TBD              |
| Attainment of Degree/Certificate                                 | 563             | 1                                    | 37  | 7%               |
| Literacy/Numeracy Gain (in program skills gain)                  | 639             | 12                                   | 26  | 4%               |
| Retention with the Same Employer                                 | 479             | 21                                   | 32  | 7%               |
| Co-enrollment into WIOA services                                 | N/A             | TBD                                  | TBD |                  |
| Staff/providers trained on serving individuals with disabilities | N/A             |                                      |     |                  |
| Program Exit   | 655             | 94                                   | 365 | 56%              |

### Program Participation

| Trainings   | # of Participants                    |            |
|---|--------------------------------------|------------|
|   | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD        |
| <b>Participated in their first class/workshop/training:</b> |                                      |            |
| Within 1 week of program enrollment                         | 35                                   | 110        |
| Between 2 and 4 weeks of program enrollment                 | 5                                    | 105        |
| Between 1 and 2 months of program enrollment                | 0                                    | 58         |
| More than 2 months since program enrollment                 | 0                                    | 23         |
| Not yet engaged in a service                                | 15                                   | 32         |
| <b>TOTAL</b>  | <b>55</b>                            | <b>328</b> |
| <b>ITA's</b>  | <b>11</b>                            | <b>27</b>  |
| <b>OJT</b>  | <b>11</b>                            | <b>12</b>  |

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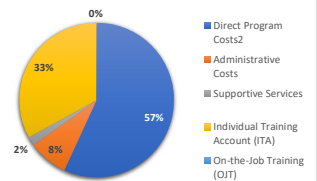
|                      |                                |
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| Status:              | Open                           |
| Service Provider:    | Managed Career Solutions, SPC. |
| Contract Obligation: | \$1,300,000.00                 |
| Contract Number:     | 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:  | \$18,435.08                               |
| % of Total Leverage: | 5%  |

### Fiscal Activities

| Cost Category                     | Budget                 | Q4 <sup>1</sup><br>Apr '21 - Jun '21 | YTD Expenditures     | Balance              | % Utilized |
|-----------------------------------|------------------------|--------------------------------------|----------------------|----------------------|------------|
| Direct Program Costs <sup>2</sup> | \$ 735,742.93          | \$ 107,199.03                        | \$ 386,649.19        | \$ 349,093.74        | 53%        |
| Administrative Costs              | \$ 130,000.00          | \$ 28,465.21                         | \$ 56,410.23         | \$ 73,589.77         | 43%        |
| Supportive Services               | \$ 28,257.07           | \$ 6,202.67                          | \$ 12,524.00         | \$ 15,733.07         | 44%        |
| Individual Training Account (ITA) | \$ 350,000.00          | \$ 207,234.25                        | \$ 224,209.25        | \$ 125,790.75        | 64%        |
| On-the-Job Training (OJT)         | \$ 56,000.00           | \$ -                                 | \$ -                 | \$ 56,000.00         | 0%         |
| <b>TOTAL</b>                      | <b>\$ 1,300,000.00</b> | <b>\$ 349,101.16</b>                 | <b>\$ 679,792.67</b> | <b>\$ 620,207.33</b> | <b>52%</b> |

YTD Expenditures



### Program Activities | Contract Performance Measures

| Performance Category   | Contracted Goal | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD | % of Performance |
|--|-----------------|--------------------------------------|-----|------------------|
| New Enrollments  | 600             | 27                                   | 273 | 46%              |
| Carry Forward / Follow-Up <sup>4</sup>                           | 88              | 74                                   | 88  | 100%             |
| Target Population  | N/A             | 0                                    | 324 |                  |
| Employment Placements  | 617             | 20                                   | 48  | 8%               |
| Median Earnings of Participant Employment Placements             | \$8,855.00      | \$0.00                               | TBD | TBD              |
| Attainment of Degree/Certificate                                 | 531             | 6                                    | 36  | 7%               |
| Literacy/Numeracy Gain (in program skills gain)                  | 602             | 13                                   | 27  | 4%               |
| Retention with the Same Employer                                 | 452             | 5                                    | 27  | 6%               |
| Co-enrollment into WIOA services                                 | N/A             | TBD                                  | TBD |                  |
| Staff/providers trained on serving individuals with disabilities | N/A             |                                      |     |                  |
| Program Exit   | 617             | 42                                   | 165 | 27%              |

### Program Participation

| Trainings  | # of Participants                    |            |
|--|--------------------------------------|------------|
| Participated in their first class/workshop/training: | Q4 <sup>3</sup><br>Apr '21 - Jun '21 | YTD        |
| Within 1 week of program enrollment                  | 12                                   | 71         |
| Between 2 and 4 weeks of program enrollment          | 3                                    | 75         |
| Between 1 and 2 months of program enrollment         | 0                                    | 48         |
| More than 2 months since program enrollment          | 0                                    | 20         |
| Not yet engaged in a service                         | 6                                    | 31         |
| <b>TOTAL</b>   | <b>21</b>                            | <b>245</b> |
| ITA's  | 16                                   | 29         |
| OJT  | 16                                   | 17         |

#### Note:

(1) Quarter 4 Fiscal Activities reported are estimates based on invoices submitted by the Provider. Final expenditures pending program review and approval of expenses and adjustment to reflect reimbursement of disallowed program costs.

(2) Direct Program Costs includes: Salaries, Benefits, Travel/Mileage, Supplies and Infrastructure Costs.

(3) Quarter 4 Program Activities and Program Participation reported reflect self-attested information submitted by the Provider (MCS) to the County. This data has not been validated in CalJOBS due to system issues affecting the CalJOBS Reports system.

(4) 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.





ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 4

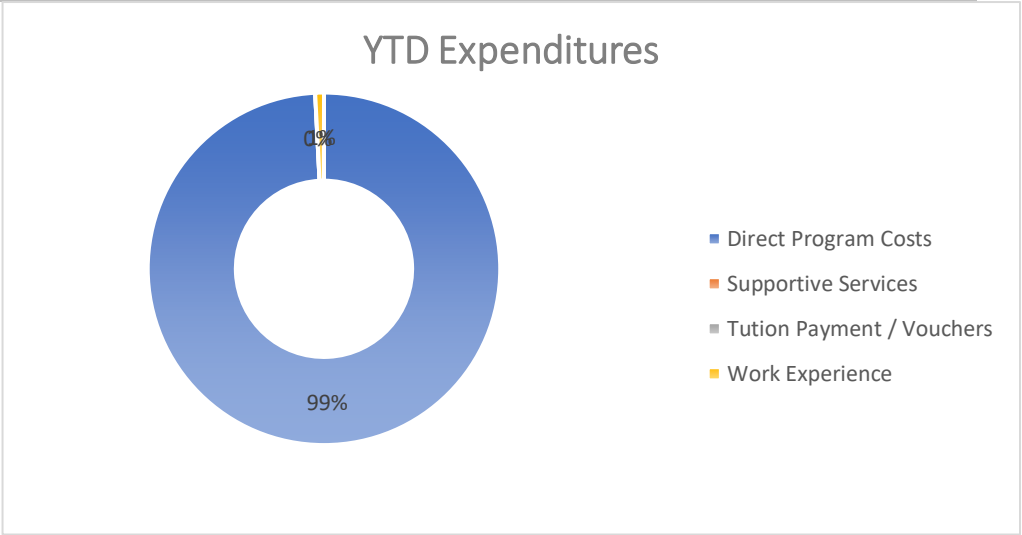
April 1, 2021 - June 30, 2021

|                         |                                      |
|-------------------------|--------------------------------------|
| 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              |

|  |   |            |
|--|---|------------|
| AB1111 Breaking Barriers to Employment |   |            |
| Program Name:                          | Initiative                                    |            |
| Funding Stream                         | California Workforce Development Board (CWDB) |            |
| Leverage Budget:                       | \$  | 250,000.00 |
| Total YTD Leverage:                    |   | 0          |
| % of Total Leverage:                   |   | 0          |

Fiscal Activities

| Cost Category              | Budget        | Q4 April 1, 2021 - June 30th 2021 | YTD Expenditures | Balance       | % Utilized |
|----------------------------|---------------|-----------------------------------|------------------|---------------|------------|
| Direct Program Costs       | \$ 318,872.00 | \$ 68,135.72                      | \$ 172,206.64    | \$ 146,664.99 | 54%        |
| Supportive Services        | \$ 4,500.00   |                                   |                  | .             | 0%         |
| Tuition Payment / Vouchers | \$ 2,000.00   | \$ -                              | \$ -             | \$ -          | 0%         |
| Work Experience            | \$ 49,708.00  | \$ 770.00                         | \$ 1,389.96      | \$ 48,318.04  | 3%         |
| TOTAL                      | \$ 375,080.00 | \$ 55,285.71                      | \$ 173,596.60    | \$ 201,483.40 | 46%        |



Program Activities | Contract Performance Measures

| Performance Category   | Contracted Goal | Q4 for April 1, 2021 - June 30, 2021 | YTD | % of Performance |
|--|-----------------|--------------------------------------|-----|------------------|
| New Enrollments  | 150             | 8                                    | 36  | 24%              |
| Employment Placements  | 112             | 0                                    | 0   | 0%               |
| Completion of Soft Skills/VP&SA training                         | 143             | 6                                    | 34  | 24%              |
| Co-enrollment into WIOA services                                 | 120             | 0                                    | 4   | 3%               |
| Staff/providers trained on serving individuals with disabilities | 50              | 1                                    | 25  | 50%              |
| Work Experience placement and/or Vocational Training Placement   | 50              | 2                                    | 4   | 8%               |
| Exits  | 143             | 6                                    | 10  | 7%               |
| Service Level - participants reached                             | 120             | 32                                   | 37  | 31%              |
| Outreach / recruitment   | 200             | 17                                   | 161 | 81%              |
| Retention of Employment  | 113             | 0                                    | 0   | 0%               |

Note:

Categories: The following categories were added to the Q4 report: Service Level, Outreach/Recruitment, and Retention of Employment.

Staff/Providers trained on serving individuals with disabilities: Staff/providers trained on serving individuals with disabilities was corrected to reflect accurate number. In Q3 previous Grants/program Manager reported (60). This was an error, the correct Q3 that goodwill reported was (24) for Q3.

Program Participation

| Trainings   | Q4 # of Participants | YTD |
|---|----------------------|-----|
| Participated in their first class/workshop/training:  |                      |     |
| Within 1 week of program enrollment                   | 0                    | 6   |
| Between 2 and 4 weeks of program enrollment           | 11                   | 34  |
| 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                          | 0                    | 3   |
| Total   | 11                   | 43  |
| Training (Please specify type of training completed): |                      |     |
| ITA'S   | n/a                  | n/a |
| OJT   | n/a                  | n/a |
| Vocational Training                                   | n/a                  | n/a |

## Quarterly Performance Report (QPR)

|                   |  |                       |  |
|-------------------|--|-----------------------|--|
| Subrecipient      | Orange County WorkForce Development Board/ Community Investment Division |                       |  |
| Subrecipient Code | ORA  | ELL, DEA OR VEAP (PY) | VEAP   |
| Quarter Covered   | April- June 2021   | Grant Code(s)         | 1225   |
| Project Contact   | Eric Ensley  | Email                 | <a href="mailto:eric.ensley@occr.ocgov.com">eric.ensley@occr.ocgov.com</a> |

The Quarterly Performance Report (QPR) details project activities conducted during each quarter that contribute to project goals. The EDD Project Management (PM) Team uses the information shared in the QPR to assess project progress, identify and share best practices, and identify any technical assistance needs. The QPR must be submitted no later than 20 days following the end of the quarter on the following dates:

| Time Period           | Due Date   |
|-----------------------|------------|
| April thru June       | July 20    |
| July thru September   | October 20 |
| October thru December | January 20 |
| January thru March    | April 20   |

*If the QPR due date falls on a state holiday or weekend, the day before becomes the new due date for the report.*

## Activities and Services For This Quarter

### 1. Participant Reporting

| Activity  | Total New This Reporting Period | Cumulative Total to Date | Cumulative Planned to Date (From Exhibit B) | Performance % (Actual/Planned) |
|---|---------------------------------|--------------------------|---|--------------------------------|
| Total Enrollment  | 7                               | 7                        | 20  | 35%                            |
| Entered Soft Skill Training/ Job Readiness Training   | 0                               | 0                        | 17  | 0                              |
| Entered Occupational Skills Training  | 0                               | 0                        | 9   | 0                              |
| Entered Work Based Learning/Training  | 0                               | 0                        | 6   | 0                              |
| Attained Certificate  | 0                               | 0                        | 0   | 0                              |
| Entered Unsubsidized Employment   | 0                               | 0                        | 2   | 0                              |
| Median Hourly Wage  | 0                               | 0                        | 0   | 0                              |
| Additional Comments on Participant Reporting (Description of services provided, type of training, industry sector, etc. Include any relevant details on delays to achieving planned numbers, if applicable).  |                                 |                          |   |                                |
| <p>During the implementation phase of quarter 1 (April- June 2020), The VEAP Project experienced a small delay in participant commitment to enrollment. VEAP Project staff conducted 68 program eligibility screenings during this report period however VEAP staff faced challenges to participant commitment to the program to assist with their career goals.</p> <p>This lack of awareness of information of the VEAP project objectives appears to be a contributing cause of cynicism about the opportunities VEAP could provide to enhance career development for job seekers.</p> <p>VEAP continuous intentional engagement of service providers, workforce development partners, and bimonthly information session to inform job seekers and employers of the VEAP project opportunities toward capacity building and leveraging employment and training resources to engage more veterans.</p> <p>VEAP project staff has been engaged multiple trainings to familiarize newly oriented employees to CalJobs and EDD grant requirements.</p> |                                 |                          |   |                                |

2. Describe the following activities and services that occurred during the reporting period including what work was done and how it relates to the services and activities proposed in Exhibit A: Project Narrative and Exhibit I: Project Work Plan, and any other goals of the project.

| Activities/Services Provided | Description   |
|------------------------------|---|
| Participant Outreach         | <p>During Quarter 1 (April- June 2021), the VEAP project staff implemented several strategies to target military members who are within 180 days of separation from service, under served and vulnerable veterans to include those that are justice involved, homeless or at risk of homelessness and veteran who lost employment due to COVID related employment declines.</p> <p>VEAP staff specifically sought capacity building opportunities that included collaboration with the U.S Department of Veteran Affairs Veteran Readiness and Employment, VA Health Care Systems to discuss opportunities for veterans engaged in compensated work therapy and intensive therapy to reintegrate into the workforce. Additionally, opportunities to collaborate with VA Justice Outreach coordinators to bridge any potential gaps incarcerated veterans may encounter with reintegration post prison release.</p> <p>VEAP Projects intentional engagement included collaboration with Joint Base Los Alamitos and Marine Corp Base Camp Pendleton to provide co-location of VEAP staff to reach separating members of the Armed Services seeking career opportunities and training development to enhance transferrable skills to compete in the labor market.</p> <p>The VEAP Project along with collaboration with our social media staff incorporated the OC Onestop web link and dedicated VEAP email at <a href="mailto:veap@oconestop.com">veap@oconestop.com</a> for military and veteran job seekers as well as employers seeking to hire veteran to connect with the program. Additionally, the Orange County Press Release and VEAP project brochure were distributed to all Workforce Development Board partners and non-traditional partnership.</p> |

|  |   |
|--|---|
| <p>Project Partnerships (development, enhancement, engagement, commitment)</p> | <p>VEAP Project staff has actively engaged with US Department of Veterans Affairs, military bases performing career transitions services such as those performed by Joint Base Los Alamitos and Marine Corp Base Camp Pendleton.</p> <p>Additional capacity building opportunities include speaking engagements with organizations serving veterans such as Volunteers of America, which provides services to homeless Veterans as well as the Orange County Integrating Services Implementation Team, which has a focus on collaborative opportunities among all County service delivery systems to assist vulnerable populations.</p>   |
| <p>Enrollment, Intake, and Assessment</p>                                      | <p>Enrollment, intake and assessment opportunities are slower than expected due to the lack of willingness to commit to a structured program. VEAP project staff interviewed 68 Veterans and screened as eligible candidates for the program however most determined to proceed with their career pathway without supportive employment of VEAP.</p> <p>During his report period many that were interviewed also presented resumes of interviewing skills that did not perform as job ready. Additionally, services would enhance career opportunities.</p> <p>The CASAS I Assessment did not appear to be a useful assessment tool for prior military member seeking career coordination of their transferrable skills. VEAP project staff are beginning to incorporate a combination of transferrable skills assessment model with basic needs to help develop a meaningful individual employment plan.</p> |
| <p>Co-Enrollment (WIOA Title I-IV, CalWORKS, CalFresh, other)</p>              | <p>Co-enrollments with WIOA Title I providers are useful as leveraged resources to assessments. The challenges of the current procedures slows the enrollment process due to coordination of participant schedules with service provider to perform any assessments after enrollment. VEAP is</p>   |

|  |  |
|--|--|
|  | currently considering other opportunities that do not have an indirect impact of co-enrollment.  |
| Program Services (Intensive Case Management, Integrated Resource Teams, Supportive Services, Referrals)                  | <p>During this report period more of the veterans enrolled into the program are seeking to get into a career. Many require basic services but most required intensive services that included resume writing, interviewing skills, and soft skills training.</p> <p>VEAP Project staff are aware of these challenges to successful reintegration to long term sustainable careers and have begun to implement integrating other community resources to enhance supportive service delivery.</p> |
| System Change/Alignment (Plans, MOUs, policy, procedures, data sharing, blending and braiding resources, sustainability) | VEAP has recognized the need to development a streamline process to co-enrollment. This projects performance may rely fully on leveraged training resources to support assessments. Caljobs continues to maintain coordination of co-case management and basis for collaborating on participant needs.   |
| Staff, Project Team, Stakeholder Training/Capacity Building  | <p>VEAP Staff continues ongoing EDD and Caljobs trainings to be more familiar with participant enrollment experience as well as Caljobs project management requirements.</p> <p>Capacity building and community enhancement opportunities appear to be a cornerstone to getting vulnerable at-risk veteran referred during this report period. Developing nontraditional community engagement and enhancement approaches to target veterans for enrollment is effective.</p>                   |

|                              |   |
|------------------------------|---|
| Business/Employer Engagement | <p>VEAP Project staff have actively engaged with OC Business Services to collaborate with employers and potential OJT opportunities.</p> <p>VEAP has intentionally engaged with 9 employers seeking to hiring veterans, of which were associated with the following industries apprenticeships, Metro Transportation, Healthcare, Human Resources, and Law enforcement.</p> |
| Other – Describe             | None  |

### Expenditures and Matching Funds For This Quarter

#### 3. Expenditure Reporting

| Planned Expenditures to Date<br>*From Exhibit E: Funding and<br>Expenditure Plan   | Actual Expenditures to Date   | Performance %<br>(Actual/Planned) |
|--|-------------------------------|-----------------------------------|
| \$30,000   | \$33,036.55                   | 110%                              |
| Planned Matching Funds to Date<br>*From Exhibit E: Funding and<br>Expenditure Plan   | Actual Matching Funds to Date | Performance %<br>(Actual/Planned) |
| \$127, 398   | \$0                           | 0%                                |
| Additional Comments on Expenditures (Include a summary of how grant funds were spent, how matched funds supported the project, and explanation of any delays to meeting planned expenditures).                             |                               |                                   |
| <p>During this report period, most of the planned expenditures were due to project implementation direct cost of staff. The VEA Project continuous to active recruit support staff for ongoing project implementation.</p> |                               |                                   |

## Successes and Challenges For This Quarter

4. **Best Practices/Lessons Learned:** Detail any notable achievements made, obstacles encountered and overcome, identified best practices, lessons learned, and/or ongoing challenges. The VEAP Project has established successful gains with capacity building opportunities through outreach with nontraditional workforce providers such as veterans service organizations and employers with developed veterans resource groups. VEAP project expansion and enhancement opportunities is continuous and includes re-establishing awareness among workforce development partnerships and collaborative opportunities to serve more veterans.
5. **Participant Success Stories:** Detail any notable participant success stories including relevant information about the services strategies utilized, barriers overcome, participant challenges and accomplishments, training completions, job placements, and any other positive outcomes. Do not include any Personally Identifiable Information (PII). During this report period, no success stories were identified as the project did not have enough feedback from participant engagement. It is important to note many of the enrolled participants had actively engaged with the US Department of Veterans affairs for service-related injuries and in spite of those potential barriers to employment continued to seek career enhancement opportunities through supportive services of VEAP.
6. **Technical Assistance:** Detail any technical assistance that would support or accelerate project efforts. No technical assistance needed at the point of the report period.
7. **Materials:** Please list and attach any event flyers, press releases, news clips, project photos, and/or any other materials that illustrate grant activities and successes. Included with this report period are Orange County Press Releases, VEAP Job seeker and employer Flyers.



## Quarterly Performance Report (QPR)

|                   |                        |                       |  |
|-------------------|------------------------|-----------------------|--|
| Subrecipient      | County of Orange       |                       |  |
| Subrecipient Code | ORA                    | ELL, DEA OR VEAP (PY) |  |
| Quarter Covered   | Q5 – April – June 2021 | Grant Code(s)         | AA111023   |
| Project Contact   | Rhonda Miller          | Email                 | <a href="mailto:Rhonda.miller@occr.ocgov.com">Rhonda.miller@occr.ocgov.com</a> |

The Quarterly Performance Report (QPR) details project activities conducted during each quarter that contribute to project goals. The EDD Project Management (PM) Team uses the information shared in the QPR to assess project progress, identify and share best practices, and identify any technical assistance needs. The QPR must be submitted no later than 20 days following the end of the quarter on the following dates:

| Time Period           | Due Date   |
|-----------------------|------------|
| April thru June       | July 20    |
| July thru September   | October 20 |
| October thru December | January 20 |
| January thru March    | April 20   |

*If the QPR due date falls on a state holiday or weekend, the day before becomes the new due date for the report.*

## Activities and Services For This Quarter

### 1. Participant Reporting

| Activity   | Total New This Reporting Period | Cumulative Total to Date | Cumulative Planned to Date (From Exhibit B) | Performance % (Actual/Planned) |
|--|---------------------------------|--------------------------|---|--------------------------------|
| Total Enrollment   | 0                               | 0                        | 0   | 0                              |
| Entered Soft Skill Training/ Job Readiness Training  | 0                               | 0                        | 0   | 0                              |
| Entered Occupational Skills Training   | 0                               | 0                        | 0   | 0                              |
| Entered Work Based Learning/Training   | 0                               | 0                        | 0   | 0                              |
| Attained Certificate   | 0                               | 0                        | 0   | 0                              |
| Entered Unsubsidized Employment  | 0                               | 0                        | 0   | 0                              |
| Median Hourly Wage   | 0                               | 0                        | 0   | 0                              |
| Additional Comments on Participant Reporting (Description of services provided, type of training, industry sector, etc. Include any relevant details on delays to achieving planned numbers, if applicable). |                                 |                          |   |                                |
| No comments at this time.  |                                 |                          |   |                                |

- 2. Describe the following activities and services that occurred during the reporting period including what work was done and how it relates to the services and activities proposed in Exhibit A: Project Narrative and Exhibit I: Project Work Plan, and any other goals of the project.**

| Activities/Services Provided   | Description  |
|--|--|
| Participant Outreach   | OJT flyers were created for active OJT positions and emailed to over 1600 WIOA enrolled adult, youth, and dislocated program participants. WIOA enrolled candidates are being identified by the Business Solutions team through CalJOBS, specific to our Garden Grove One-Stop location, also for adult, youth, and dislocated participants. Candidates are being contacted by phone regarding the positions and moved forward to phone screening if there is an interest.   |
| Project Partnerships (development, enhancement, engagement, commitment)  | The WFB has re-engaged with Tesla to introduce the team and begin building the employer relationship. Tesla has 2 potential positions they believe would be the most appropriate for an OJT. These positions have been filled in other regions by aligning WFBs. Tesla is eager to ramp up this hiring initiative, however, their Orange County positions are currently on hold while they fill 2700 open positions in Northern California. They anticipate September at the earliest for positions to open back up in Orange County. We agreed to a meeting with all parties to take place in the middle of August. |
| Enrollment, Intake, and Assessment   | None at this time.   |
| Co-Enrollment (WIOA Title I-IV, CalWORKS, CalFresh, other)   | None at this time.   |
| Program Services (Intensive Case Management, Integrated Resource Teams, Supportive Services, Referrals)                  | None at this time.   |
| System Change/Alignment (Plans, MOUs, policy, procedures, data sharing, blending and braiding resources, sustainability) | None at this time.   |

|   |   |
|---|---|
| Staff, Project Team, Stakeholder Training/Capacity Building | On June 28, the OCWDB hired a Business Solutions Coordinator, who is responsible for supporting departmental programs and activities. The new hire brings the OCWFB Business Solutions team to a total of 3: Business Solutions Manager and 2 Business Solutions Coordinators.  |
| Business/Employer Engagement                                | <p>Employer Services is ongoing with employer discovery calls and OJT meetings conducted, and employer eligibility applications being provided to employers continuing with the OJT process. A pipeline of Employers is updated regularly to ensure the goal of a robust list of companies contacted, educated, qualified, and determination of viability to proceed with an OJT.</p> <p>Collaborative meetings with the regional Small Business Development Center referral employers are taking place as needed. The OCWDB is also highly engaged with their employer referrals separately, conducting hiring needs analysis, educating on offerings, and presenting OJT information.</p> |
| Other – Describe  |   |

### Expenditures and Matching Funds For This Quarter

#### 3. Expenditure Reporting

| Planned Expenditures to Date<br>*From Exhibit E: Funding and Expenditure Plan  | Actual Expenditures to Date   | Performance %<br>(Actual/Planned) |
|--|-------------------------------|-----------------------------------|
| \$200,930  | \$2,052.23                    | .26%                              |
| Planned Matching Funds to Date<br>*From Exhibit E: Funding and Expenditure Plan  | Actual Matching Funds to Date | Performance %<br>(Actual/Planned) |
| N/A  | N/A                           | N/A                               |
| Additional Comments on Expenditures (Include a summary of how grant funds were spent, how matched funds supported the project, and explanation of any delays to meeting planned expenditures). |                               |                                   |

Delays were experienced due to the OCWDB receiving funds later than anticipated, and therefore we were unable to move forward until the award was accepted by the Orange County Board of Supervisors on March 23, 2021.

**History:**

On March 4, 2021 Orange County Workforce Development Board received notice of award from EDD for WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) SUBGRANT AGREEMENT AA111023, incorporating \$800,000 of National Dislocated Worker Grant funds to the COVID-19 Employment Recovery NDWG Project in grant code 1194.

Upon receiving this notification of award, the OCWDB presented the award to the Orange County Board of Supervisors for approval and acceptance.

One March 23, 2021, the Orange County Board of Supervisors approved to accept the award, allowing the ability to move forward.

## Successes and Challenges For This Quarter

- 4. Best Practices/Lessons Learned: Detail any notable achievements made, obstacles encountered and overcome, identified best practices, lessons learned, and/or ongoing challenges.**

An obstacle was encountered with an OJT employer, United Industries, approved in May to participate in an OJT for a Bookkeeping/Office Support position. After candidate identification, phone screening, and submittal to the employer for interviews, the employer selected one candidate and moved forward with a final interview.

After the interview, the employer did not move forward with the candidate, as they revised the position criteria requiring a bilingual Spanish/English employee. With this change, the candidate search re-started with the updated bilingual requirement after previous weeks of searching, screening and submitting candidates.

This obstacle was overcome with the identification of a bilingual candidate, phone screened and submitted for consideration. The employer interviewed the candidate and wished to extend an offer, to start early August. Details are forthcoming in the July and August grant reporting documents.

- 5. Participant Success Stories: Detail any notable participant success stories including relevant information about the services strategies utilized, barriers overcome, participant challenges and accomplishments, training completions, job placements, and any other positive outcomes. Do not include any Personally Identifiable Information (PII).**

None at this time.

- 6. Technical Assistance: Detail any technical assistance that would support or accelerate project efforts.**

None at this time.

- 7. Materials: Please list and attach any event flyers, press releases, news clips, project photos, and/or any other materials that illustrate grant activities and successes.**

OJT flyers (attached) were created for active OJT positions and emailed to over 1600 WIOA enrolled adult, youth, and dislocated program participants. WIOA enrolled candidates are being identified by the Business Solutions team through CalJOBS, specific to our Garden Grove One-Stop location, also for adult, youth, and dislocated participants. Candidates are being contacted by phone regarding the positions and moved forward to phone screening if there is an interest for the following employers and positions:

6

*Please ensure that the numbers in CalJOBS for participants and expenditures match your internal records as the EDD runs CalJOBS reports to monitor both program and fiscal activities.*

Alternative Energy Company (5 Positions Total)

Dispatcher - \$22.11/hour

Service Technician I - \$26.14/hour

Service Technician II - \$28.76/hour

Sr. Accountant (2 positions available) - \$85,000/year

General Contracting

Laborer - \$20/hour

Operator - \$26/hour

Manufacturing/Distribution

Bookkeeper/Office Support - \$19/hour



## **America's Job Centers of California (AJCC) Comprehensive and Affiliate Certification Process & Timeline**

### **BACKGROUND**

Local Workforce Development Boards (Local Boards) are responsible for maintaining high-quality and effective America's Job Centers of California (AJCCs). The Workforce Innovation and Opportunity Act (WIOA) established a framework which Local Boards must use when certifying the AJCCs within their Local Areas.

To ensure that AJCCs deliver a better experience and continuously improve services for job seekers, workers, and employers, the California Workforce Development Board (CWDB) in partnership the Employment Development Department (EDD) developed a streamlined process with simpler objective criteria and procedures for AJCC certification.

Local Boards must use the adopted objective criteria and procedures when evaluating the AJCCs within their Local Area in order to meet certification requirements (WSD20-08).

The WIOA Joint Final Rule outlines three key requirements for AJCC certification:

1. effectiveness of the AJCC,
2. physical and programmatic accessibility for individuals with disabilities, and
3. continuous improvement for local AJCC system.

California's certification process is centered on these key requirements as stipulated in the WIOA Joint Final Rule and sets a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service.

### **CERTIFICATION CRITERIA & INDICATORS**

In accordance with WIOA Section 121(g), Local Boards must select an evaluation panel to perform an independent and objective evaluation of the AJCCs in their Local Areas once every three years using the criteria and procedures established by the CWDB, outlined herein as Baseline Criteria Certification and Certification Indicator Assessment.

#### **Baseline Criteria Certification\***

The Baseline AJCC Certification's purpose is to certify that every comprehensive, specialized and affiliate AJCC follows key WIOA statutory and regulatory requirements.

\*It is important to note that certification is an individualized process; it will not be used to compare or rank one AJCC or Local Board against another AJCC or Local Board.



The following requirements must be met for a **comprehensive** AJCC to receive Baseline AJCC Certification:

1. Each Local Board and partner within the affiliate/specialized AJCC has a signed and implemented Memorandum of Understanding (MOU) with the Local Board, meeting the requirements in WSD18-12 (PDF).
2. The AJCC has implemented the board-defined roles and responsibilities of the AJCC Operator and Title I Adult and Dislocated Worker Career Services Provider (i.e., an AJCC Operator and Career Services Provider is in place and functioning within the AJCC).
3. The AJCC complies with equal opportunity for individuals with disabilities in accordance with the ADA, WIOA Section 188, Title 29 CFR Part 38, and all other applicable federal and state guidance.
4. The AJCC meets all regulatory requirements to be considered a comprehensive AJCC as identified in the WIOA Joint Final Rule Section 678.305.

The following requirements must be met for an **affiliate/specialized** AJCC to receive Baseline AJCC Certification:

1. Each Local Board and partner within the affiliate/specialized AJCC has a signed and implemented MOU with the Local Board meeting the requirements in WSD18-12 (PDF).
2. The affiliate/specialized AJCC complies with equal opportunity for individuals with disabilities in accordance with the ADA, WIOA Section 188, Title 29 CFR Part 38, and all other applicable federal and state guidance.

### **Certification Indicator Assessment\***

The purpose of the Certification Indicator Assessment is to encourage continuous growth by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. These are aligned with TEGL 4-15, the State Plan, and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

The AJCC Certification Indicators are as follows:

1. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
2. The AJCC actively supports the One-Stop system through effective partnerships.
3. The AJCC provides integrated, customer-centered services.
4. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathway.
5. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
6. The AJCC has high-quality, well-informed, and cross-trained staff.
7. The AJCC achieves business results through data-driven continuous improvement.

\*The AJCC Certification Indicator Assessment provides a description of each Certification Indicator along with examples of criteria. The assessment requires a full rationale for each Certification Indicator provided.

## **PROCEDURES**

Local Boards may choose to use staff, a subcommittee, or a neutral third-party to conduct the open, independent evaluation of each comprehensive and affiliate/ specialized AJCC.

It is the Local Board, however, that must officially decide and submit the Baseline Criteria Matrix and accompanying AJCC Certification Indicator Assessment for each of the comprehensive and specialized/affiliate AJCCs in the Local Area.

### **AJCCs to be Certified**

The following Local Area AJCCs will be evaluated at the level indicated next to the name:

- Garden Grove (Comprehensive)  
7077 Orangewood Ave., Suite #200, Garden Grove, 92841
- Los Alamitos (Affiliate/Specialized)  
11206 Lexington Dr, Los Alamitos, 90720
- Theo Lacy (Affiliate/ Specialized)  
501 The City Dr S, Orange, 92868
- Tustin Shelter (Affiliate/ Specialized)  
2345 Barranca Pkwy, Tustin, 92782
- Manchester Office Building (Affiliate/ Specialized)  
301 The City Drive S., Orange, 92868
- Orangewood Foundation (Affiliate/ Specialized)  
1575 17th St, Santa Ana, 92705
- Mobile Unit (Affiliate/Specialized)

### **Evaluators**

The Baseline Certification Evaluation and the Certification Indicator Assessment will be conducted by a minimum of 2 – 3 teams comprised of 3 people in each team. Each team will evaluate 2 – 3 AJCCs within our Local Area as listed above.

To ensure the integrity of the evaluation, only the following representatives are eligible to serve as Evaluators:

- Board Members or
- County staff to the OCWDB or
- Procured certification contractor or
- Peer reviewers from other Local Areas or
- a combination of any of the above

Evaluators may not include any of the following to ensure objectivity in this process:

- staff operating Title I Adult and Dislocated Worker Career Services or

- One-Stop program partner staff or
- AJCC Operator

### **Training**

All Evaluators will need to participate in an estimated two-hour training. The training will cover a review of the Baseline and Indicator Assessment criteria, interview questions and conducting interviews, code of conduct for Evaluators, documentation and feedback report writing.

### **Site Visits**

The Baseline Evaluation and the Indicator Assessment will be conducted by the trained Evaluators through a comprehensive site visit scheduled in advance with the AJCCs.

The Site Visit will consist of the following activities:

| Activity  | Estimated Duration |
|---|--------------------|
| <b>Opening Meeting</b><br>Including initial interview of AJCC leaders to determine how the center is in compliance with Baseline and Indicator Assessment criteria.   | 1 hour             |
| <b>Tour of AJCC</b><br>The tour will allow Evaluators to access evidence that will verify compliance to Baseline Indicator Assessment criteria.                       | 1 hour             |
| <b>Review of Documents</b><br>Documents gathered through the tour or provided to Evaluators to demonstrate compliance will be reviewed.                               | 1 hour             |
| <b>Leader and Staff Interview</b><br>The interview will allow Evaluators to clarify information and determine the strengths as well as opportunities for improvement. | 1 hour             |
| <b>Closing Meeting</b><br>The closing meeting allows the Evaluators to thank the AJCC staff and leaders and gather any final information.                             | 10 minutes         |

### **Independent & Consensus Review**

All Evaluators are expected to take notes and record their observations independently during the tours and interviews. All Evaluators will complete the Matrices provided by County.

Once Evaluators have completed their independent review, they will share their findings and observations as well as their completed matrices with the other Evaluators. Together, Evaluators will reach consensus on the outcome per Criteria requirements, noting findings and observations that support the assigned scores.

### **OCWDB**

The outcome of the Certification Evaluations will be presented to the OCWDB to officially certify the AJCCs.

## **Continuous Improvement Plan**

Once the AJCC Certification Indicator Assessment is completed, the Local Board must use the recommendations and evaluations from the assessment to create a continuous improvement plan for the AJCC.

### **TENTATIVE TIMELINE**

| <b>Certification Evaluations</b>   |  |
|--|--|
| <b>Task</b>  | <b>Due Date (tentative)</b>            |
| Identify Teams   | August 30, 2021                        |
| Training for Evaluators  | September 3, 2021<br>(am & pm session) |
| Site Visits  | Week of September 6, 2021              |
| Team Debrief Meeting   | Week of September 13, 2021             |
| Matrices Submitted to ED for OCWDB Approval  | September 30, 2021                     |
| Tentative Special OCWDB Meeting  | October 20, 2021                       |
| Baseline Criteria Matrix and AJCC Certification Indicator Assessment due to Regional Advisor | November 1, 2021                       |
| Complete Continuous Improvement Plan Due to Regional Advisor                                 | December 31, 2021                      |

## Grants Update

| Grant Name  | Funder  | Fiscal Agent           | Description  | OCDB Role                              | Targeted Customer(s)   | Total Grant | Begin Date | End Date | Match                      | Subrecipient(s)            |
|---|---|------------------------|--|--|--|-------------|------------|----------|----------------------------|----------------------------|
| Grants Awarded  |   |                        |  |  |  |             |            |          |                            |                            |
| 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  | 07/01/21   | 6/30/22  | 0%                         | Goodwill of Orange County  |
| 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                        |
| 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 |
| 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           |
| <b>TOTAL</b>  |                                    |                  |   |  |  | <b>\$ 8,050,000</b> |          |  |    |               |

| Grant Name  | Funder                                 | Fiscal Agent     | Description   | OCWDB Role                             | Targeted Customer(s)                     | Total Grant | Begin Date | End Date | Match | Subrecipient(s) |
|---|--|------------------|---|--|--|-------------|------------|----------|-------|-----------------|
| <b>Grants Pending</b>   |  |                  |   |  |  |             |            |          |       |                 |
| Comprehensive and Accessible Reemployment through Equitable Employment Recovery (CAREERS) National Dislocated Worker Grants | Employment and Training Administration | County of Orange | The goal of the CAREER DWG is to help reemploy dislocated workers most affected by the economic and employment fallout from the COVID-19 pandemic. Grant will be a regional effort, in partnership with Anaheim and Santa Ana WDBs. | Administrator / Regional Planning Lead | Dislocated Workers (Marginalized Groups) | \$3,000,000 | 10/1/2021  | 9/30/23  | 0%    | N/A             |