

Workforce Innovation and Opportunity Act

Local Plan

Program Years 2017-2020

Local Workforce Development Area:

San Benito County

Date of Submission:

VISION, GOALS, AND STRATEGY STATEMENT

A description of the Local Board’s strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on WIOA performance indicators described in Title 20 CFR 677.155(a)(1). Vision, goals, and strategy must be linked to the analytical background information.

Vision: San Benito County will have a trained, skilled and relevant workforce that meets the needs of local employers and improves the economic vitality of our community.

The Bay Peninsula Region determined goals for the region’s workforce development system. We will work with our regional partners on the goals and strategies championed in the Regional Plan. We will also add the following strategies to achieve those regional goals and enhance our local vision:

- **Regional Goal 1: Employers are actively engaged with the regional workforce system that understands and appropriately responds to their skilled workforce needs. (Demand-Driven skills attainment)**
 - Local Strategy: Integrate “better business services” and “training for high skilled high demand occupations.” Specific strategies are discussed in the appropriate section of the Local Plan below
 - Local Strategy: To continue to engage the employer community in the county through an annual survey. The WDB will adjust programs to fit employer needs based upon the results of the survey, and will develop partnerships with economic development and business organizations to ensure that services reach the businesses in the region
 - Local Strategy: To partner with the San Benito County Chamber of Commerce, San Benito County Business Council, Economic Development Corporation of San Benito County, San Benito County Farm Bureau, and San Juan Committee on their outreach efforts and hold multiple business roundtables throughout the year, covering the in-demand industry sectors listed in the Regional and Local Plans
 - Local Strategy: To establish ad-hoc committees to include:
 - Agriculture
 - Health Care
 - Construction
 - Water
 - Tourism & Hospitality (through the established Hospitality Employers Tourism Committee of the San Benito County Chamber of Commerce in collaboration with the Gavilan College Tourism, Retail & Hospitality Program)
 - Advanced Manufacturing (with the San Benito County Business Council and other regional partners)
 - Information and Communications Technology (with regional partners)

- **Regional Goal 2: Unemployed and underemployed individuals can (a) easily access and participate in workforce services appropriate for their skill levels, barriers to employment, and career goals; and (b) transition into relevant training opportunities to move up in a career pathway in an in-demand sector or occupation. (Upward Mobility)**
 - Local Strategy: Establish Training Programs that Create Employable Youth for the Future Workforce. Specific strategies are discussed in the appropriate section of the Local Plan below
 - Local Strategy: Partner with community organizations, educational institutions, and libraries to ensure that those in need are informed of the services provided by the WDB and local resource agencies, and to provide support services to assist those with barriers in pursuing the skills that will lead to sustainable careers
 - Local Strategy: Work with employers, the Small Business Development Center at California State University at Monterey Bay, and Gavilan College to develop Customer Service skill training that is applicable across sectors. This training will develop baseline skills needed to succeed in the industries present in the region and local area

- **Regional Goal 3: Regional workforce system partners align and coordinate services and resources to create a “no wrong door” employment and training network easily accessed by workers including high need and historically disadvantaged populations such as farmworkers, ex-offenders those who are limited English proficient, out of school and/or disconnected and foster youth (including former foster youth);**
 - Local Strategy: Integrate the goal of “full body scan relating to workforce services in our community” and “creating a road map for success.” The Planning Committee members have identified the following industries to be considered high demand in SBC and neighboring counties, through the utilization of a 2016 report from Economic Modeling Specialists, Inc. (EMSI) which is attached to this Local Plan, as well as regional economic analysis which are located in the appropriate section of the Bay Peninsula Regional Plan:
 - Agriculture
 - Health Care
 - Construction
 - Water
 - Tourism/Hospitality
 - Advanced Manufacturing
 - Information and Communications Technology
 - Local Strategy: Tap into funding opportunities to enhance and expand workforce services in our community, giving the Local Board the resources needed to better serve those who have the most barriers to employment. Members identified the following strategies:
 - Establish a Fund Development Committee: To reach out to potential funders.

- Partnering with the Grow San Benito Fund to deliver \$600,000 to local small businesses through Community Rebuilding Funding, as well as to develop and provide entrepreneurial services
- Work with Employment Development Department partners and regional workforce partners to build strong applications for state grant money
- Continue the partnership with the Community Action Board, which focuses on the lower income community in the county, and provides services to those who need additional assistance

Considering analyses described above, a strategy to work with the entities that carry out the core programs and other required partners to align resources available to the Local Area, to achieve the strategic vision of the local plan.

The America's Job Centers of California (AJCC) Partner meetings take place monthly the first Wednesday of the month. These Partner Collaborative planning meetings will be built around the achievement of the strategic vision of the Local Plan. The Partner Meetings allow for communication amongst all parties in the workforce development system to ensure that services are coordinated, effectively delivered, and that all entities are accountable and working towards the same vision.

Agenda items to that end have included:

- Discussion of customer satisfaction surveys in relation to continuous improvement processes
- Working with state partners to ensure adequate partner representation from UI and Wagner-Peyser at the County's AJCC
- Coordination of Rapid Response services to minimize duplication and maximize impact and exposure in the local area
- Introducing the vision of the local system to non-required partners, such as local libraries, and to discuss coordinating services and outreach to achieve larger systemic goals
- Enhancing the policy around ITAs to ensure that the priority of service, as well as a priority of industry-recognized and living wage job training, is adhered to

LOCAL PROGRAM ALIGNMENT TO IMPLEMENT STATE PLAN

A description of the workforce development system in the Local Area that identifies programs included in the system.

The local system has all core required partners included in its comprehensive one-stop AJCC located at 1111 San Felipe Road, Suite #107, Hollister, CA 95023. For further information, please consult the Local MOU attachment, which has a list of partners and services provided by each partner.

How the Local Board will support the seven policies identified in the State Plan and will work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and implement the policy strategies emphasized in the State Plan.

Sector Strategies and Career Pathways –

The San Benito WDB will work with our regional partners on the following strategies to develop sector strategies and career pathways:

- Understand the immediate hiring and training needs of regional employers in order to create a pipeline of qualified candidates, and;
- Identify and map career pathways within each industry sector, in partnership with adult education, community colleges, employers, and other partners.

San Benito County will collaborate with our regional partners on the development of sector strategies and career pathways, keeping in mind the central roles that the agriculture/water sector plays in our county.

We seek to expand on the model created with our partners at West Valley College, Gavilan College, and local water districts to respond to the oncoming retirement of 50 percent of their workforce in the next 4-5 years. The aging agricultural workforce, and rising levels of automation and regulation in industry, also lend itself to programs such as this, and the WDB will be actively engaging leaders in the agriculture industry from the region to ensure that their workforce needs are met, and will partner with colleges to ensure that credentials are developed with industry engagement that will benefit the businesses of the region and those who seek employment in the sector.

Organizing Regionally –

San Benito County has been developing partnerships with our regional workforce boards through programs such as CityBuild and the Building Trades Multi-Craft Core Curriculum (MC3), where Proposition 39 funding has been utilized to create pre-apprenticeship orientation classes in the county, introducing the workforce to careers that support the construction industry both inside and outside of the county. This funding also supports the entry of at-risk youth, women, individuals with disabilities, and veterans into apprenticeship programs in the building trades, in collaboration with San Mateo and Santa Clara counties.

The WDB is also dedicated to participating in Regional Working Groups (such as the Monterey Bay Economic Partnership and discussions with our Bay Peninsula Region partners) that focus on on-ramping individuals with basic skills into sector workforce programs, participating in Strong Workforce Partnership convenings and Slingshot planning efforts, and sharing program models and best practices with all of our regional workforce partners.

Earn and Learn –

San Benito WDB champions the use of On-the-Job Training (OJT) and Work Experience as Earn and Learn models.

OJT provides knowledge or skills essential to the full and adequate performance of the job. Reimbursement to the employer of **up to a maximum of 50%** of the wage rate is provided to offset the extraordinary costs of the provision of the training and additional supervision required during the training. OJT agreements are limited of 400 hours in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the individual service strategy of the participant.

Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized Service available to youth, unemployed adults and dislocated workers. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 400 hours. The County maintains as the employer of record during the training period.

The County is focused on growing the manufacturing base in the local area. The Local Board will partner with Gavilan College's Contract Ed division to hold summits for county manufacturers throughout the year, developing OJT curriculum that will be responsive to the needs of business, while giving Earn and Learn opportunities to jobseekers in the county.

Supportive Services –

Clients can receive transportation assistance at the AJCC and through the local Community Action Agency. Assistance is provided in the form of transportation tokens to and from the AJCC. All WIOA clients can receive supportive services including transportation, childcare, needs based payments, and other services needed so they can be put into a position of success at reaching their employment and training goals. In addition, clients can receive other supportive services through the local Community Action Agency including Rental Assistance, PG&E Assistance, Housing Assistance and other assistance the agency may provide.

Building Cross-System Data Capacity –

San Benito County will participate in the regional plan's proposed Client Wage Database, in order to track improvements and compare them with regional median wages, to assess and evaluate the effectiveness of sector and career pathway actions. We intend to propose linking our regional sector work with the Agriculture sector with the region's goal of identifying regional pilot sector and career pathways, in order to provide an on-ramp to self-sufficiency wage jobs that will be available as the current workforce increasingly enters into retirement.

Integrating Services and Braiding Resources –

The AJCC Partner meetings take place monthly the first Wednesday of the month. These meetings give an opportunity for partners, both mandated and not, to ensure that services are integrated and that common policies and practices are adhered to. These meetings drive discussions of shared funding opportunities and have led to proposals that would enhance the resources of the local

workforce system, such as applications for Accelerator Grants and participation in regional Slingshot efforts among all partners.

The WDB seeks to partner with educational institutions to help inform and direct the funding secured via the passage of Measure U this past November. The bond makes major improvements to San Benito High School, including new job and career readiness programs. Conversations are active between the WDB, the school district, California State University – Monterey Bay, and community colleges to ensure that programs developed with the funding are responsive to business needs and lead to sustainable careers for program participants.

INFORMATION ON SPECIFIED SERVICES AND SERVICE DELIVERY STRATEGIES

A description of the ways the Local Board will work with entities carrying out core programs to expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Target populations identified in WIOA Section 24(A)-(M).

The Memorandum of Understanding that is signed by all local partners sets “increasing the quality of life in our community” as part of the core vision of the local system. Listed specifically is a commitment to offer priority of services to all those with barriers to employment, with a priority order listed in line with state and federal statute.

By partnering with the Community Action Agency, Clients may receive assistance with their utility payments (LiHEAP), rental assistance, transportation tokens, Volunteer Income Tax Assistance (VITA), Recreational/Enrichment Scholarships, Food Vouchers, Housing Assistance for the homeless, hotel vouchers, and In-Home Support Services through Provider care takers. This partnership has resulted in a more comprehensive services delivery to local customers at the America’s Job Center.

A description of the way the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.

The Workforce Development Board will continue to focus on regional partnerships to promote high demand sectors for the benefit of our local residents. Currently, the WDB is a member of the Water Career Pathways Consortium.

The Water Career Pathways (WCP) Consortium was created to address the skilled worker shortages facing the Bay Area Region’s water industry. The WCP seeks to fill the needs identified by the research performed by the California Community College Centers of Excellence and the industry trade association Baywork, in collaboration with the Bay Area Community College Consortium.

The program was developed based on the report performed by the California Community College Center of Excellence and the work of the water industry represented by BAYWORK in collaboration with Bay Area Community College Consortium to identify of the needs for mission critical careers within the industry. One of the key findings was the fact that over 50% of its workforce was eligible for retirement and the workforce to replace them was not ready, which was the perfect formula to create this program.

WCP embraced the mission critical careers with the support and collaboration of several water districts, community colleges, universities high schools, workforce investment boards, and nonprofit organizations.

The consortium will focus its efforts in developing and implementing standardization of core competencies based on qualifications and certifications required by industry. This process will allow our educational partners teach students to be better prepared to work in the water industry. The Consortium is under the leadership of the West Valley College, as fiscal sponsor and lead program agency.

In addition, the WDB is a partner with the tri-county Workforce Development Boards including Monterey County and Santa Cruz County for the Prop 39 Pre- Apprenticeship Building Trades. A Prop 39 grant was received to promote the Building Trades to local residents. The first training was completed in November in Monterey County. The second training is currently taking place in Santa Cruz County. The third training is scheduled to take place in San Benito County.

The plans are to increase our local and regional partnerships to increase our partnerships in regional collaborative promoting career pathways and sector initiatives.

Outreach efforts to populate these programs with jobseekers are being coordinated through community partners, as well as core program partners such as Adult Education, Vocational Rehabilitation, and Wagner-Peyser staff. The Board is currently developing co-enrollment strategies for OJT programs with the Department of Rehabilitation, as well as working with Wagner-Peyser on expanding subsidized employment opportunities and co-enrollment for CalWorks participants.

A description of the way the Local Board will improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry recognized certificate or certification, portable, and stackable).

WDB staff has had healthy and productive discussions and partnerships with training schools regarding their certified programs. We currently work with 12 training schools that offer certifications in variety of areas including: Truck Driving, Electrical Engineering Technician, Bookkeeping/Accounting, Medical Assisting, Dental Assisting, Cosmetology/Barbering, etc.

The Local Board will be participating with Gavilan College and local business associations on industry summits, working to develop curriculum that leads to credentials recognized by the businesses who

are hiring in the local area. This will begin in the Spring with a Manufacturers Summit, and will continue through collaborative work with the other in-demand sectors listed in this Local Plan.

A description of the way Local Boards and their partners will facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

In April, 2016 the San Benito County Board of Supervisors approved a contract with Farmhouse Communications (Farmhouse) of Hollister, California to provide services related to the implementation of Rapid Response Lay-Off Aversion Activities for the San Benito County Workforce Development Board (WDB) with all activities to be implemented by June 30, 2016. During the months of May and June 2016, Farmhouse conducted a confidential, county-wide business survey in San Benito County.

More than 450 businesses were reached via telephone, online via email and in on-site visits in Hollister and San Juan Bautista. 100 business owners and managers completed the survey, 87 surveys were completed in English and 13 in Spanish. The survey provided an opportunity to connect with businesses, to determine their overall health, struggles and the general status of their operations. Two bilingual outreach teams visited business districts in San Juan Bautista and Hollister to connect with business owners and managers to garner their feedback. The survey instrument was patterned after that conducted by the California State University Monterey Bay Small Business Development Center in 2012 and was delivered in hardcopy and online versions in both English and Spanish. Work by Farmhouse Communications and affiliates is ongoing though unfunded.

Survey results and comments from business owners and managers indicate that they desire support for marketing their businesses. Information regarding services, workshops and local vendors are not reaching them. This can largely be attributed to dated and incorrect contact information, lack of resources for promotion of services via direct mail, ineffective email communications programs, lack of penetration by local traditional email, lack of bilingual and bicultural business support programs and lack of direct engagement by local service agencies and business associations. Lead agencies are being identified and tasked with coordinating local business support programs.

Performance will be evaluated on an annual basis by updating the “Ask the Experts” survey and conducting follow up inquiries with businesses that requested support as well as with agencies that may have been referred.

Collaboration with in the public, non-profit and educational sectors are necessary to optimize impact of Rapid Response Layoff Aversion and business support programs. In order to better coordinate and ensure more effective service, a service audit should be performed and summary posted and communicated to all audiences. In the event that a response opportunity is identified, a “Red Team” is alerted including County AJC and Rapid Response Staff in addition to the program consultant and affiliated business services agencies across all sectors as applicable to conduct an immediate assessment and employ services and programs as needed.

Many businesses can benefit from loan programs and to receive administrative support for record keeping, bookkeeping, tax filing and compliance. Support has already been assembled and delivered to several local, small Latino businesses in a collaborative effort of the Hispanic Chamber of Commerce and Farmhouse Communications in hosting a workshop the morning of August 5th with speakers ranging from Assemblymember Luis Alejo to the Board of Equalization and the Governor's Office of Business and Economic Development.

In order to attract large firms to operate in the available commercial buildings, San Benito County has to demonstrate that there are enough residents with the required skills. The America's Job Center in Hollister has several programs available, but very few business owners are aware they exist. Business owners could also benefit from training, the suggested topics include; marketing, cash flow management, employee retention/training, management. Employer training is harder to implement and in order to be successful requires collaboration from the various resources available.

With these factors in mind, the San Benito County Workforce Development Board is taking the lead on the suggested solutions, in collaboration with our local and regional partners, in the following ways:

- Increase Employment Engagement, including a focus on new employers
- Partner w/EDC, Chambers of Commerce, Business Council, and HDA
- More networking by WDB members and staff

A description of the way Local Boards and their partners will support a local workforce development system that meets the needs of businesses in the Local Area.

Continuous conversations occur with businesses, both through outreach by board members and staff, and through the WDB's annual survey of local businesses. The survey results help to shape the services and outreach of the county's business services team. The County WDB seeks to bring local Chambers of Commerce and Economic Development entities into the survey, to contribute to the contents of the survey, as well as to share in the data, outcomes, and strategies to respond to the local business community.

In consultation with business, including those on our Local Board, the WDB found four areas that they say the local system can establish now to better serve business in the community. These areas are:

- Provide on-site space for outreach and interviews
- Sharing business support resources online, such as information on tax incentives
- Promote WorkKeys
- Provide One-on-One Support/Small Groups/More WDB member interaction

A description of the way Local Boards and their partners will better coordinate workforce development programs and economic development.

The addition of board members who are tied to local business organizations and economic development entities will allow for increased outreach to those entities. This will allow the WDB to:

- Look into working agreements with economic development districts, chambers of commerce, business councils, and other economic development entities to identify and respond to emerging needs/growth so that future workforce needs are more effectively handled through joint, collaborative efforts.
- Work together to share real-time labor market data and workforce intelligence, effectively identifying gaps in skills needed by employers and implementing composite datasets.
- Work with regional partnerships to identify and design appropriate business and employment solutions to develop a layoff aversion strategy that helps employers retain a skilled workforce and provides workers a rapid transition to new employment as necessary, utilizing our annual survey of businesses to execute on that collaborative outreach directly to businesses.

A description of the way Local Boards and their partners will strengthen linkages between the AJCC delivery system and unemployment insurance programs.

The Local Board will ensure that Unemployment Insurance programs are a part of the AJCC through making available a direct linkage through technology to program staff who can provide meaningful information or services. This means providing direct connection at the onestop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

The Local Board is in communication with the Employment Development Department to establish deeper linkages between our systems as EDD looks to hire a new UI Navigator for the area.

INFORMATION PERTAINING TO AJCCs

A description of the way the Local Board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and jobseekers.

The Local Board will evaluate how well the Hollister America's Job Center of California supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area. We also will establish a regular process for identifying and responding to technical assistance needs and a regular system of continuing professional staff development, in partnership with the WIOA Technical Assistance program established by the State and run through the California Workforce Association. We will establish systems to capture and respond to specific customer feedback.

A description of the way the Local Board will facilitate access to services provided through the AJCC delivery system, including in remote areas, through the use of accessible technology and other means.

Services are provided county-wide to anyone interested in receiving services. We can provide targeted outreach to remote areas including Panoche, Tres Pinos, San Juan Bautista, Aromas. Likewise, CalJobs is available online for any person to access across the county. We plan to further our relationships with local school districts and libraries to ensure that they are aware of this tool, thereby providing an increased reach for the workforce development system in all areas of the county.

A description of the way entities within the AJCC delivery system, including AJCC operators and the AJCC partners, will comply with WIOA Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

The San Benito County Workforce Development Board sees access to services for individuals with disabilities as a primary function of our work. We have ensured that physical structures are compliant for individuals with disabilities to have access to all services, as well as ensuring that ADA requirements on accommodations for employees and customers alike are adhered to. We are ensuring that the discussion around accessibility is a constant conversation with regional partners.

There is an assigned ADA compliant officer with the agency to assist with any type of ADA issues. Every other year, we are required to complete the self-assessment Methods of Administration (MOA) consisting of the biennial Physical and Program Access (PPA) Self-Assessment and Checklist. Additionally, we are required to have the AJCC ADA compliant via completion of the biennial Compliance Monitoring Checklist. There have been no issues with the State regarding ADA compliance.

A description of the roles and resource contributions of the AJCC partners.

The inclusion, as an appendix in each Local plan, of a list of MOUs and cooperative agreements that are in progress and copies of executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local AJCC system. This includes cooperative agreements (as defined in WIOA Section 107[d][11]) between the Local Board or other local entities described in WIOA Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721[a][11][B]) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such act (29 U.S.C. 720 et seq.) (other than Section 112 or part C of that Title 29 U.S.C. 732, 741 and subject to Section 121[f]) in accordance with Section 101(a)(11) of such Act (29 U.S.C. 721[a][11]) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

Please see the attached MOU and further agreements for detailed descriptions that fit these two Local Plan requirements.

Detail specifying how Local Boards will work with WIOA Section 166 grantees to include in their local plans their strategies to provide Indian and Native Americans equal access to AJCC services

The CalWORKs program offered TANF services to Native Americans. The department (Health & Human Services Agency) entered an agreement with North Fork Rancheria Tribal TANF to provide TANF services to Native Americans. There is representation by an organization that serves Native Americans in the planning of this Local Plan.

Detail specifying how Local Boards will work with WIOA Section 167 grantees to include in their local plans their strategies to provide eligible Migrant Seasonal Farmworkers equal access to AJCC services

MSFW Services are provided thru the State of California EDD to the agricultural community statewide specifically targets agricultural employers and employees classified as migrant, seasonal, or migrant food processing workers. Services for employers and job seekers, including but not limited to: job search assistance, CalJOBS navigation information and registration, general information about unemployment insurance, labor market information, training opportunities, referrals to supportive services or organizations also serving agricultural employees, employee rights and labor law information.

The Board also works with the San Benito County Migrant Center to manage a housing program for Migrant Seasonal Farmworkers, in contract with the San Benito County Farm Bureau. This program ensures 67 homes and 272 beds for the population during the growing season.

Detail specifying how AJCCs will serve as an on-ramp for the regional sector pathways emphasized in the corresponding regional plan

AJCCs will be an actively serving as an on-ramp for regional sector pathways, referring job seekers who have successfully addressed barriers to an appropriate pathway.

In order to accomplish this, the WDB is dedicated to building the capacity of the employees of the county's America's Job Center. The WDB will utilize the funding created by the State in the WIOA Technical Assistance Program run through the California Workforce Association to support those capacity building efforts, and will utilize procured trainers from the California Training Institute to ensure that the strategies delivered to our employees are of the highest industry standard.

The San Benito County AJCC in the last three months of the 2016 calendar year had over 4,000 individual visits. In a county of 55,000 total population, that is a strong footprint. Our AJCC will also leverage the regional marketing strategies of the Bay Peninsula Region to deliver news of the services provided at the San Benito County AJCC to our community, building our footprint even further and increasing our talent pool.

SPECIFIC PROGRAMS, POPULATIONS, AND PARTNERS

An examination of how the Local Board will coordinate local workforce investment activities with regional economic development activities that are carried out in the Local Area and how the Local Board will promote entrepreneurial skills training and microenterprise services.

The WDB has a partnership with the California State University – Monterey Bay Small Business Development Center in Salinas, who provide a staffperson to the AJCC in Hollister a few select days of every month to support entrepreneurship in the county, and guide prospective and established entrepreneurs to resources to help them begin and strengthen their businesses.

We look to further that relationship by building on the resources of the region to develop the connection between Workforce Boards and SBDCs throughout the region, and expand the amount of hours that SBDC staff is available to serve the county.

The Board also is working with the County Chamber of Commerce and Gavilan College to develop entrepreneurial skills training in the coming year, as part of a larger effort to incorporate the work of the leading economic institution and the leading educational institution that serves our county in the work of the Board.

A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area.

The San Benito County One-Stop Career Center provides many services designed to help workers in any phase of their job search. Basic employment services are offered free of charge, and include information about job openings and filing for unemployment benefits, job search workshops, resume information and assistance.

Specialized employment services offered to Adult and Dislocated Workers include:

- **On the Job Training (OJT):** OJT is a training by an employer that is provided to a paid participant while engaged in productive work. OJT provides knowledge or skills essential to the full and adequate performance of the job. Reimbursement to the employer of up to a maximum of 50% of the wage rate is provided to offset the extraordinary costs of the provision of the training and additional supervision required during the training. OJT agreements are limited of 400 hours in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the individual service strategy of the participant.
- **Work Experience:** Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized

Service available to youth, unemployed adults and dislocated workers. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 400 hours. The County maintains as the employer of record during the training period.

- **Individual Training Account (ITA):** Scholarship may be awarded to eligible adults, dislocated workers and Out-of-School Youth for up to 1 year of training and \$4,000 for certified courses published in the Statewide Eligible Training Provider List (ETPL). This amount includes monies for tuition, books, fees, support services and required training supplies necessary to complete the program.
- **WorkKeys:** WorkKeys assessments have been used for more than two decades to measure essential workplace skills and help people build career pathways. WorkKeys assessments are based on situations in the everyday working world. The assessments measure “hard” and “soft” skills, helping individuals - from career seekers to longtime employees—measure their skills and advance their career goals, and employers find, hire, and develop quality talent. Under a new policy, all one-stop clients are required to successfully complete the WorkKeys program and receive certificates. Clients are given one month to complete WorkKeys. This helps to ensure that the basic job skills of talent pipeline coming from the workforce development system is in alignment with the needs of local employers.

A description of how the Local Board will coordinate rapid response activities carried out in the Local Area

It is the policy of the WDB to provide Rapid Response Services to all employers and impacted employees located within our jurisdiction. Whenever possible, these services will be provided utilizing the full resources of the WDB, the AJCC, and the local community, including cooperative efforts with adjacent Workforce Development Boards.

San Benito County maintains a Rapid Response Unit. This Unit provides services to all employers and impacted employees located within San Benito County jurisdiction. If a business is closing, the WDB coordinates with the business owner and employees to provide Rapid Response and Dislocated Worker services. Unemployment insurance information benefits, Wagner-Peyser and Trade Adjustment Act services will be coordinated with EDD. We coordinate Rapid Response activities through strong partnerships with EDD Wagner-Peyser program and other agencies. Based on the employees impacted, the WDB coordinates all Rapid Response activities with organized labor and Trade Adjustment Act, as appropriate.

The WDB will develop tools and programs that will add value to our Rapid Response activities, which include:

- Pre-Layoff Consultation Handbook
- Distribution of economic development information in a variety of media
- Development of a “fee for services” option for local employers

A description and assessment of the type and availability of youth workforce activities in the Local Area including activities for youth who are individuals with disabilities. Include successful evidence-based models of such activities.

The San Benito County Workforce Development Board is committed to shaping today's youth into a productive and skilled workforce of tomorrow. The County offers a variety of programs and services that are especially designed for youth or may be of interest to youth.

Our programs prepare youth for postsecondary educational opportunities or employment linking academic and occupational learning together. Programs include tutoring, study skills training, and instruction leading to completion of secondary school (including dropout prevention), alternative school services, mentoring by appropriate adults, paid and unpaid work experience (such as internships and job shadowing), occupational skills training, leadership development, and appropriate supportive services. Youth participants will also receive guidance and counseling and follow-up services.

San Benito County utilizes the following specific strategies as well:

- Work Experience Program: Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized Service. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 400 hours. The County maintains as the employer of record during the training period.
- Outreach to youth in colleges & high schools: The San Benito County WDB is in constant contact with the schools and colleges in our area. The WDB has participated not only in outreach from schools to youth, but to youth directly through the utilization of Youth Customer Focus Groups, in cooperation with other workforce board partners in the region. These focus groups give feedback to the boards to determine the best strategies both for outreach and outcomes to ensure success for program participants in achieving their educational and employment goals.
- WorkKeys: WorkKeys assessments have been used for more than two decades to measure essential workplace skills and help people build career pathways. WorkKeys assessments are based on situations in the everyday working world. The assessments measure "hard" and "soft" skills, helping individuals - from career seekers to longtime employees—measure their skills and advance their career goals, and employers find, hire, and develop quality talent. Under a new policy, all one-stop clients are required to successfully complete the WorkKeys program and receive certificates. Clients are given one month to complete WorkKeys. This helps to ensure that the basic job skills of talent pipeline coming from the workforce development system is in alignment with the needs of local employers.

How the Local Board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

Referrals are made to and from local secondary, alternative schools, and schools listed on the Statewide ETPL. The WDB has ongoing communication with training providers, which includes participation on the Board itself.

Industry outreach activities done at a regional and local level will be shared with education and training partners, ensuring that all of the workforce system's local entities are working from the same data. Reviews of ETPL programs will be thorough, and only programs relevant to sustainable career skills and in alignment with locally-applicable sectors will be allowed on the ETPL.

The WDB is also reaching out to both K-12 and community college institutions to discuss the direction of workforce development training activities related to the passage of Measure U, which will invest \$60 million in improvements to San Benito High School, in order to ensure training programs align with recognized sectors and lead to industry-recognized credentials.

How the Local Board will coordinate WIOA Title I workforce development activities with the provision of transportation and other appropriate supportive services in the Local Area.

Clients can receive transportation assistance at the AJCC and through the local Community Action Agency. Assistance is provided in the form of transportation tokens to and from the AJCC. All WIOA clients can receive supportive services including transportation, childcare, needs based payments, and other services needed so they can be put into a position of success at reaching their employment and training goals.

The Board has worked with the county's transportation authority to ensure that there is a bus route that leads to the AJCC in Hollister, as well as to procure transportation fare that is made available to any individual who has that need who enters the AJCC. The AJCC leases a 14 passenger van through Community Action that assists in transporting jobseekers to and from the AJCC and to and from training locations as well.

In addition, clients can receive other supportive services through the local Community Action Agency including Rental Assistance, PG&E Assistance, Housing Assistance and other assistance the agency may provide.

Plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the AJCC delivery system.

The AJCC Partner meetings take place monthly the first Wednesday of the month. These Partner Collaborative planning meetings will be built around the achievement of the strategic vision of the

Local Plan. The Partner Meetings allow for communication amongst all parties in the workforce development system to ensure that services are coordinated, and that all entities are working towards the same vision.

How the Local Board will coordinate WIOA Title I workforce development activities with adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under title II consistent with WIOA Sections 107(d)(11)(A) and (B)(i) and Section 232.

The transfer of WIA to WIOA has opened the doors to a deeper working relationship with Adult Education, both on a regional and local level. Adult Education is an active partner in stakeholder meetings around the development of this Local Plan. During the Regional Partner meeting, Adult Ed was in attendance, including local colleges which do offer adult education.

The Local Board will be in communication with our Title II partners in regards to the review of local applications, and will develop a process with them to ensure alignment of resources and strategic outcomes. This will include a process that ensures submission of applications to the Local Board for its review for consistency within this Local Plan, and an opportunity for the Local Board to make recommendations to the eligible agency to promote alignment with the Local Plan, as called for in WIOA Department of Education Final Rule 463.21(b)(1-2).

REQUIRED INFORMATION PERTAINING TO GRANTS AND GRANT ADMINISTRATION

An identification of the entity responsible for the disbursement of grant funds described in WIOA Section 107(d)(12)(B)(i)(III), as determined by the CEO or the Governor under WIOA Section 107(d)(12)(B)(i).

The County of San Benito is the recipient of all grant funds. If services are procured, the WDB will take action. The County Board of Supervisors will then ratify the board's action. Eventually, the County will disburse the funds and staff will monitor the progress.

The competitive process that will be used to award the subgrants and contracts for WIOA Title I activities.

Currently, services are not being contracted out. The last youth RFP was a failed procurement due to non-response. The next Youth RFP will be released in the early spring. In addition, the One Stop Operator RFP will be released in early spring.

PERFORMANCE GOALS 2017-2018

PROGRAM	Employment Rate 2 nd Quarter after Exit	Employment Rate 4 th Quarter after Exit	Median Earnings 2 nd Quarter after Exit	Credential Attainment within 4 th Quarter after Exit
Adult	65.5%	65.5%	\$5,157	55.9%
Dislocated Worker	69%	69.5%	\$7,308	63%
Youth	64%	65%	baseline	55%

FEDERAL HIGH PERFORMANCE BOARD REQUIREMENTS AND LOCAL PLANS

Do you have a status report or description of local policies on Priority of Service, MOU Phase I, and MOU Phase II policy?

All MOU's have been completed prior to June, 2016. A partner meeting was scheduled on April 7, 2016 to explain this requirement and to give further guidance. WDB has identified the required partners under WIOA. The partners include: Department of Rehabilitation (DOR), Peninsula Family Services (Senior Services), EDD, Community Action Agency (CAA), Public Authority and CalWORKS Employment Services. The Priority of Service is a major part of the MOU, with all partners agreeing to the statutorily required order of priority.

Staff worked closely with each partner individually as questions arose. Several revisions to the MOU were made by our partners during this process. Once the MOU was final, staff prepared the final MOU and had each partner sign it. We then had the WDB approve the MOU which then was sent to County Counsel for their review and approval.

We anticipate a completed MOU Phase II by July, 2017.

Please see the attached MOU, with coordinated descriptions of services designed to avoid duplication, for further details.

TRAINING ACTIVITY

Do you have a description of how training services will be provided through individual training accounts or contracts, and how they will be coordinated to ensure informed selection of training programs?

Individual Training Account Scholarships may be awarded to eligible adults, dislocated workers and Out-of-School Youth for up to 1 year of training and \$4,000 for certified courses published in the

Statewide Eligible Training Provider List (ETPL). This amount includes monies for tuition, books, fees, support services and required training supplies necessary to complete the program.

Contracts will be negotiated with providers of training that lead to living wage jobs. These contracts will only be entered into with the knowledge and recommendation of employers who are hiring for those jobs.

Access to the Eligible Training Provider List, and the reports therein, will be made available through our website, as well as in our AJCC location, so that any potential participant will be able to properly assess the quality of the training program for themselves. Staff will be available in the AJCC to help guide those who need assistance in disseminating the information contained in the reports.

TRANSPARENCY, ACCESSIBILITY, AND INCLUSIVITY

Efforts should be made to involve CBOs that have experience serving or working with high-need and historically disadvantaged communities such as farm workers, exoffenders, out of school and/or disconnected and foster youth, including former foster youth.

Local Boards and their regional partners should give due consideration to the language needs of the communities in their jurisdiction, ensuring accessibility and outreach efforts so that community organizations and prospective recipients of services are aware of and can participate in public comment process.

The WDB does have great relationships with partnering agencies and will solicit feedback from:

- EDD
- DOR
- Peninsula Family Services
- CalWORKS Employment Services (TANF)
- Community Action Agency (CAA)
- Public Authority
- Gavilan College
- San Benito County Health & Human Services Agency
- Youth Alliance
- YMCA
- San Benito High School Workability Program/TPP
- San Benito County Probation Department
- Chamber of Commerce
- San Benito County Business Council
- Economic Development Corporation of San Benito County
- San Benito County Farm Bureau
- Other Community Organizations that are connected to the above entities

INTAKE AND CASE MANAGEMENT

A description of how intake and case management is currently handled

From the point of the intake appointment and the eligibility determination, documents must be verified and reviewed within 15 days. The participant should be enrolled within 30 days. 100% verification is conducted of all eligibility documentation according to eligibility policies and procedures and copies of all verification are maintained in the individual client file. Individual program counselors are responsible for documentation of all program activity for each client, which is also maintained in the individual client file.

OTHER MISCELLANEOUS REQUIREMENTS

The direction given by the Governor and the Local Board to the AJCC operator to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA Section 134(c)(3)(E) and 20 CFR Section 680.600.

The Memorandum of Understanding that is signed by all local partners sets “increasing the quality of life in our community” as part of the core vision of the local system. Listed specifically is a commitment to offer priority of services to all those with barriers to employment, with a priority order listed in line with state and federal statute.

The order is below:

- 1) Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient
- 2) Individuals who are the recipient of public assistance, other low income individuals, or individuals who are basic skills deficient
- 3) Veterans and eligible spouses who are not included in WIOA’s priority groups
- 4) Other individuals not included in WIOA’s priority groups

The local plan should identify the portions that the Governor has designated as appropriate for common response in the regional plan where there is a shared regional responsibility, as permitted by 20 CFR Section 679.540(b).

The Bay Peninsula Regional Plan utilizes data from all Local Areas, including San Benito County, to highlight the following:

- Analysis of economic conditions, including existing and emerging in-demand industry sectors
- Analysis of the knowledge and skills needed to meet the needs of regional employers
- Analysis of the regional workforce

- Analysis of workforce development activities

The San Benito County Workforce Development Board will partner with their regional partners on career pathway development and sector strategies as it pertains to the activities outlined in the Regional Plan, with a strong local emphasis on the Advanced Manufacturing and Information and Communication Technologies planning activities. In those sectors, which are represented in higher proportion in the counties represented by our regional partners, we will work with our local partners to ensure employment opportunities for the jobseekers in the county are in alignment with those regional strategies.

Addressing the needs of the Limited English Proficient community:

By partnering with the Community Action Agency, Clients may receive assistance with their utility payments (LIHEAP), rental assistance, transportation tokens, Volunteer Income Tax Assistance (VITA), Recreational/Enrichment Scholarships, Food Vouchers, Housing Assistance for the homeless, hotel vouchers, and In-Home Support Services through Provider care takers. This partnership has resulted in a more comprehensive services delivery to local customers at the America's Job Center.

In addition to outreach activities, many of the activities in AJCCs are designed with the language needs of the San Benito County community in mind. Examples:

- Translation services are provided to limited English individuals
- Most staff are bilingual in Spanish, and are given additional compensation when they are certified bilingual
- All documents are printed in both Spanish and English.

LOCAL BOARD ASSURANCES

Through PY 2017-20, the Local Workforce Development Board (Local Board) assures the following:

- A. The Local Board assures that it will comply with the uniform administrative requirements referred to in the *Workforce Innovation and Opportunity Act* (WIOA) Section 184(a)(3).
- B. The Local Board assures that no funds received under the Workforce Development Act will be used to assist, promote, or deter union organizing (WIOA Section 181[b][7]).
- C. The Local Board assures that the board will comply with the nondiscrimination provisions of WIOA Section 188.
- D. The Local Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIOA Section 188.
- E. The Local Board assures that funds will be spent in accordance with the WIOA, written Department of Labor guidance, and other applicable federal and state laws and regulations.
- F. The Local Board assures it will comply with future State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under Federal law or policy, including the WIOA or state legislation.
- G. The Local Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for individualized and training services. (WIOA Section 134[c][3][E], and CUIC Section 14230[a][6])
- H. The Local Board certifies that its America's Job Center of CaliforniaSM (AJCC) location(s) will recognize and comply with applicable labor agreements affecting represented employees located in the AJCC(s). This shall include the right to access by state labor organization representatives pursuant to the *Ralph Dills Act* (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code, and CUIC Section 14233).
- I. The Local Board assures that state employees who are located at the AJCC(s) shall remain under the supervision of their employing department for the purposes of performance

evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at the AJCC(s) shall retain existing civil service and collective bargaining protections on matters relating to employment, including, but not limited to, hiring, promotion, discipline, and grievance procedures.

- J. The Local Board assures that when work-related issues arise at the AJCC(s) between state employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The AJCC operators and partners shall cooperate in the investigation of the following matters: discrimination under the *California Fair Employment and Housing Act* (Part 2.8 [commencing with Section 12900] of Division 3, of Title 2 of the Government Code), threats and/or violence concerning state employees, and state employee misconduct.
- K. The Local Board assures that it will select the One-Stop Operator with the agreement of the CEO, through a competitive process, or with approval from the local elected official and the Governor's Office. (WIOA Section 121[d][2][A]). The AJCC Operator is responsible for administering AJCC services in accordance with roles that have been defined by the Local Board.

SIGNATURE PAGE

Instructions

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

By signing below, the local CEO and Local Board chair agree to abide by the Local Area assurances included in this document.

Local Workforce Development Board Chair

Signature

Name

Title

Date

Local Chief Elected Official

Signature

Name

Title

Date

LIST OF COMPREHENSIVE AJCCs AND AJCC PARTNERS IN THE LOCAL AREA

There is one AJCC in San Benito County:

1111 San Felipe Road, Suite #107

Hollister, CA 95023

(831) 637-5627

Partners:

- 1) EDD
- 2) DOR
- 3) Peninsula Family Services
- 4) CalWORKS Employment Services (TANF)
- 5) Community Action Agency (CAA)
- 6) Public Authority
- 7) Gavilan College
- 8) San Benito County Health & Human Services Agency
- 9) San Benito High School Workability Program/TPP

AJCC MOU LOCAL AREA GRANT RECIPIENT LISTING

STATE of CALIFORNIA

LOCAL AREA GRANT RECIPIENT LISTING

[WIOA Sections 107(d)(12)(B)(i)]

San Benito County Workforce Development Board

(Name of Local Workforce Development Area)

ENTITY	ORGANIZATION	CONTACT (NAME/TITLE)	MAILING ADDRESS (STREET, CITY, ZIP)	TELEPHONE, FAX, E-MAIL
Grant Recipient (or Subrecipient if applicable)	Community Services & Workforce Development (CSWD)	Enrique Arreola, Deputy Director	1111 San Felipe Road, Suite #108, Hollister, CA 95023	831-634-4918, earreola@cosb.us
Fiscal Agent	San Benito County, Health & Human Services Agency	Cynthia Larca, Deputy Director, Fiscal	1111 San Felipe Road, Suite #103, Hollister, CA 95023	831-636-4180, clarca@cosb.us
Local Area Administrator	Community Services & Workforce Development	Enrique Arreola, Deputy Director	1111 San Felipe Road, Suite #108, Hollister, CA 95023	831-636-4918, earreola@cosb.us
Local Area Administrator Alternate	CSWD	Sylvia Jacquez, Program Manager	1111 San Felipe Road, Suite #107, Hollister, CA 95023	831-637-5627, sjacquez@cosb.us

CEO Signature: _____

Date: _____

If a Local Grant Subrecipient has been designated, please submit a copy of the agreement between the Chief Elected Official and the Subrecipient. The agreement should delineate roles and responsibilities of each, including signature authority.

LOCAL WORKFORCE DEVELOPMENT BOARD BYLAWS

The Local Workforce Development Board is required to submit a copy of their Bylaws as an attachment to the local plan. Include the Bylaws under this cover page.

COUNTY OF SAN BENITO WORKFORCE INVESTMENT BOARD

BYLAWS

ARTICLE I. AUTHORIZATION, PURPOSE & FUNCTIONS

A. Name/Location

The name of the organization shall be the Workforce Investment Board of San Benito County, hereinafter referred to as "**WIB**".

The principal office of the WIB shall be located at 1111 San Felipe Road, Suite 107, 108 and/or Suite 207 (or as deemed necessary), Hollister, California, or such other place as the directors may designate from time to time.

B. Authorization

The WIB is established under Section 117 of the Workforce Investment Act of 1998, Public Law 105-220, hereinafter called the "WIA."

The San Benito County Board of Supervisors, by Resolution No. 00-74, adopted on July 5, 2000, designated the San Benito County Workforce Investment Board as its agent to fulfill the mandates of the WIA.

C. Purpose

The purpose of the WIB is to set policy for the San Benito County workforce investment system in coordination with statewide workforce investment efforts. The local WIB shall promote effective outcomes consistent with statewide goals, objectives, and negotiated local performance.

D. Functions:

Pursuant to Section 117 of the WIA, the following are mandated responsibilities of the WIB:

1. In partnership with the Board of Supervisors, development of a local plan for the Workforce Investment Area;
2. Identification of eligible providers of youth activities and the awarding of grants or contracts on a competitive basis, based on recommendations of the Youth Council;
3. Identification of eligible providers of training services;
4. In the event that the local one-stop operator does not provide individualized services in the local area, identification of eligible providers of individualized services in the local area by awarding contracts;
5. Development of a budget for itself for the purpose of carrying out the duties of the WIB under the WIA, subject to the approval of the Board of Supervisors;
6. In partnership with the Board of Supervisors, overseeing the one-stop delivery system, employment and training activities and youth activities in the local Workforce Investment Area;
7. In partnership with the Board of Supervisors, negotiation of local performance measures with the Governor;
8. Establishment of a Youth Council pursuant to Section 117 of the Act and, in partnership with the Board of Supervisors, appointing its members;
9. Provision of assistance to the Governor in developing a statewide employment statistics system;
10. Coordination of workforce development activities conducted under the WIA with local economic development strategies and develop employer linkages with such activities;
11. Promotion of the participation of private sector employers in the state workforce investment system; and
12. Compliance with all other applicable laws and regulations when directed by the California Workforce Investment Board or its administrative agencies.

ARTICLE II. MEMBERSHIP

A. Membership

Subsequent to the initial appointments, the number of members may be determined by this organization itself. In this instance, the provisions of federal and state laws regarding membership must be met, but in no event shall the WIB have less than 19 nor more than 50 members.

B. Appointment

Members of the WIB are appointed by the Board of Supervisors from nominations by appropriate sources. All members of the WIB shall also be directors of the WIB.

C. Nominations

Nominations to the private sector seats on the WIB shall be made by the business, professional and/or trade organizations in the San Benito County area. The number of nominations made shall be at least 150 percent of the number of appointments to be made.

Required One-Stop partner members are nominated by their organization. In instances where there is more than one agency that could fulfill the role of a particular mandated One-Stop partner, the decision for which agency will be seated on the WIB will be made by the San Benito County Board of Supervisors, with a recommendation from the WIB's Executive Committee.

Other members are selected at the discretion of the San Benito County Board of Supervisors.

While the WIB may establish a committee to review nominations, the appointing authority rests with the San Benito County Board of Supervisors and is not a shared function of the WIB.

D. Membership Categories

Membership of the WIB is to be composed as follows:

- I. Majority business members (50% + I)
2. Mandated members* representing the following categories (numbers indicated are for minimum representation):
 - (a) Educational agencies (2)
 - (b) Labor organizations (2)
 - (c) Community based organizations (2)
 - (d) Economic development agencies (2)
 - (e) Representatives of each of the One-Stop partners

** Members may represent multiple categories*

E. Criteria for Membership

- I. Representatives of business in the local area shall be appointed from among individuals nominated by local business organizations and business trade associations that reflect employment opportunities of the local area, and shall be owners of businesses, chief executives or operating officers of businesses or other business executives, including human resources executives, or employers with optimum policymaking or hiring authority.
2. Representatives of local educational entities, including representatives of local educational agencies, local school boards, entities providing adult education and literacy activities, and postsecondary educational institutions (including community colleges), shall be selected from individuals nominated by regional or local educational agencies, institutions, or organizations representing local educational entities.

3. Representatives of labor organizations nominated by local labor federations, including a representative of an apprenticeship program, shall comprise at least 15 percent of WIB members, unless the local labor federation fails to nominate enough members. If this occurs, then at least 10 percent of the WIB members shall be representatives of labor organizations.
4. Representatives of local community-based organizations, including organizations representing individuals with disabilities and veterans, and organizations that serve populations with barriers to employment, such as the economically disadvantaged, youth, farm workers, homeless, and immigrants.
 - (a) Representatives from community based organizations that are required One-Stop partners will also be counted as community based organization members.
5. Representatives of economic development agencies, including private sector economic development entities.
 - (a) Economic development agency One-Stop partners may each nominate a representative to the WIB and that representative will also be considered to be an economic development category member.
6. Required One-Stop partner members nominated by their organization.
7. Membership of the local WIB may include other individuals or representatives of entities as the San Benito County Board of Supervisors may determine to be appropriate.
8. WIB members may be appointed to represent multiple constituencies on the WIB.

F. Authority of Board Members

Members of the local WIB that represent organizations, agencies, or other entities shall be individuals with optimum policy making authority within those organizations, agencies, or entities.

G. Term of Appointment

Members shall be appointed to the WIB for terms of three years, with the proviso that initial members will be appointed for one, two, and three year terms, in order to provide for the staggered terms required by law. It shall be the decision of the Board of Supervisors concerning which initial member shall be appointed for one, two, or three years, with the proviso that the staggered appointments will be divided relatively equally between private sector and public sector members.

ARTICLE III. REMOVAL AND RESIGNATION OF MEMBERS

A. Removal of Members

The Chairperson may recommend to the WIB the removal of a member for cause or absenteeism. Removal shall require the affirmative vote of two-thirds of the full WIB. The decision of the WIB is final and may not be appealed.

The following shall be grounds for removal:

1. Removal for Cause:
Cause shall be defined as determination by the WIB that the member is unable to effectively represent the categorical seat to which he/she is appointed due to change of employment or status that substantially alters the member's qualifications which were present and considered in making the initial appointment.
2. Removal for Absenteeism:
Members may be removed from membership on the WIB if the member is absent for more than one-half of the regularly scheduled meetings of the full WIB during a twelve-month program year, or failure to attend three consecutive meetings for executive committee members without prior notification of inability to attend.

B. Procedure for Removal

- I. The Executive Committee shall meet to consider the removal of a member from the WIB.
2. The member in question shall be given written notice not less than five days prior to the meeting at which the Executive Committee will vote on his/her removal.
3. The member in question shall be given reasonable opportunity to speak before the Executive Committee; however failure to appear before the Executive Committee shall not be an impediment to the removal action.
4. The Executive Committee may recommend removal by a majority vote. The Executive Committee Chair shall forward their recommendation to the full WIB for final action.
5. The Chairperson shall inform the member in writing of the committee's decision within five (5) calendar days of the meeting.

C. Resignation of Membership

Resignation of WIB members should be effected by a written letter of resignation addressed to the Chairperson of the WIB and submitted to CSWD thirty days prior to the effective date of resignation. The Chairperson shall forward the notice to the Board of Supervisors within five days of receipt from the resigning member.

D. Vacancies

Vacancies created by the removal or resignation of members shall be filled for the remainder of the member's term using the provisions described in ARTICLE II.

ARTICLE IV. DUTIES OF MEMBERS

A. Attendance

Members shall attend meetings of the WIB and of committees to which they are appointed. The Executive Committee shall routinely review member attendance at WIB and committee meetings.

B. Notification of Absence

Members shall notify the Chairperson of the WIB or staff of any expected absence for a meeting by 500 PM of the day before the meeting, indicating good and sufficient reasons for the absence. Such notification may be direct or through staff of the WIB.

C. Service on Committees

Each member of the WIB shall serve on committees as necessary.

ARTICLE V. MEETINGS AND ACTIONS

A. Schedule of Regular Meetings

1. The WIB shall hold regular quarterly meetings at 3:00 P.M. on the second Tuesday of the first month of each quarter.
2. Alternate dates for regular meetings may be set either by the Chair of the WIB, if ten (10) working days' notice is provided to all members, or by a majority vote at a duly constituted meeting.
3. Regular meetings may be canceled either by the Chair of the WIB or by a majority vote at a duly constituted meeting.
4. Subcommittees will meet as often as required to fulfill their responsibilities, at least one time per year.

B. Public Meetings

All meetings of the WIB and the Youth Council shall be open to the public, and noticed in conformance with the Ralph M. Brown Act (Gov. Code §54950, *et seq.*).

C. Meeting Minutes

The Secretary or staff shall record in the minutes the time and place of the meeting, members who are present, official acts of the WIB, and the number of votes of members, ayes, noes, and abstentions. When requested by a member, his or her dissent or approval, and reasons, shall be recorded. When a member abstains due to a conflict of interest, his or her abstention and the reasons shall be recorded in the minutes. The minutes shall be presented for approval at the succeeding regular meeting.

D. Notice of Meetings

Notice of full WIB meetings will be published in a current newspaper of record at least one week in advance of the meetings, and shall be further provided as specified in section E below, in compliance with the Brown Act. Emergency meetings shall be noticed in compliance with the Brown Act.

E. Agendas

The agenda for the WIB and Youth Council regular meetings, special meetings, and meetings of standing committees shall specify the time and place of the meeting and shall contain a brief description of each item of business to be transacted at the meeting, including items to be discussed in closed session. Copies of the agenda and board packet shall be sent electronically to members of the WIB or Youth Council (or to standing committee members in the case of a committee meeting); and shall be posted and distributed in compliance with the Brown Act. Agenda packets will be mailed to board members who may not have access to the internet or members of the public who request a copy of the agenda packet.

F. Public Testimony

Every agenda for a regular meeting shall provide an opportunity for members of the public to directly address the WIB regarding any matter within the WIB's jurisdiction that is not on the agenda, as well as an opportunity to address the WIB regarding any item on the agenda during the WIB's discussion of each agenda item, pursuant to Brown Act requirements.

G. Special Meetings

A special meeting of the WIB may be called by the Chairperson, or the Board of Supervisors, or by a majority vote of the Executive Committee, or upon written request of a majority of the WIB members. Notice of special meetings shall be delivered to members personally, by mail or electronically in compliance with the Brown Act. The Notice shall state the time, place, and the business to be considered. Special meetings shall be called and conducted in accordance with the Brown Act.

H. Quorum

For purposes of conducting a meeting of the full WIB or the Executive Committee, a quorum of the WIB or Executive Committee shall be any number over fifty (50) percent of the total number of members who have been duly appointed to the WIB or Executive Committee, provided that at least half of the private sector members are present. At meetings of other committees, a quorum shall consist of a simple majority of the membership of the committee.

I. Voting

Each member of the WIB or Youth Council shall have one (1) vote. Every decision or act made by a majority of the WIB or Youth Council members present at any meeting where a quorum is present shall be regarded as the official action of the WIB or Youth Council. Members choosing to abstain from voting on specific actions will not affect majority requirements and their abstention will be counted as support of the majority vote.

J. Procedure

All members may make motions and vote except as restricted by ARTICLE VI of these Bylaws. All questions shall be decided by a majority vote of those members present. Members shall not be allowed to vote by proxy or secret ballot.

K. Official Records

All official records of the WIB shall be kept and maintained at the principal office designated in these Bylaws. Records to be kept include but are not limited to budgets, contracts, grant proposals, request for proposals, agenda notices, meeting minutes for the WIB and all standing committees and/or ad hoc committees having and exercising any of the authority of the WIB, and WIB correspondence. All official records of the WIB are subject to the California Public Records Act (Gov. Code §6250 *et seq.*) and are open to inspection by the general public at all times during normal business hours.

ARTICLE VI. CONFLICT OF INTEREST

A. Voting

All members of the WIB and its committees shall comply with the California Political Reform Act (Gov. Code §81000 *et seq.*) and the San Benito County Conflict of Interest Code in conducting the WIB's official business. In addition to complying with all requirements of the Political Reform Act and County's Conflict of Interest Code, no member of the WIB, or any of the WIB's committees, shall vote on a matter under consideration by the local WIB regarding the provisions of services by such member (or by an entity that such member represents); or that would provide a direct financial benefit to such member or his/her immediate family member.

In addition to complying with all requirements of the Political Reform Act and County's Conflict of Interest Code, no member shall participate in the discussion concerning any portion of a plan, a contract, a subcontract, or any other matter, which may provide financial benefit to the member or immediate family of the member or to an organization represented by the member or immediate family of the member including participation as a director.

Membership on an advisory board is not deemed to be representation for purposes of this restriction.

B. Disclosure

In order to avoid a conflict of interest or the appearance of such conflict, each member shall disclose his or her financial interests, in compliance with the County's Conflict of Interest Code and any conflict of interest code adopted by the WIB.

C. Record of Abstention

Minutes of meetings shall record the abstentions of members who are prohibited from voting due to a conflict of interest.

ARTICLE VII. OFFICERS

A. Officers & Duties

Officers of the WIB shall consist of:

1. Chairperson – The WIB Chairperson shall be a private business representative and shall be the presiding officer of the WIB and of the Executive Committee. The WIB chairperson shall be a voting member of the WIB and the Executive Committee, and shall serve as an ex-officio, non-voting member of all standing committees. The WIB Chairperson's duties shall include:
 - (a) Presiding at WIB meetings, deciding points of order, announcing all business, entertaining motions, putting motions to vote) and announcing vote results;
 - (b) Appointing all committee chairpersons and committee members;

- (c) Recommending to the Executive Committee removal of committee chairpersons and members.
- 2. **Vice Chairperson** - The WIB Vice-Chairperson shall perform the duties of the Chairperson in his/her absence and shall serve as the Chairperson of the Programs/Planning Committee.
- 3. **Treasurer** - The WIB Treasurer shall serve as the Chairperson of the Audit/Evaluation Committee.
- 4. **Secretary** - The WIB Secretary shall keep minutes of meetings in the absence of staff

B. Terms of Office

Officers' terms shall be for one year beginning on the July meeting of the full WIB. In the event an officer of the WIB resigns or is removed from the WIB or from office, the position that officer held shall be declared vacant and the unexpired term shall be filled by the WIB following the election procedure set forth in Article VII Section C.

C. Election of Officers

Each year a Nominating Committee will be appointed by the WIB Chairperson at the April meeting to propose a slate. Once the Nominating Committee has proposed a slate of officers, other nominations may be made from the floor during the WIB meeting at which the slate is presented. The election will take place at the last regular meeting before the July meeting.

ARTICLE VIII. COMMITTEES

A. General Committee Provisions

The WIB shall have four standing committees as designated in Section B of this Article. All standing committee meetings shall be subject to the provisions of the Brown Act.

B. Standing Committees

1. **Executive Committee**

The membership of the committee shall be seven. The Executive Committee of the WIB shall be appointed by the Chairperson of the WIB and shall consist of the WIB Chairperson, who shall also preside over the Executive Committee, three business members, and three non-business members. The Executive Committee shall be empowered to act for the WIB in all matters, except setting policy and removal of members. This shall include acting upon committee recommendations.

2. **Programs/Planning Committee**

The membership of the committee shall be not less than four and not more than seven. The Programs/Planning Committee shall be appointed by the Chairperson of the WIB. The Chairperson of this committee shall be the WIB Vice-Chairperson. The membership shall have a majority of its members from the private sector. The Programs/Planning Committee shall be responsible for review and advice, as necessary, on matters relating to program planning including but not limited to the following **matters**:

- (a) Preparation of draft and final plans, including budgets;
- (b) Preparation and issuance of requests for proposals;
- (c) Evaluation of proposals;
- (d) Incorporation of selected proposals into a service plan;
- (e) Recommendation on award of contracts to service providers;
- (f) Identification of eligible individualized service and training providers;
- (g) Recommendation on local policy.

The Programs/Planning Committee shall hold hearings as necessary and take public testimony under rules to be established by the committee. It shall advise the full WIB regarding action to be taken.

3. **Bylaws Committee**

The number of committee members shall be not less than four and not more than seven, this committee shall have a Chairperson and Vice-Chairperson who are members of the WIB and shall include the Chairperson of the WIB. The source of additional members shall be left to the discretion of the WIB Chairperson who appoints all committee members. The duties of the Bylaws Committee include:

- (a) Annual review of the existing bylaws of the WIB and suggesting amendments to the WIB. It may also review Bylaws amendments proposed by other members in order to make recommendations on such amendments to the WIB.
- (b) Review federal and state legislation and regulations and develop alternatives for meeting their requirements in San Benito County.
- (c) Pursue the adoption of an agreement between the WIB and Board of Supervisors based on a course of action selected from the alternatives.
- (d) Define such changes in bylaws and policies as might be required by the agreement.

4. **Audit/Evaluation Committee**

The number of committee members shall be not less than four and not more than seven. The WIB Treasurer shall chair the Audit/Evaluation Committee. The remaining membership shall be balanced between private sector and non-private sector members at the discretion of the WIB Chairperson with the advice of the Treasurer. The duties of the Audit/Evaluation Committee include:

- (a) Establishing standards for financial controls and reporting for funds expended within the jurisdiction of the WIB.
- (b) Reviewing and negotiating local performance measures and evaluating contractors' performance.
- (c) Annually reviewing reports and/or monitoring and advising the WIB regarding actions to be taken.

C. Other Committees

From time to time the WIB may establish special program committees to accomplish specific projects. The need for such committees and their composition and structure will be determined by the full WIB or the Executive Committee.

D. Term of Appointment

Unless otherwise specified in the request to serve as a member of any committee, the term of appointment shall be one year. Each year, after the elections at the July meeting, the WIB Chairperson shall review all committee assignments and a committee appointment roster will be distributed, in writing, to all members.

ARTICLE IX. YOUTH COUNCIL

A. Youth Council

Pursuant to Section 117(h) of the Act, there shall be established a permanent Youth Council. The Youth Council shall be a subgroup of the WIB. Youth Council members who are not members of the WIB shall be voting members of the Youth Council and nonvoting members of the WIB. The Chair of the Youth Council must be a member of the WIB.

B. Duties of the Youth Council

Youth Council shall develop the portions of the local plan relating to eligible youth activities; recommend eligible providers of youth activities to be awarded grants or contracts on a competitive basis by the WIB to carry out the youth activities; conduct oversight with respect to eligible providers of youth activities; coordinate authorized youth activities in San Benito County; and perform other duties as determined to be appropriate by the WIB Chair.

C. Number, Composition and Appointments

Members of the Youth Council shall be appointed by the WIB and such appointments shall be ratified by the San Benito County Board of Supervisors. The number and composition of the Youth Council shall be determined by the WIB Chairperson in cooperation with the San Benito County Board of Supervisors, in compliance with WIA Section 117(h)(2)(A), as amended from time to time, and 20 C.F.R. Section 661.335, as amended from time to time.

Membership of the Youth Council shall include:

1. Members of the local WIB with special interest or expertise in youth policy;
2. Representatives of youth service agencies, including juvenile justice and local law enforcement agencies;
3. Representatives of local public housing authorities;
4. Parents/Grandparents of eligible youth seeking WIA program assistance;
5. Individuals, including former participants, and representatives of organizations, that have experience relating to youth activities; and
6. Representatives of the Job Corps, as appropriate.

Membership may include such other individuals as the chairperson of the local WIB, in consultation and cooperation with the San Benito County Board of Supervisors, determines to be appropriate.

ARTICLE X. AMENDMENT OF BYLAWS

The Bylaws may be amended at any duly noticed regular meeting of the full WIB at which a quorum is present. An affirmative vote of a majority of the WIB shall be required to amend these Bylaws.

ARTICLE XI. SEVERABILITY

If any part of these bylaws is held to be null and/or void, the validity of the remaining portion of the bylaws shall not be affected.

Approved July 5, 2000

Amended 8/14/12

Approved As To Legal Form:
San Benito County Counsel's Office

By: Shirley L. Murphy
Shirley L. Murphy, Deputy County Counsel

Date: July 27, 2012

PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This local plan represents the San Benito County Workforce Development Board's efforts to maximize and coordinate resources available under Title I of the *Workforce Innovation and Opportunity Act*.

This local plan is submitted for the period of July 1, 2017 through June 30, 2021 in accordance with the provisions of the WIOA.

Local Workforce Development Board Chair

Chief Elected Official

Signature

Signature

Name

Name

Title

Title

Date

Date

PUBLIC COMMENTS RECEIVED THAT DISAGREE WITH THE REGIONAL AND LOCAL PLAN

Local Board Record of Comments

Section 108 of the *Workforce Innovation and Opportunity Act* requires the Local Boards to publish the local plan for public comment. The Local Workforce Development Board (Local Board) should include with their local plan submittal, all comments that have been received that disagree with the local plan, how the Local Board considered that input and its impact on the narrative in the local plan.

Local Plan Section and Page Number(s)	Comment/Response
Section: Vision, Goals, and Strategy Statement, Regional Goal 1 Page Number(s): 2	Comment: Fourth bullet, first item should be "Agriculture." "Agricultural" is an adjective. Second item should be "Health Care", not "Healthcare"
	Local Board Response: Adjustments were made accordingly.
Section: Vision, Goals, and Strategy Statement, Regional Goal 3 Page Number(s): 3	Comment: "EMSI" should be spelled out with first mention, with EMSI in parentheses, to read: Economic Modeling Specialists, Inc. (EMSI). First bullet, first item should be "Agriculture." "Agricultural" is an adjective.
	Local Board Response: Adjustment made accordingly.
Section: Vision, Goals, and Strategy Statement, Regional Goal 3 Page Number(s): 4	Comment: Second paragraph, AJCC should be spelled out at first mention, with AJCC in parentheses, to read: America's Job Centers of California (AJCC)
	Local Board Response: Adjustment made accordingly.

Section: Local Program Alignment to Implement State Plan, Sector Strategies and Pathways-Organizing Regionally Page Number(s): 5	Comment: San Benito County “has” been, not “have” been.
	Local Board Response: Adjustment made accordingly.
Section: Local Program Alignment to Implement State Plan, Sector Strategies and Pathways-Earn and Learn Page Number(s): 5	Comment: “OJTs” should be spelled out with first mention, with OJT in parentheses, to read: On-the-Job Training (OJT). In the paragraph following, should read “limited to” rather than “limited of” 400 hours.
	Local Board Response: Adjustment made accordingly.
Section: Local Program Alignment to Implement State Plan, Sector Strategies and Pathways-Earn and Learn Page Number(s): 5	Comment: Last paragraph on page, “Intensive Service” is old WIA terminology. Better to say “Individualized Service” under WIOA.
	Local Board Response: Adjustment made accordingly, and throughout the document.
Section: Information on Specified Services and Service Delivery Strategies, WCP section Page Number(s): 7	Comment: The only concern I have is that the research performed by the Centers of Excellence and Baywork that is referenced is based on older data from 2009. Placement data from the current WCP program at Gavilan could be used to support the program, in addition to the older research.
	Local Board Response: Local Board will partner with Gavilan to update data going forward. No changes made to the document.
Section: EMSI Highest Ranked Occupations Report	Comment: Uses 2014 Median Hourly Earnings, rather than 2016 Median Hourly Earnings. This should be updated.

Page Number(s):	Local Board Response: Local Board will work with EMSI to update information going forward. No changes made to the document.
Section: Workforce Development Board MOU-Attachment A- page A1, Layoff Aversion Page Number(s):	Comment: Reads: Examples of “lay” aversion activities. Should read: Examples of “layoff” aversion activities:
	Local Board Response: The attachment is a signed MOU document, and the error is incorporated into that document. Editing the MOU is beyond the purview of this Local Plan. No changes made to the document.

Highest Ranked Occupations

Top 20 Occupations (5-Digit) in San Benito County, CA

Emsi Q2 2016 Data Set

August 2016

work²future™
opportunity • jobs • success

5730 Chambertin Drive
San Jose, California 95118
(408) 794-1200

Parameters

Regions

Code	Description
6069	San Benito County, CA

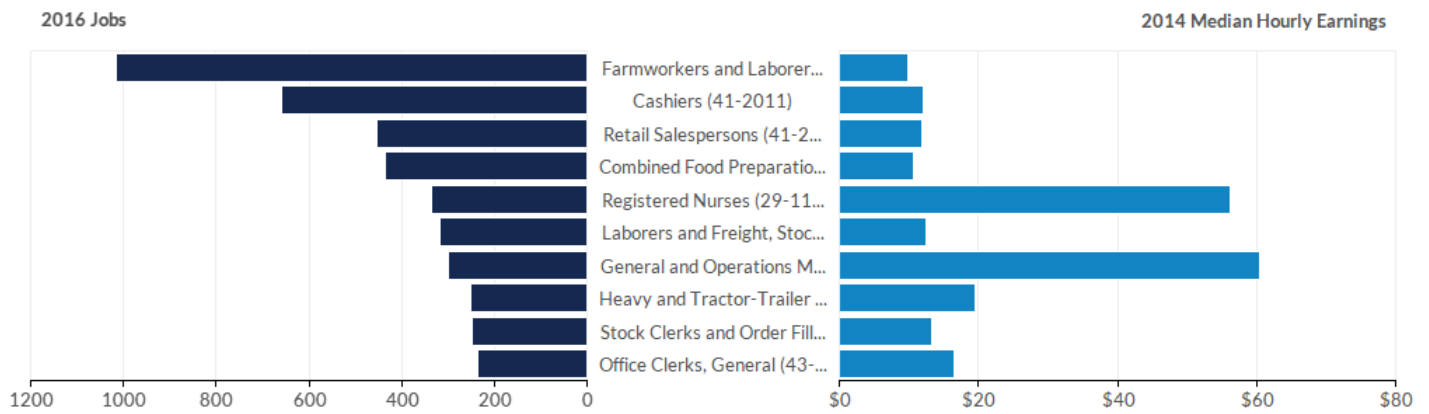
Timeframe

2016 - 2017

Datarun

2016.2 - Employees

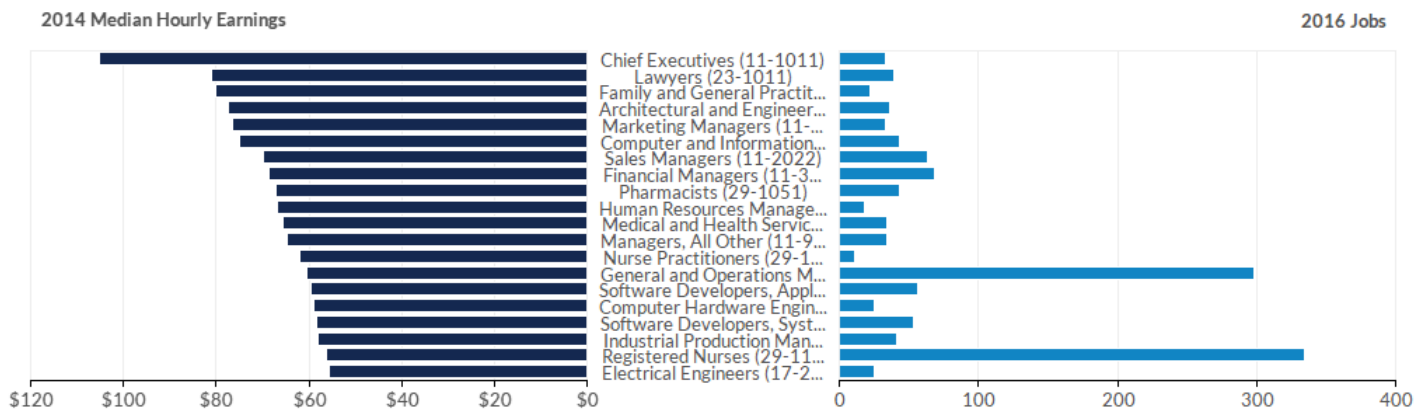
Largest Occupations



Occupation	2016 Jobs	2017 Jobs	Change in Jobs (2016-2017)	% Change	2014 Median Hourly Earnings
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	1,016	971	-44	-4%	\$9.85
Cashiers	658	695	36	6%	\$12.07
Retail Salespersons	452	479	27	6%	\$11.92
Combined Food Preparation and Serving Workers, Including Fast Food	436	454	18	4%	\$10.63
Registered Nurses	334	340	6	2%	\$56.27
Laborers and Freight, Stock, and Material Movers, Hand	317	336	19	6%	\$12.56
General and Operations Managers	298	309	10	3%	\$60.46
Heavy and Tractor-Trailer Truck Drivers	250	264	14	6%	\$19.58
Stock Clerks and Order Fillers	247	259	12	5%	\$13.37
Office Clerks, General	236	242	7	3%	\$16.60
Painters, Construction and Maintenance	201	215	14	7%	\$21.88
Personal Care Aides	195	234	39	20%	\$11.32
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	184	189	5	3%	\$18.23
Packers and Packagers, Hand	182	189	7	4%	\$10.93
Food Preparation Workers	180	190	10	5%	\$11.47
Waiters and Waitresses	176	167	-9	-5%	\$10.76
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	169	174	5	3%	\$11.34
Team Assemblers	160	169	9	5%	\$14.26

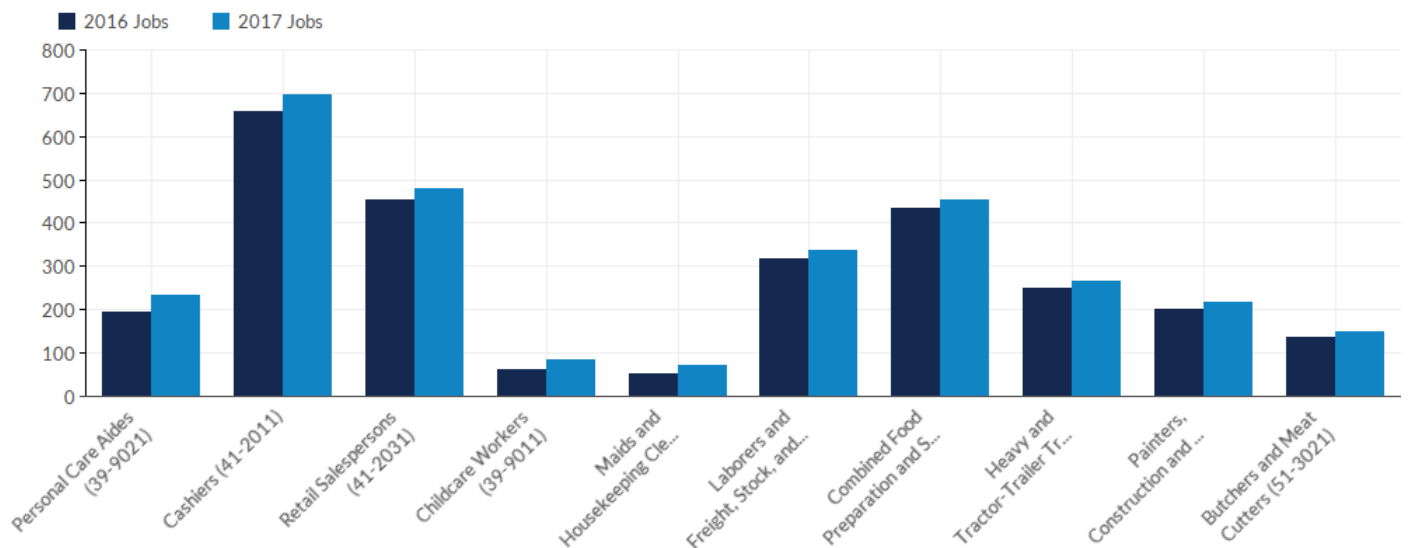
Occupation	2016 Jobs	2017 Jobs	Change in Jobs (2016- 2017)	% Change	2014 Median Hourly Earnings
Elementary School Teachers, Except Special Education	158	161	3	2%	\$31.02
Teacher Assistants	155	159	4	2%	\$13.87

Highest Paying Occupations



Occupation	2016 Jobs	2017 Jobs	Change in Jobs (2016-2017)	% Change	2014 Earnings Per Worker
Chief Executives	34	34	0	0%	\$105
Lawyers	39	40	1	3%	\$81
Family and General Practitioners	22	22	0	0%	\$80
Architectural and Engineering Managers	36	39	3	8%	\$77
Marketing Managers	33	34	1	3%	\$77
Computer and Information Systems Managers	44	46	2	5%	\$75
Sales Managers	64	66	2	3%	\$70
Financial Managers	68	70	2	3%	\$69
Pharmacists	43	44	1	2%	\$67
Human Resources Managers	18	19	1	6%	\$67
Medical and Health Services Managers	34	34	0	0%	\$66
Managers, All Other	34	35	1	3%	\$65
Nurse Practitioners	11	11	0	0%	\$62
General and Operations Managers	298	309	11	4%	\$60
Software Developers, Applications	57	61	4	7%	\$60
Computer Hardware Engineers	25	28	3	12%	\$59
Software Developers, Systems Software	54	58	4	7%	\$58
Industrial Production Managers	41	43	2	5%	\$58
Registered Nurses	334	340	6	2%	\$56
Electrical Engineers	26	28	2	8%	\$56

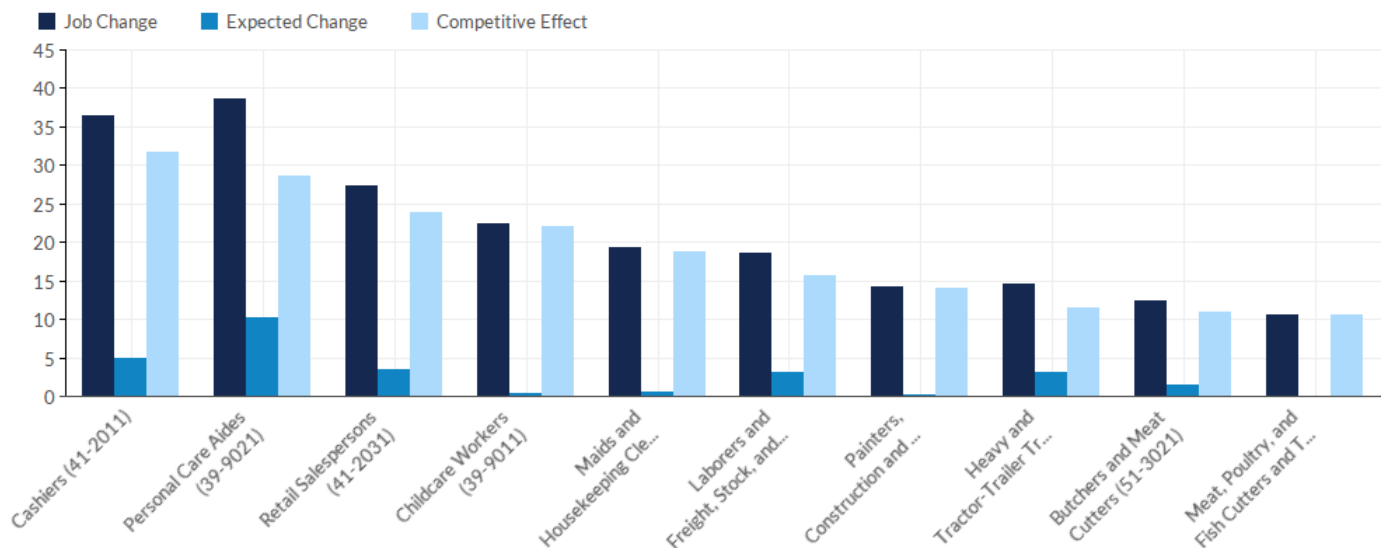
Fastest Growing Occupations



Occupation	2016 Jobs	2017 Jobs	Change in Jobs (2016-2017)	% Change	2014 Median Hourly Earnings
Personal Care Aides	195	234	39	20%	\$11.32
Cashiers	658	695	36	6%	\$12.07
Retail Salespersons	452	479	27	6%	\$11.92
Childcare Workers	62	85	22	36%	\$13.39
Maids and Housekeeping Cleaners	53	72	19	36%	\$11.97
Laborers and Freight, Stock, and Material Movers, Hand	317	336	19	6%	\$12.56
Combined Food Preparation and Serving Workers, Including Fast Food	436	454	18	4%	\$10.63
Heavy and Tractor-Trailer Truck Drivers	250	264	14	6%	\$19.58
Painters, Construction and Maintenance	201	215	14	7%	\$21.88
Butchers and Meat Cutters	136	149	12	9%	\$18.67
Stock Clerks and Order Fillers	247	259	12	5%	\$13.37
Meat, Poultry, and Fish Cutters and Trimmers	98	108	11	11%	\$12.30
General and Operations Managers	298	309	10	3%	\$60.46
Food Preparation Workers	180	190	10	5%	\$11.47
Team Assemblers	160	169	9	5%	\$14.26
First-Line Supervisors of Retail Sales Workers	138	146	8	6%	\$22.98
Home Health Aides	53	61	8	15%	\$11.02

Occupation	2016 Jobs	2017 Jobs	Change in Jobs (2016- 2017)	% Change	2014 Median Hourly Earnings
Packers and Packagers, Hand	182	189	7	4%	\$10.93
Light Truck or Delivery Services Drivers	107	114	7	6%	\$15.07
Office Clerks, General	236	242	7	3%	\$16.60

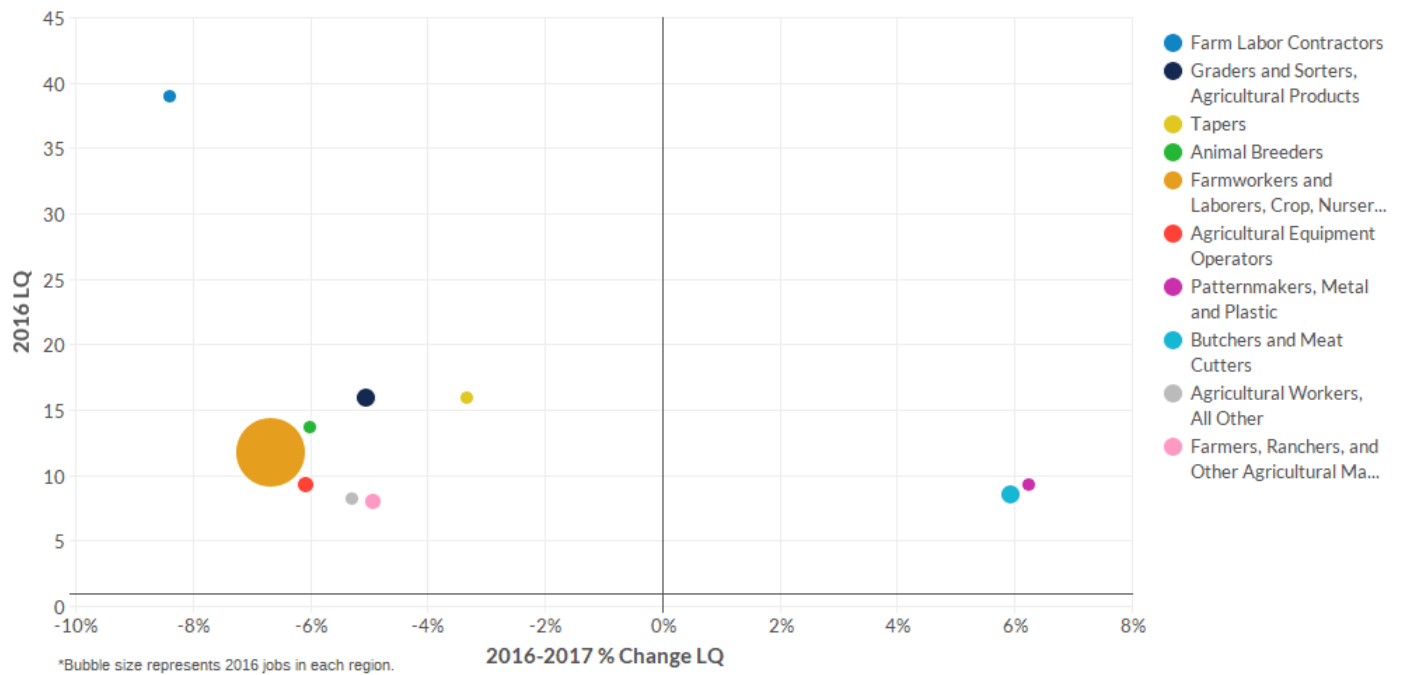
Most Competitive Occupations



Occupation	Job Change	Occ Mix Effect	Nat Growth Effect	Expected Change	Competitive Effect
Cashiers	36	-3	8	5	32
Personal Care Aides	39	8	2	10	29
Retail Salespersons	27	-2	5	3	24
Childcare Workers	22	0	1	1	22
Maids and Housekeeping Cleaners	19	0	1	1	19
Laborers and Freight, Stock, and Material Movers, Hand	19	-1	4	3	16
Painters, Construction and Maintenance	14	-2	2	0	14
Heavy and Tractor-Trailer Truck Drivers	14	0	3	3	11
Butchers and Meat Cutters	12	0	2	2	11
Meat, Poultry, and Fish Cutters and Trimmers	11	-1	1	0	11
Stock Clerks and Order Fillers	12	0	3	3	10
Team Assemblers	9	-3	2	-1	9
Combined Food Preparation and Serving Workers, Including Fast Food	18	4	5	9	9
First-Line Supervisors of Retail Sales Workers	8	0	2	2	7
Food Preparation Workers	10	1	2	3	7
General and Operations Managers	10	0	4	4	7
Light Truck or Delivery Services Drivers	7	-1	1	0	6
Packers and Packagers, Hand	7	-1	2	1	6

Occupation	Job Change	Occ Mix Effect	Nat Growth Effect	Expected Change	Competitive Effect
Bakers	6	0	1	1	5
First-Line Supervisors of Production and Operating Workers	5	-2	1	-1	5

Highest Occupation Location Quotient



Occupation	2016 Jobs	2017 Jobs	% Change	2016 LQ	2017 LQ	% Change LQ	2014 Median Hourly Earnings
Farm Labor Contractors	6	6	-5%	39.03	35.75	-8%	\$28.33
Graders and Sorters, Agricultural Products	103	100	-3%	15.95	15.15	-5%	\$9.92
Tapers	36	35	-4%	15.94	15.40	-3%	\$30.11
Animal Breeders	5	5	-4%	13.72	12.89	-6%	\$16.71
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	1,016	971	-4%	11.78	11.00	-7%	\$9.85
Agricultural Equipment Operators	78	75	-3%	9.35	8.78	-6%	\$16.65
Patternmakers, Metal and Plastic	4	4	6%	9.32	9.90	6%	\$14.41
Butchers and Meat Cutters	136	149	9%	8.53	9.04	6%	\$18.67
Agricultural Workers, All Other	13	12	-4%	8.26	7.82	-5%	\$13.71
Farmers, Ranchers, and Other Agricultural Managers	72	69	-3%	8.07	7.67	-5%	\$44.86
Painters, Construction and Maintenance	201	215	7%	7.54	7.92	5%	\$21.88
First-Line Supervisors of Farming, Fishing, and Forestry Workers	38	36	-4%	7.27	6.87	-6%	\$25.00
Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons	10	10	7%	6.59	6.93	5%	\$11.73
Judicial Law Clerks	9	9	0%	6.46	6.37	-1%	\$26.29
Farmworkers, Farm, Ranch, and Aquacultural Animals	58	57	-3%	6.37	6.06	-5%	\$13.07

Occupation	2016 Jobs	2017 Jobs	% Change	2016 LQ	2017 LQ	% Change LQ	2014 Median Hourly Earnings
Terrazzo Workers and Finishers	3	3	3%	5.89	5.98	1%	\$20.30
Food Batchmakers	83	85	3%	5.83	5.87	1%	\$11.05
Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	12	12	1%	5.69	5.61	-2%	\$10.13
Meat, Poultry, and Fish Cutters and Trimmers	98	108	11%	5.53	6.01	9%	\$12.30
Drywall and Ceiling Tile Installers	61	58	-5%	5.52	5.26	-5%	\$33.33

Appendix A - Data Sources and Calculations

Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level Emsi earnings by industry.

State Data Sources

This report uses state data from the following agencies: California Labor Market Information Department

MEMORANDUM OF UNDERSTANDING
Between
Employment Development Department
America's Job Center of California
Workforce Development Board

1. **Preamble/Purpose of MOU:** It is the purpose of this agreement to establish a cooperative and mutually beneficial relationship between the parties and to set forth the relative responsibilities of the parties.

The Workforce Innovation and Opportunity Act (WIOA) requires that a MOU be developed and executed between the San Benito County Workforce Development Board (WDB) and the America's Job Center of CaliforniaSM (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU, is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

California's one-stop delivery system, the AJCC, is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers seeking the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.
- Obtaining guidance on how to make career choices.
- Seeking to identify and hire skilled workers.

2. **Local/Regional Vision Statement, Mission Statement, and Goals**

Vision: San Benito County will have a trained, skilled and relevant workforce that meets the needs of employers and increases the quality of life in our community.

Mission: The mission of the San Benito County Workforce Development Board is to provide a variety of trainings, services and resources to unemployed, under-employed and dislocated workers which will raise their education and skill levels to ensure their success in the workforce.

3. **Parties to the MOU:** Required partners include local/regional representatives of the

following programs:

- WIOA Title I Adult, Dislocated Worker, and Youth: Department of Health and Human Services Agency (HHSA) and Community Services & Workforce Development (CSWD)
 - WIOA Title II Adult Education and Literacy: Gavilan College
 - WIOA Title III Wagner-Peyser: Employment Development Department (EDD)
 - WIOA Title IV Vocational Rehabilitation: Department of Rehabilitation (DOR)
 - Carl Perkins Career Technical Education: Gavilan College
 - Title V Older Americans Act: Peninsula Family Services
 - Job Corps: San Jose Job Corps
 - Native American Programs (Section 166) – N/A
 - Migrant Seasonal Farmworkers (Section 167)
 - Veterans: Employment Development Department (EDD)
 - Youth Build – N/A
 - Trade Adjustment Assistance Act: Employment Development Department (EDD)
 - Community Services Block Grant: Community Services & Workforce Development (CSWD)
 - Housing & Urban Development: Housing Authority of the County of Santa Cruz
 - Unemployment Compensation: Employment Development Department (EDD)
 - Second Chance - N/A
 - Temporary Assistance for Needy Families/CalWORKs: Department of Health and Human Services Agency (HHSA) CalWORKS Division
4. **Effective Dates and Term of MOU:** This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.
5. **AJCC System, Services:** AJCC's services as required by WIOA Law and to be provided by the AJCC Partners to this MOU are outlined in Attachment A, AJCC System Services.
6. **Responsibility of AJCC Partners:**
- The AJCC partner agrees to participate in joint planning, plan development, and modification of activities to accomplish the following:
 - Continuous partnership building.
 - Continuous planning in response to state and federal requirements.
 - Responsiveness to local and economic conditions, including employer needs.
 - Adherence to common data collection and reporting needs.
 - Make the applicable service(s) applicable to the partner program available to customers through the one-stop delivery system.
 - Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.

- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.

7. **Funding of Services and Operating Costs:**

All relevant parties to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

AJCC partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in the separately negotiated Cost Sharing Agreement.

The purpose of this RSA will be to establish the terms and conditions under which the participating partners will share resources within the One-Stop Delivery System.

8. **Methods for Referring Customers:**

The referral process may include the following: Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.

- Ensure that general information regarding AJCC programs, services, activities and resources shall be made available to all customers as appropriate.
- Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with partners and operators.
- Describe how each AJCC partner will provide a direct link or access to other AJCC partner staff that can provide meaningful information or service, through the use of co-location, cross training of AJCC staff, or real-time technology (two way communication and interaction with AJCC partners that results in services needed by the customer).

9. **Access for Individuals with Barriers to Employment:**

AJCC will ensure that policies and procedures established by AJCC and programs and services provided by One-Stop Centers are in compliance with the Americans with Disabilities Act. Recommended topics include the following:

- A definition of the term “individuals with barriers to employment.”

Barriers to Employment: Characteristics that may hinder an individual’s hiring promotion or participation in the labor force. Identification of these barriers will vary by location and labor market. Some examples of individuals who may face barriers to employment include: single parents, women, displaced homemakers, youth, public assistance recipients, older workers, substance abusers, teenage parents, certain veterans, ethnic minorities, individuals with disabilities and those with limited English speaking ability or a criminal record or with a lack of education, work experience, credential, child care arrangements, transportation

or alternative working parents.

- A commitment to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134 (c) (3) (E). As described in TEGL 10-09, when programs are statutorily required to provide priority, such as the WIOA adult program, then priority must be provided in the following order:
 - 1) Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient.
 - 2) Individuals who are the recipient of public assistance, other low income individuals, or individuals who are basic skills deficient.
 - 3) Veterans and eligible spouses who are not included in WIOA's priority groups.
 - 4) Other individuals not included in WIOA's priority groups.
- An attached "system map" that identifies the location of every comprehensive and affiliate AJCC within the Local Area. See Attachment B

This section should also include a commitment from each AJCC partner to ensure their policies, procedures, programs, and services are in compliance with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities.

10. Shared Technology and System Security:

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

Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.

- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.

11. Confidentiality:

The AJCC Partner agrees to comply with the provisions of WIOA as well as the

applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

12. Non-Discrimination and Equal Opportunity:

The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

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

14. American's with Disabilities Act and Amendments Compliance: The AJCC

partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the civil Rights act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

15. **Modifications and Revisions:** This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

16. **Termination:** The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

17. **Administrative and Operations Management Sections:**

a. **License for Use:** During the term of this MOU, all partners to this MOU shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

b. **Supervision/Day to Day Operations:**

1. The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer.
2. The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.
3. Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.
4. Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsive and save all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

- c. **Dispute Resolution:** The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.
- d. **Press Releases and Communications**
 - 1. All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.
 - 2. The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.
- e. **Hold Harmless/Indemnification/Liability:** In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

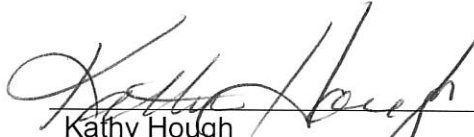
SIGNATURES:

In WITNESS THEREOF, the parties to this Memorandum of Understanding execute this agreement. The person(s) signing this Memorandum of Understanding on behalf of each partner and/or its organization represent that they are duly authorized by the partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Dated:

6/1/16

By:



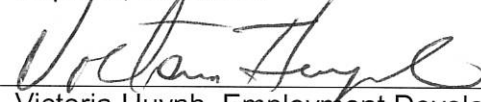
Kathy Hough
Interim Chair, San Benito County
Workforce Development Board
1111 San Felipe Road, Ste 108
Hollister, CA 95023

6/2/16



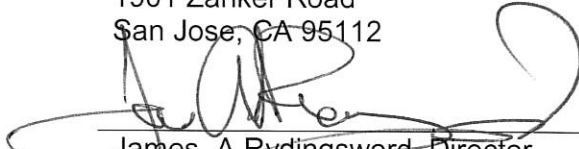
Rick Deraiche, Deputy Division Chief,
State of California
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Workforce Services Branch
2045 40th Ave. Suite B
Capitola, CA 95010

6/1/16



Victoria Huynh, Employment Development
Administrator
State of California
Employment Development Department
Unemployment Insurance Branch
1901 Zanker Road
San Jose, CA 95112

May 27, 2016



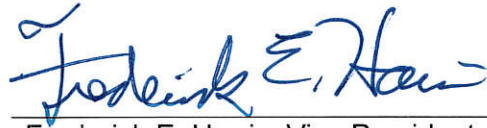
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Community Services & Workforce
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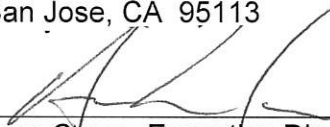
Frederick E. Harris, Vice President of
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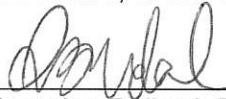
Donna Hezel, District Administrator
San Jose District Office
Department of Rehabilitation
100 Paseo de San Antonio, Rm. 324
San Jose, CA 95113

5/26/16



Arne Croce, Executive Director
Peninsula Family Services
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San Mateo, CA 94401

6/2/16



Cleannise Bullard, Project Director
Northern California Outreach & Admissions
Job Corps
3485 East Hills Dr.
San Jose CA 95127

Raman Brandal
Admissions counselor

6/2/16



Jenny Panetta, Executive Director
California Department of Housing and
Community Development
2931 Mission St
Santa Cruz, CA 95060-5709

Housing Authority of the
County of Santa Cruz

America's Job Center of California

Employment Services: San Benito County AJCC Employment Services provide classroom, on-the-job training and work experience services to participants, while offering significant subsidies to businesses.

Description- of Services:

- **On-the-Job Training (OJT):** OJT is a program in which individuals are training at the job site under the guidance and supervision of participating employers. In turn, those employers qualify for reimbursement of up to 50% of eligible employee wages while the employees are in training for up to 600 hours. Employers may contract for more than one position, depending on the labor needs of the company. This allows for simultaneous training sessions and faster staff development. The OJT program makes it easier for employer and employee alike to take the time to thoroughly training for the real-world business skills that are required to fully reach their potential and become vital assets to their employers.
- **Work Experience Training:** The Work Experience program is designed to assist eligible participants by teaching and encouraging the development of self-reliant life skills and professional work ethic. All participants will receive employment readiness training, and are then placed with an employer of their preference for 600 hours of training.
- **Scholarships:** Individual Training Account (ITA) Scholarships provide funding up to \$4,000 to cover tuition, books, and supplies for individual classroom training of a wide range of professional job skills. The ITA scholarships provide job training with experts in prestigious and highly demanded professions such as health care, solar engineering, laboratory techs and many more, all in a comfortable learning environment. Trainees who successfully complete the program receive valuable certificates of completion and job placement assistance.
- **Youth Employment Services:** Provides youth with building their marketable job skills and creating solid work opportunities in San Benito County. AJCC is a tremendous resource and information center for any young person looking for career help. We offer a wide range of services tailored to provide vital help to young people in the workforce, including career counseling, college guidance, job search assistance, vocational training, tutoring and mentorship services, resume building assistance and much more.

Employer Services: AJCC offers a myriad of critical services and programs designed to assist employers in every aspect of labor needs. From helping local employers find quality workers through our regularly updated job applicant database, to providing business development, retention and expansion assistance, or delivering immediate help to workers and businesses affected by layoffs and plant closures.

Rapid Response Services: In times of economic difficulty, large scale industrial plants and factories may be forced to lay-off large numbers of employees all at once. To help everyone affected, employees and employers alike, a Rapid Response team has been created, including representatives of the AJCC, the local Employment Development Department and the Workforce Development Board staff. Together, these partnering organizations provide streamlined access to their combined resources and services, providing vital information, advice and training before, during and after the layoff.

- **Layoff Aversion:** Activities to assist workers facing layoffs due to potential plan or company closures.
 - Examples of lay aversion activities
 - Consultation with at-risk business to explore refocus of company to serve new and changing markets.
 - Retraining employee to adapt to new markets and/or emerging high-growth industries.
 - Establish contracts with agencies with known expertise in business assessment to implement intervention strategies, including skills upgrade training for at risk employees.
 - Training for managers and supervisors to assume new functions and responsibilities within at risk business.
 - Meeting with employers and employees of at risk companies for closure or layoff.

Community Services & Workforce Development – Community Action Board (CAB)

Offers services under the Community Services Block Grant (CSBG), Community Development Block Grant (CDBG), HOME Grant, Continuum of Care (CoC) Grant, and others targeting low-income in San Benito County. All services are dependent upon availability of funding.

The CAB will assist our vulnerable populations with resources to obtain skills, knowledge and opportunities toward self-sufficiency.

- **Low-Income Home Energy Assistance Program (LIHEAP):**
 - Provides financial assistance to offset the costs Pacific Gas & Electric (PG&E), Propane or Wood.
 - Weatherization services are provided via referral to Central Coast Energy Services.
- **Housing & Homeless Services:**
 - **Helping Hands** provides assistance to Homeless individuals/families with a permanent disability.
 - **Winter Shelter for Families:** Provides San Benito County homeless families, with children 17 years or younger, shelter from December through March.
 - **Warming Shelter:** Provides San Benito County homeless individuals, age 18+ shelter from December through March.
 - **Hotel Vouchers:** Since funds are limited, vouchers are provided only when funds are available and for extreme cases to homeless individuals/homeless families.
 - **Homeless Partners:** Provide referrals to partner agencies
 - **My Father's House:** Day center located at 910 Monterey St, Hollister, CA (831) 801-2922.
 - **Emmaus House:** Domestic Violence Shelter for Woman and Children (877) 778-7978
 - **Housing Opportunities for Persons with Aids (HOPWA):** Provides housing assistance and supportive services for low-income persons with HIV/AIDS and their families.
 - **Housing Support Services**
 - **CalWORKs Housing Support Program (HSP):** Rapid Re-housing services to homeless families enrolled in the CalWORKs program. The program provides rental assistance of up to 6 months, security deposit, utility assistance, emergency assistance, case management and support services.
- **Transportation Tokens:** Bus tokens are provided to individuals when needed for appointments at 1111 San Felipe Road.
- **Volunteer Income Tax Assistance:** FREE tax preparation assistance to low-income residents from January to April.
- **Food & Clothing Referrals:** Provides referrals to local food bank, and thrift stores for food and clothing for low-income families.
- **Youth Enrichment:** Provide scholarships to low-income children and youth to participate in enrichment activities through referrals from probation, school personnel, City of Hollister Recreation, YMCA, Youth Alliance as well as direct application by parents.

WIOA TITLE IV VOCATIONAL REHABILITATION: CA Department of Rehabilitation (DOR)

Description of Services:

- Services offered include: employment, training and education services for eligible individuals seeking jobs or wishing to enhance their skills and technical assistance for employers.
- Vocational Rehabilitation (VR) services determined by eligibility, economic need, and individual need as authorized by the Rehabilitation Act of 1973 to include:
 - Medical and psychological exams and trial work experiences as necessary for determination of eligibility;
 - Vocational evaluations as necessary for program services planning;
 - Physical/mental restoration services (not covered by other comparable benefits);

- Physical aids (orthotic/prosthetic devices, wheelchairs, hearing aids, low vision aids);
- Academic, vocational, and work adjustment training;
- Special services for the deaf and hard of hearing and the blind and visually impaired;
- Counseling and guidance;
- Job development and job placement services;
- Rehabilitation technology (adaptive equipment and workplace accommodations not provided by the employer);
- Supported employment, independent living, and post-employment services;
- Temporary assistance with transportation and living expenses (if appropriate) while participating in the VR program; and
- Evaluation, training, and placement.
- Provision of training and technical assistance to AJCC partners on topics that may include auxiliary aides and services, and rehabilitation technology for individuals with disabilities.

Referral Process:

- Contact the VR counselor in person, by phone, by email, or through AJCC standard referral process. Provide the individual's name, address, phone number, and known or suspected disabling condition. If the VR counselor is not available for immediate assistance or is out of the office, provide the customer with VR informational sheet (provided in regular print, large print, or Braille) and a VR application. All referrals of all disability groups will be provided information about DOR services at the AJCC orientation. The VR counselor will make arrangements for a specialty counselor if necessary.
- Provide training and technical assistance to AJCC partners on eligibility for and scope of VR services.
- Provide technical assistance to employers on disability etiquette, recruitment and selection, reasonable accommodations, accessibility to programs and services, physical access surveys, publications, referrals, and resources. DOR agrees to refer customers to other AJCC partners as appropriate.

Peninsula Family Service (PFS)

Description of Services:

- Services to older workers most in need, ages 55 or older, who meet the federal guidelines for low-income (defined as an income at or below 125% of the Federal Poverty Level) and are legal residents;
- Classroom training and on-the-job training/work experience in nonprofit and public agencies for up to 20 hours per week of paid wages;
- Provision of eligibility determination for work experience, medical exams, etc.;
- Employability skills training and placement assistance;
- Resource to other AJCC partner agencies serving older workers that may include: benefits for older workers, recruitment of qualified older workers, creating a user friendly work environment for older workers, and establishing guidelines for designing flexible work hours and realistic expectations of outcome.

Referral Process:

- PFS will provide the contact information for making referrals. AJCC partners may refer customers directly to PFS that potentially meet eligibility requirements.
- PFS will refer customers to other AFCC partners as appropriate.

MOU EDD Service for the San Benito County

Italicized entries are per the TEGL 3-15 Regular

** Wagner-Peyser (WP) Services, see WP for list of services Items in Green are practioner training not a service to job seekers. Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
1. Wagner-Peyser	<p><i>Initial assessment of skill levels</i> <i>Provision of referrals to and coordination of activities;</i> <i>Provision of workforce and labor market employment statistics information</i> <i>Provision of information relating to the availability of supportive services or assistance</i> <i>On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim</i></p> <p>Provide:</p> <ul style="list-style-type: none"> • Outreach to Dislocated Workers • Intake • Orientation • Initial assessment • Referral to Partners • Provide Job Search Information • Labor Exchange • LMI • UI/DI Information, website and filing assistance • Business Services • Phones: dial phones to UI and Tax Branch • Veterans Service Navigator (VSN) Assessment • Job Search Workshops • Résumé preparation & critique • Career & skills assessment • CalJOBSSM Help Desk Activities (Truckee-El Centro) • Well structured complaint process <ul style="list-style-type: none"> ○ Discrimination & H2A 	<p><i>Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services</i></p> <ul style="list-style-type: none"> • Job Search Workshops • Résumé preparation • Individual Assessment • Career Counseling • Job Coaching • Veteran Hiring Incentives • Work Opportunity Tax Credit (WOTC) 	
2. California Training Benefits (CTB)*	<ul style="list-style-type: none"> • Educate public and customers on CTB • WSBCO provide practioner training 	<ul style="list-style-type: none"> • CTB Streamline processing • Assist customers to contact UI and resolving issues 	

MOU EDD Service for the San Benito County

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** Wagner-Peyser (WP) Services, see WP for list of services Items in Green are practioner training not a service to job seekers. Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
3. Fidelity Bonding*	<ul style="list-style-type: none"> Educate clients & employers Provide individual assistance to process bonding Assist with bonding paperwork WSBCO provide practioner training 	<ul style="list-style-type: none"> Educate clients & employers Provide individual assistance to process bonding Assist with bonding paperwork 	<ul style="list-style-type: none"> Educate clients & employers Assist and write bond Assist to process bonding Assist with bonding paperwork
4. H-2A Temporary Agriculture Program*	<ul style="list-style-type: none"> Recruitments and Job Referrals Enter job order in CalJOBS Screen for potential applicants 		
5. Jobs for Veterans Grant*	<ul style="list-style-type: none"> Outreach to Veterans/ Eligible spouses & transitional servive members Screen for Priority of Service Determine eligibility via VSN Assessment Referral to Partners/supportive services Veteran Hiring Incentives WSBCO provide practioner training 	<ul style="list-style-type: none"> Referral to services Career Counseling/prevocational Individual and group counseling IEP Objective Assessment Job Placement Job Fairs & Workshops Case Managed 	<ul style="list-style-type: none"> Refer to training Co-enroll Veteran Hiring Incentives
6. Labor Market Information (LMI)*	<ul style="list-style-type: none"> Labor Market Information for regional economies, local areas, and California Self- service website: accessible to all customers with our LMI products & data WSBCO provide practioner training 	<ul style="list-style-type: none"> Occupational Guides/Profiles Wage data Skills info & skills transference In-demand occupations Education and licensing requirements Crosswalk occupation and education program offerings ETPL certified training organizations Commute pattern data 	<ul style="list-style-type: none"> Training for Trainers Evaluating in-demand industries/occupations Using LMI in your policy/decision making How to use LMI How to navigate through our LMI info website Cohort LMI Training (ex: Vet) LMI training for WIOA partners Taining through various mediums

MOU EDD Service for the San Benito County

Italicized entries are per the TEGL 3-15 Regular

** Wagner-Peyser (WP) Services, see WP for list of services* *Items in Green are practioner training not a service to job seekers.* *Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
7. Personal Job Search Assistance workshops*	<ul style="list-style-type: none"> Conduct workshop Report issues/attendance to UI Refer to AJCC (partner) services Refer and provide supportive services information Assist CalJOBS registration, resume & UI forms WSBCO provide standardize presentation material/training 		
8. Rapid Response (RR)*	<p>Participation:</p> <ul style="list-style-type: none"> Member of the RR team for planning (UI resources determined by event) <p>Provide info on EDD programs & services:</p> <ul style="list-style-type: none"> Work Share Program Partial Program TAA/TRA AJCC services UI services CTB Veterans Youth 		
9. Trade Adjustment Assistance*	<ul style="list-style-type: none"> Write Petitions Raid Response Presentations, Lay Off everision (eg.workshare) Orientations Respond to TAA FAQs WSBCO provide practioner training 	<ul style="list-style-type: none"> Case Management Out-of-area job search and relocation assistance Individual Assessments Provide education assistance and funding Job Placement Facilitate UI processing Co-enrollment Provide supportive services Labor market research 	<ul style="list-style-type: none"> Write training contract Invoicing Out-of-area job search and relocation assistance Labor market research ETPL Navigation & Guidance Provide supportive services, Job Placement, Follow up, OJT, apprenticeship, job development, job search Case manage through training
10. Unemployment Insurance*	<p><i>Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system</i></p> <p><i>On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim</i></p>		

MOU EDD Service for the San Benito County

Italicized entries are per the TEGL 3-15 Regular

** Wagner-Peyser (WP) Services, see WP for list of services Items in Green are practioner training not a service to job seekers. Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<ul style="list-style-type: none"> • Access to computers & telephone to file claims • Promoting assistance with UI Online Services • Public Service Project (PSP) • Reemployment Services & Eligibility Assessment (RSEA), Personalized Job Search Assistant (PJSA), Initial Assistant Workshop (IAW) • Provide workshops (ENG/SP)-navigating UI online services • Deliver workshops in agriculture fields re: the use of the debit card to MSFW, businesses, and banks • WSBCO provide practioner training <p>PROGRAM ELIGIBILITY for Title I programs –</p> <p>The following information is helpful for our Title I partners to access UI information needed to determine program eligibility.</p> <p>The EDD provides UI claim information to customers on UI OnlineSM and by mailing the following documents that can be utilized when determining eligibility for the local Title I programs.</p> <ul style="list-style-type: none"> • Notice of Unemployment Insurance Award (DE 429Z) • Notice of Unemployment Insurance Claim Filed (DE 1101CLMT) <p>If the customer is unable to provide sufficient information, the Data Consent Authorization Form (DCAF) is available for AJCC staff to complete and fax/mail to the EDD. The form is signed by the claimant authorizing the partner to have access to confidential UI claim information (such as, basic claim info and wages reported in previous quarters) for one year.</p> <p>The EDD UI Program responds within three business days upon receipt.</p> <p>REFERRALS -</p>		

MOU EDD Service for the San Benito County

Italicized entries are per the TEGL 3-15 Regular

** Wagner-Peyser (WP) Services, see WP for list of services Items in Green are practioner training not a service to job seekers. Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<p>The UI program is committed to making the PSP line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted.</p> <p>UI CLAIM FILING ASSISTANCE AND INFORMATION -</p> <p>The WIOA outlines the 10th Basic Career Service as providing meaningful assistance in filing a UI claim in the one-stop delivery system.</p> <ul style="list-style-type: none"> The UI program is committed to providing AJCC staff with training on resources available on the EDD website for filing a UI claim, accessing UI Online, viewing tutorials, and FAQs. <p>The AJCC staff should be guiding customers through the online methods for filing a UI claim available on the EDD website. If the individual is considered irate/disruptive or all other means to provide meaningful assistance have been exhausted, the AJCC staff can direct the customer to the PSP line.</p> <ul style="list-style-type: none"> The UI program is committed to making the PSP line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted. 		
11. Employer Services*	<ul style="list-style-type: none"> Employer Advisory Council (EAC) coordination & activities <p>Business Service Activities:</p> <ul style="list-style-type: none"> CalJOBS Registration CalJOBS navigation & assistance Help-Desk Employer assistance (Truckee/EI Centro) Employer Seminars Employer Outreach (Federal Contractors) Education on Services CalJOBS assistance, training, education 		

MOU EDD Service for the San Benito County

Italicized entries are per the TEGL 3-15 Regular

** Wagner-Peyser (WP) Services, see WP for list of services Items in Green are practioner training not a service to job seekers. Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<ul style="list-style-type: none"> Targeted Recruitments Hiring Incentives Job Development Job Fairs Resume Retrieval & Screening Coordination with LMI assistance Educate on Employer training panel 		
12. Work Opportunity Tax Credits *	<ul style="list-style-type: none"> Educate practitioner staff and employers Pre-Certification job seekers Provide practioner training 		
13. Worker Adjustment Retraining Notification (WARN) Act*	<ul style="list-style-type: none"> Review WARN notice for potential TAA Petitions Coordinate with local rapid response teams. Determine if rapid response event is necessary 		
14. Workshops*	<ul style="list-style-type: none"> Job search Resume Interviewing LMID/Career exploration CalJOBSSM Unemployment Insurance Bilingual workshops 	<ul style="list-style-type: none"> Same as list in Column one for Workshops 	
15. Youth Employment Opportunity Program*	<ul style="list-style-type: none"> Financial Aid information Outreach Orientations CalJOBS registration Workshops 	<ul style="list-style-type: none"> Educational Counseling Job Placement Assistance Case Management Workshops 	<ul style="list-style-type: none"> Co-enrollment Referral to training institutions
16. CalJOBS SM *	<p>WSBCO provide practioner training Employer/client education & assistance:</p> <ul style="list-style-type: none"> Registration Resume Case Management Job listings Job search Job referrals Facilitate labor exchange CalJOBS Reports CalJOBS Ad-hoc Reports Marketing Help desks 		

MOU EDD Service for the San Benito County

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EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<ul style="list-style-type: none"> Ad-hoc reports Customer Relationship Management (CRM) Virtual Recruiter set up Labor exchange 		
17. MSFW*	Outreach and education (AJCC & agricultural fields) <ul style="list-style-type: none"> Workshops to clients/ employers Education on how to use the UI EDD debit card 	<ul style="list-style-type: none"> Job Search Workshops Résumé preparation Individual Assessment Career Counseling Job Coaching 	<ul style="list-style-type: none"> Co-enrollment Referral to training institutions
18. National Dislocated Workers Grants (Was NEG)	<ul style="list-style-type: none"> Run Query Manangement Facility (QMF)/Outreach Pre-screening Specialized outreach to employers/employees 	<ul style="list-style-type: none"> Refer identified job seekers to appropriate job openings Assist in orientations 	

Attachment B

