

Board Meeting

Thursday, October 24, 2024

Self-Help Credit Union

Community Room

900 Crows Landing Rd., Modesto, CA 95351

3:00 p.m. – 4:00 p.m.

Teleconference Location: Board Member Chris Savage

E & J Gallo Winery

600 Yosemite Blvd., Modesto, CA 95354

The Workforce Development Board complies with all provisions of the Brown Act and the Conflict of Interest Code on file with the Stanislaus County Department of Workforce Development. See links below.

<https://oag.ca.gov/sites/all/files/agweb/pdfs/publications/brownAct2003.pdf>

<http://stanworkforce.com/board>

The Agenda at each meeting allows for a public comment period, limited to 5 minutes. Public Comment forms are available at <https://www.stanworkforce.com/workforce-board/>

All meetings are conducted in English.

If you require assistance per Government Code Section 549539G, please submit a request to ixtak@stanworkforce.com for such accommodation as soon as practicable, or at least 48 hours prior to the meeting. The sooner the request is made, the more likely it is that Stanislaus County Workforce Development can provide the accommodation or an alternative.

Public notice of all Workforce Development Board meetings are posted 72 hours in advance of the meeting on the webpage at <http://www.stanworkforce.com/board>.

1. Call to Order
2. Introductions
3. Conflict of Interest
4. Public Comment Period
5. Discussion and Action Items
 - A. Approve the Minutes of the April 8, 2024 Workforce Development Board Meeting
 - B. Approval for Workforce Development Board Chair to Sign America's Job Center of California (AJCC) Certification Documents to be Submitted to the State
 - C. Approval to Submit a Request for Approval to be America's Job Center of California Adult and Dislocated Worker Career Services Provider
 - D. Approval to Submit the Application for Local Area Subsequent Designation and Local Board Recertification Application for Program Year 2025 – 2027 and Authorize the Chair to Sign the Application
 - E. Approval of the 2025 Calendar Year Workforce Development Board Meeting Dates and Locations
 - F. Approval of the Stanislaus County Workforce Development Board Priorities
 - G. Accept the Update on the Change of Oakdale and Patterson Job Centers to Appointment Only Two Days a Week to Increase Services to the Community

Next Meeting: Upon approval by the Board
 March 3, 2025

Board Meeting Minutes

Monday, April 8, 2024

Self-Help Credit Union

Community Room

900 Crows Landing Rd., Modesto, CA 95351

12:00 p.m. – 2:00 p.m.

Members in attendance:

Bill O'Brien, Chair

Jessica Hill

Cecil Russell, Vice-Chair

Scott Kuykendall

Jennifer Shipman, Secretary

Mary Machado

Ross Briles

Doug Murdock

Margarita Cabalbag

Maryn Pitt

Dean Fadeff

Chris Savage

Kris Helton

Doug Van Diepen

Staff in attendance:

Doris Foster

Sara Redd

Kris Ixta

Donya Nunez

9 additional guests were present.

1. Call to Order and Roll Call

Bill O'Brien, Workforce Development Board Chair, called the meeting to order at 12:02 p.m., thanked everyone for attending and invited the Board members and staff to introduce themselves.

2. Conflict of Interest

Chairman O'Brien outlined the Conflict of Interest Policy.

3. Public Comment Period

Chairman O'Brien gave information on the Public Comment Period. There were no comments.

4. Presentation(s)

A. AJCC Partners - Peggy Mendibles, project coordinator from Senior Community Services Employment Program (SCSEP) gave a presentation on their program.

5. Committee Reports

A. Career Development Committee

Jennifer Shipman, Career Development Committee Chair, reviewed the statistics report from the March 21st Committee meeting. She also reported that the Committee has begun mapping the in-demand occupation list in order to better understand the needs of the community and what providers are training those individuals within the community. The Committee has been broken out into sector sub-committee's so that they can focus on their selected sector and

- complete the matrix to be presented at the June committee meeting.
- B. Youth Development Committee
Mary Machado, Youth Development Committee Chair, reported that at the last Committee meeting they had a presentation by DRAIL and that this years' STANdOut! Event will be held on July 6th. Doris Foster reviewed the Statistics Report presented at March 11th Committee meeting.
 - C. Business Development Committee
Kris Helton, Business Development Committee Chair, discussed the HR Hotline reports that were reviewed at the Committee meeting. He also reported that the Committee discussed Sector Strategies with regards to underserved businesses and how Workforce Development can connect with the underserved businesses. Director Foster reviewed the Statistics Report presented at the March 7th Committee meeting.
6. Department Report
- A. Director's Update
Doris Foster, Workforce Development Director, reported the following:
 - Day at the Capital: Board member Kris Helton also attended. This year the focus was on AB 480 and AB 2873. Director Foster gave an overview of each of these assembly bills.
 - Contract updates for LightCast, BRW Architects, and Social Enterprise.
 - B. Update on Business Services and Client Services
Assistant Director, Sara Redd, reviewed the Stanislaus County Specialty Population data sheet that was presented and reviewed at the March 7th Business Development Committee meeting.

David Campos, Workforce Analyst, gave a presentation on the Stanislaus County Industries Dashboard.
7. Consent Items
Consent items adopted. C. Russell / C. Savage.
- A. Approve the Minutes of the January 8, 2024 Workforce Development Board Meeting.
 - B. Approval for Stanislaus County Workforce Development to Submit a Request to the State to Transfer \$600,000 of Workforce Innovation and Opportunity Act Dislocated Worker 2023-2024 Program Year Funds to the Workforce Innovation and Opportunity Act Adult Fund Category.
 - C. Approval to Request Authorization from Stanislaus County Board of Supervisors for the Director of Workforce Development, or Designee, to Sign All Workforce Innovation and Opportunity Act-Related Grants, Sub-Grant Agreements, Request for Proposals, Contracts and Any Modifications or Adjustments as Required for Program Year 2024-2025.
8. Discussion and Action Items
- A. Acceptance of the Updated Information on the 2022-2024 Two Year Stanislaus County Workforce Development Board Strategic Action Plan. D. Fadeff / C. Russell
Director Foster presented the two year Strategic Action Plan to the Board with all of the outcomes.
 - B. Approval to Change Hours of Operation at Stanislaus County Workforce Development Job Centers and to Change Job Centers Located in Oakdale and

Patterson to Appointment Only Two Days a Week to Increase Services to the Community. D. Murdock / R. Briles

Director Foster presented the request to change the hours of operation to accommodate clients in the Patterson and Oakdale area to receive eligibility and enrollment services. As part of the presentation, statistics were shared on the number of residents that use services from Oakdale and Patterson. It was also requested to change the opening hours from 8:00 am to 8:30 am to ensure the Job Centers were staffed at opening.

C. Approval of the Recommendation for Program Year 2024-2025 to Contracting with Community Agencies for Underserved Business.

The Board reviewed and discussed the data presented on the identified poverty areas within Stanislaus County. Bill O'Brien stated that Patterson and Newman should not be included due to them not being in high poverty areas. A motion was made by D. Murdock, seconded by K. Helton, to approve the staff recommendation to contract with local community agencies to work with local businesses to development initiatives tailored to address the unique challenges faced by businesses located in poverty-stricken areas, minority owned businesses and women owned businesses. The identified four areas are: Patterson/Newman, West Modesto, South Modesto/Ceres, and South Turlock. There were 13 yay votes and 1 nay vote. The motion passed.

9. Future Topic(s), Discussion, Announcements

There were none.

Meeting adjourned: 1:58 p.m.

October 24, 2024

Stanislaus County Workforce Development Board Agenda Item

TO: Workforce Development Board

FROM: Doris Foster, Director

SUBJECT:

Approval for Workforce Development Board Chair to Sign America's Job Center of California (AJCC) Certification Documents to be Submitted to the State

ITEM NUMBER: 5.B.

ITEM TYPE: Consent

STAFF RECOMMENDATION:

Approve an independent and objective evaluation of the AJCC Comprehensive site and for the Workforce Development Board Chair to sign America's Job Center of California (AJCC) Certification documents that must be submitted to the State.

POLICY ISSUE:

Workforce Services Directive (WSD) 23-05 provides guidance and establishes procedures regarding certification of comprehensive and affiliate/specialized America's Job Center of California (AJCC) locations. The Local Board Chair must sign the completed certification documents for submission to the State Regional Advisor by November 1, 2024.

DISCUSSION:

On January 26, 2024, the State Employment Development Department (EDD) released Workforce Services Directive (WSD) 23-05 to provide guidance and establish the procedures for the certification of Comprehensive AJCC locations in all Local Workforce Development Areas (LWDAs).

In accordance with WIOA Section 121(g), Local Boards must conduct an independent and objective evaluation of the AJCCs in their Local Areas once every three years. The last AJCC certification process was conducted during Program Year 2021-2022 and took effect January 1, 2022. The Certification will expire January 1, 2025. The Comprehensive AJCC is the only center that needs to be certified, as other service locations do not meet the definition of an affiliate or a specialized center. The AJCC Certification procedure was previously conducted by Jaskaran Dhesi. For the current AJCC Certification, Workforce Development has procured the services of Mr. Eugene Garcia to conduct an independent evaluation and develop the continuous improvement plan. Mr. Garcia was previously the Program Manager for Business Services at SCWD and is familiar with WIOA requirements regarding AJCC Certification. Mr. Garcia is currently retired and no longer affiliated with Workforce Development.

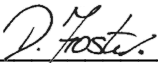
There are two components of AJCC Certification: Baseline Criteria Matrix, and the Certification Indicator Assessment. The Baseline AJCC Certification is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The Certification Indicator Assessment is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. Both of these certification documents must be signed by the Board Chair, and submitted to the State by November 1, 2024.

A third component, the Continuous Improvement Plan, must be developed based on the findings and observations in the Baseline Criteria Matrix and the Certification Indicator Assessment. The Continuous Improvement Plan is not required to be submitted to the State or signed by the Chair of the Workforce Development Board, but the state must be notified of completion, and it must remain on file and is subject to monitoring. The Continuous Improvement Plan must be completed by December 31, 2024.

Attached are the three components for approval by the Workforce Development Board.

The certification process for comprehensive and affiliate/specialized AJCCs must be conducted during Program Year (PY) 2024-2025, will take effect January 1, 2025, and will expire January 1, 2028.

ADMINISTRATIVE BUDGET IMPACT: Approximately \$8,500.



Doris Foster, Director

Comprehensive AJCC Baseline Certification Matrix

The baseline criteria to certify an America's Job Center of CaliforniaSM (AJCC) are intended to ensure that every comprehensive AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Workforce Development Boards (Local Board) must submit a completed matrix to their Regional Advisor for each comprehensive AJCC by **November 1, 2024**.

Name of Local Board Stanislaus County Workforce Development Board

Name of AJCC Modesto (Stanislaus) – AJCC 629 12th Street, Modesto CA 95354

Implements the signed Memorandums of Understanding (MOU)	Yes	No
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a comprehensive.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to comprehensive centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Implements the Local Board defined roles and responsibilities of the AJCC Operator and Career Services Provider	Yes	No
The AJCC Operator selected is in compliance with WSD22-13, <i>Selection of AJCC Operators and Career Services Providers</i> .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The roles and responsibilities of the AJCC Operator are clearly identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The Career Services Provider selected is in compliance with WSD22-13.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The roles and responsibilities of the AJCC Career Services Provider are clearly identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meets all regulatory requirements to be a comprehensive AJCC (WIOA Joint Final Rule Section 678.305)	Yes	No
The AJCC has at least one Title I staff person physically present. (Note: Consideration may be given to remote/virtual services implemented due to the COVID-19 pandemic.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meets all regulatory requirements to be a comprehensive AJCC (WIOA Joint Final Rule Section 678.305)	Yes	No
The AJCC provides access to all basic and individualized career services identified in WIOA Joint Final Rule Section 678.430 .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to training services for adult and dislocated workers identified in WIOA Joint Final Rule Section 680.200	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to any employment and training activities carried out under WIOA Section 134(d).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to programs, services, and activities of all required AJCC partners by having partner staff physically co-located at the AJCC, having a staff person at the AJCC who has been cross trained to provide information about partner programs, or having direct linkage through technology to staff who can provide meaningful information or services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides workforce and labor market information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides customers with access to programs, services, and activities during regular business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with the following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> • <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996) • <i>Unruh Civil Rights Act</i> (California Civil Code Section 51) • <i>Disabled Persons Act</i> (California Civil Code Section 54) • <i>California Building Code</i> Title 24 Chapter 11B • <i>California Government Code</i> 7405 • <i>California Government Code</i> 11135-11139 <p>Such requirements include, but are limited to, the following:</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<ul style="list-style-type: none"> • Providing reasonable accommodations for individuals with disabilities. • Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities. • Allow service animals to be permitted, even if there is a “no pets” policy. • Administering programs in the most integrated setting appropriate. • Communicating with persons with disabilities as effectively as with others. • Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of the program or activity. • Providing physical accessibility of the AJCC to individuals with disabilities. 		
Was WIOA Section 188 compliance monitoring completed for PY 2021-22?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?</p> <p>The State did not complete WIOA Section 188 compliance monitoring due to the COVID-19 pandemic.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Was a corrective action plan submitted? N/A	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open? N/A	<input type="checkbox"/>	<input type="checkbox"/>
<p>Is the status of the finding closed? N/A</p> <p>If closed, as of what date? Click here to enter text.</p>	<input type="checkbox"/>	<input type="checkbox"/>
The AJCC meets all Baseline Criteria for Baseline AJCC Certification	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The Local Board Chair must attest to the Local Board's certification decision by signing below.

Signature

William O'Brien

Name

Chairman, Stanislaus County Workforce Development Board

Title

October 24, 2024

Date

ATTACHMENT 3

AJCC Certification Indicator Assessment

The America’s Job Center of CaliforniaSM (AJCC) Certification Indicator Assessment is intended to encourage continuous improvement by identifying areas where an AJCC is exceeding quality expectations, as well as areas where improvement is needed. The Certification Indicators were developed in alignment with the Training and Employment Guidance Letter 04-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup’s vision for California’s One-Stop delivery system.

The matrix below describes each Certification Indicator using both characteristics of a high-quality AJCC and the overall vision and strategies of the State Plan. Additionally, the Certification Indicators are provided as guidance for the evaluator to use to note the assessment of the AJCC’s strengths and continuous improvement opportunities.

The Local Board may establish additional criteria or set higher standards for continuous improvement than those suggested by the state criteria below.

Local Workforce Development Boards (Local Board) must submit a completed AJCC Certification Indicator Assessment to their Regional Advisor for each comprehensive and/or affiliate/specialized AJCC by **November 1, 2024**.

Name of Local Board: Stanislaus County Workforce Development Board

Name of AJCC: Modesto AJCC – 629 12th Street, Modesto CA 95354

AJCC Type: Comprehensive

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

U.S. Department of Labor Characteristics of a High Quality AJCC

- A. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC location, or by telephone or e-mail. AJCC staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.
- B. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In doing so, AJCCs use principles of universal and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal, and tactile modes to communicate with customers with disabilities or Limited English Proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.
- C. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.

California State Plan Vision and Strategies

Enabling upward mobility for all Californians, including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

AJCC Certification Workgroup's Vision

- All AJCC staff honor and accommodate diversity and are comfortable and adept in providing services to diverse customers, including individuals with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer (EOO) periodically reviews the AJCC's policies, procedures, and the facility for accessibility and equal opportunity. The EOO then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and human-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.
- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that people with disabilities can access virtual services in a manner that is comparable to those without a disability.

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 local area continues to have its comprehensive AJCC located in Modesto's downtown area at 629 12th Street. The building's signage identifies Stanislaus County Workforce Development (SCWD) and the California Employment Development Department (EDD) as the primary tenants. This facility provides on-site access to Workforce Innovation and Opportunity Act (WIOA) Workforce Development Activities (Title I), Adult Education and Literacy (Title II) Wagner-Peyser (Title III), and Department of Rehabilitation Services (Title IV). There are three additional satellite job centers located in the cities of Oakdale, Patterson, and Turlock.

The Modesto AJCC strives to provide a user-friendly, customer-centered experience for those seeking employment and training services. The comprehensive AJCC has an expansive computer and lobby areas. The center is well lit, clean, and there are large boards that post information for veteran's services and job postings. The lobby has tables for customers to use.

Strengths:

1. The location of the Modesto AJCC provides a central access point to residents of Stanislaus County. It is an approximate 12-minute walk from the Stanislaus Regional Transportation Agency's (StanRTA) main Public Transportation Hub, and there is a bus stop located directly outside the building. The facility is a 3 minute drive from Highway 99. There are three parking lots designated to the building and off-street parking is available for customers to use.
2. When entering the AJCC, security greets customers and directs them to mounted iPads for check-in. This check-in system (VOS Greeter) notifies appropriate staff that an individual has arrived for services. The AJCC has staff to assist and guide customers who are uncertain of what potential employment service they need.
3. The center has multiple computer stations, with two stations dedicated for disabled customers. These computers have access to the internet, CalJOBS, MSOffice products, tutorials, and other various job search tools. In addition, there are copy machines and printers for customers to use. Staff are available to assist customers.

4. Limited English speakers can reference a sheet with a specific phrase listed in multiple languages so staff can identify which language they speak. The AJCC have staff who speak Spanish or Persian/Farsi.
5. AJCC staff can interact with and/or deliver services via Apple iPads, Microsoft Surface Pros, and MS Teams.
6. The AJCC lobby is flexible and allows for staff to accommodate mini job fairs and/or employer meeting tables for job seekers to access.
7. The SCWD Equal Opportunity Officer is responsible for coordinating staff training on EEO policies and updates. The EEO has implemented Inclusivity, Diversity and Equity training for staff.

Continuous Improvement Opportunities:

1. Explore more human-centered design options for the reception and lobby areas that would help facilitate stronger participation from AJCC partners and local employers.
2. Explore on-line translation tools that would better facilitate communication with AJCC staff and those with minimal English language capabilities.
3. Identify tools/aides that could better facilitate communication with hearing impaired customers.

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

U.S. Department of Labor Characteristics of a High Quality AJCC

Reflect on the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, co-located partnership that seamlessly incorporates the services of all the AJCC partners.

California State Plan Vision and Strategies

Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients based on each client's particular and potentially unique needs to facilitate skills attainment.

AJCC Certification Workgroup's Vision

- A system is in place to assess the satisfaction of both co-located and non-co-located partners with the AJCC and its services.
- Both co-located and non-co-located partners believe that the AJCC adds value to their program and customers.
- The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system, and make recommendations for continuous improvement.
- The AJCC actively outreaches and provides access to non-co-located partner customers to participate in AJCC-based services, such as workshops and recruitment events.
- An inventory and overview of all partner programs and services are available to all AJCC staff, and all AJCC staff has received an orientation to all partner programs and services.
- One-Stop system marketing materials that overview all partner programs and services for distribution to customers at the AJCC and at all non-co-located partner locations have been developed.
- The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.
- Referrals are recorded, and a system is in place for partners to follow through and report progress on referrals made.
- The AJCC connects to the community through multiple community partnerships and community access points.

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:

The AJCC has continued to assess and maintain the One-Stop system by promoting strong, supportive, and effective partner relationships. The AJCC Operator convenes partners on a quarterly basis. These meetings allow co-located and non-co-located partners to engage and educate one another of the services they provide which in turn strengthens the one-stop system by communicating any process or internal system changes or adjustments. The AJCC partnerships assist in minimizing duplication of services, such as vocational training and employment services, and economizes limited resources. The partnerships allow the partners to focus on their strengths and improve on the coordination of services to customers. Another partner benefit is allowing for broader service access to customers via the internet because of sharing partner links on their agency websites.

Strengths:

1. Partner meetings continue to have active participation. They attend Workforce Development Board (WDB) and WDB Subcommittee meetings. Communication among partner staff appears to be good.
2. The Modesto AJCC has Job Corps, the State Department of Rehabilitation (DOR), Central Valley Opportunity Center (CVOC), Ceres Adult School, and Stanislaus Literacy Centers (LearningQuest), SER-Jobs For Progress, Inc. (Senior Community Service) as co-located partners.
3. Strong partner relations have helped in identifying potential stakeholders for large collaborative efforts for projects such as Stanislaus 2030 and Sector Strategies in the manufacturing, agriculture, healthcare, manufacturing, warehouse/logistics and underserved industries.
4. System partners that are not regularly co-located in the Modesto AJCC are Modesto Junior College (MJC) and the Community Services Agency (CSA) find excellent value in the AJCC. Staff collaborates closely with each other to brainstorm and educate each other on services so that the transition of shared customers is as seamless as possible.
5. A major highlight has been educating and training AJCC staff from SCWD and CSA on WIOA and Welfare-to-Work (WTW) services. The training has reduced time in transitioning WTW customers to paid worksite placement.

Continuous Improvement Opportunities:

1. The AJCC partnership has experienced the loss of key leadership in the last year. This has created a knowledge and skills gap that has slowed forward movement in marketing, business, and career services. Re-addressing process improvement timelines will help prioritize needed cross-training/job shadowing for critical service areas and/or projects.
2. Re-convene efforts to automate/refine referral process. Previous efforts to automate customer referral process amongst partner programs to move away from a paper referral process to web based has stalled. Failure to improve the referral process can result in customers waiting for extended periods of time for services or disconnecting from the AJCC system.
3. Ensure that new AJCC staff attend AJCC partnership collaborative meetings to better educate them on partner services. Have the AJCC Operator identify new partner staff and provide a AJCC system training.

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

U.S. Department of Labor Characteristics of a High Quality AJCC

- A. Organize and integrate services by function, rather than by program; when permitted by a program's authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, (e.g., skills development team). Service integration focuses on serving all customers seamlessly, including targeted populations, by providing a full range of services staffed by cross-functional teams, consistent with each program's purpose, scope, and requirements.
- B. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program. They can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate, given the authorized scope of the program.
- C. Develop and maintain integrated case management systems that inform customer service throughout the customer's interaction with the integrated system and allow information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs within the One-Stop system only after the informed written consent of the individual has been obtained, where required.

California State Plan Vision and Strategies

- A. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs.
- B. Customer-Centered Service Design: use of customer-centered design to involve frontline staff and customers in the development, prototyping, and evaluation of AJCC services, resources, tools, and systems.

AJCC Certification Workgroup's Vision

- AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- AJCC staff have received customer service and customer-centered design training.
- AJCC staff is cross trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners, and the AJCC has an integrated functional organizational chart.
- The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible.
- The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- All AJCC co-located partners have identified the Career Services that apply to their program, and the AJCC has developed methods to align/integrate the delivery of those services.
- The AJCC has established protocols 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.

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

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

The AJCC has expanded beyond providing primarily WIOA services, and integrated other resources into their AJCC system. These other resources have allowed them to provide seamless services to those on public assistance, youth, justice involved, and homeless populations. System structures has been re-aligned so that delivery of services is customer-centered and allows for maximum flexibility when providing services such as training, job placement, and supportive services. AJCC leadership has trained staff on the requirements of multiple program types, and their caseloads contain customers from multiple funding streams. CalJOBS only allows for the tracking of WIOA customers. The AJCC modified its internal tracking database (DetNET) to track customer services from different funding streams. AJCC leadership actively seeks out programs and/or services that will improve integrated, customer-centered services.

Strengths:

1. The AJCC created a new process named "Access Employment" that focused on engaging customers from various funding streams and created a "roadmap" of potential services that maximized service flexibility for entry into the AJCC system.
2. The AJCC continues to focus on co-enrollment of customers from programs such as TANF/CalWORKS and the Department of Rehabilitation.
3. Through training, AJCC staff have become more comfortable with serving customers from different funding streams, which has allowed them to provide better customer-centered services. The mindset change has allowed for the mentality that staff can help anyone who accesses the AJCC system.
4. AJCC leadership realigned Career Services and Business Services to incorporate customers from various funding streams. The realignment allowed for more flexibility and a customer-centered focus for services such as training and worksite placement.

Continuous Improvement Opportunities:

1. This past year has seen a higher-than-average staff turnover. Staff training needs to continue to be robust and comprehensive to ensure that the AJCC can maintain and/or increase its current customer-service standards.

-
2. Provide job shadowing to Modest AJCC staff so they can be exposed to the various integrated programs provided through the AJCC system to create a greater awareness of services in their day-to-day work.

AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and attaining industry-recognized credentials that meet the needs of targeted regional sectors and pathways.

U.S. Department of Labor Characteristics of a High Quality AJCC

- A. Improve the skills of job seekers and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today's global economy.
- B. Value skill development by assessing and improving each individual's basic, occupational, and employability skills.
- C. Balance traditional labor exchange services with strategic talent development within a regional economy.
- D. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information, and choice as possible related to education and training, careers, and service delivery options while offering customers the opportunity to receive both skill-development and job placement services.

California State Plan Vision and Strategies

- A. Career Pathways: enabling progressive skills development through education and training programs, using multiple entry and exit level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials.
- B. Earn and Learn: a subsidized program that allows individuals to gain work experience while getting paid. Individuals receive training and education that combine applied learning opportunities while participating in the labor market.
- C. Supportive Services: providing supportive services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses.
- D. AJCCs as an access point for programs providing "demand-driven skills attainment." From this perspective, AJCCs operate as an "on-ramp" or "gateway" to the "Regional Sector Pathways" programs either built out or identified through the regional planning process described above.
- E. AJCCs will continue to provide the full array of Career Services and function as labor exchanges. Still, there will be much greater emphasis on treating AJCCs as

an access point for education and training services for those who want and need them.

AJCC Certification Workgroup's Vision

- All AJCC staff (i.e., the staff of all co-located partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- The AJCC staff assist customers in accessing and enrolling in robust training services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number of all AJCC customers receiving skill development and training services, resulting in industry-recognized credentials.

AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials that meet the needs of targeted regional sectors and pathways.

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

The AJCC staff understands the importance of providing services based on individual customer need and their role/goal in developing a strong workforce. Working towards this goal, the AJCC realizes that it serves as an on-ramp for skill development of customers at all levels. This vision was the priority when developing the Access Employment model. AJCC staff promotes available opportunities to best serve the interests of the individual customer and allow for the attainment of WIOA specific outcomes. The Access Employment model allows for multiple entry points for service from the AJCC system, and different exit points based on the individual's particular need. The AJCC annually determines in-demand occupations which contributes to both vocational and work-based trainings in the targeted industry sectors of Healthcare, Transportation and Warehousing, Agriculture, and Manufacturing. Staff uses this tool with customers to determine potential training pathways and potentially needed industry-recognized credentials.

Strengths:

1. The AJCC trains staff on the importance evaluating potential training that is in line with in-demand jobs. Staff assesses a client's current educational and employment skill levels and use this information to develop individual employment plans with projected timelines for various targeted services.
2. The AJCC has worked with area employers to promote earn and learn opportunities for WIOA, WTW, Youth, and Justice Involved customers.
3. The AJCC has a broad array of workshops that help develop customer's soft skills in preparation for employment.
4. Staff collaborate closely with the community college and local training providers in tracking training milestones so that customers are ensured to obtain all needed credentials related to their individual trainings.
5. The AJCC provides work-based learning opportunities that focus in-detail the development of both soft and hard skills.

Continuous Improvement Opportunities:

1. Ensure that vocational and work-based training opportunities are in alignment with regional sectors.
2. Co-located and non-co-located staff would benefit from learning more about regional sectors and career pathways.
3. Engage employers to determine current needed credentials, new employee skill levels, and potentially needed incumbent worker training.

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.

U.S. Department of Labor Characteristics of a High Quality AJCC

- A. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.
- B. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.
- C. To support area employers and industry sectors most effectively, AJCC staff identify and clearly understand industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.
- D. To incorporate an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.
- E. Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.

California State Plan Vision and Strategies

- A. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.
- B. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors' skills needs.
- C. Fostering demand-driven skills attainment: workforce and education programs must align program content with the state's industry sector needs to provide California's high road employers and businesses with the skilled workforce it needs to compete in the global economy.

AJCC Certification Workgroup's Vision

- All AJCC staff have advanced knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers.
- The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- The AJCC offers a wide range of AJCC-based services for employers, including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies it for continuous improvement.

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:

The AJCC leadership and staff realize that targeted sector strategies and attainment of industry recognized credentials are critical in creating a self-sufficient worker, and in-turn a successful workforce. Developing pathways from vocational and work-based training helps reinforce newly obtained skills especially when aligned with a comprehensive sector-strategy. During the last few years, the AJCC has done an exceptional job in engaging industry and labor. They have developed a robust Business Services Division that is effectively engaging employers to discover entry-level and high-quality jobs, and is an active participant in the Central Valley Industry Engagement Roundtable (CVIER). In addition, the AJCC has a data analyst who focuses on items such as labor market trends, identifying current and upcoming in-demand jobs, and job seeker demographic trends. The AJCC is currently developing a sector-strategy for underserved businesses. The purpose of this strategy is to educate these businesses on available AJCC services such as work experience, on-the-job and incumbent worker training. These types of services can assist underserved business to create a better skilled employee and allow them to be more competitive in their industry sectors. These strategies have allowed the AJCC to be a key player in the development of local and regional sector strategies focused on identifying high quality jobs.

Strengths:

1. The AJCC has dedicated staff responsible for building robust sector-strategies in the targeted industries as identified in their local plan. The assigned AJCC staff is responsible for identifying appropriate business, community, educational partners, and convening authority to address skill gaps and develop a strong pipeline of talent for the industry sector.
2. The AJCC developed a strong Agricultural Sector Strategy. This sector strategy has become a model in their region. This agriculture sector identified a critical need for leadership training for new supervisors assigned during the COVID-19 pandemic. The AJCC was able to provide this training in both English and Spanish for approximately forty (40) supervisors.
3. The AJCC is currently developing a sector strategy for under-served business across all of their identified industry sectors.

4. The AJCC's Business Services Division is an active participant in the Central Valley Industry Engagement Roundtable (CVIER) where they have shared sector strategy best practices with their regional counterparts.
5. The AJCC's Business Services worked closely with the private sector to kick-off the Central Valley Business Expo.

Continuous Improvement Opportunities:

1. Engage employers to determine current needed credentials, needed minimum new employee skill levels, and potentially needed incumbent worker training.
2. Continue active participation in regional roundtables that will allow for exposure to regional best practices and benchmarks.
3. Incorporate and use information obtained by the data analyst when making changes and/or adjustments to the AJCC system.

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

U.S. Department of Labor Characteristics of a High Quality AJCC

- A. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to all job seekers, including those with disabilities and businesses, in an integrated, regionally focused framework of service delivery. AJCC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross-training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. AJCC staff are routinely trained and are keenly aware of how their particular function supports and contributes to the overall vision of the local board.
- B. The AJCC center is staffed with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, and aware of available services inside and outside the AJCC.

California State Plan Vision and Strategies

Certification criteria will include an assessment of professional development and staff capacity building.

AJCC Certification Workgroup's Vision

- The AJCC has regular staff meetings with all AJCC staff (i.e., the staff of all co-located partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- Partners have agreed to provide training to all AJCC staff on a regular basis.
- There is a capacity building and/or professional development plan for staff and partners.
- All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- All AJCC staff has received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.
- All AJCC staff has received training to effectively assist customers in registering with CalJOBS and match customers to available jobs.
- All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.

- All AJCC staff has received training on providing excellent customer service and customer-centered design.
- All AJCC staff has received training on sector strategies, career pathways, job quality, and high road training partnerships.

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 has done its best to ensure that it has high-quality, well-informed, and cross-trained staff. The AJCC Operator provides regular meetings for co-located and non-co-located partners where information is presented on the services that each partner provides via the AJCC system. SCWD has quarterly all-staff meetings where leadership provides updates on the programs and projects from each division within the department. The AJCC Regional Coordinator disseminates upcoming training opportunities to the AJCC system. SCWD has weekly management meetings to discuss the progress of programs, funding milestones, legislative updates, and training or staff needs. The AJCC has dedicated marketing staff who develop marketing materials for hand-out to business, jobseekers, partners, and the internet via their website and social media platforms. The AJCC leadership team has included inclusivity, equity, and diversity in their staff training. The Career and Business Services Divisions have updated all of their training materials. AJCC staff provide training on career and business services to no-co-located partners.

Strengths:

1. Client and Business Services reviewed and updated training materials such as the individual employment plan, employment readiness assessment, and work-based training outlines to provide for better integration of services between WIOA and WTW participants.
2. Client and Business Services has regularly scheduled combined meetings that provides updates on topics such as vocational and work-based trainings, sector strategy, and needed training credentials for staff.
3. The AJCC has provided inclusivity, equity, and diversity training for staff.
4. Staff has access to on-line training platforms such as LinkedIn Learning and Metrix Learning.
5. Staff were trained to work with organizations that serve homeless, and justice involved populations. The training and resulting relationships allowed for customers from these populations to be placed in work-based learning opportunities and regular employment.

6. The AJCC was able to better promote training and youth programs via their websites and social media channels.

Continuous Improvement Opportunities:

1. The AJCC had above average turnover in their leadership team this past year. It is critical that incoming leadership be provided strong mentorship, clear expectations of AJCC system goals, a strong understanding of the AJCC organizational structure, and meaningful conversations with subordinates to create a better awareness of current activities and overall program and potential training needs.
2. The AJCC should implement a dynamic professional development and training plan for incumbent staff that includes the opportunity to job shadow various positions within the AJCC.

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

U.S. Department of Labor Characteristics of a High Quality AJCC

- A. Use common performance indicators 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; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.
- B. Develop and implement operational policies that reflect an integrated performance, communication, and case management system, and use technology to achieve integration and expanded service offerings.

California State Plan Vision and Strategies

Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.

AJCC Certification Workgroup's Vision

- The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- The AJCC operates in a cost-efficient manner, and the results justify the resources invested.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

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

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

SCWD, supported by the AJCC, has demonstrated that they are an effective system that achieves results. For the year 2022-2023, the SCWD met all WIOA core performance indicators for WIOA enrolled youth, adult, and dislocated workers. SCWD has strived to increase transparency to the WDB of the total AJCC services provided to WIOA and non-WIOA enrolled customers. In doing so, the WDB is able to obtain a broad scope view of the value the AJCC brings to Stanislaus County and its residents, and still meet the required WIOA performance indicators. SCWD managers are continuously reviewing their internal database (DetNET) and the WIOA CalJOBS database to ensure that data is being collected and reported as accurately and in real-time. In doing so, it allows for the ability to make quick adjustments that ensure optimization of services provided by the AJCC. Having an in-house data-analyst allows for SWCD to take deep dive data checks to ensure that information collected and reported is accurate. This capability also allows for partners to have access to employment data that can help better align services within the AJCC system. Stanislaus County has a very involved WDB that relies on the data provided by SCWD to make informed decisions. The WDB created Business, Youth, and Career sub-committees that allow for better oversight on specific programs and/or services to which the sub-committees can present recommendations to the WDB for further guidance and/or approval.

Strengths:

1. Supported by efforts of the AJCC, the local area met all the WIOA Title I core performance requirements for program year 2022-2023.
2. SWCD publishes a comprehensive annual report for the WDB and community stakeholders that highlights targeted populations, performance outcomes, customers served, outreach activities, training, employment statistics, and AJCC partnerships.
3. The WDB and its sub-committees are provided quarterly updates on targeted AJCC services such as the number of customers in vocational training, work-based learning, on-the-job training, and expended/or obligated program funds.
4. The AJCC strives to be cost-efficient by minimizing duplicated services, collecting accurate real-time data on services and funds expenditures.

5. Management meets weekly to review items such as service levels, performance, fund obligations, expenditures, and legislative updates to ensure that programs are on track to meet projected outcomes, and address issues that may arise.

Continuous Improvement Opportunities:

1. Review the current customer satisfaction process to ensure that it captures satisfaction levels for specific AJCC service areas, and report out results to AJCC Management on a bi-annual basis.
2. Measure the outcomes of various service outputs related to their investment (money, time, etc.) to determine process efficiencies so that cost and quality can be improved.

By signing below, the Local Board Chair agrees with the **AJCC's Certification Indicator Assessment** and attests to develop a continuous improvement plan with target dates.

Signature

William O'Brien

Name

Chairman, Stanislaus County Workforce Development Board

Title

October 24, 2024

Date

October 24, 2024

Stanislaus County Workforce Development Board Agenda Item

TO: Workforce Development Board

FROM: Doris Foster, Director

SUBJECT:

Approval to Submit a Request for Approval to be America's Job Center of California Adult and Dislocated Worker Career Services Provider

ITEM NUMBER: 5.C.

ITEM TYPE: Consent

STAFF RECOMMENDATION:

Approve submission of the Request for Approval application to be America's Job Center of California Adult and Dislocated Worker Career Services Provider and authorize the Chairman of the Board to sign the application.

POLICY ISSUE:

Workforce Innovation and Opportunity Act (WIOA) Final Regulations, Section 679.410(b) states that a Local Workforce Development Board may act as a provider of career services only with the agreement of the chief elected official in the local area and the Governor. On May 1st, 2024 the Employment Development Department released Workforce Services Directive (WSD) 22-13, which provides guidance for the selection of both AJCC Operators and Career Services Providers.

DISCUSSION:

At the January 9, 2017 Stanislaus County Workforce Development Board meeting, Stanislaus County Workforce Development requested and was granted approval to continue providing Career Services internally instead of having to procure these services. The recommendation was then approved by the Board of Supervisors on February 14, 2017 and submitted to the State on March 1, 2017. The State subsequently notified Stanislaus County that they had received approval to operate career services for two years. After the two years, on May 23, 2019 staff received an extension for an additional two year period, ending June 30, 2021.

On February 17, 2021, SCWD submitted an updated application to continue to provide Career Services for Adults and Dislocated Workers through Stanislaus County Workforce Development's Career Services Division. The request was reviewed by the California Workforce Development Board, and SCWD was approved on April 21, 2021 to continue providing career services through June 20, 2025.

Stanislaus County Workforce Development has consistently met or exceeded performance standards for Adult and Dislocated Workers in our Local Workforce Development Area. Staff and infrastructure are in place and continue to provide high quality services to the Stanislaus County constituents. Workforce Development staff take pride in being on the cutting edge, continuously monitoring program performance, and making adjustments to program services based on the needs of clients, and in keeping with the concept of continuous improvement. Stanislaus County is classified as a High Performing Board, primarily based on the high quality of service provided, and the high level of performance of staff. Additionally, Workforce Development Staff contracts to provide workforce services to Welfare to Work participants. Currently staff co-enroll participants in both programs creating enhanced services for the clients with the greatest barriers to employment.

To facilitate the request of the local board acting as a provider of career services, staff must complete supporting documentation. The California Workforce Development Board (CWDB) and the Workforce Services Division of the California Employment Development Department (EDD) require the attached Request for Approval to be America’s Job Center of California Adult and Dislocated Worker Career Services Provider.


The attached application shows performance numbers for Program Year 2022-2023 and 2023-2024 for Stanislaus County. Policies for Internal Controls/Seperation of Duties including firewalls guarding against conflict of interest, and the Conflict of Interest policy are attached as required with the application.

Staff have reviewed and completed required information and supporting documentation for submission of the request to the CWDB. The request needs the approval of the Stanislaus County Workforce Development Board. Once approved an Agenda Item will be taken to the Board of Supervisors for signature of the Chief Local Elected Official (Stanislaus County Board of Supervisors Chairman). The Request packet must then be submitted by March 1, 2025 to the CWDB for approval by the Governor.

If approval is not received to provide Career Services internally, the Department would be required to contract out these services. This would have a significant impact on staffing, performance measures and services currently provided.

ADMINISTRATIVE BUDGET IMPACT:

There is no budget impact associated with this agenda item to complete the application. Should the application not be approved, there would be significant impact to the budget.



Doris Foster, Director



Request for Approval

America's Job Center of CaliforniaSM Adult and Dislocated Worker Career Services Provider

**Local Workforce Development Board
Stanislaus County**

**Local Workforce Development Area
Stanislaus County**

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Request for Approval Adult and Dislocated Worker Career Services Provider

Local Chief Elected Official Statement

A Local Board or administrative entity that seeks approval to be an Adult and Dislocated Worker Career Services Provider within an America's Job Center of CaliforniaSM must provide a statement from the local CEO indicating his/her request as well as responses to the following questions.

Please provide responses to the following items on a separate document:

1. What factors guided the Local Board's or administrative entity's decision to submit this application to be an Adult and Dislocated Worker Career Services Provider within the Local Area?

There are facilities, infrastructure, and staffing already in place to meet the needs of Stanislaus County residents under the Workforce Innovation and Opportunities Act (WIOA). Historically, the County's Workforce Development Department has successfully fulfilled the role of assisting local constituents with career services. Stanislaus County Workforce Development has a successful track record, contacts in the community, and is a trusted provider of these services.

2. How would participants be better served by the Local Board or administrative entity acting in this role rather than through the awarding of contracts?

Stanislaus County Workforce Development staff has been fully invested in the success of customers in the various programs, and are fully trained in service provision, rules and regulations of the Workforce Innovation and Opportunities Act and have demonstrated solid performance results for many years. Participants know and trust the professionalism of the Workforce Development staff, and staff has developed critical relationships with the Business community, as well as most organizations providing services in the community. A competitive process would likely yield a contract organization that does not have the technical knowledge, expertise, or experience of Workforce Development staff.

3. Describe the Basic and Individualized Career Services the Local Board or administrative entity will provide as well as their past experience providing these services.

Stanislaus County Workforce Development has deep ties with residents, service organizations, the educational community, and employers in the Stanislaus County area, and has acted in the Career Services role under the auspices of the County of Stanislaus since the inception of the Comprehensive Employment and Training Act. The Manager of the Career Services unit has 10 years of experience, and the two-unit supervisors have 18 and 8 years of experience providing services under employment and training/social services programs.

Workforce Development staff work with the general population of adults and dislocated workers as prescribed by WIOA, to assist individuals with finding appropriate opportunities to return to the labor force. Services provided to customers of the Career Services unit range from intake, eligibility, CalJOBS data entry, including initial Adult Basic Career Services, activities input, career counseling, preparation of Individual Employment Plans, assessment, employment data, closure, and follow-up input.

Workforce Development staff provide assessment of basic skills and current occupational skills sets, counsels clients in labor market trends and career choices based on current EDD labor market data, and may recommend training in paid internship, On-the-Job training or assess the need for occupational skills training with a private post-secondary provider. Individual Training agreements and Paid Internship agreements are produced by staff. The processes for service provision have been in place at Stanislaus County Workforce Development since prior to the inception the Workforce Investment Act. When new legislation such as the Workforce Innovation and Opportunity Act take effect, staff has a proven track record of adapting to systemic changes, looking for ways to enhance the services for customers, and streamlining service delivery to maximize customer satisfaction.

4. Provide the Local Area's performance outcomes for each of the last two Program Years (PY 20-21 and 21-22) and evidence that the Local Board or administrative entity is qualified to provide Adult and Dislocated Worker Career Services, including testimonials that speak to the effectiveness and efficiency with which the Local Board or administrative entity has provided or can provide those services.

**Goal versus Actual Performance Outcomes for
Career Service Programs**

Adult				
	Goal 2022-23	Actual 2022-23	Goal 2023-24	Actual 2023-24
Employment 2 nd Quarter After Exit	69.2%	77.7%	69.2%	70.6%
Employment 4 th Quarter After Exit	69%	82.7%	69%	71.4%
Median Earnings	\$7,900	\$8,839.03	\$7,900.	\$8,977.
Credential Attainment Rate	79%	84.9%	79%	75%
Measurable Skills Gains	67%	87%	67%	83.3%
Dislocated Worker				
	Goal 2022-23	Actual 2022-23	Goal 2023-24	Actual 2023-24
Employment 2 nd Quarter After Exit	66.9%	77.6%	66.9%	82.6%
Employment 4 th Quarter After Exit	66.5%	87.7%	66.5%	75.9%
Median Earnings	\$8,519	\$10,111.81	\$8,519	\$10,587.
Credential Attainment Rate	79%	96.2%	79%	90%
Measurable Skills Gains	72%	91.7%	72%	76.9%

Stanislaus County Workforce Development has historically met or exceeded performance standards for Adult and Dislocated Workers in our Local Workforce Development Area. The only Performance Measure not exceeded in the last 2 years is the Adult Credential Attainment Rate. Staff have identified the root cause of the deficiency and have since taken steps to assure that the measure is attained during the next program cycle. Staff and infrastructure are in place and continue to provide high quality services to the Stanislaus County constituents. Workforce Development staff take pride in being on the cutting edge, continuously monitoring program performance, and making adjustments to program services based on the needs of clients, and in keeping with the concept of continuous improvement. Stanislaus County is classified as a High Performing Board.

Testimonials:

Client: Santos

Program: Manufacturing Pre-Apprentice Program

Department: Business Services

Santos, a client who interviewed for the 2024 Manufacturing Pre-Apprentice Program, was initially not selected. However, he expressed gratitude for the interview opportunity. When a selected apprentice could not continue, Santos, as the first alternate, was offered the spot and eagerly accepted. Despite living at the Modesto Gospel Mission and having no prior manufacturing experience, Santos was determined to succeed. He even got a haircut to show his commitment. With transportation challenges, the mission arranged for his commute. On his first day, Santos proudly revealed that the mission had bought him a car. His journey reflects his resilience and determination to move in the right direction.

Santos, nearing the end of his second cohort, compensates for his continued learning of skills with a strong work ethic. After his first cohort, his colleagues threw him a large party, showing their appreciation. Known as "Smiley" at the work site, he is well-loved by everyone. With his pre-apprenticeship ending in December and probation concluding in March 2025, it is anticipated that one of the pre-apprentice sites will hire him due to his dedication and genuine character. His supporters are very proud of him and wish him the best.

"Hi my name is Jose, I am currently a Nurse but before I became a nurse I was in the construction industry, I knew I wanted to pursue a different career. With the help of Monica and Adrian as well as with the help of the Stanislaus Workforce Development program I was able to accomplish that. They were able to give me the guidance and tools I needed to get the job done and thanks to both and the program, I now have a career in Nursing as well as a Nursing job. This program really helped me through my journey in school and I am grateful for the help I received and very grateful with Monica & Adrian, they were very helpful in getting me where I am today, without them it wouldn't have been possible, Thank You."

Client: Robert S.

Program: Paid Work Experience (WEX)

Department: Business Services

I want to share my success story and how the Workforce Development program has positively impacted my life.

Before joining the Workforce Development program, I had been off of work for two years and was struggling to find stable employment. It was a challenging time for me and my family, as we faced uncertainty and financial difficulties. I reached a point in my life where I felt like giving up, unsure of how to move forward.

However, through the Workforce Development program, I had the privilege of working with Oreeda Osborne, Mariana Fonseca, and Diana Carrera, who were instrumental in turning my situation around. They provided me with the resources, training, and encouragement I needed to rebuild my confidence and skills. Their unwavering support helped me secure a placement at the Job Center through the Paid Work Experience (WEX) program. This opportunity was a turning point for me, as it allowed me to gain valuable hands-on experience and demonstrate my capabilities.

Thanks to the support and guidance of Oreeda, Mariana, and Diana, I successfully transitioned from the WEX program into a permanent position at the Job Center. This achievement has been life-changing for me and my family. The stability of full-time employment has provided us with financial security and the opportunity to plan for a brighter future. It has also given me the chance to contribute positively to the community by assisting job seekers in their employment journeys.

I am deeply grateful to Oreeda, Mariana, and Diana for their support and belief in my potential. Their guidance and the work they do through Workforce Development kept me motivated when I needed it most. I am now in a place where I can grow professionally and continue to support others in their job search endeavors.

I hope my story serves as an inspiration to others who are considering or currently participating in the Workforce Development program.

-
5. Attach documentation (signed and dated letter) that the members of the Local Board and other relevant parties (e.g., Board of Supervisors) reviewed the information provided in the application and approved the request in a public meeting.
 6. Attach documentation of internal controls, conflict of interest, and firewall policies.

Signature Page

By signing below, the local CEO and Local Board chair request approval from the Governor to be an Adult and Dislocated Worker Career Services Provider. Each party certifies that this application submission was reviewed and demonstrates that the Local Board or administrative entity will meet all the requirements as an Adult and Dislocated Worker Career Services Provider under WIOA law and regulations.

Instructions

The Local Board chair and local CEO must sign and date this form. Include the original signatures with the request.

**Local Workforce Development Board
Chair**

Local Chief Elected Official

Signature

Signature

William O'Brien

Name

Name

Chairman, Stanislaus County Workforce
Development Board

Title

Chairman, Stanislaus County Board of
Supervisors

Title

Date

Date

Stanislaus County Workforce Development (SCWD) Policy

Date: December 28, 2020
Policy Number: WD.013.20-21
Subject: Internal Controls/Separation of Duties Policy and Procedure

PURPOSE:

The purpose of this policy is to establish procedures to provide reasonable assurance regarding the achievement of the following:

- 1) Transactions are properly executed, recorded and accounted for, in order to:
 - a) Permit the preparation of reliable financial statements and Federal reports;
 - b) Maintain accountability over assets; and
 - c) Demonstrate compliance with Federal statutes, Workforce Innovation and Opportunity Act (WIOA), the State of California and Stanislaus County
- 2) Funds, property and other assets are safeguarded against loss from unauthorized use or disposition.

BACKGROUND:

Internal Controls are necessary to safeguard property and electronically stored information, and to provide for the accountability and proper use of department funds.

POLICY:

It is the administrative policy of Stanislaus County Workforce Development (SCWD) that the guidelines and procedures included herein shall govern the internal control over property, electronically stored data, fiscal responsibilities, and state firewalls for separation of duties for the One-Stop Operator and SCWD Staff performing WIOA services.

PROCEDURE:

SCWD practices the following financial management standards:

- 1) Identification of all receipts and expenditures by funding source or allocation method.
- 2) Practices accurate, current and complete disclosure.
- 3) Maintains records that identify source and application of funds.
- 4) Performs effective control over and accountability for assets.
- 5) Compares expenditures to budgets on a monthly basis.
- 6) Follows written procedures for purchasing of goods and services.
- 7) Applies procedures for determining if costs are allowable, reasonable and necessary.

Roles and responsibilities have been defined and SCWD follows written policies and procedures. Training is provided when necessary. Effective oversight is maintained and communication and information sharing occur regularly. Accurate and timely reports are prepared and distributed each month and budget controls are in place. Asset management is conducted annually. The SCWD Contracting and Planning Division monitors Career Services provided under the AJCC system.

Separation of Duties Conflict of Interest, and Firewall

The One-Stop Operator is a contracted entity who will provide the following duties:

1. Facilitates collaboration and cooperation among Partners.
2. Validates and ensures partner organizations adhere to the America's Job Centers of California Partners ("AJCC") Memorandum of Understanding (MOU) documents providing infrastructure and operations contributions as determined in the WIOA legislation.
3. Act as a liaison between the Workforce Development Board and the AJCC Partners.
4. Conduct regular meetings of the AJCC Partnership, assist in implementation of partnership training plan, and assist in working towards achievement of goals of the Hallmark of Excellence and the AJCC Partnership Memorandum of Understanding.

The following duties are NOT to be performed by the One-Stop Operator as they are the duties of the SCWD Staff:

1. Convene system stakeholders to assist in the development of the local plan.
2. Prepare and submit local plans (as required under sec. 107 of WIOA).
3. Be responsible for oversight of itself.
4. Manage or significantly participate in the competitive selection process for one-stop operators.
5. Select or terminate one-stop operators, career services, and youth providers.
6. Negotiate local performance accountability measures.
7. Develop and submit budget for activities of the Local Board in the local area.

In order to ensure that no conflict of interest and proper Workforce Innovation and Opportunity Act firewalls are maintained, the following specific rights and responsibilities will be completed:

1. The Workforce Development Board will provide oversight of the One-Stop Operator.
2. The One-Stop Operator will have no duties related to procurement and contract selection, determination, termination, negotiation, or development related to one-stop operators, career services, youth providers, and other agencies.
3. The One-Stop Operator will facilitate stakeholder engagement but will have no role in direct referrals or service provision.

REFERENCES:

- 2 CFR 200.400 Policy Guide for Cost Principles, Sound Management Practices
- 2 CFR 200.303 Internal Controls
- 2 CFR 200.61 Definition - Internal Controls
- 2 CFR 200.62 Definition - Internal Control Over Compliance Requirements

POINT OF CONTACT FOR THIS POLICY: Any questions or comments regarding this Policy should be addressed to the Stanislaus County Workforce Development Contracts and Planning Coordinator.



Doris Foster, Director

**STANISLAUS COUNTY WORKFORCE DEVELOPMENT BOARD
CONFLICT OF INTEREST POLICY
AND CODE OF CONDUCT**

A. CONFLICT OF INTEREST POLICY AND PROCEDURE

Statement of Policy: *It is the policy and expectation of the Stanislaus County Workforce Development Board (SCWDB) that its Members will fulfill the fiduciary duties applicable to their service as Members of the WDB. Due to the legal and statutory structures of the WDB, it is expected that conflicts of interest will arise and this policy is intended to provide a framework that will allow the work of the SCWDB to be achieved without the fact of or appearance of impropriety. **Where this document references “Member” it shall mean any agent, WDB employee, officer, and Board Member.** The SCWDB and all other agencies receiving direct financial assistance through the Workforce Innovation and Opportunity Act (WIOA) in the SCWDB region shall avoid conflict of interest, real or apparent, by observing the following requirements:*

1. SCWDB is required under state law and the federal Workforce Innovation and Opportunity Act of 2014 to have policies to address conflicts of interest, among other things. The fiduciary duties of Members under state law and the WIOA include, without limitation, a continuing responsibility to thoroughly comply with conflicts-of-interest principles.
2. Each Member shall sign an Attestation denoting that the Conflict of Interest and Code of Conduct Policies have been read, are understood, and that the Member pledges to conduct him/herself in accordance with such policies and procedures during their service to the Board.
3. Each Member must also provide a disclosure of potential conflicts created by his or her position(s) outside of their service to the SCWDB. Such conflicts are detailed on the Disclosure of Conflict(s) of Interest form.
4. No Members shall use his or her position, or the knowledge obtained from his or her position, in such a manner that conflicts with the interest of the SCWDB or results in personal gain to the Member, or a third party that the Member is employed by, has a fiduciary relationship with, or to whom the Member provides services.
5. Any Member that has, or believes he or she has, a conflict of interest must disclose such potential conflict in accordance with the procedures established by the SCWDB in this policy and shall do so in writing on a prescribed form. In accordance with 20 CFR 683.200(c)(5)(i) *“...a State WDB member, Local WDB Member, or WDB standing committee member must neither cast a vote on, nor participate in any decision-making capacity, on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member or that Member’s immediate family.*

The following are deemed conflicts of interest that create a duty of the Member to fully disclose such interest immediately:

- a. If Member has a significant personal financial interest in a proposed transaction involving the SCWDB.
 - b. If Member is employed by, or is Trustee, Director, or Officer of any individual, organization or entity that shall have a financial interest in a proposed transaction involving the SCWDB.
 - c. If a Member represents a third party either through personal, professional, or confidential relationship and such party shall have a financial interest in a proposed transaction involving the SCWDB.
 - d. No Member shall solicit or accept gratuities or favors from suppliers or potential suppliers, including subcontractors.
 - e. No Member shall participate in the selection, award or administration of a procurement supported by WIOA funds where, to the individual's knowledge, any of the following has a financial or substantial interest in any organization which may be considered for award:
 - i. the officer, employee, agent or SCWDB Member;
 - ii. any Member of his or her immediate family;
 - iii. his or her partner, or;
 - iv. a person or organization which employs, or is about to employ, any of the above.
6. In the event that a SCWDB Member has an interest, directly or indirectly, in a business entity that would have a direct pecuniary effect due to any official action taken by the SCWDB, the Member shall declare, before a vote or discussion on the matter, the nature and extent of the interest and shall not voluntarily discuss the proposed SCWDB action. A Member shall not be excluded from the meeting following such declaration. Furthermore, this limitation on discussion shall not prohibit the Member from providing factual information in response to direct questions concerning the matter from other Members. The disclosure shall be reflected in the minutes of the meeting of the SCWDB.
7. If an award of funding is made with Member violating the requirements of this procedure, the SCWDB is empowered to immediately suspend the obligation; the suspension subject to review at the next regular or special meeting of the SCWDB. The balance of the Board, excluding the Member(s) with potential conflict, will then determine what final corrective actions necessary. Actions will be taken in accordance with this Conflict of Interest Policy and Code of Conduct, and could include: removal of the Member, suspension of the obligation, termination of the obligation, or civil action to recover any monetary damages.
8. This policy is not meant to necessarily rule out transactions between the SCWDB and other persons or entities where an interest or a relationship between the Member and such a person or entity exists. This policy does, however, require proper disclosure and documentation of such relationships so that all decisions regarding these possible transactions are made in the best interest of the SCWDB. As stated in 20 CFR Section 683.200(c)(5)(ii) "*Neither membership on the State WDB, the Local WDB, or a WDB standing committee, nor the*

receipt of WIOA funds to provide training and related services, by itself, violates the conflict of interest provisions.”

9. Nothing in this policy should be construed to prevent any Member’s participation in WIOA programs. SCWDB membership should not result in an employer receiving any more or any less consideration for trainees. What is important is to insure that the officer, employee, agent or SCWDB Member does not approve his/her own training package, or contract for services, but that the system of approval allows for objective determinations.

B. CODE OF CONDUCT

A written set of standards (Code of Conduct) governing the performance of the WDB and its employees, officers, or agents related to real or apparent conflicts of interest is a requirement (29 CFR 95.42). The following standards shall apply for the WDB, its employees, and its WDB standing committees:

1. Adherence to the Conflict of Interest Policies.
2. Adherence to procurement procedures that serve to minimize the appearance of conflicts, in addition to eliminating actual conflicts. Members who represent One Stop Operators, Partners or actual or potential Service Providers and who serve on committees that oversee the One Stop System or the allocation of resources that would potentially be allocated to their programs shall refrain from discussing or voting on any matter that would impact the programs they represent.
3. A Member’s employer may not participate in any way in a future bid on procurement where the Member helped to draft specifications. In order to avoid potential conflicts as circumstances change, Members whose employers may wish to participate in a future procurement will refrain from involvement in specification development or procurement processes.

A Member shall not become a recipient, directly or indirectly, of any salary payments or loans or gifts or any free service or discounts or other fees from or on behalf of any person or organization engaged in any transaction with the SCWDB except that a disclosed token gift of a value within applicable Federally allowable maximums may be approved by the board.

C. STATEMENTS OF ECONOMIC INTERESTS

1. All Members shall file statements of economic interests disclosing all sources of income, interests in real property and investments and business positions in business entities located in or doing business in Stanislaus County. Such statements shall be completed annually.
2. The Director of Stanislaus County Workforce Development shall furnish to each Member a Form 700- Annual Statement of Economic Interests. The Director shall retain a copy of each Member’s completed Statement and shall forward the originals to the Clerk of the Board of Supervisors for Stanislaus County at:

Clerk of the Board of Supervisors
Attention: Elizabeth (Liz) King
1010 Tenth Street, Suite 6700
Modesto, CA 95354

The Clerk of the Board shall retain the originals in the Clerk of the Board Office.

**STANISLAUS COUNTY WORKFORCE DEVELOPMENT BOARD
CONFLICT OF INTEREST POLICY AND CODE OF CONDUCT
BOARD MEMBER**

I, _____, a Member of the Stanislaus County Workforce Development Board do hereby attest and affirm that I have read and understand the Conflict of Interest Policy and Code of Conduct duly adopted on October 2, 2017.

I also hereby declare and promise to carry out my responsibilities in relation to upholding the Conflict of Interest Policy and Code of Conduct during my term as a Board Member.

Board Member

Signed: _____

Date: _____

Witness

Signature: _____

Print Name: _____

Date: _____

**STANISLAUS COUNTY WORKFORCE DEVELOPMENT BOARD
CONFLICT OF INTEREST POLICY AND CODE OF CONDUCT
BOARD COMMITTEE MEMBER**

I, _____, a member of a committee of the Stanislaus County Workforce Development Board do hereby attest and affirm that I have read and understand the Conflict of Interest Policy and Code of Conduct duly adopted on October 2, 2017.

I also hereby declare and promise to carry out my responsibilities in relation to upholding the Conflict of Interest Policy and Code of Conduct during my term as a Board Committee Member.

Board Committee Member

Signed: _____

Date: _____

Witness

Signature: _____

Print Name: _____

Date: _____

**STANISLAUS COUNTY WORKFORCE DEVELOPMENT BOARD
CONFLICT OF INTEREST POLICY AND CODE OF CONDUCT
WDB STAFF**

I, _____, a staff member of the Stanislaus County Workforce Development Board, do hereby attest and affirm that I have read and understand the Conflict of Interest Policy and Code of Conduct duly adopted on October 2, 2017.

I also hereby declare and promise to carry out my responsibilities in relation to upholding the Conflict of Interest Policy and Code of Conduct during my tenure as a WDB staff member.

Staff Member

Signed: _____

Date: _____

Witness

Signature: _____

Print Name: _____

Date: _____

**STANISLAUS COUNTY WORKFORCE DEVELOPMENT BOARD
DISCLOSURE OF CONFLICT(S) OF INTEREST**

I, _____, a Member of the Stanislaus County Workforce Development Board, or WDB Staff Member hereby disclose the following conflict(s) of interest with another position that I hold outside of the WDB.

Check All That Apply

_____ I have no conflicts to disclose.

_____ I represent a private sector employer that has current business/contractual dealings with the SCWDB WDB, or one or more of the One Stop Operators, Partners, or other WIOA funded Service Providers/Contractors.

_____ I have a family member(s) who is employed by a current or potential WIOA funded Service Provider/Contractor or by another organization that provides services directly to the SCWDB WDB.

_____ I represent a WIOA funded Service Provider/Contractor.

_____ I represent a One Stop Operator.

_____ I represent An AJCC Partner.

_____ Other: *(please describe the nature of the conflict)*

For the reasons stated above, I promise and attest that I will hereby declare, before a vote or discussion on the matter, the nature and extent of the conflict. I will hereby voluntarily withhold from participating in any discussions pertaining to this matter and abstain from voting on the subject. I further understand that this shall not prohibit me from responding to any direct questions on the matter from other Members.

Member Signature

Witness Signature

Signed: _____

Print Name: _____

Date: _____

October 24, 2024

Stanislaus County Workforce Development Board Agenda Item

TO: Workforce Development Board

FROM: Doris Foster, Director

SUBJECT:

Approval of the 2025 Calendar Year Workforce Development Board Meeting Dates and Locations

ITEM NUMBER: 6.A.

ITEM TYPE: Discussion and Action

STAFF RECOMMENDATION:

Approve the 2025 Calendar Year Workforce Development meeting dates and locations.

POLICY ISSUE:

The Stanislaus County Workforce Development Board's Bylaws state that the Board shall establish a regular meeting schedule.

DISCUSSION:

During the August 15, 2016 Workforce Development Board meeting, the Board approved meetings be scheduled on the first Monday of each quarter. As such, the meetings were approved to take place on the first Monday of January, April, July and October.

In an effort to recognize September as Workforce Development Month, staff are requesting the Workforce Development Board amend the meeting schedule to hold the Board meetings on the first Monday of March, June, and December. Due to the Labor Day holiday September's meeting will be held on the second Monday of that month.

This will allow staff to bring the Annual Report to the Workforce Development Board and thereafter take it to the Board of Supervisors. At the same time to request the Board of Supervisors to declare September as Workforce Development Month.

The proposed meeting dates and locations for 2025 are included in the table below:

Date	Time	Location
March 3, 2025	12:00 pm – 2:00 pm	Self-Help Credit Union Community Room 900 Crows Landing Rd., Modesto CA 95351
June 2, 2025	12:00 pm – 2:00 pm	Self-Help Credit Union Community Room 900 Crows Landing Rd., Modesto CA 95351
September 8, 2025	12:00 pm – 2:00 pm	Self-Help Credit Union Community Room 900 Crows Landing Rd., Modesto CA 95351
December 1, 2025	12:00 pm – 2:00 pm	Self-Help Credit Union Community Room 900 Crows Landing Rd., Modesto CA 95351

With regards to the Committees, at the October Business Development Committee meeting the Committee will be presented with an Agenda Item recommending amending their meeting schedule for 2025 to the following:

- Business Development Committee - 3rd Thursday: April and October

Additionally, at the December Career Development Committee and Youth Development Committee meetings, the Committees will be presented with an Agenda Item recommending amending their meeting schedule for the 2025 calendar year as follows:

- Career Development Committee – 2nd Thursday: February, May, August, November
- Youth Development Committee – 2nd Tuesday: April and October

With the new schedule both the Business Development Committee and the Youth Development Committee will be moved from quarterly to bi-annually. The Career Development Committee will remain quarterly.

Once the suggested meeting dates are approved by the Workforce Development Board, calendar invites will be sent out to all Board members.

ADMINISTRATIVE BUDGET IMPACT: None



 Doris Foster, Director

October 24, 2024

Stanislaus County Workforce Development Board Agenda Item

TO: Workforce Development Board

FROM: Doris Foster, Director

SUBJECT:

Approval of the Stanislaus County Workforce Development Board Priorities

ITEM NUMBER: 6.B.

ITEM TYPE: Discussion and Action

STAFF RECOMMENDATION:

Approve the Stanislaus County Workforce Development Board Priorities

POLICY:

WIOA Section 107 (d) states that the function of the local board includes (6) PROVEN AND PROMISING PRACTICES.—The local board shall lead efforts in the local area to (A) identify and promote proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers (including individuals with barriers to employment) in the local workforce development system.

DISCUSSION:

On August 22, 2024, the Workforce Development Board members, along with Workforce Development Managers, met for its Workforce Development Board Priorities Planning Session. The mission of the planning session was to align the Departments important work with the vision, priority focus areas and initiatives with the County Board of Supervisors. In addition to identifying priority focus areas and strategies, discussed were possible performance measures that will support an interest in learning whether staff are achieving the desired impact.

1. Aligning County Vision and Stanislaus County Workforce Development's Mission.
2. Understanding what has been supporting and impeding progress.
3. Results: What would the Department experience when everything is aligned and progressing in the newly developed strategic priorities?

As a result of the August 22, 2024 meeting the Strategic Priorities were defined as follows:

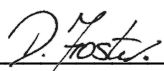
- **Data Driven**: Be data and results driven in decision making, communication, and thoughtful leadership.
- **Effective Relationships**: Inclusively strengthen and maintain effective relationships across the Workforce Development system, with a focus on the in-demand business community and other workforce partners.
- **Development of a Skilled Workforce**: Collaborate with, and build, a skilled workforce responsive to the needs of the in-demand business community.
- **Outreach & Engagement**: Increase awareness of, and engagement with Stanislaus County Workforce Development throughout the community and among business partners.
- **System Alignment and Collective Impact**: Inform and be informed by broad efforts and initiatives across Stanislaus County that are aligned with the mission.
- **Diverse and Strategic Funding**: Attract and pursue funding that fosters innovation and aligns with community needs.

NOTE: The SCWD Board also prioritized *Internal Capacity Building* as a part of the commitment to the mission and these strategic priorities. Staff will continue to monitor and invest in providing the resources and skills necessary to advance the mission and fulfill the needed role(s).

Once the Board Priorities are approved by the Workforce Development Board, Leadership staff will establish how the Divisions will support implementation of these priorities by aligning Division goals and day-to-day work by developing performance measures and identifying needed resources. Once those are established, they will be brought back to the Workforce Development Board for review.

ADMINISTRATIVE BUDGET IMPACT:

There is no fiscal impact associated with this Agenda Item.



Doris Foster, Director

October 24, 2024

Stanislaus County Workforce Development Board Agenda Item

TO: Workforce Development Board

FROM: Doris Foster, Director

SUBJECT:

Accept the Update on the Change of Oakdale and Patterson Job Centers to Appointment Only Two Days a Week to Increase Services to the Community

ITEM NUMBER: 6.C.

ITEM TYPE: Discussion and Action

STAFF RECOMMENDATION:

Accept the update on the change of Oakdale and Patterson Job Centers to appointment only two days a week.

POLICY:

The Workforce Innovation and Opportunity Act (WIOA) requires the Local Workforce Development Board to provide America's Job Center services in the Local Workforce Development Area.

DISCUSSION:

Stanislaus County Workforce Development (SCWD) maintains a commitment to delivering top-tier services to clients in Stanislaus County and providing access in varying geographical locations in the County. Currently, SCWD has four locations available to serve the public regardless of their enrollment status. The Modesto America's Job Center of California location offers a comprehensive array of services to both businesses and clients. Turlock, Oakdale, and Patterson offer self-direct job search services that are open to the public.

At the April 8, 2024 meeting, the Workforce Development Board approved the change of hours of operation for all Stanislaus County Workforce Development Job Center locations from 8:00 am to 4:30 pm to 8:30 am to 4:30 pm. This was done to ensure Job Centers were adequately staffed and also to prevent delays in opening the Job Centers during instances of staff illness that require sending a backup staff member from another location (staff cannot be required to call in before their start time of 8:00 am). Additionally, the Workforce Development Board approved the change of Oakdale and Patterson Job Centers to appointment only two days a week to accommodate clients in the Oakdale and Patterson area to receive eligibility and enrollment services. After receiving approval from the Workforce Development Board, staff submitted an Agenda Item to the Board of Supervisors for approval.

On June 25, 2024, staff submitted an Agenda Item to the Board of Supervisors for approval to open all Job Centers at 8:30 am provide direct enrollment services in Oakdale and Patterson two days a week. The Board of Supervisors approved the changes with the expectation that that SCWD will return on December 10, 2024 with a recommendation to continue to alter the hours of operation to appointment only two days per week at the Oakdale and Patterson Job Center locations or return to being open to the walk-in public five days per week.

On Monday, August 19, 2024, SCWD implemented the change of hours of operation to the Job Center. Marketing efforts to broadcast these changes were advertised in the community through local publications, social media, and the Stanislaus County Workforce Development website.

During Program Year 2023-2024, the Oakdale and Patterson Job Centers were the least utilized in Stanislaus County (Figure 1).

Figure 1.

Location	Number Served
Modesto Comprehensive AJCC	6,793
Turlock Job Center	2,351
Oakdale Job Center	912
Patterson Job Center	614
Total	10,670

Based on the total number of visits, the Oakdale Job Center averaged 18 visitors per week, which is less than 4 job seekers per day. The Patterson Job Center averaged 12 visitors per week, which is less than 3 job seekers per day.

Patterson had an average Unemployment Rate of 5.5% for 2023, with approximately 591 potential job seekers each month based on the total Labor Force. Oakdale had an average Unemployment Rate of 7.2% for 2023, with approximately 775 potential job seekers each month based on the total Labor Force.

The total eligibility and enrollment for Program Year 2022-2023 was 96 clients from Oakdale and 71 clients from Patterson.

Since implementing these changes, from August 19, 2024, through September 30, 2024, the following amount of job seekers from the Oakdale and Patterson areas have completed eligibility and enrollment for WIOA services-

	Oakdale Job Center Visits	Patterson Job Center Visits
Place of Residency	Oakdale (4) La Grange (1)	Patterson (3) Newman (1)
Total	5	4

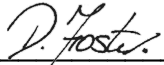
Based on the total number of visits, the Oakdale Job Center averaged 1 enrolled job seeker per week, which is less than 1 job seekers per day. The Patterson Job Center averaged 1 enrolled job seekers per week, which is less than 1 job seekers per day.

Staff will report back to the Board of Supervisors in December 10, 2024 using additional data obtained in October and November on the continuation of the eligibility and enrollment services. If the number of clients seen at the Job Centers for eligibility is not increased, staff will recommend a different structure that may allow the Job Centers in Oakdale and Patterson to only be closed one day a week.

Workforce Development Staff will update the Workforce Development Staff at the next meeting.

ADMINISTRATIVE BUDGET IMPACT:

There is no fiscal impact associated with this Agenda Item.



Doris Foster, Director

October 24, 2024

Stanislaus County Workforce Development Board Agenda Item

TO: Workforce Development Board

FROM: Doris Foster, Director

SUBJECT:

Approval to Submit the Application for Subsequent Local Area Designation and Local Board Recertification and Authorize the Chair to Sign the Application

ITEM NUMBER: 6.D.

ITEM TYPE: Discussion and Action

STAFF RECOMMENDATION:

1. Approve the request to submit the application for Subsequent Local Area Designation and Local Board Recertification.
2. Authorize the Chair to sign the application.

POLICY ISSUE:

The Workforce Innovation and Opportunity Act (WIOA) Sections 106 and 107 provides the criteria for the subsequent designation of Local Areas and recertification of Local Boards. Specifically, the WIOA Section 106 requires the Governor to designate Local Areas within the State, while Section 107 requires the Governor to certify one Local Board for each Local Area in the State that has received initial designation status. The Local Workforce Development Board Chair and the Chief Local Elected Official are required to sign the application.

DISCUSSION:

The California Workforce Development Board (State Board) and the Employment Development Department (EDD), acting under the authority of the Governor, established policies and procedures for initial designation of Local Workforce Development Areas and certification of Local Workforce Development Boards. The initial designation of Local Areas was completed in June 2015 and was effective for Program Years (PY) 2016-2018, with the Local Board recertification completed in June 2016. The Local Area Designation and Local Board Recertification must be completed every 2 years, and have been paired together in a single application by the California Workforce Development Board and EDD.

The Local Area Subsequent Designation was last completed and approved by the Board of Supervisors at the May 23, 2023 meeting. Agenda item 5.B.2 continued to identify Stanislaus County as a stand-alone Workforce Development Area and allowed the Stanislaus County Board of Supervisors to be the fiduciary trustee of Workforce Innovation and Opportunity Act (WIOA) funds from July 1, 2023 to June 30, 2025. If the Local Area is modified, such as combining with

another county or joining a consortium, a Modified Local Area Designation application would have to be completed. The Department does not anticipate any modifications to its Local Area Designation status.

The attached application is in draft form due to the Directive from EDD being in draft form until at least November 9, 2024. Alterations may be necessary in the final version of this application as some information may need to be updated prior to submission. Additionally, information required for completion of the “Performed Successfully” section of the application for program year 2023-2024 is not scheduled to be released until December 2024 per EDD Workforce Services Division. The attached Local Area Subsequent Designation and Local Board Recertification Application DRAFT, when completed will be valid for the period of July 1, 2025 to June 30, 2027 if approved.

WIOA Section 106 calls for a subsequent designation process and requires the Governor to approve the request for subsequent designation from a Local Area if the area performed successfully, sustained fiscal integrity, and engaged in the regional planning process. The Department has met all of aforementioned criteria, thus expects approval to be granted without any exceptions.

The Local Board Recertification process examines the make-up of the Board, along with other factors to assure that the Local Board is performing the functions identified under WIOA. The Employment Development Department’s Workforce Services Draft Directive WSDD-264 (released October 11, 2024 with Comments due November 9, 2024) combines both the required Subsequent Designation and Local Board Certification stipulated in the Workforce Innovation and Opportunity Act.

WIOA Section 107 provides criteria for the recertification of Local Boards. Specifically, it requires the Governor to certify one Local Board for each Local Area in the State once every two years. In order to be recertified, the Local Board must meet the WIOA membership requirements, meet or exceed performance accountability measures and achieve sustained fiscal integrity, all of which Stanislaus County Workforce Development has met.

Should the Workforce Development Board approve the request to submit this application, the Workforce Development Board Chair would sign the application. After approval of the Workforce Development Board and signature of the Chair, the application must be approved by the Board of Supervisors, signed by the Chief Local Elected Official and submitted to the California State Workforce Development Board.

EDD Workforce Services Draft Directive WSDD-264, Local Area Subsequent Designation and Local Board Recertification Application Program Year 2025-2027, was released on October 11, 2024, with the completed document due to the California Workforce Development Board by March 3, 2025. If approved, Stanislaus County Workforce Development staff will submit the application to the State by the due date.

ADMINISTRATIVE BUDGET IMPACT:

Failure to apply for Subsequent Local Area Designation and Local Board Recertification would result in dissolution of the Workforce Development Board and the State reorganizing and designating an entity other than Stanislaus County to administer Workforce Innovation and Opportunity Act funds in the Local Area.



Doris Foster, Director