

Board Meeting

Monday, October 7, 2024

Self-Help Credit Union

Community Room

900 Crows Landing Rd., Modesto, CA 95351

12:00 p.m. – 2:00 p.m.

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. Re-Appoint Margarita Cabalbag
3. Introductions
4. Conflict of Interest
5. Public Comment Period
6. Committee Reports
 - A. Business Development Committee – Kris Helton
 1. Statistics Report presented at the October 3rd Committee meeting
 - B. Career Development Committee – Jennifer Shipman
 - C. Youth Development Committee – Mary Machado
 1. SCOE STANdOUT video
 2. Statistics Report presented at the September 9th Committee meeting
7. Department Report
 - A. Director's Update
 1. 2023-2024 Annual Report
 2. California Workforce Association Meeting of the Minds 2024 Conference
8. Regional Organizer Updates – Adolph Lopez
9. Consent 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
10. Discussion and Action Items
- A. Approval of the 2025 Calendar Year Workforce Development Board Meeting Dates and Locations
 - B. Approval of the Stanislaus County Workforce Development Board Priorities
 - C. 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
11. Future Topic(s), Discussion, Announcements

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

Business Services Division Quarterly Report

Employer Engagement Activities	Apr 2024 to Jun 2024	Apr 2023 to Jun 2023	Percent Change	Jul 2023 to Jun 2024	Jul 2022 to Jun 2023	Percent Change
Total Employers Served	161	265	-39%	624	503	+24%

Employer Engagement Activities	Apr 2024 to Jun 2024	Apr 2023 to Jun 2023	Percent Change	Jul 2023 to Jun 2024	Jul 2022 to Jun 2023	Percent Change
Total Services Provided	816	882	-8%	4,470	3,083	+45%
• Networking Activities	172	288	-40%	871	789	+10%
• Job Postings	215	107	+101%	907	972	+7%
• Referral Assistance	1	93	-99%	18	307	-94%
• Technical Assistance	23	16	+44%	83	72	+15%

**Can be same business served multiple times*

Work-based Training Activities	Apr 2024 to Jun 2024	Apr 2023 to Jun 2023	Percent Change	Jul 2023 to Jun 2024	Jul 2022 to Jun 2023	Percent Change
On-the-Job Training	21	15	+40%	68	50	+36%
Transitional Jobs	28	16	+75%	113	42	+169%
Paid Work Experience	25	11	+127%	68	32	+113%
Community Service Program	21	0	NA	21	0	NA

** Training activities may overlap due to co-enrollment or program procedural changes*

Employer Upskill Activities	Apr 2024 to Jun 2024	Apr 2023 to Jun 2023	Percent Change	Jul 2023 to Jun 2024	Jul 2022 to Jun 2023	Percent Change
Incumbent Worker Training	47	40	+18%	47	40	+18%
Customized Training	NA	NA	NA	NA	NA	NA

** Represents individuals trained through IWT*

Employer Job Placement Activities	Apr 2024 to Jun 2024	Apr 2023 to Jun 2023	Percent Change	Jul 2023 to Jun 2024	Jul 2022 to Jun 2023	Percent Change
Positions Filled	99	64	+55%	364	234	+56%

** Includes On-the-Job Trainings*

Business Services Division Quarterly Report

Rapid Response Activities

4th Quarter 2023-2024			
Total WARNs Received	Businesses Provided Rapid Response Services	Total Rapid Response Events	Total Employees Provided Services
4	5	2	55

Year-End 2023-2024			
Total WARNs Received	Businesses Provided Rapid Response Services	Total Rapid Response Events	Total Employees Provided Services
24	11	28	1,202

1st Quarter 2024-2025			
Total WARNs Received	Businesses Provided Rapid Response Services	Total Rapid Response Events	Total Employees Provided Services
3	7	6	179

Sector Strategy Updates

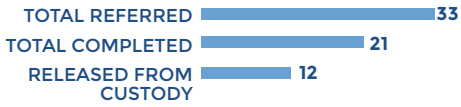
- **Agriculture Sector:** Spring Sector Partnership Meeting/ Ag Supervisor Training for 40 employees
- **Underserved Business Sector:** Once Sector Partnership meeting and 4 Workshops provided
- **Healthcare Sector:** HealthForce Partners received a \$1.7 million grant to increase the number of Licensed Practical Nurses (LPNs) in our area.
- **Manufacturing Sector:** We have formed a collaborative workgroup of government, education, and business leaders, and developed a plan to engage more industry partners and foster talent development through cross-sector teamwork.
- **Construction Sector:** A Convening Authority has been identified to lead round table discussions within the Construction Sector. We will begin assembling industry, education, and public sector partners in the coming months.
- **Warehouse/Logistics–** We have started initial meetings with potential industry partners to focus on this sector in the coming year.

YOUTH SERVICES

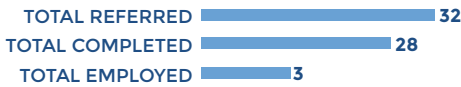
PROGRAM YEAR 23-24

PROBATION LET'S WORK PROGRAM

IN-CUSTODY YOUTH



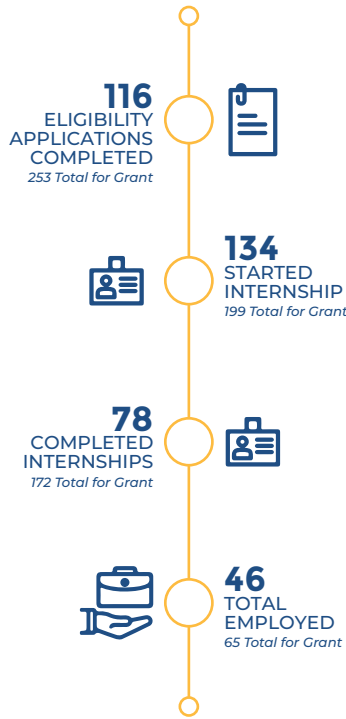
OUT-OF-CUSTODY YOUTH



CAREER SERVICES OUT OF SCHOOL YOUTH

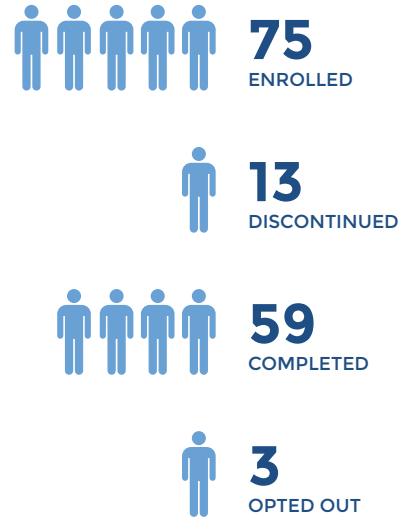
TOTAL ENROLLED	583
NEW ENROLLED	298
• ELL	41
• Justice Involved	27
• Homeless	27
• Individuals with Disabilities	99
WORK EXPERIENCE	137
OBTAINED GED	53
EMPLOYED	149
VOCATIONAL TRAINING	27
• Completed	18
• Still In Progress	3

CALIFORNIAFORALL DIGITAL SKILLS INTERNSHIP BAY VALLEY FOUNDATION

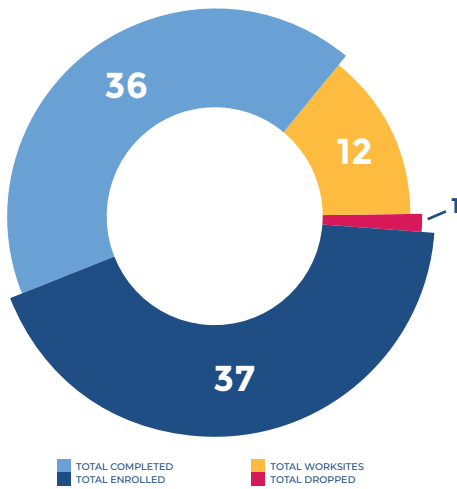


SUMMER YOUTH

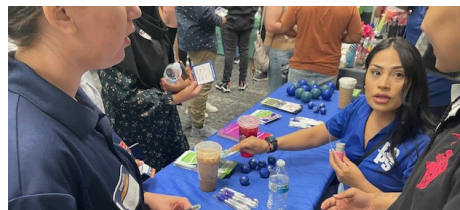
The Summer Youth Program is designed for high school seniors and college students ages 17-21 who face significant barriers to employment. It offers youth the opportunity to gain work experience in a field of their interest. Participants benefit from valuable industry exposure, hands-on work experience, and an enhanced resume, which can help them secure future employment opportunities.



CALIFORNIAFORALL SUMMER YOUTH TECH PUBLIC SECTOR INTERNSHIPS



4TH ANNUAL STANDOUT CONFERENCE



88 YOUTH
IN ATTENDANCE

SPEAKERS

Jeremy Bates Keynote Speaker
 Better for Bella, Fentanyl Awareness Jennifer Marsh and Sofia Vivo
 Dallas Plaa and Kevin Fox, Stanislaus County Office of Education, Career Pathways Training
 Melonie Albino, Mocse Credit Union Financial Literacy Training

YOUTH RESOURCE PROVIDERS

Digital Nest Development
 DRAIL Youth Career Services
 BHRS MJC EOPS
 Youth Workforce

CATERERS

Breakfast Institute of Technology--Culinary Program
 Lunch G'z Tacos

DEPARTMENT OF REHABILITATION AND STUDENT TRAINING & EMPLOYMENT PROGRAM

STEP program provides students with disabilities valuable on-the-job training experience and supports their long-term success in the workplace.



BEGAN MAY 1, 2024



COMMUNITY CAREER CONNECTION

ANNUAL REPORT 2023 - 2024

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OUR MISSION is to work with businesses to determine the needs of in-demand occupations and develop a skilled workforce that strengthens businesses and contributes to the economic success of the community.

ON THE COVER

An attendee from the STANdOUT Youth Conference is using Tranfr's Virtual Reality headset to explore and experience what different jobs are like, from skilled trades to healthcare, without needing to visit actual job sites.



Welcome to the Stanislaus County Workforce Development Annual Report for 2023-2024. As we reflect on the past year, we are proud to share the progress, achievements, and insights that have shaped our journey towards building a more skilled, adaptable, and empowered workforce.

In a landscape marked by rapid change and evolving demands, our commitment to fostering talent and creating pathways to meaningful employment has never been more crucial. This report highlights our initiatives aimed at understanding the needs of businesses through Sector Strategy engagements, bridging skills gaps,

supporting career growth, and driving economic resilience. From innovative work-based training programs to strategic partnerships and success stories, we are excited to showcase how our efforts are making a tangible impact on businesses, individuals and the broader community.

As we navigate the complexities of today's job market, our focus remains on strengthening businesses and empowering individuals with the tools and opportunities they need to thrive. We invite you to explore the milestones we've reached, the challenges we've overcome, and the future opportunities that lie ahead. Together, we are paving the way for a more prosperous and inclusive workforce.

Thank you for your continued support and engagement as we work towards shaping a brighter future for all.

DORIS FOSTER
DIRECTOR

Stanislaus County
Workforce Development

WORKFORCE DEVELOPMENT BOARD

The Stanislaus County Workforce Development Board (SCWDB) is a business-led public body whose members are appointed by the Stanislaus County Board of Supervisors to oversee activities funded by the Workforce Innovation and Opportunity Act (WIOA). Although they have jurisdiction over the WIOA programs, these board members have influence over the full breadth of the programs under Workforce Development. The SCWDB is responsible for shaping and strengthening local and regional workforce development efforts to support small, medium, and large business job growth.

The SCWDB received the distinction of being a high-performance board from the



BILL O'BRIEN CHAIRMAN

Bill O'Brien is the General Manager of O'Brien's Market, Inc. His expertise in local commerce and business strategy has been an incredible resource for the Workforce Development Board. Chairman O'Brien has held this position since the inception of the Workforce Innovation and Opportunity Act in 2016.



BOARD MEMBERS

BILL O'BRIEN | Chairman

General Manager of O'Brien's Market, Inc.

CECIL RUSSELL | Vice-Chair

CEO of Sylvan Financial & Advisory Group

JENNIFER SHIPMAN | Secretary/Career Development Committee Chair

Community Partnerships and Communications of The Wine Group

KRIS HELTON | Business Development Committee Chair

Business Partner of Barrett Business Services, Inc. (BBSI)

MARY MACHADO | Youth Development Committee Chair

Owner of Machado & Sons Construction, Inc.

MARYN PITT

Executive Director of Manufacturers Council of the Central Valley

MARGARITA CABALBAG

Employment Program Manager of EDD

DEAN FADEFF

District Representative of Operating Engineers Local #3

MANI GREWAL

Board of Supervisors District 4
Owner of Various Commercial Businesses

JESSICA HILL

Director of Community and Economic Development for the City of Modesto

SCOTT KUYKENDALL

Superintendent of Schools of Stanislaus County Office of Education

ROSS BRILES

Owner of Funworks

DOUG VAN DIEPEN

Project Manager of Paradigm Construction Management

DOUG MURDOCK

Apprenticeship Coordinator of Stanislaus County Mfg. / Maintenance Joint Apprenticeship Committee

CHRIS SAVAGE

VP of Environmental Health and Safety of E.J. Gallo Winery

GREG VINCELET

Training Coordinator of Central Valley Pipe Trades Local 442

ARDRIA WESTON

Staff Services Manager of California Department of Rehabilitation

COMMITTEES

BUSINESS DEVELOPMENT COMMITTEE

The Business Development Committee is dedicated to collaborating with businesses to ensure the creation and alignment of programs to address and resolve sector needs and advise the Stanislaus County Workforce Development Board with information and guidance in planning, providing, and promoting services to businesses in the community.

KRIS HELTON **BUSINESS DEVELOPMENT COMMITTEE CHAIR**

Kris Helton is a Business Partner at BBSI. He has been in business management or ownership for the past 20+ years. Kris has been a SCWDB member for over 5 years and has been the SCWD Business Development Committee Chair since its inception in 2021.

Committee Members:

Kris Helton (Chair)	Tim Roos	Jason Maggard
Jennifer Shipman (Vice Chair)	Jack Deliddo	Shawn Hemiller
Maryn Pitt	Billy Meyers	Christine Schweininger
	Dillon Olvera	



YOUTH DEVELOPMENT COMMITTEE

The purpose of the Youth Development Committee is to enhance the competitiveness of the region by preparing Stanislaus County's young adult workforce with the skills necessary to achieve self-sufficiency.

MARY MACHADO **YOUTH DEVELOPMENT COMMITTEE CHAIR**

Mary Machado is the owner of Machado and Sons Construction, Inc. Mary, a member of the Stanislaus County Workforce Development Board for over 5 years, brings with her a deep interest and years of involvement in our youth within our County.

Committee Members:

Mary Machado (Chair)	John Bettencourt	Nancy Martinez
Dallas Plaa	Khoa Nguyen	Bob Housden
Carmen Wilson	Fallon Ferris	



CAREER DEVELOPMENT COMMITTEE

The Career Development Committee is dedicated to maximizing opportunities to promote and support a workforce system in Stanislaus County dedicated to economic prosperity for the unemployed and underemployed by providing priority training, education, and opportunities for successful skills attainment based on business needs.

JENNIFER SHIPMAN **CAREER DEVELOPMENT COMMITTEE CHAIR**

Jennifer Shipman handles the Community Partnerships and Communications of The Wine Group. With a wide range of skills in communications, employer branding, organizational leadership, and partnerships, Jennifer has brought her expertise to the Board for 10+ years.

Committee Members:

Jennifer Shipman (Chair)	Cecil Russell	Johnny Garcia
Dr. Aubrey Priest (Vice Chair)	Bonnie Acree	Dr. Kari Knutson Miller
Kris Helton	Rachelle Barkus	Kendra Mitchell
Ryan Kegley	Timothy Burns	Richard Carnes
	Kevin Fox	Tiffani Burns



HIGHLIGHT OF THE YEAR

In 2023-2024, Stanislaus County Workforce Development excelled in empowering individuals and businesses. Increased outreach and partnerships boosted career and business services across the County, generating significant economic impact. These achievements highlight the dedication of the staff in serving the community.

ACCOMPLISHMENTS

\$2,478

Average Cost per Businesses and Clients Served

401

Healthcare Sector
Total Employed: 401
71% Increase (234 employed in 2022-2023)

\$34.52

25 Individuals Started Licensed Vocational Nurse Training (9 individuals 2022-2023)
\$34.52 - Average Wage of Graduates

^ 108%

The number of Paid Work Experience Opportunities for Clients has increased by 108% compared to last year.

^ 85%

HR Hotline calls increased 85% this year, no-cost service for businesses within our community.



SCWD was a Key Partner to help with the success of the first Annual Central Valley Business Expo Staff provided assistance, participated on the panel and offered a workshop to small businesses.

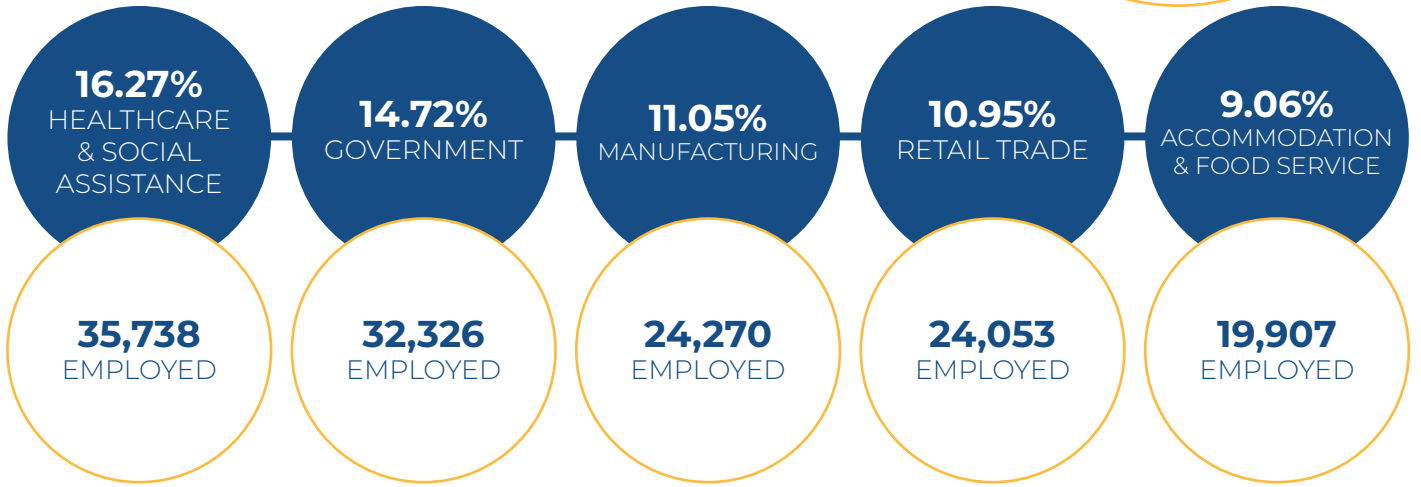
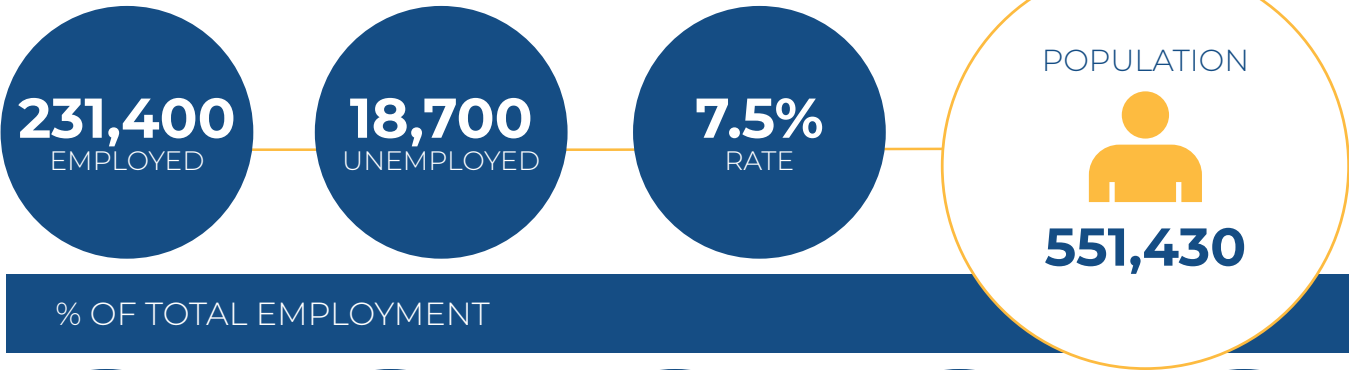


Awarded New Grants and Contracts:

- DOR Student Training & Employment Program
- Department of Child Support Services
- Sheriff's Office
- Accelerator 12
- CaliforniansForAll Youth Service Corp
- Farmworkers
- Prison to Employment
- Homeless Assistance and Prevention Program



WORKFORCE FACTS 2024 of Stanislaus County



TOP OCCUPATIONS

-  **\$16.57**
AVG. HOURLY EARNINGS
PERSONAL CARE AIDE
-  **\$17.42**
AVG. HOURLY EARNINGS
FAST FOOD WORKER
-  **\$16.85**
AVG. HOURLY EARNINGS
FARM WORKER
-  **\$17.59**
AVG. HOURLY EARNINGS
CASHIER
-  **\$21.29**
AVG. HOURLY EARNINGS
LABORERS AND FREIGHT,
STOCK, AND MATERIAL
MOVERS, HAND

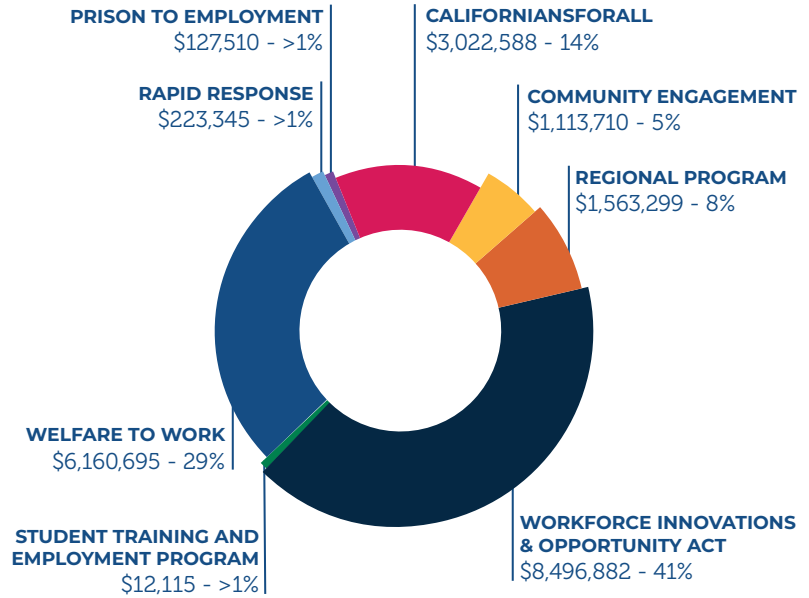


FINANCIALS

In the 2023-2024 fiscal year, Workforce Development managed a total funding of \$20,720,144 across various programs aimed at workforce development, job training, work-based learning and support services. These funds have enabled SCWD to continue delivering critical services and expand reach to vulnerable populations.

STANISLAUS COUNTY WORKFORCE DEVELOPMENT PROGRAM:

\$20,720,144



PROGRAMS	FY 2022 - 2023 ACTUAL	FY 2023 - 2024 ACTUAL	DIFFERENCE
Welfare to Work Program	\$6,594,490	\$6,160,695	\$(433,795)
WIOA Adult Program	\$3,724,702	\$4,237,761	\$513,059
CaliforniansForAll	\$1,213,177	\$3,022,588	\$1,809,411
WIOA Youth Program	\$3,050,846	\$2,555,053	\$(495,793)
WIOA Dislocated Worker Program	\$1,292,461	\$1,704,068	\$411,607
Regional Equity Resilience Program	\$338	\$1,314,178	\$1,313,840
Expansion of the National Farm Workers Job Program	\$-	\$599,448	\$599,448
Regional Organizer	\$96,149	\$249,121	\$152,972
Rapid Response	\$335,758	\$223,345	\$(112,413)
Access to Technology	\$113,665	\$217,699	\$104,034
Prison to Employment	\$-	\$127,510	\$127,510
Probation	\$125,402	\$114,202	\$(11,200)
Homeless Assistance & Prevention Program	\$-	\$106,006	\$106,006
Child Support	\$-	\$76,355	\$76,355
Student Training and Employment Program	\$-	\$12,115	\$12,115
Veterans Program	\$173,700	\$-	\$(173,700)
TOTAL	\$16,720,688	\$20,720,144	\$3,999,456

WHO WE ARE AND WHO WE SERVE

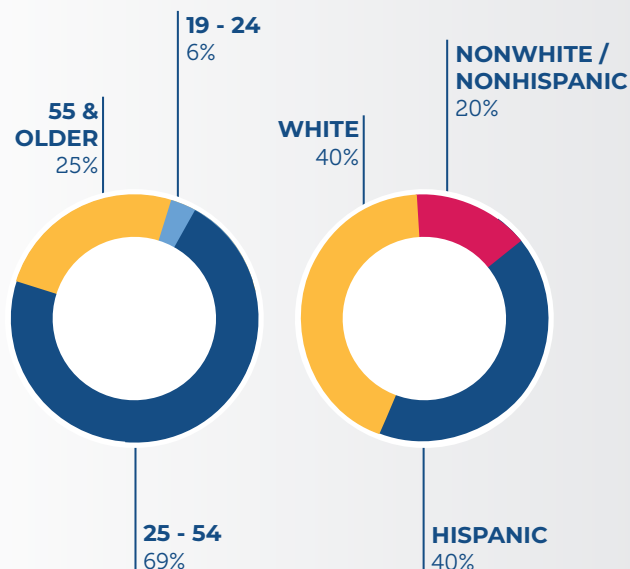


Workforce Development encourages and values diversity, equity of services, and inclusion in the clients served. The demographic information shown represents Workforce Development clients enrolled for the program year 2023-2024. Enrollees voluntarily supply this information. Some programs administered by Workforce Development may not be included if clients were not co-enrolled in Adult services.

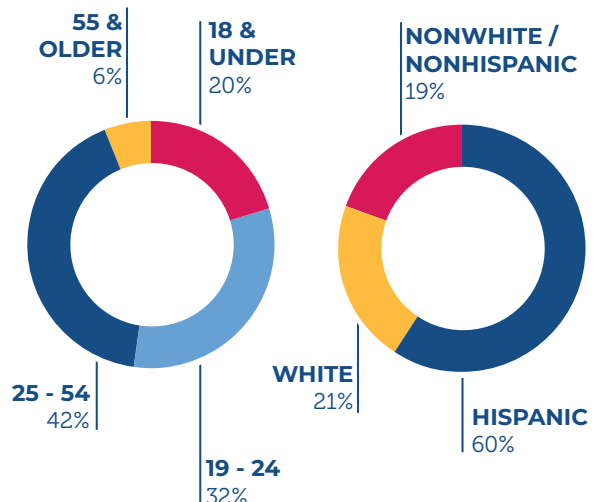
At Workforce Development, the Department strives to:

- Create an inclusive culture that encourages, supports, and celebrates the diverse voices of the employees
- Build the foundation of the culture
- Provide each employee with a collection of Emotional Intelligence training to embrace values
- Participate in Countywide diversity celebrations during October to support an inclusive environment
- Celebrate differences and educate the workforce through the Multi-Cultural Committee established by employees from all backgrounds and cultures

STAFF



CLIENTS

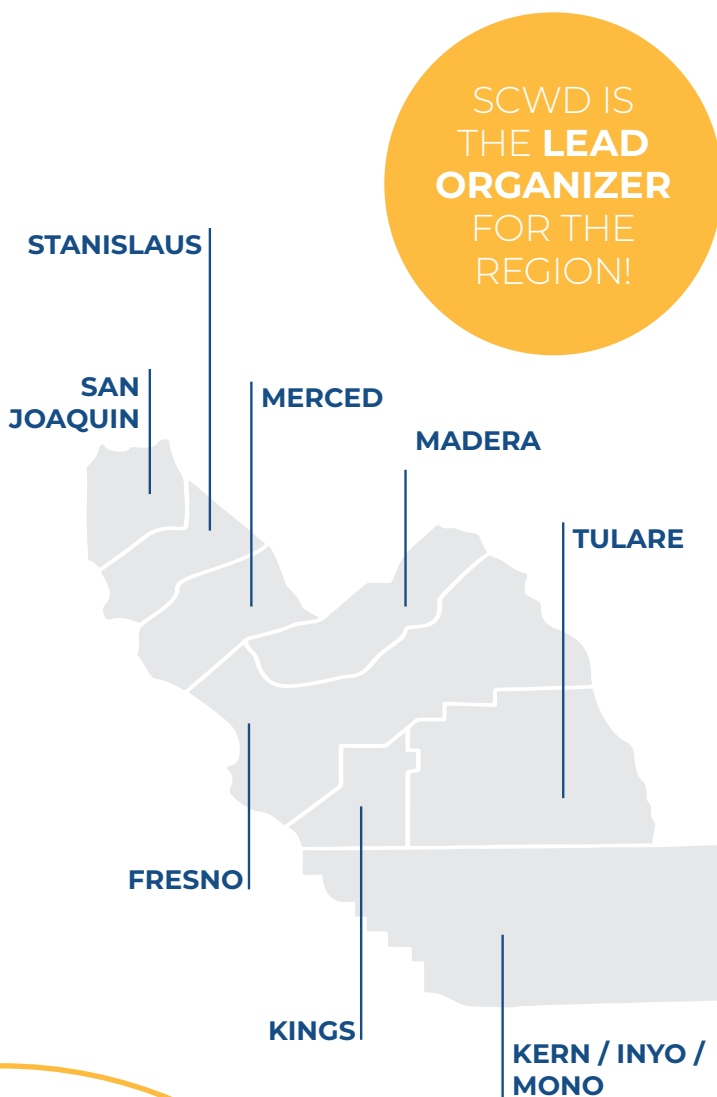


REGIONAL PLAN

In accordance with federal and state guidance, the San Joaquin Valley and Associated Counties Regional Planning Unit has developed the four-year Regional Plan to guide strategic initiatives throughout Program Years (PY) 2021-2024, which covers July 1, 2021, through June 30, 2025.

The Workforce Innovation and Opportunity Act (WIOA) requires a Biennial Modification to the Regional Plan. The modified approved Regional Plan can be accessed at: www.stanworkforce.com/about-us/strategic-planning/

The Regional Plan represents the region's economy and workforce environment, focusing on collaborative strategies to be implemented across multiple Local Workforce Development areas to attain regional goals and objectives.



The content of the Regional Plan includes:

- Analytical Overview of the Region and analysis of the workforce.
- Regional Indicators to assess coordination and measure progress within the region.
 - Region developed guiding principles supporting equity and strives to improve job quality.
 - Region focuses attention on English Language Learners.
 - Fostering Demand-Driven Skills Attainment that effectively communicates industry workforce needs to supply-side partners.
- Aligning, Coordinating, and Integrating Programs and Services to meet population needs.
 - Region has a long history of collaborating on sector strategies, initiatives serving key groups, and on the design, development, operation, and administration of successful workforce programs such as the following:
 - Central California Workforce Collaborative
 - Central Valley Industry Engagement Roundtable
 - Regional and sub-Regional Grants
 - Prison to Employment (P2E)
 - Regional Equity and Recovery Partnerships (RERP)
 - Regional scaling



LOCAL PLAN

The Stanislaus County Workforce Development Board is committed to supporting the priorities of the Stanislaus County Board of Supervisors by developing a healthy economy and delivering efficient public services and community infrastructure. Under Workforce Innovation and Opportunities Act (WIOA) regulations, the Stanislaus County Workforce Development Board is charged with developing a Local Plan of strategic operations within the local workforce development area. The Local Plan is designed to align with the Regional and State Plan and is updated every two years. The Local Plan is scheduled for revision in the 2025 Program Year.

SUPPORTING BUSINESS GROWTH

- Promoting equity and inclusion for businesses owned by and serving underserved populations.
- Develop new industry sector representation to better serve diverse communities.
- Offer Human Resource services to employers via the HR Hotline.
- Ensure the provision and expansion of high-quality services within the Local Area are available.

STRATEGIES AND OUTCOMES

- Expand focus on providing services to underserved populations, including individuals with disabilities, English Language Learners, the foreign-born, and refugees.
- Enhanced demographic data, with a focus on race and ethnicity.
- Target industry sectors for workforce development.
- Add Construction to industry sector.

DEVELOPING FUTURE TALENT

- Seek initiatives and partnerships that assist immigrants in integrating into the local economy.
- Change internal processes to provide clients with greater access to a wider range of services.
- Coordinate special grant opportunities and pre-apprenticeships to deliver services to more challenging populations.

SECTOR STRATEGIES

Sector Strategies is a collaborative network of businesses within key industries, supported by education, workforce, economic development, and community organizations. Our goal is to enhance the success, growth, and competitiveness of key sectors in our county.

6.28%

LABOR FORCE

-5.31%

PROJ. CHANGE*

AGRICULTURE SECTOR

The second year partnering with the Farm Bureau as the Ag Sector Convening Authority has been a great success. The Farm Bureau brought together 40+ businesses to discuss workforce, education, and training needs. Also completed was a second round of Supervisor Academy training with over 20 businesses participating.



16.27%

LABOR FORCE

12.79%

PROJ. CHANGE*

HEALTHCARE SECTOR

The Healthcare Sector is growing rapidly, driven by HealthForce Partners Northern San Joaquin Valley. Their mission is to attract, train, and retain local healthcare talent, and improving community well-being. They are addressing the demand for skilled workers through quarterly meetings with education, workforce, and healthcare providers.



11.05%

LABOR FORCE

8.6%

PROJ. CHANGE*

MANUFACTURING SECTOR

As part of the Stanislaus 2030 initiative, a workgroup was formed in November 2023 with government, education, and business representatives. A plan was developed to engage more industry partners and will manage \$1.5 million to enhance the manufacturing talent pipeline.



6.06%

LABOR FORCE

4.74%

PROJ. CHANGE*

CONSTRUCTION SECTOR

A Convening Authority has been identified to lead round table discussions within the Construction Sector. Assembling will begin for industry, education, and public sector partners in the coming months. These efforts will lead to partnership meetings designed to uncover valuable insights about career pathways and needed skills within the Construction Sector.



5.45%

LABOR FORCE

15.75%

PROJ. CHANGE*

WAREHOUSE/LOGISTICS SECTORS

Initial meetings have started with potential industry partners to focus on this sector in the coming year. SCWD is enthusiastic about working with industry leaders to kick off discussions and identify the workforce, education, and training needs of our local businesses.



UNDERSERVED BUSINESSES

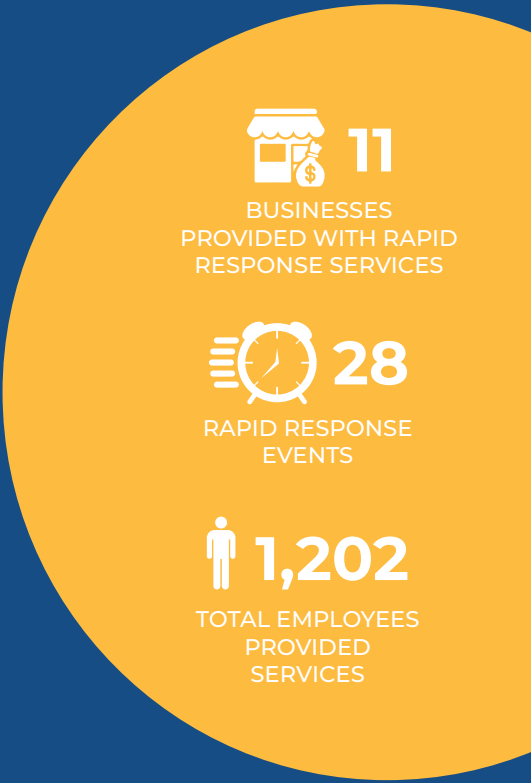
The first year working with Stanislaus Equity Partners and the Stanislaus Latino Chamber of Commerce, 391 businesses were engaged with to understand their workforce and development needs. Workshops were held on topics such as funding opportunities, financial literacy, HR, and networking.

**Percentage of change from 2023-2028 (5 yrs)*

RAPID RESPONSE

Rapid Response is a proactive program designed to help businesses and their employees who are at risk of layoffs or closures. It offers immediate on-site support and customized services based on the specific needs of the workers affected. The Business Services team provides crucial information and resources to help employees find new jobs. In cases where businesses close suddenly and WARN letters are only received afterward, Business Services will continue to assist affected employees through online services whenever possible.

In May 2024, Tropicale Foods in Modesto, known for its Helados Mexico and Michoacana paletas, announced it would close its Modesto plant in July, leading to the loss of 168 jobs. Our Rapid Response team quickly stepped in to support the affected employees. Multiple workshops we organized in both English and Spanish to help workers improve their resume writing and interviewing skills. Additionally, an orientation was hosted and an on-site job fair at Tropicale, where the Rapid Response team, along with partner agencies and local employers, provided information about available services, resources, and job opportunities. For many employees who had worked at Tropicale for decades, this closure was a challenging transition. The Rapid Response team is proud to assist them during this difficult time and help them move forward.



HR HOTLINE

Stanislaus County employers are able to use a no-cost-to-business Human Resource hotline! In 2023 - 2024 the HR Hotline received 348, (up from 52 last year) calls within Stanislaus County from businesses, both large and small, looking for human resource guidance.



TRAININGS

VOCATIONAL TRAINING

Vocational Training services are offered to enrolled clients to obtain marketable skills directly linked to in-demand occupations in the local area. Training services are designed to help underemployed or unemployed adults, dislocated workers, and youth achieve self-sustaining wages in Stanislaus County. Completion year may be different from the approved for training year.

VOCATIONAL TRAINING	2021-2022	2022-2023	2023-2024
Approved for Training	87	89	111
Completed Training	74	76	94

TRANSITIONAL JOBS

Transitional jobs are short-term, temporary work experiences for enrolled Workforce Innovation and Opportunity Act clients designed to help individuals with significant barriers to employment, such as long-term unemployment, justice-involved, or lack of work experience, to re-enter the workforce. Transitional jobs provide both income and skills training, allowing clients to build a work history to update their resume for future permanent employment.

EXPANDED SUBSIDIZED WORK EXPERIENCE OR PAID WORK EXPERIENCE

Paid Work Experience (WEX) program offers Welfare-to-Work (WTW) participants the opportunity to transition into the workforce. Participants are placed in temporary jobs where their wages are entirely covered by WTW funding, instead of by the employer. This enables participants to gain work experience, build skills, and establish a work history, making it easier to secure long-term, unsubsidized employment in the future. For employers, the program lowers hiring costs, making it more feasible to provide opportunities for individuals to showcase their abilities. Ultimately, the program benefits both job seekers and employers by creating a pathway to permanent employment.

PAID WORK EXPERIENCE	2021-2022	2022-2023	2023-2024
Transitional Jobs	31	41	84
WTW Paid Work Experience	21	32	68

ENRICH AND EMPLOY

The Ice Cream Company Enrich and Employ program is designed to assist individuals with disabilities by helping them increase their employability through specialized skills development. Individuals who are enrolled in the program are provided with Occupational Skills Training and learn job readiness skills to work in the food service industry. Workforce Development staff assist with information on job accommodation solutions and employment rights under the Americans with Disabilities Act (ADA), and engage local employers to develop worksite placements for enrolled individuals.



17
SERVED
2
VERIFIED
EMPLOYMENT

“ Hunter has benefited from this program in many ways, but one noticeable improvement has been him gaining independence.”

Hunter's Mom Holly
Enrich & Employ/Ice Cream Company
Business Services

OJT TRAININGS

On the job trainings are designed to assist employers offset the extraordinary cost of either training a new employee or upskilling a newly promoted employee. Financial incentive is provided through employee wage reimbursement to the employer for training for specific skills. Employers can recover anywhere from 50% to 75% of employee wages during the training period.

OJT	2021-2022	2022-2023	2023-2024
Agreements	43	47	61
Average Wages	\$18.49	\$18.64	\$19.82
Average Reimbursement	87.33%	75.96%	76.07%
Average Weekly Hours	37.27	37.52	38.77

OJT RETENTION	2021-2022	2022-2023	2023-2024
After 6 months	91.30%	75.00%	66.67%
After 12 months	63.64%	48.28%	N/A

MANUFACTURING PRE-APPRENTICESHIP PROGRAM

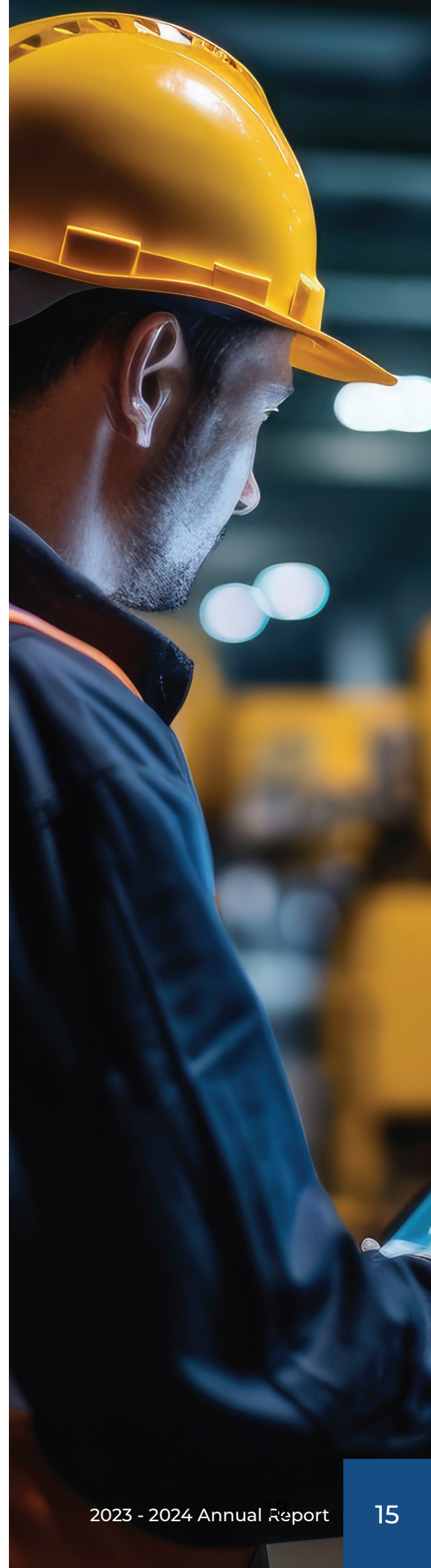
The Manufacturing Pre-Apprenticeship Program is run in cooperation with the Stanislaus County Manufacturing/Maintenance Joint Apprenticeship Committee and has successfully bridged the gap between education and industry for the past two years. In partnership with Modesto Junior College, the program offers a comprehensive curriculum that combines classroom instruction with real-world experience in manufacturing facilities. Graduates have reported a 66% employment rate upon program completion, highlighting the program's effectiveness in preparing participants for high-demand jobs.

MANUFACTURING PRE-APPRENTICE	SUCCESSFUL COMPLETION	IN PROGRESS	TOTAL
2021-2022	No Program due to COVID		
2022-2023	3	0	3
2023-2024	0	5	5

INCUMBENT WORKER TRAINING

The Incumbent Worker Training (IWT) Program is designed to support the development and retention of a highly skilled workforce by providing funding to businesses for the cost of training and upskilling of their current employees. In the past year, the IWT Program successfully provided funding to upskill almost 50 individuals in two key industrial sectors: Manufacturing and Agriculture. For the County, the investment has resulted in a more resilient workforce, better prepared to navigate the challenges of a rapidly changing economic landscape.

INCUMBENT WORKER TRAINING	PARTICIPATING EMPLOYERS	INDIVIDUALS TRAINED
Manufacturing	1	7
Agriculture	24	40



CAREER SERVICES

In 2023-2024, the Client Services Division rebranded as Career Services to better reflect its mission of equipping job seekers with the tools to explore new career opportunities. Workforce Specialists are experts in helping unemployed or underemployed individuals find meaningful career paths within the community.

Career Services assists job seekers to ensure they possess the skills required to meet local business needs. The Workforce Development team offers career coaching, workshops, paths to training programs, and unpaid work experience opportunities. SCWD provides comprehensive services to job seekers—including youth, veterans, individuals experiencing homelessness, justice-involved individuals, and those with disabilities. Clients who are deemed job ready are referred to Business Services for job search assistance.

JOB CENTERS

The America's Job Center of California (AJCC) is a network of local, state, and public organizations that offer a variety of services to job seekers, connecting them with businesses seeking qualified individuals.

Career Services operates four Job Centers across Stanislaus County, offering the public access to computers for internet job searches, typing tests and certificates, employment assessments, and resume printing.

JOB CENTER VISITS	TOTAL	MODESTO	OAKDALE	PATTERSON	TURLOCK
2021 - 2022	6,241	3,957	449	332	1,503
2022 - 2023	8,801	5,328	797	573	2,103
2023 - 2024	10,670	6,793	912	614	2,351

Coming out of the COVID-19 pandemic, Job Center visits have steadily increased over the past 3 years. Eligibility appointments have also increased over the past 3 years.

JOB CENTER LOCATIONS

MODESTO
629 12th Street
Modesto, CA 95354

PATTERSON
101 W. Las Palmas Ave.
Patterson, CA 95363

OAKDALE
1405 West F Street Ste. F
Oakdale, CA 95361

TURLOCK
1310 W. Main St.
Turlock, CA 95380



PATHWAYS TO SERVICES

The Department has internal systems to braid funds and create additional resources for the community, ensuring robust services are accessible to all individuals. Career Services Workforce Specialists assist job seekers at any stage of their employment journey by providing access to employment opportunities. Employment plans are developed with a focus on serving individuals through a gradual service path strategy, addressing employment barriers and offering necessary supports to promote life stability and economic self-sufficiency.

WORKSHOPS

Workforce Development provides workshops that empower job seekers by helping them acquire the necessary skills and knowledge to enhance their job search efforts and secure long-term employment.

Total Workshop Attendees

245	1,499	2,399
2021-2022	2022-2023	2023-2024

Due to COVID-19 protocols, referrals to workshops were severely reduced during the 2021-2022 program year. Welfare-to-Work participants were also able to opt out for Good Cause if they were adversely affected by the COVID-19 pandemic.

CO-ENROLLMENT

Clients may be funded through the Welfare-to-Work program. Clients are encouraged to “co-enroll” in the WIOA program to leverage additional resources to maximize the job seeker’s job search experience. Additional funding provides additional support on the client’s journey towards a self-sustaining career.

Welfare-to-Work Clients Co-Enrolled

24	14	19
2021-2022	2022-2023	2023-2024

SUPPORTIVE SERVICES

Supportive Services are available to enrolled clients. “Supportive Services” may include transportation, childcare, dependent care, housing, and needs-related payments, that are necessary for clients to participate in employment activities. Supportive Services also includes assistance for required items for employment, such as uniforms, tools, work boots, etc.



TARGETED OUTREACH

ADULT

Workforce services for eligible adults are available through the Workforce Innovation and Opportunity Act (WIOA). It enables workers to obtain good jobs by providing them with job search assistance and training opportunities. Participants served were 667.

DISLOCATED WORKER

The Dislocated Worker (DW) program through WIOA is designed to help workers get back to work as quickly as possible and overcome barriers to employment. When individuals become dislocated workers, as a result of job loss, mass layoffs, or transitions in economic sectors, the Dislocated Worker program provides services to assist them in re-entering the workforce. Participants served were 74.

WELFARE-TO-WORK

The StanWORKs Welfare-to-Work (WTW) program performance is determined by the Stanislaus County Community Services Agency, based on State requirements for the CalWORKS Program. WTW Programs concentrate services on individuals receiving Temporary Assistance to Needy Families (TANF) to provide soft skills training and on-the-job experience to prepare for employment opportunities. The goal is job placement that leads to self-sufficiency. Participants served were 456.

ACCESS TO TECHNOLOGY

Access to Technology (ATT) program provided seniors (age 60 and older) and adults with disabilities access to digital connectivity and technology. The first two cohorts offered classes in Modesto, Turlock, Riverbank, and Grayson. The next two cohorts were in collaboration with the Disability Resource Agency for Independent Living (DRAIL). Participants who completed the program gained valuable iPad skills, such as Internet navigation, managing contacts and calendars, using email, camera functions, FaceTime, Zoom, video apps, social media, podcasts, music apps, online storage, troubleshooting, and exploring iPad apps.



\$21.32
AVG. WAGE AT EXIT



\$26.95
AVG. WAGE AT EXIT



\$18.06
AVG. WAGE AT EXIT



190
SERVED

“

Thanks to the assistance I received from Stanislaus County Workforce Development and my case manager, Mrs. June, I am now gainfully employed as a full-time Workforce Specialist with Sierra Vista Child and Family Services. I am exceptionally grateful for the support I have received and the opportunities that have come my way through the program.”

Juanita
WIOA
Career Services





9

INDIVIDUALS
(COHORT 1)

Began March 2024

SHERIFF'S DEPARTMENT

The Sheriff's Department (Work Ready) program is designed to empower incarcerated persons with the necessary job readiness skills as they prepare to re-enter society. Enrolled individuals receive training on subjects such as employer expectations, professionalism, teamwork, and workplace ethics. Workforce Development staff work with various community partners to help address barriers such as maintaining sobriety and securing housing. The Work Ready program launched its first cohort this year and has served 9 total individuals.



24

EMPLOYED

CHILD SUPPORT SERVICES

The Child Support Services partnership aims to serve non-custodial parents within Stanislaus County who are unemployed or underemployed and owe child support obligations. Workforce Development staff work with enrolled individuals to develop individualized employment plans for career services and assist with connecting them to community resources to remove barriers to employment such as housing, transportation, justice-involved background, and lack of education. Out of a total of 38 participants, Workforce Development has helped 24 non-custodial parents secure employment this past year making an average wage of \$18.67.



19

EMPLOYED

PRISON TO EMPLOYMENT

The Prison to Employment (P2E) program is a state grant regional program designed to assist justice involved adults to re-integrate into the workforce. The goal is to reduce recidivism by providing the individuals with the skills, training, and resources they need to secure stable, long-term employment. Out of 91 Participants, 19 are employed with an average wage of \$20.70.



19

PARTICIPANTS

MANUFACTURING OPPORTUNITIES FOR THE UNDERSERVED

The Regional Equity and Recovery Partnerships (RERP) represents a coordinated effort between Local Workforce Development Boards and Community College Regional Consortia to create a more equitable, resilient, and high-quality workforce. By integrating high-road approaches into sector strategies and career pathways, RERP serves underserved populations, respond to economic challenges, and align education and training programs with the needs of the manufacturing sector. This deepened collaboration aims to accelerate regional economic recovery and provide long-term, sustainable employment opportunities for workers. There were 19 participants in the program with 4 resulting in employment with an average wage of \$27.98.



59

SERVED

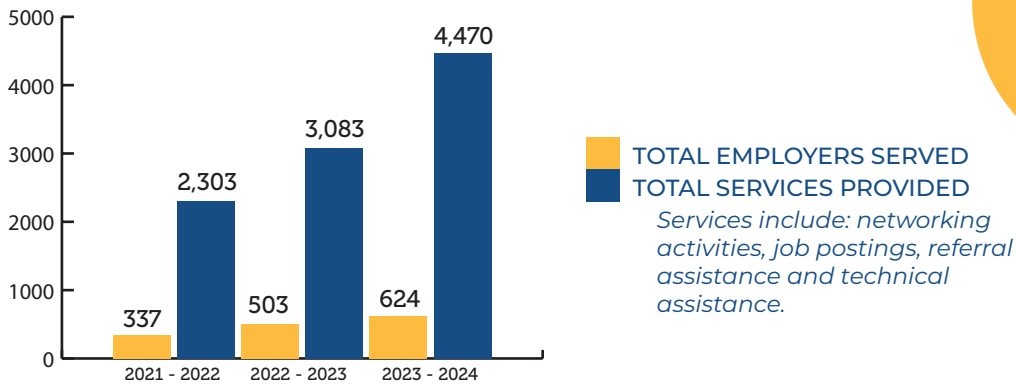
NATIONAL FARM WORKER JOBS PROGRAM

The National Farm Worker Jobs Program (NFJP) is designed to develop workforce programs that help unemployed and underemployed farmworkers receive vocational training, English as Second Language (ESL) courses, General Educational Development (GED) courses, and job search assistance. The program is funded by the American Rescue Plan Act and is contracted through Central Valley Opportunity Center (CVOC).

BUSINESS SERVICES

The Business Services Division provides vital workforce solutions to local businesses throughout Stanislaus County. By understanding the skilled labor needs of businesses, the division is able to offer assistance and programs that generate a skilled labor force. During the last program year, Business Services was instrumental in providing work-based learning and training solutions for the employer community. These initiatives included On-the-Job Trainings, Paid Work Experiences, Transitional Jobs, and Incumbent Worker Training.

7
AVG. # OF SERVICES PER EMPLOYER



EMPLOYER ASSISTANCE

In addition to work-based learning and training solutions, Business Services also offers employer assistance in:

- Labor Market Information
- Job Postings
- Employer Referrals for Assistance
- Resume Screening
- Job Development
- Employment Assessment
- Workforce Advice
- Sector Strategies
- Pre-Apprenticeships
- Direct Placement

“

We understand that maintenance and automation is the future of food manufacturing. Aside from assisting with the development of future maintenance technicians, we're also utilizing this program as a recruitment tool for our future employees.”

Rolling Hills Nut Company
/ Northside Food
Pre-Apprentice Program
Business Services



SANTOS AT
JOB SITE

BUSINESS SUCCESS STORY

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. Later, 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 hard work, dedication and genuine character. Workforce Development is very proud of Santos and wish him the best.

Sean M
Workforce Specialist
Business Services

OUTREACH & COMMUNITY

Stanislaus County Workforce Development participates in a variety of events that include back to school and job fairs, conferences, expos, and government and community meetings. SCWD staff tables at these events and shares marketing materials.

The Marketing efforts throughout the 2023-2024 year consisted of social media, digital ads, eblasts, prints ads, postcards, billboards and video. All of these to guide the potential client or employer to our website or to call for more information.



25
JOB FAIRS &
COMMUNITY EVENTS



BBSI
EXPO

STATE OF THE
COUNTY EXPO



**STANDOUT
YOUTH EVENT**

**SOCIAL MEDIA
FOLLOWERS**

f 8.7K

o 686

in 4K



WEBSITE DATA

28K ACTIVE
USERS

94K PAGE
VIEWS

11 ACTIVE USERS AT
ANY GIVEN TIME

19% VISITORS TO JOB
SEEKER PAGE

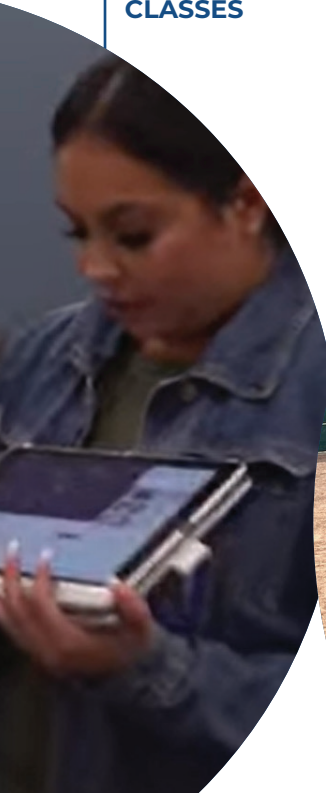
(34% is highest
on home page)

Data is from July 1,
2023 - June 30, 2024)



**COUNTY
BILLBOARD**

**ACCESS TO
TECHNOLOGY
CLASSES**



**WORKFORCE
WARRIORS
COUNTY
LEAGUE
CHAMPS**

YOUTH SERVICES

The Youth Workforce Development program is focused on assisting eligible youth ages 16-30 to develop the skills required to become the job candidates that employers look for. The Youth Workforce Development program provides youth, with one or more significant barriers to employment, the resources to succeed and prosper in the workforce.

OUT-OF-SCHOOL YOUTH

The Youth Career Services program strives to assist out of school youth, ages 17-24, in breaking down the barriers to achieve a self-sustaining career, including referrals to specialized services. Career Services provide a variety of educational services including educational mentoring, tutoring, high school diploma or equivalency preparation, and college prep workshops with the goal of obtaining educational credentials. Career Services also assist with career counseling & guidance, job skills and resume preparation, on-the-job training, paid work experience, credentialed vocational training, and career placement.

PROBATION LET'S WORK PROGRAM

Workforce Development serves in-custody juveniles and out-of-custody probationary juveniles, identified by Probation. The program focus is to increase employability and employment tools in transitioning to success. Success is defined as improving the quality of life for the juvenile, thus reducing recidivism. The goal is to provide career coaching, customized career counseling, work readiness and personal job coaching opportunities.

Participants who complete the 10-week program receive Chromebooks to support their continued job search efforts. Additionally, incentives are provided to those who secure employment during the program or within 12 months after completing the follow-up services.

RESULTS	2023-2024
Total Enrolled	583
English Language Learners	41
Justice Involved	27
Homeless	27
Individuals with Disabilities	99
Work Experience	137
Obtained GED	53
Vocational Training	27

STUDENT TRAINING & EMPLOYMENT PROGRAM

STEP program provides students with disabilities valuable work experience and supports their long-term success in the workplace. Program began May 1, 2024.

IN-CUSTODY YOUTH



OUT-OF-CUSTODY YOUTH



27

SUMMER YOUTH

The Summer Youth Program is designed for high school seniors and college students ages 17-21 who face significant barriers to employment. It offers youth the opportunity to gain work experience in a field of their interest. Participants benefit from valuable industry exposure, hands-on work experience, and an enhanced resume, which can help them secure future employment opportunities.

SUMMER YOUTH



75
ENROLLED



16
DISCONTINUED

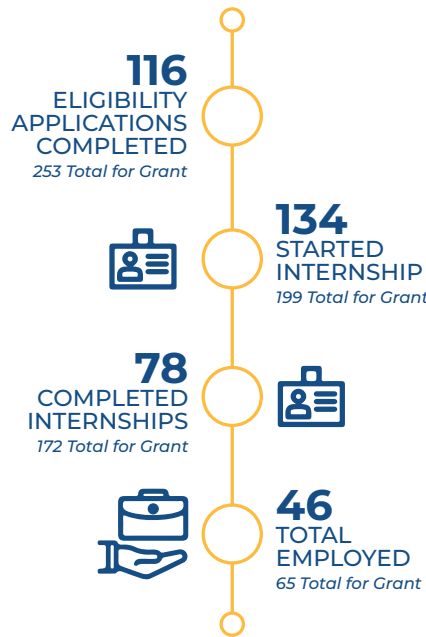
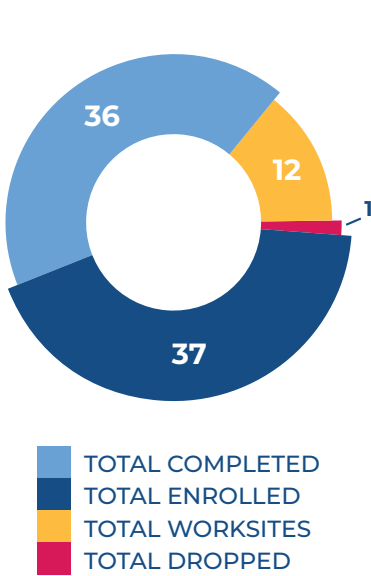


59
COMPLETED

CALIFORNIANSFORALL

The CaliforniansForAll Youth Jobs Corps assists young people to increase employment for underserved youth ages 16-30. In partnership with Bay Valley Foundation, this youth program assisted youth in preparing for a career in Digital Technology Industry Sector.

SUMMER YOUTH INTERNSHIPS DIGITAL SKILLS INTERNSHIP



88
YOUTH
IN
ATTENDANCE

4TH ANNUAL STANDOUT CONFERENCE

SPEAKERS

- Jeremy Bates Keynote Speaker
- Better for Bella, Fentanyl Awareness, Jennifer Marsh and Sofia Vivo
- Dallas Plaa, Stanislaus County Office of Education, Career Pathways Training
- Melonie Albino, Mocse Credit Union, Financial Literacy Training

YOUTH RESOURCE PROVIDERS

- Digital Nest
- DRAIL
- Behavioral Health and Recovery Services
- Youth Workforce Development
- Youth Career Services
- Modesto Junior College



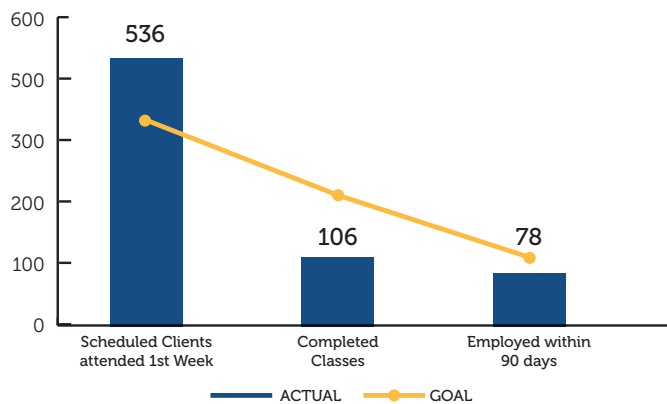


\$2,478
 AVG. COST PER
 BUSINESSES AND
 CLIENTS SERVED

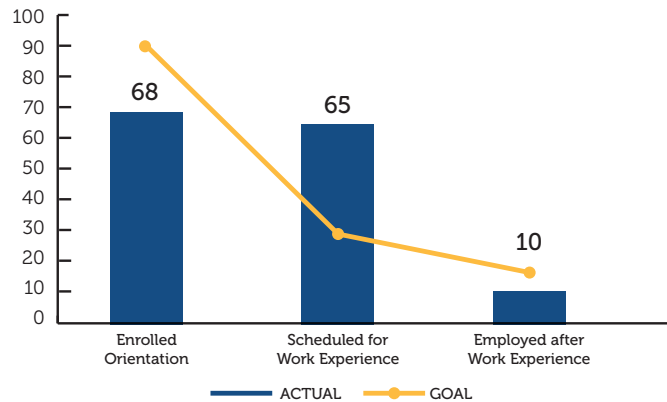
RESULTS

Businesses and Clients Served	Actual
Businesses Served	624
Businesses Received HR Services	348
Job Centers - Public Served	4,756
WIOA - Adults Enrolled	667
WIOA - Dislocated Workers Enrolled	74
WIOA - Youth Enrolled	658
Welfare-to-Work - Clients Enrolled	456
CaliforniansForAll - Youth Enrolled	153
Child Support - Clients Served	297
Probation - Youth Enrolled	65
Sheriff - Clients Enrolled	9
Department of Rehabilitation - Disabled Youth	4
Farmworker - Clients Enrolled	59
Access to Technology - Senior and Disabled Enrolled	190
Total	8,360

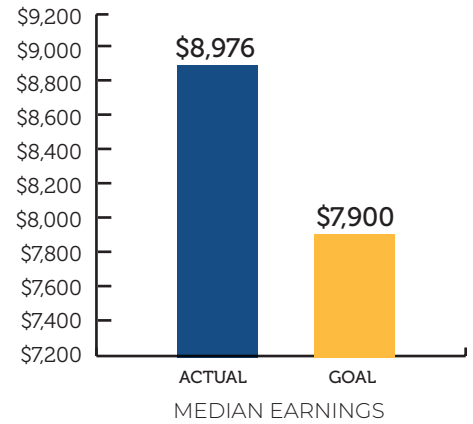
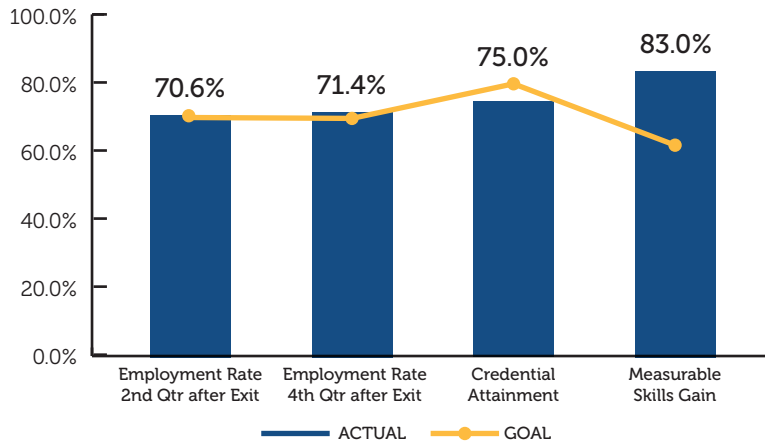
WELFARE-TO-WORK - JOB READINESS CLASSES



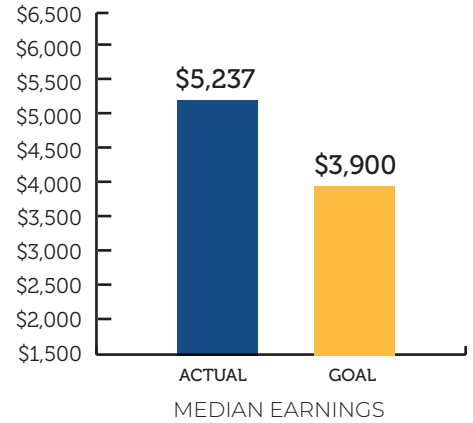
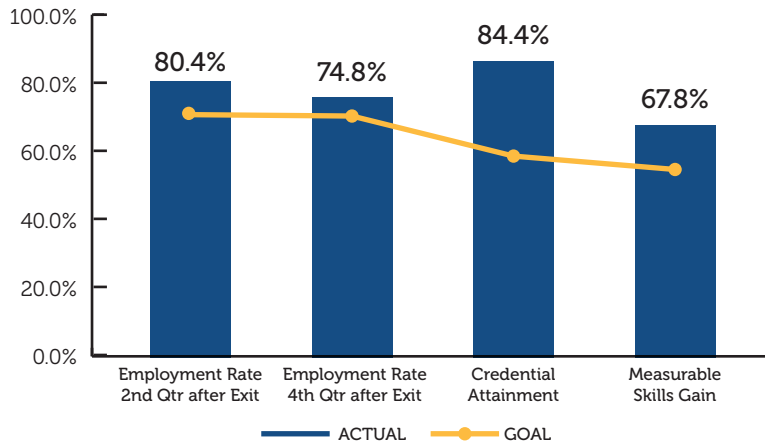
WELFARE-TO-WORK - WORK EXPERIENCE CLASSES



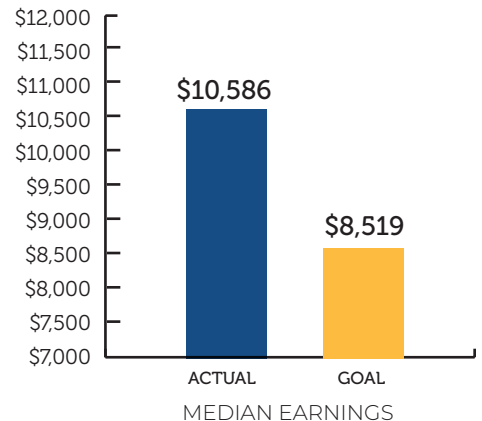
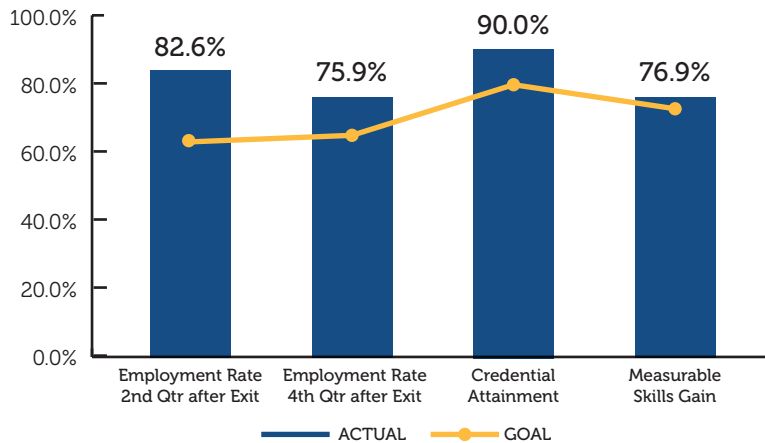
WIOA - ADULT



WIOA - YOUTH



WIOA - DISLOCATED WORKER





STAFF SUCCESS STORY



MY JOURNEY TO FULL-TIME EMPLOYMENT WITH WORKFORCE DEVELOPMENT

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."

Robert Silva

Workforce Development Employee
Paid Work Experience Program
Participant

STAFF ACHIEVEMENTS

1,558
INVOICES ISSUED

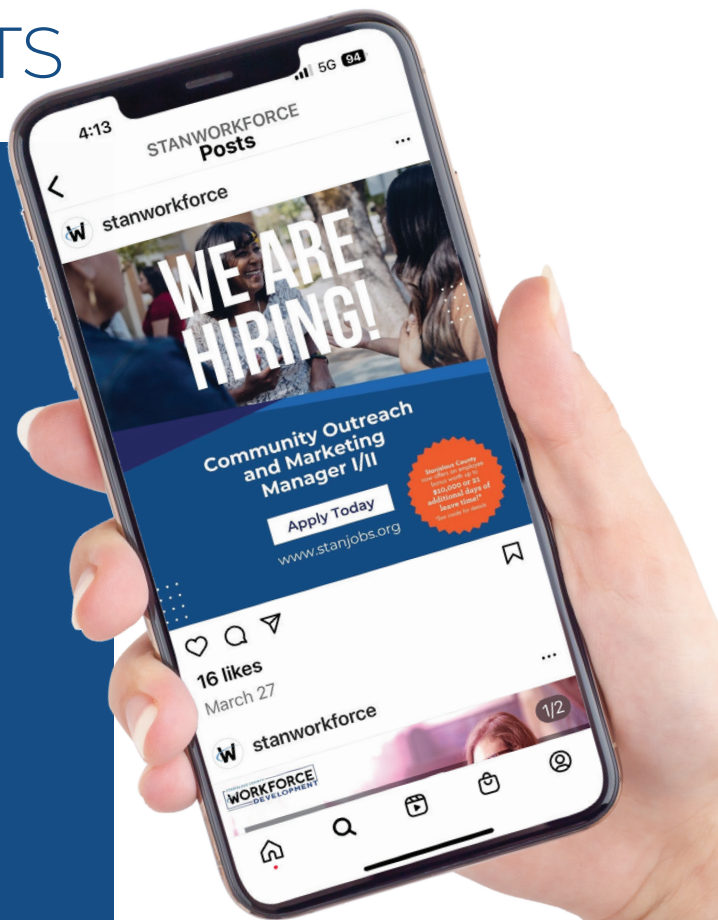
5,688
INCOMING CALLS

3,198
WORK EXPERIENCE CHECKS

3,198
TIMECARDS VERIFIED

61
CONTRACTS

28
MONITORING REPORTS



21
HIRING RECRUITMENTS

273
PROCESSED EMPLOYEE STATUS CHANGES

TIMETRACKER

TimeTracker is a robust time management application unique to Workforce Development to keep track of clients' time in varying programs to clock in and out of their designated assignments. It serves as a very critical tool for calculating and collating time data. Prior to this application being developed, calculations had to be validated in layers by staff before final submission. Now, data is easily entered in the application to quickly produce pay checks for client participation.

The TimeTracker Application consists of close to 40,000 lines of code developed by ONE Software Engineer in the Department. An application of this caliber is usually developed by a TEAM of developers, so this is a very significant accomplishment! This automated change has reduced the process of 60 hours per week split between three staff members to less than 20 hours currently, with future improvements promising to reduce it further. To purchase a product or have a vendor develop something similar to this application would be very costly and can be very restrictive. The advantage of this application being developed in-house gives the flexibility to customize it to whatever the Department needs to serve its clients and it's the most cost-effective approach to a much needed solution.



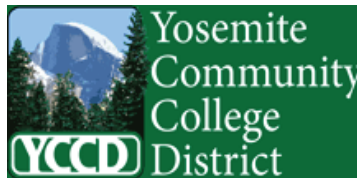
CONTRACT PROVIDER

SERVICE PROVIDED	POWERED BY...	CONTRACT AMOUNT
Digital Skills Internship	Bay Valley Foundation	\$1,503,057
Out of School Youth	Ceres Unified School District	\$718,650
Vocational English	Sierra Vista Child & Family Services	\$294,876
Learn 2 Earn - Oakdale	Center for Human Services	\$255,820
Learn 2 Earn - Patterson	Center for Human Services	\$197,994
High School Equivalency - Turlock	LearningQuest - Stanislaus Literacy Center	\$177,562
Learn 2 Earn- Modesto	Central Valley Opportunity Center	\$162,814
High School Equivalency -	Central Valley Opportunity Center	\$162,814
High School Equivalency - Patterson	Central Valley Opportunity Center	\$162,814
Out of School Youth	Modesto Gospel Mission	\$125,000
High School Equivalency -	LearningQuest - Stanislaus Literacy Center	\$111,025
Out of School Youth	LearningQuest - Stanislaus Literacy Center	\$96,222
Training for Adults with Disabilities	Enrich and Employ	\$95,000
Formerly Incarcerated Adult	LearningQuest - Stanislaus Literacy Center	\$95,000
Vocational English - Turlock	Aspiranet	\$93,410
Learn 2 Earn- Turlock	Aspiranet	\$93,410
Underserved Business	Stanislaus Equity Partners	\$90,000
Out of School Youth	Disability Resources Agency for Independent Living	\$66,000
WorkKeys Testing	Opportunity Stanislaus	\$25,000
Sector Strategies - Agriculture	Farm Bureau	\$25,000
HR Hotline	California Employers Association	\$17,965
Business Bootcamp (Spanish)	Latino Chamber of Commerce	\$17,000
One-Stop Operator	Beaudette Consulting	\$13,125
TOTAL		\$4,599,558

PARTNERS

A proud partner of
America's JobCenter
 of CaliforniaSM

The America's Job Center of California is a collective partnership that strives to address workforce needs through a systemic approach. Some program partnerships are mandated through the Workforce Innovation and Opportunity Act, and represent core services to the public. Other partners are not mandated, but share a vision of a systemic community approach to workforce development services. Partners meet quarterly to discuss functions and activities related to services provided through America's Job Center of California.





@stanworkforce



San Joaquin Valley & Associated Counties

REGIONAL PLANNING



REGIONAL STRATEGIC PLANNING

Fifteen Regional Planning Units (RPU's), designated by the Governor and State Workforce Development Board, are organized as part of the California Strategic Workforce Plan to develop regional plans that address the objective of the State Plan

State Plan Policy Objectives

- Fostering Demand-Driven Skills Attainment
- Enabling Upward Mobility for All Californians
- Aligning, Coordinating, and Integrating Programs and Services

San Joaquin Valley & Associated Counties

SJVAC REGIONAL PLANNING UNIT

The San Joaquin Valley & Associated Counties Regional Planning Unit includes

- Fresno County
- Kern-Inyo-Mono Counties
- Kings County
- Madera County
- Merced County
- San Joaquin County
- Stanislaus County
- Tulare County



REGIONAL PLAN PRIORITIES

- Regional Plans are used to articulate how Regions will intentionally:
 - Build Industry Sector Engagement
 - Drive Workforce Development Outcomes across multiple Jurisdictions, and
 - Expand on-ramps to Career Pathways for Individuals with Barriers to Employment

DEVELOPMENT OF THE REGIONAL PLAN

- Procured Regional Plan writer/facilitator
- Conduct Analysis of the Region
- Conduct three (3) Regional Forums in the Central Valley
- Review draft of Regional Plan
- Provide 30 Day Public Comment Period
- Complete Approval/Signature Process
- Regional Plan Submission to the State

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 7, 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: 9.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.

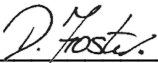
There are two components of AJCC Certification: Baseline Criteria Matrix, and the Certification Indicator Assessment. The Baseline AJCC Certification is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The Certification Indicator Assessment 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

Click here to enter text.

Name

Click here to enter text.

Title

Click here to enter text.

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

Click here to enter text.

Name

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Title

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Date

October 7, 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: 9.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.

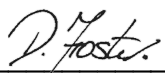
The attached application shows performance numbers for Program Year 2022-2023 and 2023-2024 for Stanislaus County. Policies for Internal Controls/Seperation of Duties including firewalls guarding against conflict of interest, and the Conflict of Interest policy are attached as required with the application.

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 7, 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: 10.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 7, 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: 10.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:

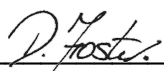
- **Data Driven:** Be data and results driven in decision making, communication, and thoughtful leadership.
- **Effective Relationships:** Inclusively strengthen and maintain effective relationships across the Workforce Development system, with a focus on the in-demand business community and other workforce 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 7, 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: 10.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

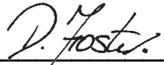
Based on the total number of visits, the Oakdale Job Center averaged 1 enrolled job seeker per week, which is less than 1 job seekers per day. The Patterson Job Center averaged 1 enrolled job seekers per week, which is less than 1 job seekers per day.

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