



A G E N D A

Orange County Workforce Development Board One-Stop Oversight Committee Meeting

November 10, 2022

1:00 P.M.

workforce.ocgov.com

***Pursuant to Government Code Section 54953(e)(1), as amended by AB 361, 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:**

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Webinar ID: 862 3560 7646 / Link to meeting: <https://us06web.zoom.us/j/86235607646>

****In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the Orange County Community Services office 72 hours prior to the meeting at (714) 480-6500.**

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: 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 Orange County Workforce Development Board 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, unless the Chair pre-identifies a different time at the start of meeting for all public speakers).*

ACTION ITEM(S):

5. ORANGE COUNTY AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) COMPREHENSIVE & AFFILIATE / SPECIALIZED CERTIFICATION - AJCC CERTIFICATION INDICATOR ASSESSMENT – ONE-STOP OPERATOR IMPROVEMENT PLAN
Recommendation: Approve AJCC Comprehensive & Affiliate / Specialized Certification – AJCC Certification Indicator Assessment – One-Stop Operator Improvement Plan for submission to the Executive Committee and OC Workforce Development Full Board for review and final approval.
6. BRANDING OF THE COMPREHENSIVE AND ACCESSIBLE REEMPLOYMENT THROUGH EQUITABLE RECOVERY (CAREER) NATIONAL DISLOCATED WORKER GRANT
Recommendation #1: Approve the proposed naming of the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant to "OC Career Opportunities for Reemployment (OC CORE)" for submission to the Executive Committee and OC Workforce Development Full Board for review and final approval.

Recommendation #2: Select and Approve a logo for the "OC Career Opportunities for Reemployment (OC CORE)" for submission to the Executive Committee and OC Workforce Development Full Board for review and final approval.
7. SUPPORTIVE SERVICES POLICY
Recommendation: Review and approve Supportive Services Policy for submission to the Executive Committee and OC Workforce Development Full Board for review and final approval.

INFORMATION ITEM(S):

8. PROGRAM PERFORMANCE

- A. AMERICA WORKS/ONE-STOP OPERATOR QUARTER 1 PERFORMANCE
- B. MANAGED CAREER SOLUTIONS/TITLE I CAREER SERVICES QUARTER 1 PERFORMANCE
- C. VETERANS EMPLOYMENT RELATED ASSISTANCE PROGRAM (VEAP) QUARTER 1 PERFORMANCE
- D. DEPARTMENT OF LABOR CAREER GRANT QUARTER 1 PERFORMANCE

9. ONE-STOP SURVEYS

- A. ONE-STOP PARTICIPANT SURVEY
- B. ONE-STOP SYSTEM PARTNERS SURVEY

10. OCWDB / WORKFORCE & ECONOMIC DEVELOPMENT DIVISION STAFF UPDATE(S)

- A. 2-1-1 ORANGE COUNTY
- B. VETERANS EMPLOYMENT RELATED ASSISTANCE PROGRAM (VEAP)
- C. REGIONAL INITIATIVES & COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY (CEDS) OVERVIEW
- D. HIRING INITIATIVES REPORT

11. LOCATION(S)

- A. BREA
- B. VIRTUAL ONE-STOP
- C. SOUTH COUNTY ONE-STOP
- D. THEO LACY
- E. GARDEN GROVE ONE-STOP
- F. ONE-STOP MOBILE UNIT
- G. LOS ALAMITOS
- H. CAMP PENDLETON

12. BUSINESS & ECONOMIC RECOVERY CALL CENTER

13. GRANT MATRIX

14. EDD COMPLIANCE / AUDIT UPDATES

15. 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.

Garden Grove

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This is a comprehensive AJCC currently housing a variety of service providers. The office and staff reflect a welcoming and inclusive environment to all customers, including those individuals with disabilities, cultural differences, and individuals with barriers to employment. Staff are sensitive to the needs of all individuals and are prepared to provide the necessary accommodations. The AJCC ensures that all customers have access to a full range of services no matter the customers' abilities, mobility, language, or educational level. The AJCC has established a language line for clients who speak a language other than English and accessible equipment in the center as needed. The AJCC staff pride themselves in ensuring that each and every customer receives courteous, polite, responsive, and helpful customer service.

Additionally, staff were given training to ensure that they comply with equal opportunity policies and procedures. Updated EO posters have been placed throughout the center for staff and customers.

Staff reported knowledge of prioritizing services for Veterans; based on observation, the center and staff are ready to service veterans and co-enroll when necessary, Veteran services are prominent in the AJCC.

The AJCC has expanded hours of operation to ensure access to services beyond the traditional business hours. The center and staff are available on Monday, Tuesday, Thursday, and Friday from 9 a.m. to 6 p.m., from 9 a.m. to 8 p.m. on Wednesday, and 9 a.m. to 1 p.m. on Saturdays. The AJCC delivers in-person and virtual services to customers. Customers may access services with and without appointments.

Continuous Improvement Opportunities:

- Although the AJCC is located in an area that is accessible to customers near freeways and public transportation, there is limited signage outside of the building which makes it difficult to identify the facility as and AJCC.
 - Outreach needs to be improved.
- It was unknown whether the local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
 - We will work with our local EOO to ensure this is taking place and develop a schedule for training, if necessary.
- Although staff provide good customer service and have participated in County assigned training, the AJCC staff need to be trained on the principles of universal and customer center design. Additional training has been recommended for operator and staff including conflict resolution and emotional intelligence.

Continuous Improvement Plan:

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- The County has acquired new signage that displays the OC Workforce Solutions Logo and name, for the public view, on the building façade by end of Fall 2022.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.
- The Operator will conduct quarterly training with the staff on Customer Service, Conflict Resolution, and Universal Design Principles
- The center will continue being open throughout the pandemic; however, the AJCC will continue to follow all COVID-19 protocols including around the clock cleaning/wiping down of communal equipment and having electrostatic spraying done throughout the building when a positive case has been reported
- The AJCC will add television monitors to the lobby waiting room to display upcoming hiring events, job listings, and information by end of Fall 2022.
- The Operator will review current outreach to partners and ensure a comprehensive plan to outreach offered services and programs to the local community and all partners by end of fourth quarter 2022

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC actively supports the One-Stop System through effective partnerships. There are currently 8 collocated partners and several more partners part of the One-Stop system. A survey has been developed to measure/capture partner satisfaction and is sent out to partners on a quarterly basis. Partners actively participate in the monthly partner meeting hosted by the AJCC operator where they provide updates and make recommendations when necessary.

AJCC staff and partners recently began using CalJOBS to refer customers to other partner programs.

AJCC staff are aware of the services provided by other partners within the One-Stop system; however, it was observed that marketing materials that overview all partner services were not readily available.

Due to the pandemic, the AJCC staff have not been able to actively outreach out in the community; however, they have established partnerships with other community-based organizations and local schools. Partners within the AJCC share networks with one another to connect clients to resources when necessary.

Continuous Improvement Opportunities:

- Operator will train staff on all partners and services available within the One-Stop System and not limited to each service provider's program on a less than quarterly basis. A sign in

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sheet will be provided and shared with County of Orange representatives to verify training was completed.

- Ensure that AJCC staff and partners are effectively using the CalJOBS referral process and follows up to ensure that services have been provided, where necessary.
- Develop and ensure that flyers listing all partner services are available at the AJCC for distribution and posted around the center.
- Improve marketing and outreach methods, especially post-pandemic, and continue to establish partnerships in the community.
- Partners expresses concern over using the survey tool “Survey Monkey”.
 - Another survey platform will be explored.

Continuous Improvement Plan:

- The Operator will ensure that all partners are performing adequately on services they are providing within the One-Stop System, creating a checks and balances system to keep all parties accountable to their respective responsibilities. Any issues or clarifications with individual partners will be identified and referenced right away for immediate corrective actions.
- Any issues that affect the center as a whole will be addressed at the monthly partner meeting to ensure all are made aware and able to transfer the information to their respective teams.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis. Clarification on referral process’, partnership responsibilities, and transfer of clients will be addressed and verified amongst all co-located partners.
- The Operator will continue to distribute County-sanctioned, vetted, and issued flyers/job postings. Operator ensures that said flyers are posted in the center as well as shared with partners and available for distribution to the clientele. The Resource Center will be kept in an organized and up to date fashion with job postings properly indexed, available for view, and removed when no longer applicable.
- The Operator will create and disseminate a monthly event calendar/listing for the One-Stop and provide copies to all staff who will then promote and outreach events to clients. Client outreach will include a recurring email at the beginning of the month with the event calendar; providing real-time information on the addition of new events; making the event calendar visible throughout the office; offering paper copies of the calendar to clients; and creating RSVPs for the events when applicable.
- As third party of the creation and verification of marketing methods, the Operator will continue to support the County’s guidance regarding marketing methods, such as the monthly event calendar described above and by informing the County when the OC Workforce Solutions website is in need of updating.

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- At the Monthly Partner's meeting held on the last Tuesday of every month, the Operator will dedicate time to review and troubleshoot key Center services and partner collaboration logistics.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC has a system in place to promptly greet customers, identify their needs, and connect them to appropriate services/partners. There is an integrated customer flow process that responds to customer needs and moves them between entry and service delivery. Each staff member of the AJCC plays an active role in the process to ensure the customer is obtaining the needed services to be successful in reaching their employment goals.

Partners at the AJCC each have their own organizational chart, and a One-Stop system organizational chart that identifies the leaders/supervisors of program partners does not exist; hence, staff sometimes do not understand they are part of the One-Stop system and that clients are shared customers.

Continuous Improvement Opportunities:

- AJCC staff need cross training in partner eligibility and services and can also benefit from customer-centered design training. This training should be expected at minimum, annually.
- It is obvious that COVID-19 disrupted a lot of services; as we begin to transition back to some normalcy post-pandemic, AJCC staff need to work on improving their outreach, including marketing, to align their service delivery with other partners.

Continuous Improvement Plan:

- AJCC staff will continue to train in partner eligibility and services.
- The Operator and County Manager overseeing One-Stop Operators has a weekly standing meeting to discuss operations and ensure any marketing campaigns are being adequately advertised and outreached.
- Operator will emphasize offering client trainings focused on returning to work in a post-pandemic environment. Operator will work with partners and programs that support similar clientele populations and established a mutual referral system/monthly outreach goals.
- Operator will work with partners to establish proper referral system to ensure that all clients are being aided by the partner that is best suited for their needs.
- The Operator will inform all partners on any changes to eligibility on at the Monthly Partner's meetings, held the last Tuesday of every month.

AJCC Certification Indicator #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 pathways.

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Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff value skill development, job placement services, and employment outcomes. They understand their roles in promoting and contributing to these factors to support the customers. AJCC staff works diligently to increase the number of AJCC customers receiving skill development and training services resulting in industry-recognized credentials. Supportive services are provided by service providers to eligible customers that present a financial need which affects their ability to participate in training.

AJCC staff seem to have a broad understanding of the key regional career sectors.

The AJCC offers training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, and work-based learning. The AJCC offers training and workshops, in-person and virtually. These are open to all customers of the One-Stop system. AJCC partners also provide training; however, it needs to be better coordinated to be offered at the AJCC.

Continuous Improvement Opportunities:

- Provide staff ongoing training on regional sector career pathways to keep knowledge current.
- The AJCC offers training and releases a monthly calendar; however, this needs to be better communicated and shared with all One-Stop system partners and AJCCs.
- AJCC needs to engage with the Business Solutions team to identify potential OJTs beneficial for customers.
 - It appears that operator is disconnected from this area and is often led by service providers.
- The AJCC can also benefit from developing and maintaining a resource directory of services available through other agencies and community-based organizations.

Continuous Improvement Plan:

- The Operator will communicate monthly with the County Business Solutions team to become informed about the regional sector career pathways and communicate the information to all staff and co-located partners at monthly meetings.
- As third party to all business solutions outreach, the Operator will meet with the County Business Solutions team to discuss the OJT referral process and how the Operator can best support in an ongoing way.
- The Operator will ensure the Resource Room has OJT information displayed clearly and organized weekly, as well as redirecting any business solutions inquiries or contacts to appropriate channels.
- The Operator will handle TABE Testing, will all staff fully trained on administrating and scoring TABE tests as of 9/30/2022. Approval to cross-train all co-located partners in

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administering and scoring TABE tests is pending. Sign in sheets from training will be provided.

- Operator will meet with the County Business Solutions team to discuss the OJT referral process and how Operator can increase support, as well as be available to assist in the creation of a comprehensive Business Solutions plan at the County's behest.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the first quarter of 2023.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff appear to be knowledgeable of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. AJCC staff are capable of advising customers of their options, based on interest. Staff focuses on quality jobs with clear advancement opportunities.

The AJCC partners with businesses to offer onsite job recruitments. AJCC has established some partnerships with businesses to place customers in many of their open positions.

The AJCC has a system in place that allows them to refer businesses to the OCWDB's Business Solutions Manager; ideally, AJCC staff would be better equipped to provide business services onsite.

Continuous Improvement Opportunities:

- Ongoing training for staff on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
 - Staff can also benefit from training on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers
- Implement a defined strategy to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
 - Currently a survey is sent out to businesses by the OCWDB but there is no evidence that results are shared with the AJCC.

Continuous Improvement Opportunities:

- The Operator will inform all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The Operator will inform all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, on a regular and reoccurring basis.

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- The Operator will promote targeted sector opportunities and high-demand occupations for all AJCC customers with materials organized and offered within the Resource Room.
- The Operator will meet monthly with the County Business Solutions team to discuss collaboration and provide any contact information from Orange County businesses that may have reached out to explore partnerships.
- As County Business Solutions controls contact information with Orange County businesses, the Operator will make themselves available for collaboration and support on employer surveys and business partnerships.
- The Operator, when contacted by Orange County businesses, will inform them of the system in place within the One-Stop and will forward information to Business Solutions for them to make the assessment and see if a partnership with said business is viable.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC operator hosts a monthly partner meeting for collocated partners. The meeting is attended by management, not frontline staff, and each partner provides updates and learns about other partner programs & services. AJCC operator also updates collocated partners on AJCC staff changes, upcoming events, and workshop statistics. Staff reported that information is shared with frontline staff, but this fact is unknown.

Staff also self-reported that they are trained on how to use labor market information to help customers identify a career pathway, develop in-demand skills, credentials and obtaining employment; however, it would be best to coordinate these training and offer them at minimum twice per year.

AJCC staff receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

Continuous Improvement Opportunities:

- AJCC staff need ongoing cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
- AJCC staff can benefit from a robust customer-centered design training.
- It is recommended that AJCC staff attend the partner meeting to learn about other partner services and have a better understanding of their individual roles as part of the One-Stop system.
 - Currently there is a "pod system" in place for staff at the AJCC, which may result in staff working in silos.

Continuous Improvement Plan:

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- The Operator will take a proactive role to ensure that all co-located partners are aware of what each other co-located partner does on site and what benefits they can utilize from each other in helping the clients that they counsel.
 - This will be achieved by having each co-located partner attend the center orientation training, confirming that all center emails & extensions are regularly updated so no information is missed, and having regular communication with each co-located partner with updates to the center.
- Mandatory Monthly Partner's Meetings will be enforced so that all partners are aware of all the ongoing events and situations at the center. Any partners who miss meetings will receive follow-ups.
- A regular training schedule for professional development trainings on customer service, conflict resolution, universal and customer-centric design principles, and emotional intelligence will be developed and provided to all staff and partner staff.
- Opportunities for cross-training between partner staff will be developed and potentially built into Monthly Partner's Meetings.
- Collaboration among partners will be encouraged and information regarding their programs will be dispensed amongst all teams.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC contributes to the achievement of WIOA performance indicators. AJCC staff reports the number of customers served, types of services provided, and the outcomes of the services on a monthly and quarterly basis. Outcomes, however, have been impacted by the pandemic. Staff have learned to pivot and continue to make necessary modifications to provide services to customers (in-person and virtually) and meet outcomes as outlined in their contracts.

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.

Continuous Improvement Opportunities:

- Although the AJCC has developed a strong partnership with several businesses, a tool to analyze effectiveness is not in place.
- Although the AJCC regularly reviews and analyzes performance, customer satisfaction, and service data, the AJCC needs to use this data to recommend AJCC service improvements.
 - Current customer satisfaction survey can benefit from revisions.

Continuous Improvement Opportunities:

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.

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- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.

Manchester Office Building

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC is an affiliate location. The office is located inside the County's Probation facility, Manchester Office Building. This AJCC currently houses the WIOA youth program which service youth that are in-school, out-of-school, youth with disabilities, English Language Learners (ELL), and youth job seekers with a range of pre-employment barriers and training needs.

The AJCC staff provide a welcoming environment for all customers. All AJCC staff are courteous, polite, responsive, and helpful to all who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations. AJCC staff self-reported that they have been trained in providing universal and customer centered services.

While there is no staff on-site to provide specialized services to non-youth clients, AJCC staff are aware of other network partners to whom referrals can be made to assist clients who cannot be served by the WIOA youth program.

Continuous Improvement Opportunities:

- The physical layout of the AJCC is physically accessible; however, the AJCC can improve in areas to meets basic programmatic accessibility made available upon request to individuals with disabilities and language barriers.
 - Bilingual staff at the AJCC are available to assist limited English-speaking customers and ensure that they have equal access to services; however, staff were not aware of the language line that can be used through the comprehensive site.
- More visibility - There is currently no signage advertising the WIOA youth program or that the Manchester Office Building is an AJCC Affiliate site.
 - Printed material was not available or visible. We will ensure that program flyers and services are available in various languages.
- It was unknown whether the local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
 - We will work with our local EOO to ensure this is taking place and develop a schedule for training, if necessary.
- The AJCC staff do not utilize a special process for veterans to trigger the priority of service. The OCWDB site visitors did not observe any official veterans' priority of service signage.
- This facility does not offer free parking; paying for parking can be a barrier for youth attempting to receive services at this location.

Continuous Improvement Plan

Manchester Office Building

- Signage will be created and displayed to advertise WIOA youth program and AJCC Affiliate services.
- Signage will be displayed advertising accessibility features and services of the program, including the language line and priority of service for veterans.
- Flyers to be displayed to advertise services and translated into multiple languages. Flyers will be printed and made available in common areas.
- The Operator will train all partners on services available within the One-Stop System on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- Improve marketing and outreach methods, especially post-pandemic, and continue to establish partnerships in the community.
- Operator will work with the County to better advertise the site and develop a participant driving plan by January 2023.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC affiliate office does not share space with other One-Stop system partners; hence, a system is not in place to assess satisfaction of partners. This AJCC is a partner of the One-Stop System and AJCC staff understands their role in this system. Management actively participates in the monthly partner meetings.

The AJCC staff is using the CalJOBS referral process as outlined in OCWDB's desk procedures and felt that it was useful but needs to be improved. Due to the pandemic, the AJCC staff have not been able to actively outreach out in the community; however, they have established partnerships with other community-based organizations and local schools. The AJCC staff connects with staff from Orange County Juvenile Hall, Orange County Probation Department, Youth Guidance Center (YGC), and the City of La Habra's education partners at John Muir Charter School and Samueli Academy to connect youth participants with resources.

Manchester Office Building

The AJCC staff has a process to make referrals to another network service provider when it is determined that the customer is not eligible for the WIOA youth program and another provider will be a better fit for the customers' needs and/or the services requested.

Continuous Improvement Opportunities:

- Increase interaction between this AJCC staff and One-Stop Partners.
- Implement activities to drive participants to the site – though the site does generate some referrals there is little opportunity for an individual to find the program on their own.
- Improve the CalJOBS referral process across all partners. Ensure that AJCC staff are effectively using the CalJOBS referral process and follows up to ensure that services have been provided, where necessary.
- Develop and ensure that flyers listing all partners services are available at the AJCC for distribution.
- Improve outreach methods, post-pandemic, and continue to establish partnerships in the community.

Continuous Improvement Plan

- The Operator will ensure that all partners are performing adequately on services they are providing within the One-Stop System, creating a checks and balances system to keep all parties accountable to their respective responsibilities. Any issues or clarifications with individual partners will be identified and referenced right away for immediate corrective actions.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis. Clarification on referral process', partnership responsibilities, and transfer of clients will be addressed and verified amongst all co-located partners.
- The Operator will distribute flyers listing all partners services and offerings.
- The Operator will train all partners on services available within the One-Stop System, presented as they become available, at the Monthly Partner's meetings, held the last Tuesday of every month.
- As third party of the creation and verification of marketing methods, the Operator will continue to support the County's guidance regarding marketing methods and make contribution such as developing a plan to drive participants to the site and ensure individuals can discover the site independently through internet research.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The affiliate AJCC has a system in place to promptly greet customers, identify their needs, and connect them to appropriate services. There is an integrated customer flow process that

Manchester Office Building

responds to customer needs and moves them seamlessly between entry and service delivery. The AJCC has an integrated organization chart; however, is not familiar with a One-Stop system organizational chart that identifies the leaders/supervisors of program partners.

The AJCC staff has received training on customer-centered design and strives to implement principles within their services.

The AJCC's staff make efforts to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

It was observed that AJCC staff identifies strongly with just their specific programs and could work to better identify and align to the local One-Stop system.

Continuous Improvement Opportunities:

- AJCC staff need cross training in One-Stop partner eligibility and services.
- It is obvious that COVID-19 disrupted a lot of services; as we begin to transition back to some normalcy post-pandemic, AJCC staff need to work on improving their outreach, including marketing, to align their service delivery with other partners.
 - Develop a real strategy by which they work to increase outcomes.
 - This AJCC is adjacent to a juvenile hall; there is a lot of opportunity to engage with these youth.

Continuous Improvement Plan

- AJCC staff will continue to train in partner eligibility and services.
- As third party of the creation and verification of marketing methods, the Operator will continue to support County efforts regarding marketing and outreach. The Operator will explore ways to collaborate and engage with the juvenile hall and inform youth about available services.
- Operator will have bi-monthly meetings with the County representative(s) to acknowledge the ongoing services and limitations of the AJCC and to make sure that any marketing campaigns being pushed reflect those services or if the limitations can be rectified to ensure that all operations are performing adequately.
- The Operator will inform all partners on any changes to eligibility on at the Monthly Partner's meetings, held the last Tuesday of every month.

AJCC Certification Indicator #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 pathways.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

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AJCC staff focuses on helping the participants determine the education or career path he/she wants to pursue. This most often includes job-readiness training and a work experience placement. The AJCC staff recognize the importance of exploring career pathways with the participants and finding the right training/ certificate/ education for the participant to reach his/her career goal. Participants receive supportive services that minimize barriers to employment, education, and training.

Supportive services, particularly transportation and training-required uniforms, are the typical kinds of services available to youth customers served at the AJCC. Other supportive services may also be available depending on the requirements of the training.

The AJCC has integrated Earn and Learn opportunities in their offerings for youth that combines applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.

Direct training does not take place at this AJCC; however, they have identified and built partnerships with organizations that offer robust training services for youth participants and assists customers in accessing and enrolling into these services, including career pathways, integrated education and training, and work-based learning.

The AJCC strives to integrate virtual and hybrid programming to increase the number and percentage of all AJCC customers receiving skill development and training services.

Continuous Improvement Opportunities:

- Youth participants have access to ITAs; however, they are not often used. The program may need some technical assistance on preparing more participants for ITAs if this is what is required for a participant to reach a career goal.
- No marketing information was visible of training opportunities available. This information needs to be readily available.
 - The Comprehensive location offers training and releases a monthly calendar; however, this needs to be communicated and shared with this AJCC.
 - Overall, the space at this AJCC is not conducive to training/presentations.
- Staff did not demonstrate knowledge of regional career sectors in Orange County; therefore, training will be required of all AJCC staff on this area.
- This AJCC needs to also engage with the Business Solutions team to identify potential OJTs beneficial for the customers
- The AJCC can also benefit from developing and maintaining a resource directory of services available through other agencies and community-based organizations.
- Staff at the AJCC implemented a “sequence of service” for training that may cause cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials. For instance, before a supportive service can be offered, clients are required to complete financial literacy courses and a client’s IEP/ISS must be updated to reflect the client’s supportive service need. Clients are also required to

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document service procurement before service providers can approve and release supportive services. Technical assistance will be provided in this area.

Continuous Improvement Plan

- The Operator will train all partners on services available within the One-Stop System, presented as they become available, at the Monthly Partner's meetings, held the last Tuesday of every month.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by end of 2022.
- A comprehensive outreach plan will be created with partners by end of fourth quarter 2022.
- The Operator will train all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The Operator will provide technical assistance training on ITAs, as appropriate.
- The Operator will review service sequencing to ensure clients have easy access to education and training that leads to industry-recognized credentials
- The Operator will inform all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, on a regular and reoccurring basis.
- The AJCC will collaborate with the County Business Solutions team to identify potential OJTs and career pathways opportunities.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Business services are not offered at this AJCC location; however, the AJCC Job Developer has established strong partnerships with several businesses to place customers in many of their open positions.

AJCC staff appear to have limited knowledge of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. Nonetheless, AJCC staff can advise customers of their options, based on interest. Staff focuses on quality entry level jobs with clear advancement opportunities.

AJCC staff reported the use of an internal virtual survey to collect feedback and satisfaction data from a business on the delivery of business services and applies the learning for continuous improvement; however, copies of the surveys were not available upon request.

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Continuous Improvement Opportunities:

- Train staff on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
 - Staff can also benefit from training on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers
- Implement a defined strategy to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- Partner with the comprehensive site to offer AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies. Currently, the responsibility for placement and connections with businesses only falls on the Job Developer.

Continuous Improvement Plan

- The Operator will train all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers during the monthly partner's meeting
- The utilization of O-Net or I-Train, is primarily suited for Career Counselors, but the AJCC Operator will have staff brought up to speed on the aspects of O-Net (Career Assessment) and I-Train (List of training programs we partner with) to guarantee that they can dispense accurate information to all clientele.
- The Operator will train all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The AJCC will partner with the comprehensive site to incorporate employer services such as referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring/training subsidies.
- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Solutions

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC staff attend regular staff meetings with other AJCC program staff to discuss updates, program activities, upcoming events, and to ensure that customers are receiving great customer service. Not all AJCC staff attend the partner meeting; however, the staff that do attend the meeting, provide updates, and learn about other partner programs & services. In turn, these are communicated to the rest of the AJCC staff at the staff meeting (when applicable).

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Staff self-reported that they receive training on a regular basis, especially training from another partner (Goodwill); however, these appear to be more ad hoc-type trainings that do not address needs. Training should be scheduled, and a calendar provided.

AJCC staff do receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

Continuous Improvement Opportunities:

- AJCC staff need ongoing cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
- AJCC staff can benefit from a robust customer-centered design training.
- It is recommended that AJCC staff attend the partner meeting to learn about other partner services and have a better understanding of their individual roles as part of the One-Stop system.
 - An orientation on all One-Stop system partner services/programs would be helpful for AJCC staff.

Continuous Improvement Plan:

- A regular training schedule on professional development skills such as customer service, conflict resolution, and universal design principles will be developed and provided to staff.
- A regular cross-training schedule will be developed and provided to ensure staff are familiar with partner services and offerings.
- AJCC staff will continue to attend regular staff meetings with other program staff, as well as start attending the center orientation training.
- The Operator will confirm that all center emails and extensions are regularly updated so no information is missed and will maintain regular communication with each co-located partner with updates.
- A comprehensive training calendar will be developed and provided to all staff.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff are aware of the required WIOA performance reporting through contract expectations and monthly performance reporting and understand how program activities affect the overall AJCC achievement. They meet regularly to review WIOA outcomes as well as internal tracking measures, such as the types of referrals received. AJCC performance is transparent and accountable to the communities and regions served. The staff understands the

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importance of data validation, data collection processes, and the importance of accurate reporting.

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. An internal survey was developed which goes out to customers monthly and discussed with management quarterly. The process to handle complaints includes a procedure to elevate the complaint, if needed.

The AJCC's funding was reduced to ensure operations are cost-efficient and the resources invested are justified by the results. OCWDB is prepared to increase funding when performance supports the measure.

Continuous Improvement Opportunities:

- Although the AJCC has developed a strong partnership with several businesses, a tool to analyze effectiveness is not in place.
- Although the AJCC program management regularly reviews and analyzes performance, customer satisfaction, and service data, management needs to share this data with staff and use this data to recommend AJCC service improvements.

Continuous Improvement Plan:

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.
- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.

Orangewood Foundation

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC is a small affiliate office located within the Orangewood Foundation building. The Orangewood Foundation provides services to current and former foster youth to help prepare them for independent adulthood; therefore, the WIOA youth program currently operates out of this affiliate site as well. This site is in a business complex with ample free parking and an OCTA bus stop directly in front of the building. The WIOA program is currently located on the second floor of the building which includes a shared resource room with other community program staff. The current location is temporary due to the main building undergoing construction. Participants check-in at the drop-in resource center (run by Orangewood Foundation) which is outside due to COVID-19 restrictions. There is also a desk attendant on the first floor of the main building who is available to direct participants to the WIOA staff. Despite these COVID-19 protocols, the AJCC office and staff are welcoming and inclusive to all customers.

The WIOA case manager often visits the resource center to talk with individuals and finds out whether they are needing the type of services WIOA programs can offer.

The required Equal Opportunity poster is printed and visible at the AJCC staff desk. The AJCC staff have received training to ensure that they comply with equal opportunity policies and procedures.

The AJCC site does have a Limited English Proficiency Plan in place and has resources available for limited English speakers. Staff also have capability to coordinate services with the Comprehensive One-Stop Center.

AJCC staff self-reported that they have been trained in providing universal and customer centered services.

The AJCC is open outside of the traditional business hours. The office offers services Monday to Friday from 9 a.m. to 7 p.m. and services are delivered in-person (walk-ins and in-house referrals).

Continuous Improvement Opportunities:

- More visibility - There is currently no signage advertising the WIOA youth program or that the Orangewood Foundation is an AJCC Affiliate site.
 - Printed material was not available or visible. We will ensure that program flyers and services are available in various languages.
- Better utilization of language access – AJCC staff stated that when a language other than English is needed, they often find a colleague from another community program at the site even though as a WIOA program they have access to the Language Line through the

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comprehensive site. This may create confidentiality issues and an uncertainty that translations are being conducted accurately.

- It was unknown whether the local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
 - We will work with our local EOO to ensure this is taking place and develop a schedule for training, if necessary.

Continuous Improvement Plan:

- Signage will be created and displayed to advertise WIOA youth program and AJCC Affiliate services.
- The Operator will inform all partners on services available within the One-Stop System during the monthly partner meetings, to ensure that all information is updated on a regular basis.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the first quarter of 2023.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- Operator will work with the County to better advertise the site and develop a participant driving plan by January 2023.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.
- Signage will be displayed advertising accessibility features and services of the program, including the Language Line. Training on the Language Line will be made available by the end of 2022 at this site. Sign in sheet will be made available to the board.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC affiliate office does not share space with other One-Stop system partners; hence, a system is not in place to assess satisfaction of partners. This AJCC is a partner of the One-Stop System and understands their role in this system. Management actively participates in the monthly partner meetings. AJCC staff feels confident that they are aware of what the One-Stop system partner programs provide and when co-enrollment would be beneficial.

AJCC staff stated that referrals come in from various One-Stop system partners and various community-based organizations and schools. AJCC staff can access an active youth network for resources and co-enrollment referrals; this information is then shared with all program staff.

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The AJCC staff is using the CalJOBS referral process as outlined in OCWDB's desk procedures and felt that it was useful but needs to be improved.

Continuous Improvement Opportunities:

- Increase interaction between this AJCC staff and One-Stop Partners; although AJCC staff are aware of the One-Stop system partners, the impression is that they rely more on the informal youth network that is accessible through Orangewood Foundation and their own connections with community programs and resources rather than the One-Stop system partners.
- Implement activities to drive participants to the site – though the site does generate some referrals (1-2 per week from site partners) there is little opportunity for an individual to find the program on their own.
- Improve the CalJOBS referral process across all partners.
- Develop and ensure that flyers listing all partners services are available at the AJCC for distribution.
- Improve outreach methods, post-pandemic, and continue to establish partnerships in the community.

Continuous Improvement Plan:

- The Operator will train all partners on services available within the One-Stop System, presented as they become available, at the Monthly Partner's meetings, held the last Tuesday of every month.
- The Operator will and continues to distribute County sanctioned, vetted, and issued flyers/job postings. Operator ensures that said flyers are posted in the center as well as shared with partners and available for distribution to the clientele
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be reported on a monthly basis.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.
- The AJCC will design and implement engagement activities to drive participants to the site, as well as ensuring internet information is updated and accurate so individuals can independently discover the site.
- As third party of the creation and verification of marketing methods, the Operator will continue to support the County's guidance regarding marketing and outreach methods.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The affiliate AJCC staff use a customer flow specific to the WIOA youth program. They have a system in place to promptly greet customers, identify their needs, and connect them to

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appropriate services. The customer flow process responds to customer needs and moves them seamlessly between entry and service delivery. Each AJCC staff has a specific role in the participant's journey and has the flexibility to meet with the participant in offsite locations other than the official AJCC locations.

AJCC staff received regular training opportunities, in addition to the county-provided technical trainings. AJCC program staff are currently attending a monthly training series on Trauma Informed Care.

Trainings and workshops provided to program participants are usually 1:1 and personalized to meet the participants' needs.

Continuous Improvement Opportunities:

- AJCC staff should receive customer service and customer-centered design training regularly
- AJCC needs to better align/integrate the delivery of their career services

Continuous Improvement Plan:

- Hold monthly trainings so staff is aware of all the partner services and resources under the OC Workforce Solutions.
- Make sure affiliate AJCC staff are being provided the proper tools and trainings they need to perform at their most optimal level.
- The Operator will conduct quarterly training with the staff on Customer Service and Conflict Resolution.

AJCC Certification Indicator #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 pathways.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff focuses on helping the participants determine the education or career path he/she wants to pursue. This most often includes job-readiness training and a work experience placement. The AJCC staff uses O*NET to provide the participant information on different occupations to help narrow the career search. The AJCC staff recognize the importance of exploring career pathways with the participants and finding the right training/ certificate/ education for the participant to reach his/her career goal. Staff is familiar with how to find labor market and sector pathway information; however, staff can benefit from additional training in this area. AJCC staff feel confident that they have access and the right network connections to fulfill supportive services needs for participants. Participants receive supportive services that minimize barriers to employment, education, and training.

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Direct training does not take place at this AJCC; however, they have identified and built partnerships with organizations that offer robust training for their participants.

Continuous Improvement Opportunities:

- Youth participants have access to ITAs; however, they are not often used. The program supervisor stated that they are selective when offering an ITA to a participant; ITAs are encouraged if the youth is likely to complete the training. The program may need some technical assistance on preparing more participants for ITAs if this is what is required for a participant to reach a career goal.
- When asked about the OJT opportunities that had been distributed by OCWDB, the program supervisor stated that the opportunities did not match the career goals of participants. The program may need technical assistance on how to “sell” an opportunity to a participant when it does not seem on the surface to be applicable; that the skills gained in one job are often transferrable to another position in a different industry.
- No marketing information was visible of training opportunities available. This information needs to be readily available.
- Staff did not demonstrate knowledge of regional career sectors in Orange County; therefore, training will be required of all AJCC staff on this area.

Continuous Improvement Plan:

- The Operator will provide technical assistance training on ITAs and how to “sell” OJT opportunities that can lead to other professional opportunities, as appropriate.
- The Operator will develop materials listing all training opportunities and make them easily accessible and shareable in paper form and digital form.
- The Operator will train all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers on a monthly during the monthly partner meetings.
- The AJCC will collaborate with the County Business Solutions team to identify potential OJTs and career pathways opportunities.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC’s Strengths and Continuous Improvement Opportunities:

Business services are not offered at this AJCC location; however, the AJCC Job Developer has established strong partnerships with several businesses to place customers in many of their open positions. The job developer maintains contact with the participant and worksite and will mitigate any workplace issues, if and when they arise. The relationship that the job developer builds with the work experience employers is a means to gather satisfaction feedback from the employer.

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AJCC staff appear to have some knowledge of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. Nonetheless, AJCC staff can advise customers of their options, based on interest. Staff focuses on quality entry level jobs with clear advancement opportunities.

Continuous Improvement Opportunities:

- Become more versed in high demand sectors in the region.
- Strengthen the relationship between the youth provider job developer and OCWDB's Business Solutions staff.
- Implement a defined strategy to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- Partner with the comprehensive site to offer AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies. Currently, the responsibility for placement and connections with businesses only falls on the Job Developer.

Continuous Improvement Plan:

- The utilization of O-Net or I-Train, is primarily suited for Career Counselors, but the AJCC Operator will have staff brought up to speed on the aspects of O-Net (Career Assessment) and I-Train (List of training programs we partner with) to guarantee that they can dispense accurate information to all clientele.
- The Operator will meet monthly with the County Business Solutions team to discuss collaboration and receive information on targeted sector opportunities and career pathways
- The Operator will train all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, as necessary and will provide updates to county personnel.
- As a third party, the Operator will make themselves available at the County's behest to collaborate, provide feedback on, and share employer-facing surveys.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC staff attend regular staff meetings with other AJCC program staff to discuss updates, program activities, upcoming events, and to ensure that customers are receiving great customer service. Not all AJCC staff attend the partner meeting; however, the staff that do attend the meeting, provide updates, and learn about other partner programs & services. In turn, these are communicated to the rest of the AJCC staff at the staff meeting (when applicable).

Staff also self-reported that they are trained on how to use labor market information to help customers identify a career pathway, develop in-demand skills, credentials and obtaining

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employment; however, it would be best to coordinate these training and offer them at minimum twice per year.

AJCC staff receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

Continuous Improvement Opportunities:

- AJCC staff need ongoing cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
 - AJCC staff can benefit from a robust customer-centered design training.
- An orientation on all One-Stop system partner services/programs would be helpful for AJCC staff.

Continuous Improvement Plan:

- The Operator will take a proactive role to ensure that all co-located partners are aware of what each other co-located partner does on site and what benefits they can utilize from each other in helping the clients that they counsel.
 - This will be achieved by having each co-located partner attend the center orientation training, confirming that all center emails & extensions are regularly updated so no information is missed, and having regular communication with each co-located partner with updates to the center.
- A professional development training schedule will be offered on customer service, conflict resolution, universal and customer-centric design principles, and emotional intelligence
- Opportunities for cross-training between partner staff will be developed and potentially built into regular meetings

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff are aware of the required WIOA performance reporting through contract expectations and monthly performance reporting and understand how program activities affect the overall AJCC achievement. They meet regularly to review WIOA outcomes as well as internal tracking measures, such as the types of referrals received.

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. An internal survey was developed which goes out to customers monthly and discussed with management quarterly. The process to handle complaints includes a procedure to elevate the complaint, if needed. The program shared that complaints are often

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the result of the participant just needing additional services or referrals and the complaint is quickly resolved.

Continuous Improvement Opportunities:

- Implement a formal process to capture feedback from participants and employers to make service delivery improvements – though the program has a general procedure to accept complaints/ feedback, there was not a clear process to analyze the feedback and implement changes into the program.

Continuous Improvement Plan:

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.
- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.

Tustin Shelter

AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC is a small affiliate office space located inside the Tustin Shelter, a short-term shelter. The AJCC reflects a welcoming and inclusive environment to all customers, including those individuals with disabilities, cultural differences, and individuals with barriers to employment. Due to the nature of this AJCC, staff can provide services to individuals who have various amounts of barriers, included but not limited to homelessness, single-parents, addiction, re-entry. Staff are sensitive to the needs of all individuals and are prepared to provide the necessary accommodations. The AJCC staff pride themselves in ensuring that each and every customer receives courteous, polite, responsive, and helpful customer service. AJCC staff are adept in working with all types of individuals.

Bilingual staff at the AJCC are available to assist limited English-speaking customers and ensure that they have equal access to services. Staff may also coordinate with the comprehensive site for the use of the language line when necessary.

Staff reported some knowledge of prioritizing services for Veterans; based on observation, AJCC staff usually refer out for services.

Continuous Improvement Opportunities:

- This AJCC is restrictive, meaning that services are restricted to individuals residing at the shelter and not the public. This is a short-term stay shelter which can cause difficulties with retention and follow up. Additionally, there is no staff on-site to provide specialized services to WIOA Youth clients.
- While AJCC staff can meet with individuals interested in Career Services, WIOA enrollment is not conducted at this site. To enroll, individuals need to travel to the Comprehensive AJCC.
- The AJCC can improve in areas to meet basic programmatic accessibility standards to include special equipment for those who are hearing and seeing impaired, and auxiliary aids and services, including a TTY phone line which were not observed.
- The AJCC currently offers minimal virtual services for job seekers. Since clients live on site, most services take place in-person; however, equipment is necessary for access to online training & workshops.
- AJCC staff are available on site only two times per week. It is recommended that extended time be explored.
- AJCC staff have received training to ensure that they comply with equal opportunity policies and procedures; however, the updated EO posters need to be posted on walls.
- Although the office is welcoming to all, overall, the building seems institution-like.
 - More visibility is important; there is currently no signage advertising the WIOA program or that the Tustin Shelter is an AJCC Affiliate site.

Tustin Shelter

- Printed material was not available or visible. We will ensure that program flyers and services are available in various languages.

Continuous Improvement Plan:

- The Operator will work with the County to ensure WIOA Youth clients are supported on-site through referrals and specialized services.
- The Operator will work with the County to explore opportunities to facilitate WIOA enrollment for Tustin Shelter customers or provide transportation assistance to the Comprehensive AJCC.
- The AJCC will conduct a thorough review of accessibility needs and work with the County to improve standards and install special equipment such as auxiliary aids and TTY phone line.
- The AJCC will work with the County to explore the possibility of installing additional computer equipment to allow clients to access online trainings and workshops.
- The AJCC will incorporate Rotational Mobile Unit visits and have Partner representatives come by to inform customers what services they can help them with.
- A traffic study will be conducted to determine if extended hours are needed, and a report will be submitted to the Board by January 2023.
- Signage will be created and displayed to advertise the Tustin Shelter as an AJCC Affiliate Site and the WIOA program.
- Flyers to be displayed to advertise services and translated into multiple languages. Flyers will be printed and made available in common areas. The AJCC will display updated EO posters on walls by September 30th, 2022.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.

AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC affiliate office does not share space with other One-Stop system partners; hence, a system is not in place to assess satisfaction of partners. This AJCC is a partner of the One-Stop System and understands their role in this system. Service provider actively participates in the monthly partner meetings. AJCC staff feels confident that they are aware of what the One-Stop

Tustin Shelter

system partner programs are; however, based on observation, it does not appear as though partners have access to the clients at the shelter.

AJCC staff have fostered great relationships with community partners who provide support to individuals residing at the shelter- regardless of whether they are WIOA clients. In addition, AJCC staff have developed a good relationship with the shelter staff. Together, they remove barriers to WIOA enrollment by providing transportation to individuals who need to travel to the AJCC Comprehensive Site (Garden Grove) to enroll in WIOA.

Continuous Improvement Opportunities:

- Improve the CalJOBS referral process across all partners. It was observed that CalJOBS is not being utilized for the purpose of making referrals. The site does not have any co-located partners.
 - If an individual needs a service that is not offered on-site, a referral needs to be made to the organization, and any communication with the individual is done via phone call/email and or in-person if the individual can travel to the organization's site.
- Develop and ensure that flyers listing all partners services are available at the AJCC for distribution.
- Due to the restrictive nature of the site, it is difficult for partners or other service providers to visit the AJCC, unless given prior approval and authorization.
- Workshops are not provided at the site. However, when possible, the AJCC staff will provide support to individuals one-on-one. Additionally, in some instances, the shelter will provide its workshops to individuals.
- Outreach is limited due to restriction to the site.
- There is no formal method in place to obtain feedback from shelter staff.
 - It was understood that participants served at this AJCC provide feedback verbally or sometimes written. We will ensure all participants, regardless of location, are receiving a survey to document feedback.

Continuous Improvement Plan:

- The Operator will provide training on using CalJOBS for referrals across partners especially those not co-located. Technical assistance training on making referrals with warm hand-offs to a specified contact person via phone, email, and follow-ups will be provided to staff. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- The Operator will continue to distribute County-sanctioned, vetted, and issued flyers/job postings. Operator ensures that said flyers are posted in the center as well as shared with partners and available for distribution to the clientele. The
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.
- The Operator will work with the County and co-located partners to better market a monthly calendar of trainings to the clientele.

Tustin Shelter

- As third party of the creation and verification of marketing methods, the Operator will continue to support the County's guidance regarding marketing methods, such as the monthly event calendar described above and by informing the County when the OC Workforce Solutions website is in need of updating.
- The Operator will collaborate with the County to establish and make known a formal method for receiving customer feedback both written and verbal. Completed surveys will be turned in to the County monthly.

AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The affiliate AJCC staff use a customer flow specific to the WIOA program. They have a system in place to promptly greet customers, identify their needs, and connect them to appropriate services. Services offered to individuals are always customer choices.

AJCC staff receive regular training opportunities, in addition to the county-provided technical trainings. Staff have participated in various customer services training including Motivational Interviewing, Soft Skills, Working with Justice-Involved Individuals, etc.

Continuous Improvement Opportunities:

- AJCC staff need proper cross-training on the program partner eligibility and services. While co-enrollment may occur, it is mostly with other community-based partners and not necessarily those that are mandated or co-located at the Comprehensive Site.
- Through the site visit, it was observed that AJCC staff identifies strongly with just their specific programs and could work to better identify and align to the local One-Stop system.
- Career Services referral flow is cumbersome. Typically, Career Services shelter staff will meet with individuals to determine suitability and eligibility. If determined suitable and eligible, this individual will have to travel to the Comprehensive Site to meet with another staff member to complete the enrollment process. After that, the individual continues to meet with the service provider staff at the AJCC (Tustin Shelter) to receive Basic/Individualized Career Services as appropriate. Requiring that clients travel to the Comprehensive Site for assessment and enrollment may create a barrier to participation.

Continuous Improvement Plan:

- The Operator will train all AJCC staff on services available within the One-Stop System and with other community-based partners to facilitate referrals and co-enrollment.
- All staff will attend an orientation on an annual basis. Sign in sheets will be provided to given to the County as proof of attendance.
- The Operator will work with the County to explore opportunities to facilitate WIOA enrollment for Tustin Shelter customers or provide transportation assistance to the Comprehensive AJCC.

Tustin Shelter

AJCC Certification Indicator #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 pathways.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff focuses on helping the participants determine the education or career path he/she wants to pursue via conversation and/or IEP development and updates. The AJCC staff uses O*NET to provide the participant information on different occupations to help narrow the career search. The AJCC staff recognize the importance of exploring career pathways with the participants and finding the right training/ certificate/ education for the participant to reach his/her career goal. Staff is familiar with how to find labor market and sector pathway information; however, staff can benefit from additional training in this area. Participants receive supportive services that minimize barriers to employment, education, and training.

All AJCC staff is knowledgeable of the County of Orange's regional target sectors.

AJCC staff post signage for employment and training opportunities in the community computer cubicle that is available for individuals residing at the shelter to use.

Direct training does not take place at this AJCC; however, they have identified and built partnerships with organizations that offer robust training for customers or refer to the comprehensive site. Unfortunately, clients need to travel to the Comprehensive site to receive assistance in accessing and enrolling these services, including career pathways, integrated education and training, and work-based learning.

Continuous Improvement Opportunities:

- The AJCC does implement a "sequence of service" for training that may cause cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials. For instance, before a supportive service can be offered, clients are required to complete financial literacy courses and a client's IEP/ISS must be updated to reflect the client's supportive service need. Clients are also required to document service procurement before service providers can approve and release supportive services.
- The AJCC has not fully integrated virtual and hybrid programming to increase the number and percentage of all AJCC customers receiving skill development and training services.
- Staff need ongoing training on regional sector career pathways to keep knowledge current.
- The AJCC can also benefit from developing and maintaining a resource directory of services available through other agencies and community-based organizations.

Continuous Improvement Plan:

- The Operator will review service sequencing to ensure clients have easy access to education and training that leads to industry-recognized credentials.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.

Tustin Shelter

- The Operator will continue to integrate virtual and hybrid programming into the AJCC services, and work with the County to explore integrating more computer technologies for customer use.
- The Operator will communicate monthly with the County Business Solutions team to become informed about the regional sector career pathways and communicate the information to all staff and co-located partners at monthly meetings. This information will then be communicated to all staff and partners during Monthly Partner's Meetings.

AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff appear to have some knowledge of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. Nonetheless, AJCC staff can advise customers of their options, based on interest. Staff focuses on quality entry level jobs with clear advancement opportunities.

Business services are not offered at this AJCC location; however, if a business does reach out to the AJCC, the AJCC has a system in place that allows them to refer to the OCWDB's Business Solutions Manager.

Continuous Improvement Opportunities:

- Train staff on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
 - Staff can also benefit from training on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers
- Strengthen partnership with the comprehensive site to offer AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- Would benefit from having access/feedback from employer and apply it for continuous improvement.

Continuous Improvement Plan:

- The Operator will strengthen the partnership between AJCC and Comprehensive AJCC to offer place-based services for employers such as on-site recruitment, candidate referrals, pre-employment skills testing and verification, and hiring/training subsidies.
- As County Business Solutions controls contact information with Orange County businesses, the Operator will make themselves available for collaboration and informational sessions on regional economy career pathways, business talent supply chains, and employer partnership opportunities.

Tustin Shelter

- The Operator will pass along information received from the County on targeted sector opportunities and high-demand occupations and train all staff on how to actively promote such opportunities.
- The Operator will make themselves available to the County for collaboration in creating a Business Services survey to drive business services.

AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC staff attend regular staff meetings with other AJCC program staff to discuss updates, program activities, upcoming events, and to ensure that customers are receiving great customer service. Not all AJCC staff attend the partner meeting; however, the staff that do attend the meeting, provide updates, and learn about other partner programs & services. In turn, these are communicated to the rest of the AJCC staff at the staff meeting (when applicable). This partner meeting takes place via zoom and the AJCC staff at this location does not attend that meeting.

Staff also self-reported that they are trained on how to use labor market information to help customers identify a career pathway, develop in-demand skills, credentials and obtaining employment; however, it would be best to coordinate these training and offer them at minimum twice per year.

AJCC staff receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

Continuous Improvement Opportunities:

- AJCC staff need cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
 - AJCC staff can benefit from a robust customer-centered design training.
- An orientation on all One-Stop system partner services/programs would be helpful for AJCC staff.

Continuous Improvement Plan:

- AJCC Operator will take a proactive role to ensure that all co-located partners are aware of what each other co-located partner does on site and what benefits they can utilize from each other in helping the clients that they counsel.
 - This will be achieved by having each co-located partner attend the center orientation training, confirming that all center emails & extensions are regularly updated so no information is missed, and having regular communication with each co-located partner with updates to the center.

Tustin Shelter

- In addition to having staff attending center orientations, a regular training schedule for professional development trainings on customer service, conflict resolution, universal and customer-centric design principles, and emotional intelligence will be developed and provided to all staff and partner staff.
- Opportunities for cross-training between partner staff will be developed and potentially built into Monthly Partner's Meetings.
- Collaboration among partners will be encouraged and information regarding their programs will be dispensed amongst all teams.

AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC uses WIOA's primary indicators of performance to ensure that federal investments in employment and training programs are evidence-based, labor market-driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served. The staff understands the importance of data validation, data collection processes, and the importance of accurate reporting.

AJCC staff are aware of the required WIOA performance reporting through contract expectations and monthly performance reporting and understand how program activities affect the overall AJCC achievement. In addition, they provide Basic services that may not necessarily be reported at outcomes such as referrals to community partners or basic career counseling. All reportable data is inputted into CalJOBS and monthly reports are submitted to OCWDB cumulatively (i.e., reports include data from all AJCC sites).

AJCC staff regularly evaluates the program and reaches out to OCWDB if they need technical assistance and/or reaches out to available resources for support.

Continuous Improvement Opportunities:

- Implement a formal process to capture feedback from participants and employers to make service delivery improvements.
 - Does not have a mechanism for collecting feedback. Surveys are not made available.
- While the Zero Tolerance/Code of Conduct policy is posted, the EO and Grievance Policies are not. The only way that an individual receiving services would be made aware of the EO and Grievance Policy is if they enrolled into WIOA and/or visited the Comprehensive Site.

Continuous Improvement Plan:

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.

Tustin Shelter

- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.
- Updated EO and Grievance Policy posters will be displayed on walls by September 30th, 2022.

Item # 6A- ACTION

Branding of the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant.

BACKGROUND:

On September 24th, 2021, OCWDB was awarded \$3,000,000 over a two-year period under the Department of Labor's (DOL) Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant.

The overarching objective of the program is to provide intensive workforce services to dislocated workers throughout Orange County with a focus on disinvested communities. The goal is to serve a minimum of 600 Dislocated Workers by the end of September 2023 with the intent of attaining re-employment and long-term self-sufficiency.

To achieve this objective, three key activities were approved under this grant, as follows:

1. Case Management Services.

OCWDB expanded case management services to move the Orange County workforce toward high-quality employment opportunities by reaching those areas and populations within the county that have had limited access to services, training and education opportunities. These services include in-depth interviewing and evaluation to identify employment barriers and, development of an individual employment plan (IEP) to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the individual to achieve his or her employment goals. The case management team will guide career planning and prepare individuals for jobs that are currently in-demand in Orange County using labor market information, and in alignment with the County's growth sectors: healthcare; advanced manufacturing; Information and Communications Technology (ICT)/ Digital Media; and Tourism and Hospitality. Services also include training leveraged through WIOA training and education providers, and availability of supportive services to allow individuals to participate in career services or training services.

Secondly, The Program strengthened and leveraged existing partnerships with City of Anaheim and City of Santa Ana Workforce Boards by collaborating with these Workforce Boards to expand case management service reach across Orange County.

2. Outreach Campaign.

The program executed a robust outreach strategy which combines print, radio, digital media, community forums and boots-on-the-ground networking activities to reach underserved communities. The outreach campaign is intended to raise community awareness of workforce services available through this program.

3. Virtual Learning Management System (LMS).

OCWDB engaged with third party vendor, FutureFit AI, to develop and implement a virtual learning management system (LMS) specialized in career training and guidance. The LMS would streamline the job seeking process through individual skills assessments; automated suggested trainings and courses; personalized career coaching; and program navigation. Additionally, the program would offer employer and case manager interfaces which would allow for job postings and individual case notes to be added to the platform. With a fully interactive virtual experience, users would receive all the benefits of a personalized job-seeking and career development experience without having to travel to away from their computer.

BRAND DEVELOPMENT

The grant leveraged resources through the County of Orange WIOA contract with Copy & Design for the development of branding and print materials for the program. Through a series of exploratory sessions and in phases, Copy & Design provided technical assistance, resources, and expertise to help brand, develop and create outreach materials designed to reach employers, job seekers, and the public within the County of Orange. As a result, the “OC Career Opportunities for Reemployment (OC CORE)” is recommended as the brand for the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant. Brand logos were developed and attached for ease of reference.

RECOMMENDATION(S):

1. Approve the proposed naming of the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant to “OC Career Opportunities for Reemployment (OC CORE)”
2. Select and Approve a logo for the “OC Career Opportunities for Reemployment (OC CORE)” Program.

4A



Career Opportunities for Re-Employment

4B





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COUNTY LIBRARIAN
OC PUBLIC LIBRARIES

OC Community Resources

Revised: PENDING OCWDB Approval

December 30, 2021

June 4, 2021

Effective: August 17, 2020

To: WIOA Subrecipients of the Orange County
Workforce Development Area

From: Carma Lacy
Director of Workforce Development

Subject: Supportive Services Policy
Information Notice No. 22-OCWDB-05
Supersedes Information Notice No. 20-OCWDB-14

PURPOSE

To provide comprehensive service provisions as it pertains to supportive services under the Workforce Innovation and Opportunity Act (WIOA) for Adult, Dislocated Workers, Youth, and Special Programs of the Orange County Workforce Development Board (OCWDB).

EFFECTIVE DATE

This policy is effective immediately upon issuance.

REFERENCES

- WIOA (Public Law 113-128) Sections 129 (c)(2) and 134(c)(2) and (3)
- CFR Title 2 Grants and Agreements: Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Subpart E – Cost Principles, 200.441
- 20 CFR Sections 680.900-680.970, 681.570
- Training and Employment Guidance Letter (TEGL) WIOA No. 19-16 *Operation and Guidance for the Workforce Innovation and Opportunity Act* (March 1, 2017)

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides local Workforce Development Boards (WDBs) the discretion to provide supportive services deemed appropriate to participants who are enrolled in and actively engaged in individualized career services or training activities and coincides with participant's Individual Employment Plans (IEP). Moreover, the legislation provides the highest quality supportive services, so that participants are successfully able to complete activities, secure and sustain employment and credential attainment, and earn a livable wage. WIOA regulations describe supportive services as "services that are



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necessary to enable an individual to participate in activities authorized under WIOA.”

Although WIOA gives local WDBs guidelines for supportive services, it also provides the local WDBs with the flexibility to adopt supportive services that positively influence each local area. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.

Adult and Dislocated Workers

Supportive services may be provided to WIOA Adult and Dislocated Worker participants to enable an individual to participate in career services and/or training services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. Individuals identified as needing ongoing supportive services must still be participating in career services, training activities, or both to continue to receive supportive services. Supportive services are not allowed for adults and/or dislocated workers in follow-up. Referral and linkage to other community resources can be performed during follow-up to address need, however payment for any supportive services using WIOA funding is not allowed.

Youth Program

Supportive services can be provided to WIOA Youth during program participation and during follow-up services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. They must be provided based on the needs of the participant as identified in the youth’s Individual Service Plan (ISP). During follow-up, youth are eligible for supportive services to ensure success in employment, postsecondary education, and/or training.

WIOA regulations stipulate that in order for exited youth participants to receive follow-up supportive services, “the follow-up services must be conducive of more than just a contact attempt in order to secure documentation, or to report a performance outcome”; supportive services must correlate with performance outcomes and be “determined based on the needs of the individual.”

Special/Non-WIOA Programs

OCWDB has administrative oversight of several special and non-WIOA-funded programs. All staff shall adhere to the policies and procedures provided herein, unless specifically noted.

Supportive Services may include, but are not limited to:

1. Linkages to community services;
2. Assistance with transportation;
3. Assistance with child care and dependent care;
4. Assistance with housing;
5. Needs-related payments;
6. Assistance with educational testing;
7. Reasonable accommodations for individuals with disabilities;
8. Legal aid services;
9. Referrals to health care;
10. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as protective eye gear;

11. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education; and
12. Payments and fees for employment and training-related applications, tests, and certifications.
13. Expenses associated with a participant's entrepreneurship activities:
 - Pay for California Secretary of State business registration
 - Local business registration within Orange County
 - Local permit to operate as a sidewalk vendor within Orange County
 - Purchase equipment (limit less than 3K) following proper procurement and approval procedures
 - Purchase supplies (limit less than 3K) following proper procurement and approval procedures

The purchase of bulk supportive services (i.e bus passes, gas cards) is allowable but must be paid with non-WIOA funds. Once a supportive service has been distributed to a participant, the individual supportive service can be included on the monthly WIOA program invoice for reimbursement.

Disallowed Supportive Services

Supportive services will not be provided for expenses incurred prior to participant's enrollment in WIOA career services and training. Additionally, the following do not qualify for supportive services:

1. Fines, penalties, interest payments, traffic violations, late finance charges, damages and other settlements;
2. Refundable deposits;
3. Taxes;
4. Child support payments;
5. Membership fees (i.e fitness club, social club, annual fees, etc.)
6. Entertainment;
7. Auto loan or mortgage payment;
8. Alcohol, tobacco or recreational drugs;
9. Pet products;
10. Plants or plant supplies;
11. Items for family members, friends, or anyone who is not the participant;
12. Groceries, or other food items; or
13. Personal medical/health expenses.

Policy and Procedures

1. Supportive services may only be provided to enrolled individuals, who are active participants in individualized career services and/or training services. The support must be necessary to enable the individual to participate in career services or training activities.
2. Any participant who is requesting supportive services or training shall have started and have agreed to complete financial literacy training prior to receiving supportive services or training. If a participant has started financial literacy training and receives supportive services prior to completion, secondary supportive services cannot be issued until the participant completes the financial literacy training.

3. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.
4. Supportive services may only be provided when necessary to enable individuals to participate in individualized career service and/or training activities.
5. Supportive services provided must be reasonable, necessary, and allowable based on established local, State and Federal guidelines and regulations.
6. All supportive service payments must be relevant to the results of the objective assessment of each participant's IEP/ISP and educational goals. The need for, and the extent of, supportive services must be listed in the participant's IEP/ISP. In all cases, staff must review "service notes" prior to making any supportive service payments to avoid duplicate payments.
7. Supportive services are not entitlements and are subject to funding availability. All supportive service requests must be supported by demonstration of need.
8. Supportive services cannot be provided retroactively.
9. A Supportive Services Exploration Form (Attachment I) shall be completed prior to requesting supportive services and kept in each participant's file and uploaded to the participants CalJOBS electronic file. This form shall be completed for each supportive services request.
10. Identified resources shall be entered on the Supportive Services Request Form (Attachment II). Provision of supportive services require the completion of the Supportive Services Request Form. The form must be completed in its entirety and signed by the participant and applicable program staff. It shall be kept in each participant's file and uploaded to the participants CalJOBS electronic file. Failure to properly complete the supportive services forms may result in a delay/denial of the reimbursement for supportive services.
11. Each request for supportive services must be clearly documented in the case notes. The case note must include the participant's individual needs, how these needs relate to the supportive services request, and should provide detailed information on the payment for the supportive services being authorized. All documentation must support the service dates being paid for.

Example case note language:

"Supportive service assistance for (insert type of supportive service) was requested by (insert participant name). All practical alternatives have been exhausted (name attempted resources) in an effort to obtain these supportive services through other resources. (Insert participant's name) requires this assistance in order to complete (his/her) (insert type of activity). The cost for this supportive service is (insert actual amount). Supportive service funds will be used to pay for this supportive service, and the participant has received a

total of (\$000.00) in supportive services year-to-date, not including this service.”

12. For all participants, the appropriate activity code for supportive services must be opened on the date the cost was incurred, entered in CalJOBS, updated throughout the participation in the program, and closed on the actual end date of service. Costs incurred prior to program enrollment are not allowable. At the time supportive services activities are opened a service note must be entered stating what has been obligated to the participant, including 1) type of service; 2) justification of participant's needs for service; 3) lack of other community resources; 4) total amount; 5) date(s) or date range; and 6) whether it is a one-time payment or a recurring obligation. Once the expense is incurred, a detailed service note must indicate the type of supportive service, date(s), and the amount paid. If a Youth participant receives supportive services in the follow-up period, designated activity codes for follow-up supportive services shall be used and entered in CalJOBS.
13. A bill or invoice for a supportive service can be paid directly by the service provider.
14. A copy of the supportive service (card, check, etc.) shall be made and placed in the participant's file. The participant shall sign and date the copy upon receipt. This copy must be placed in the participant's file.
15. Invoices, statements, and receipts necessary to verify that a supportive service has been provided must be returned to staff. It is the responsibility of the staff who distributed the supportive service to ensure that all support services documentation is collected, added to the participant file, and uploaded into the participants CalJOBS electronic file.
16. Returned receipts must indicate that the supportive service was used for its intended purpose. For example, a \$50.00 gas card should display that \$50.00 of gasoline was purchased. If the supportive service was not used for its intended purpose, no additional supportive services will be provided for the participant unless the participant reimburses the difference.
17. Gift cards that have remaining balances must be returned by the participant and tracked by the Service Provider.
18. A Supportive Service Participant Log shall be kept in each participant's file who receives supportive services (Attachment III).
19. If a Participant receives a supportive service and fails to return the appropriate documentation/receipts, *no additional supportive services will be provided until such receipts are provided.* Supportive services may continue to be provided should the participant return the value of the supportive service in which the receipt was lost.
20. An Affidavit of Lost/Stolen/Destroyed Supportive Services (Attachment IV) must be completed by the participant, if a supportive service or a receipt is lost, stolen, or destroyed. Any reported lost/stolen/destroyed supportive service should be immediately recorded and reported to the police, as necessary. No additional supportive services shall be provided until such receipts (or monetary value of the

supportive service) are provided or until proper documentation of a lost/stolen/destroyed supportive service is collected to support the circumstance.

21. All supportive services shall be tracked for audit purposes on a Supportive Services Master Log (Attachment V). An inventory of all supportive services will be conducted by a designated staff who is responsible for tracking supportive services for the program.
22. Total cumulative support service payments to any participant **may not exceed \$6,000 in a participant's lifetime.**
23. In exceptional and justified circumstances, participants may receive supportive services exceeding the \$6,000 maximum with approval by the Orange County Workforce Development Executive Director or Deputy Director. When supportive services are issued beyond the \$6,000 threshold, a Supportive Services Waiver Form must be completed and filed by the issuing party on behalf of the participant. Exceptional circumstances are defined as:
 - a. Head of household whose obligational expenses reasonably exceeds the \$6,000 threshold
 - b. Individuals engaged in training programs with a demonstrated ongoing need for supportive services which exceeds \$6,000
 - c. Individuals engaged who demonstrate a justified need for financial support which exceeds \$6,000
24. In the event that there is a delay in available program funding and supportive services funds are not accessible to meet participant needs in a timely manner, supportive services funds may be leveraged across WIOA and/or other special programs to meet the immediate and urgent needs of a participant enrolled in a corresponding program and with written justification and approval by all involved program managers and the program director.

ACTION

Bring this policy to the attention of all affected 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: Supportive Services Exploration Form

Attachment II: Supportive Services Request Form

Attachment III: Supportive Services Participant Log

Attachment IV: Affidavit of Lost/Stolen/Destroyed Supportive Services

Attachment V: Supportive Services Master Log

Attachment VI: Supportive Services Waiver Form

Attachment VII: Supportive Services Program Funding Leverage Justification Form



OC Community Resources

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Revised: ~~October 2413, 2022~~ [PENDING OCWDB Approval](#)

December 30, 2021

June 4, 2021

Effective: August 17, 2020

To: WIOA Subrecipients of the Orange County
Workforce Development Area

From: Carma Lacy
Director of Workforce Development

Subject: Supportive Services Policy
Information Notice No. ~~229-OCWDB-0544~~
Supersedes Information Notice No. ~~2018-OCWDB-14~~

Commented [VA1]: Update

PURPOSE

To provide comprehensive service provisions as it pertains to supportive services under the Workforce Innovation and Opportunity Act (WIOA) for Adult, Dislocated Workers, Youth, and Special Programs of the Orange County Workforce Development Board (OCWDB).

EFFECTIVE DATE

This policy is effective immediately upon issuance.

REFERENCES

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BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides local Workforce Development Boards (WDBs) the discretion to provide supportive services deemed appropriate to participants who are enrolled in and actively engaged in individualized career services or training activities and coincides with participant's Individual Employment Plans (IEP). Moreover, the legislation provides the highest quality supportive services, so that participants are successfully able to complete activities, secure and



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sustain employment and credential attainment, and earn a livable wage. WIOA regulations describe supportive services as “services that are necessary to enable an individual to participate in activities authorized under WIOA.”

Although WIOA gives local WDBs guidelines for supportive services, it also provides the local WDBs with the flexibility to adopt supportive services that positively influence each local area. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.

Adult and Dislocated Workers

Supportive services may be provided to WIOA Adult and Dislocated Worker participants to enable an individual to participate in career services and/or training services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. Individuals identified as needing ongoing supportive services must still be participating in career services, training activities, or both to continue to receive supportive services. Supportive services are not allowed for adults and/or dislocated workers in follow-up. Referral and linkage to other community resources can be performed during follow-up to address need, however payment for any supportive services using WIOA funding is not allowed.

Youth Program

Supportive services can be provided to WIOA Youth during program participation and during follow-up services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. They must be provided based on the needs of the participant as identified in the youth’s Individual Service Plan (ISP). During follow-up, youth are eligible for supportive services to ensure success in employment, postsecondary education, and/or training.

WIOA regulations stipulate that in order for exited youth participants to receive follow-up supportive services, “the follow-up services must be conducive of more than just a contact attempt in order to secure documentation, or to report a performance outcome”; supportive services must correlate with performance outcomes and be “determined based on the needs of the individual.”

Special/Non-WIOA Programs

OCWDB has administrative oversight of several special and non-WIOA-funded programs. All staff shall adhere to the policies and procedures provided herein, unless specifically noted.

Supportive Services may include, but are not limited to:

1. Linkages to community services;
2. Assistance with transportation;
3. Assistance with child care and dependent care;
4. Assistance with housing;
5. Needs-related payments;
6. Assistance with educational testing;
7. Reasonable accommodations for individuals with disabilities;
8. Legal aid services;
9. Referrals to health care;

10. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as protective eye gear;
11. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education; and
12. Payments and fees for employment and training-related applications, tests, and certifications.
13. Expenses associated with a participant's entrepreneurship activities:
 - Pay for California Secretary of State business registration
 - Local business registration within Orange County
 - Local permit to operate as a sidewalk vendor within Orange County
 - Purchase equipment (limit less than 3K) following proper procurement and approval procedures
 - Purchase supplies (limit less than 3K) following proper procurement and approval procedures

The purchase of bulk supportive services (i.e bus passes, gas cards) is allowable but must be paid with non-WIOA funds. Once a supportive service has been distributed to a participant, the individual supportive service can be included on the monthly WIOA program invoice for reimbursement.

Disallowed Supportive Services

Supportive services will not be provided for expenses incurred prior to participant's enrollment in WIOA career services and training. Additionally, the following do not qualify for supportive services:

1. Fines, penalties, interest payments, traffic violations, late finance charges, damages and other settlements;
2. Refundable deposits;
3. Taxes;
4. Child support payments;
5. Membership fees (i.e fitness club, social club, annual fees, etc.)
6. Entertainment;
7. Auto loan or mortgage payment;
8. Alcohol, tobacco or recreational drugs;
9. Pet products;
10. Plants or plant supplies;
11. Items for family members, friends, or anyone who is not the participant;
12. Groceries, or other food items; or
13. Personal medical/health expenses.

Policy and Procedures

1. Supportive services may only be provided to enrolled individuals, who are active participants in individualized career services and/or training services. The support must be necessary ~~for participants to continue their education, obtain employment, or retain employment~~ to enable the individual to participate in career services or training activities.
2. Any participant who is requesting supportive services or training shall have started and have agreed to complete financial literacy training prior to receiving supportive services or training. If a participant has started financial literacy training and receives

supportive services prior to completion, secondary supportive services cannot be issued until the participant completes the financial literacy training.

3. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.
4. Supportive services may only be provided when necessary to enable individuals to participate in individualized career service and/or training activities.
5. Supportive services provided must be reasonable, necessary, and allowable based on established local, State and Federal guidelines and regulations.
6. All supportive service payments must be relevant to the results of the objective assessment of each participant's IEP/ISP and educational goals. The need for, and the extent of, supportive services must be listed in the participant's IEP/ISP. In all cases, staff must review "service notes" prior to making any supportive service payments to avoid duplicate payments.
7. Supportive services are not entitlements and are subject to funding availability. All supportive service requests must be supported by demonstration of need.
8. Supportive services cannot be provided retroactively.
9. A Supportive Services Exploration Form (Attachment I) shall be completed prior to requesting supportive services and kept in each participants file and uploaded to the participants CalJOBS electronic file. This form shall be completed for each supportive services request.
10. Identified resources shall be entered on the Supportive Services Request Form (Attachment II). Provision of supportive services require the completion of the Supportive Services Request Form. The form must be completed in its entirety and signed by the participant and applicable program staff. It shall be kept in each participant's file and uploaded to the participants CalJOBS electronic file. Failure to properly complete the supportive services forms may result in a delay/denial of the reimbursement for supportive services.
11. Each request for supportive services must be clearly documented in the case notes. The case note must include the participant's individual needs, how these needs relate to the supportive services request, and should provide detailed information on the payment for the supportive services being authorized. All documentation must support the service dates being paid for.

Example case note language:

"Supportive service assistance for (insert type of supportive service) was requested by (insert participant name). All practical alternatives have been exhausted (name attempted resources) in an effort to obtain these supportive services through other resources. (Insert participant's name) requires this

assistance in order to complete (his/her) (insert type of activity). The cost for this supportive service is (insert actual amount). Supportive service funds will be used to pay for this supportive service, and the participant has received a total of (\$000.00) in supportive services year-to-date, not including this service."

12. For all participants, the appropriate activity code for supportive services must be opened on the date the cost was incurred, entered in CalJOBS, updated throughout the participation in the program, and closed on the actual end date of service. Costs incurred prior to program enrollment are not allowable. At the time supportive services activities are opened a service note must be entered stating what has been obligated to the participant, including 1) type of service; 2) justification of participant's needs for service; 3) lack of other community resources; 4) total amount; 5) date(s) or date range; and 6) whether it is a one-time payment or a recurring obligation. Once the expense is incurred, a detailed service note must indicate the type of supportive service, date(s), and the amount paid. If a Youth participant receives supportive services in the follow-up period, designated activity codes for follow-up supportive services shall be used and entered in CalJOBS.
13. A bill or invoice for a supportive service can be paid directly by the service provider.
14. A copy of the supportive service (card, check, etc.) shall be made and placed in the participant's file. The participant shall sign and date the copy upon receipt. This copy must be placed in the participant's file.
15. Invoices, statements, and receipts necessary to verify that a supportive service has been provided must be returned to staff. It is the responsibility of the staff who distributed the supportive service to ensure that all support services documentation is collected, added to the participant file, and uploaded into the participants CalJOBS electronic file.
16. Returned receipts must indicate that the supportive service was used for its intended purpose. For example, a \$50.00 gas card should display that \$50.00 of gasoline was purchased. If the supportive service was not used for its intended purpose, no additional supportive services will be provided for the participant unless the participant reimburses the difference.
17. Gift cards that have remaining balances must be returned by the participant and tracked by the Service Provider.
18. A Supportive Service Participant Log shall be kept in each participant's file who receives supportive services (Attachment III).
19. If a Participant receives a supportive service and fails to return the appropriate documentation/receipts, *no additional supportive services will be provided until such receipts are provided.* Supportive services may continue to be provided should the participant return the value of the supportive service in which the receipt was lost.
20. An Affidavit of Lost/Stolen/Destroyed Supportive Services (Attachment IV) must be completed by the participant, if a supportive service or a receipt is lost, stolen, or

destroyed. Any reported lost/stolen/destroyed supportive service should be immediately recorded and reported to the police, as necessary. No additional supportive services shall be provided until such receipts (or monetary value of the supportive service) are provided or until proper documentation of a lost/stolen/destroyed supportive service is collected to support the circumstance.

21. All supportive services shall be tracked for audit purposes on a Supportive Services Master Log (Attachment V). An inventory of all supportive services will be conducted by a designated staff who is responsible for tracking supportive services for the program.

~~22. Total cumulative support service payments to any participant **may not exceed \$3,000-6,000 in a participant's lifetime.** Participants of the Veterans' Employment Related Assistance Program (VEAP) and other special initiative programs shall have a **\$6,000** supportive services lifetime maximum.~~

~~23. In exceptional and justified circumstances, participants enrolled in VEAP and other special initiative programs may receive supportive services exceeding the \$6,000 maximum with approval by the Orange County Workforce Development Executive Director or Deputy Director. When supportive services are issued beyond the \$6,000 threshold, a Supportive Services Waiver Form must be completed and filed by the issuing party on behalf of the participant. Exceptional circumstances are defined as:~~

- ~~a. Head of household whose obligational expenses reasonably exceeds the \$6,000 threshold~~
- ~~b. Individuals engaged in training programs with a demonstrated ongoing need for supportive services which exceeds \$6,000~~
- ~~c. Individuals engaged in VEAP or other special/non-WIOA program services who demonstrate a justified need for financial support which exceeds \$6,000~~

~~22. In the event that there is a delay in available program funding and supportive services funds are not accessible to meet participant needs in a timely manner, supportive services funds may be leveraged across WIOA and/or other special programs to meet the immediate and urgent needs of a participant enrolled in a corresponding program and with written justification and approval by all involved program managers and the program director.~~

~~24.~~

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ACTION

Bring this policy to the attention of all affected 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: Supportive Services Exploration Form
- Attachment II: Supportive Services Request Form
- Attachment III: Supportive Services Participant Log
- Attachment IV: Affidavit of Lost/Stolen/Destroyed Supportive Services

Attachment V: Supportive Services Master Log

[Attachment VI: Supportive Services Waiver Form](#)

[Attachment VII: Supportive Services Program Funding Leverage Justification Form](#)



Attachment VI Supportive Services Waiver Request

Under Orange County Workforce Development Board's Supportive Services Policy, a Service Provider may request a waiver for exceptional circumstances prior to finalizing the issuance of supportive services exceeding \$6,000.

Participant Name: _____

Program: _____

This waiver request is being submitted for the following reason:

- Participant's obligational household expenses reasonably exceeds \$6,000
- Supportive services in excess of \$6,000 is necessary for the participant to continue their education, obtain employment, or retain employment.
- Participant has demonstrated a justified need for supportive services exceeding \$6,000

Justification for waiver: _____

The additional documentation is required to be included with this waiver request:

1. Supportive Services Request Form
2. Supportive Services Participant Log
3. Supporting financial documentation, as applicable

Case Manager (Print)	Case Manager Signature	Date
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Program Manager (Print)	Program Manager Signature	Date
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County of Orange Use Only

OC Director/Deputy Director of Workforce Development Approval: Yes No

Signature: _____ Date: _____

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



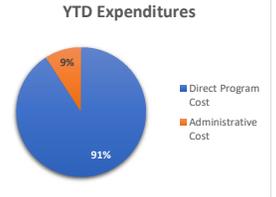
Overseeing job seekers, youth and business programs and services.

Status:	Open
Service Provider:	America Works of California, Inc.
Contract Obligation:	\$2,000,000.00
Contract Number:	20-28-0073-QSO
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	One-Stop Operator
Funding Stream:	IOA Adult & Dislocated Worker Programs
Pay for Performance:	\$200,000.00

Fiscal Activities

Cost Category	Budget	Q1 Jul '22 - Sept '22	YTD Expenditures	Balance	% Utilized
Direct Program Cost	\$ 1,818,182.00	\$ 66,747.27	\$ 66,747.27	\$ 1,751,434.73	4%
Administrative Cost	\$ 181,818.00	\$ 6,674.73	\$ 6,674.73	\$ 175,143.27	4%
Training	N/A	\$ -	\$ -	\$ -	
TOTAL	\$ 2,000,000.00	\$ 73,422.00	\$ 73,422.00	\$ 1,926,578.00	4%



* as of 10/31/2022 August and September 2022 invoices have not been approved. Pending \$199,517.51 approval once approved YTD Expenditures \$272,939.51

Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '22 - Sept '22	YTD	% of Performance
First Time Visitors	N/A	1637	1637	
Virtual Training	N/A	126	126	
On-Site Training	N/A	145	145	
ACT WorkKeys	N/A	0	0	

Program Participation

Trainings	# Participants	
	Q1 Jul '22 - Sept '22	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	N/A	
Between 2 and 4 weeks of program enrollment	N/A	
Between 1 and 2 months of program enrollment	N/A	
More than 2 months since program enrollment	N/A	
Not yet engaged in a service	N/A	



Skills, education, training for your future.



Empowering Orange County job-seekers, youth and businesses.



Connecting job-seekers and businesses to no-cost services.

One-Stop Mobile Unit

July to September 2022

Current Sites

- Irvine Katie Wheeler Library
- La Palma Library
- Los Alamitos-Rossmoor Library
- Aliso Viejo Library
- Foothill Ranch Library
- CDCR – Irvine Parole Office
- Costa Mesa – Mesa Verde Library
- La Habra Community Center
- PATH Navigation
- Buena Park Library
- Tustin Library
- Westminster Family Resource Center
- La Habra Library
- Garden Grove Adult Edu. Center
- Westminster Library
- Hillcrest Community Center

Services

Clients Served

183 clients

- 176 walk-ins
- 384 WIOA Universal Services provided

Most Requested Services

- General Information
- Resume Assistance
- Career Guidance
- Job Search Assistance (Job referrals, Resume, Application assistance)
- Community Resources

Special Events and Future Locations

City of Westminster Fall Festival

- The Mobile Unit participated as an information booth for the community – September 24, 2022

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1

July 1, 2022 through September 30, 2023

Status:	Open
Service Provider:	Career Team, LLC
Contract Obligation:	\$900,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Adult Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services

Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22	Sept '22			
Direct Program Costs	\$ 473,355.14	\$ -	-	\$ -	\$ 473,355.14	0%
Administrative Costs	\$ 90,000.00	\$ -	-	\$ -	\$ 90,000.00	0%
Supportive Services	\$ 30,857.14	\$ -	-	\$ -	\$ 30,857.14	0%
Individual Training Account (ITA)	\$ 262,807.72	\$ -	-	\$ -	\$ 262,807.72	0%
Training Services	\$ 25,714.29	\$ -	-	\$ -	\$ 25,714.29	0%
Work Experience/Transitional Jobs (WEX)	\$ 17,265.71	\$ -	-	\$ -	\$ 17,265.71	0%
TOTAL	\$ 900,000.00	\$ -	-	\$ -	\$ 900,000.00	0%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '22- Sept '22	YTD	% of Performance
New Enrollments	400	55	55	14%
Carry Forward / Follow-Up	95	95	95	100%
Target Population	360	51	51	14%
Employment Placements	284	52	52	18%
Median Earnings of Participant Employment Placements	\$8,690.00	\$9,620.00	\$9,620.00	111%
Attainment of Degree/Certificate	243	7	7	3%
Literacy/Numeracy Gain (in program skills gain)	320	2	2	1%
Retention with the Same Employer	225	39	39	17%
Co-enrollment into WIOA services	N/A	4	4	-
Staff/providers trained on serving individuals with disabilities	N/A	0	0	-
Program Exit	347	35	35	10%

Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	55	55
Between 2 and 4 weeks of program enrollment	0	0
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	0
TOTAL	55	55
ITA'S	6	6
OJT	0	0
WEX	0	0

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 1

July 1, 2022 through September 30, 2023



Empowering Orange County job-seekers, youth and businesses.

Status:	Open
Service Provider:	Career TEAMS, LLC
Contract Obligation:	\$800,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Adult Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services

Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22				
Direct Program Costs	\$ 465,209.54	\$ -	\$ -	\$ -	\$ 465,209.54	0%
Administrative Costs	\$ 80,000.00	\$ -	\$ -	\$ -	\$ 80,000.00	0%
Supportive Services	\$ 27,428.57	\$ -	\$ -	\$ -	\$ 27,428.57	0%
Individual Training Account (ITA)	\$ 189,271.90	\$ -	\$ -	\$ -	\$ 189,271.90	0%
Training Services	\$ 22,857.14	\$ -	\$ -	\$ -	\$ 22,857.14	0%
Work Experience/Transitional Jobs (WEX)	\$ 15,232.85	\$ -	\$ -	\$ -	\$ 15,232.85	0%
TOTAL	\$ 800,000.00	\$ -	\$ -	\$ -	\$ 800,000.00	0%

YTD Expenditures



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1		YTD	% of Performance
		Jul '22 - Sept '22			
New Enrollments	400	10		10	3%
Carry Forward / Follow-Up	21	21		21	100%
Target Population	360	14		14	4%
Employment Placements	242	6		6	2%
Median Earnings of Participant Employment Placements	\$8,690.00	\$9,360.00		\$9,360.00	108%
Attainment of Degree/Certificate	206	2		2	1%
Literacy/Numeracy Gain (in program skills gain)	320	2		2	1%
Retention with the Same Employer	192	19		19	10%
Co-enrollment into WIOA services	N/A	1		1	
Staff/providers trained on serving individuals with disabilities	N/A				
Program Exit	295	22		22	7%

Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	10	10
Between 2 and 4 weeks of program enrollment	0	0
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	0
TOTAL	10	10
ITA's	0	0
OJT	0	0
WEX	1	1

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



Empowering Orange County job-seekers, youth and businesses.

Status:	Open
Service Provider:	Career TEAMS, LLC
Contract Obligation:	\$950,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Dislocated Worker Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	
Total YTD Leverage:	
% of Total Leverage:	

Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22				
Direct Program Costs	\$ 491,290.61	\$ -	\$ -	\$ -	\$ 491,290.61	0%
Administrative Costs	\$ 95,000.00	\$ -	\$ -	\$ -	\$ 95,000.00	0%
Supportive Services	\$ 32,571.43	\$ -	\$ -	\$ -	\$ 32,571.43	0%
Individual Training Account (ITA)	\$ 285,828.10	\$ -	\$ -	\$ -	\$ 285,828.10	0%
Training Services	\$ 27,142.86	\$ -	\$ -	\$ -	\$ 27,142.86	0%
Work Experience/Transitional Jobs (WEX)	\$ 18,167.00	\$ -	\$ -	\$ -	\$ 18,167.00	0%
TOTAL	\$ 950,000.00	\$ -	\$ -	\$ -	\$ 950,000.00	0%



Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1		YTD	% of Performance
		Jul '22 - Sept '22			
New Enrollments	600	12		12	2%
Carry Forward / Follow-Up	43	43		43	100%
Target Population	N/A				
Employment Placements	383	33		33	9%
Median Earnings of Participant Employment Placements	\$9,900.00	\$10,400.00		\$10,400.00	105%
Attainment of Degree/Certificate *	338	6		6	2%
Literacy/Numeracy Gain (in program skills gain)	480	3		3	1%
Retention with the Same Employer	293	41		41	14%
Co-enrollment into WIOA services	N/A	2		2	
Staff/providers trained on serving individuals with disabilities	N/A				
Program Exit	450	9		9	2%

Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	12	12
Between 2 and 4 weeks of program enrollment	0	0
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	0
TOTAL	12	12
ITA	1	1
OJT	1	1
WEX	0	0

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



Empowering Orange County job-seekers, youth and businesses.

Status:	Open
Service Provider:	Career TEAMS, LLC.
Contract Obligation:	\$850,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Dislocated Worker Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	
Total YTD Leverage:	
% of Total Leverage:	#DIV/0!

Fiscal Activities

Cost Category	Budget	Q1 Jul '22 - Sept '22	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 483,144.86	\$ -	\$ -	\$ 483,144.86	0%
Administrative Costs	\$ 85,000.00	\$ -	\$ -	\$ 85,000.00	0%
Supportive Services	\$ 29,142.86	\$ -	\$ -	\$ 29,142.86	0%
Individual Training Account (ITA)	\$ 212,192.28	\$ -	\$ -	\$ 212,192.28	0%
Training Services	\$ 24,285.71	\$ -	\$ -	\$ 24,285.71	0%
Work Experience/Transitional Jobs (WEX)	\$ 16,234.29	\$ -	\$ -	\$ 16,234.29	0%
TOTAL	\$ 850,000.00	\$ -	\$ -	\$ 850,000.00	0%

Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '22 - Sept '22	YTD	% of Performance
New Enrollments	600	3	3	1%
Carry Forward / Follow-Up	23	23	23	100%
Target Population	N/A			
Employment Placements	371	12	12	3%
Median Earnings of Participant Employment Placements	\$9,900.00	\$11,544.00	\$11,544.00	117%
Attainment of Degree/Certificate *	327	2	2	1%
Literacy/Numeracy Gain (in program skills gain)	480	3	3	1%
Retention with the Same Employer	283	33	33	12%
Co-enrollment into WIOA services	N/A	1	1	
Staff/providers trained on serving individuals with disabilities	NA			
Program Exit	436	6	6	1%

Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	3	3
Between 2 and 4 weeks of program enrollment	0	0
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	0
TOTAL	3	3
ITA'S	0	0
OJT	0	0
WEX	0	0

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

Employment Placements Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1
Adult

July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,700,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Employer	Industry	Sector	City	Job Title	Wage	Hours
Sunrise Senior Living	623 Nursing and Residential Care Facilities	HealthCare and Social Assitance	Fullerton	Caregiver	\$16.50	40.0
Bonville Barber	8121 Personal Care Services	Personal Care Services	Anaheim	Business Owner	\$21.25	40.0
vons	44-45 Retail Trade	Retail Trade	Long Beach	deli worker	\$16.20	34.0
Meduit Group, LLC	524292 Third Party Admin of Insurance Funds	Finance and Insurance	Brea	Medical Insurance Specialist	\$16.50	40.0
KILLIAN DENTAL CERAMICS/FLCO	339116 Dental Laboratories	Manufacturing	Irvine	MILL OPERATOR	\$25.00	40.0
The Oncology Institute of Hope and Innovation	621111 Offices of Physicians, ex. Mental Health	HealthCare and Social Assitance	Cerritos	Front Office Medical Asst.	\$18.00	40.0
Garden Grove Unified Sch Dist	611110 Elementary and Secondary Schools	Educational Services	Garden Grove	Instructional Assistant	\$21.23	30.0
Legends	711219 Other Spectator Sports	Hospitality/Tourims	Anaheim	Concession Stand Worker	\$16.61	30.0
Disneyland	722511 Full-service restaurants	Hospitality/Tourims	Anaheim	Busser	\$16.00	25.0
FieldworkLA	54191 Marketing Research & Public Opinion Poll	Professional, Scientific and Technical Services	Irvine	market research/ phone recruit	\$15.00	40.0
Medtronic via Artech	541614 Process & Logistics Consulting Services	Professional, Scientific and Technical Services	Santa Ana	Quality Assurance	\$40.00	43.8
Starbucks	722515 Snack and nonalcoholic beverage bars	Retail Trade	Tustin	Barista	\$17.00	40.0
BROTHERS DESSERTS	311520 Ice Cream & Frozen Dessert Manufacturing	Retail Trade	Irvine	Customer Service	\$17.00	40.0
People Ready	561320 Temporary Help Services	Administrative and Support Services	Anaheim	Laborer	\$16.00	40.0
Rowntree Gardens	623311 Continuing Care Retirement Communities	HealthCare and Social Assitance	Stanton	Mail Clerk	\$16.00	40.0
Gibellina LLC Ristorante Rumari	72 Accommodation and Food Services	Retail Trade	Laguna Beach	Host	\$20.00	30.0
Select Staffing	561311 Employment Placement Agencies	Administrative and Support Services	Garden Grove	General Laborer	\$16.20	40.0
Good Times at Davey Wayne's cocktail and bar	7224 Drinking Places (Alcoholic Beverages)	Retail Trade	Los Angeles	server helper	\$19.00	40.0
Uci Health Ctr For	621493 Freestanding Emergency Medical Centers	HealthCare and Social Assitance	Irvine	Medical assistant	\$21.00	40.0

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



Empowering Orange County job-seekers, youth and businesses.

Employment Placements Report

Quarter 1
Adult

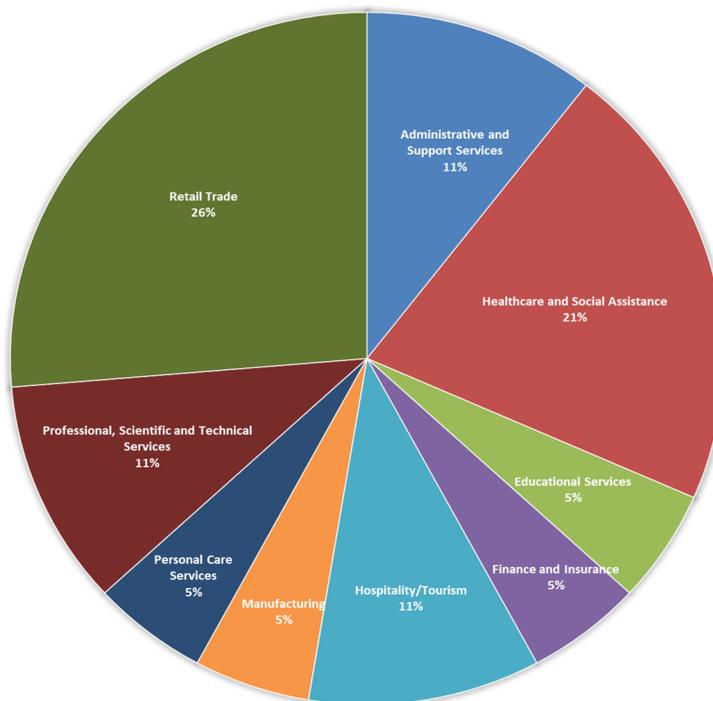
July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,700,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

OC 2019 - 2023 CED Industry Sectors	
Healthcare	21%
IT	0%
Advanced Manufacturing	5%
Hospitality/Tourism	11%

Average Wage:	\$	19.18
Full Time Employment (30 Hours +)		18
Part Time Employment		1

Employment By Sector/Industry Title



Employment Placements Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1
Dislocated Worker

July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,800,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Employer	Industry	Sector	City	Job Title	Wage	Hours
ROBERT HALF LEGAL	561320 Temporary Help Services	Administrative and Support Services	Irvine	Administrative	\$20.00	40.0
Abbvie	541715 Research and Development in the Physical, Eng	Professional, Scientific, and Technical Services	Irvine	Associate director	\$83.13	40.0
Partner Plumbing	238220 Plumbing, Heating, and Air-Conditioning	Construction	Lake Forest	plumber	\$21.00	40.0
Atla Services Inc	541990 All Other Professional & Technical Svc	Professional, Scientific, and Technical Services	Corona	Laborer	\$25.00	40.0
Tayani Institute	621493 Freestanding Emergency Medical Centers	Healthcare and Social Assistance	Costa Mesa	Patient Representatives	\$16.00	40.0

ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



Employment Placements Report

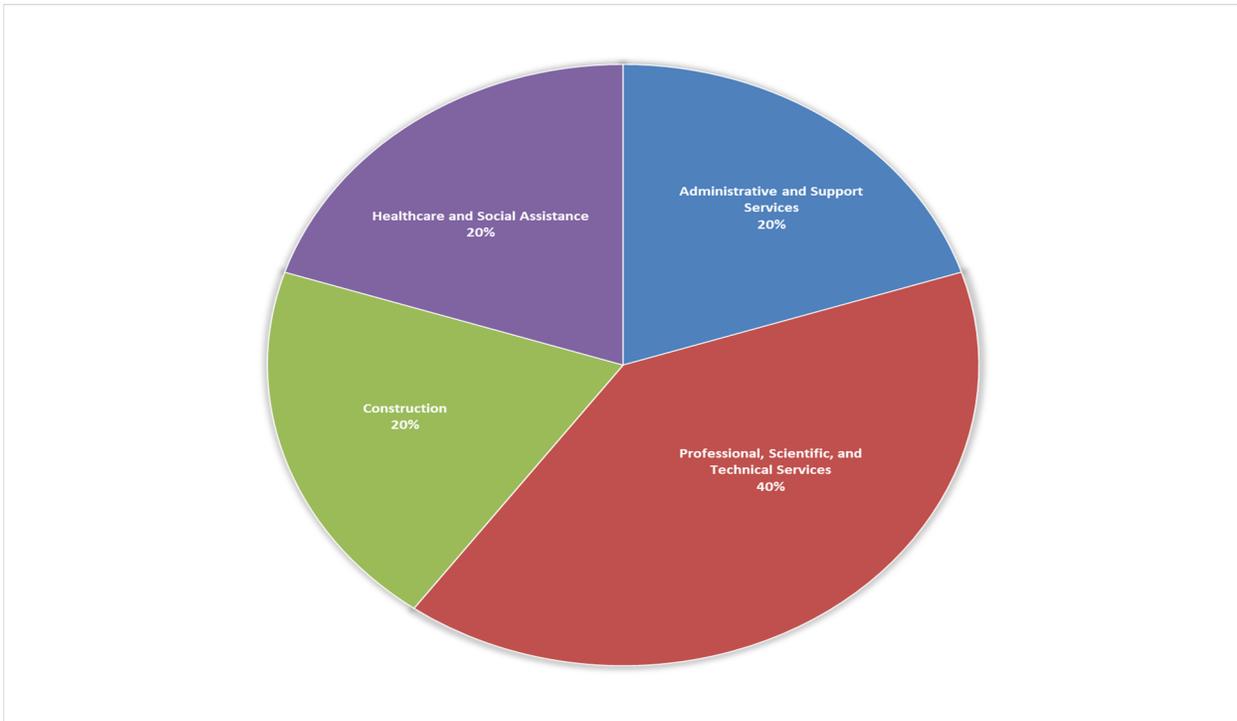
Quarter 1
Dislocated Worker
July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,800,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

OC 2019 - 2023 CED Industry Sectors	
Healthcare	20%
IT	0%
Advanced Manufacturing	0%
Hospitality/Tourism	0%

Average Wage:	\$	33.03
Full Time Employment (30 Hours +)		5
Part Time Employment		n/a

Employment By Sector/Industry Title



Quarterly Performance Report (QPR)

Subrecipient	Orange County Workforce Development Board/ Workforce & Economic Development Division		
Subrecipient Code	ORA	ELL, DEA OR VEAP (PY)	VEAP
Quarter Covered	July- Sept 2022	Grant Code(s)	1225
Project Contact	Eric Ensley	Email	eric.ensley@occr.ocgov.com

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	22	137	170	82%
Entered Soft Skill Training/ Job Readiness Training	0	31	156	24%
Entered Occupational Skills Training	0	11	144	10%
Entered Work Based Learning/Training	1	3	102	3%
Attained Certificate	2	4	84	5%
Entered Unsubsidized Employment	6	46	117	39%
Median Hourly Wage	29.83	30.49	\$22.38	136%
<p>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> <p>During this Sixth Quarter (July- September 2022), the VEAP project staff conducted 43 interviews for program participation and was able to complete enrollments of 51% of new participants screened for eligibility that sought assistance with employment services representing 22 new enrollments. Basic and Individualized career service continue to be a benchmark to assist veterans with workforce reintegration opportunities that include linkages to community partnerships that help address unique barriers experienced by job seekers.</p> <p>VEAP Project staff continue to assess participant's and address identifiable skills gaps to ensure proper alignment with desired career pathway development. Many VEAP participant performing labor market research are appropriately matching current interest and abilities that require more long-term training objectives to obtain desired careers.</p> <p>The VEAP project continues to remain on track with obtaining near performance measures. Slowing trends of careers within In-Demand Industry sectors have delayed immediate job placements within the region and shown to be more a competitive market during this post- pandemic era. VEAP staff continue to work closely with participant's to strategically target employers positioned to hire veteran's with matched skills they seek.</p>				

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.

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 the Sixth Quarter (July – September 2022), the VEAP Project staff has participated in outreach events to engaged homeless veterans that was hosted by the VA Health Care System Long Beach and Working Wardrobes; both community enhancement partnerships that builds capacity to broadly serve veterans with significant barriers.</p> <p>VEAP project staff have also attended an event co-hosted by the VA Healthcare System, Orange County Veterans and Military Family Collaborative, and Orange County’s Health Care agency that facilitated capacity building opportunities to share information among providers to encourage expansion and enhancement to service delivery among community partners.</p>
Project Partnerships (development, enhancement, engagement, commitment)	<p>VEAP project staff engages with OC Business Solutions monthly to review prospective on the job training opportunities with employers as well as Jobs for Veterans State Grant Disabled Veterans Outreach Program coordinators and Local Veterans Employment Representatives to support career goals of enrolled participants.</p> <p>VEAP project staff facilitated 5 participant direct referrals to the U.S Department of Veterans Affairs and other Federal/State services.</p>
Enrollment, Intake, and Assessment	<p>Enrollment, intake and assessment opportunities continue to demonstrate an upward increase mostly due to VEAP Project staff mobility within the community as well as new outstation locations to reach eligible participants where they are most likely to engage with other types of community services needs such as unemployment services.</p>

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.

	<p>VEAP Staff have encountered significant increases in barriers such as behavior health issues that delay participant integration into sustainable employment. Many Participants are assessed as special disabled due to increased barriers and military service-related issues that most require reasonable accommodations to adequately perform in the workforce</p>
<p>Co-Enrollment (WIOA Title I-IV, CalWORKS, CalFresh, other)</p>	<p>VEAP Project staff have identified slower opportunities to co-enroll participants with the new WIOA Title I provider as new adjustments to the Caljobs system is expected during transitioning.</p> <p>JVSG referrals have increased and opportunities to co-enroll participant's seeking individualized career services has been a welcomed trend.</p>
<p>Program Services (Intensive Case Management, Integrated Resource Teams, Supportive Services, Referrals)</p>	<p>During the report period (July- September 2022), VEAP staff continue to incorporate a supportive employment style to guide intensive case management services enhance participant career and training needs.</p> <p>VEAP Project staff has leveraged community partnerships offering housing assistance that provide resources to stable housing for participants at risk of homelessness. The OC Coordinated Entry collaborative allows VEAP staff an opportunity to address the needs of participants with housing issues directly with service providers.</p>
<p>System Change/Alignment (Plans, MOUs, policy, procedures, data sharing, blending and braiding resources, sustainability)</p>	<p>VEAP project staff participate in ongoing collaborations with EDD Disabled Veterans Outreach Program Coordinators, WIOA Title I Service Providers, Orange County Veterans and Military Families Collaborative Employment/ Entrepreneur Working Group to expand a system network that serves veterans.</p>
<p>Staff, Project Team, Stakeholder Training/Capacity Building</p>	<p>VEAP staff continues capacity building and partnership driven outreach to inform and educate stakeholders of program value as well as enhancement to existing service partners.</p>

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.

Business/Employer Engagement	VEAP Project staff and OC Business Solutions collaboratively meet bi-monthly to discuss employer engagement that offer on-the-job training and other work-based learning opportunities to participant's interested in-Demand careers through technology, manufacturing, and healthcare.
Other – Describe	<p>During this Sixth Quarter report period (July- September), VEAP staff has screened 5 participants that identified as aging above 65 years that demonstrate an interest to reintegrate into the workforce.</p> <p>VEAP provided supportive services to three participants that would allow continued career search and training engagement.</p>

Expenditures and Matching Funds For This Quarter

3. Expenditure Reporting

Planned Expenditures to Date *From Exhibit E: Funding and Expenditure Plan	Actual Expenditures to Date	Performance % (Actual/Planned)
\$385,000	\$347,520.58	90%
Planned Matching Funds to Date *From Exhibit E: Funding and Expenditure Plan	Actual Matching Funds to Date	Performance % (Actual/Planned)
\$764,388	\$24,285.26	3.0%
<p>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>		
<p>During this report period, planned expenditures remain consistent to administrative cost and program to engage with participants on intensive career management services. VEAP Project appears to have slowed in case management due to an unexpected program vacancy.</p>		

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.

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 staff expansion efforts within the program as well capacity building opportunities with community partners continue to enhance program presence and confidence. Peer supported mentorship through weekly peer forums has been an asset to participant experience navigating workforce processes.

- 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).**

The VEAP Project have no notable outcomes this report period. Many of the participant challenges identified by VEAP staff have been attributed to participant's ability to engage with limited resources and determined ability to use U.S Department of Veterans Affairs entitlements through Post 9/11 education benefits or Veterans Readiness and Employment. Each program may potentially allow access to housing allowances not current available through WIOA supportive services on a consistent basis while participant's attend more long-term training opportunities based on their interests.

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

No Technical assistance to note this 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.**

Community Engagement Events attend by VEAP Project Staff.

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.



STAND DOWN

FOR VETERANS EXPERIENCING HOMELESSNESS

Helping Veterans with housing,
unemployment resources, and more!

WEDNESDAY | AUGUST 17, 2022 | 9AM - 3PM

Working Wardrobes
2000 E. McFadden Ave
Santa Ana, CA 92705

Call to register:
562-826-8000
ext. 12054

VA



U.S. Department of Veterans Affairs
VA Long Beach Healthcare System

WORKING WARDROBES®
VetNet
Training. Jobs. Dignity.



UCI Health

VA



U.S. Department of Veterans Affairs
VA Long Beach Healthcare System

2022 ORANGE COUNTY VETERAN HEALTH AND WELLNESS: ENHANCING VETERAN CARE THROUGH EMERGING STRATEGIES AND TREATMENTS

Friday September 30th 2022
8:00 a.m. – 4:30 p.m.



University of California, Irvine
Pacific Ballroom

The Long Beach VA Healthcare System, University of California, Irvine, Orange County Health Care Agency, Strong Families, Strong Children, and the Orange County Veterans and Military Families Collaborative, in addition to several community agencies, will be presenting in-person at this year's Summit on Enhancing Veteran Care Through Emerging Strategies and Treatments. Our goal is to continue to promote a collaborative community of care whose goal is to provide the continuity of care for our Veterans and their families in Orange County.

Keynote Speaker

Shaista Malik, M.D.

Integrative Health Approach to Enhance
Neuroplasticity and Brain Health

BREAKOUT SESSIONS

- ★ Veterans Mental Evaluation Team (VMET)
- ★ Maximizing Peer Support through Collaboration
- ★ Challenges to Clinical Trials in Veteran Health Research
- ★ Crisis Response and the Launch of 988
- ★ Live Whole Health at VA LB HCS
- ★ Psychedelic Assisted Psychotherapy (PAP)
- ★ Neuroengineering to Restore Function to Veterans

Register for this event at EventBrite

<https://www.eventbrite.com/e/2022-veteran-health-and-wellness-summit-tickets-336790297847?aff=EMAIL1>

This training qualifies as a culturally competent training.

The Orange County Health Care Agency is a CAMFT-approved continuing education provider. Provider #62340. This course meets the qualifications for 5 hours of continuing education credit for MFTs, LPCCs, LEPs and/or LCSWs as required by the California Board of Behavioral Sciences. The Orange County Health Care Agency maintains responsibility for this program and its content.

Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019, for 5 contact hours.

Renewal of Certification (AOD Counselors): All certifying organizations shall accept as continuing education hours of training provided by any county governmental agency. You must retain this certificate for four years.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the California Medical Association (CMA) through the joint providership of Orange County Health Care Agency and the Long Beach VA HCS. The Orange County Health Care Agency is accredited by the CMA to provide continuing medical education for physicians. The Orange County Health Care Agency designates this live activity for a maximum of 5 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

This credit may also be applied to the CMA Certification in Continuing Medical Education.

Accommodations: If you need a disability-related reasonable accommodation/alternative format for this training event, please contact BHTS@ochca.com beforehand.

For any grievance concerning the Orange County Health Care Agency's Continuing Education Program, please write to Behavioral Health Training Services at 600 W. Santa Ana Blvd., Suite 510, Santa Ana, CA 92701 or call (714) 667-5600. Course completion (CE) certificates will be provided immediately at the end of the training after completing an evaluation.



Orange County Veterans
& Military Families Collaborative

CONVENED BY **UCI**



Comprehensive and Accessible Reemployment through
Equitable Recovery (CAREER) National Dislocated Worker
Grant

ORANGE COUNTY
CAREER OPPORTUNITIES FOR RE-EMPLOYMENT PROGRAM
(OC CORE)

OVERVIEW

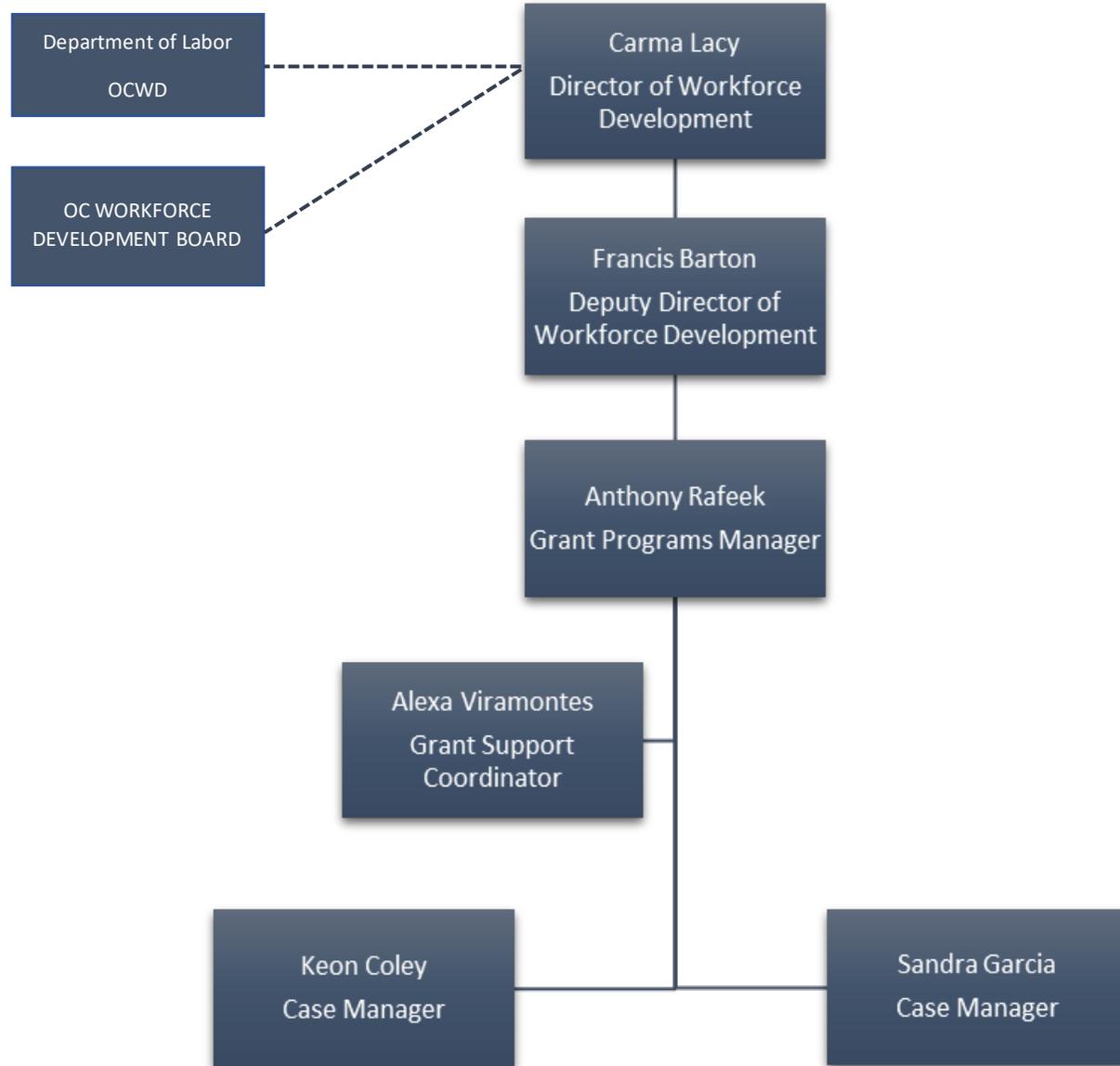
- **Date of Grant Award:** September 24th, 2021
- **Date launched:** September 12th, 2022

- **Grant Funding:**

Department of Labor Funding	WIOA Leveraged Funding	Total Grant Budget
\$3,000,000	\$380,839	\$3,380,839

- **Program Components:**
 - **Component 1:** Provide Case Management Services
 - **Component 2:** Implement an Outreach Campaign
 - **Component 3:** Implement a Virtual Learning Management System

PROGRAM TEAM



PROGRAM WORK

<p>Component 1: Provide Case Management Services</p>	<p>Component 2: Implement an Outreach Campaign</p>	<p>Component 3: Implement a Virtual Learning Management System</p>
<ul style="list-style-type: none"> • Intensive case management services – minimum 600 Dislocated Workers • Co-enroll with WIOA - Training • Supportive Services up to \$6000 per participant • Regional collaboration with City of Santa Ana and City of Anaheim WFDB for greater program reach. • Talent Acquisition Agencies- placements • On the Job Training Opportunities 	<ul style="list-style-type: none"> • Educate residents throughout Orange County with a focus on disinvested communities. • Print • Radio • Digital Media – Social Media • Community Forums • Boots-on-the-ground networking activities • Rapid Response • Orange County Transportation Authority 	<ul style="list-style-type: none"> • A software-as-a-service platform operated by FutureFit AI. • Enables OCWDB to scale operational capacity of a hybrid service delivery model to hundreds of thousands of job seekers, providing them with personalized career guidance throughout a seamless end-to-end journey. • Implementation • User Training • Monitoring & Evaluation

PROGRAM BUDGET

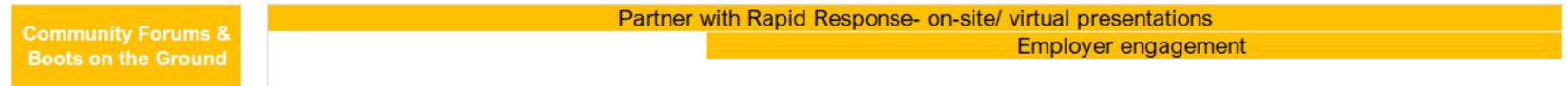
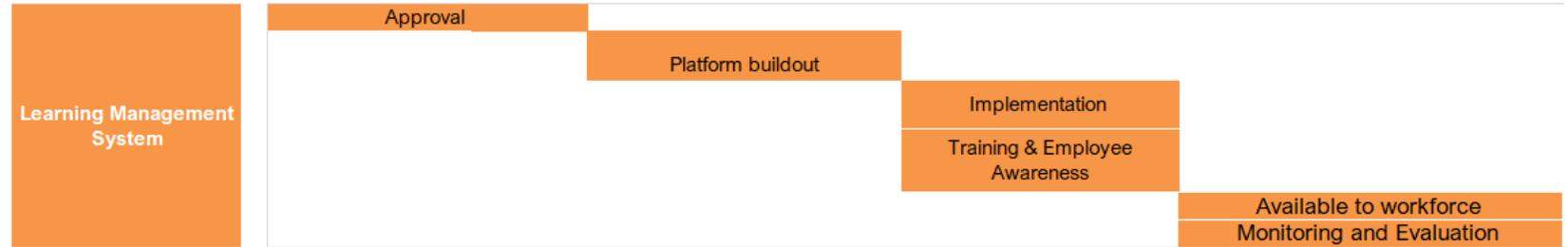


Virtual Learning Management System (LMS) 9%	\$245,000.00
• FutureFit AI (Learning Management System)	\$245,000.00
Outreach Campaign 13%	\$333,000.00
• Social Media Outreach + Brand Messaging + Social Media Ads	\$43,000.00
• Branding, Graphic Design, Web Development, Print Development	\$10,000.00
• Orange County Transportation Authority	\$180,000.00
• Radio	\$100,000.00
Case Management Services 78%	\$2,025,000.00
• Individual Training Accounts	\$ 650,000.00
• Registration/ Training Fees (Certificate Programs)	\$ 50,000.00
• Supportive Services	\$ 1,075,000.00
• On the Job Training	\$ 250,000.00

CAREER GRANT

START MONTH	Sep
-------------	-----

Qtr 1 2022				Qtr 2 2023			Qtr 3 2023			Qtr 4 2023		
September	October	November	December	January	February	March	April	May	June	July	August	September



ROADMAP

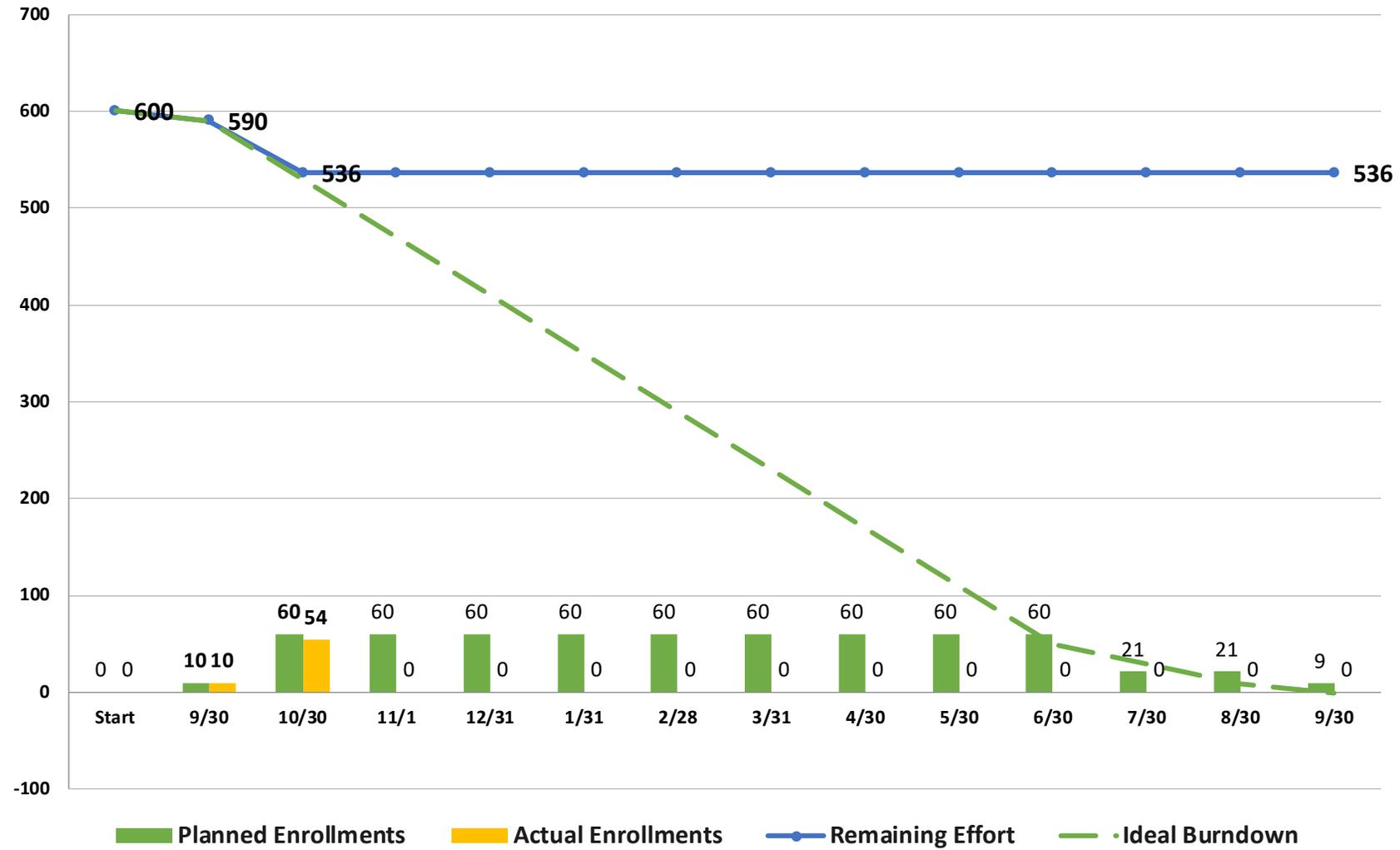
RISK ANALYSIS

RISK CLASSIFICATION	RISK	RISK LEVEL	CONTROL MEASURE
<ul style="list-style-type: none"> • Goal Achievement 	<p>The Program is 12 months late which reduced the time to serve 600 dislocated workers.</p>	<p>High</p>	<ul style="list-style-type: none"> • Continue to monitor enrolment. Possibility of extension. Request can be made in last quarter of program execution.
<ul style="list-style-type: none"> • Program Staffing 	<p>Due to hiring policies, the program is unable to maintain stability in staffing at the capacity required. This will either impact the quality of services provided or the number of participants served.</p>	<p>High</p>	<ul style="list-style-type: none"> • Awaiting feedback from HR on alternative options
<ul style="list-style-type: none"> • Procurement 	<p>Multiple procurement challenges resulted in scope modification. Supportive Services to be expended using County procurement mechanisms which can take up to 3 weeks per payment.</p>	<p>High</p>	<ul style="list-style-type: none"> • Dedicated staffing to manage Supportive Services

KEY STAKEHOLDERS



BURNDOWN CHART



Thank you

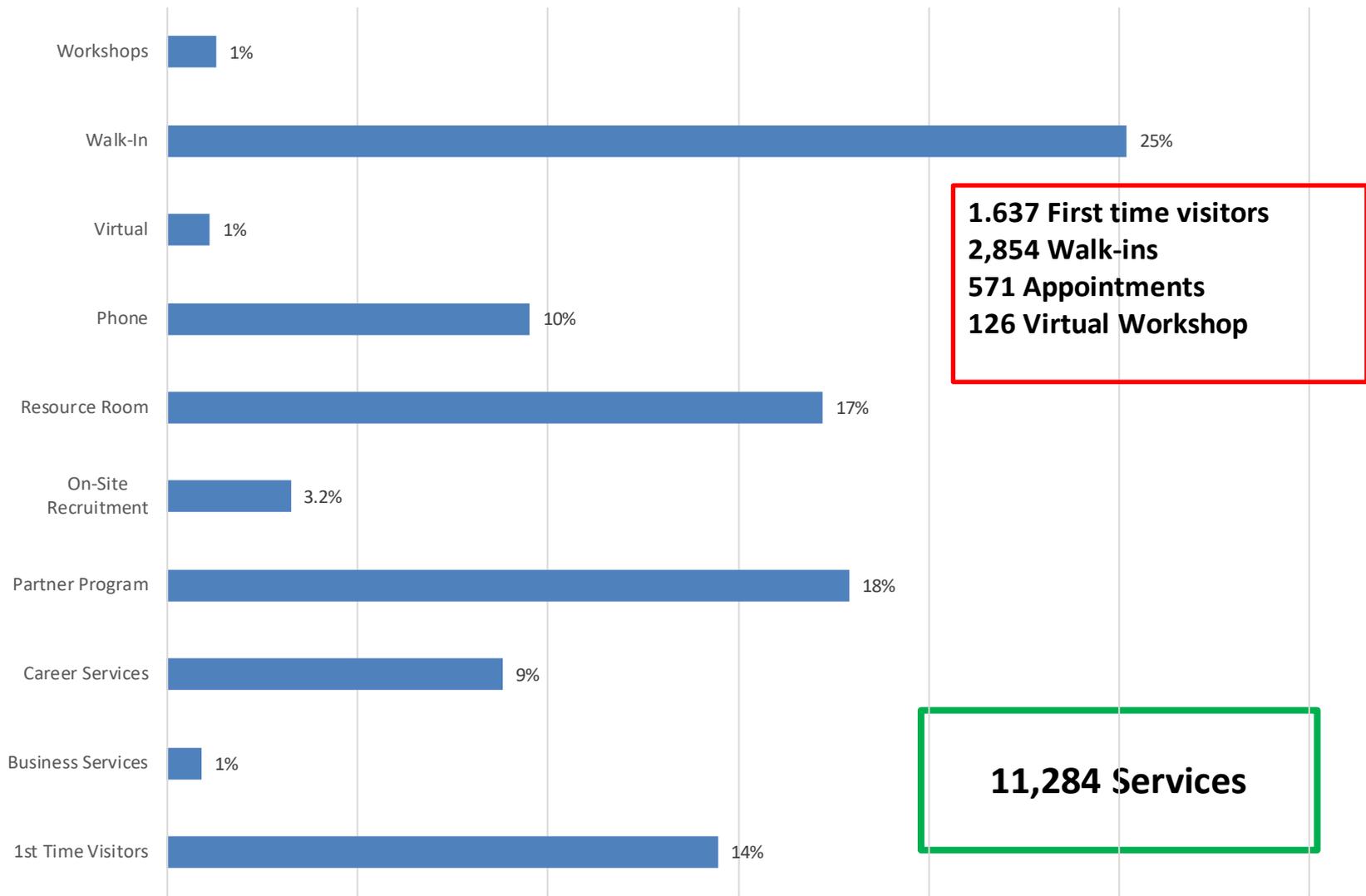


Connecting job seekers and businesses to no-cost services.

Customer Feedback July to September 2022



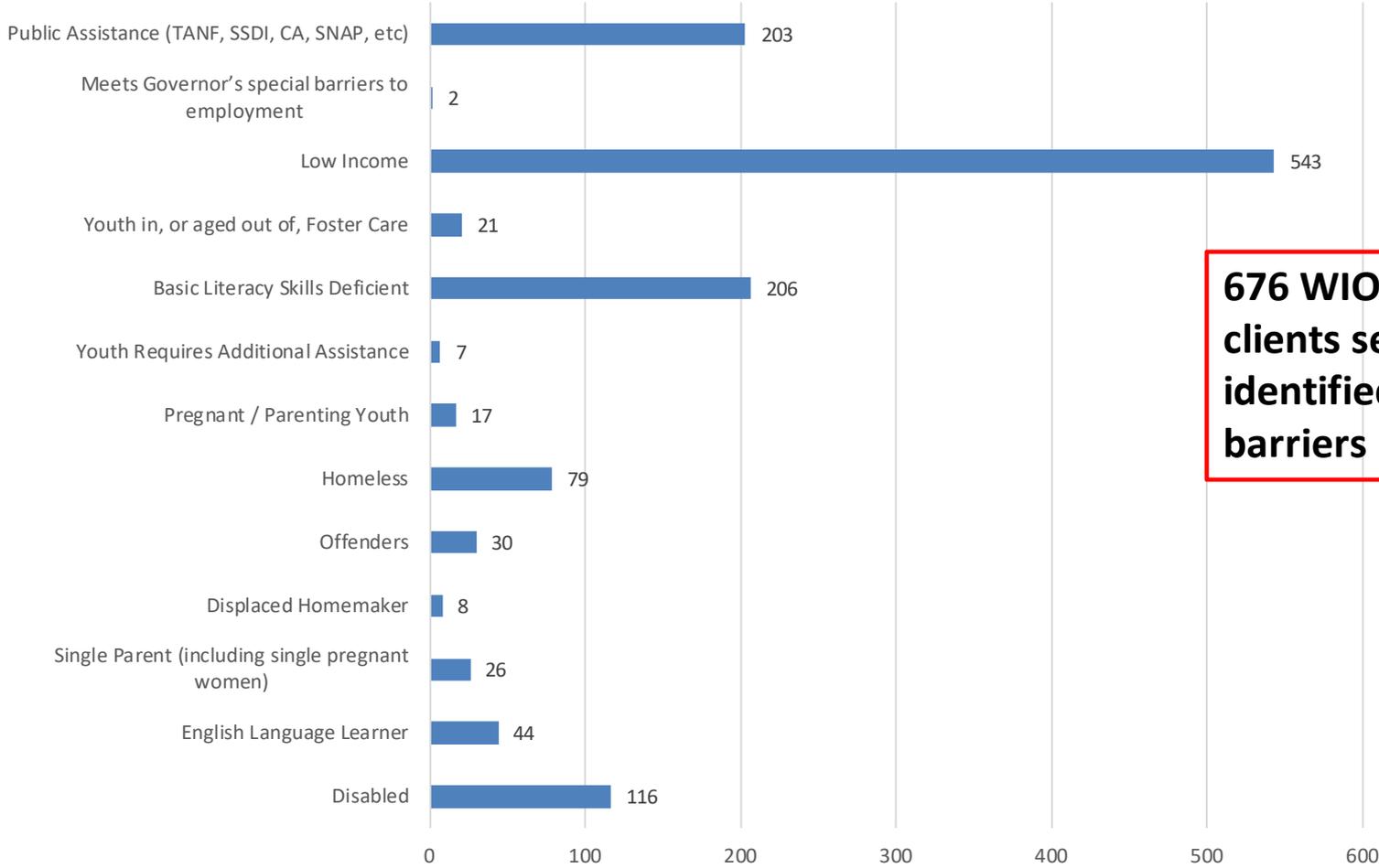
OC Workforce Solutions: July to September 2022



Source: VOS Greeter



WIOA Participant Summary- Services Utilized: Adult, Dislocated Workers, Youths



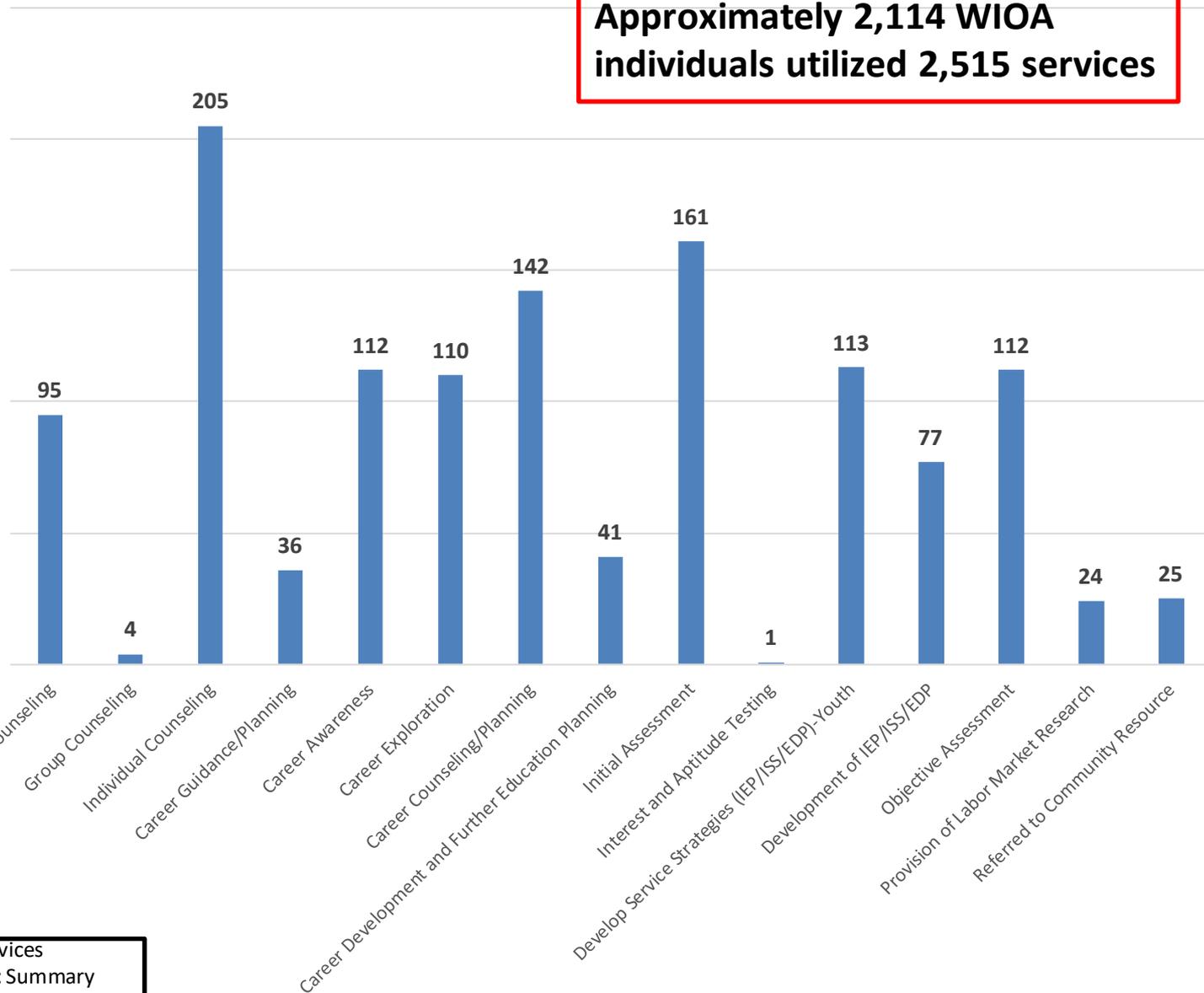
676 WIOA enrolled clients served identified by barriers

Source: Caljobs Participant Summary Reports



WIOA Participant Summary- Services Utilized: Adult, Dislocated Workers, Youths

Approximately 2,114 WIOA individuals utilized 2,515 services



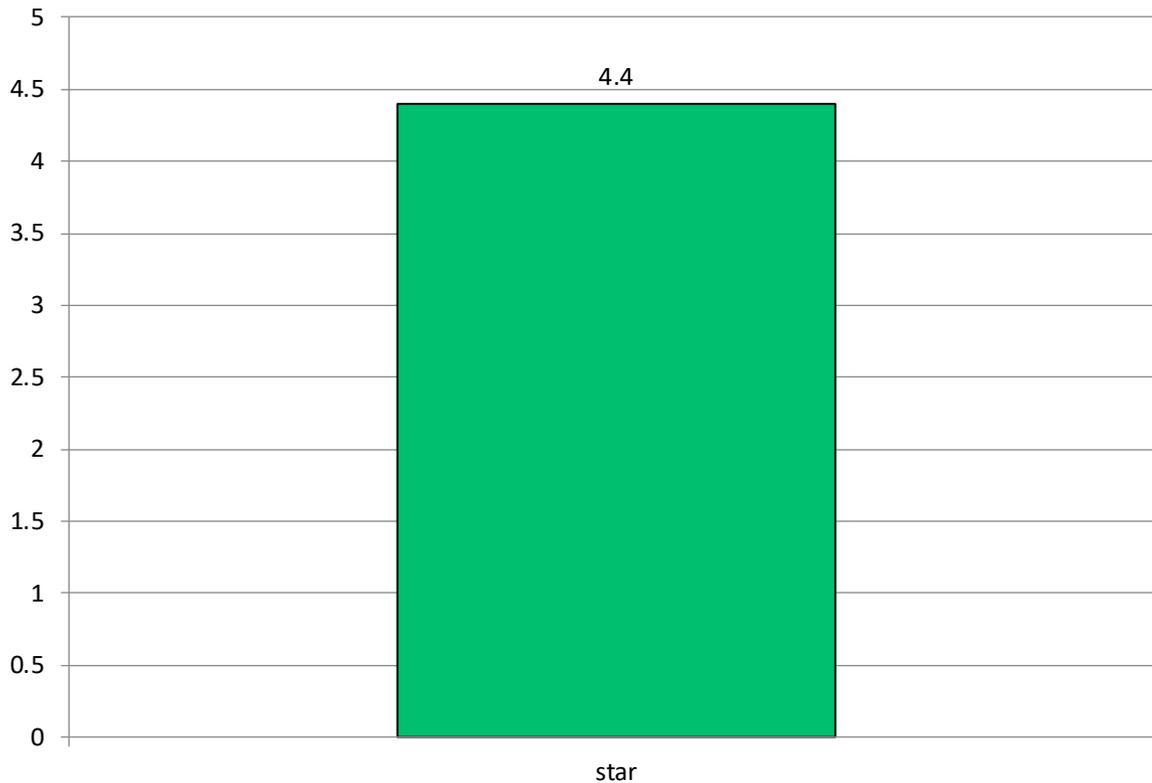
Source: CalJOBS Services
Provided Individual: Summary
Reports



Overall Satisfaction Rate

4.4 ★

Overall, how would you rate your experience with the Workforce Solutions Center?



Goal: 90%
Response Rate: 39%
921 surveys distributed
363 responses

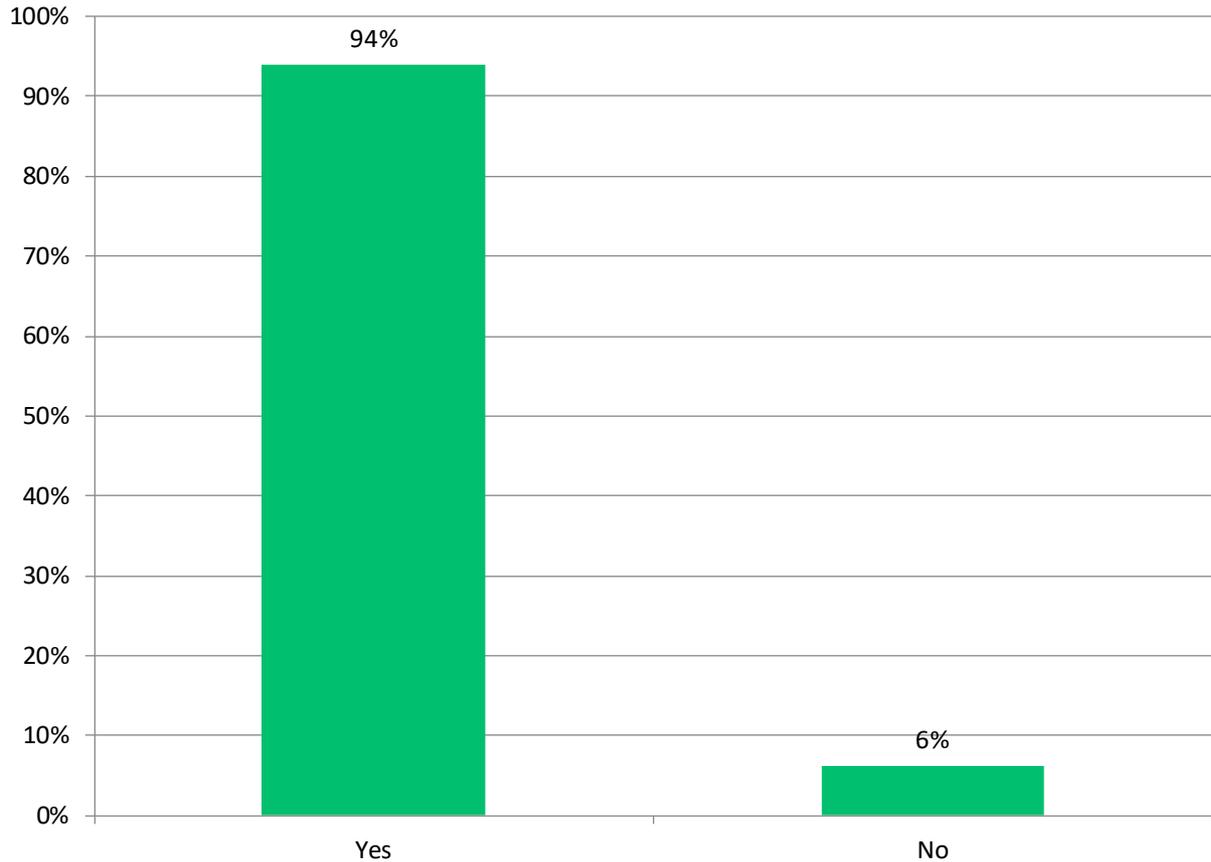
■ Weighted Average



How likely is it that you would recommend OC Workforce Solutions to a friend or business colleague?

Item 9A

Would you recommend the One-Stop to a friend or colleague?

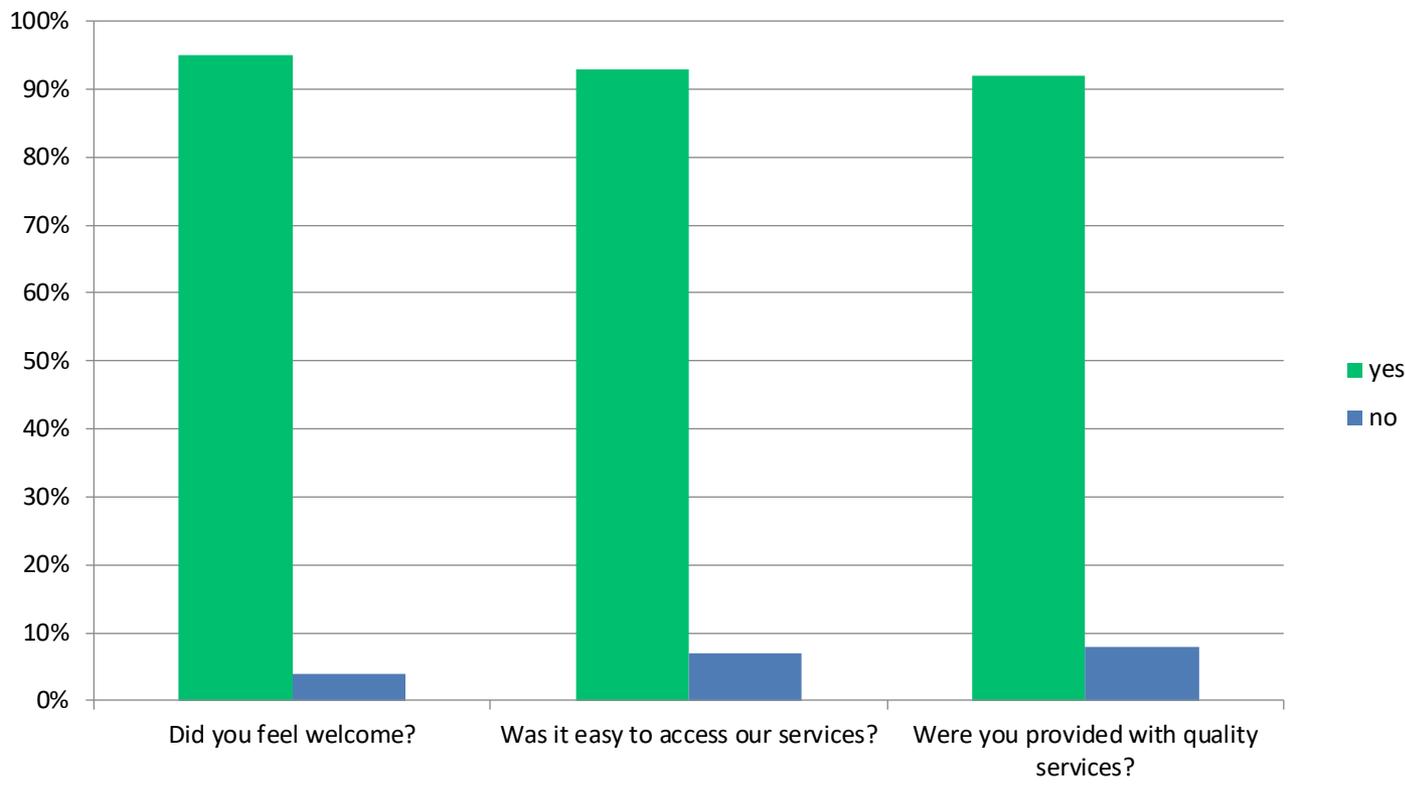


94% Yes
Response Rate: 21%
921 surveys distributed
363 responses



Customer Experience: Ease of Use & Welcomed

94% Overall satisfaction

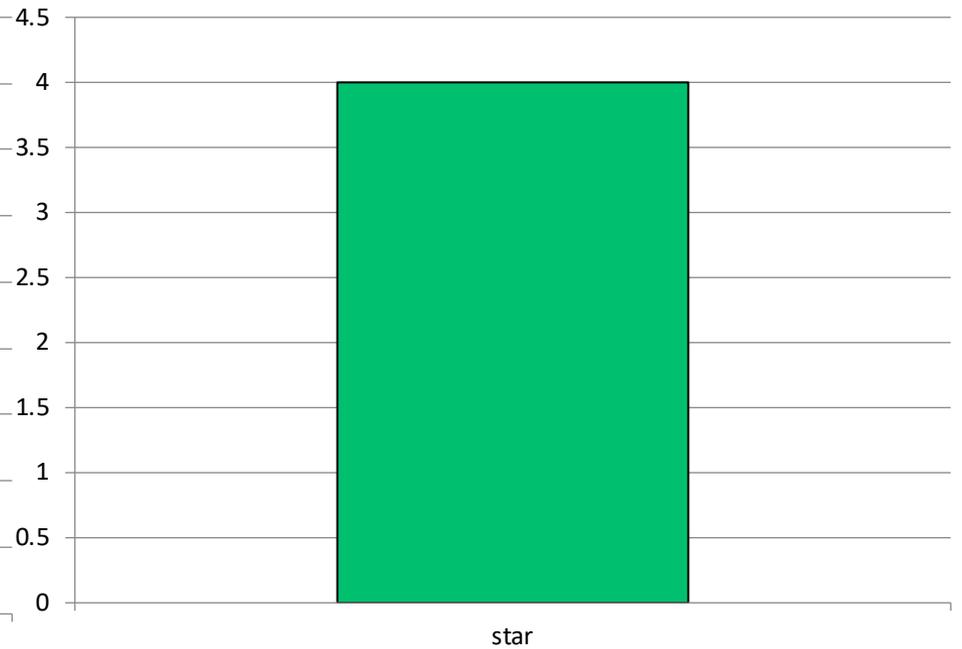
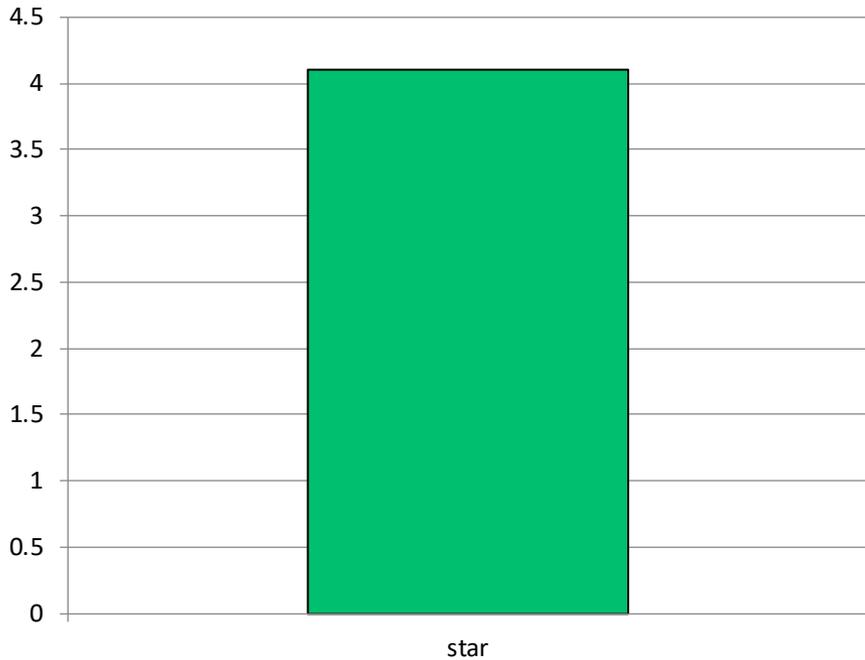




Survey Results : Training and Workshops

Overall, how would you rate this training/workshop experience?

Overall, how would you rate the quality of the teaching?

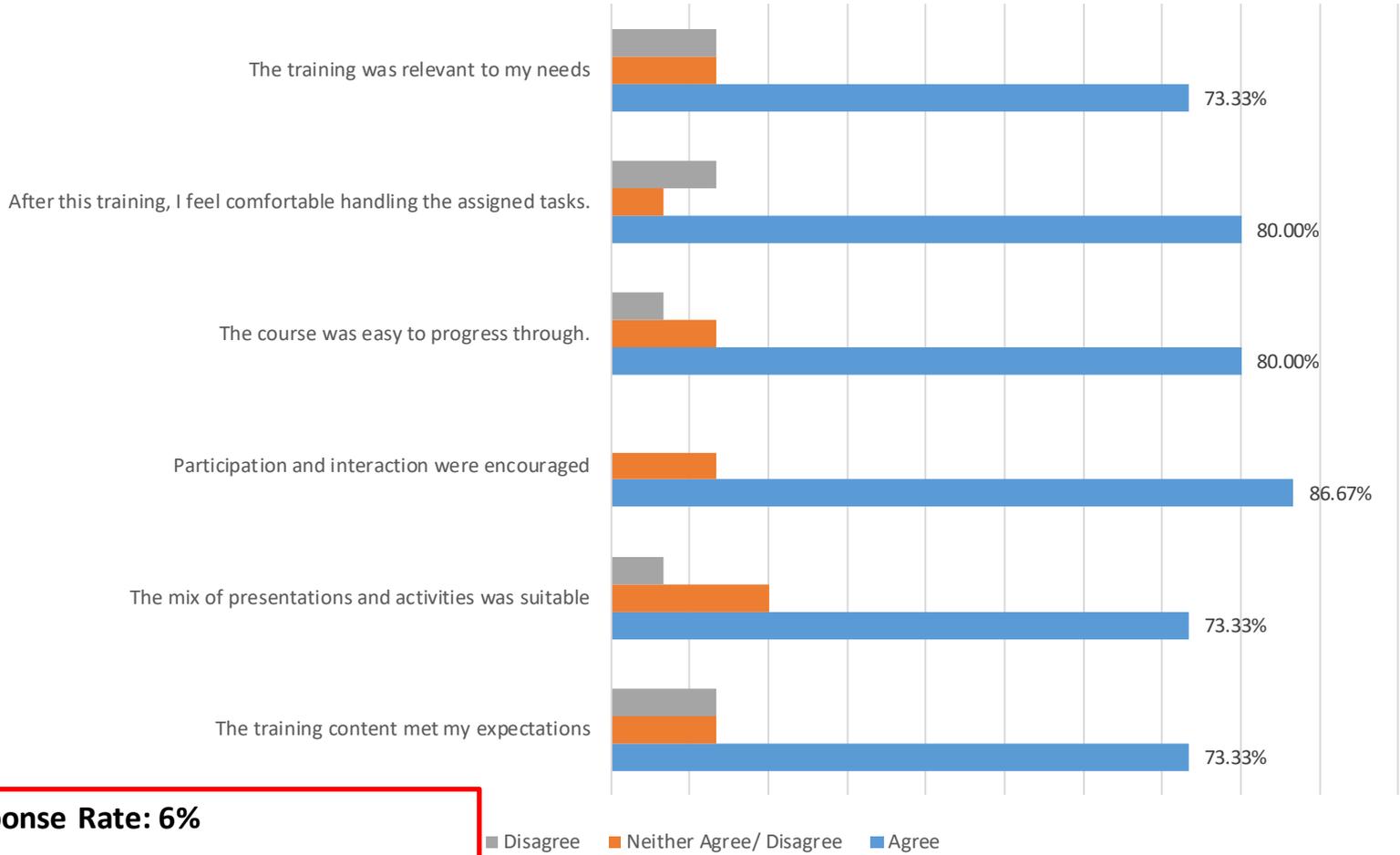


Response Rate: 6%
247 Surveys distributed
15 responses



Survey Results : Training and Workshops

80% Overall Training satisfaction



Response Rate: 6%
247 Surveys distributed
15 responses



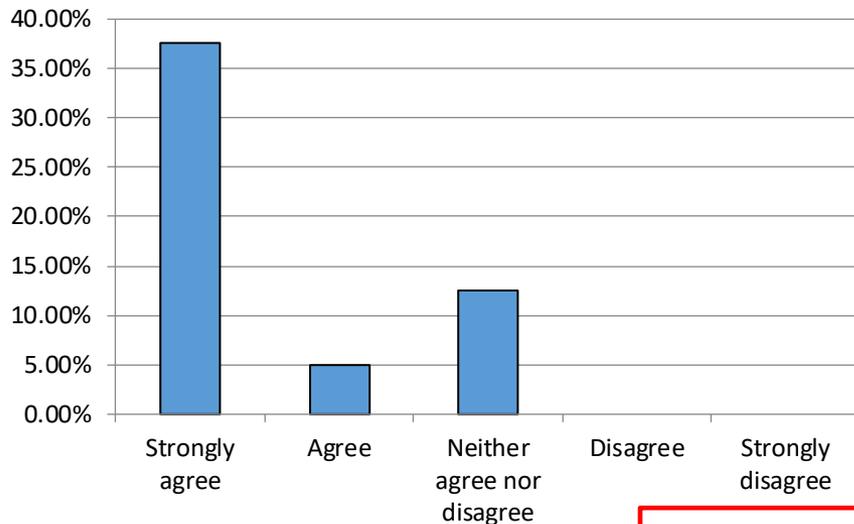
Connecting job seekers and businesses to no-cost services.

Co-located Partner Feedback July to September 2022

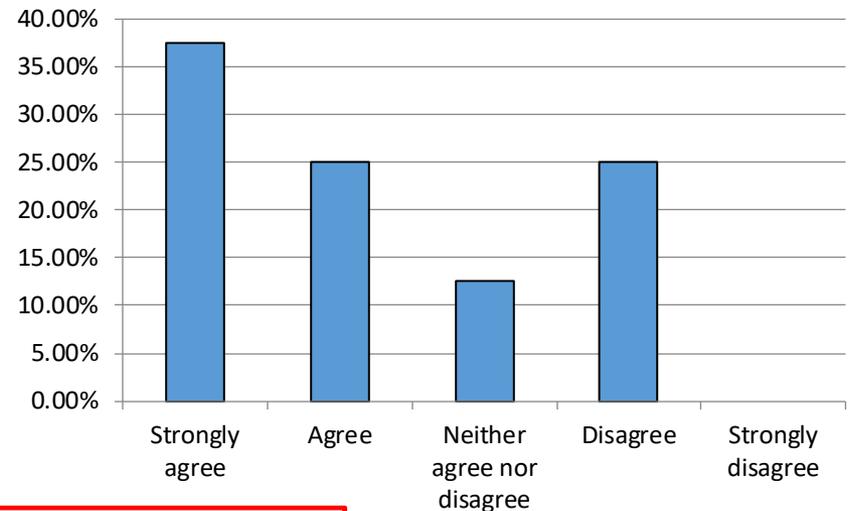


Survey Results : Partners

The Workforce Solutions Center Operator shares knowledge and information regularly among Partners to provide seamless integrated services.



The Workforce Solutions Center Operator effectively facilitates collaboration through regular monthly partnership meetings.



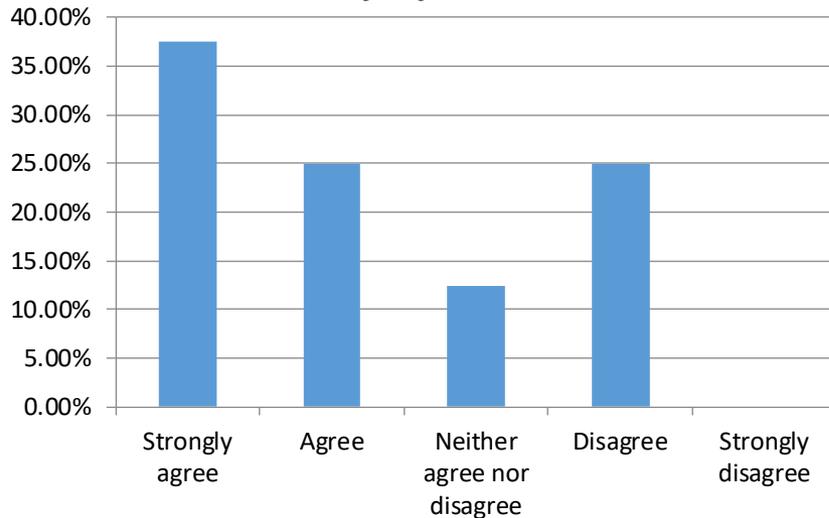
75% Satisfaction among co-located partners
20 surveys distributed
8 responses
40% response rate

99 of 117

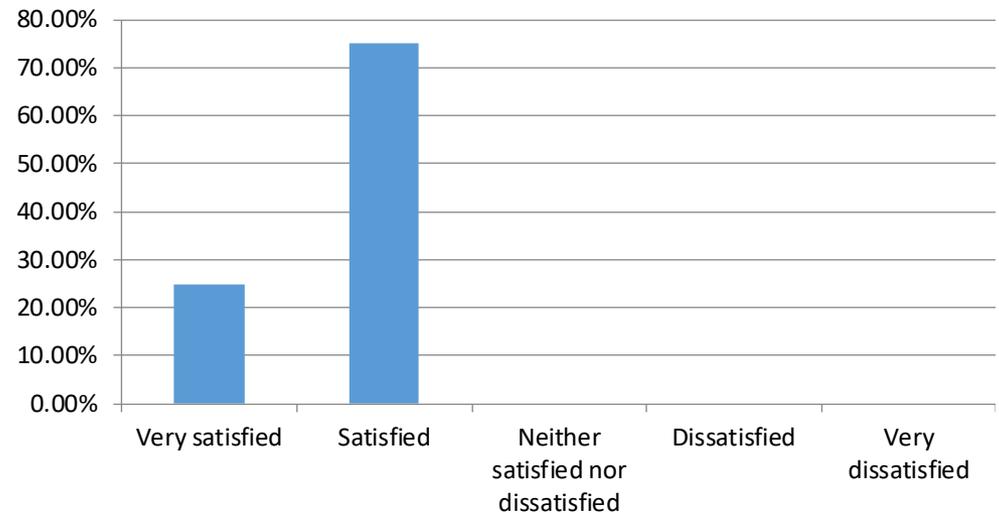


Survey Results : Partners

The Workforce Solutions Center Operator provides necessary support/resources/equipment to promote an integrated service delivery system.



Overall, how satisfied are you with your partnership with the Workforce Solution Center.



75% satisfaction among co-located partners
20 surveys distributed
8 responses
40% response rate

Thank you!

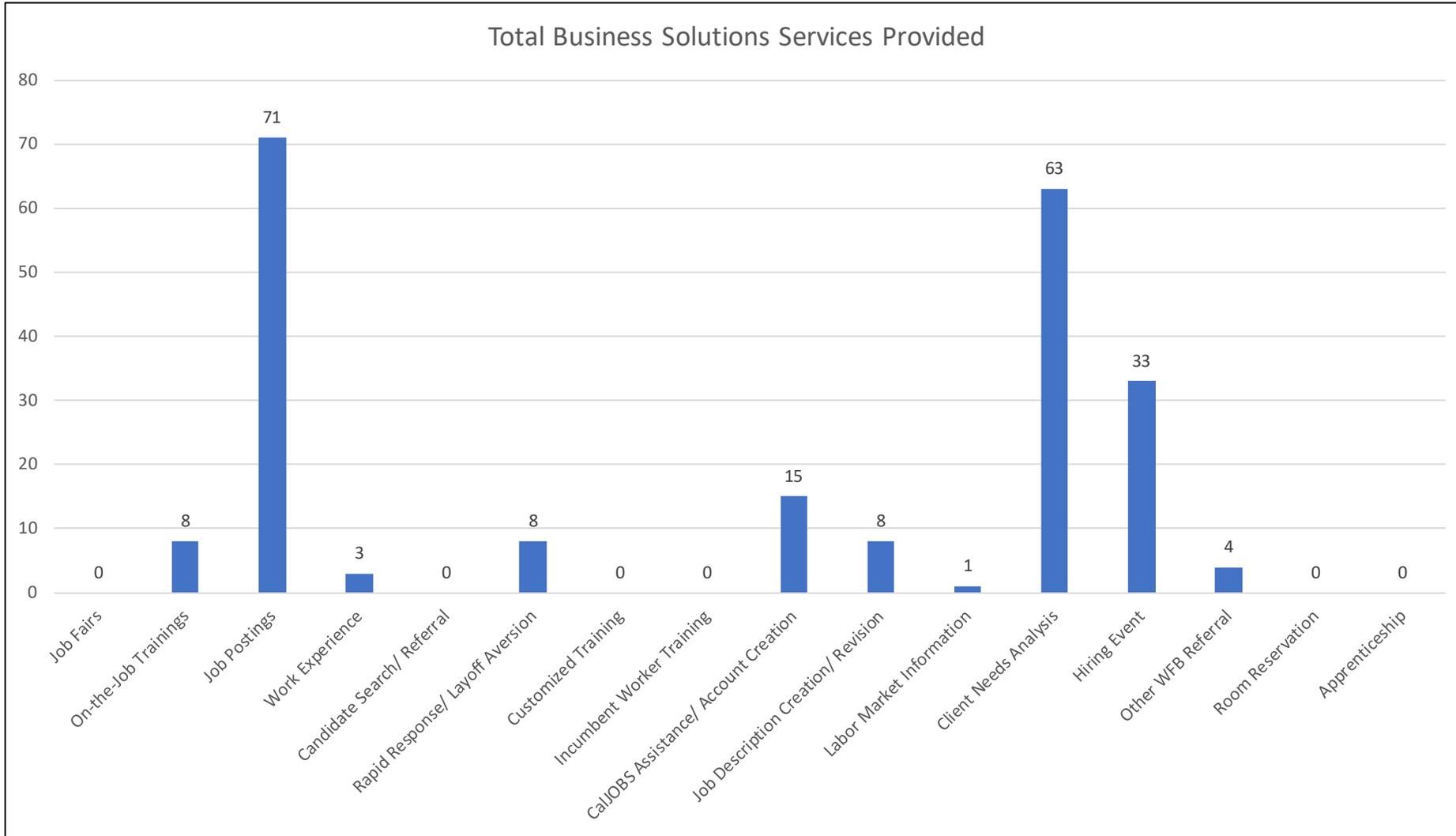


One-Stop Committee Quarter 1

July 1, 2022 – September 30, 2022

HIRING INITIATIVES

Hiring Initiatives – Assistance with Filling Jobs



Hiring Initiatives - Job Fairs

There were no job fairs in Q1

Hiring Initiatives – Hiring Events

Item #10D

	Company	Date	# of Attendees	Platform
	Parker Aerospace	7/12/2022	26	Workforce Solutions Center
	Glidewell	7/13/2022	28	Workforce Solutions Center
	Caltrans	7/14/2022	137	Workforce Solutions Center
	Multi-Industry Hiring Event	7/19/2022	11	Workforce Solutions Center
	Bamboo Couriers, Charter Communications, IRP Medical, KPC Health, Mark Beamish Waterproofing			
	Multi-Industry Hiring Event	8/4/2022	69	Workforce Solutions Center
	Amazon, Applied Medical, CVS Health, Elevo Learning, First Student, Harbor Distributing/Reyes Holdings, Sitaline Graphics Solutions			
	Disneyland Resort	8/9/2022	42	Workforce Solutions Center
	Multi-Industry Hiring Event	8/23/2022	63	Workforce Solutions Center
	City of Orange, Corovan, Exemplis, First Group Buses, Inter-Con Security, Los Angeles Airport Police, Sports Basement			
	Multi-Industry Hiring Event	9/21/2022	45	Workforce Solutions Center
	AMPAM Parks Mechanical, Chipotle, ECOS, H Mart, OC Transportation Authority, Phoenix House, CA Dept of Tax & Fee, Sprou			
	Chipotle	9/27/2022	3	Workforce Solutions Center
	Total Events: 9		Total Attendees: 424	

Hiring Initiatives – Work Experience

Company Name	Position	Status
211OC – August Cohort	Information and Referral Specialist	Filled w/ 2 participants
Compass Property Management	Property Management Assistant	Filled and Active
La Habra Collaborative	Stock Clerk / Food Bank	Filled and Active
Noble Path Foundation	Administrative Assistant	Filled and Active
Walgreens – La Habra	Sales Associate	Filled and Active
Grocery Outlet – Buena Park	Stock Clerk	Filled and Active
Phantom Design	Packing & Shipping Coordinator	Recruiting

OJT Pipeline Overview – In Process

Employers Name	Position	# of Positions	Position Description	Salary	Proposed Timeline
Creating Coding Careers (Apprenticeship)	Software Developer	1	Provide technical support, including support via troubleshooting, implementing bug fixes, and root cause analysis. Review requirements to ensure that they are provided in sufficient detail to be accurately estimated. Work with product owners to fully understand business functionality, pain points, and areas of improvements. Proactively keep HTML/CSS/JAVASCRIPT skills current by learning and coding everyday.	\$20/hr	Completed 10/18/2022

OJT Pipeline Overview – Active

Employers Name	Position	# of Positions	Position Description	Salary	Proposed Timeline
Clean Energy	Service Technician 1	1	Position will inspect, maintain and perform minor to moderate repairs on CNG and/or LNG fueling equipment, including compressors, dispensers, priority panels, dryers, storage tanks and other related equipment.	\$26.14/ hr	Upon candidate identification
Clean Energy	Service Technician 2	1	Position will inspect, maintain and perform minor to moderate repairs on “Compressed Natural Gas” (CNG), “Liquefied Natural Gas” (LNG) and “Hydrogen” fueling equipment and all other related equipment.	\$28.76/ hr	Upon candidate identification
Phantom Design	Graphic Designer	1	Uses a combination of graphic design skills and software to both inspire and satisfy the vision of the clients. Designs will be part of a variety of services including website development, marketing, social media, brochures, and other branding avenues.	\$18/hr	Upon candidate identification
ECOS	Batch Maker	1	Ensure the safe, quality, and consistent mixing of all production batches based on orders received and stock levels.	\$18/hr	Upon candidate identification

OJT Pipeline Overview – In Discussion

Employers Name	Position	# of Positions	Position Description	Salary	Proposed Timeline
Applied Medical	Maintenance TBD	TBD	Device assembly, packaging, labeling, machine operations, etc.	TBD	Application being completed

Hiring Initiatives – Apprenticeships

There were no new apprenticeship discussions in Q1

Hiring Initiatives - Outreach

July 6, 2022 – ABAOC-CAN Business Networking Breakfast

July 26, 2022 – OC Forum Virtual Program

August 9, 2022 – Center of Excellence Regional Strategic Sessions

August 18, 2022 – SBDC Consultants Day

August 31, 2022 – ABAOC BizCon

September 13, 2022 – BBB Anaheim

September 16, 2022 – OCIACC Awards Luncheon

September 22 – BABC Best of Brands Event

September 30, 2022 – SBDC Small Business Expo



Item #100

Thank You

Grants Update

Grant Name	Funder	Fiscal Agent	Description	OCWDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match/ Leverage	Subrecipient(s)
Grants Awarded										
California Microbusiness COVID-19 Relief Grant Program	CA Office of the Small Business Advocate (CalOSBA)	County of Orange	Funding to distribute \$2,500 grants to eligible microbusinesses that have been impacted by COVID-19 and the associated health and safety restrictions.	Administstrator	MicroBusiness owners	\$3,975,481	12/29/2021	6/30/23	0%	N/A
Comprehensive and Accessible Reemployenet through Equitable Emoloyment 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	9/24/2021	9/23/23	\$1,500,000	N/A
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	Administrator / Regional Planning Lead	N/A	\$ 375,000	04/01/21	12/31/2022 (no-cost 3 month extension)	0%	Anaheim WDB/ Santa Ana WDB

Summer Training & Employment Program for Students (STEPS) 2022 (pending award approval)	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	Students with disabilities (SWDs) ages 16-21	\$ 264,500	07/01/22	6/30/23	0%	Goodwill of Orange County
Regional Equity and Recovery Partnerships (RERP) (Application due 5/6/22)	CA Workforce Development Board	County of Orange	Funding to expand and implement the partnership and service strategies to train individuals with barriers to employment; partnership with the community college system to create system change	Administrator / Regional Planning Lead	English language learners, immigrants, first gen college students	\$1,300,000	12/1/2022	9/30/2025	0%	Anaheim WDB/ Santa Ana WDB
TOTAL						\$ 9,414,981				

Grant Name	Funder	Fiscal Agent	Description	OCWDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match	Subrecipient(s)
Grants Pending										
Orange County's Regional Implementation/Slingshot 5.0	CA Workforce Development Board/EDD	County of Orange/OCWD B	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	\$ 131,250	01/01/23	6/30/24	0%	Anaheim WDB/ Santa Ana WDB

Prison to Employment Initiative (P2E) 2.0	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	\$ 1,300,000	01/01/23	12/31/25	0%	Anaheim WDB/ Santa Ana WDB
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Grant Name	Funder	Fiscal Agent	Description	OCWDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match	Subrecipient(s)
NOT AWARDED										
Community Health Worker and Promotor Workforce: Capacity-Building Collaboratives (LOI Submitted 1/20/22; if invited to apply, application due 2/24/22)	California Health Care Foundation	County of Orange	To provide tailored support to partners in each region who seek to strengthen and expand the CHW/P workforce in the health and social services sectors in their communities.	Administstrator	Potential/current community health workers and promotores	Up to \$400,000	4/21/2022	10/20/23	0%	TBD
CERF	EDD	Rancho Santiago Community College	OC R.I.S.E.	N/A	Disinvested Communities	\$5,000,000	Oct-22	9/1/24	0	Rancho Santiago Community College
FY 2021 American Rescue Plan Act Good Jobs Challenge (submitted 2/10/22)	Economic Development Administration (EDA)	County of Orange	Funding to help get individuals back to work by investing in (1) developing and strengthening regional workforce training systems that support sectoral partnerships, (2) designing sectoral partnerships, and (3) implementing sectoral partnerships that will lead to high-quality jobs.	Administrator / Regional Planning Lead	N/A	\$25,000,000	10/1/2022	9/30/25	0%	TBD

- OCWEDD COMPLIANCE/MONITORING UPDATES -

ONGOING EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) AUDITS	
INFORMATION	STATUS (As of November 2022)
WIOA Fiscal and Procurement Review Program Years 2016-17 & 2017-18	ONGOING
WIOA National Dislocated Worker Grant (NDWG) 2017- California Wildfires (10/18/17 -12/10/18)	ONGOING
WIOA Youth Program Monitoring PY 2019-20 (Review period September 1, 2017, through August 31, 2019)	ONGOING
Technical Support (Case #2017-SA-003)	ONGOING
85% Formula Grant Review Program Year 2021-22 (Review period July 1, 2021, through June 30, 2022)	ONGOING
RESOLVED / COMPLETED EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) AUDITS	
INFORMATION	STATUS (As of November 2022)
85% Formula Grant Review Program Year 2020-21 (Review period September 1, 2018, through December 31, 2020)	RESOLVED/COMPLETED
2020 COVID-19 Employment Recovery NDWG Monitoring Review for Program Year 2021-22	RESOLVED/COMPLETED
WIOA Formula Grants Review Program Year 2018-19	RESOLVED/COMPLETED
WIOA Fiscal and Procurement Review Program Year 2018-19	RESOLVED/COMPLETED
Fiscal and Procurement Monitoring Review 85% Formula Grant Program Year 2019-20	RESOLVED/COMPLETED
Enhanced Desk Review Monitoring- Regional Organizer/Regional Training Coordinators	RESOLVED/COMPLETED
2020 COVID-19 Employment Recovery NDWG Monitoring Review Program Year 2021-22	RESOLVED/COMPLETED
WIOA Section 188 Desk Review Program Year 2021-22	RESOLVED/COMPLETED
EDD Single Audit Report (case number 2018-SA-005) for the Fiscal Year ending June 30, 2019	RESOLVED/COMPLETED
Fiscal and Procurement Monitoring Review PY 2019-20 (Period of January 1, 2019, through December 31, 2019)	RESOLVED/COMPLETED
WIOA Youth Program Monitoring Program Year 2019-20	RESOLVED/COMPLETED
COUNTY OF ORANGE FISCAL MONITORING & COMPLIANCE AUDITS	
INFORMATION	STATUS (As of November 2022)
OCCS/CM&PC Fiscal Monitoring Reviews Program Year 2019-20	RESOLVED/COMPLETED
OCCS/CM&PC Fiscal Monitoring Reviews Program Year 2020-21	RESOLVED/COMPLETED
OCCS/CM&PC Fiscal Monitoring Reviews Program Year 2021-22	ONGOING
OC COMMUNITY SERVICES (OCCS)/CONTRACTS MONITORING & PROGRAM COMPLIANCE (CM&PC) PROGRAM MONITORING & COMPLIANCE AUDITS	
INFORMATION	STATUS (As of November 2022)
OCCS/CM&PC Program Monitoring Reviews Program Year 2019-20	RESOLVED/COMPLETED
OCCS/CM&PC Program Monitoring Reviews Program Years 2020-21 and 2021-22	ONGOING