



## Memorandum of Understanding

### County of Orange – Orange County Workforce Development Board OC Workforce Solutions an American Job Center of California One-Stop System Effective July 1, 2025 – June 30, 2028

#### I. Preamble and Purpose of MOU

**A. Preamble:** California's one-stop delivery system, the American Job Center of California (AJCC), is a locally-driven system which develops partnerships and provides programs and services to achieve three main objectives established by the California Workforce Development Board Strategic Plan, which includes the following:

- Fostering demand-driven skills attainment
- Enabling upward mobility for all Californians
- Aligning, coordinating, and integrating programs and services

Under WIOA Section 121(c)(1), an MOU must be developed between the Local Workforce Development Board (herein identified as the Orange County Workforce Development Board, OCWDB) and AJCC partners. This agreement, facilitated by OCWDB in partnership with the County of Orange, establishes shared operations, services, and cost responsibilities for the local one-stop delivery system.

**B. Purpose of MOU:** The purpose of the MOU, is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving the stated objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services. Any financial or non-fiduciary arrangements with the AJCC system are to be outlined within this AJCC partner agency cost sharing agreement (as specified below).

#### II. Vision Statement, Mission Statement, and Operating Principles

**A. Vision:** To build a dynamic, integrated AJCC workforce system in Orange County that delivers innovative, customer-centered services to meet local workforce needs and drive sustainable economic growth.

**B. Mission:** To deliver accessible, high-quality services through the AJCC system that connects job seekers to career opportunities and provides businesses with skilled, adaptable talent. By aligning resources and fostering partnerships, the AJCC will meet the changing needs of individuals and employers, building community resilience as well as supporting sustainable economic growth.

**C. Operating Principles:**

- Collaborative Partnerships: Promote inter-agency collaboration
- Accessibility and Inclusivity: Ensure all customers have equitable access
- Skill Development: Provide access to build, advance, and tailor development
- Career Pathways: Support career pathways that align with in-demand industries and occupations within the regional economy, guiding job seekers toward sustainable employment.
- Seamless Access: Establish multiple access and referral points to create an easily navigable system that connects individuals to the resources they need.



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### III. Parties to the MOU

**A. Mandated Elements:** In compliance with the Workforce Innovation and Opportunity Act (WIOA) and California's Workforce Services Directive (WSD18-12), this MOU outlines key mandates that govern the operation and collaboration of partners within the Orange County One-Stop System.

1. Partnership Agreement and Shared Costs: Each AJCC partner will contribute to infrastructure costs proportionally based on benefit received. Co-located partner costs are based on space usage, while non-co-located partners will contribute when benefit data is available.
2. Service Delivery and Referral Systems: Partners will provide coordinated workforce and training services through a unified referral system, ensuring seamless access and efficiency across AJCC locations.
3. Priority of Service and Access for Individuals with Barriers: Partners will prioritize services for veterans, low-income individuals, and those with employment barriers, ensuring accessibility through accommodations and assistive technology.
4. Compliance with State and Federal Regulations: Partners agree to comply with WIOA, Uniform Guidance, and relevant laws, with regular reviews and reconciliations of cost allocations to ensure transparency.
5. Annual Review and Modification: The MOU will undergo an annual review to update funding, delivery, and service coordination mechanisms. Changes to infrastructure cost contributions or service delivery adjustments will be incorporated to reflect current usage and requirements.

**B. Required Partners:**

1. Chief Elected Official: County of Orange's Board of Supervisors as the Chief Elected Official
2. Local Workforce Development Board: OC Workforce Development Board
3. Representatives of the following programs:
  - WIOA Title I Adult, Dislocated Worker, Youth
  - WIOA Title II Adult Education and Literacy
  - WIOA Title III Wagner-Peyser
  - WIOA Title IV Vocational Rehabilitation
  - Carl Perkins Career Technical Education
  - Title V Older Americans Act
  - Job Corps
  - Native American Programs (Section 166)
  - Migrant Seasonal Farmworkers (Section 167)
  - Veterans
  - Youth Build
  - Trade Adjustment Assistance Act
  - Community Services Block Grant
  - Housing & Urban Development
  - Unemployment Compensation
  - Second Chance
  - Temporary Assistance for Needy Families/CalWORKs



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#### **IV. One-Stop System, Services**

This MOU will be construed, interpreted, and enforced according to the laws of the State of California. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements. AJCC partners will provide WIOA-compliant career services to support job seekers at various stages of their employment journey. The Orange County One-Stop System includes comprehensive and affiliate AJCCs that offer a full range of assistance to job seekers and businesses.

- A. Basic Career Services: Job search and placement assistance, labor market information, and eligibility determination.
- B. Individualized Career Services: Comprehensive assessment, employment planning, and career counseling.
- C. Follow-Up Services: Ongoing counseling and support for job retention, up to 12 months post-placement.

Specific partner roles, services, and AJCC locations are detailed in MOU attachments.

**Attachment A** for Co-Located Partners

**Attachment B** for Non-Co-Located Partners

**Attachment C** for OC Workforce Solutions Center Locations

#### **V. Responsibility of AJCC Partners**

- A. Access to Program Services: AJCC partners will make applicable services accessible to customers through the one-stop delivery system, collaborating in planning, development, and activity refinement to achieve shared goals
  - 1. Service Accessibility: Ensure relevant services are available through the one-stop delivery system, allowing all job seekers and employers easy access, with respect to priority of service for veterans and individuals with barriers.
  - 2. Local Responsiveness: Tailor services to address the unique needs of the local economy affecting job seeker and employer demands.
  - 3. Compliance with Standards: Align service offerings to meet state and federal guidelines for accessibility and quality.
  - 4. Data and Reporting Adherence: Maintain accurate data collection and reporting to ensure reliable information for customers.
  - 5. Capacity Building for Service Quality: Engage in cross-training and staff development to improve service delivery and customer experience.
  - 6. Resource Coordination: Collaborate with public agencies, non-profits, and other partners to maximize resources and expand service capacity.



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**B. Promotion of System Integration:** AJCC partners commit to fostering seamless system integration by strengthening collaboration, aligning resources, and ensuring effective, customer-centered services across the workforce system.

1. Collaborative Communication: Engage in regular information-sharing and open communication with the One-Stop operator and other partners.
2. Joint Planning and Design: Participate in joint planning and system design to create an integrated, cohesive service delivery model.
3. Shared Mission and Goals: Align with the AJCC's mission, vision, and shared performance standards to support unified outcomes.
4. Unified Service Processes: Use common intake, assessment, and referral procedures for seamless service coordination across partners.
5. Integrated Data Sharing: Leverage shared data systems, such as CalJOBS, to enable consistent service and data-sharing across partners.
6. Resource Coordination: Maximize resources through partnerships with public agencies and non-profits to expand service capacity.
7. Commitment to Continuous Improvement: Participate in evaluations and continuous improvements to enhance effectiveness and customer satisfaction.
8. Active Participation in Meetings: Attend scheduled partner meetings to stay aligned, share updates, and support cohesive system operations.

## **VI. Infrastructure Funding Agreement & Other Shared System Costs**

**A. Infrastructure Costs:** The AJCC system incurs essential non-personnel infrastructure expenses, including facility rent, utilities, equipment, and technology. All partners contribute to these costs based on usage and benefit received, in line with WIOA and Uniform Guidance.

**B. Budget:** This budget covers infrastructure costs for AJCC operations at the Orange County Comprehensive AJCC (675 Placentia Ave., Suite 330, Brea, CA) and the Affiliate AJCC (28202 Cabot Road, Suite 140, Laguna Niguel, CA). Contributions are based on proportional use and benefit as detailed in Attachment D, Infrastructure Funding Agreement.

**C. Reconciliation and Cost Monitoring:** An annual reconciliation will be conducted to align contributions with actual costs and usage. Designated staff will oversee any necessary adjustments, ensuring compliance with cost principles and providing updates to partners as needed.

**D. Other System Costs:** Beyond infrastructure, shared system costs for career services (e.g., intake, assessment, referrals) and other services are allocated proportionally to reflect each partner's benefit, in accordance with Uniform Guidance.

**E. Cost Allocation Methodology:** For co-located partners, contributions are based on occupied space, with calculations provided by the CEO's Real Estate department to ensure proportional use. Non-co-located partners will contribute upon availability of statewide usage data, with contributions (cash or in-kind) reflecting benefit received, per WIOA Section 121(h)(2)(D)(iv).



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All methods adhere to Uniform Guidance, ensuring contributions are necessary, reasonable, and directly allocable.

**F. Alternative Allocation Methods:** To account for variations in partner usage, alternative allocation methods, such as customer-specific counts, staffing levels, or service usage rates, may be used, ensuring compliance with WIOA and Uniform Guidance.

## **VII. Methods for Referring Customers**

The OCWDB and AJCC partner agencies are committed to a customer-centered referral system that promotes co-enrollment, efficient resource sharing, and seamless service integration. This system leverages CalJOBS as the primary tool for referrals, enabling smooth transitions and continuous follow-up.

### **A. General Referral Process**

1. **Needs Assessment:** Each individual will complete a self-assessment to identify their needs. This process will vary depending on the individual's familiarity with available resources.
2. **Service Option Guidance:** Based on identified needs, individuals will be informed of service options with detailed information on "who, what, where, and when."
3. **Direct Referrals:** Partner staff will promptly connect customers to appropriate services, facilitating immediate communication with service providers where possible.
4. **Feedback Mechanism:** A feedback loop will connect referring staff, receiving staff, and the customer to ensure effective follow-up and service coordination.

### **B. Commitment to High-Quality, Customer-Centered Service**

1. **Customer-Centered Referrals:** Referrals will be tailored to the customer's specific needs and preferences, with regard to commitment to priority of service populations.
2. **Staff Training:** Partner staff will be trained on other partner services, program requirements, and customer profiles likely to benefit from each service.
3. **Effective Communication:** Staff will use the best communication method for each situation, including email, text, social media, and phone, to ensure efficient and effective customer connections.

### **C. Provision of Direct Access to Partners via Real-Time Technology**

1. **Digital Connectivity:** Partner agency websites will be linked to the AJCC website, creating an interconnected, accessible online network.
2. **Use of Real-Time Technology:** Partners will use real-time technology, such as electronic systems and mobile technology, to facilitate two-way communication and immediate access to services.
3. **Designated Points of Contact:** Each partner will maintain trained points of contact to ensure knowledgeable assistance for customers seeking services.



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**D. Co-Enrollment and Resource Leveraging**

1. Strategic Co-Enrollment: Partners will adopt co-enrollment practices to optimize resource utilization, enhance service outcomes, and support efficient service pathways.
2. Resource Coordination: Partners will collaborate across programs to provide comprehensive support and maximize resources for participants.
3. Continuous Improvement: Partners will regularly assess the referral process, using customer feedback to refine and enhance the system.

**VIII. Access for Individuals with Barriers to Employment**

The AJCC system is committed to providing accessible services to all job seekers and businesses, ensuring equitable access across physical, virtual, and communication platforms, regardless of gender, age, race, religion, national origin, disability, veteran status, or any other legally protected classification. The AJCC network prioritizes service for individuals with barriers to employment, including those receiving public assistance, low-income individuals, and individuals with basic skills deficiencies, in alignment with WIOA guidelines.

**A. WIOA Definitions** of "individuals with barriers to employment" is provided in Section 3(24) of the law (29 U.S.C. § 3102). This section defines individuals with barriers as those who face challenges to employment due to one or more factors.

- Displaced homemakers
- Low-income individuals
- Individuals with disabilities
- Older individuals
- Individuals with limited English proficiency
- Justice-Involved
- Unhoused individuals
- Youth in or out of foster care
- Migrant farmworkers
- TANF lifetime eligibility limit
- Single parents (including pregnant women)
- Long-term unemployed

**B. Americans with Disabilities Act (ADA)** Each AJCC partner commits to compliance with the ADA of 1990 and its amendments, ensuring that all policies, procedures, programs, and services provide equal access for customers with disabilities. This commitment includes maintaining accessible facilities, virtual services that meet Section 508 standards, and accommodations for individuals with sensory disabilities to promote effective communication.

**IX. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

**A. Legal Compliance:** Adhering to relevant laws, including WIOA, Welfare and Institutions Code, California Education Code, and the Rehabilitation Act, to ensure compliance in shared technology practices.



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- B. Data Sharing and Confidentiality:** Sharing information within legal and confidentiality limits, maintaining AJCC records (e.g., applications, eligibility, referrals) in strict confidence, and using them solely for service purposes.
- C. Common Reporting and Technology Use:** Following principles of common reporting and utilizing shared electronic systems for consistent data exchange across the AJCC network.
- D. Technological Enhancements:** Collaborating on technological solutions that facilitate shared information needs and improve access across AJCC partners.
- E. System Security:** Establishing and following mutually agreed-upon security protocols to safeguard data integrity and protect sensitive information across shared systems.

## **X. Confidentiality**

AJCC partners agree to uphold client confidentiality as mandated by WIOA, the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, the Federal Privacy Act of 1974, and other applicable laws. The following provisions ensure compliance:

- A. Confidential Records:** All applications, eligibility records, enrollment details, and individual records related to AJCC services are confidential and will not be examined or disclosed for purposes unrelated to service delivery.
- B. Restriction on Disclosure:** Includes all confidential information regarding AJCC applicants, participants, or customers will not be published, disclosed, or used without the client's voluntary, signed consent.
- C. Information Sharing for Service Purposes:** AJCC partners agree to share essential client information as permitted by law for assessments, referrals, program placement, and related employment or support services, ensuring all shared information strictly serves the purpose of service provision.
- D. Adherence to Partner Policies:** In fulfilling these responsibilities, each partner will respect the confidentiality policies of others, sharing client information only as necessary for enrollment, referral, or service provision while adhering to the highest standards of confidentiality.

## **XI. Non-Discrimination and Equal Opportunity**

The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations. The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.



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## **XII. Grievances and Complaints Procedure**

The AJCC partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

## **XIII. Americans with Disabilities Act and Amendments Compliance**

The AJCC partner agrees to ensure that AJCC policies, procedures, programs, and services comply with the Americans with Disabilities Act and its amendments, as well as WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37, and all related regulations.

## **XIV. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties. The MOU will be reviewed at least once every three years to identify any substantial changes that have occurred. In addition, the MOU will undergo a full update every three years, as mandated by WSD18-12, to incorporate any changes in funding, services, or partner participation.

## **XV. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties. Infrastructure costs will not require an amendment unless there is a significant change to shared customers, services, or costs. Revised copies of any updated attachments will be provided to affected signatories within 30 days of the change.

## **XVI. Termination**

The parties acknowledge that the success of the AJCC system depends on each partner's commitment to good faith collaboration and service improvement. This MOU will remain effective until the specified end date unless terminated under any of the following conditions:

- A. Mutual Agreement:** All parties mutually agree in writing to terminate the MOU.
- B. Funding Limitations:** If federal, state, or local funding limitations become unavailable for any party's performance, the affected party will notify others as soon as they become aware.
- C. Legislative Changes:** If WIOA is repealed, superseded, or modified by subsequent legislation, or if local area designation changes under WIOA and affect the terms of the MOU.



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**D. Breach of Agreement:** Breach of this MOU by any party, the non-breaching parties may issue a written notice specifying the breach. The breaching party will have thirty (30) days to resolve the issue. If the breach remains unresolved after this period, the non-breaching parties may terminate the MOU immediately by written notification to the breaching party.

**E. Advance Notice:** Should any party intend to withdraw from this MOU, they will provide the other parties with at least 30 days' written notice of their intent to withdraw and the effective date of such withdrawal to allow for any necessary adjustments and to ensure minimal disruption to AJCC operations. Following the 30 day's written notice described in the preceding sentence, the party may withdraw from this MOU as of the identified effective date.

**F. Severability:** If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

## **XVII. Administrative and Operations Management Sections**

**A. Supervision/Day to Day Operations:** The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the partner site supervisor(s). The original employer of the partner's staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer.

1. **Office Hours:** The office hours for partner staff at the AJCCs will be set by the site supervisor(s) in collaboration with the primary employer. All staff will follow their primary employer's holiday schedule, aligning with County holidays for center closures, and will provide their holiday schedule to the operator and host agency at the start of each fiscal year.
2. **Disciplinary Actions:** Disciplinary actions may lead to the removal of co-located staff from the AJCCs, with each party taking appropriate measures as necessary.
3. **Employee Benefits and Liability:** Each party is solely responsible for providing all legally-required benefits to its employees and for all matters related to employee compensation, including compliance with Social Security withholding, workers' compensation, and other relevant regulations. Each party shall indemnify and hold all other parties harmless regarding these obligations.

## **XVIII. Press Releases and Communications**

**A. Media and Press Involvement:** All parties will be included in any press, television, radio, or other media communications related to duties or performance under this MOU. Participation by each party in press or media presentations will follow the public relations policies of each organization. Unless otherwise directed by the involved parties, all communications shall make specific reference to each party included in the MOU.

**B. AJCC Branding and Logo Usage:** The parties agree to utilize the official AJCC logo, as



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developed by the State of California and the Local Board, on all AJCC outreach material. This includes letterhead, envelopes, business cards, written correspondence, and fax transmittals, ensuring consistent and recognizable AJCC branding across all relevant materials.

**C. Use of Partner Names, Logos, and Symbols:** Each party retains exclusive rights to its own organization's name, logo, and symbols. The use or reproduction of any party's name, logo, or symbols for purposes such as advertisements, promotional materials, displays, or press releases without prior written consent is strictly prohibited. This includes all forms of publicity, literature, advertisements, and social media.

### **XIX. Dispute Resolution and Hold Harmless/Indemnification/Liability**

**A. Dispute Resolution Process:** The parties agree to resolve policy or practice disputes at the lowest level possible. Disputes should first be addressed between the site supervisor(s) and relevant staff. If issues remain unresolved, they will be referred to management of the respective staff employer and the AJCC operator for resolution. If still unresolved, disputes may escalate to senior management of the affected partners and, if necessary, to mediation, following the structured process outlined in WSD18-12.

**B. General Indemnification and Liability for Negligence:** In accordance with Section 895.4 of the California Government Code, each party agrees to indemnify, defend, and hold harmless all other parties in this MOU from claims, demands, damages, or costs arising from the acts or omissions of the indemnifying party in fulfilling MOU obligations. Each party is responsible for injury or damage caused by its own negligence, including that of its employees, agents, or officers. The OCWDB, County of Orange, CEO, and the One-Stop operator bear no responsibility for actions of One-Stop center employees, agents, or assignees, nor do other parties hold responsibility for the actions of OCWDB or the One-Stop operator.

**C. Exemptions and Survival of Indemnification:** Except for California State Departments, which are exempt from covering court costs and attorney fees, all parties agree to bear such costs when defending against claims resulting from their actions under this MOU. The indemnification obligations outlined here will remain in effect even after termination of this MOU.

### **XX. Non-Assignment and Governing Law**

**A. Non-Assignment:** Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

**B. Governing Law:** This MOU will be construed, interpreted, and enforced according to the laws of the State of California. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.



**Memorandum of Understanding**  
**County of Orange – Orange County Workforce Development Board**  
**OC Workforce Solutions an American Job Center of California One-Stop System**  
**Effective July 1, 2025 – June 30, 2028**

**SIGNATURES**

IN WITNESS WHEREOF, the parties hereto certify that they have read and understand all the terms and conditions contained herein and have duly authorized and caused this MOU to be executed as of the date stated below written. There are no oral understandings of the Parties or terms and conditions other than as are stated herein.

**Multiple Originals; Counterparts**

This Agreement may be executed in multiple originals, each of which is deemed to be an original, and may be signed in counterparts.

**Signature Page i: Co-located Partners Sharing AJCC Infrastructure Costs**

*All partners, regardless of co-location status, must sign the MOU.*

*By signing below, all parties agree to the terms prescribed in this MOU, including the attached IFA and other system costs budget.*

**By signing below, all parties agree to the terms prescribed in the sharing of infrastructure costs.**

(Co-located AJCC Partner Entity)

Dr. Lee Bowes

CEO

Print Signer's Name and Title

America Works of California Inc.

Partner Agency Name

DocuSigned by:

*Dr. Lee Bowes*

5/16/2025

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Signature and Date



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(Co-located AJCC Partner Entity)

David Shufrin

General Counsel

Print Signer's Name and Title

Career Team, LLC

Partner Agency Name

DocuSigned by:

5/16/2025

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Signature and Date



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(Co-located AJCC Partner Entity)

Mark Loranger

President & CEO

Print Signer's Name and Title

Chrysalis

Partner Agency Name

Signed by:  
*Mark Loranger*  
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5/19/2025

Signature and Date



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(Co-located AJCC Partner Entity)

Jim Sadro

City Manager

Print Signer's Name and Title

The City of La Habra

Partner Agency Name

Signed by:

*Jim Sadro*

5/13/2025

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Signature and Date



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(Co-located AJCC Partner Entity)

Sherrri Han-Lam

Regional Director

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Print Signer's Name and Title

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Department of Rehabilitation

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Partner Agency Name

Signed by:  
  
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5/20/2025

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Signature and Date



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(Co-located AJCC Partner Entity)

Robert Claudio

Deputy Division Chief

Print Signer's Name and Title

Employment Development Department

Partner Agency Name

DocuSigned by:  
*Robert Claudio*  
A8F4758E0832429...

5/9/2025

Signature and Date



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(Co-located AJCC Partner Entity)

Paul Guzman

Executive Director

Print Signer's Name and Title

New Opportunities Organization

Partner Agency Name

Signed by:

*Paul Guzman*

5/16/2025

FAB171682DA64A3...

Signature and Date



**Memorandum of Understanding**  
**County of Orange – Orange County Workforce Development Board**  
**OC Workforce Solutions an American Job Center of California One-Stop System**  
**Effective July 1, 2025 – June 30, 2028**

**SIGNATURES**

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**Signature Page i: Co-located Partners Sharing AJCC Infrastructure Costs**

*All partners, regardless of co-location status, must sign the MOU.*

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**By signing below, all parties agree to the terms prescribed in the sharing of infrastructure costs.**

(Co-located AJCC Partner Entity)

Renee Ramirez

Director of OC Community Services

Print Signer's Name and Title

OC Community Resources

Partner Agency Name

Signed by:

*Renee Ramirez*

5/19/2025

24CF8D88B21A4DD...

Signature and Date



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(Co-located AJCC Partner Entity)

Dr. Lee Bowes

CEO

Print Signer's Name and Title

America works of California - Ticket to Work Program

Partner Agency Name

DocuSigned by:  
*Dr. Lee Bowes*

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Dara Maleki CEO


---

Print Signer's Name and Title

Anaheim Chamber of Commerce

---

Partner Agency Name

Signed by: 

5/22/2025

---

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Francis Robles

Director of Contracts

Print Signer's Name and Title

THE BIZZELL GROUP LLC operator of the Long Beach Job Corps Center

Partner Agency Name

Signed by:  
*Francis Robles*

5/9/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Hang Nguyen

Executive Director

Print Signer's Name and Title

BPSOS Center for Community Advancement

Partner Agency Name

DocuSigned by:

*Hang Nguyen*

5/9/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Dr. Whitney Yamamura

Chancellor

Print Signer's Name and Title

Coast CCD

Partner Agency Name

Signed by:  
*Dr. Whitney Yamamura*

5/19/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Gregory C. Scott

President & CEO

Print Signer's Name and Title

Community Action Partnership of Orange County

Partner Agency Name

Signed by:

*Gregory C. Scott*

5/20/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Gregory C. Scott

President & CEO

Print Signer's Name and Title

Community Action Partnership of Orange County

Partner Agency Name

Signed by:  
*Gregory C. Scott*

5/16/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Kenia Cueto

President/CEO

Print Signer's Name and Title

Friendly Center

Partner Agency Name

DocuSigned by:  
*Kenia Cueto*  
9AA97CDB453542F

5/15/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Thanh Phan (Tahnee Phan)

Assistant Superintendent, Business Services

Print Signer's Name and Title

Garden Grove Unified School District

Partner Agency Name

Signed by:  
*Thanh Phan (Tahnee Phan)*

5/16/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Richard Adams

Vice President of Mission Services

Print Signer's Name and Title

Goodwill of Orange County, CA

Partner Agency Name

DocuSigned by:

*Richard Adams*

5/16/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Meghan Medlin

Founder/CEO

Print Signer's Name and Title

Hub for Integration, Reentry & Employment

Partner Agency Name

DocuSigned by:  
*Meghan Medlin*  
754877947504MED

5/10/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Megan Langston

CEO

---

Print Signer's Name and Title

Human Works Foundation

---

Partner Agency Name

DocuSigned by:  
  
25E20078D05440D

5/13/2025

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Signature and Date



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(Non-Co-located AJCC Partner Entity)

Dr. Lee Bowes

CEO

Print Signer's Name and Title

America Works of California Inc.

Partner Agency Name

DocuSigned by:  
*Dr. Lee Bowes*  
FC901D80B00C44E

5/19/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Richard Paul Morales

President/CEO

Print Signer's Name and Title

Latino Coalition for Community Leadership

Partner Agency Name

DocuSigned by:

Richard Paul Morales

5/12/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Margaret Bayston

CEO/Executive Director

Print Signer's Name and Title

Laura's House

Partner Agency Name

Signed by:  
*Margaret Bayston*

5/16/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Meghan Medlin

CEO / Consultant

Print Signer's Name and Title

Medlin workforce & Reentry Solutions LLC

Partner Agency Name

DocuSigned by:  
*Meghan Medlin*  
6304650CE700456

5/10/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Valentina Purtell

President

Print Signer's Name and Title

North Orange Continuing Education

Partner Agency Name

Signed by:  
*Valentina Purtell*

5/9/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Andrew Fahmy

Executive Director, U4FS

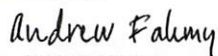
---

Print Signer’s Name and Title

---

Orange County United Way

Partner Agency Name

Signed by:  


5/13/2025

---

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Pat McCaughey

Executive Director, Business Operations

Print Signer's Name and Title

Orange County DOE

Partner Agency Name

Signed by:  
*Pat McCaughey*  
944507015025108

5/19/2025

Signature and Date



## Memorandum of Understanding

County of Orange – Orange County Workforce Development Board  
OC Workforce Solutions an American Job Center of California One-Stop System  
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(Non-Co-located AJCC Partner Entity)

Iris I. Ingram, Vice Chancellor, Business Services

---

Print Signer's Name and Title

Rancho Santiago Community College District

---

Partner Agency Name

  
Iris Ingram (Aug 18, 2025 12:27:41 PDT)

---

Aug 18, 2025

Signature and Date



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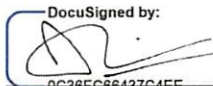
Priya Jerome

Exec. Director, Procurement, Central Svcs. & RM

Print Signer's Name and Title

South Orange County Community College District

Partner Agency Name

DocuSigned by:  
  
9C28FC86427C45E

5/19/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

An Tran

Director

Print Signer's Name and Title

Social Services Agency

Partner Agency Name

DocuSigned by:  
*An Tran*

5/12/2025

Signature and Date



**Memorandum of Understanding**  
**County of Orange – Orange County Workforce Development Board**  
**OC Workforce Solutions an American Job Center of California One-Stop System**  
**Effective July 1, 2025 – June 30, 2028**

**SIGNATURES**

IN WITNESS WHEREOF, the parties hereto certify that they have read and understand all the terms and conditions contained herein and have duly authorized and caused this MOU to be executed as of the date stated below written. There are no oral understandings of the Parties or terms and conditions other than as are stated herein.

**Multiple Originals; Counterparts**

This Agreement may be executed in multiple originals, each of which is deemed to be an original, and may be signed in counterparts.

**Signature Page ii: Non-Co-located Partners Sharing AJCC Infrastructure Costs**

*All partners, regardless of co-location status, must sign the MOU.*

*By signing below, all parties agree to the terms prescribed in this MOU, including the attached IFA and other system costs budget.*

**By signing below, all parties agree to the terms prescribed in the sharing of infrastructure costs.**

(Non-Co-located AJCC Partner Entity)

Shukry Cattan

Executive Director

Print Signer's Name and Title

Tiyya

Partner Agency Name

DocuSigned by:

*Shukry Cattan*

5/12/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

David Andrews Chancellor and President, UMass Global

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Print Signer's Name and Title

UMass Global

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Partner Agency Name

DocuSigned by:  
*David Andrews*  
5558E3770704C0

5/16/2025

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(Non-Co-located AJCC Partner Entity)

Bonni Pomush CEO

---

Print Signer's Name and Title

Bonni Pomush, Working Wardrobes CEO

---

Partner Agency Name

Signed by:  
*Bonni Pomush*

---

5/16/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Alex Hernandez

Deputy Executive Director

Print Signer's Name and Title

Yorba Linda Chamber of Commerce

Partner Agency Name

DocuSigned by:

5/12/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Luis Ramirez

Center Director

Print Signer's Name and Title

Long Beach Job Corps

Partner Agency Name

Signed by:  
*Luis Ramirez*

5/20/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Renee Ramirez

Director of OC Community Services

Print Signer's Name and Title

OC Community Resources

Partner Agency Name

Signed by:  
*Renee Ramirez*

5/20/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Harold Sullins

Chief Financial Officer

Print Signer's Name and Title

Tustin Unified School District

Partner Agency Name

Signed by:  
*Harold Sullins*

5/21/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Georgina Maldonado

Executive Director

Print Signer's Name and Title

Community Health Initiative of Orange County

Partner Agency Name

Signed by:

*Georgina Maldonado*

5/21/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Jessica Lee

Executive Director

Print Signer's Name and Title

NeuroTalent works

Partner Agency Name

DocuSigned by:

Jessica Lee

5/21/2025

Signature and Date



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(Non-Co-located AJCC Partner Entity)

Lycia Ortega

Interim CEO

Print Signer's Name and Title

United American Indian Involvement, Inc.

Partner Agency Name

Signed by:  


5/22/2025

Signature and Date



Connecting job seekers and businesses to no-cost services.

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Dated 5/21/2025, 2025

Signed by:  
By: anna lisa lukes  
71CA6275C9674C0...  
Anna Lisa Lukes  
Chair, Orange County Workforce  
Development Board

Dated 6/24/25, 2025

By: Doug Chaffee  
Doug Chaffee  
Chairman, County of Orange Board of  
Supervisors



Dated: 6/24/25, 2025

By: Robin Stieler  
Robin Stieler  
Clerk of the Board of Supervisors  
Orange County, California

APPROVED AS TO FORM  
OFFICE OF THE COUNTY COUNSEL  
DocuSigned by:  
BY: John Cleveland  
C1711D9966EE41B...  
DEPUTY  
DATE: 5/22/2025



Attachment A: Co-Located Partners

Partner Organization	Partner Program	Partner Program Category	Contact Information	Clients Served	Center Location	Services Offered
California Department of Rehabilitation	California Department of Rehabilitation	WIOA Title IV - Vocational Rehabilitation	Tiffany Huynh Address: 222 S. Harbor Blvd., Ste. 300 Anaheim, CA 92805 Phone: (951) 824-6265 Email: Tiffany.Huynh@dor.ca.gov	Individuals with disabilities	OC Workforce Solutions Center - North	<ul style="list-style-type: none"> <li><b>Employment, Training, and Education Services:</b> A state agency providing comprehensive support for individuals with disabilities, focusing on skill enhancement, career development, and helping job seekers achieve meaningful employment.</li> <li><b>Vocational Rehabilitation Services:</b> Offers a variety of services tailored to individual needs, including medical exams, training, job placement, and access to assistive technology, all aimed at supporting individuals with disabilities in their career goals.</li> <li><b>Technical Assistance and Support:</b> Provides technical assistance to partners on disability services and rehabilitation technology, enhancing service delivery for improved support of individuals with disabilities.</li> </ul>
California Employment Development Department	California Employment Development Department	WIOA Title III - Wagner Peyster and WIOA Title XI - Unemployment Compensation	<b>Anaheim Workforce Connection</b> 201 South Anaheim Blvd., Suite 203 Anaheim, CA 92805 Phone: (714) 765-4350 Email: WSBARU042Anaheim@edd.ca.gov POC: Kendall Tidwell  <b>Orange County Workforce Solutions</b> 675 Placentia Ave., Suite 330, Brea, CA 92821 Phone: (657) 400-1389 Email: WSBARU042Brea@edd.ca.gov POC: Jeremy Tom  <b>Santa Ana WORK Center</b> 801 W. Civic Center Drive #200, Santa Ana, CA 92701 Phone: (714) 565-2686 Email: WSBARU042SantaAna@edd.ca.gov POC: Julie Martin	Adults, Youth, Veterans, Employers and Displaced Workers	OC Workforce Solutions Center - North	<ul style="list-style-type: none"> <li><b>Employment Services:</b> Offers job search, resume, and interview preparation assistance. Facilitates employment and labor market information workshops. Conducts employer outreach to assist adults and at-risk youth secure meaningful employment.</li> <li><b>Veterans Services:</b> Provides priority service, employment assessment, job referrals, and case management tailored for veterans to support their career goals.</li> <li><b>Employer Information Services:</b> Assists employers with job postings, hiring incentives, recruitment events, and marketing of AJCC services.</li> </ul> For additional information about EDO programs and services, please visit <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> .
Career Team, LLC	Career Services	WIOA Title I - Adult/Dislocated Worker	Shellonda Rucker Phone: (407) 406-9478 Email: shellonda.rucker@ocworkforcesolutions.com	Adults and Dislocated Workers	OC Workforce Solutions Center - North and South	<ul style="list-style-type: none"> <li><b>Individualized Career Services:</b> Intake, eligibility determination, career assessments, job search support, and access to CalIOBS.</li> <li><b>Training Services:</b> Funding for training, individual training accounts, computer classes, and internships.</li> <li><b>Follow-up Services:</b> Ongoing career and retention advising for up to 12 months.</li> </ul>
Chrysalis	Chrysalis	Community Based Partner	Name: Sandra Ramirez Email: sandra.ramirez@changelives.org Phone: (714) 204-3001	Adults	OC Workforce Solutions Center - North	<ul style="list-style-type: none"> <li><b>Job-Readiness and Support:</b> Offers personalized job-readiness training, case management, and additional supports like interview attire and transportation aid.</li> <li><b>Transitional Employment:</b> Provides transitional jobs through Chrysalis Enterprises</li> <li><b>Customized Service Plans:</b> Develops tailored plans to improve job readiness with training on job searching, resumes, and interview skills.</li> <li><b>Career Development:</b> Partners with OC United Way for UpSkill OC, placing participants in middle-skill jobs with living wages and career growth opportunities.</li> </ul>
New Opportunities Organization	New Opportunities Organization	WIOA Title II: Adult Education and Family Literacy Act (AEFLA)	Paul Guzman Address: 7077 Orangewood Ave., Ste 126 Garden Grove, CA 92831 Phone: (657) 206-1055 Email: pguzman@newopps.org <a href="https://www.newopps.org/">https://www.newopps.org/</a>	Adults Reentry	OC Workforce Solutions Center - North	<ul style="list-style-type: none"> <li><b>Education and Vocational Training:</b> A fully accredited program providing high school diploma and HISET/GED preparation, ESL courses, certified medical assistant training, and career readiness skills for disenfranchised and at-risk populations.</li> <li><b>Reentry and Social Services:</b> Delivers individualized case management, professional counseling, and referrals to community services to support participants' reintegration and personal growth.</li> <li><b>Additional Training:</b> Offers in-house classes and training in parenting skills, mental health first aid, restorative justice, and cognitive behavioral interventions, equipping participants with comprehensive life and workplace skills.</li> </ul>

America Works of California Inc.	One Stop Operator	WIOA Title I - Adult/Dislocated Worker	Vanessa Guzman Phone: (323) 795-2068 Email: vanessa.guzman@ocworkforcesolutions.com	Adults Youth Veterans	OC Workforce Solutions Center - North and South	<ul style="list-style-type: none"> <li>• <b>Deliver Customer Service and Basic Career Services:</b> Provide essential career services, including workshops, resume support, job search resources, and referrals to additional services for all community members.</li> <li>• <b>Coordinate with Workforce Partners:</b> Facilitate collaboration among service providers, employers, and training providers to ensure seamless service delivery at One-Stop Centers, and inform partners about all available services within the Center.</li> <li>• <b>Manage One-Stop Center Facilities:</b> Oversee daily operations of the Centers, ensuring facilities meet WIOA requirements, maintain accessibility standards, and create a welcoming environment for customers.</li> </ul>
City of La Habra	Ready Set OC	WIOA Title I - Youth	Diane Gomez Phone: (562) 383-8860/Email: Diane.Gomez@readysetc.com  Angelique Jimenez Email: angelique.jimenez@readysetc.com  Hugh Kaneshiro Email: hugh.kaneshiro@readysetc.com	Youth Ages 14-24	OC Workforce Solutions Center - North and South	<ul style="list-style-type: none"> <li>• <b>Career Services:</b> Assists youth with intake, eligibility assessments, career assessments, job search workshops, access to CalIOBS, and referrals to AJCC partners for comprehensive employment support.</li> <li>• <b>Training Services:</b> Provides training funds, individual training accounts, computer classes, internships, and on-the-job training to build skills for long-term success.</li> <li>• <b>Follow-up Services:</b> Offers continued career guidance and retention advising for up to 12 months post-employment, ensuring sustained support.</li> <li>• <b>Additional Support:</b> Includes personalized career counseling, high school diploma assistance, FAFSA application help, and resources like transportation, shelter, and basic needs assistance, enabling a smooth transition to employment, education, or trade placements.</li> </ul>
County of Orange, Office of Aging/MCS	Senior Community Service Employment Program	Section V of the Older Americans Act	Alfonso Orliz Phone: (424) 320-9883 ext. 1010 Email: Aortiz@mcsccareergroup.com	Older Adults Ages 55 and older	OC Workforce Solutions Center - North	<ul style="list-style-type: none"> <li>• <b>Training and Work Experience:</b> Provides classroom and on-the-job training through paid community service assignments, allowing low-income, unemployed seniors to gain experience up to 20 hours per week.</li> <li>• <b>Financial and Eligibility Support:</b> Offers wages exempt from income calculations for subsidized housing and SNAP, free physical exams, and assistance with eligibility determination.</li> <li>• <b>Employment Assistance:</b> Includes employability skills training, job placement support, and the development of Individual Employment Plans (IEPs) to enhance career readiness.</li> <li>• <b>Follow-up and Community Integration:</b> Delivers follow-up services at 6 and 12 months post-exit and connects participants with opportunities in public, nonprofit, and community-based organizations.</li> </ul>
America Works of California Inc.	Ticket to Work	Community Based Partner	Ticket to Work Phone: (657) 341-5276 Email: ttwconnect@americaworks.com	Adults receiving SSI or SSDI	OC Workforce Solutions Center - North	<ul style="list-style-type: none"> <li>• <b>Career Counseling and Job Placement Assistance:</b> Offers personalized career counseling and job placement support to guide clients through their employment journey, enhancing their career prospects.</li> <li>• <b>Resume and Cover Letter Assistance:</b> Provides expert advice on creating effective resumes and cover letters, improving clients' chances in job applications.</li> <li>• <b>Retention Services and Resource Referrals:</b> Supplies ongoing retention support and connects clients to vital resources like clothing, transportation, and other services. This program is designed to help individuals receiving SSI or SSDI increase their earnings and work toward self-sufficiency.</li> </ul>



Attachment B: Non-Co-Located Partners

Partner Program	Partner Organization	Partner Program Category	Referral Contact Information	Clients Served	Services Offered
Anaheim Chamber of Commerce	Anaheim Chamber of Commerce	Community Based Partner - Chambers	Name: Jerry Jordan Email: info@anaheimchamber.org	Adults	
America Works of California Inc.	Homeless Veteran's Reintegration Program (HVRP)	Community Based Partner	Johara Garcia Phone: (949)287-5911 Email: jgarcia@americaworks.com	Veterans experiencing or at risk of homelessness Justice-involved veterans	<ul style="list-style-type: none"> <li>• <b>Career Services:</b> Provides career exploration and training specifically designed for veterans who are homeless or at risk of homelessness.</li> <li>• <b>Job Placement and Supportive Services:</b> Offers job placement assistance and additional supportive services to help veterans secure stable, high-demand jobs that provide livable wages.</li> </ul>
Boat People SOS Center for Community Advancement	Boat People SOS Center for Community Advancement	Community Based Partner	Name: Michael D Jensen Email: michaeljensen@bpos.org Phone: 714-933-9249	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, ESL, and career technical education.</li> </ul>
Coast Community College District	Coast Community College District	WIOA Title II - Adult Education and Family Literacy / Community College	Name: Dr. Andreea Serban Email: aserban@cccd.edu Phone: 714-438-4698	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, ESL, citizenship preparation, HSE preparation, and career technical education.</li> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Training and Development:</b> Certificate programs in demand occupations and classes for personal and professional growth.</li> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> </ul>
College and Career Preparatory Academy	Orange County Department of Education	Community Based Partner	Name: Pat McCaughey Email: pmccaughey@ocde.us Phone: 714-966-4085	Adults Youth	<ul style="list-style-type: none"> <li>• <b>Individualized Education:</b> Offers free, one-on-one instruction and customized curriculum for students aged 18-25 to complete high school requirements and prepare for further education or vocational training.</li> <li>• <b>Career and Academic Planning:</b> Develops Individualized Education Career Service Plans (IESCP), provides career planning, and offers flexible scheduling and workshops.</li> <li>• <b>Remote and Accredited Learning:</b> Provides remote learning and tutoring with a WASC accredited program, maintaining highly qualified teachers and flexible scheduling.</li> </ul>
Community Action Partnership of Orange County	Community Action Partnership of Orange County	WIOA Title VI	Name: Daniel Ramos Email: dramos@capoc.org Phone: 714-897-6670	Low income Individuals Youth Families	<ul style="list-style-type: none"> <li>• <b>Family Resource Centers:</b> Operates three centers providing various support services, including youth empowerment, financial workshops, case management, family stabilization, on-site counseling, housing navigation, Medical enrollment, and enhanced care management through CalOptima Insurance.</li> <li>• <b>Food Assistance:</b> Offers food distribution through pantries, mobile services, and the USDA Senior Food Box program.</li> <li>• <b>Volunteer and Referral Services:</b> Includes a volunteer program for developmentally disabled adults and refers low-income individuals to CAP OC for additional needs.</li> <li>• <b>Energy &amp; Environmental Services:</b> Utilities assistance, weatherization of homes and asthma prevention services.</li> <li>• <b>Youth Services:</b> Provide Empowerment Workshops focusing on Hard Skills, Interpersonal Skills, Identity Building and Vocational Pathways.</li> </ul>

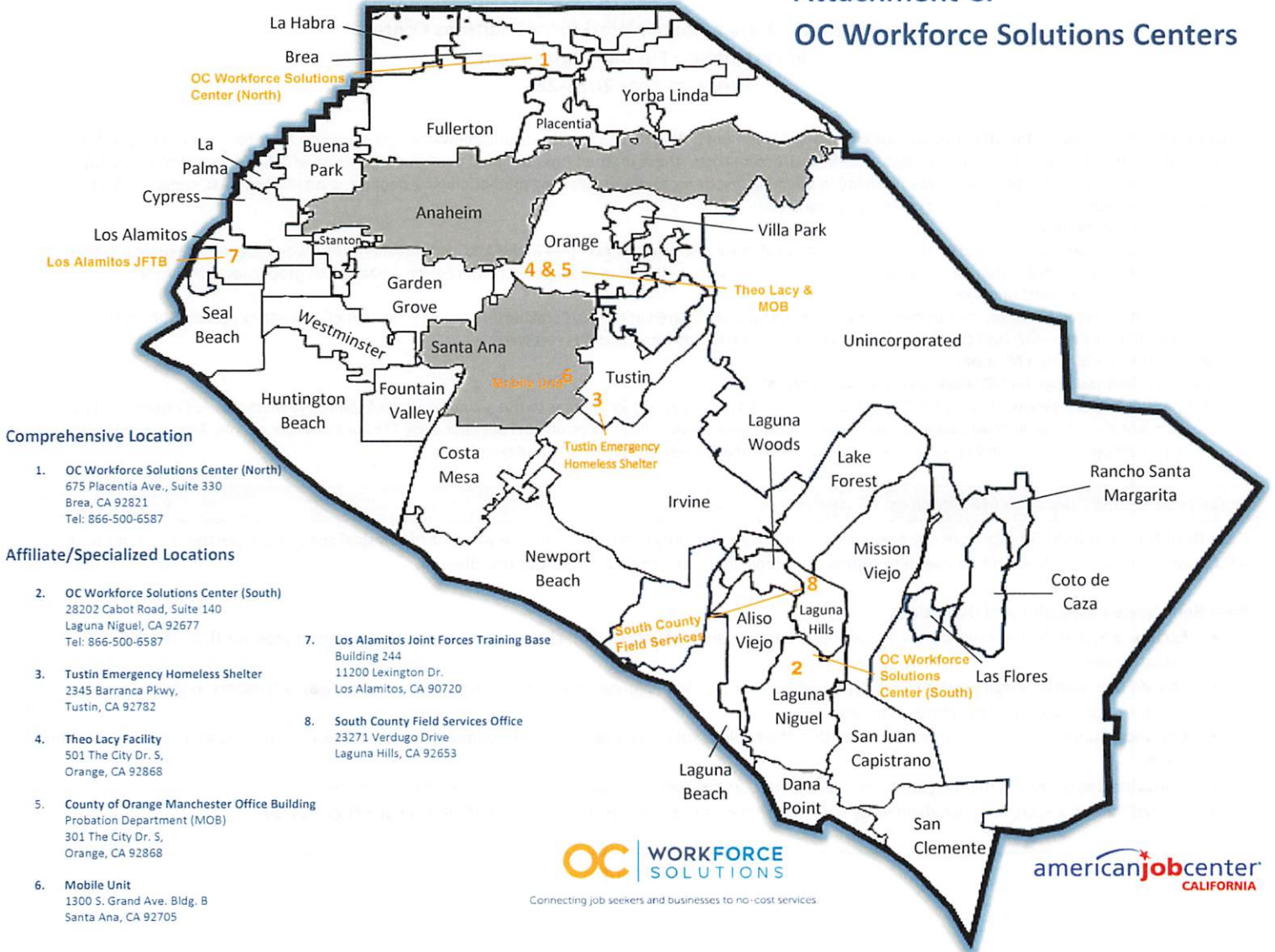
Community Health Initiative of Orange County	Community Health Initiative of Orange County	Community Based Partner	Name: Debra Wood Email: dwood@chic.org Phone: 714-619-4046/714-213-1681	Individuals Families	<ul style="list-style-type: none"> <li>• <b>Health Insurance Enrollment:</b> Provides free assistance with Medi-Cal and Covered California enrollment.</li> <li>• <b>Social Service Assistance:</b> Helps with CalFresh (Food Stamps) and CalWORKs (Temporary Assistance for Needy Families).</li> <li>• <b>Case Management:</b> Offers case management to ensure proper use and maintenance of services, including assistance with service renewals.</li> </ul>
Division of Adult Parole Operations	California Department of Corrections and Rehabilitation, Division of Adult Parole Operations	Community Based Partner	Contact Agent of Record Anaheim: 714-688-4855 Irvine: 949-863-1478	Reentry	<ul style="list-style-type: none"> <li>• <b>Rehabilitative Programs:</b> Comprehensive support through residential, outpatient, and drop-in centers.</li> <li>• <b>Housing and Family Support:</b> Assistance with housing, life skills, family unification, and parenting/family reintegration.</li> <li>• <b>Education and Employment:</b> GED preparation, academic and vocational training, and job placement assistance.</li> <li>• <b>Counseling and Support:</b> Individual and group counseling, anger management, batterer's violence program, and cognitive/life skills training.</li> </ul>
Empowered2Work	Community Action Partnership of Orange County	Community Based Partner	Name: Daniel Ramos Email: dramos@capoc.org Phone: 714-897-6670	Low income Individuals Youth Families	<ul style="list-style-type: none"> <li>• <b>Family Resource Centers:</b> Operates three centers providing various support services, including youth empowerment, financial workshops, case management, family stabilization, on-site counseling, housing navigation, MediCal enrollment, and enhanced care management through CalOptima Insurance.</li> <li>• <b>Food Assistance:</b> Offers food distribution through pantries, mobile services, and the USDA Senior Food Box program.</li> <li>• <b>Volunteer and Referral Services:</b> Includes a volunteer program for developmentally disabled adults and refers low-income individuals to CAP OC for additional needs.</li> <li>• <b>Energy &amp; Environmental Services:</b> utilities assistance, weatherization of homes and asthma prevention services.</li> <li>• <b>Youth Services:</b> Provide Empowerment Workshops focusing on Hard Skills, Interpersonal Skills, Identity Building and Vocational Pathways.</li> </ul>
Friendly Center	Friendly Center	Community Based Partner	Name: Jennifer Acuña Email: jennifer@friendlycenter.org Phone: 562-822-6461 Name: Jessica Ruelas Email: jessica@friendlycenter.org Phone: 714-771-5300 x 136	Individuals Families Youth Children Elders	<ul style="list-style-type: none"> <li>• <b>Counseling and Case Management:</b> Provides individual counseling, case management, and support for personal empowerment.</li> <li>• <b>Family and Community Support:</b> Offers parenting workshops, emergency assistance, utility and emergency rental assistance, diaper programs, food distributions, and nutrition workshops.</li> <li>• <b>Educational and Outreach Programs:</b> Includes High School Equivalency Program (English &amp; Spanish), ESL classes, tutoring for K-8th grade, Workforce Development, Career Technical Education &amp; financial literacy workshops and boot camps, and various community events.</li> </ul>
Garden Grove Unified School District	Garden Grove Unified School District/Garden Grove Adult Education	WIOA Title II - Adult Education and Family Literacy	Name: M'Liss Patterson Email: mpatterson@ggusd.us Phone: 714-663-6291 / 714-663-6305	Adult, 18+ Years Seeking Education and Career Advancement	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, ESL, high school diploma and HSE preparation, and career technical education.</li> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Training and Development:</b> Certificate programs in demand occupations and classes for personal and professional growth.</li> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> </ul>
Goodwill of Orange County	Goodwill of Orange County	Community Based Partner	<b>Community Based Services</b> Name: Luis Ramos Email: luisr@ocgoodwill.org Phone: 714-678-1460 ext. 4054 <b>Veterans</b> Name: Michael Carter Email: mcarter@ocgoodwill.org Phone: 714-881-3998 ext 2002	Adults with disabilities Youth with disabilities Veterans Reentry Youth Deaf and Hard of Hearing	<ul style="list-style-type: none"> <li>• <b>Career Services:</b> Provides job coaching, paid internships, job placement, and employment preparation for individuals with intellectual, developmental, and mental health disabilities. Includes specialized support for Deaf and Hard of Hearing individuals.</li> <li>• <b>Assistive Technology and Accessibility:</b> Offers ASL interpreting, assistive technology support, and accessibility education for individuals and organizations.</li> <li>• <b>Veteran Support:</b> Comprehensive resources including basic needs, employment assistance, housing, VA benefits, education, behavioral health services, and financial counseling for veterans and their families.</li> <li>• <b>Justice Impacted and at-risk youth:</b> Provides assessment and career counseling, job readiness training programs and vocational programs to youths (18 to 25) that are impacted with the justice system or at risk.</li> <li>• <b>Deaf Interpreting Services:</b> Specialized interpreting services to deaf and hard of hearing.</li> </ul>
Hub for Integration, Reentry & Employment (H.I.R.E)	Hub for Integration, Reentry & Employment (H.I.R.E)	Community Based Partner	Name: Lynh Tran Email: ltran@hireoc.org Phone: 714-784-7920 x103 / 714-276-0053	Reentry Youth	<ul style="list-style-type: none"> <li>• <b>Reentry Services:</b> Comprehensive support for formerly incarcerated individuals, including resource referrals, employment placement, and youth mentorship.</li> <li>• <b>Community Engagement:</b> Hosting events and providing networking opportunities for reentry service providers in Orange County.</li> <li>• <b>Youth and Adult Programs:</b> Counseling/therapy and peer support groups, mentorship and job experience opportunities, alongside wraparound services such as case management, financial empowerment, and life skills.</li> </ul>

Human Works Foundation, Orange County Community Action Partnership Alliance	Human Works Foundation, Orange County Community Action Partnership Alliance	Community Based Partner	Name: Caryl Fritze Email: admin@human-works.org Phone: 714-867-1947	Justice-Involved Individuals Veterans Adults Business	<ul style="list-style-type: none"> <li>• <b>Career Services:</b> Outreach, engagement, orientations, assessments, and personalized employment plans, with referrals and co-enrollments through extensive community partnerships.</li> <li>• <b>Training Programs:</b> Offerings in customer service, sales, computer skills, financial literacy, job readiness, mental health, and wellness.</li> <li>• <b>Business Support:</b> Partner with employers to build talent pipelines through on-the-job training, work experience, job fairs, and recruitment services.</li> </ul>
Job Corps	Long Beach Job Corps Center	WIOA Title II- Career and Technical Education / Job Corps / Youth Build	Name: Richard Acosta Email: Acosta.Richard@jobcorps.org Phone: 562-590-3346	Youth Ages 16-24	<ul style="list-style-type: none"> <li>• <b>Career and Education Training:</b> Support for low-income youths aged 16-24, including career technical training, alternative secondary school services, and high school diploma equivalency assistance.</li> <li>• <b>Skills and Development:</b> Guidance, counseling, tutoring, occupational skills training, mentoring, leadership development, and job placement assistance.</li> <li>• <b>Work Experience:</b> Development of school-to-work internships/work experience (paid and unpaid) and facilitation of job search workshops with other partner agencies.</li> </ul>
Latino Coalition for Community Leadership	Latino Coalition for Community Leadership	Community Based Partner	Name: Mindy Velasco Email: mindy@latinocoalition.org Phone: None	Individuals Youth Justice-involved Individuals	<ul style="list-style-type: none"> <li>• Supports marginalized communities with sub-grants and capacity building.</li> <li>• Provides job preparation, work-based learning, and occupational skills training for justice-involved individuals, including evidence-based interventions and employment preparation strategies.</li> <li>• Provides technical assistance and infrastructure to smaller CFBOs, focusing on people of color and rural areas.</li> </ul>
Laura's House	Laura's House	Community Based Partner	Name: Karen Stine Email: kstine@laurashouse.org Phone: 949-361-3775 ext. 212 Direct: 949-542-3712	Victims of Domestic Violence	<ul style="list-style-type: none"> <li>• <b>24-Hour Crisis Hotline Support:</b> Offers 24-hour crisis intervention and safety planning.</li> <li>• <b>Shelter Support:</b> Offers emergency shelter and transitional housing with comprehensive support services.</li> <li>• <b>Support Services:</b> Provides therapeutic counseling, legal advocacy, life-skills, parenting education, case management and on-site childcare to support independence and healthy family development. These support services are included in our housing based programs and available through both non-residential locations, our Domestic Violence Resource Center in Aliso Viejo and our Domestic Violence Advocacy Center in Garden Grove.</li> <li>• <b>Outreach/Education:</b> Conducts domestic violence prevention education programs and community outreach, including youth dating violence prevention workshops, Healthy Families Workshops, 40-Hour Domestic Violence Advocacy Training, DV101 Education, How to Help and Awareness Presentations.</li> </ul>
Long Beach Job Corps Center Operator	Bizzell US	WIOA Title II- Career and Technical Education / Job Corps / Youth Build	Name: Luis Ramirez Email: Lramirez@bizzellus.com Phone: 301-241-8289	Youth Ages 16-24	<ul style="list-style-type: none"> <li>• <b>Career and Education Training:</b> Support for low-income youths aged 16-24, including career technical training, alternative secondary school services, and high school diploma equivalency assistance.</li> <li>• <b>Skills and Development:</b> Guidance, counseling, tutoring, occupational skills training, mentoring, leadership development, and job placement assistance.</li> <li>• <b>Work Experience:</b> Development of school-to-work internships/work experience (paid and unpaid) and facilitation of job search workshops with other partner agencies.</li> </ul>
Medlin Workforce & Reentry Solutions	Medlin Workforce & Reentry Solutions	Community Based Partner	Name: Meghan Medlin Email: meghan@medlinsolutions.com Phone: 949-880-1235	Adults Reentry Businesses	<ul style="list-style-type: none"> <li>• <b>Consulting Services:</b> Offers expertise in workforce development and reentry, including program development, grant management, and staff training.</li> <li>• <b>Tailored Solutions:</b> Provides tailored services such as outreach, fair chance hiring policies, data analysis, and capacity building.</li> <li>• <b>Outreach Services:</b> Focuses on community and employer outreach, job placement, and organizational management.</li> </ul>
NeuroTalent Works	NeuroTalent Works	Community Based Partner	Name: NeuroTalent Works Talent Team Email: talent@neurotalentworks.org Phone: 626-470-7873	Individuals with cognitive differences/disabilities	<ul style="list-style-type: none"> <li>• <b>Employment Readiness &amp; Job Opportunities:</b> Resume intake to connect with potential employers/notification of job opportunities, workplace readiness training, peer networking opportunities, mock interviews</li> <li>• <b>Professionals Coaching Support:</b> Fee-based service to support neurodivergent new hires and professionals in employment sustainment, workplace accommodations, and career development.</li> <li>• <b>Business Readiness:</b> For businesses/employers - We provide training (fee-based) on neurodiversity inclusion, as well as consulting, manager coaching and staffing services to business leaders building inclusive workplaces for individuals with disabilities</li> </ul>

North Orange Continuing Education (NOCE)	North Orange Continuing Education	WIOA Title II- Career and Technical Education / Community College	Name: Jennifer Perez Email: jperez@noce.edu Phone: 714-808-4671	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, adults with disabilities, ESL, high school diploma and HSE preparation, and career technical education.</li> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Training and Development:</b> Certificate programs in demand occupations and classes for personal and professional growth.</li> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> </ul>
Orange County United Way	Upskill OC	Community Based Partner	Michelle Hendler 18012 Mitchell South, Irvine, CA 92614 Phone: (949)263-6114 Email: MichelleH@UnitedWayOC.org	Adults Youth	<ul style="list-style-type: none"> <li>• <b>Career Development:</b> Helps unemployed and underemployed adults transition into livable wage middle-skill employment. These jobs require more than a high school diploma, but less than a four-year degree.</li> <li>• <b>Partnerships for Training and Placement:</b> Connects candidates to training and jobs by collaborating with nonprofits, educational programs, and businesses.</li> <li>• <b>Focus on Financial Stability:</b> Supports financial security by targeting high-demand sectors like healthcare, trades, and IT.</li> </ul>
Rancho Santiago Community College District	Rancho Santiago Community College District	Carl Perkins Career Technical Education / Community College	Name: Sarah Santoyo Email: santoyo_sarah@rscdd.edu Phone: 714-480-7466	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, ESL, high school diploma and HSE preparation, and career technical education.</li> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Training and Development:</b> Certificate programs in demand occupations and classes for personal and professional growth.</li> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> </ul>
Social Services Agency	County of Orange, Social Services Agency	WIOA Title XIII- TANF (Welfare)	Name: Thomas Harris Email: Thomas.Harris@ssa.ocgov.com Phone: 714-541-7420 / 714-227-4534	Adults	<ul style="list-style-type: none"> <li>• <b>CalWORKS Welfare-To-Work Career and Individualized Career Services:</b> Offers outreach, assessments, job search assistance, career counseling, placement services, and individualized employment plans through comprehensive evaluations and diagnostic testing to eligible individuals.</li> <li>• <b>CalFresh &amp; General Relief Services:</b> Provides employment and training services to eligible individuals based on income limits set by the County of Orange.</li> </ul>
South Orange County Community College District	South Orange County Community College District	WIOA Title II - Adult Education and Family Literacy / Community College	Name: Israel Dominguez Email: idominguez@saddleback.edu Phone: 949-582-4777	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, ESL, high school diploma and HSE preparation, and career technical education.</li> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Training and Development:</b> Certificate programs in demand occupations and classes for personal and professional growth.</li> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> </ul>
Tiyya Foundation	Tiyya Foundation	Community Based Partner	Name: Shukry Cattan Email: shukry@tiyya.org Phone: 818-220-6950	Adults, Youth, and Families in need of immigration and asylum assistance	<ul style="list-style-type: none"> <li>• <b>Economic and Educational Opportunities:</b> Provides support to families of refugees, immigrants, and indigenous communities to foster self-sufficiency and community participation.</li> <li>• <b>Career and Culinary Training:</b> Offers career placement services and culinary training.</li> <li>• <b>Youth Programming:</b> Provides programs for children from refugee, immigrant, asylum-seeking, and indigenous backgrounds.</li> </ul>
Tustin Adult School	Tustin Unified School District	WIOA Title II - Adult Education and Family Literacy	Name: Will Neddersen Coordinator, Adult Education Email: wneddersen@tustin.k12.ca.us Phone: 714-730-7395  Name: Harold Sullins Chief Financial Officer Email: hsullins@tustin.k12.ca.us Phone: 714-730-7301	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Educational Support:</b> Lifelong learning opportunities, including adult basic skills, ESL, high school diploma, and HSE preparation.</li> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> </ul>

United American Indian Involvement	United American Indian Involvement	Native American Programs (Section 166)	Name: Jamie Fuentes Email: jfuentes@uaii.org Phone: 213-840-2027	Youth 17+, Adults, Individuals Seeking Educational Advancement. *Clients must be enrolled in a federal, state recognized tribe and/or be a descendant of one.	<ul style="list-style-type: none"> <li>• <b>Career Services:</b> Comprehensive assessments, career counseling, job search assistance, resume writing, and interview coaching.</li> <li>• <b>Workforce Readiness Services:</b> For unemployed and underemployed adults, veterans, justice-involved individuals, seniors, and youth, addressing barriers to employment.</li> <li>• <b>Follow-Up Services:</b> Supports individuals for up to 12 months post-employment to help maintain jobs and pursue career advancements.</li> <li>• <b>Supportive Services:</b> Provides life skills, parenting education, and on-site childcare to support independence and healthy family development.</li> </ul>
University of Massachusetts Global	University of Massachusetts Global	Community Based Partner	Name: David Andrews Email: david.andrews@umassglobal.edu Phone: 949-341-9800	Individuals Seeking Educational Advancement:	<ul style="list-style-type: none"> <li>• <b>Training Services:</b> Training and Education for adults, displaced workers, and youth.</li> <li>• <b>Curriculum and Career Services:</b> Includes development, instructional design, and subject matter expertise.</li> <li>• <b>Virtual Services:</b> Virtual resources for active military, veterans, and their families.</li> </ul>
County of Orange, Veterans Service Office	Veterans Service Office	Community Based Partner	Name: Eric Ensley Email: OCYSO@occr.ocgov.com Phone: 714-480-6555	Veteras and their Families	<ul style="list-style-type: none"> <li>• Free assistance for Veterans, Dependents, and Survivors with filing benefit claims, counseling, referrals, and applying for state and federal benefits such as Disability Compensation, DIC, Survivors Pension, and Burial Benefits.</li> <li>• Partnerships with legal aid and behavioral health providers to support legal and mental health needs.</li> <li>• Support with education benefits like the GI Bill, Vocational Rehabilitation, and the CaVet Fee Waiver for tuition-free college at California state schools.</li> </ul>
Working Wardrobes	Working Wardrobes	Community Based Partner	Name: Working Wardrobes Email: clientreferral@workingwardrobes.org Phone: 714-210-2460	Adults	<ul style="list-style-type: none"> <li>• <b>Workforce Readiness Services:</b> For unemployed and underemployed adults, veterans, justice-involved individuals, seniors, and youth, addressing barriers to employment.</li> <li>• <b>Job Search Lab:</b> Provides computers for job searches, access to community and workforce resources, and job postings.</li> <li>• <b>Career Coaching:</b> Available in-person and virtually, offering resume preparation, interview practice, and job search assistance.</li> <li>• <b>Virtual Workshops:</b> Monthly sessions on career readiness and life skills.</li> <li>• <b>Professional Wardrobe Services:</b> For clients enrolled in programs or referred by partners.</li> </ul>
Yorba Linda Chamber of Commerce + Foundation	Yorba Linda Chamber of Commerce	Community Based Partner: Chambers	Name: Alex Hernandez Email: alex@yorbalindachamber.com Phone: 714-993-9537	Adults, Youth K-12th, Individuals Seeking Educational Advancement	<ul style="list-style-type: none"> <li>• <b>Sector Partnerships:</b> Collaboration with employer partnerships to align workforce preparation with job market needs.</li> <li>• <b>Educational and Outreach programs:</b> Includes financial literacy and business education for k-12th grade, various community events.</li> <li>• <b>Community Engagement:</b> Hosting events and providing networking opportunities.</li> <li>• <b>Business Support:</b> Partner with employers to build talent pipelines through on-the-job training, work experience, job fairs, and recruitment services.</li> </ul>

## Attachment C: OC Workforce Solutions Centers



Connecting job seekers and businesses to no-cost services.



**Attachment D: Orange County Workforce Solutions Centers  
Infrastructure Funding Agreement  
Program Year 2025-28**

**Cost Allocation Framework for AJCC Infrastructure Funding Agreements:** WSD18-12 specifies several allowable cost allocation methodologies that Local Boards and one-stop partners may use to equitably distribute infrastructure costs. These methods are designed to align cost-sharing with the principle of proportional use and relative benefit. The directive allows flexibility in selecting one or more of the following methodologies, depending on local context, service delivery models, and available data. This IFA uses a combination method:

**1. Square Footage Method:**

This method allocates costs based on the amount of physical space each partner occupies in the AJCC. It is most effective when partners have clearly defined and exclusive use of office space or workstations. Common costs such as shared meeting rooms or reception areas can be proportionately divided.

**2. Full-Time Equivalent Staff Method:**

Costs are distributed based on the number of staff each partner has located at the AJCC, taking into account the unit of space they occupy. This method assumes that more on-site staff correlates to greater use of infrastructure and benefits received.

**3. Blended or Combination Method:**

**(Selected Methodology for OC Workforce Solution Centers)**

Recognizing the complexity of many AJCC operations, WSD-18-12 also permits local areas to use a combination of the above methods. For instance, a Local Board might allocate facility costs using square footage and shared services like reception or IT support using FTEs or customer counts. The blended method allows for greater precision and fairness when no single method adequately captures use and benefit.

**Infrastructure Cost Allocation Methodology – Base Rent**

**Base Rent Methodology:** Square Footage Method. This method allocates costs based on the amount of physical space each partner occupies in the AJCC. Common costs such as shared meeting rooms or reception areas can be proportionately divided.

**Base Rent Space Categories and Definitions**

- **Exclusive Space:** Space assigned specifically to a partner, such as offices, cubicles, or conference rooms, designated for that partner's exclusive use.
- **Shared Use Space:** Space used collectively by all partners, including areas like lobbies, conference rooms, training rooms, resource rooms, collaboration areas, and equipment spaces.
- **Common Space:** Public or common areas within the facility, such as hallways, break rooms, restrooms, lactation rooms, and vending machine areas.
- **Unusable Space:** Any remaining space not categorized above, which is allocated to the One Stop Operator.
- **Shared Factor:** Exclusive space divided by the total shared and common space: Brea: 3.19 and Laguna Niguel: 2.34

OC Workforce Solutions Center, Brea		OC Workforce Solutions Center, Laguna Niguel	
Total Exclusive Space	8,031 SF	Total Exclusive Space	1,594 SF
Total Shared Space	12,983 SF	Total Shared Space	3,543 SF
Total Common Space	12,641 SF	Total Common Space	186 SF
Total Unusable	5,226 SF	Total Unusable	1,135 SF
<b>Total</b>	<b>40,170 SF</b>	<b>Total</b>	<b>6,458 SF</b>

**Infrastructure Cost Allocation Methodology – Operating Costs**

**Operating Costs Methodology:** Costs are distributed based on the number of staff each partner has located at the AJCC, taking into account the unit of space they occupy. This method assumes that more on-site staff correlates to greater use of infrastructure and benefits received.

**Total Spaces Available:** Brea: 129 Spaces and Laguna Niguel: 17 Spaces

**Operating Costs Categories**

- **Copier:** Copier used by staff and job seekers to print, scan, copy, and fax employment-related and administrative documents. Operating costs include leasing fees, maintenance, and toner.
- **IT Services:** Maintain networks, provide tech support, and ensure secure, reliable access to digital systems. Operating costs include IT staffing and system maintenance.
- **IT Services (Deep Freeze):** Software that resets resource room computers after each use to maintain security. Operating costs include licensing and technical support.
- **Telephone:** Supports staff communication with job seekers and partners. Costs include telephone service fees and maintenance.
- **Internet:** Provides secure, high-speed access for staff and job seekers. Operating costs include monthly internet service fees.
- **Security Guard:** Maintains a safe environment by monitoring the site. Costs cover staffing and contracted services in Brea only.
- **Security (Building Access & Cameras/Alarm):** Controls building access and monitors activity. Costs include equipment, monitoring, and maintenance.
- **Fire Extinguisher:** Ensures extinguishers are inspected and compliant. Costs include inspections, recharges, and replacements in Laguna Niguel only.

OC Workforce Solutions Center, Brea										
Year	Cost Per Sq. Ft.	Base Rent			Operating Costs*				Total Cost	
		Total Sq. Ft.	Monthly	Annual	# of Space Unit	Avg Cost per Space Unit	Monthly	Annual	Monthly	Annual
06/01/2025	-									
05/31/2026	\$3.08	40,170	123,711.55	1,484,538.60	129.00	207.06	26,710.74	320,528.88	150,422.29	1,805,067.48
06/01/2026	-									
05/31/2027	\$3.17	40,170	127,422.90	1,529,074.80	129.00	213.27	27,511.83	330,141.96	154,934.73	1,859,216.76
06/01/2027	-									
05/31/2028	\$3.27	40,170	131,245.58	1,574,946.96	129.00	219.67	28,337.43	340,049.16	159,583.01	1,914,996.12
06/01/2028	-									
05/31/2029	\$3.37	40,170	135,182.95	1,622,195.40	129.00	226.26	29,187.54	350,250.48	164,370.49	1,972,445.88

OC Workforce Solutions Center, Laguna Niguel										
Year	Cost Per Sq. Ft.	Base Rent			Operating Costs*				Total Cost	
		Total Sq. Ft.	Monthly	Annual	# of Space Unit	Avg Cost per Space Unit	Monthly	Annual	Monthly	Annual
07/01/2025	-									
06/30/2026	\$3.62	6,458	23,388.25	280,659.00	17	422.52	7,182.78	86,193.33	30,571.02	366,852.27
07/01/2026	-									
06/30/2027	\$3.62	6,458	23,388.25	280,659.00	17	435.19	7,398.26	88,779.12	30,786.51	369,438.07
07/01/2027	-									
06/30/2028	\$3.62	6,458	23,388.25	280,659.00	17	448.25	7,620.21	91,442.50	31,008.45	372,101.45

\* Initial costs subject to change